

## AGENDA

### KENT AND MEDWAY POLICE AND CRIME PANEL

Dear Panel Member

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 **Thursday, 21st November, 2019, at 2.00 pm** when the following business will be transacted

Members of the public who require further information are asked to contact Anna Taylor/Joel Cook on 03000 416478/416892

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

#### Membership

Councillor Jo Gideon	Ashford Borough Council
Councillor Ashley Clark	Canterbury City Council
Councillor Richard Wells	Dartford Borough Council
Councillor Michael John Holloway	Dover District Council
Councillor Shane Mochrie-Cox	Gravesham Borough Council
Mr Mike Hill (Chairman)	Kent County Council
Councillor Fay Gooch	Maidstone Borough Council
Councillor Habib Tejan	Medway Council
Councillor Peter Fleming	Sevenoaks District Council
Councillor Jenny Hollingsbee	Folkestone and Hythe District Council
Councillor Richard Palmer	Swale Borough Council
Councillor Lesley Game	Thanet District Council
Councillor Mark Rhodes	Tonbridge and Malling Borough Council
Councillor Sarah Hamilton	Tunbridge Wells Borough Council
Councillor Steve Iles	Co-opted member – Medway Council
Councillor John Burden	Co-opted member – Labour Group
Councillor Alan Currie	Co-opted member – Labour Group
VACANCY	Co-opted member
Elaine Bolton	Independent Member
Mr Gurvinder Sandher (Vice-Chairman)	Independent Member

## **UNRESTRICTED ITEMS**

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

- 1 Introduction/Webcast Announcement
- 2 Apologies and Substitutes
- 3 Declarations of Interests by Members in Items on the Agenda for this Meeting
- 4 Minutes of the Police and Crime Panel held on 24 September 2019 (Pages 3 - 12)

### **B - Commissioner's reports requested by the Panel/offered by the Commissioner**

- B1 Update on latest ONS Crime Statistics for Kent, published 17 October (Pages 13 - 16)
- B2 Overview of Citizens in Policing, covering the full range of volunteers engaged in policing the county (Pages 17 - 26)

### **C - Panel Matters**

- C1 Future work programme (Pages 27 - 28)

### **D - Questions to the Commissioner**

## **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)*

Benjamin Watts  
General Counsel  
03000 416814

**Wednesday, 13 November 2019**

**KENT COUNTY COUNCIL**

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**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, 24 September 2019.

PRESENT: Mr P M Hill, OBE (Chairman), Mr Gurvinder Sandher (Vice-Chairman), Cllr A Clark, Cllr L Dyball (Substitute) (Substitute for Cllr P Fleming), Mrs L Game, Cllr J Gideon, Cllr F Gooch, Ms S Hamilton, Cllr Mrs J Hollingsbee, Cllr S Mochrie-Cox, Cllr R Palmer, Cllr M Rhodes, Cllr R Wells and Mrs E Bolton

ALSO PRESENT: Mr M Scott (Kent Police and Crime Commissioner), Mr A Harper (PCC's Chief Executive) and Mr Robert Phillips (PCC's Chief Finance Officer)

IN ATTENDANCE: Mrs A Taylor (Scrutiny Research Officer)

**UNRESTRICTED ITEMS****325. Membership**

*(Item 2)*

1. The Chairman advised the Committee that Cllr Clark, Cllr Palmer and Cllr Currie had been appointed to the Panel and welcomed them.

RESOLVED that the Membership changes be noted.

**326. Declarations of Interests by Members in Items on the Agenda for this Meeting**

*(Item 4)*

1. Cllr Mochrie-Cox declared an interest as an employee of Kent County Council.

**327. Minutes of the Police and Crime Panel held on 12 June 2019**

*(Item 5)*

RESOLVED that the minutes of the meeting held on 12 June 2019 were a correct record and that they be signed by the Chairman.

1. In matters arising Cllr Clark referred to the additional officers being recruited and trained; the Commissioner confirmed that there had not been any slippage from the statements in the minutes. The new recruits were out in local policing teams, including response, and the Chief Constable had also expanded and created new teams which local communities were starting to see the benefits of, including the Chief Constable's Crime squad, the doubling in size of the rural policing team and an increase in the roads policing team. There had been a positive start but there was still work to be done. The Commissioner had been pleased with the Panel's support for the additional 180 officers.

2. Cllr Clark also referred to call handling and his concerns about the information provided on recorded messages which he considered to be inaccurate. The Commissioner confirmed that he would look into this and, if appropriate, ask that it be rectified.

### **328. Police Officer Recruitment - Update** *(Item B1)*

1. The Commissioner explained that Kent was the highest recruiting police force anywhere in the country last year. It was now becoming clear the deployment was starting to deliver results for local communities. There was a desire to have a police force that was reflective of the communities it served. There was a large amount of effort going into engaging with all communities to highlight opportunities within policing.

2. In relation to the deployment of this year's recruits and their impact; once their initial training was completed officers would go out into local policing teams, responding to calls and engaging with victims of crime, but they also provided the Chief Constable with capacity to increase the size of teams and create new teams in order to address some of the challenges. Referencing the recruitment and training of additional Town Centre officers, the Commissioner advised their deployment was based on analysis of demand, including levels of crime and ASB.

3. The Commissioner referred to positive criminal justice outcomes, this was moving in the right direction with regards to community outcomes. Where officers were deployed was determined on the basis of need, they were still a limited resource. The increase in officers represented a substantial investment by the Kent Council Taxpayer alongside the savings made to maximise the amount of money going into front line policing. The Commissioner offered congratulations to Kent Police's recruitment team, they had done a tremendous job delivering 291 extra officers last year, and boosting the number of applications received. The Commissioner referred to the stated ambition for 20,000 more officers across UK, he assured Members that he would lobby hard for Kent to receive its fair share. There was uncertainty around when forces would know the finer detail, the Commissioner was aware that there would be a funding announcement soon and he would ensure that the Panel was made aware of the allocation.

4. Cllr Gideon commented that it was positive to hear that diversity statistics for Kent were ahead of the national benchmark. She asked whether the diversity agenda played a role in who goes where. The Commissioner confirmed that the force worked hard on encouraging people progression and this information was available publicly. The Commissioner confirmed that when a new team was created applications from all officers were invited and followed by an assessment to determine who would be best in each role. There was extensive support available to people looking for promotion and lateral transfers.

5. Cllr Clark congratulated the Commissioner on progress with regards to getting the numbers of police officers back to those of 2010. He raised a concern over whether there was a high turnover of officers and a large loss of experienced officers. He was also conscious that if the force was training a large number of officers there was a need for a large number of trainers. The PCC explained that the biggest source of officers leaving was retirement, but sometimes those officers were retained

as police staff. Officers were not being lost to other forces at the levels seen nationally, Kent was a net beneficiary of police officer transfer schemes.

6. Cllr Palmer asked what the BAME makeup was across Kent and how the figures set out at paragraph 8 compared across the country and against other areas of the public sector. The Commissioner explained that the most recent census figure for the BAME population in Kent was around 8% so although progress had been made further work was needed to ensure the force represented the people it served.

7. Ms Hamilton referred to retention during the probation period, and asked if who was leaving and why was monitored. The Commissioner confirmed that it was monitored, and of the 490 officers who joined last year only 23 had left during the first year, this was for various reasons including finances, childcare, change of circumstances; there was no one reason which stood out as a cause for concern.

8. Cllr Mochrie-Cox raised the £10million efficiency savings; extra police needed extra support, he asked whether officers were burdened because resources were not available to support them. He asked that a report on support systems sitting behind officers be brought to the Panel at a future meeting. The Commissioner confirmed that the information was publicly available in his Performance and Delivery Board papers, the Commissioner was a big supporter of police staff and he was happy to talk more to the Panel about support provided to police officers by police staff and how police staff were supported and developed.

