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## **Annual Policing Survey 2023**

### **November 2023**

As part of his commitment to actively engage with the diverse communities of Kent and Medway, the elected Police and Crime Commissioner (PCC), Matthew Scott, launched his seventh Annual Policing Survey in July 2023.

Like previous years, the aim of the exercise was to survey a large and representative sample of residents on their views and experiences of policing, as well as feelings of safety, whether they had been a victim of crime, and the subsequent support received, amongst other questions.

Collecting information from the sample enables the PCC and his staff to draw meaningful conclusions to help inform the Police and Crime Plan and make decisions regarding the council tax precept.

We received 4,538 survey responses overall. This is the highest response we've ever had for an Annual Policing Survey.

It was shared widely throughout Kent and Medway, to different communities and in a variety of ways.

Because we asked whether people still trust Kent Police, following widespread criticism of forces elsewhere, the survey was deemed "newsworthy" by the local media and was published in Kent Online as well as attracting radio coverage.

Hard copies were completed at both the Kent Police Open Day and the Kent County Show as well as on our many visits to street stalls, community groups, religious establishments, and partner charities all around the county. The survey was widely promoted on our social media channels and posted directly onto various community Facebook Groups, 'My Community Voice', Neighbourhood Watch Newsletters and 'Nextdoor'. It was also circulated by parish councils.

A special edition Newsletter was sent out to our 4000-strong mailing list and emails were sent to community liaison officers, places of worship, schools, colleges, universities, rotary clubs, women's institutes, commissioned charities, criminal justice partner organisations, and many more.

**Q1. On a scale of 1 - 10, how much do you trust Kent Police? (1 not at all, 10 very much so)**

Answer Choices	Responses		
1		12.93%	583
2		5.34%	241
3		8.03%	362
4		5.21%	235
5		11.29%	509
6		6.85%	309
7		9.98%	450
8		15.92%	718
9		10.16%	458
10		14.30%	645
Answered: 4,510 Skipped: 28		Response Total:	4,510

On average people say they trust the police 6/10. 57% of respondents scored 6 or above and just under 32% ranked their trust levels as below 5.

There is a discrepancy however when you compare the views of victims of crime and those who have not been victims (see question 4).

1022 people who told us they'd been victims of crime answered this question and on average their trust levels are 4.5/10. People who told us they had not been victims of crime in the last year (3473 respondents) trust the police 6.4/10.

We have not asked about trust in the police before, but if you read the analysis of Question 2 (How well does Kent Police perform?), you will see in previous years, victims of crime have ranked the police similarly.

**Q2. Overall, how well do you think Kent Police perform?**

Answer Choices	Responses		
Extremely well		12.72%	573
Quite well		27.22%	1,226
Neutral		26.11%	1,176
Quite badly		22.14%	997
Extremely badly		11.81%	532
Answered: 4,504 Skipped: 34		Response Total:	4,504

The above table shows that 40% of Kent's population thinks the Force performs well or extremely well, with 26% neutral and 34% feeling the force performs badly or extremely badly.

However, again there is a gap between those who have been victims of crime and those who

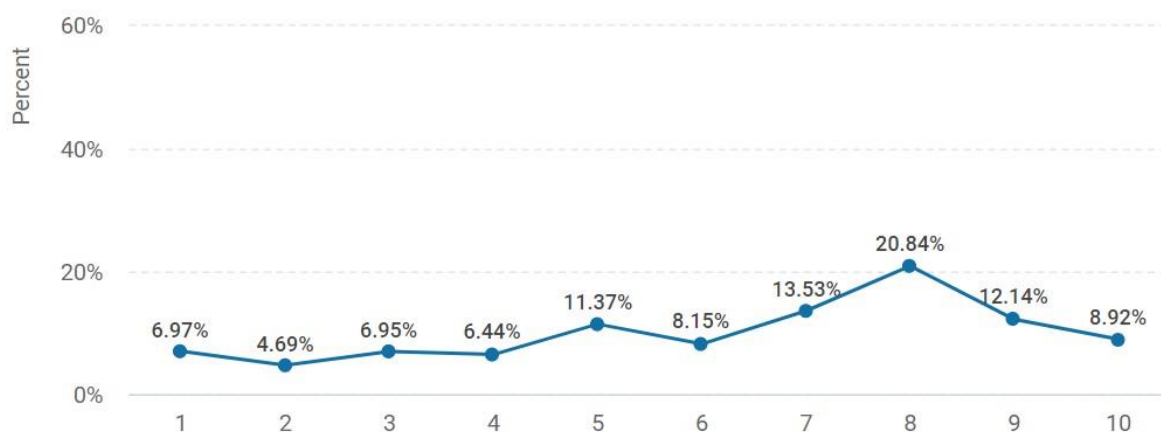
have not. 58% of those who have been victims of crime think the police have performed badly or very badly, with 18% neutral and 23% thinking they perform well or very well. When we asked this question last year 49.5% of victims of crime were dissatisfied or very dissatisfied with Kent Police performance, compared to 22% of victims who were satisfied or very satisfied (29% were neutral). (Last year fewer people responded, with only 348 victims of crime answering, compared to 1019 victims this year; last year we did not ask non-victims this question.)

