

AGENDA

KENT AND MEDWAY POLICE AND CRIME PANEL

Dear Councillor

Notice is hereby given that a meeting of the **KENT AND MEDWAY POLICE AND CRIME PANEL** will be held in the **Council Chamber, Sessions House, County Hall, Maidstone** on **Wednesday, 28th May, 2014, at 9.15 am** when the following business will be transacted

Members of the public who require further information are asked to contact Anna Taylor on 01622 694764

Tea/Coffee will be available 15 minutes before the start of the meeting outside the meeting room

Membership

Councillor Paul Clokie	Ashford Borough Council
Councillor Pat Todd	Canterbury City Council
Councillor Anthony Martin	Dartford Borough Council
Councillor Sue Chandler	Dover District Council
Councillor John Burden	Gravesham Borough Council
Mr Mike Hill (Chairman)	Kent County Council
Councillor Annabelle Blackmore	Maidstone Borough Council
Councillor Les Wicks	Medway Council
Councillor Peter Fleming	Sevenoaks District Council
Councillor Malcolm Dearden	Shepway District Council
Councillor Andrew Bowles	Swale Borough Council
Councillor Mrs Iris Johnston	Thanet District Council
Councillor Mark Rhodes	Tonbridge and Malling Borough Council
Councillor John Cunningham	Tunbridge Wells Borough Council
Mr Roger Latchford	Co-opted member – Kent County Council
Councillor Gordon Cowan	Co-opted member - Dover District Council
Councillor Ian Chittenden	Co-opted member - Maidstone Borough Council
Councillor Rupert Turpin(Vice-Chairman)	Co-opted member - Medway Council
Mr Dan McDonald	Independent Member
Mr Gurvinder Sandher	Independent Member

UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

- 1 Election of Chairman
- 2 Election of Vice-Chairman
- 3 Introduction/Webcast Announcement
- 4 Apologies and Substitutes
- 5 Membership

Please note that Cllr P Clokie has replaced Cllr G Galpin from Ashford Borough Council as a Member of this Panel.

- 6 Declarations of Interests by Members in Items on the Agenda for this Meeting
- 7 Minutes of the Police and Crime Panel held on 4 February 2014 (Pages 5 - 12)

B - Commissioner's reports requested by the Panel/Offered by the Commissioner

- B1 Management of Public Engagement Responsibilities (Pages 13 - 28)
- B2 Mental Health Concordat (Pages 29 - 30)
- B3 Domestic Abuse (Pages 31 - 34)
- B4 Stage 2 Staff Transfers from PCC to Chief Constable (Pages 35 - 36)
- B5 Crime Figures in Kent (Pages 37 - 40)

C - Commissioner's Decisions

- C1 Commissioner's Decisions (Pages 41 - 46)

D - Panel Matters

- D1 Future work programme (Pages 47 - 48)

D2 Actions following the informal Panel discussions with the Commissioner (Pages 49 - 52)

D3 Complaints report (Pages 53 - 56)

E - For Information

E1 Minutes of the Commissioner's Governance Board meeting held on 5 February 2014 (Pages 57 - 64)

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Peter Sass
Head of Democratic Services
(01622) 694002

Monday, 19 May 2014

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KENT COUNTY COUNCIL

KENT AND MEDWAY POLICE AND CRIME PANEL

MINUTES of a meeting of the Kent and Medway Police and Crime Panel held in the Council Chamber, Sessions House, County Hall, Maidstone on Tuesday, 4 February 2014.

PRESENT: Mr P M Hill, OBE (Chairman), Cllr R Turpin (Vice-Chairman), Cllr G Galpin (Substitute for Cllr G Clarkson), Cllr P Todd, Cllr T Martin, Cllr Mrs A Blackmore, Cllr L Wicks, Cllr M Dearden, Cllr Mrs I Johnston, Cllr M Lowe (Substitute for Cllr P Fleming), Cllr K Pugh (Substitute for Mr A H T Bowles), Cllr M Rhodes, Cllr J Cunningham, Mr R A Latchford, OBE, Mr G Cowan, Mr I S Chittenden and Mr Dan McDonald

ALSO PRESENT: Mrs A Barnes (Kent Police and Crime Commissioner), Mr M Stepney (Commissioner's Chief of Staff) and Mr S Nolan (Commissioner's Chief Finance Officer)

IN ATTENDANCE: Mr M Campbell (Policy Officer) and Mrs A Taylor (Scrutiny Officer)

UNRESTRICTED ITEMS

63. Minutes of the Meeting held on 20 December 2013
(Item 4)

1. The Scrutiny Officer, KCC, explained that Mr Galpin was present at the meeting on 20 December and that the minutes would be amended to reflect this.
2. The Chairman noted the Commissioner's request that in future her office be given more time to review the minutes for accuracy.

RESOLVED that subject to the above amendment the minutes of the meeting held on 20 December 2013 be signed by the Chairman as a correct record.

64. Draft Police and Crime Plan 2014/15
(Item B1)

1. The Commissioner introduced her draft refreshed Police and Crime Plan for 2014/15. The Plan was similar to the original plan which was approved by the Panel. She explained that this plan reflected the people of Kent's priorities and changing priorities throughout the year. The key changes were the removal of numerical performance targets, the inclusion of partnership objectives to demonstrate the value of working with partners the inclusion of the PCC's responsibility for commissioning victims services and implementation of a Victims' Centre. In terms of Community Safety Grants there is a commitment to giving out what comes in but this has had to suffer the same cuts as the general. The Panel welcomed the emphasis on partnership working within the Plan and the opportunity that the Commissioner had given to Panel members to comment on an early draft of the Plan.

2. Members of the Panel noted that the refreshed Plan contained no numerical targets, whereas the previous version had set a number of targets over the period of the Plan. Panel Members sought clarification of how the Commissioner would assess Force performance and judge success if there were no targets set. The Panel noted that the Commissioner intended to use satisfaction with the service, partnership working and visible presence on the streets to judge success and to ensure that the force delivered a quality service to the people of Kent. The Panel noted that the Commissioner considers her approach to be supportive of efforts to avoid a performance driven culture in the Force and to be consistent with the approach to targets taken by the Home Secretary and HMIC. The Commissioner explained that HMIC advice had been that rigid targets skewed activity. She explained that the Chief Constable was held to account at the Governance Board meetings.
3. One Member commended the Commissioner on removing the targets and the community would hold the Commissioner to account with regards to delivery. Regarding public engagement it was vital that the community were aware of visits and it was thought that there were some hard to reach groups which still might find it difficult to access the Commissioner. The Commissioner explained that in her work with the community the public had confirmed that they did not want a deputy commissioner. Regarding accessing hard to reach groups she had worked closely with the University and Learning Disability Groups more recently in relation to hate crime.
4. The Panel asked the Commissioner about the recruitment and deployment of PCSOs and whether their powers could be usefully extended. The Panel noted the Commissioner's support for PCSOs but understood recruitment was linked to funding and that decisions about deployment and powers were for the Chief Constable to determine. The Commissioner explained she had written to the council leaders offering to speak with each Council, along with the Chief Constable, to talk about the neighbourhood policing model.
5. In response to a query about the 'one stop shop' for Kent's Victims and whether this would be an adequate resource for such a large County. The Commissioner explained that this wouldn't be limited to a physical building and would also act as a signposting service where victims could get help. It was still in the early stages of planning but it would look at wrapping services around people and could include looking at how families of victims could also be supported. The Panel supported the intention to establish the Victim Centre.
6. The Panel questioned the Commissioner on how she intended to retain the focus on visible community policing when neighbourhood officers had been reduced and initiatives such as Predictive Policing were being used. The Panel noted the Commissioner's intention to ensure any future changes to the policing model were based on neighbourhoods. The Commissioner had tasked the Chief Constable to ensure the policing model in Kent was based on community policing, in response to a query the Commissioner reminded members that anti-social behaviour was not solely a policing issue. The work of the Community Safety Partnerships was valued and in addition to the funding provided to the Community Safety Partnerships the Commissioner had put in place a fund for partners to bid to to support delivery. .

7. Members asked what role the Special Constables played in the Commissioner's Plan, the Commissioner explained that the Governance Board had an item on Special Constables and how they had developed, they were a highly valuable resource and would like to see more in the county but it was costly to recruit and train them. There were around 300 Specials contributing approximately 100 hours per year each. They were warranted officers facing the same issues as regular Police Officers. The Commissioner had provided additional funding to train Special Constables. They had a high turnover due to the voluntary nature of the work.
8. In response to a question about serious organised crime in Kent the Commissioner reminded members that the present Chief Constable had a background in the serious organised crime. There was a joint Serious Crime Directorate with Essex which targeted organised crime, there was close working with the south east region and the National Crime Agency would be visiting to discuss close working.
9. The Panel asked whether, in respect of grants, the Commissioner had considered having a general fund which could be used to target resources where there was most need. The Panel noted the Commissioner's view that decisions on grant allocations were the result of engaging with partners and directing money where it would be of most value in relation to her Plan.
10. One Member asked about internet safety amongst young people and how this fitted into the Plan and with the new Youth Commissioner. The Commissioner explained that Schools Liaison Officers had a comprehensive programme with secondary schools but it was also necessary to engage with the primary schools. The Commissioner was funding a programme with upper primary schools to educate young people on internet safety. The Youth Commissioner would also have a key role in communicating with young people and the Community Safety Partnerships. The Safer Schools Partnership was a matter for the Chief Constable.
11. The Chairman and other Panel Members noted that whilst the Plan mentioned harnessing innovation from the private sector it did not contain proposals to outsource back office functions, which some members felt might produce significant savings. The Panel noted the Commissioner's intention to find ways of bringing private sector best practice into back office functions whilst reiterating her opposition to the privatisation of Kent Police.

RESOLVED that the Panel welcomed the opportunity that the Commissioner had given to Panel members to comment on an early draft of the Plan and noted the Commissioner's Draft Refreshed Plan 2014/15.

65. Precept Proposal
(Item B2)

1. The Policy Officer, KCC, explained that the Panel had a statutory duty under the Police Reform and Social Responsibility Act 2011 and associated Regulations to:
 - Review and report on the Commissioner's proposed level of precept.

In addition the Panel may:

- Make any recommendations on the draft plan or proposed precept; and
 - By a two thirds majority, veto the proposed precept.
2. The Commissioner advised that Panel that, after widespread consultation, she had found public support for an increase to the precept without triggering a referendum. The Commissioner explained that she had not yet received confirmation of the rules relating to when a referendum trigger was required before a precept increase could be implemented. Last year's Police & Crime Plan assumed a 2% precept (increase £2.80 per year) each year but if the commissioner could go to 3.5% (£4.95 per year per household in a Band D property) without triggering a referendum then this would be the precept level proposed. The Commissioner asked the Panel for flexibility and would they agree to a precept maximum of 3.5% or an increase to the trigger level.
 3. The Commissioner explained to the Panel that the costs of a referendum, together with the fact that there would be restrictions on what could be said to explain the proposal during a campaign, meant it was not sensible to propose an increase that would require to be put to a referendum. The Commissioner, therefore, proposed a precept increase of 3.5%, or the maximum permitted without calling a referendum if this was lower.
 4. Panel Members sympathised with the Commissioner's difficulty in not knowing the rules relating to a referendum at this late stage but pointed out that the draft budget which the Commissioner had presented assumed a 2% increase in the precept and questioned the Commissioner as to why she needed an additional 1.5%. The Commissioner said that the extra money would be used to keep 20 Police Officers or a larger mixture of Police Officers and PCSOs who might otherwise be lost due to anticipated reductions in Government grant in 2015/16. The Commissioner also confirmed that Kent was in the bottom quartile for its policing precept in the Country, significantly less than the national average.
 5. Panel Members sought clarification of the consultation which the Commissioner had carried out and which had led her to state that there was support for a precept increase for local visible policing
 6. . The Commissioner referred to a range of events and activities, including a large stakeholder event in December 2013.
 7. Panel Members questioned the Commissioner on whether the Force had explored every option to reduce costs exhaustively, pointing out that many Councils in Kent and Medway had looked to reduce costs further rather than increase Council tax. The Commissioner explained that every budget line had been closely scrutinised. HMIC also completed Value for Money profiles and in terms of efficiency these showed Kent Police as being good.
 8. Panel Members said that they were supportive of the need to maintain officer numbers and asked in the Commissioner could give a guarantee that, if they supported a 3.5% precept increase, the money would be "ring-fenced" for more

police officers. The Commissioner explained that it was her intention that the money be used in this way and that additional funds would be used to offset the anticipated loss of Government grant.