9. The Vice-Chairman congratulated the Commissioner on the work being done around diversity, he asked how Kent Police was being held to account with regards to recruitment across the diverse range of BAME backgrounds. The Commissioner confirmed that he had requested some further information from Kent Police around the diversity of the workforce, including the Cadet programme and volunteering schemes. In response to a question about fraud the Commissioner stated that he felt the process for dealing with it in the UK was not working. A joint unit had been created with Essex Police to provide a better service around fraud and economic crime. This was a big issue that caused significant levels of harm.

10. Cllr Dyball asked what the average time for processing applications was, were there sufficient staff working on the applications and did many applicants drop out because of the timescale. The Commissioner explained that Kent Police had worked hard to reduce the processing time, which originally was taking around 8 months. The process was now taking on average 4 months, with some turned round more quickly; the main concern was around DBS checks and vetting but this was being monitored. It was not considered that many applicants were lost due to the timescale for processing applications but it was a flexible process.

11. Mrs Game expressed her support for the Police Cadet scheme, which was a golden opportunity to train young people to become good police officers. The Commissioner supported this and confirmed that some Police Cadets were now joining Kent Police, adding that it was not the sole purpose of the scheme, but was a benefit.

12. Cllr Mochrie-Cox asked if a future Panel meeting could hear from Police Cadets, providing an opportunity to showcase and celebrate their experiences.

13. In response to a question from Cllr Gooch the Commissioner confirmed that Kent was the biggest recruiting police force in the country, it was the best performing police force in the country, it was ambitious to continue growth and development. However, this wouldn't have happened if the Panel and Commissioner had not taken some difficult decisions. The Commissioner confirmed that he would continue to make the case for Kent and the South East.

14. Elaine Bolton congratulated the Commissioner on the improved delivery and diversity of the Force. With regards to deployment being based on need, Mrs Bolton asked whether the diversity of districts and officers was taken into account when deployment decisions were made. Mrs Bolton expressed her surprise at the lack of reference to serious violence, and that there were 19 extra officers in a team focussing on missing children and adults, did this mean that Kent Police had an issue around missing children and adults more than serious violence? The Commissioner explained that with regards to the need for local town centre officers, violent crime was one of the criteria, amongst others; once announced, he said he would ask that the criteria be made transparent to ensure communities understood the decisions. When deployed after initial training officers are asked for their location preference, but ultimately the decision rested with the chief constable. The Commissioner said he was not aware of any process that sought to match officers from diverse backgrounds with diverse communities, but said he would ask the question of the Chief Constable.

15. Regarding missing children and adults, policing generally had a big problem; National Crime Agency statistics showed that over 300,000 missing person reports per year were reported to local policing. The Chief Constable had created a Missing Child and Exploitation Team to address concerns about children going missing and exploitation by gangs, violent crime and Modern Day Slavery. He added that there had been a reduction in the number of children going missing and the length of time they were missing for. It was considered that this was a good model that could be replicated for missing adults.

16. The Chairman highlighted two points to take forward, firstly, the support structure and police staff to support the new officers, and secondly, how the Panel might celebrate the successes of the Police Cadet scheme.

RESOLVED that the Panel note the Commissioner's Police Officer Recruitment Update and:

- Request a report on the support structures that sit behind the new Officers
- Consider ways in which it might celebrate the successes of the Police Cadet scheme.

### **329. Victim Satisfaction & Community Engagement** *(Item B2)*

1. The Commissioner explained that the measurement of victim satisfaction in Kent had been mixed but the Chief Constable was asked to report back on the key areas of Hate Crime, Rape and Domestic Abuse. It had been suggested that the survey be extended to include other crime types and the statistics were being presented at every Performance and Delivery Board to allow progress to be tracked.

2. The commissioned charity Victim Support also measured the level of victim satisfaction with the service provided.
3. In terms of community engagement, the force was asked to provide information about different types of community engagement, these areas were not always consistent, and the Commissioner highlighted Parish Council meetings as an example. The Commissioner met every 6 months with the district chairs of Kent Association of Local Councils. The Force was looking at ways in which it could engage with local communities, it was considered that social media was a mixed experience.
4. Elaine Bolton asked how the Commissioner held the Chief Constable to account on the key themes around dissatisfaction and how he ensured that these were addressed. The Commissioner confirmed that he had asked the Chief Constable about the reasons for people being dissatisfied and how the Force could learn from such comments. People were sometimes unhappy with the outcome of their case, the Force would continue to monitor this and it was considered that there was room for improvement. Victim satisfaction would be discussed at the Performance and Delivery Board on 25 September.
5. The Vice-Chairman asked about hate crime and whether it would be possible to look into satisfaction levels further, particularly individuals with English as a second language. In addition, regarding social media, a report had just been finalised following engagement with young people, looking at how Kent Police used social media, it was considered that twitter was used by professional classes, people on the street used Facebook and Instagram more regularly. The Commissioner confirmed that the longer-term hate crime satisfaction figures would be circulated to Panel Members. He agreed with the comments about social media and that it was essential to diversify when it came to using it effectively.
6. Mr Rhodes asked whether the Commissioner was content with the surveys being conducted over the telephone by staff within the Research Bureau and whether face to face was more appropriate? The Commissioner considered that this may be more beneficial, but there was a need to manage the volume of surveys against resources available.
7. Mr Palmer raised the issue of low-level crime, and he asked for an assurance that this was being taken seriously by the Chief Constable. The Commissioner confirmed that progress was being made in terms of increasing local policing teams and the crime squad. The Police prioritise demand based on threat, harm and risk, but the Chief Constable's message is to provide a quality service and put victims and witnesses at the heart of everything the force does.
8. Cllr Mochrie-Cox welcomed the move towards monitoring other crime types, he asked how the opinions of those young people under the age of 16 was being captured, whose experiences of the criminal justice system may be very different? The Commissioner confirmed that he did not want anyone to be disenfranchised on the basis of age or protected characteristics. He considered it vital to engage with young people affected by crime. The Commissioner's surveys did not discriminate on the basis of age and a piece of work was undertaken in February 2018 where schools were invited to circulate a survey to young people around their experiences of cybercrime and bullying and 6,500 responses were received from young people.

Kent Police also engaged with youth councils, and he issued caution around creating adverse experiences by not listening to the voices of young people around crime and the criminal justice system.

9. Cllr Clark asked how much reliance could be placed on the figures? The Commissioner explained that the figures could be a reflection of the level of service, the Force had dedicated police officers to work with families affected by some crimes such as rape, this may well reflect why 91.4% of victims were satisfied. The Crown Prosecution Service threshold around rape and sexual offences was very high and therefore there was a reduction in numbers going to court. Regarding shoplifting this was not considered to be a victimless crime. Kent Police did prosecute shoplifters but also aware that there was not always sufficient capability to do so, there was improving relationships between Kent Police and local businesses. It was hoped that where there were extra resources there would be a reduction in crime.

10. Cllr Gideon asked whether hate crime was a crime against anyone with a protected characteristic, she asked for a report back on hate crime with a greater breakdown, including the types of crime and if possible, information on vexatious victims. The Commissioner confirmed that he would report back to the Panel on these issues.

11. Mrs Bolton asked about burglary victims, if the Commissioner provided a further report on victim satisfaction it would be useful to have that survey included.

12. Cllr Hollingsbee referred to shop lifting, the Commissioner explained that the Force did engage with security staff and work was being done on reporting and communication lines.

RESOLVED that the Panel note the Commissioner's update on Victim Satisfaction and Community Engagement and in due course the Commissioner provides a further report that includes:

- (a) Hate crime, with a breakdown by crime type and if possible, information on vexatious victims;
- (b) Burglary victim satisfaction levels;
- (c) Benchmarking of victim satisfaction against statistical neighbours.