In the years 2021 and 2020 we asked this question slightly differently; we asked people to rank the force on performance out of 10 (like we have in Question 1 this year). In 2021 and in 2020 victims of crime ranked police performance on average as 4.3 out of 10. This is similar to their 4.5 out of 10 rating for “trust in the police” this year.

Of those who have *not* been victims of crime in 2023, 29% think Kent Police perform badly or very badly, 28% are neutral and 45% think they perform well or very well.

1019 victims of crime and 3470 non-victims of crime answered this question this year.

**Q3. On a scale of 1 - 10, how safe do you feel where you live? (1 being not at all safe, 10 being very safe)**



People generally feel safe where they live, scoring on average 6.3/10. A far higher cohort of people filled in this question this year (4160), but the average feeling of safety is down on last year, when it was 7/10.

And again, it’s lower if you have been a victim of crime. The 961 *victims* who answered this question told us they feel 4.7/10 safe; the 3191 people non-victims felt 6.8/10 safe.

We have also broken down how safe people feel in their districts.

District	Feeling of Safety	No of Respondents
Ashford	6.2 out of 10	348 respondents
Canterbury	6.4 out of 10	339 respondents
Dartford	5.8 out of 10	211 respondents
Dover	7 out of 10	265 respondents
Folkestone	6.5 out of 10	183 respondents
Gravesham	6 out of 10	152 respondents
Maidstone	6.3 out of 10	396 respondents
Medway	6 out of 10	414 respondents
Sevenoaks	6.6 out of 10	218 respondents
Swale	6 out of 10	397 respondents
Thanet	5.7 out of 10	357 respondents
Tonbridge and Malling	7 out of 10	235 respondents
Tunbridge Wells	6.9 out of 10	207 respondents

#### Q4. Have you been a victim of crime in the last year?

Answer Choices	Responses		
Yes		22.71%	1,023
No		77.29%	3,481
Answered: 4,504 Skipped: 34		Response Total:	4,504

We have used this data to inform our previous analysis. But last year less than 20% of the 2898 respondents said they had been a victim of crime, this year nearly 23% of the 4504 respondents said they had.

Those people then had the opportunity to answer supplementary questions about the crime, whether they had reported it and whether they had received any additional support following the incident.

#### Q5. If yes, which type of crime were you a victim of?

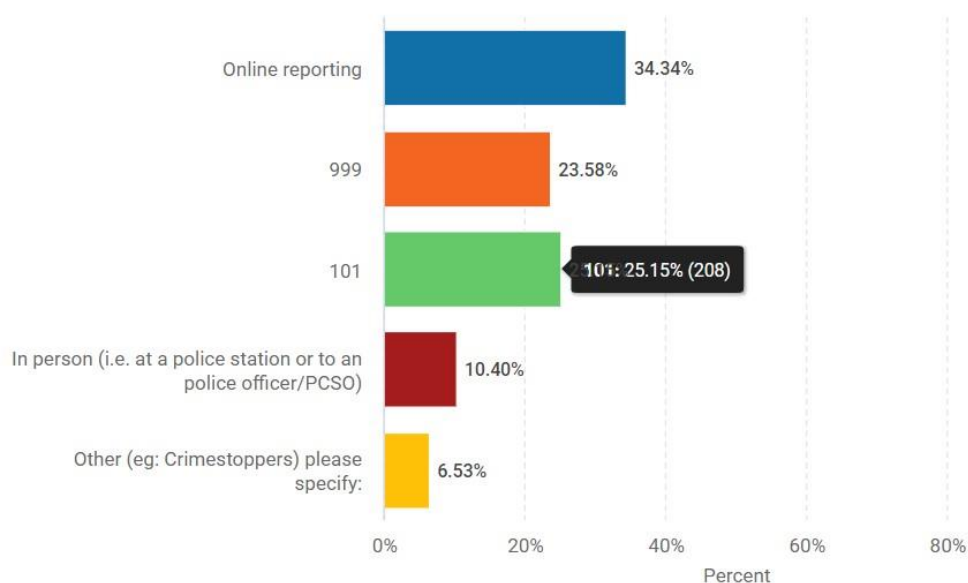
Crime type	Respondents	Percentage %
Antisocial behaviour	427	42.5
Vehicle crime =	185	18.4
Criminal damage =	185	18.4
Stalking or harassment (including online)	127	12.6
Burglary or robbery	121	12
Hate crime	110	10.9