9. Panel Members asked whether there were opportunities for income generation rather than a precept increase and were advised by the Commissioner that Kent Police was currently above average for income generation but that she has plans for more work in this area which she would share with the Panel later in the year.
10. Panel Members pointed out that the Commissioner's Plan was based on precept increases each year of her term of office and that, since these increases would be compounded, they amounted to a significant increase taken together.
11. The Panel voted on a veto of the Commissioner's precept, 8 Members voted for the veto and 6 against. In accordance with the Police Reform and Social Responsibility Act regulations the Panel would be able to veto the Commissioner's proposed precept with a 2/3 majority (14 Members of the Panel) therefore this was lost.
12. Mr Dearden then proposed that the Commissioner should increase her precept by no more than 2% (£2.80 per year per Band D household), provided that such an increase was permitted without a referendum.
13. This was seconded by Mr Pugh.
14. The Chairman put this to the vote and it was carried.
15. The Panel also noted the Commissioner's assurance that they would be provided with details of her final budget, if it differed from the one presented to the Panel.

RESOLVED that the Kent and Medway Police and Crime Panel recommend that the Commissioner should increase her precept by no more than 2% (£2.80 per year per Band D household), provided that such an increase was permitted without a referendum. The Panel also noted the Commissioner's assurance that they would be provided with details of her final budget, if it differed from the one presented to the Panel.

66. Impact of Police Contact Points (Item C1)

1. The Commissioner introduced this item and explained that 6 existing vehicles had been utilised as mobile Police Contact Points. There had been national interest in the Police Contact Points and it was not sensible to measure their value by people visiting the units. The mobile vans had been used by the Community Safety Partners and on street safe days for example.
2. Members supported this initiative, particularly in relation to community events, the Commissioner explained that there had been initial communication problems with the new arrangements; however these were being worked through. The Commissioner considered that the vehicles did need to be better targeted and local councillors could be used to distribute information about Police Contact Points.

3. In response to a question about whether there were any plans for wider partnership working the Commissioner confirmed that she had encouraged the Community Safety Partnerships to use the mobile Police Contact Points, this was free of charge.

RESOLVED that the Kent and Medway Police and Crime Panel noted the Commissioner's report.

67. Crime Recording in the Force
(Item C2)

1. The Commissioner introduced her report and explained that she was the first PCC to commission and publish an independent report by HMIC. The people of Kent would receive a better service because of the HMIC report and Kent Police Force currently had a crime reporting rate of 97% accuracy.
2. In response to a question about a comment by the previous Chief Constable about the force 'creaking' the Commissioner confirmed that more funding was necessary.
3. A Member asked where the money raised through the 101 calls went, the Commissioner confirmed that it went to the provider.
4. The Commissioner confirmed that independent members did sit on the Culture Board chaired by the Chief Constable.
5. One Member raised the recording of domestic violence and suggested that a campaign on Domestic Violence be run in Kent, in a similar way to previous Drink Driving campaigns. The Commissioner confirmed that this would be considered.

RESOLVED that the Kent and Medway Police and Crime Panel note the report on Crime Recording in the Force.

68. Stage 2 Transfer Details
(Item C3)

1. The Commissioner confirmed that she was waiting for Home Secretary approval of her transfer schedule and would update Members once that was received.

RESOLVED that the Kent and Medway Police and Crime Panel note the report on Stage 2 Transfer Details.

69. Commissioner's Decisions
(Item D1)

1. In response to the decision made to go out to tender to recruit an innovation partner the Commissioner said she would report back to a future meeting of the Panel.
2. The Commissioner confirmed that she would also report back on the Youth Commissioner after the appointment was announced.

RESOLVED that the Kent and Medway Police and Crime Panel note the Commissioner's Key Decisions December 2013 – January 2014 and requests further reports on the innovation partner and the Youth Commissioner.

70. Minutes of the Commissioner's Governance Board meeting held on 3 December 2013

(Item E2)

RESOLVED that the Kent and Medway Police and Crime Panel note the minutes of the Commissioner's Governance Board meeting held on 3 December 2013.

71. Future work programme

(Item F1)

RESOLVED that the Kent and Medway Police and Crime Panel note the Future Work Programme.

Draft

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From: Ann Barnes, Kent Police and Crime Commissioner
 To: Kent Police and Crime Panel
 Subject: Public Engagement Programme: January – December 2013

Executive Summary:

Commissioners were introduced as elected representatives of the public, charged with securing efficient and effective policing and being the local link between the police and communities. As part of her election manifesto, the Commissioner vowed to be the most accessible and visible Police and Crime Commissioner – a promise that is deeply embedded in her Police and Crime Plan.

To achieve the above, the Commissioner has developed a strategy that seeks to use a variety of methods to engage with the people of Kent (such as Meet the Commissioner events, Outreach bus tours and surgeries, to name a few) in addition to using Kent's local media to raise awareness of her role as the link between the people of Kent and policing.

The results speak for themselves:

- Since the beginning of 2013, the Commissioner has attended approximately 120 (public) speaking engagements
- The Commissioner has the most influential and most followed Twitter account amongst the 41 Police and Crime Commissioners
- In 2013, there was average monthly media coverage of around 518 articles per month.

Using a mix of face-to-face engagement as well as traditional and social media has allowed the Commissioner to reach as wide an audience as possible to seek their views on policing. This information is then used as a bedrock evidence base to underpin the strategic priorities contained in the Police and Crime Plan refresh.

The Commissioner's approach to engagement

1. In the lead up to her election, the Commissioner vowed to be as accessible and visible as possible to the people of Kent. In keeping with her promise, an engagement framework and strategy was developed. It focused on face-to-face engagement with the people of Kent, using the media to raise awareness of her role as the link between the people of Kent and policing and use of social and online media.
2. The strategy is summarised below:

Understanding community needs:

- ✓ By providing the people of Kent with an opportunity to meet with the Commissioner; and
- ✓ Ensuring that local communities know how to contact the Commissioner, enforcing the message that there is now one key person who is the link between them and policing.
- ✓ Using traditional and online media to deliver the above messages to as wide an audience as possible.

So that the Commissioner can:

- ✓ Understand local policing priorities, gaining community knowledge and learning.
- ✓ Assist with policing issues and (where appropriate) feedback this information to Kent Police to action, ensuring a speedy response.

And use this information to:

- ✓ Feed into her policing vision for the county, influencing priorities within the Police and Crime Plan; and
- ✓ Develop new projects with partners as a result of a conversation held at public and networking events.

Public Engagement Programme:

3. The Public Engagement Programme consists of online and offline techniques to reach the people of Kent. The aim is to hit a wide cross section of audiences including diverse communities, the vulnerable and the elderly to create a two-way information flow. The approaches and emerging evidence are set out below:

Public Engagement Communications platforms -and- Emerging priorities		
<p>Quarterly surgeries - These meetings allow members of the public to meet with the Commissioner at a one-to-one 20 minute slot to privately discuss policing matters.</p>	<p>What community engagement is telling us about policing in Kent</p>	<p>Emerging policing priorities in Kent:</p> <ul style="list-style-type: none"> • Visible Community Policing • Turnover of Police Community Support Officers • Powers of Police Community Support Officers • Rural policing issues e.g. hare coursing, reduction in the number of Rural Crime Officers • Budget cuts • Understanding of the role of the Commissioner • Road safety issues • Hate Crime – particularly disability • Localised issues
<p>Meet the Commissioner and Chief Constable Events: Held every three months, these public meetings allow local people to ask questions of the Commissioner and Chief Constable in an open environment. Actions are followed up by local officers. The meetings have proved very popular and are well attended.</p>		<p>Community Outreach Bus Tours - Every fortnight the Commissioner visits towns and villages to meet with local people. The trips often include specific visits following correspondence requests to the Commissioner’s Office. As part of the outreach bus tours the Commissioner has visited around 75 venues.</p>
<p>Speaking engagements - Attended various speaking engagements – a total of 50 so far – which have included speaking at Rotary clubs, Dashain Festival, and has spoken at the Kent Network of Women conference which was also attended by Dame Kelly Holmes.</p>		<p>Online meetings with the Commissioner and Chief Constable – These are being held every three months with public questions being answered in real time, and the use of segmenting to reach different audience types.</p>
<p>Understanding the views of young people in Kent – Appointment of Youth Commissioner who will make recommendations to the Commissioner for her upcoming Police and Crime Plan refresh.</p>		

4. The Commissioner also has a number of adhoc meetings and visits. These can be anything from Parish Council meetings, visiting Older People’s Forums, or diverse festivals to

responding to requests from the public that have directly contacted her Office. Since 2013 the Commissioner has attending around 120 public speaking engagements.

5. A full list of public engagements can be found at **Appendix A**.

Social and traditional media

6. The Commissioner is also driving online platforms to communicate with local people. This includes having the largest amount of followers on Twitter (7,000+) amongst all Police and Crime Commissioners. The Commissioner's Klout score is 60. The Klout Score is a number between 1-100 that represents your influence on Twitter / social media. The more influential you are, the higher your Klout Score. To put this into context, Barack Obama has a Klout Score of 99 and Dame Kelly Holmes has a Klout of 82. The Commissioner has the highest Klout score of her Commissioner peers – see **Appendix B** table.
7. In 2013, there was average monthly media coverage of around 518 articles per month, with the most coverage coming from the following local outlets:
 - This is Kent (web)
 - Kent Messenger (Weald)
 - Kent Messenger (Malling)
 - Kent Messenger (Maidstone)
 - Folkestone Herald Dover Express
8. In terms of feedback, the Commissioner is also an advocate of two-way communications and runs regular surveys and polls, e-zines, and opportunities for people to get involved via her website, such as welcoming comments on blogs and news stories.

Future working:

9. The Commissioner intends to further expand her engagement programme during 2014/2015. In conjunction with this the Youth Commissioner will also launch her own targeted engagement programme to ensure that the young people of Kent have their say in the police service.

Appendix A – Most influential PCC Twitter accounts

Name	Area	Klout Score
Ann Barnes	Kent	60
Matthew Ellis	Staffs	56
Bob Jones	West Midlands	53
Su Mountstevens	Avon and Somerset	53
Martyn Underhill	Dorset	53
Clive Grunshaw	Lancs	52
John Dwyer	Cheshire	51
Katy Bourne	Sussex	50
Ian Johnston	Gwent	49
Olly Martins	Bedfordshire	48
Adam Simmonds	Northamptonshire	47
Kevin Hurley	Surrey	31

Appendix B

Public Engagement Attendance

January 2013

9th – Community Outreach Bus Tour – Margate and Broadstairs: Meet residents and business owners in Margate High Street with the local Inspector; visit Cliftonville to speak to residents and visit Westwood shopping centre in Broadstairs.

16th – Oath Taking Press Conference: Press conference held to formally take Oath, Kent Police Training School, Maidstone.

17th - Community Outreach Bus Tour- Lydd, Romney Marsh and Brenzett: Meet residents and business owners to discuss local policing issues.

18th – Justice for Claire Memorial: Candlelit vigil held for Claire Tiltman, Gravesend.

23rd - APCC Meeting for Police and Crime Commissioners, Guildhall, London – First meeting of the Association of the Police and Crime Commissioners.

25th - Kent Media Awards, Shepherd Neame, Faversham - Attend the Kent Media Awards to present awards.

31st – Outreach Community Bus Tour – Sevenoaks and Edenbridge: Meet Sevenoaks District Council Chief Executive; visit to High Street and attend Edenbridge Town Council meeting.

February 2013

1st – South East Regional Meeting for Police and Crime Commissioners and Chief Executives – Surrey Police Headquarters: Meeting of the South East Region Police and Crime Commissioners and Chief Executives.

1st – Joint Association of Chief Police Officers and Police and Crime Commissioners Meeting – Surrey Police Headquarters: Meeting of all the South East Chief Officers and Police and Crime Commissioners to discuss local issues.

2nd - Police and Crime Panel Meeting, KCC Sessions House: Attending the Police and Crime Panel to give updates on recent activity, plans and vision.

7th - Kent Domestic Abuse Consortium, Chaucer School, Canterbury: Presentation by the Kent Domestic Abuse Consortium and hear about the work with children and young people affected by domestic abuse.

8th – Community Outreach Bus Tour – Hoo and Gillingham: Meet Mid Kent College students at Gillingham Campus to talk to the public services students about the role of the Commissioner and then meet councillors from Hoo.

15th – Community Outreach Bus Tour – Cranbrook, Park Farm, Ashford and Hawkhurst: Meet parish councillors and residents to hear about local policing issues.

19th – Meet the Commissioner Event – Oakwood House, Maidstone: The first 'Meet the Commissioner' event – an opportunity for members of the public to ask the Commissioner questions.

28th – PCC Surgery, Ashford Borough Council: Opportunity for members of the public to have a private one-to-one meeting with the Commissioner to discuss personal matters relating to policing.

March 2013

1st - Community Outreach Bus Tour – Faversham, Sittingbourne and Newington: Meet Faversham town councillors and farmers to discuss rural issues and then meet Newington parish councillors to discuss local policing issues.