### **330. Violence Reduction - Update**

*(Item B3)*

1. The Commissioner explained that this update was around work which had been taking place for a long time, it pre-dated the Government's Serious Violence Strategy to tackle gun crime, knife crime and homicide. Kent faced a number of challenges including proximity to London and the continent. The Violence Reduction Challenge was set up to take a look at how it was possible to work better together as partners to tackle violent crime. The Commissioner outlined some of the main points from his report to the Panel.

2. Cllr Palmer asked about the effect of a reduction in Youth Services, and how local councils could support the Commissioner and the Police. The Commissioner agreed that policing was not the only response to violent crime; it had to be a partnership of all agencies to prevent it happening in the first place. The



Commissioner referenced adverse childhood experiences, that children witnessing violence were more likely to become perpetrators of violence. Referring to stop and search the Commissioner explained that typically in around 17-18% something was found or an arrest took place, adding that they were conducted based on intelligence. The Chairman referred to the report of the Select Committee on knife crime which would set out areas on which the County Council could focus.

3. Ms Hamilton referred to young people and how they could be supported to prevent them being pulled back into gangs once they had been through the criminal justice system. She also raised the links with British Transport Police (BTP) and whether these were improving to prevent county line networks from travelling. The Commissioner confirmed that he would raise the points from Ms Hamilton about local police with the Chief Constable, BTP was a key partner in tackling crime and ASB. Joint operations were carried out and with regards to rural areas, there was a need for a consistent approach and he acknowledged that rural areas did feel more isolated. Regarding gangs, the Commissioner referred to a number of different projects and the importance of the partnership between the police and local authorities and the tremendous work of the prison service which was key.

4. Cllr Mochrie-Cox asked for an assurance that intelligence led referred to qualitative research led evidence. The Commissioner agreed with this point, he would not want policing to be statistic led, but he did wish to build a problem profile, informing about individuals and communities that the Force needed to work with, this included trauma informed work and it was hoped that the Violence Reduction Unit would take this work further.

5. The Vice-Chairman referred to the stop and search scrutiny panel, he considered it may be worth the Commissioner sitting down with the groups in the community doing the day to day activity, for example groups working with communities during black history month.

6. In response to a question from Cllr Clark the Commissioner confirmed that stop and search had not fallen, if anything it had increased. It was an important tool and there was a move to it being more intelligence led. There was a need to ensure that stop and search was being used to target criminal activity.

7. In response to a question from Elaine Bolton about future funding the Commissioner confirmed that he was committed to sharing data and outcomes, there had been a lot of lobbying to the Home Office to continue funding. There would be an announcement in December setting out the future funding for policing.

RESOLVED that the Panel note the Commissioners update on Violence Reduction, the Panel requested a further report in due course.

### **331. Mental Health - Verbal Update**

*(Item B4)*

1. The Commissioner referenced the Performance and Delivery Board papers which showed a month on month increase in the number of people detained under the S136 Mental Health Act. Following a review of the County's Crisis Care Concordat arrangements the PCC now chaired the strategic decision-making body for Kent and Medway, with a number of partners represented. The board met on 10

July and the Terms of Reference were agreed. There was a discussion around repeat presenters and the boards developing an action plan. This was in addition to work being done in the Force Control Room around repeat presenters. The board was due to meet again in October.

2. In terms of National work, if an individual is detained under S136 they are more likely to be conveyed by the Police than the Health Service, this needed to change. The Commissioner represented PCCs on a national working group and joined up conversations were being had at a national and local level.

3. There was due to be a further update at the Performance and Delivery Board on 25 September 2019.

RESOLVED that the Panel note the Commissioner's update on Mental Health and request that this continue as a standing item on the agenda.

### **332. Questions to the Commissioner**

*(Item D2)*

*Q1: In light of the Commissioner's priority, within his Safer in Kent Plan, for the Chief Constable to provide visible neighbourhood policing can the Commissioner confirm what has been done to increase funding for Community Policing Teams? Could the Commissioner please include in his answer:*

- *Whether a more visible Police presence can be obtained by using civilians to free up officer time?*
- *Whether there has been any analysis of the cost of employing additional civilian staff vs the increased time "on the beat"?*
- *Whether there is any analysis that shows that having staff out in the community is effective at reducing crime, or does it just give the public peace of mind?*

*(Mark Rhodes)*

1. The Commissioner explained that in talking about civilian staff he was referring to PCSOs, and other staff roles including call handlers, IMU officers and civilian crime investigators.

2. With regards to increasing funding for community policing teams, out of the extra 200 police officers 50 went directly into community and local policing teams, community policing also increased more broadly by boosting the number of rural policing officers and also creating a road safety team.

3. The number of PCSOs had been increased from their levels in 2016 and new crime prevention PCSOs were being trialled, more investment was going into community policing through a mixture of police officers and police staff.

4. The commissioner was not aware of any bespoke analysis, however there had been work done by the association of PCCs and the National Police Chief's Council on different methods of crime reduction and visibility which formed part of their bid to the treasury and included the use of officers and staff in order to support local communities.

*Q2: Where there appears to be known drug dealers openly dealing in the district, being seen in the community and causing nuisance and ASB, could the Commissioner reassure the Panel that appropriate measures are being taken to hold the Chief Constable to account for delivering the Safer in Kent Plan as part of an effective and efficient Force, which includes supporting the fight against drug trafficking and misuse of illegal substances? (Jenny Hollingsbee)*

5. The Commissioner offered reassurance that this had been raised with the Chief Constable and Assistant Chief Constable, where trends were identified action would be taken. The Commissioner was waiting to hear more about the efforts going in to tackling these issues through more local policing. At the Performance & Delivery Board (25 Sept) the Commissioner had given notice that he would ask the Chief Constable about Force action to tackle drug dealing in local communities.

6. The Commissioner gave some examples of where work had been going on to tackle drug related activity.

*Q3: Could the Commissioner please confirm that he is satisfied with the Chief Constables preparations and plans for coordinating actions in Kent, particularly Ashford Borough, in response to traffic management and other issues in the event of a no deal Brexit. (Jo Gideon)*

7. The Commissioner explained that in preparing for a deal or no-deal Brexit, Kent Police was working through the Kent Resilience Forum in order to manage potential disruption on the road network and ensure the smooth movement of traffic through the ports to support residents and businesses.

8. Highways England were responsible for the motorways and were working with Kent Police to ensure that appropriate resources were available. The Force was also working with the Department for Transport to ensure appropriate communication plans were in place. This required a substantial mutual aid request which was being managed nationally. The Force was continuing to develop comprehensive plans to mitigate disruption at Dover Port and Folkestone. In addition, the use of Manston and the impact on the M26 and the Dartford Crossing. Particularly with regards to Ashford, the Commissioner advised that the local council would be engaged through the Kent Resilience Forum. Brexit and policing were not just about ports, it was about the tools policing needed to get the job done. Policing and security should be an easy deal to do with the EU because all parties wanted to continue working together post Brexit.

9. Cllr Gideon referred to the temporary customs facility due to be based at Ashford and whether there was a contingency plan if junction 10a was not finished. The Commissioner confirmed that these issues would have been factored into the longer term planning around Brexit.