The types of crime people are more frequently victims of is broadly the same as last year, with only vehicle crime and criminal damage being more prevalent this year than last.

#### Q6. Did you report this crime?

81.7% of victims DID report the crime, 18.3% did not. This is up on last year when 79% said they had reported and 21% said they had not.

#### Q7. If so, how did you report this?

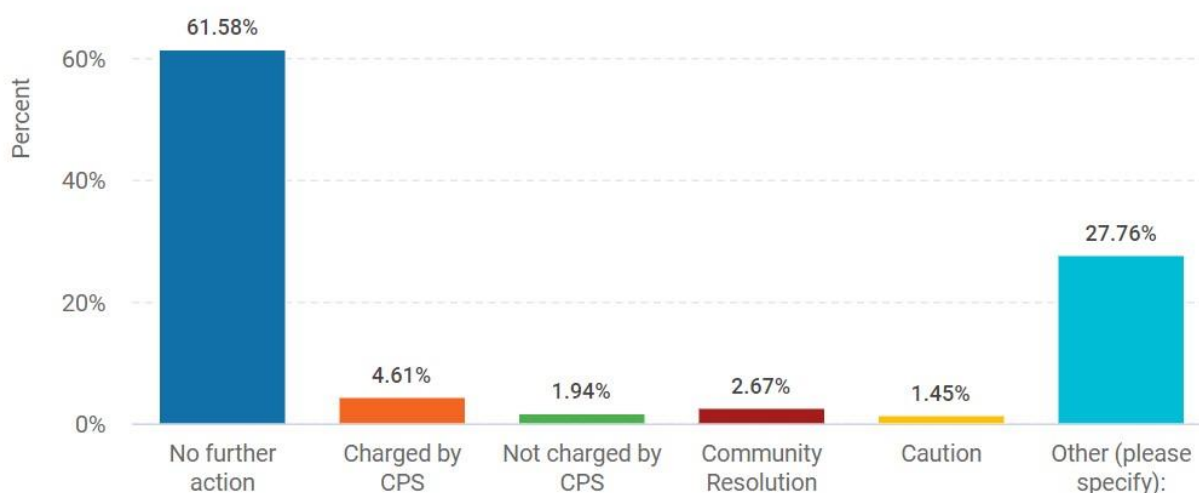


More people (34%) now use the online reporting service to contact the police, than any other

method. A quarter of victims called 101 and just under a quarter called 999.

This does differ from last year when just 27% used the online reporting tool, 23% called 101 and 17% dialled 999. But last year 21% reported in person to a police station, an officer or a PCSO; this year only 10% reported in person and just 6.5% answered “other”. The “other” responses included: “was too afraid”; “reported it to my college”; “Action Fraud”; “Crimestoppers” and “I waited too long on 101 and gave up”.

**Q8. What was the outcome?**



In nearly 62% of cases there was no further action, in under 5% of cases there has been a charge by the Crown Prosecution Service, in nearly 2% of cases the CPS has not issued a charge and in under 3% community resolution measures have been put in place. Nearly 28% responded “other”. The responses under “other” included: they do not know the outcome, they’re still waiting for outcomes, they rang the police, but they never turned up, or there have been resolutions like banks have refunded money, or improved security measures have been implemented either by businesses, schools or by local authorities.

Last year over 55% reported No Further Action and just under 10% had cases charged by the CPS.