5th – Meeting with MPs – London: Informal meeting with the Kent MPs and the Chief Constable to discuss local policing issues.

8th - Community Outreach Bus Tour – Aylesham and Hawkinge: Attend police surgery; meet business owners and attend Hawkinge Community Centre to meet mums and children at their coffee morning to discuss local policing issues.

8th – Meeting of the Sevenoaks District Branch of the Kent Association of Local Councils: Speak to members about the role of the Kent Police and Crime Commissioner and get feedback on community policing issues.

15th – Sadi Awaaz Suno Event – Gravesend: Speaking engagement at the women's only conference held at Woodville Halls, Gravesend, to be introduced as the new Kent Police and Crime Commissioner and to hear about the work being done around domestic violence, forced marriage and honour-based crimes.

19th – Rural Liaison Committee - Medway Council, Gun Wharf, Dock Road, Chatham: Meet representatives and councillors from the rural community, talk about the role of the Kent Police and Crime Commissioner and listen to policing issues.

20th – Governance Board, Kent Police Headquarters, Maidstone: First accountability meeting with the Chief Constable.

26th – Visit the University of Kent and Canterbury: Talk to students about the role of the Police and Crime Commissioner.

27th - Kent Community Safety Awards, Ashford International Hotel: Attend award ceremony to celebrate the work of communities in Kent.

April 2013

8th - Cranbrook Business Association Meeting, Cranbrook: Attend the meeting to talk about the role of the Kent Police and Crime Commissioner and to hear about local policing issues.

9th – Police and Crime Panel Meeting, KCC Sessions House: Attending the Police and Crime Panel to give updates on recent activity, plans and vision.

10th – PCC Surgery - Old Mayor's Parlour, Chatham: Opportunity for members of the public to have a private one-to-one meeting with the Commissioner to discuss personal matters relating to policing.

12th - Community Outreach Bus Tour – Gravesend and Dartford: Attend briefing with Gravesend Safe and Free Environment (G-SAFE) team in Gravesend High Street and speak to residents and business owners about policing issues.

24th - Meet the Commissioner Event – Shepherd Neame, Faversham: Opportunity for members of the public to ask the Commissioner and Chief Constable questions about local policing issues and the role of the Commissioner.

26th – Community Outreach Bus Tour – Maidstone, Yalding and Watlington – Meet residents from Watlington; attend the Kenward Trust and meet the Chief Executive; visit Yalding to meet residents and shop owners; visit Maidstone Town Centre to talk to residents about policing issues and then visit Switch Youth Café to hear about the work being done with young people.

29th – Meeting with Norton, Buckland and Stone Parish Council: Attend the Annual General Meeting of Norton, Buckland and Stone Parish Council Annual General Meeting to talk about the role of the Kent Police and Crime Commissioner and hear about local policing issues.

May 2013

7th – Westbere Parish Council Meeting: Attend meeting with Westbere parish councillors to talk about the role of Kent Police and Crime Commissioner and hear about local policing issues.

10th – Community Outreach Bus Tour – Herne Bay and Whitstable: Visit the Umbrella Community Centre to hear about the work the charity does to support vulnerable people; visit the Whitstable Volunteer Centre to hear about the services offered to the elderly and disabled; talk to businesses and residents in Whitstable High Street about local policing issues; talk to residents in Herne Bay Esplanade about policing issues and visit Parklife Youth Club to hear about the work of the centre.

13th – Meeting with Chestfield Parish Council: talk about the role of the Kent Police and Crime Commissioner and to hear local views about policing in the area.

15th – International Day against Homophobia, Biphobia and Transphobia: Attend the University of Kent as guest speaker at the International Day against Homophobia, Biphobia and Transphobia and take questions from students present.

21st – Eden Valley District Women's Institute: Attend the Women's Institute to talk about the role of the Kent Police and Crime Commissioner.

22nd – Special Constabulary Launch – Kent Police Training School: Present cheque for investment made into funding of Specials and welcome the new recruits.

24th – Community Outreach Bus Tour, Swanley: Visit the shopping precinct and ASDA store to talk to residents about policing issues; visit the Swanley Library and Information Centre and meet staff and volunteers; attend the Senior Actions Forum Event; talk about the role of the Kent Police and Crime Commissioner and take part in a Q & A session.

28th – Meeting with Medway Council: Meeting with councillors to discuss local policing issues.

31st - Community Outreach Bus Tour – Tunbridge Wells and Paddock Wood: Radio Kent interview; visit the Sherwood Community Centre and meet councillors to talk about the role of the Police and Crime Commissioner and hear about local policing issues; visit the Hand in Hand food bank centre; visit to Royal Victoria Place to talk to residents; visit to Putlands Leisure Centre to meet the manager and councillors to hear about anti-social behaviour taking place at the track.

June 2013

5th - Neighbourhood Watch Event – Mid Kent College, Maidstone: Consultation sessions to find out the needs and concerns from Neighbourhood Watch around the county and how the Commissioner can work with them to make improvements.

21st - Community Outreach Bus Tour – Harrietsham, Leeds and Broomfield C of E Primary School, Lenham and Headcorn: Visit Community Centre in Harrietsham and meet vice-chair of the Parish Council; speak to business and shop owners in Lenham; visit Headcorn High Street to talk to residents about policing issues; attend Leeds and Broomfield Primary School's Celebrations Assembly and speak about the role of the Kent Police and Crime Commissioner.

25th - Opening of Domestic Abuse Volunteer Support Services Office – Tunbridge Wells: Opening of the Domestic Abuse Volunteer Support Services Office in Tunbridge Wells, hear about all the good work the charity is doing to support victims of domestic abuse.

25th – Tunbridge Wells Community Safety Partnerships: Meet Tunbridge Wells Community Safety Partnership to discuss partnership issues and joint working with the police.

26th - Police and Crime Panel Meeting, KCC Sessions House: Attending the Police and Crime Panel to give updates on recent activity, plans and vision.

27th – Launch of Rural Police Stations – New Romney: Attend the launch of the rural mobile police stations and talk about how these will be part of the local and wider community.

28th - Community Outreach Bus Tour – Romney Marsh and Lyminge: Visit the New Romney Day Centre and Rehabilitation Unit to meet residents and hear about all the good work they do; visit The Rainbow Centre in Folkestone and meet residents at Bradstone Road, Folkestone, to get an update following an initial meeting in January.

July 2013

12th - Community Outreach Bus Tour – County Show, Detling: Attend the County Showground as part of the Country Land Association stand and present awards to those who have contributed to the work of the farming community, speak to residents from across the county about issues of policing in their area.

19th - Community Outreach Bus Tour – Rochester, Chatham, Luton and Wayfield: Visit Strood High Street and ASDA to meet the manager and hear about local policing issues, attend the Strood Community Project to hear about the work that they do in the community, meet residents and councillors at Luton and Wayfield to discuss policing issues and talk about the role of the Kent Police and Crime Commissioner.

26th – Community Outreach Bus Tour – New Ash Green, Dartford and Longfield: Meet representatives from New Ash Green to talk about the role of the Kent Police and Crime Commissioner and hear about policing issues; attend the Gravesend Guru Nanak Day Centre to meet members of the community, and visit Dartford High Street to talk to business owners and residents.

29th - Police Cadets' Passing Out Parade – Kent Police Training School: Attend the passing out parade of the new police cadets.

30th – Maidstone Community Safety Partnership: Meet Maidstone Community Safety Partnership to discuss local partnership issues and joint working with the police.

August 2013

2nd – Community Outreach Bus Tour – Aylesford, Larkfield and Kings Hill: Visit to the Royal British Legion Industries to hear about the Victor Project and talk about the role of the Kent Police and Crime Commissioner; open the ROC Café in East Malling and talk to volunteers, and meet Tonbridge and Malling borough councillors to discuss local policing issues.

6th – Business Crime Advisory Group, Folkestone: Meeting between business owners from around the county as well as police and council members to discuss issues affecting businesses.

7th – PCC Surgery, Canterbury: Opportunity for members of the public to have a private one to one meeting with the Commissioner to discuss personal matters relating to policing.

9th – Community Outreach Bus Tour – Isle of Sheppey, Minster, Leysdown-on-Sea and Queenborough: Visit The Island Partnership to hear about the work they do; meet the manager from Restoration Youth; attend the Community and Arts Centre to hear about the work they do with the elderly; visit the Queenborough Harbour Trust to hear about the work they do with the Kent Police Marine Unit; visit Minster to meet councillors to hear about policing issues and visit Leysdown to talk to business owners.

15th – Governance Board, Kent Police Headquarters: Public accountability meeting with the Chief Constable.

16th – Community Outreach Bus Tour – Tonbridge and Borough Green: Visit charities in Tonbridge High Street; visit the Tonbridge Gateway and hear about the work they do and talk about the role of the Kent Police and Crime Commissioner, meet councillors from Borough Green to hear about local policing issues.

20th – Meet the Commissioner, St George's Centre, Medway: Opportunity for members of the public to ask the Commissioner and Chief Constable questions about local policing issues and the role of the Commissioner.

21st - Meeting with business owners, Headcorn: Meet business owners and talk about the role of the Kent Police and Crime Commissioner and discuss crime and anti-social behaviour issues.

22nd – Community Outreach Bus Tour – Meopham, Cobham, Higham, Upnor and Chatham: Visit the Daisy Chains Children’s Centre and meet the staff; talk to shop owners in Meopham Parade about policing issues; visit Higham to meet parish councillors and visit a parade of shops; visit Upnor Castle and the Arethusa Venture Centre, and attend meeting with The Prince’s Trust in Chatham to hear about all the good work they are doing with young people and what can be achieved through joint working.

28th – Thanet Community Safety Partnership, Margate: Meet Thanet Community Safety Partnership to discuss partnership issues and joint working with the police.

29th – Community Outreach Bus Tour – Bluewater Shop, Isle of Grain, High Halstow: Visit the Staysafe Shop at Bluewater and meet shoppers, talk to shop owners in High Halstow about local policing issues; visit the Isle of Grain and speak to business owners about policing issues, meet Isle of Grain parish councillors to discuss policing issues.

September 2013

3rd – National Citizen Service Graduation Ceremony, Tunbridge Wells: Presenting awards to young people for completing their National Citizen Service.

4th – Meeting with Sandwich Town Councillors – Sandwich: Meet councillors to talk about the role of Kent Police and Crime Commissioner and to hear about local policing issues.

October 2013

1st – Shepway Full of Life Day – Folkestone: Address the Older Persons’ Forum and talk about the role of Kent Police and Crime Commissioner.

2nd – PCC Surgery, Tonbridge: Opportunity for members of the public to have a private one-to-one meeting with the Commissioner to discuss personal matters relating to policing.

3rd – Attend Robert Napier School, Gillingham: Take part in the question time session at the Robert Napier School and talk about the role of the Kent Police and Crime Commissioner.

4th – Evening Patrol in Canterbury: Observing a police evening shift in Canterbury to gain an understanding of the night time economy.

5th - Hythe Civic Society – Hythe: Attend the Hythe Civic Society to talk about the role of Kent Police and Crime Commissioner and take questions about local policing issues.

9th – Phoenix Club – Hythe: Attend a ladies’ fund-raising supper club as guest, and talk about the role of Kent Police and Crime Commissioner.

11th – Community Outreach Bus Tour – Loose, Staplehurst and Tovil: Visit Loose Junior School to talk about the role of Police and Crime Commissioner; meet parish councillors from Staplehurst to hear about local policing issues; attend the Maidstone Rotary Club as guest

speaker to talk about the role of Kent Police and Crime Commissioner and hear about policing issues.

12th – Dashain Nepalese Community Festival – Mote Park, Maidstone: Attend the Dashain Nepalese Community Festival as a guest.

15th – Governance Board, Kent Police Headquarters: Public accountability meeting with the Chief Constable.

16th – Medway Community Safety Partnership – Medway Council: Meet Medway Community Safety Partnership to discuss partnership issues and joint working with the police.

17th – Great Mongeham Society – Deal: Attend as guest speaker and talk about the role of Kent Police and Crime Commissioner.

18th – Maidstone Older Persons' Forum – Hazlitt Theatre, Maidstone: Attend the forum as a guest speaker to talk about the role of Kent Police and Crime Commissioner and hear about policing issues.

22nd – Broadstairs Probus Club – Broadstairs: Attend as guest speaker to meet members, talk about the role of Kent Police and Crime Commissioner and hear about local policing issues.

22nd – The Canterbury Society Public Meeting – United Reform Church, Canterbury: Attend as guest speaker to talk about the role of Kent Police and Crime Commissioner, and to meet parish councillors and residents to discuss issues of anti-social behaviour and other policing matters in Canterbury city centre.

23rd – Kent Minority Ethnic Police Association (KMEPA) Annual Conference – Kent Police Training School: Attend conference as guest speaker to outline how Commissioner engages with all communities and delivers on her manifesto pledges, and talk about the role of Kent Police and Crime Commissioner.