*Q4: It has been in the media about Kent providing Taser training to Special Constables. I agree with the Chief Constable that it is "the right thing to do". It is planned that only those officers who have served for more than ten years and who undertake 40 hours' duty a month will be eligible to be deployed with Tasers. What are the views of the Police and Crime Commissioner on this, as Special Constables are trained to the same standards as regular officers, attend the same calls and do*

*the same as Police Officers? And how has the Commissioner held the Chief Constable account on this criteria? (Elaine Bolton)*

10. The Commissioner explained that the Chief Constable had taken a decision to equip all officers with Taser, including being the first to try and do the same with special constables. However, it was a challenge because of the lack of established national criteria for the use of Taser by special constables. It was currently not allowed by the Home Office and that needed to change in order for the Chief Constable to be able to deploy Tasers.

11. It was essential that all police officers were equipped with the tools necessary to do their job. The Commissioner had received a bespoke briefing from the Chief Officer of Kent Special Constabulary who had advised that the criteria for selection had been recommended by special constables themselves and it was also a means of ensuring limited training availability was filtered based on experience. When national guidance was published, Kent would comply and amend standards accordingly. The Commissioner added that it would be discussed further at the Performance and Delivery Board on 25 September.

RESOLVED that the Commissioner's answers to Member questions be noted.

### **333. Future work programme**

*(Item D1)*

RESOLVED that the future work programme be noted.

### **334. Minutes of the Commissioner's Performance and Delivery Board meeting held on 5 June 2019**

*(Item F1)*

RESOLVED that the minutes of the Performance and Delivery Board held on 5 June 2019 be noted.

**From:** Matthew Scott, Kent Police and Crime Commissioner  
**To:** Kent and Medway Police and Crime Panel  
**Subject:** Crime statistics update  
**Date:** 21 November 2019



### **Introduction:**

1. As outlined in the [Safer in Kent](#) Plan, fighting crime and anti-social behaviour are issues that residents and local communities care deeply about. The Commissioner expects Kent Police to have the right resources with the right skills to investigate, and where possible, bring to justice those who harm individuals and businesses.
2. The Office for National Statistics (ONS) is the UK's largest independent producer of official statistics and via the Home Office, it receives crime data from each of the 43 police forces in England and Wales.
3. Further to previous reports submitted to the Panel, this paper provides:
  - an overview of the published ONS recorded crime and outcomes data for the 12 months to June 2019 (published 17 October 2019);
  - a more recent update using Kent Police's internal unpublished data to September 2019; and
  - an outline of how the Commissioner, in discharging his statutory responsibilities, effectively holds the Chief Constable to account.
4. The Commissioner is grateful to Kent Police for its assistance with this paper. Should Members have any questions relating to operational matters, they should be directed to their local District Commander.

### **Background:**

5. In August 2018, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) informed Kent Police they would be conducting a re-inspection of Crime Data Integrity. The findings - [Kent Police: Crime Data Integrity re-inspection 2018](#) - were published on 15 January 2019.
6. HMICFRS graded the Force 'Outstanding', estimating that 96.6% of reported crimes were recorded. Of 39 forces inspected to date, this remains the highest percentage, with only four other forces achieving an 'Outstanding' grade.
7. In comparison to the previous inspection, HMICFRS estimated the improved level of accuracy had resulted in the Force recording an additional 25,400 crimes for the year covered by the audit period. As a result, substantially more victims had their crimes recorded, received an improved service and were offered additional support by Victim Support and the other services commissioned by the Commissioner.
8. Further to updates from the Chief Constable at the quarterly Performance and Delivery Board, the Commissioner is reassured that the high levels of recording accuracy are being maintained. In addition, HMICFRS continues to monitor progress, and Kent Police, as with all police forces, may be subject to a further unannounced crime data integrity inspection at any time.

### **Recorded Crime:**

9. In the 12 month period to the end of June 2019, compared to the previous 12 month period, there was an overall increase in victim based crime in Kent of 5.0% (8,002 more crimes recorded).
10. This was primarily due to an 8.9% increase in violent crime, and predominantly an increase in violence against the person (VAP) offences. VAP accounts for nearly 90% of violent crime and contains 30 Home Office crime codes which can be broadly categorised as violence without injury, violence with injury and stalking and harassment.
11. Violence without injury saw an increase of 4.4% (1,532 more offences) and stalking and harassment an increase of 29.3% (4,851 more offences).

12. The increase in stalking and harassment can be contextualised in part by the Force's focus on early victim identification and intervention. The Force is currently piloting a new risk assessment matrix in support of early identification and this is underpinned by increased training for officers.
13. There were some reductions in recorded crime, including burglary and rape offences. Burglary, which is made up of residential offences and business and community offences saw a reduction of 0.2%, equating to 50 less properties been targeted in the 12 month period. Similarly, in relation to rape there was a reduction in recorded offences of 7.5%, equating to 188 less victims in the 12 month period.
14. Drug offences and possession of weapon offences increased by 10.5% (300 more offences) and 12.3% (151 more offences) respectively in the 12 month period. The increases are primarily the result of these offences being proactively targeted and subsequently recorded as they are generally discovered by police officers, who are now utilising stop and search powers as well as other legislative powers more effectively.
15. All of the above crime types are discussed in detail each month at the Force Performance Management Committee chaired by the Deputy Chief Constable where senior officers are held to account.

### **Crime Outcomes:**

16. The Home Office introduced the outcomes framework in April 2013. Since then it has developed to cover a broader range of outcome types for police forces to use. Whilst every crime will eventually have an outcome, this may take some time; those under active investigation will not have an outcome assigned to them.
17. In the 12 month period to the end of June 2019, the charge rate for all crime in Kent was 5.4%, a reduction of 2.1 percentage points on the previous 12 month period.
18. In relation to victim based crime, charges reduced by 26.1% (2,900 less than the previous 12 month period), and the charge rate was 5.0%.
19. Violence against the person saw the greatest reduction in volume of charges, down 27.9% (1,499 less). In other areas of victim based crime, charges also decreased for shoplifting offences (671 less), stalking and harassment (273 less) and public order (326 less).
20. When a suspect is identified for an offence, officers will seek to bring about the best outcome for the victim. A charge is only one of 22 different outcomes available to officers when concluding an investigation and there are supervisory reviews of each investigation prior to its conclusion to ensure the most appropriate outcome has been utilised.
21. There are a number of reasons why a suspect may not be charged, and the best outcome is not always a prosecution. Aligned to the Safer in Kent Plan, the Force is committed to ensuring victims are at the heart of everything it does and that their wishes, which may include not supporting a prosecution, are taken into account.
22. Other reasons why a suspect may not be prosecuted include:
  - Being below the age of criminal responsibility;
  - The victim, witness or suspect being too ill to give evidence; and
  - Insufficient evidence to prove the suspect committed the offence.
23. For out of court (formal) outcomes, Kent's rate was below the national average at 2.3% compared to 4.1%; this includes Caution, Taken into Consideration, Community Resolution, Penalty Notice for Disorder and Formal Warning for Cannabis.
24. For those offences where the prosecution was prevented or considered not in the public interest, at 1.2% Kent was just below the national average of 1.3%.