**Q9/10/11. Were you referred to any support services? Did you take it up? Were you satisfied with the service provided?**

237 people or 32% of victims who responded told us they had been offered support services and of those 237, 88 or 37% accepted the offer.

Of those who took it up 47% were either satisfied or very satisfied, 20% were neutral and 33% were dissatisfied or very dissatisfied. Last year only 30% of victims who took up the offer for support were satisfied or very satisfied, so this is a big improvement.

**Q12/13. Would you be prepared to pay more council tax to support policing in Kent?**

Answer Choices	Responses	Percentage	Count
Yes		41.87%	1,864
No		58.13%	2,588
Answered: 4,452 Skipped: 86		Response Total:	4,452

Perhaps not surprisingly, given the cost-of-living crisis, 58% of respondents said they did not want to pay more council tax to support the police.

Of the 1864 people who said they would be willing to pay more, just over 46% said they would pay £15, 33% said they would pay £10 and just under 21% said they'd pay £5.



**Q14. The Community Remedy: People who are victims of incidents, such as antisocial behaviour and criminal damage can have a say in how offenders are punished through out-of-court orders, if all parties agree. The PCC would like you to rank the options in order of preference, for dealing with such offenders. (You can rank your selections in order with 1 being your favourite option).**

Item	Total Score <sup>1</sup>	Overall Rank
Community Reparation/Service: (when unpaid work in the community is undertaken by the offender)	21201	1
Restorative Justice: (a meeting between the affected individuals and those who caused the harm)	16683	2
Mediation Service: (a trained mediator tries to resolve disputes)	15268	3
Verbal Resolution: face-to-face apology from the person who caused the harm.	14067	4
Written apology (from the person who caused the harm)	11114	5
Other (please explain in the comment box)	7137	6

Comments: **1,079**

Answered: 4,070 Skipped: 468

<sup>1</sup> Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.

This was a more complicated question as we asked people to rank their preferred outcome in cases where out-of-court orders are appropriate, so for example some antisocial behaviour cases, or maybe some criminal damage cases. We provided them with a list of 5 options and gave them a 6th “other” box.

The scores are a weighted calculation with the solutions ranks first given the highest points and the least preferred ones the lowest. The scores on the graph above are the accumulative scores.









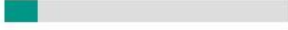


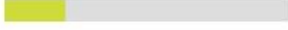
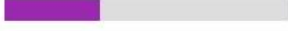
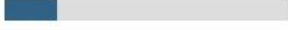
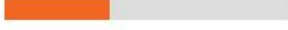

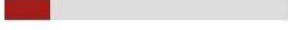
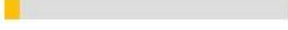


The preferred remedies were:

1. Community Reparation (when unpaid community work is undertaken by the offender)
2. Restorative Justice (a meeting between the affected individuals and those who caused the harm)
3. Mediation Service: (a trained mediator tries to resolve disputes)
4. Verbal Resolution: face-to-face apology from the person who caused the harm.
5. Written apology (from the person who caused the harm)
6. Other

Other suggestions included: “financial compensation where appropriate and possible”; “suspending of DSS payments”; “tougher sentences for repeat offenders”; “none of the above will deter repeat offenders”; “use proper court sentences”.

**Q15. Which of the following issues do you feel are the most important? Choose a maximum of six.**

Answer Choices	Responses	
Antisocial behaviour		53.73% 2,257
Burglary/robbery		49.13% 2,064
Business crime, including shoplifting		11.52% 484
Child sexual exploitation		56.72% 2,383
Domestic abuse, including coercion and control		39.85% 1,674
Fraud and cyber-crime		23.90% 1,004
Hate crime		16.47% 692
Human trafficking/modern-day slavery		28.80% 1,210
Public disorder, including protests/demonstrations		11.64% 489
Rural crime		15.21% 639
Serious violence, including gangs/weapons offences		64.68% 2,717
Stalking and harassment, including online harassment		21.64% 909
Terrorism and radicalisation		33.40% 1,403
Vehicle crime		18.78% 789
Drugs offences		37.13% 1,560
Sexual offences, including rape		63.03% 2,648
Traffic offences		16.28% 684
Other (please specify): <a href="#">Show</a>		5.59% 235
Answered: 4,201 Skipped: 337	Response Total:	4,201

As you can see from the above table, the six top crime types ticked most often were:

1. Serious violence, including gangs/ weapons offences 65%
2. Sex offences, including rape 63%
3. Child sexual exploitation 57%
4. Antisocial behaviour 54%
5. Burglary/ robbery 49%
6. Domestic abuse, including coercion and control 40%

These are broadly the same as last year, with only the order varying slightly.