24th – The Pembury Society Annual General Meeting – Pembury: Attend as guest speaker to meet members, talk about the role of Kent Police and Crime Commissioner, and to hear about local policing concerns and issues.

25th – Community Outreach Bus Tour – Goudhurst and West Kent Chamber of Commerce, Tunbridge Wells: Visit Goudhurst High Street and meet parish councillors to hear about local policing concerns and attend the West Kent Chamber of Commerce lunch as guest speaker to talk about the role of Kent Police and Crime Commissioner.

30th – Attestation of Special Constables' – Kent Police Training School: Attend the attestation of Special Constables and present warrant cards to the officers.

31st – Tenterden Rotary Club – Church Road, Tenterden: Attend the Rotary Club to meet members, talk about the role and responsibilities of being Kent Police and Crime Commissioner and the differences made since being appointed.

November 2013

5th – Police and Crime Panel Meeting, KCC Sessions House: Attending the Police and Crime Panel to give updates on recent activity, plans and vision.

6th – Meet the Commissioner – Angel Centre, Tonbridge: Opportunity for members of the public to ask the Commissioner and Chief Constable questions about local policing issues and the role of the Commissioner.

7th – BBC Daily Politics Show – Tunbridge Wells: Appearance on the Daily Politics Show to discuss the impact of the first year of directly-elected Police and Crime Commissioners.

8th – Brockhill Park School Visit and Patrol with Special Constables – Folkestone: Visit Brockhill Park School to speak to students about the role of the Kent Police and Crime Commissioner. Observe a Special Constable's shift in Folkestone to gain an understanding of the work that Specials do within the community.

8th – Kent Network of Women Conference (KNOW) – Kent Police Training School: Attend the KNOW Conference as guest speaker along with Dame Kelly Holmes to talk about the role of the Kent Police and Crime Commissioner.

11th – Disability Hate Crime Conference – Kent Police Training School: Attend the conference as guest speaker to talk about how important tackling hate crime is and to hear the results from the Tizard Centre research project.

13th – PCC Surgery – Shepway District Council, Folkestone: Opportunity for members of the public to have a private one-to-one meeting with the Commissioner to discuss personal matters relating to policing.

14th – Gravesham Neighbourhood Forum – Gravesham: Attend the forum as speaker to meet residents and parish councillors from Gravesham and the rural areas. Talk about the role of Kent Police and Crime Commissioner and to hear about local policing issues.

22nd – Community Outreach Bus Tour – West Malling and Snodland: Meet parish councillors to discuss anti-social behaviour issues in West Malling. Visit the police office at Holmesdale Technology College, meet town councillors to talk about the role of the Kent Police and Crime Commissioner and hear about local policing issues.

23rd – Kent Association of Local Councils Annual General Meeting – Ditton Community Centre: Attend as guest speaker to meet councillors at their annual general meeting to talk about the role of Kent Police and Crime Commissioner and to hear about policing issues in the county.

27th – Whitstable Society Members Meeting – Community College, Whitstable: Meet members of the Whitstable Society to talk about the first year in office and key issues affecting policing in the county.

29th - Community Outreach Bus Tour – Gravesend: Meet the National Farmers' Union to hear about policing issues affecting the farming community, meet the Gravesham Safe and Free Environment (G-SAFE) team to hear about partnership working in the town centre and then visit to Gravesend and Dartford Muslim Association Mosque to meet residents.

December 2013

3rd - Governance Board – Kent Police Headquarters: Public accountability meeting with the Chief Constable.

6th – Saving Visible Community Policing Conference – Kent Police Training School: Conference held with key stakeholders and partners to discuss and put forward proposals to keep officers visible in the community.

12th – Ashford Community Safety Partnership – Ashford: Meet Ashford Community Safety Partnership to discuss partnership issues and joint working with the police, visit the Town Centre Action Team, Pathway Course and witness the Operation Cleansweep event taking place at neighbouring villages.

18th - Meeting with Folkestone East Neighbourhood Watch Association Group – Wood Library, Folkestone: Attend meeting with town councillors and residents to discuss a variety of specific policing issues.

20th – Police and Crime Panel Meeting – KCC Sessions House, Maidstone: meeting of the Police and Crime Panel to discuss the Commissioner’s recent activity, plans and vision, and to confirm the appointment of the Chief Constable.

January 2014

10th – Evening Patrol in Maidstone Town Centre: Observing a police evening shift in Maidstone town centre to gain an understanding of policing in the night time economy.

22nd – Meet the Commissioner and Chief Constable – Quarterhouse, Folkestone: Opportunity for members of the public to ask the Chief of Staff and Chief Constable questions about local policing issues and the role of the Commissioner.

31st - Community Outreach Bus Tour – Canterbury: Present awards to Graduates at Canterbury Christchurch University. Visit Canterbury City Centre to meet with representatives from the Community Safety Partnership and talk to local people and businesses about local policing issues.

February 2014

3rd – Canterbury Forest of Blean Rotary Club – Boughton Golf Club, Faversham: Attend as key guest speaker to talk about the role of the Commissioner and to meet with members of the Rotary Club to hear about their work.

5th – Governance Board – Kent Police Headquarters: Public accountability meeting with the Chief Constable.

6th – PCC Surgery – Kent Police Headquarters, Maidstone: Opportunity for members of the public to have a private one-to-one meeting with the Commissioner to discuss personal matters relating to policing.

11th – E-Safety School Day – Margate and Broadstairs: Visit the Charles Dickens School in Broadstairs, East Kent College Cookery School and visit the Royal School for Deaf Children in Margate.

13th - Visit to Mobile Police Station – One Stop Shop, Tunbridge Wells: Visit the Mobile Police Station in Tunbridge Wells to gain an understanding of the impact they are having in the community.

14th – Community Outreach Bus Tour – Special Branch, Longport and Dover: Visit to Kent Police Special Branch to be given an overview of the tunnel and operations room, and receive overview on Human Trafficking and how this is being tackled. Commissioner also met with the Migrant Help charity, to discuss policing issues and human trafficking.

17th – Dover Community Safety Partnership Visit – Dover: Met with Dover Community Safety Partnership to discuss local partnership issues and joint working with the police.

19th – Special Community Outreach Bus Tour – Maidstone Town Centre, Yalding and Tonbridge: Met with local businesses and residents who were affected by the Christmas 2013 floods and find out what the police response was.

26th – Annual Employability Fayre – Canterbury Christchurch University: Attend as key speaker to talk about the role of Kent Police and Crime Commissioner, steps to pursue such a career, what the role involves on a day-to-day basis.

26th - Meet the Commissioner and Chief Constable – Royal British Legion Industries, Aylesford: Opportunity for members of the public to ask the Commissioner and Chief Constable questions about local policing issues and the role of the Commissioner.

March 2014

5th – Transforming Rehabilitation Programme Local Stakeholders Event – Kent Police Training College: Commissioner opened the Transforming Rehabilitation Programme event.

5th – Mid Kent College – Maidstone: Talk to Mid Kent College students studying public services about the role of Kent Police and Crime Commissioner.

7th – Community Outreach Bus Tour – Hildenborough, Tonbridge and Hadlow: Attended meeting with representatives from Hildenborough Parish Council to talk about role of Kent Police and Crime Commissioner and to hear about joint working with Kent Police. Also visited Tonbridge Grammar School and Hadlow Parish Council to talk about local policing issues.

11th – Lord Lieutenant of Kent’s Civic Centre – Canterbury Cathedral: Service honouring those who serve the public in their local communities.

12th – Canterbury Christchurch University – Broadstairs Campus: Attend as guest speaker to talk to students about the role of Kent Police and Crime Commissioner, who are studying the Police Studies/Policing Degree programme.

14th – Women’s Only Event (Said Awaz Suno) – Woodville’s Hall, Gravesend: Attend as guest to talk about role of Kent Police and Crime Commissioner and to hear about the work that is being done to raise awareness of issues relating to domestic abuse, child abduction and honour based violence.

17th – Gillingham Community House – The Activity Loft, Gillingham: Attend as special guest to officially open the ‘Activity Loft’ – a youth club house.

19th – Inaugural Meeting of Gypsy and Roma Police Association – Coldharbour, Maidstone: Attend the first meeting of this association to talk about role of Kent Police and Crime Commissioner and to hear about the group will offer support and best practice to those officers from the community.

21st - Halstead Parish Council – Halstead: Met with residents and councillors from Halstead and Knockholt Parish Council to talk about role of the Kent Police and Crime Commissioner and to hear about local policing issues in the community.

25th – Meeting with Kent MP's – London: Informal meeting with Kent MPs and Chief Constable to discuss the amended Kent policing model, due to be rolled out in June.

27th – Independent Police Advisory Group Annual Forum – Kent Police Training School: Attend as speaker to talk about role of Police and Crime Commissioner and key role of volunteers working with Kent Police.

April 2014

1st – Victims Support Awards – Kent Police Training School: Present awards to milestone volunteers who work for Victims Support and launch the Victims' Charter.

2nd – Joint Meeting of Kent Association of Local Councils – Holiday Inn, Ashford: Attend as key speaker at the Kent Association of Local Councils meeting to talk about vision for Kent Police, the Police and Crime Plan the vital role that local councils that play in creating safer communities.

4th – Community Outreach Bus Tour – Stockbury and Sittingbourne: Meet with representatives from Stockbury Parish Council to talk about role of Police and Crime Commissioner and hear about local policing issues including anti-social behaviour. Visit Kent Police Kennels to meet handlers and their dogs and to see a demonstration of the training they are currently undergoing. Walkabout in Sittingbourne High Street to talk to local residents about local policing issues and visit Swale Community and Voluntary Services to meet staff and hear about the work they do. The Commissioner also dropped in to the local radio station, SFM.

10th – Canterbury Community Safety Partnership – Canterbury City Council: Meet with Canterbury Community Safety Partnership to discuss local partnership issues and joint working with the police.

12th – Vaisakhi Celebrations, Gravesend: Meet with local communities in Gravesend to celebrate Vaisakhi festival with the Chief Constable.

16th – Meet the Commissioner and Chief Constable event, The Woodville, Gravesend: Opportunity for members of the public to ask the Commissioner and Chief Constable questions about local policing issues and the role of the Commissioner.

17th – Youth Ngage, Gravesend: Attend a Youth Health & Sports Day to introduce the Youth Commissioner and sit on the Q&A panel to answer questions from the young people.

22nd – Whitstable Rotary Club, Chestfield Golf Club: Meeting with members of the Whitstable Rotary Club to discuss work to date and future plans, aspirations and to listen to local concerns.

25th – Community Outreach Bus Tour – North West Kent College and Chatham: Meet with public services students at North West Kent College to discuss the role of the Commissioner, the Police and Crime Plan and policing issues in North Kent. Attend an event held by Soroptimist International in Chatham to raise awareness of Human Trafficking.

From: Ann Barnes, Kent Police and Crime Commissioner
 To: Kent Police and Crime Panel
 Subject: Mental Health Concordat

Executive Summary:

This paper charts the progress that Kent Police and partners have made towards the delivery of the Mental Health Concordat. The significant work to date means that people suffering mental health illness, and who happen to come into contact with the police or other agencies, will experience a far more effective and joined-up level of care.

The Mental Health Concordat redefines the core responsibilities of health, police and other agencies in providing care for people experiencing a mental health crisis. The Concordat has been signed at a national level and Kent is in the process of developing a local version. Prior to the introduction of the national Concordat, Kent Police and partners were already significantly ahead of the game, having put in place a number of measures to address concerns the Concordat is seeking to resolve. Work is progressing well on agreeing the Local Concordat, with a number of initiatives already being delivered, such as a Street Triage pilot which the Commissioner has provided £75,000 one-off funding for.

The Commissioner will maintain oversight of the Local Concordat's delivery through the Governance Board, regular updates from senior officers and her influence with wider (non-policing) stakeholders.

Introduction:

1. A national *Mental Health Crisis Care Concordat* was published by the Department of Health in February 2014 and is supported by a broad range of partner agencies including Police and Crime Commissioners, directors of public health, clinical commissioning groups and NHS England.
2. The Concordat redefines the core responsibilities of health, police and other agencies in providing care for people experiencing a mental health crisis. There is also an expectation that each force area in England will have a Local Concordat by December 2014.
3. The Commissioner's support for this area of work links directly to the "*Improving the health and wellbeing of our communities, particularly tackling mental illness*" and "*Meeting national commitments*" priorities in her Police and Crime Plan.
4. The Concordat seeks to address a range of concerns that have previously been raised at national level across a number of force areas:
 - Ambulance transportation for patients detained under Section 136, Mental Health Act 1983.
 - Challenging the use of police cells due to bed shortages.
 - Allowing the admission of intoxicated patients to mental health suites.
 - Providing an in-county place of safety for children.
 - Training for police officers and staff.
 - Interagency information sharing.
5. Prior to the Concordat being signed, Kent Police (in consultation with the Commissioner's Office) had already put in place a range of measures to address the above issues:
 - A monthly strategic Policing and Mental Health Partners' Meeting. This brings together director-level managers from the Approved Mental Health Practitioner Service, Clinical Commissioning Groups, Adult and Child Mental Health Service Providers, Public Health and the Clinical Quality Commission. The Partners' Meeting focuses on tackling key and enduring problems.
 - A sub-group of the Partners' Meeting focussing on delivery of the Concordat.