### **Crime Performance to September 2019:**

25. Based on more recent internal (unpublished) Kent Police data for the 12 month period to September 2019, a number of crime types have seen a decrease compared to the previous 12 month period.
26. All crime decreased by 3.0%, or 5,948 offences, from 197,356 recorded offences to 191,408. In terms of victim based crime, there was a 0.4% decrease (613 less offences), with the Force recording a total of 165,394 crimes, compared to 166,007 in the 12 month period to September 2018.
27. Overall, burglary offences decreased by 0.2%, with burglary residential decreasing by 0.4% and burglary business and community by 0.1%. Burglary is considered a high harm impact crime, with offences reviewed daily on each Division. Burglary is also one of a number of crimes referred to as Control Strategy offences, and thereby receives a priority policing response from the Force.
28. In light of the additional officer recruitment, the Force introduced the Chief Constable's Crime Squad in February 2019; a dedicated team of experienced investigators who deal with linked offences of burglary and other similar crime types. The Crime Squad consists of 32 officers and is divided into three investigative teams, located on each of the three Divisions. It has oversight from, and reports to, the Deputy Chief Constable and has the flexibility to respond to increasing crime trends, such as burglary and other similar crime types. Targeting those criminals who pose the greatest threat, risk and harm, the Crime Squad has had a significant impact and to date have arrested over 220 suspects, executed over 60 warrants and remanded into custody over 160 prolific criminals. In eight months, the team have obtained 750 positive outcomes for victims of crime.
29. Robbery increased by 11.9% (208 more offences), from 1,751 to 1,959. Robbery is a crime type to which the Force deploys dedicated officers; offences are generally investigated by experienced detectives from Criminal Investigation Departments in conjunction with colleagues from district based Community Safety Units who proactively patrol targeted areas.
30. With 11,581 recorded offences, vehicle crime increased by 6.6% (719 more offences than the previous 12 month period). This increase was due to 575 more recorded theft of motor vehicle offences and 144 more theft from motor vehicle offences.
31. Other crime types to experience reductions include criminal damage which decreased by 4.2% (or 953 less offences), and theft of pedal cycle offences which decreased by 17.9% or 339 offences.
32. Although drug offences and possession of weapon offences increased by 11.6% (341 offences) and 10.9% (141 offences) respectively, this can be accounted for. These offences are typically discovered by police following stop searches and planned operations carried out to tackle Control Strategy related offences.
33. The Force has a dedicated response to tackling serious violent knife crime and the operation has been very successful in providing a targeted response. The operation was introduced in May 2019 after the Force received funding from the Home Office and resources are being deployed in areas which pose the greatest threat, risk and harm.
34. Combining proactive multi agency initiatives and weapon amnesties, it has however contributed to the increase in drug and possession of weapon offences. The success of the operation in making the county a much safer place cannot be under-estimated though, with:
  - 1,255 suspects arrested;
  - 310 warrants executed;
  - almost 1,400 stop and searches conducted;
  - £1.2m cash seized; and
  - 724 weapons removed from the streets.

35. Rape offences have been a Force priority for the last two years, with a focus on ensuring victims receive dedicated support during the investigation and through the court process. In support of this, the Force recently introduced dedicated Sexual Offence Liaison Officers (SOLOs) to provide first class victim care. The SOLOs work alongside specialist investigators in the dedicated Rape Investigation Teams, who in turn work extremely closely with specialist CPS lawyers, under the guidance and oversight of a dedicated Rape and Serious Sexual Offences Detective Inspector.
36. In relation to domestic abuse, there were 34,765 offences recorded in the 12 month period to end of September 2019 and this volume, combined with more accurate crime recording has led to the percentage of charges decreasing from 9.0% to 5.0%. The volume of charges has decreased by 1,312. Officers are now much more focussed on safeguarding victims, particularly those members of the public who are more vulnerable than others. Many victims contact the police with no intention of supporting a prosecution, however they make contact and are signposted to a network of support services. There have been 34,765 offences of domestic abuse recorded over the 12 month period to September 2019, and in 22,067 cases (63.5%) the victim decided not to support a prosecution.
37. A large proportion of the increase in domestic abuse is due to the recording of multiple crimes linked to a single incident; this provides a better reflection of the extent of offences committed against a victim to enable the appropriate assessment of any safeguarding requirements for victims and witnesses as well as providing investigative opportunities. This is in line with the better recording processes identified by HMICFRS through the crime data integrity re-inspection.
38. All cases of domestic abuse are treated seriously. The Force is investing in more officers to work within the Vulnerability Investigation Teams to be able to investigate such offences, and thus ensure it can continue to provide a first class policing service to victims and witnesses.
39. Despite the policing challenges faced by the Force, the above demonstrates how it is responding. The Force is determined to continue to provide a first class policing service putting victims and witnesses first, reflecting the priorities in the Safer in Kent Plan and in line with the Chief Constable and Commissioner's Mission, Vision, Values and Priorities.

**Holding to account:**

40. Within the [Safer in Kent](#) Plan, the Commissioner makes it clear that progress will not be judged on stipulated numerical targets, but will instead consider other feedback, including HMICFRS reports and other independent publications.
41. Notwithstanding that fact, the Office of the Commissioner horizon-scans for future external-facing publications such as the [ONS Crime in England and Wales Statistical Bulletins](#) and provides the Commissioner with a summary of key data. This supports the Commissioner in his local capacity, and also informs his contribution to the national picture as Association of Police and Crime Commissioners' (APCC) lead for performance. In this role, he frequently makes [statements on behalf of the APCC](#).
42. One of the principle ways the Commissioner holds the Chief Constable to account is through the quarterly Performance and Delivery Board.
43. Open to Panel Members and the public, on a non-participating basis, the meeting is chaired by the Commissioner and papers are submitted by the Force in advance and published [here](#). The Chief Constable is required to attend the meeting in order to present and discuss the papers, and answer questions about delivery of the Safer in Kent Plan and policing generally in the county.
44. The Commissioner has, and will also continue to hold the Chief Constable to account via their regular 1:1 meetings which are held in the Office of the Commissioner, and allow discussion of a wide variety of subjects, including significant operational matters and delivery of the Safer in Kent Plan.
45. In addition, the Chief Executive attends the quarterly Force Performance Management Committee where the Deputy Chief Constable rigorously challenges performance internally.



**From:** Matthew Scott, Kent Police and Crime Commissioner  
**To:** Kent and Medway Police and Crime Panel  
**Subject:** Citizens in Policing  
**Date:** 21 November 2019



### **Introduction:**

1. Citizens in policing is an umbrella term for volunteers who give up their time to support the police either directly or indirectly. The citizens' role in policing continues to be as vital today as it was in the creation of the Peelian principles on which the police service was founded.
2. Embracing and developing 'citizens in policing' provides excellent opportunities – volunteers increase the capacity of police forces, bring valuable skills and expertise to policing, and create closer and more effective relationships with communities so the service continues to police with consent.
3. Whilst providing an invaluable service to policing, it also benefits the individuals who volunteer through access to opportunities, skills and experiences like no other. In addition to joining a proud police family, they can expect to develop essential interpersonal skills; make an important, positive contribution to their local community; receive on-going training and supervision; and feel part of a supportive and appreciative team.
4. The College of Policing definition of citizens in policing includes three key types of voluntary partnerships:
  - a) Trained, managed and mentored within a force – for example Special Constables, Volunteer Police Cadets and Police Support Volunteers.
  - b) Partnered and supported by the police – for example Community Speedwatch, Neighbourhood Watch, CrimeStoppers, Victim Support, Kent Search & Rescue and South East 4x4 Response.
  - c) Holding the police to account – for example Independent Custody Visitor Scheme and Independent Police Advisory Groups.
5. The Commissioner is grateful to Kent Police for its assistance with this paper. Should Members have any questions relating to operational matters, they should be directed to their local District Commander.

### **Special Constabulary:**

6. The Special Constabulary is a force of trained volunteers aged 18 or over from all walks of life, who work with and support their local police.
7. Special Constables wear a uniform, have the same powers as regular officers and put themselves in harm's way to protect and serve the public, like their paid colleagues – but all because they just want to give something back to their communities.
8. The [Kent Special Constabulary](#) comprises of in excess of 270 trained volunteers who routinely give up their time to support regular officers in delivering high visibility policing, including undertaking patrols, attending calls and investigating reports of crime. In addition, a number of Special Constables are embedded in functions such as the Marine Unit, Roads Policing Unit, Dog Unit and Serious Crime Directorate.
9. In 2018/19, Special Constables in Kent provided a total of 92,677 hours of policing.
10. Underway for three months, the Joint Response Unit (JRU) pilot on North Division sees a South East Coast Ambulance (SECAmb) response vehicle staffed by a paramedic and two Special Constables on Friday and Saturday evenings. This enables joint service attendance to calls such as suspected assaults, people under the influence of alcohol, road traffic collisions and concern for welfare.
11. SECAmb has provided 10 paramedics to work with 12 Special Constables to form the unit, and the intention is to help free-up any patrol already in attendance and allow an initial triage assessment to establish if offences have occurred or whether other resources are required. The Special Constables do not provide medical assistance unless requested by the paramedic under their guidance, but are present to assist in the safety of the paramedic and establish if any police action is required at the scene.