## **Conclusion**

On average, residents of Kent and Medway do trust the police, but not overwhelmingly. 57% of respondents said they did trust the police, ranking them 6 or above in our 1-10 poll. 32% ranked them below 5 and on average the people of Kent and Medway trust the police 6/10.

Similarly, more people think the Force performs well, compared to those who don't, but again not overwhelmingly so.

Most people have not been victims of crime in the last year (77%) but of the 23% who had, they trust the police less and think the police perform less well than those who have not been victims of crime.

The most common types of crime experienced were broadly the same as last year with antisocial behaviour topping the poll. However, this year criminal damage and vehicle crime affected more people than in previous years.

It's encouraging that more people reported the crime to the police than last year: their methods have altered too, with more preferring to use the online reporting site than in previous years and far fewer are reporting in person at police stations or to officers.

About a third of those victims who were offered support services took it up and the satisfaction rates with those services has improved on last year.

We also asked about council tax and whether people would be willing to pay more to support the police. Perhaps unsurprisingly with the cost-of-living crisis 58% said they would rather not. Last year 52% said they would. Of those who said they *would* be willing, almost half said they'd pay £15 more a year.

This year we added a question about the Community Remedy. The Community Remedy is where people who are victims of incidents like antisocial behaviour, criminal damage etc can have a say on how offender are punished through out-of-court settlements, should all parties agree. It's the first time we've asked this, but most people did respond with the overwhelming favourite remedy being Community Reparation.

Lastly, the five crime types which mattered most to people mirrored previous years surveys, with only the order changing slightly: serious violence, including gangs and weapon offences; sexual offences, including rape; child sexual exploitation; antisocial behaviour and burglary and robbery.

Thank you to everyone for taking the time to complete this survey. The feedback will assist the Police and Crime Commissioner in holding the new Chief Constable to account with regards to Kent Police's performance and the priorities the force should focus on.



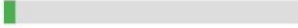
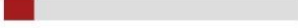
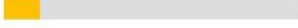

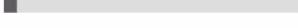
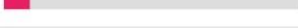
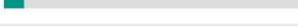



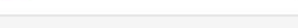


## APPENDICES

### Other questions asked in this Survey.

**Gender:** we asked how they identified. 44% of those who responded were female; 38% were male, 17% identified as non-binary, “other” or did not disclose.

**Districts:** We asked where people were from.

Answer Choices	Responses		
Ashford		8.95%	360
Dartford		5.52%	222
Gravesham		4.30%	173
Swale		10.47%	421
Medway		12.21%	491
Dover		6.76%	272
Folkestone and Hythe		4.80%	193
Canterbury		8.73%	351
Tonbridge and Malling		6.79%	273
Tunbridge Wells		5.57%	224
Sevenoaks		5.52%	222
Maidstone		11.37%	457
Thanet		9.00%	362
Answered: 4,021 Skipped: 517	Response Total:		4,021

**Age:** We asked people's age group.

Answer Choices	Responses		
17 or younger		1.42%	58
18-20		0.66%	27
21-29		4.64%	190
30-39		12.74%	522
40-49		13.93%	571
50-59		20.62%	845
60-69		24.40%	1,000
70-79		17.91%	734
80-89		3.49%	143
90 or older		0.20%	8
Answered: 4,098 Skipped: 440	<b>Response Total:</b>		<b>4,098</b>

**Ethnicity:** We asked people how they identified.

Answer Choices	Responses		
White: including English, Welsh, Scottish, Northern Irish or British, Irish, Gypsy or Irish Traveller, Roma or any other White background		91.58%	3,708
Mixed or multiple ethnic background		1.21%	49
Asian or British Asian including: Indian, Pakistani, Bangladeshi, Chinese or any other Asian background		1.61%	65
Black or Black British including: Caribbean, African or any other Black, Black British, or Caribbean background		0.69%	28
Other including: Arab or any other ethnic group		0.20%	8
Prefer not to disclose my ethnicity		4.72%	191
Answered: 4,049 Skipped: 489	<b>Response Total:</b>		<b>4,049</b>