- A Mental Health Gold Group (chaired by T/ACC Central Operations) to deliver an ambitious Tactical Delivery Plan. The plan already mirrored most of the Concordat aspirations.
 - Divisional Section 136 oversight meetings, bringing local police and relevant managers together to resolve problems.
 - Nominated Force 'Single Points of Contact' for every statutory mental health facility in Kent.
6. Locally, Commissioners are instrumental in ensuring their local action plan is agreed and delivered. This is achieved by supporting and holding their force to account for operational delivery as well as using their influence with partner agencies to ensure collaborative arrangements are working.

Development of the Local Concordat:

7. The Concordat sub-group met in February 2014 and drafted a comprehensive 'Mental Health Practitioners Delivery Plan' (the Local Concordat) to define the journey from status quo to delivery of the aspirations. The plan is ready for discussion and approval at the next Partners' Meeting.
8. Progress in delivering the Local Concordat in Kent is going well, with a number of aspirations already being met. These include:
- One-off funding from the Commissioner (£75,000 – until succumbed into the budget) for a successful three-night per week Street Triage pilot from September to December 2013. The pilot has been extended in its current format and there are plans to extend to a seven-night service from the 1st July 2014.
 - Speedier access to advice from Crisis Teams via an automated telephone system.
 - Ambulance transportation for patients detained under Section 136 (with access to trained healthcare professionals) rather than being transported in police vehicles.
 - Quality mental health interventions in custody through the work of trust-funded Community Psychiatric Nurses (CPNs) who support custody officers and Forensic Practitioner Nurses in providing advice, triaging and seeking Mental Health Act assessments for detainees.
 - The creation of a ground-breaking mental health awareness DVD developed in partnership with the lead consultant psychiatrist from Kent and Medway Partnership Trust. The DVD is being delivered through mandatory, annual Officer Safety Training and will ultimately become available in episodic format to all officers and staff via the Force intranet.
 - Repeat presenter and caller data that can be used with our partners to address the needs of patient's repeatedly in crisis and reduce unnecessary or inappropriate calls for service.

Next Steps:

9. A number of matters around the Local Concordat are being considered in upcoming meetings of the sub-group, these include:
- Providing a place of safety for children and young people within county boundaries.
 - Resolving the role of police officers called to restrain patients in mental health hospitals.
 - How participating agencies will be expected to report progress against their individual work streams at future sub-group and Partners' meetings; and
 - How to take forward a proposal for each partner to formally and publically comment on how their input has improved service delivery in relation to policing and mental health.

Oversight:

10. The Commissioner will maintain oversight of the Local Concordat's delivery through the Governance Board, regular updates from senior officers as well as her influence with wider (non-policing) stakeholders.

From: Ann Barnes, Kent Police and Crime Commissioner
 To: Kent Police and Crime Panel
 Subject: HMIC report on Domestic Abuse

Executive Summary:

This paper provides a summary of the recent HMIC report on Domestic Abuse (DA) in Kent. Overall the HMIC report is positive and complimentary about a number of areas of practice.

The report highlights the following:

- DA featuring prominently in the Police and Crime Plan.
- DA is a high priority for Kent Police, underpinned by effective strategic engagement and good chief officer oversight for high risk cases.
- For every 100 DA crimes recorded, there are 89 arrests in Kent – in other forces this varies between 45 and 90 arrests.
- The Force has effective partnerships, which is aided by Commissioner contributed funding.

Recommendations to improve the handling of DA include:

- Training for DA response officers and specialists to be progressed as a matter of urgency.
- The need for officers attending DA incidents to have access to digital cameras.
- Review of long term sustainability of Multi Agency Risk Assessment Conferences (MARACs).
- Ensuring officers are clear about their responsibilities for maintaining contact with the victim and reassessing risk and safety plans in cases where the suspect is either imprisoned or on bail.

Kent Police has put in place an Action Plan to implement the recommendations. The Commissioner will be personally holding the Chief Constable to account for delivery of the plan.

Other work to combat DA in Kent includes the launch of a joint Commissioner and Force awareness campaign during the World Cup, as well as funding to district Community Safety Partnerships, enabling them to deliver a number of local projects focused on DA, such as a DA recovery toolkit, DA freedom programme and DA one stop shop outreach.

Introduction:

1. In November 2013, Her Majesty's Inspectorate of Constabulary (HMIC) undertook a two week inspection into how Kent Police responds to DA. This was part of a national inspection programme mandated by the Home Secretary, with all 43 forces being inspected.
2. The subsequent 'Kent' report noted a number of areas of positive practice, including;
 - DA features prominently within the Kent Police and Crime Plan.
 - DA is a high priority for Kent Police and this is recognised by staff. There has been effective strategic engagement with partners and good chief officer oversight of individual high risk cases.
 - The Force has effective systems in place to support the identification of DA and initially assess the risk to victims. There are good systems within the Force Control Room to identify repeat callers, gather relevant information and assess the speed of the response needed. They also relay key information to attending officers.
 - For every 100 DA crimes recorded there were 89 arrests in Kent. For most forces this number is between 45 and 90 (positive action at scenes).
 - Where children are present at incidents of DA, staff have a good awareness of the risks involved and the referrals that should be considered.
 - The Force has developed a pilot initiative with a number of schools in Medway, where the school is notified of any DA incident where a pupil is present.

- Multi-agency risk assessment conference (MARAC) arrangements across the Force are well-managed and the Force has received positive external endorsement.
 - The Force works well with local partners, which has been supported through the Commissioner contributing funding with other partner agencies, for a countywide Independent Domestic Violence Advisor (IDVA) contract.
3. The report made 14 recommendations aimed at improving the Force's response to DA. Key recommendations were;
- A need to ensure that the proposed programme of training on DA for response officers and specialists is progressed as a matter of urgency.
 - Review the arrangements for officers attending DA incidents so they can have access to digital cameras.
 - Together with relevant partners, review the current arrangements for MARACs to ensure they remain sustainable in the future.
 - Review the way in which safety plans for medium and standard risk DA cases are managed and supervised and ensure that safeguarding responsibilities are made clear in circumstances where cases are handed over between attending and investigating officers.
 - Ensure that officers are absolutely clear about their responsibilities for maintaining contact with the victim and reassessing risk and safety plans in cases where the suspect is either imprisoned or is on bail.

Response to recommendations:

4. Many of the recommendations were commented upon during a 'hot debrief' provided by the HMIC Inspectors at the end of the inspection. These recommendations as well as observations made by the College of Policing during a review of DA just prior to the inspection were formulated into a comprehensive Action Plan, approved by chief officers.
5. The Commissioner will be holding the Chief Constable to account on the delivery of the Action Plan at the Governance Board on 27 May 2014 and will have continued oversight through this board.
6. The Chief Constable directed that a number of the 'hot debrief' recommendations be actioned immediately, such as the purchasing of digital cameras to take good quality images at DA scenes and changes to the supervision of risk assessments.
7. In addition, to monitor and scrutinise progress, the Assistant Chief Constable (ACC) Central Operations formed a DA Gold Group with independent external scrutiny and the ACC continues to provide direct updates to the Deputy Chief Constable.
8. Following publication of the Kent HMIC report and final recommendations on the 27th March 2014, the Action Plan was reviewed in order to ensure all the recommendations were being effectively addressed by the Force.
9. Since then, DA Gold Group meetings continue where updates against all actions are provided and progress is robustly monitored.
10. HMIC's expectation is that every force has a comprehensive improvement plan in place by September 2014. Clearly the Force has this in place already and it is anticipated that all actions will either be completed or progress well underway by this date.
11. Key DA partner agencies have been briefed on the inspection and the report recommendations. Actions requiring wider partner support and engagement will be monitored via the Kent and Medway Domestic Abuse Strategy Group. The key focus of this group is to manage risks, through positive working with partners.
12. In addition to the Force specific recommendations there are a number of national recommendations which the Force will be providing updates on via the ACPO Regional DA reporting structure.

13. The Home Secretary will be chairing a national oversight group to monitor DA improvements and will also be implementing mandatory data capture from 2015. Further HMIC inspections will focus on the Multi-Agency response to DA.

Wider work around DA

14. Over the coming months the Commissioner, in conjunction with the Force, is leading on a comprehensive multi-faceted DA awareness campaign during the World Cup, as evidence suggests that DA increases during major sporting events. The campaign will include a targeted multi-agency tactical response, developing a case to improve the county's response to high risk victims via MARAC and leading on commissioning serial and repeat perpetrator programmes.
15. In addition, the Commissioner will be developing a project to support the children of victims of DA and is holding initial discussions with Co-ordinated Action Against Domestic Abuse (CAADA) to identify national best practice.
16. The Commissioner provides funding to the district Community Safety Partnerships, which enables them to deliver a number of local projects focused on DA. These include a DA recovery toolkit, DA freedom programme and DA one stop shop outreach.
17. The Commissioner is committed to ensuring that victims are placed at the heart of processes and as part of this commitment will be developing a Victims' Centre. This centre will provide a 'one stop shop' service, ensuring that support is tailored to individual needs. The support provided to victims of DA will be incorporated into the development of the Victims' Centre.

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From: Ann Barnes, Kent Police and Crime Commissioner
To: Kent Police and Crime Panel
Subject: Stage 2 Staff Transfers

Executive Summary

Following the successful transfer of a majority of police staff to the employment of the Chief Constable on April 1st 2014 under Stage 2 Transfers, this has paved the way for the Chief Constable and Commissioner to undertake an innovative piece of work to refresh and invigorate the way Kent Police and the Office of the Police and Crime Commissioner engages with the people of Kent.

On April 1st 2014, all police staff (with the exception of those employed in the Office of the Police and Crime Commissioner, The Corporate Communications and Staff Satisfaction Team) transferred from the employment of the Commissioner to the Chief Constable under an agreed Stage 2 Transfer Scheme.

Under the terms of the transfer, schemes had to be approved by the Home Secretary, however the actual division of staff between the Commissioner and Chief Constable was up to local discussion and agreement to find a model that works best locally.

In Kent, the timing of Stage 2 transfers has coincided neatly with a wider planned review of engagement and communication functions and priorities contained in the Commissioner's Police and Crime plan. The joint vision of the Commissioner and Chief Constable is to truly embed two-way engagement and communication with the people of Kent at the heart of everything Kent Police does. While this work continues, there has been no change to working practices, with the Chief Constable maintaining effective direction and control of the Corporate Communications and Staff Satisfaction teams.

Introduction

1. At the 5th November Police and Crime Panel meeting, the Commissioner set out the background, process and principles concerning Stage 2 Transfers. To briefly recap, these include:
 - The Police Reform and Social Responsibility Act (the Act) created two new corporation soles, the Police and Crime Commissioner and the Chief Constable.
 - At the point when Police Authorities ceased to exist, all police staff (previously employed by the Police Authority) 'transferred' to the employment of the Commissioner.
 - The Government directed that Commissioners and Chief Constables should agree on a 'second transfer' of police staff between the Commissioner and the Chief Constable.
 - There was no guidance given around what the transfer should look like (i.e. no one size fits all), with the expectation being that the final transfer schedule being down to local discussion and agreement.
 - The second transfer happened on 1st April, 2014.

- Ahead of this date, 'Transfer Schedules' (which essentially set out who will employ which groups of police staff) needed to be submitted to the Home Secretary for approval.

Update since the last Police and Crime Panel meeting

2. On the 5th February, 2014 the Home Secretary approved the Kent Transfer Schedule without amendment and the transfer went ahead on 1st April, 2014.
3. Under the agreed terms of the transfer, the Commissioner retained the existing employment of staff in the Office of the Police and Crime Commissioner (OPCC), Corporate Communications and Staff Satisfaction Teams. All other police staff transferred to the employment of the Chief Constable.