12. The JRU pilot continues to deliver good results and further opportunities to expand are being explored. For example, East Division are in consultation with SECAMB in Thanet, but discussions have been delayed whilst awaiting the outcome of Brexit.
13. To ensure the Special Constabulary is effectively managed and co-ordinated, the Force invests in a number of officers who provide personnel and operational support, as follows:
- Police Inspector
  - 3 x PC Coordinators
  - 3 x PC Divisional Training Officers
  - 1 x PC Classroom Trainer
  - 1 x PC Assessment and Verifications Officer

**Volunteer Police Cadets:**

14. The national [Volunteer Police Cadets](#) is the National Police Chiefs Council (NPCC) supported overarching framework under which police forces across the UK operate Cadet programmes, all of whom share common aims and principles.
15. The aims of the national Volunteer Police Cadets are:
- to promote a practical understanding of policing amongst all young people;
  - to encourage the spirit of adventure and good citizenship;
  - to support local policing priorities through volunteering and give young people a chance to be heard; and
  - to inspire young people to participate positively in their communities.
16. The [Kent Volunteer Police Cadets \(KVPC\) programme](#) is open to young people who live in Kent irrespective of background or financial circumstances, including those vulnerable to crime or social exclusion.
17. The KVPC programme provides an opportunity for those aged 13-17 to get involved in activities which support community policing and to also learn about responsible citizenship. Each Cadet is encouraged to take part in voluntary work, with activities including:
- stewarding local events;
  - crime prevention stands at community and charitable events;
  - Community Speedwatch; and
  - advising on youth issues and concerns.
18. KVPC units meet on a weekly basis and are run largely from non-police venues, such as schools. Cadets wear a uniform and are asked to pay a small 'sub' of around £10 per month which is used for equipment, activities or events that directly benefit the programme. However, to ensure no Cadet is disadvantaged, the Commissioner provides a 'hardship fund' which is managed by Kent Police.
19. Before graduating and receiving a uniform each Cadet carries out 15 weeks of training, with 3 weeks focussed on policing in Kent as well as activities to encourage communication skills and teamwork.
20. At the age of 18, individuals may be encouraged to become volunteer Cadet Leaders. They will also be signposted to full time employment with Kent Police, modern apprenticeships, the Special Constabulary or other volunteering opportunities. While the programme does not currently provide direct entry into the police, it does give an insight into policing, builds employability skills and helps the young person make informed career choices.
21. The KVPC programme has around 350 Cadets, and a waiting list in excess of 400. There are currently 10 units located across the county as follows:
- |             |                 |
|-------------|-----------------|
| • Dover     | • Canterbury    |
| • Maidstone | • Tonbridge     |
| • Medway    | • Sittingbourne |
| • Swanley   | • Ashford       |
| • Thanet    | • Gravesend     |
- The remaining two units, in Folkestone and Dartford, are scheduled to open in 2020.

22. The following officers and staff ensure the KVPC programme is effectively managed and co-ordinated:
- Cadet Manager
  - 2 x PC Cadet Coordinators
  - 1 x PSE Cadet Coordinator
  - 1 x Administrative Assistant
  - 1 x PSE post advertised for Mini and Junior Cadet Coordinator (*see paragraph 93*)
23. In Kent, each KVPC unit is launched with a £2,000 'pump prime grant' from the National Volunteer Police Cadets and a £1,000 'start-up grant' from the Commissioner.

**Police Support Volunteers:**

24. [Police Support Volunteers](#) (PSVs) give their time freely to perform tasks which complement the duties performed by police officers and staff. This helps free up officers and staff to perform key operational duties.
25. It also allows individuals to become involved with policing and make a positive contribution to the local area, whilst learning new skills or enhancing those they already have by being part of a professional, public-focused organisation.
26. The roles performed by PSVs vary hugely within and between police forces. They can work within all departments, subject to relevant vetting, and can assist with a wide variety of tasks. Anyone over the age of 16 can apply to be a PSV.
27. Kent Police has 167 active registered PSVs, who bring significant experience to the organisation and are often placed in roles that are conducive to the skills they bring. They help the Force to improve customer service and support many areas, with roles including:
- helping with local policing;
  - assisting front counters;
  - Neighbourhood Watch support;
  - general administration, such as updating databases and collating questionnaire results; and
  - role-playing during police training.
28. PSVs are also important advocates for the police - increasing understanding and building relationships in local communities. In 2018/19, Kent PSVs provided over 19,000 hours of support and they are highly valued by the Force – being dedicated people who want to give something back to their community by assisting a public service.
29. The co-ordination of PSVs is managed by a Volunteer Coordinator and four geographically based Volunteer Liaison Officers.

**Community Policing Volunteers:**

30. [Community Policing Volunteers](#) (CPVs) work closely with communities and businesses to promote community safety.
31. Aged 18 or over and wearing a uniform, CPVs support their local Community Safety Unit by providing additional visibility, improving communication flow with local communities and supporting vulnerable people through local engagement and work with partner agencies.
32. CPVs support the community by:
- providing reassurance and a point of contact;
  - utilising powers to deal with anti-social behaviour and traffic management;
  - engaging with partners to resolve longer term community problems; and
  - working closely with regular officers, Special Constables, PCSOs and partner agencies to actively seek information and intelligence around criminal activity, disorderly or anti-social behaviour and provide feedback on the outcome of police action.

33. There are currently 86 CPVs, but it is anticipated that Kent will have over 300 by the end of 2020. Maximising the opportunities for volunteers to get involved, so far there are 12 identified CPV roles, including security and equine which are proving the most popular.

34. The Force has a full time PC Trainer devoted to CPVs.

**Community Speedwatch:**

35. [Community Speedwatch](#) (CSW) is a national initiative where, in partnership with the police, members of communities use detection devices to monitor vehicle speeds.

36. Volunteers receive appropriate training, and local Community Policing Team officers attend locations to show support and maintain a high visibility presence. The scheme aims to cater for the problem of real or perceived speed related offending, and through a partnership with the community is intended to:

- reduce death and injury on the roads;
- improve the quality of life for local communities;
- reduce the speed of vehicles to the speed limit; and
- increase public awareness of inappropriate speed.

37. With the aim of educating drivers to slow down, the volunteers report drivers exceeding the speed limit to the police who issue a letter to the vehicle owner, advising them of the dangers of speeding, and reminding them of the law. In cases where this is blatantly ignored, or where there is evidence of repeat or excessive offences, enforcement and prosecution may follow.

38. There are 800 active CSW approved sites in Kent; the table below shows activity in the period April to June 2019:

Division	No. of sessions	1 <sup>st</sup> Record Observed	Active Enforcement	Hand Delivered	Letters Sent	Un-processed	Total Observed
East	223	1615	0	6	363	502	2486
West	261	3860	12	48	1119	588	5631
North	56	439	0	3	94	73	609
<b>Total</b>	<b>540</b>	<b>5914</b>	<b>12</b>	<b>57</b>	<b>1576</b>	<b>1163</b>	<b>8726</b>

39. The Force has a full time CSW Manager who provides guidance and support to members across the county.

**Neighbourhood Watch:**

40. The aim of [Neighbourhood Watch](#) (NhW) is to bring neighbours together to create strong, friendly, active communities where crime and anti-social behaviour are less likely to happen.