Next Steps

4. The Commissioner and Chief Constable have jointly commissioned work to better understand the engagement needs of Kent communities. This work, involving extensive research with the people of Kent, seeks to understand whether there is a need for change around the way engagement is done and make recommendations (should there be a case for change) to the Chief Constable and Commissioner around how this could be achieved. The aspiration of this work is to truly embed two-way engagement with the people of Kent at the heart of everything Kent Police and Commissioner does. This work also links directly to the "*Understand the benefits of a joint programme of community engagement and encourage the development of such a programme*" priority in the Commissioner's Police and Crime Plan.
5. The work is underpinned by the principles that were jointly agreed at outset of Stage 2:
 - To ensure that the Commissioner can fulfil responsibilities to hold the Force to account in an effective way, and to ensure the operational independence of the Chief Constable.
 - To ensure that the Commissioner can fulfil her responsibility to deliver the Police & Crime Plan.
 - To ensure, as the directly elected representative, the Commissioner can fulfil her key role as the community's voice in policing and her responsibility to ensure effective engagement with the public of Kent.
 - To recognise the distinctive strategic requirements of the Commissioner's role as opposed to the operational matters for the Chief Constable.
 - To minimise costs to Council Tax payers, as far as possible.
6. While the above work continues, there has been no change to working practices. The Chief Constable continues to maintain, for the time being, effective direction and control of the Corporate Communications and Satisfaction Survey Teams.
7. This work is currently on-going and the Commissioner and Chief Constable intend to fully consult and engage will all staff should any recommendations be taken forward.

From: Ann Barnes, Kent Police and Crime Commissioner
 To: Kent Police and Crime Panel
 Subject: Kent Police culture, crime recording and performance update

Executive summary:

Following the Commissioner's decision to review the accuracy of crime recording within Kent Police last year, follow up audits are now showing improvement and stability. Given this, and the work undertaken by the Force, the people of Kent can now have full confidence in the recorded crime figures.

- In June 2013, Commissioner Barnes commissioned Her Majesty's Inspectorate of Constabulary (HMIC) to undertake an audit of crime recording in Kent – the audit found an accuracy rate of around 90%.
- Following work undertaken by the Force, a repeat audit conducted by HMIC later in 2013 showed a marked improvement, with accuracy around 96%.
- The increase in accuracy is attributable to a two-pronged approach to tackling the issue, namely:
 - Process - improved training and a complete review of crime recording processes; and
 - Culture - movement away from a culture based on targets, with changes being driven by the Chief Constable.

The Commissioner is personally holding the Chief Constable to account for delivery of the above.

- Following the events in Kent (which were initiated by the Commissioner), HMIC have now embarked on a national inspection of crime recording accuracy across all forces.
- Whilst the methodology for the national inspection is not exactly the same as that used in Kent, early results indicate that crime recording accuracy in some forces is significantly lower than the 90% found in Kent's original inspection.
- Understandably, Kent's Victim Based Crime (VBC) has risen by 10%. This can broadly be attributed to:
 - 8% - improved crime recording accuracy;
 - 0.5% - more effective and proactive policing; and
 - 1.5% - increase in crime. Given the relatively small change, it is difficult to specifically pin-point the reason, but it is likely to include factors such as the prolonged hot summer.

Introduction:

1. The HMIC report commissioned by the Police and Crime Commissioner and titled 'Crime Recording in Kent' was published in June 2013. Following the report, the Force implemented and continues to deliver improvements to crime recording to instil greater public confidence.

Performance culture:

2. The Commissioner and the Chief Constable have made clear their commitment to changing the culture from one driven by targets to one where providing a quality of service is at the heart of Kent Police. Demonstrating this commitment, the Chief Constable now chairs the quarterly Culture Board which he instigated last year as Deputy Chief Constable. The purpose of the board is to continue developing a culture consistent with the Commissioner and the Chief Constable's shared Mission, Vision, Values and Priorities.
3. The Culture Board will be the only internal Force meeting chaired by the Chief Constable. The membership of the board comprises of officers and staff from across the Force at all ranks and grades. The board will review progress against six themes; quality of service, assurance, leadership, standards and integrity, communications and our people.

4. The Force has already made changes to improve its quality of service. These include implementation of Trackmycrime, fulfilling one of the Commissioner's Manifesto pledges and training for officers to better deal with victims. In line with national requirements, the Force has also changed how crimes are classified following an investigation to one of eighteen outcomes, all of which have equal standing and allow the victims wishes to be placed at the heart of decision making.
5. The work being undertaken in relation to culture is attracting national attention for being innovative and helping to shape a more quality driven organisation. Her Majesty's Inspectorate of Constabulary has expressed a desire to attend a future Culture Board.

Crime recording:

6. The most significant process that ensures improved accuracy is the Investigation Management Unit (IMU) being the only team that can file and close incidents opened on a 'crime opening code'. This ensures only those individuals who have the skills, knowledge and experience record incidents amounting to a crime. In addition, all processes remain under the close scrutiny of the Force Crime & Incident Registrar (FCIR).
7. HMIC are conducting Phase II of the National Crime Data Inspection (CDI) in Kent on the 28th and 29th May 2014, with Phase III commencing on the 23rd June 2014. Robust systems remain in place to maintain and improve the current compliance rate of 96%.

Repeat national HMIC Inspections

8. In February 2014, the Commissioner wrote to Tom Winsor, Chief Inspector of Constabulary and the Policing Minister to raise concerns around the new national inspection. While expressing support, the Commissioner was concerned that it would examine a 4 month period in Kent prior to changes being made to crime recording processes. Therefore, it would be reporting on a period where two recording regimes were in place, possibly resulting in a compliance rate of less than 96% and send confusing and contradictory messages to the people of Kent.
9. Following the Commissioner's letter, HMIC, in recognition of the special situation in Kent (i.e. the only Force to be subject to a detailed inspection) have agreed to make an exception and only examine the period after implementation of changes to the crime recording process.
10. On a separate yet related issue, the Commissioner is also concerned about national benchmarking with other forces. Early results from the national inspection indicate the compliance rate varies from force to force. As a result, this makes it extremely difficult to benchmark crime data between forces as each clearly has a different level of crime recording accuracy.

Performance update:

11. For the rolling year ending March 2014, the Force experienced a 10% increase in VBC. This is in line with forecasts and can be attributed as follows:
 - 6% - improved crime recording accuracy;
 - 2% - 'back record conversion' following internal audits (i.e. reviewing previously closed records and where appropriate re-categorising to a crime);
 - 0.5% - increase in 'proactivity' (i.e. more effective deployment in Night Time Economy and Predictive Policing); and
 - 1.5% - increase in crime. Given the relatively small change, it is difficult to specifically pin-point the reason, but it is likely to include factors such as the prolonged hot summer.
12. In summary, 80% of the increase in VBC is as a result of increased accuracy. This means that the Force experienced an actual increase of 2% over the last 12 months.
13. However, VBC has reduced in volume for seven consecutive months since a peak in August 2013, when processes to improve recording accuracy were implemented. This equates to 1,100 fewer victims in February 2014 than in August 2013. March 2014 did see a slight increase in volumes, but this was the result of the Force conducting a further period of auditing. The current trend around VBC remains stable.

14. The Force is forecasting that there will be improvements to VBC from September 2014, when 12 months of improved recording processes have passed.
15. Burglary dwelling and vehicle crime saw reductions at the end of March 2014 compared to the previous 12 months, with 94 and 100 fewer victims respectively. Lower levels of offending are being maintained and this trend is forecast to continue for the next 6 months.
16. The Force has started to see some increasing trends in criminal damage and shoplifting.
 - a. Criminal damage forms part of the Force seasonal Stay Safe campaigns and youth diversion initiatives are in place, along with education and engagement within schools. Criminal damage is being tackled through the policing of night time economy hotspots and is also being considered in line with our current anti-social behaviour management processes.
 - b. The Force hosts the Business Crime Advisory Group with local town centre managers and business leaders to actively tackle crimes such as shoplifting. Shoplifting forms part of offender management considerations and offender managers have been trained to deliver cell interventions to increase the cohort focusing on shoplifting.
17. Victim satisfaction with Kent Police remains high at 86.8%, although overall victim satisfaction of racist incidents is showing a downward trend, from around 85% in March 2013 to just below 80% from the most recent survey in March this year. The methodology for arriving at this statistic is to survey victims of racist crime, asking them about their satisfaction for the level of service provided by Kent Police. The number of people surveyed depends on the number of victims of racist incidents. For period between October and March 2014 (6 months) 199 people were surveyed of which 50 were not satisfied with our overall service provided (25% non-satisfied). The increase has been due to a larger proportion of people reporting "neither/nor" rather than being completely dissatisfied with the service. This is because either they received the service they were expecting, and therefore, were not particularly swayed one way or the other or alternatively the victims did not have enough information on which to base an opinion.

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Commissioner's Key Decision – February 2014

Decision:

Decision to increase the police element of the percept by 1.99%.

Justification:

The Police & Social Responsibility Act 2011 sets out the responsibility of the Police & Crime Commissioner to present the proposed level of the policing element of the percept for review by the Police & Crime Panel.

Decision:

Decision to adopt the refreshed Police & Crime Plan for publication after the review by the Police & Crime Panel.

Justification:

The Police & Social Responsibility Act 2011 sets out the responsibility of the Police & Crime Commissioner to formulate a Police & Crime Plan and to ensure that this plan is reviewed.

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Commissioner's Key Decision – March 2014

Decision:

Decision to appoint Deloitte UK as the innovation partner.

Justification:

Following on from the decision published in December 2013 and a tender process, Deloitte UK have now been appointed. Deloitte, as the innovation partner will provide class leading knowledge and expertise from the private industry. They have a track record in capturing the most innovative ideas and best practice from across private industry, the public sector and charities. This will be able to maximise the opportunities for innovation, including improved use of technology to ensure that Kent Police is delivering the most efficient and effective service in light of CSR2.

Deloitte's tender demonstrated that they could provide the best support, which was also cost effective in their role as innovation partner.

Decision:

Decision to progress the commissioning of victim services for Kent.

Justification:

The Ministry of Justice is devolving responsibility for the commissioning of victims services to Police & Crime Commissioners from October 2014. As a result and to ensure there is a locally tailored service for Kent's victims, which is effectively aligned to the delivery of a Victims' centre, the decision has been made to commission services locally. This decision will support improved value for money whilst ensuring a quality service is delivered to Kent Victims. It will also allow for the risks associated with the commissioning of a new service to be managed locally rather than through a wider regional structure.

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Commissioner's Key Decision – April 2014

Decision:

Decision to support three bids to the Police Innovation Fund, two of which are in collaboration with Essex Police & Crime Commissioner.

1. Collaborative Operational Vehicle Efficiency: in conjunction with Essex Police & Crime Commissioner
2. Visual Media Evidence: in conjunction with Essex Police & Crime Commissioner
3. Video Conferencing for Courts

Bids to the Police Innovation Fund require co-investment by Police & Crime Commissioners of between 30-40% and therefore the potential co-investment from Kent is: £641.65 over FY 14/15 and FY 15/16.

Justification:

The Police Innovation Fund enables Police and Crime Commissioners to invest in a range of innovative approaches that will improve policing and deliver further efficiency. In particular the focus of bids is on collaboration and improved digital working.

The operational vehicle efficiency is focused on implementing a telematics fleet system for the monitoring and tracking of fleet vehicles. This will allow for a number of opportunities and savings to be realised for example targeted driver reports which will support improved fuel economy through targeted driving training and freeing up officer time through automated mileage.

The visual media evidence has 5 distinct areas, visual media capture, visual media storage and linking, visual media enhancement and analysis, visual media evidence sharing and organisational embedding. This work has a number of potential benefits including removal of the need to copy evidence resulting in a reduction in administrative cost, possible reduction of specialist staff/officer attendance at court and improved management and security of sensitive data.

The video conferencing in courts builds upon existing good work in developing a network of video enabled courts. This bid focuses on the purchase of mobile court units and developing the live link in a further two courts in Kent. The benefits of this approach include savings in Police time, greater flexibility to manage vulnerable / intimidated victims or witnesses, improved court utilisation and swifter justice

Decision:

Decision to support the force by 'pump priming' the recruitment of three Legal Executives for 6 months to deliver Domestic Violence Prevention Orders (DVPO), at a cost of £67,250.

Justification:

Police forces are required to implement DVPOs by June 2014 and to initially manage the additional demand 'pump priming' has been provided for 3 Legal Executives. These additional posts will provide expertise and capacity to manage the anticipated volumes across 6 days a week. It is anticipated that in the long term these additional posts can be incorporated into the longer term restructure of Legal Services and savings made elsewhere.

DVPOs are a secure and co-ordinated approach across agencies to enhance the protection of victims and allow better management of perpetrators. They are aimed at perpetrators who present an on-going risk of violence to the victim. A DVP Notice is issued for a 48 hour period during which time the Police must apply to the Magistrates Court to make an

application Order, which if agreed, will be in place for between 14 and 28 days. A breach of DVPO is a civil contempt of court and can result in arrest and remand in custody and is also punishable by a fine and up to two months imprisonment.

Panel programme of future reports from the Commissioner as at 28 May 2014**9th September 2014**

Victim Services – implementation of Commissioner's new legal responsibilities	Requested by Panel
Commissioner's correspondence	Requested by Panel
Complaints	Report by Panel officers
Annual report 2013/14 and accounts 2013/14	Statutory requirement

4th November 2014

Initial thinking on budget, grants and commissioning for 2015/16	Requested by Panel
Impact of Youth Commissioner	Requested by Panel

February 2015

Draft Police and Crime plan 2015/16	Statutory requirement
Precept proposal 2015/16	Statutory requirement

April 2015**June 2015**Items to note at each meeting

Commissioner's decisions

Governance Board minutes

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By: Peter Sass: Head of Democratic Services
Stuart Beaumont: Head of Community Safety and Emergency Planning

To: Police and Crime Panel – 28 May 2014

Subject: Outcomes and actions from informal Panel discussion with the Kent Police and Crime Commissioner

1. Introduction

- 1.1 The Panel agreed at the end of 2013 that it would be a good idea to meet informally with the Commissioner to review the Panel's work since it was established and to see if there are opportunities to improve or enhance the Panel's effectiveness and the working relationship with the Commissioner. This report advises the Panel of action taken in the light of conclusions reached at the informal meeting and makes recommendations.

2. Preparation for Panel meetings

- 2.1 Panel members thought it would help to make Panel meetings more productive if the Chairman and the Commissioner discussed the draft agenda before each meeting. The Panel Chairman and the Commissioner met, together with officers, to discuss the agenda for today's meeting and similar meetings are being arranged prior to all future Panel meetings. It should be noted that the Commissioner has no right of veto for items appearing on the Panel's agenda but this early engagement of likely discussion items is helpful in order to give the Commissioner and her team as much time as possible to prepare for formal meetings. In addition, each Panel meeting will be preceded by a verbal briefing for Panel members by its officers. The existing arrangements whereby Panel officers and staff of the Office of the Police and Crime Commissioner meet regularly to exchange information and to facilitate the smooth working of the Panel will continue.

3. Profile of the Panel

- 3.1 Panel members made several suggestions that they felt would raise the profile of the Panel with the public in Kent and Medway. At present details of Police and Crime Panel membership, meeting papers and minutes are on a page within the KCC website. As a result of Panel members' views arrangements are in hand to create a more detailed page, still within the KCC website, that, in addition, describes the functions of the Panel and provides direct links to the Police and Crime Plan and budget, explains the procedure for making complaints against the Commissioner and contains any agreed protocols. The revised webpage is

expected to go live in Summer 2014. If Panel members agree, each authority with a member on the Panel could be asked to provide a link to this page on their own website.

- 3.2 Panel members also discussed the idea of the Panel issuing more press releases. The need to do this will depend on the matters discussed at each meeting and the comments made by Panel members. It is therefore recommended that a flexible approach be adopted and that the Chairman and Vice-Chairman meet immediately after each meeting to decide whether to issue any press release and, if so, to determine the content.

4. Panel agendas

- 4.1 Panel members suggested that, in order to ensure, over time, they discharge their responsibility to review all aspects of the Commissioner's work, it might be useful to have themes for some or all Panel meetings. The Commissioner supported the concept and pointed out that her Governance Board meetings (at which she holds the Chief Constable to account) also had themes. The suggestion has been further discussed by Panel officers and the Commissioner's Chief of Staff. The Commissioner's staff have said that the Commissioner will provide reports on series of themes if that is what the Panel wish. It is considered that adherence to a series of themes might mean that important current issues were not discussed whereas time is spent on less current aspects of the Commissioner's work. However, if agendas are driven entirely by current or specific issues the Panel may not, over time, fully discharge its duty to review the Commissioner's work.
- 4.2 In order to meet the Panel's point it is suggested that there is no automatic theme to each meeting, but that agendas are determined primarily by current issues or particular matters which either the Panel or the Commissioner wish to discuss. However, Panel officers will bear in mind the need for the Panel to consider all aspects of the Commissioner's work over a period of about 18 months and will suggest themes for particular meetings to ensure that this happens.

5. Matters the Commissioner was asked to consider

- 5.1 At the request of Panel members the Commissioner agreed to consider several points. The Commissioner was asked to consider publishing a forward plan of her decisions so that the Panel could identify those in which they had a particular interest and /or would like to receive some background information. The Commissioner's Chief of Staff has indicated that a forward plan could be produced but he has pointed out that it would consist very largely of the statutory decisions which already have a statutory timescale (e.g. Annual report, precept, police and crime plan). Apart from that most of the Commissioner's decisions move from the point of inception to proposal and then to decision quite quickly and would probably not be capable of inclusion in a forward plan. In discussion

Panel officers have noted the limited nature of any forward plan but said that the Panel would nevertheless like to receive a plan. To help the Panel understand fully all the Commissioner's decisions it has also been agreed with the Chief of Staff that, when decisions are made, the Commissioner will provide a little more detail on the background and reasons (without generating lengthy committee-style reports) and the decisions reported on today's agenda reflect this revised approach. The Commissioner publishes her decisions on a monthly basis. Panel officers will circulate these decisions to Panel members once they are published so that Panel members can ask questions straight away, albeit outside of Panel meetings.

- 5.2 The Commissioner was also asked to consider the possibility of shared public platforms with Panel members. Discussions with the Commissioner's officers highlighted that any shared platform should not detract from the Commissioner's role and responsibilities nor should it confuse the public as to the Panel's role and its relationship with the Commissioner. It was felt that there might be relatively few opportunities for shared platforms and that the best approach would be for Panel officers to discuss specific events with the Chief of Staff.

6. Recommendations

- 6.1 That Panel members nominated by local authorities ask their Authority to put a link on their website to the enhanced Panel page on the KCC website
- 6.2 That the Panel authorises the Chairman and Vice-Chairman to decide whether to issue press releases on behalf of the Panel and to determine the content.
- 6.3 That the Panel note the conclusions of discussions with the Commissioner's Chief of Staff at paragraphs 4.2, 5.1 and 5.2.

Contact: Anna Taylor Tel: 01622 694764
Mike Campbell Tel: 01622 696603

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By: Peter Sass: Head of Democratic Services
Stuart Beaumont: Head of Community Safety and Emergency
Planning

To: Police and Crime Panel – 28 May 2014

Subject: Complaints against the Police and Crime Commissioner

1. Introduction

1.1 At its meeting on 29th November 2012, the Police and Crime Panel (PCP) made decisions on how to discharge its responsibilities in respect of complaints made against the Police and Crime Commissioner (PCC) and adopted a complaints policy. This report provides information to the Panel about complaints made against the Kent PCC since November 2012 and also proposes minor changes to the complaints policy.

1.2 The Elected Local Policing Bodies (Complaints and Misconduct Regulations) 2012 set out the statutory arrangements for dealing with complaints against Police and Crime Commissioners. Police and Crime Panels bear the statutory responsibility for resolving complaints and, in November 2012, the Panel established a Sub-Panel to undertake this role.

2. Complaints against the PCC

2.1 When a purported complaint is received the Regulations provide for an initial decision to be made on whether to record the complaint and, if so, whether to disapply the Regulations. The criteria by which these decisions are made are set out in Regulations and in the existing policy. The Panel determined that these initial decisions should be delegated to the PCC's Monitoring Officer. This delegation was in line with clear Home Office advice and is the approach adopted by most if not all other Panels. The Explanatory Memorandum that accompanies the Regulations states: - "The Government takes the view that the task of the initial handling of complaints and conduct matters sits well with the role of the monitoring officer. Further, allowing scope for these matters to be dealt with internally in the first instance will promote the early resolution of minor complaints without unnecessary bureaucracy".

2.2 Since November 2012 there have been 7 complaints considered by the Commissioner's Monitoring Officer. 4 have been recorded but the Regulations have then been disapplied. 3 were not recorded. There have been no complaints that have been recorded and passed to the Panel for local resolution. Consequently, there has been no need for the Complaints Sub-Panel to sit.

2.3 Certain types of complaints, mainly those alleging criminal conduct, must be referred to the Independent Police Complaints Commission. There have been no references to the IPCC.

3. Comparison with other PCCs

3.1 Many other Police and Crime Panels have had a significant number of recorded complaints and have dealt with a significant number of local resolutions. The experience in Kent is different. The fact that Kent's experience is different is not a matter of concern – indeed the absence of any complaint that required local resolution is a significant positive point. However, officers have undertaken some investigations both with the Kent Office of the PCC and with officers supporting other Police and Crime Panels to see if there is any possible explanation for the differences. It is understood that a common cause for complaints against some other PCCs has been an alleged failure to respond quickly or fully to correspondence. The Kent Commissioner's staff have advised that there is in place a robust system of tracking correspondence and a very high priority given to prompt and full replies. This may explain the difference but, whatever the explanation, PCP officers are entirely satisfied that any matter that could be considered a complaint has been properly dealt with in line with the approved policy.

4. Review of the policy

4.1 When the Police and Crime Panel established a Sub-Panel it asked the Sub-Panel to:

- i) Consider the arrangements to revise the interim complaints system after a suitable period of time; and
- ii) Determine the oversight and recording procedures for the Panel to establish

4.2 In the event there has been no need for the Sub-Panel to consider these matters and, in the absence of recorded complaints, there is no evidence to suggest any need for change. It is recommended that the existing system remains in place unless, at some future date the Sub-Panel wish to recommend changes. It is also recommended that the Panel receive an annual report from officers if there have been no complaints requiring local resolution or from the Sub-Panel if there have been any complaints that were locally resolved.

4.3 To ensure that the Panel is fully sighted on complaint matters dealt with by the PCC's Monitoring Officer, it is recommended that the policy be amended to include the following provisions:-

Receipt of complaints

If a complaint has not been received via the Police and Crime Panel, the Monitoring Officer will inform the Panel both that a complaint has been received, and of the complaint's content;

Decisions to disapply the Regulations

A copy of the record of complaint, and of the decision to disapply, will be provided to the Police and Crime Panel.

5. Membership of the Sub-Panel

5.1 The Panel may wish to consider updating the membership of the Sub-Panel as the membership of the main Police and Crime Panel has changed since the Sub-Panel was agreed in November 2012. To ensure the Panel is broadly politically balanced it should be made up of 4 Conservatives, 1 Labour, 1 Lib Dem/UKIP and 1 Independent. It is also important to ensure a geographical balance so as far as possible the Sub-Panel should be made up of representatives from different areas of Kent and Medway.

6. Recommendations

6.1 That the Panel receives an annual report on complaints against the Commissioner, from officers or the Sub-Panel as appropriate

6.2 That the complaints policy be amended as set out in Paragraph 4.3

6.3 That the Panel considers the membership of the Sub-Panel

Contact: Anna Taylor Tel: 01622 694764

Mike Campbell Tel: 01622 696603

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**Kent Police and Crime Commissioner's Governance Board
Wednesday, 5th February 2014**

Clift Room, Kent Police Headquarters, Sutton Road, Maidstone, Kent ME15 9BZ

Summary of Actions:

- **Action 1: Force to update the Commissioner on work being done to measure quality (in the absence of targets) through the Performance Framework at the next Governance Board.**
- **Action 2: Force to provide an update on body worn camera implementation at the next Governance Board.**
- **Action 3: Force to provide the Commissioner with a copy of the Specials Public Engagement Plan.**
- **Action 4: Force to provide an update on the Strategic Assessment at the next Governance Board.**
- **Action 5: Force to examine and report back on the impact of reducing Kent's public order Spending.**
- **Action 6: Commissioner to raise concerns around the new HMIC Inspection with the Government and HMIC.**

Item 1: Welcome and Introduction

1. The Commissioner welcomed everyone to the Governance Board.

Item 2: Notes of previous meeting – 3rd December, 2013

2. The minutes from the Governance Board held on 3rd December were noted as a true and accurate record.

Item 3: Chief Constable Alan Pughsley – early thoughts

3. The Chief Constable gave a presentation on his initial plans for the force, covering what he believes is going well and his plans for the future. He explained that it was his 5th week in post and he is currently spending the vast majority of his time travelling around the county meeting police officers and staff through a series of 'roadshows'.

4. Key point from presentation:

Aspiration:

- To lead a first class police force that re-connects and remains connected with all the public in a meaningful way, reassuring them whilst instilling greater trust and confidence in Kent Police.

Goals:

- To lead a visible, accessible, locally engaged and transparent force.
- To lead an engaged, committed, professional, well-skilled and empowered workforce who will deliver successfully through change.

- To deliver a first class service where victims and witnesses are at the heart of everything we do.

Delivery:

- Local Policing at the centre of the model.
- Continuity and change.
- Equal priority to – operational demand.
 - Visible local policing.
 - Local reassurance.
- Reduce demand.
- Collaboration.
- Better use of technology.
- Relentless focus on crime and criminals.