41. The vision of NhW is that of a caring society that is focused on trust and respect in which people are safe from crime and enjoy a good quality of life. NhW is about making sure that fewer people feel afraid, vulnerable or isolated where they live.

42. Police force area NhW Associations, run by volunteers, are key in maintaining the impetus of the NhW movement at local level. Their role includes providing guidance and, where necessary, policies on the details of how NhW operates within their area. This includes things like deciding any processes new schemes need to follow and maintaining a good working relationship with the local police.

43. The Kent NhW Association represents 5,300 watches throughout the county and includes almost 330,000 households.

44. A Service Level Agreement exists between Kent Police and the Kent NhW Association. This serves as a working document to ensure Kent Police support for NhW from the Chief Constable down and in turn from NhW in understanding police needs and requirements.

45. Kent NhW Association has re-branded the logo to read 'Neighbourhood Watch Kent', reflecting the fact that their initiatives target communities throughout the whole of the county. Recent projects have included:
- Support for Force 'Safer Season' initiatives.
  - Nominated Neighbour Scheme which embraces Trading Standards and Bogus Caller crime prevention advice.
  - The rural arm of NhW, known as 'Country Eye', working with partners, including the National Farmers Union and the Country Landowners Association, Kent Fire & Rescue Service and KCC 'Cleaner Kent'.
46. NhW schemes have increased exponentially across the county, with the greatest growth seen on East Division with an additional 79 created this year alone.
47. The Force has a Watch Liaison Officer who provides support to schemes across the county.

### **Country Eye:**

48. Country Eye is a scheme led by Kent Police and Kent Neighbourhood Watch Association and is open to any individual, organisation or business, large or small, in the rural area. Country Eye seeks to act as an umbrella organisation bringing together all elements of our rural communities.
49. There are currently 30 community groups or organisations participating and local farmers and landowners are major partners in tackling issues such as hare coursing and anti-social behaviour.
50. Its aim is to promote rural safety and reduce crime and the fear of crime by inclusion of all elements of the community. Effective interactive communication is a key element of the scheme and the prompt distribution of information and intelligence is therefore a key factor. Modern technology plays its part in Country Eye and the Kent Community Messaging service has been developed specifically to meet this requirement.
51. The local Watch Liaison Officer, who is supported by volunteers, administers Country Eye in each Kent Police area. The Watch Liaison Officer and/or the volunteers circulate daily crime information and intelligence to all participating groups or individuals.
52. The aims of Country Eye are:
- Encourage a coordinated approach for the bringing together of the many rural initiatives under one umbrella, in order to reduce crime and the fear of crime for those living in the rural areas of Kent.
  - Improve communication between all elements of the rural community of Kent.
  - Promote and encourage initiatives to deter all elements of doorstep crime, particularly offences against the elderly and the vulnerable.
  - Establish a multi-agency approach to solving local problems by bringing together Kent Police, Kent County Council, Medway Council, Parish Councils, Neighbourhood Watch groups, local businesses, individuals and all community support services.

### **CrimeStoppers:**

53. Established in 1988, CrimeStoppers is an independent charity that gives people the power to speak up to stop crime, 100% anonymously, by phone and online, 24/7, 365 days a year. It aims to:
- detect, reduce and prevent crime, through the provision of information; and
  - give people the information and tools to act against crime.
54. Crime can be worrying and a proportion of the population refuse to speak to the authorities; CrimeStoppers provides an alternative and safe route to provide information to the police and other authorities. People can share information anonymously in two ways; by calling 0800 555 111 any time of day or night, or by filling in a secure '[giving information](#)' form on the [CrimeStoppers website](#).
55. When a person calls, they speak to a specially trained agent working in their contact centre in Surrey. Should the caller not speak English, or if English is not their first language, a translation service is available. The agent will record the information and ensure it doesn't contain anything that could identify the caller and pass it on to the appropriate police force or other authority. The call isn't traced or recorded, at no time are personal details asked for, and the caller will not have to give a statement or even go to court. Online reports have the same level of anonymity.

56. The charity's promise of anonymity has never been broken and nationally, around 14 people are arrested and charged every day as a result of information given to CrimeStoppers.
57. CrimeStoppers has 103 members of staff across the UK, with one third working in their Surrey contact centre. Another third based in regions across the UK, and the rest working at their central office in greater London. In addition, CrimeStoppers has volunteers of all ages, backgrounds and interests who provide support locally or at their central office.
58. Though CrimeStoppers works closely with Kent Police and other law enforcement agencies, it is independent and not attached to any particular organisation.
59. As well as National Crimestoppers, Local Crimestoppers works closely with partners in Kent to deliver local crime prevention and awareness campaigns, such as the Digital Most Wanted Campaign and the Ambassador Programme.

#### **Victim support:**

60. Funded through a Ministry of Justice grant, the independent charity [Victim Support](#) is currently commissioned to provide this service in Kent.
61. The [Kent Victim Support team](#) is based at Compass House in Ashford, and can be contacted free on 0808 168 9276 (Mon to Fri, 8am-8pm / Sat 9am-5pm), or outside of these hours on 0808 168 9111. The service provides free and confidential support, advice, information, signposting and referrals for residents who have been a victim of crime.
62. In addition to providing initial telephone support for those affected by crime, victims can obtain support on a walk-in basis or by booking an appointment, either at Compass House or via Compass Points located across the county. For those who find accessing support over the phone or in person difficult, there is also a website form and 'live chat' facility enabling contact with trained support workers online.
63. Predominantly delivered by volunteers who work throughout the county, the Kent Victim Support team is able to provide on-going emotional and practical help to support the recovery process.
64. The service focuses on providing a tailored and individual response for victims reporting to Kent Police, British Transport Police or Action Fraud, no matter how long ago the crime took place. The service is also accessible to those who do not wish to report a crime to the police.
65. The Kent Victim Support team also provides the initial triage, assessment and referral service for all domestic abuse victims either reporting to Kent Police, or self-referring directly for support. This forms part of the integrated Domestic Abuse Service commissioned by Kent County Council and provides greater co-ordination of service delivery for domestic abuse victims.
66. In 2018/19, the Kent Victim Support team:
  - received 112,782 referrals and made contact with 85,370 victims to offer support;
  - held 400 Compass Points, through which 526 people approached the service;
  - volunteers donated over 10,000 hours of their time to support victims; and
  - reported that 96% of victims were highly satisfied or satisfied with the service received and 94.5% felt it had helped them cope and recover more quickly.

#### **Kent Search & Rescue:**

67. [Kent Search and Rescue](#) (KSAR) is a charitable organisation dedicated to assisting the emergency services in the search for and rescue of vulnerable missing persons.
68. KSAR volunteers make themselves available to Kent Police, the Local Authority and other emergency services 24/7, 365 days a year to help find and rescue members of the public who go missing and are considered in danger.

69. KSAR is a member unit of the Association of Lowland Search and Rescue (Lowland Rescue); a charitable organisation dedicated to assisting the emergency services in the search for, and rescue of vulnerable missing persons.
70. Lowland Rescue's national role is to coordinate adequate arrangements for Search and Rescue services in the Lowland areas of the UK. Lowland Rescue's:
- Purpose is to continuously develop skills to save lives when 'every second counts'.
  - Vision is to set the standard of excellence for 'every inland search' and rescue organisation and provide one cohesive voice.
  - Mission is to support the emergency services through delivering the highest standard of search and rescue and building our partnership at national and local levels.
71. To date this year, KSAR volunteers have assisted with 84 searches.
72. With an excellent established relationship with Kent Police, KSAR are now also helping to manage calls. A KSAR Manager is located within the Force Control Room each Sunday and other identified days, with one or two search and rescue vehicles manned by volunteers available to assist Divisions. The volunteers are able to be deployed to incidents identified as low risk and threat, such as missing persons and concerns about vulnerable individuals who could go missing. There is a medic in each vehicle with a full medical kit, so they are also able provide medical assistance when required.