Plans:

- Build upon excellence and change for the better with a more local focus.
 - National progress in current context.
 - 3 Divisions remain.
 - More empowerment at District level.
 - Community Policing Teams.
5. The Commissioner indicated that she was pleased with the ‘direction of travel’ particularly the Chief Constable’s plans to embed Community Policing at the core of the Kent model.
 6. *How will the Chief Constable know whether his plans were being achieved?* The force is developing a suite of measures, such as examining the victim’s experience, looking at Case Paper quality, listening to the public and having a strong focus on ‘getting things right first time’.
 7. *In the absence of targets, how can quality in policing be measured?* There is a lot of work going on nationally to look at this, particularly at the College of Policing (COP) and Her Majesty’s Inspectorate of Constabulary (HMIC), who are working closely with Kent Police. There are various streams of work underway internally focussing on quality, for example the force’s Performance Framework is being reviewed in order to ensure it is more quality based. The Chief Constable also noted the importance of reducing demand on the police service which (in part) means working better with stakeholders to be clear about roles and responsibilities i.e. things the police should and should not be doing. The Commissioner asked for an update on this area of work at the next Governance Board.
 8. The Commissioner noted the importance of having an engaged and committed workforce which is equipped with the right tools to deliver, most notably access to technology. The Chief Constable also highlighted the importance of providing ‘top cover’ to officers/staff when they are doing their best and doing things for the right reasons.
 9. *How are Victims being considered in the Chief Constable’s plans?* The force is undertaking a ‘root and branch’ review of training to ensure victims are placed at the heart of the service. There are other initiatives to keep victims more informed online such as ‘Track my Crime’ which is due to

go-live in April 2014. There are also new 'live links' into courts, so victims can give evidence from a secure suite, a new Victim's Code (which sets out the service standards victims can expect), the mental health Street Triage project which aims to reduce the number of Section 136 detentions by providing officers with advice/support from health professionals whilst on the street and the Sexual Assault Referral Clinic (SARC) which was opened by the Commissioner in 2013 and is receiving positive feedback. The Commissioner commented that the Victim's Centre will also provide a one-stop-shop for all victims in Kent.

10. *What exactly will change in terms of neighbourhood policing?* Currently there are 13 Neighbourhood Policing Teams and one Central Response Team (which covers the whole county). Under the new model, the Neighbourhood Policing Teams and Central Response Team will merge to form 13 Local District Policing Teams. This will allow the Districts to have a 'cradle to grave' approach to policing, with one team being deployed based on local issues. This will provide a more dynamic resource and enable more effective and joined up working than the current model.
11. *What update is there on body worn cameras?* Work is currently underway to procure the cameras and a staged roll out is planned over the coming year. The benefits of the cameras are particularly around evidence gathering and modifying people's behaviour when being filmed. It is essential to have the right IT infrastructure in place to support effective use of the cameras (this is a key focus of the current roll-out), and ensuring officers are trained and understand the impact of the cameras – particularly for high risk areas such as firearms. The Commissioner noted her strong preference for firearms officers to wear the cameras. The Commissioner requested an update on this work at the next Governance Board.
12. *How is morale in the force?* The Chief Constable gave his personal assessment that morale is shifting from 'ok' to 'pretty good'. This observation is based on recent roadshows and feedback from officers commenting on the new policing model and the renewed focus on neighbourhood policing. However, it was noted that there are other factors impacting on morale including changes to terms and conditions and also pensions arising from the Hutton and Winsor Reviews. It is important to constantly remind the workforce how good a job they are doing, which helps to offset some of the less balanced media reports.
13. Cllr Ken Pugh was invited to comment on the Chief Constable's presentation. He commended the Chief Constable's approach to neighbourhood policing and the police's effectiveness in working with Kent County Council Wardens and the deployment of PCSOs.
 - **Action 1: Force to update the Commissioner on work being done to measure quality (in the absence of targets) through the Performance Framework at the next Governance Board.**
 - **Action 2: Force to provide an update on body worn camera implementation at the next Governance Board.**

Item 4: National Crime Agency (NCA)

14. This item was removed due to last minute unavailability of the NCA speaker and will be rescheduled at a future Governance Board.

Item 5: Special Constabulary

15. The Chief Constable commented that this was a very positive paper. He highlighted the following points:

- In the last quarter of 2013, Kent Specials delivered 4250 hours of Community Engagement, 1966 hours of dedicated rural policing and 2096 hours of Predictive Policing
- Special Constabulary Twitter feed has 16,500 followers
- Strength currently stands at 306, with length of service ranging from a few months to 44 years.
- Total hours volunteered in 2013 was almost 100,000 (roughly 30 hours per Special per month)

16. The Commissioner reinforced her strong support for the Special Constabulary. She was particularly impressed by the Special's response to the floods and commented that she had written to them to thank them for their support during that difficult period.

17. *What exactly is being done to recruit career Specials?* There is a new campaign about to be launched (in March) targeting more mature people to become Specials. The force have introduced a two-year minimum commitment for Specials who wish to join the regulars and are actively looking to place Specials into areas where they may have specialist skills or interests which complement force priorities. The Commissioner requested a copy of the Specials Public Engagement Plan.

18. *What update is there on the four new Commissioner funded Special trainer posts? And are they exclusively dedicated to Specials?* The posts are going well and are providing support and training for Specials around the districts. The posts are purely focussed on providing support to Specials.

19. The Commissioner commented that she went to a recent prize giving ceremony at Canterbury Christchurch University. The ceremony was for those who had completed their policing studies degree and to present awards to three of the students. She commented that it was disappointing to see that a number of students, who had opted to join Kent Special Constabulary as part of the course, had subsequently left on completion. The Commissioner noted the significant cost to train Specials and queried whether this was wise use of public funds? The Chief Constable shared the Commissioner's concerns and stated that the force had since discontinued the option for students to join the Special Constabulary as part of their studies.

- **Action 3: Force to provide the Commissioner with a copy of the Specials Public Engagement Plan.**

Item 6: Equality and Diversity

20. The following points were highlighted:

- An Equality and Diversity Coordinator had recently been appointed for Kent and Essex Police who will focus on the embedding of protected characteristics.
- The strategy is to focus on particular groups and this seems to be working.
- A current focus has been to recruit BME officers, and in the latest round of recruitment, 8.5% of applications were received from BME individuals.

- BME officers are provided with additional assistance/guidance during recruitment. Similarly, where a BME officer fails the selection process they are offered support towards re-applying in the future.
 - The Equality and Standards Board meets on a quarterly basis to review working practices and the force has seven Equality Champions who perform the role on a voluntary basis.
21. The Commissioner commented that she was pleased to see the increased female representation at Superintendent rank (increase of 20%). *What are the Deputy's views on increasing representation of females at other senior ranks?* The Deputy commented that anecdotally, he felt that there would be improvements in this area and noted that Kent will be sending its first female staff member in ten years to PNAC in 2014.
22. The Deputy Chief Constable commented on the recent Independent Police Advisory Group (IPAG) report on hate crime. The report used a range of methodologies to gauge the views of members of the IPAG and other groups to review service delivery around hate crime. It made 8 recommendations for Kent Police where systems and processes could be better delivered. All of the recommendations are being implemented and the excellent work of the IPAG in producing the report was noted.
23. *What work is Kent Police doing to support new communities moving into the area?* There is a lot of work being undertaken to help new communities to assimilate. This includes educating them on the role of police, particularly for those who are not familiar with the British model of policing by consent. This area is being carefully monitored and updated in the force's Strategic Assessment. The Commissioner requested an update on the Strategic Assessment for the next Governance Board.
24. Audience member Mr Mick Cronin, a Community Liaison Officer was invited to explain some of the work he and his colleagues do in helping communities integrate into Kent and in managing tensions that may arise. One of the key themes that came out of Mr Cronin's comments centred on educating new communities on the role of police and perceptions of what behaviour is acceptable.
- **Action 4: Force to provide an update on the Strategic Assessment at the next Governance Board.**

Item 7: Value for Money (VFM) Profiles

25. VFM profiles are prepared for all forces by HMIC and examine spending to see how it compares against other forces in a number of different areas. The report submitted by the force focusses on 'outliers' in the VFM profile, i.e. where Kent spending departs from the national 'norm'. In Kent, there are 9 outliers and most of them are positive.
26. *Why is public order spending twice the national average?* It was noted that the previous Chief Constable had been the national lead for public order and that some of the additional spend is due to Kent being the regional lead for public order and the force delivering national training to other forces which is considered of a high standard and enhances Kent's reputation.

27. *What would be the impact if public order spending was reduced to the national average?* If this were to happen, Kent may lose some of its reputation in terms of public order delivery. The Commissioner acknowledged this as a risk, but requested this matter be looked at, as future funding challenges require every area to carefully delineate between the 'nice to haves' and the 'must haves'.
28. *Why is Central Communications spending above the national average?* This statistic can be explained as a result of the way in which the figures are compiled. For example in Kent, Central Communications includes all access points from the public to the police, whereas in other forces front counters are not included, making it difficult to draw meaningful comparisons.
29. The Commissioner queried the workforce make-up figures, particularly supervision at Sergeant level. The Chief Constable noted that a recent workforce review found there were too many Inspectors and not enough Sergeants and work was underway to rectify this issue. This led to a discussion about future budget cuts from central government. The Chief Constable commented that work already has modelled around 100-150 fewer police officer posts. He commented that the number of police staff posts had already been reduced as a result of budget cuts, so it would be difficult to find any significant savings in that area. Both the Commissioner and Chief Constable noted the excellent work of officers and staff, particularly in the difficult financial climate.
- **Action 5: Force to examine and report back on the impact of reducing Kent's public order Spending.**

Item 8: Financial Monitoring

30. Kent Police's financial situation is healthy considering the fiscal climate. The force had delivered savings early and a £7.5m underspend was being used to plan for the next round of funding cuts. In addition, the force had no debts.
31. The Commissioner acknowledged the position was best as could be hoped for given the £50m reduction in spending from central government which had meant almost 500 fewer police officers on the streets and 1000 fewer police staff.

Item 9: HMIC Report on Crime Recording and Performance Culture & Force Performance Update

32. HMIC delivered their final report on crime recording in Kent Police on the 31st January, 2014. The report was extremely positive and clearly recognised all the work that the force had done to improve crime recording. The Commissioner stated that the people of Kent can now have true confidence in Kent's crime recording in light of HMIC's acknowledgement that the figure now sits at around 96% accuracy. Improvements had been made through an action plan that significantly improved processes, systems, training and supervision. In particular, HMIC recognised the high standards being applied in the Control Room and IMU and robust checking processes that had added to the success. The Chief Constable commented that the more difficult matter to deal with was the ongoing culture change.
33. The Commissioner commented that she personally held the former Chief Constable responsible for delivering the improvements to crime recording (which he delivered) and that she would be

holding the current Chief Constable to account for maintaining the high standards. There was some discussion around how to effectively measure culture and change and the Commissioner noted her intention to keep a close eye on this issue.

34. In terms of force performance, current statistics (to rolling year ending December 2013) show an 8.3% increase in victim based crime. Of this, approximately 4.9 percentage points can be attributed to changes in working practices and improved crime recording accuracy. A further proportion can be attributed to increased proactivity including the utilisation of predictive policing (PredPol) and increases in Violence Against the Person (VAP) largely arising from the night-time economy and last summer period when coastal counties saw an influx of people. It was noted that a large proportion of VAP could be categorised as 'low level' incidents (such as pushing and shoving). It was also noted that VAP includes domestic abuse which had shown a small rise as well. The Chief Constable commented that an increase in reporting of domestic abuse was welcome as it shows victims have confidence in the police to deal with the issue.
35. *An update was requested on the upcoming national inspection of crime recording.* The inspection is currently programmed for later this year and the scope seems to be changing. The data the inspection will be looking at relates to November 2012 – October 2013 and for Kent Police, this means it will be examining a period (around 8 months) in which the improvements to crime recording had not been implemented. This would likely result in figures for crime recording accuracy being below 97% (which is the most current figure).
36. Kent Police (among other forces) has been approached by HMIC to see whether they could offer auditors to assist with the inspections as they were finding them more challenging than originally planned. It was acknowledged that Kent had been explicitly approached following all the good work that had been done to address the issues; however, the Chief Constable would only be minded to release the auditors if he could be assured that losing them would not impact on Kent's crime recording accuracy rate.
37. The Commissioner shared the Chief Constable's concerns, particularly the potential for misleading and confusing messages being sent to the people of Kent once the new report was released. The Commissioner commented that if Kent's auditors are to be released to assist with the inspection, this should only be done on the basis of full cost recovery (not just expenses) and if the Chief Constable was content that this would not impact on Kent's recording accuracy. The Commissioner indicated that she wished to personally raise the issues around the new crime recording Inspection with the Government and HMIC.
 - **Action 6: Commissioner to raise concerns around the new HMIC Inspection with the Government and HMIC.**
38. The Commissioner thanked the Chief Constable, Deputy Chief Constable and public attendees and formally closed the meeting. The next meeting is scheduled for May 27, 2014.

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