### **South East 4x4 Response:**

73. [South East 4x4 Response](#) (SE4x4R) is a registered charity that provides 4x4 vehicle support in times of need to the emergency services, local authorities and charitable groups across Kent and Medway.
74. SE4x4R are trained specialist volunteers who utilise their own vehicles, equipment and skills to provide 24/7, 365 days a year support when other agencies are at full capacity or cannot proceed due to inclement weather conditions or extreme terrain.
75. With around 100 members (including support members), the aim of SE4x4R is 'to preserve and protect human life and property, in particular but not exclusively by providing equipment, vehicles and other resources to offer support in adverse conditions'. The services provided are:
- Four wheel drive capability - support in all weather conditions (snow, gales, heavy rain and flooding) and any other situations (off-road, marshalling etc.)
  - A co-ordinated group of trained, competent unpaid specialists - members take pride in their vehicles and have the desire to help communities in times of need by using their 4x4 vehicles to go where others cannot. They have knowledge of search and rescue, first aid, navigation and communication skills.
  - 4x4 support for Kent Search and Rescue, Kent Police, Kent County Council, Medway Council and other organisations at organised public events.
  - Active social calendar for members - whilst the principle aims of the group are serious, members also have the chance to have fun and test their vehicle capabilities during exercises and training events.
76. In 2017, Kent Police granted policing powers to SE4x4R allowing members to direct traffic on Kent's roads - the first Force in the country to grant powers to volunteers under the Policing and Crime Act 2017.
77. Volunteers can now deal with incidents such as fallen trees, broken down vehicles and vehicles trapped as a result of adverse weather without Kent Police having to attend. Not only does this benefit the public, but it also frees up police officers to attend incidents that only they can deal with.
78. Both KSAR and SE4x4R have also commenced the application process to see their members join as CPV's which would see an increase in the hours they offer, and a closer link to the Force's priorities as they engage in other areas of work.

### **Independent Custody Visitor Scheme:**

79. Police custody is a high-pressure, high-risk environment. Every day, police officers and staff working in custody suites interact with and care for people in difficult circumstances. Detained persons might be aggressive, distressed or highly vulnerable. They may have complex needs, including drug and alcohol issues, mental illness or physical health problems.

80. Every Commissioner has a statutory duty to run an independent custody visiting scheme, in which volunteers serve as Independent Custody Visitors (ICVs) making regular, unannounced visits to custody suites to check on the rights, entitlements and wellbeing of detainees as well as the conditions they are held in.
81. The 61 [Kent ICVs](#) visit suites around the county and speak to detainees, asking them about their experiences, and reviewing custody records to check they are being treated appropriately and relevant safeguards are in place. Each visit is undertaken by two volunteers and they have access to all areas of the custody suite to ensure good conditions and stocks of food, clothing and other essentials.
82. The ICVs can ask custody staff to resolve any immediate concerns or issues during the visit, but also complete visit reports for the Commissioner outlining their findings and/or raising problems or concerns. This information is monitored and shared with Kent Police to ensure important issues are dealt with swiftly.
83. In addition to visits, the ICVs attend training sessions, between two and four panel meetings a year, and an Annual General Meeting. The time commitment is around three to five hours a month and all ICVs are asked to carry out at least one night-time visit a year (between 10pm-6am).
84. The Scheme is managed by a member of the Commissioner's staff, and findings, themes and learning from visits are shared with the national [Independent Custody Visiting Association \(ICVA\)](#).
85. Through the work of the ICVs, the Commissioner is able to give an assurance to the public that those detained by Kent Police are being treated in a lawful, ethical and transparent way.

**Independent Police Advisory Group:**

86. The aim of the [Independent Police Advisory Group](#) (IPAG) is to advise and work with Kent Police to improve both the service provided to minority communities and the relationship with those communities.
87. Made up of volunteers chosen to represent communities and protected characteristics across Kent, the IPAG makes a difference to policing in Kent by:
- helping Kent Police to support victims of crime and anti-social behaviour;
  - providing a link between the police and the communities of Kent;
  - encouraging witnesses of crime to come forward; and
  - sharing feedback from communities with the police and other agencies to help improve services.
88. There is a County IPAG and each District also has an IPAG with selected members of the public who represent local key communities and protected characteristics. IPAG roles include County Chair, County Vice Chair and District Chairs.
89. The County Chair and Vice Chair regularly meet with the District Chairs, other volunteers, senior police officers and other agencies to help improve the services provided to communities across Kent. The District Chairs meet with their District Commander, their local Community Liaison Officer and a panel of local members.
90. The IPAG Chairs also act as Independent Critical Incident Advisors (ICIAs) who assist Kent Police during critical incidents by providing independent advice.
91. As volunteers from a range of backgrounds, cultures and professions, with knowledge of a community of place or community of interest, ICIAs provide independent advice on the impact of managing and policing incidents, during and after, on communities. They help officers and staff:
- understand a community's perspective;
  - develop sensitive and effective policing;
  - challenge assumptions and mind-sets;
  - demonstrate openness and accountability; and
  - build trust and confidence with families, individuals and communities.
92. As the advice is provided independently of the police, ICIAs carry no responsibility or liability for the outcomes of decisions based on their advice. Responsibility for delivering against any advice rests with the police.



### **Conclusion:**

93. As outlined above, there are a range of volunteers who give up their time to support the police either directly or indirectly.

94. Of note, the Kent Police Citizens in Policing Team continues to work on the following:

- Increased recruitment to all strands of volunteering.
- Development of the CPV strands.
- Introduction of the remaining three nationally recognised strands of cadet volunteers, namely:
  - Mini Cadets – for those aged 8-10 and delivered in schools over a nine week period (due to commence from January 2020 in Thanet before being launched Force-wide);
  - Junior Cadets – for those aged 10-13 and delivered in schools over a similar time period; and
  - Cadet Leaders – encouraging cadets to become Leaders once they reach the required age, and an opportunity to also develop those about to enter employment.
- Leadership Programme for the Special Constabulary.
- Transition course for Police Cadets into regulars.
- Design and successful delivery of Citizens Academy – an initiative where Kent Police invites members of the public to undertake nine bespoke modules that provide an insight into policing and some of the departments within it. They will then have the opportunity to engage in promotion processes and other panels to assist in shaping and influencing future policing decisions.
- Introduction of the JRU into all Divisions.

95. The Commissioner would like to thank the Special Constabulary, Community Police Volunteers, Volunteer Police Cadets and all other volunteers who do not wear a police logo, such as Kent Search and Rescue and South East 4x4 Response, for their time and for all their hard work in helping keep the county safe. Without the extensive support of these, and a great number of other charities and volunteers, Kent Police would incur extra costs and require additional resources.

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**Police and Crime Panel Forward work programme (November 2019)****6 February 2020**

Safer in Kent Plan	Statutory requirement	PCC
Budget and Precept proposal 2020/21	Statutory requirement	PCC
Panel Annual report	Requested by the Panel	PCC
Mental health – verbal update	Proposed by PCC	PCC

**26 March 2020**

PCC Expenditure to support the Safer in Kent Plan	Proposed by PCC	PCC
Mental health – verbal update	Proposed by PCC	PCC

Standard item at each meeting

Questions to the Commissioner

Items to note at each meeting

Commissioner's decisions

Performance and Delivery Board minutes (if available)

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