

Appendix A: CSA Performance Monitoring – 17th October 2013

Priority: Anti-Social Behaviour including Environmental

Lead: KCC and Kent Police

The proxy measure regarding ASB perceptions is no longer monitored and an alternative indicator relating to victim satisfaction with Kent Police has been proposed to be used for the remainder of the current CSA:

Proxy Measure / Indicator (Old)	Baseline '10/11	2011/12	2012/13	Change	Diff. to Baseline
Percentage of people who perceive a high level of ASB in their local area (KCVS) (<i>Kent excluding Medway</i>)	4.5%	2.4%	2.0%	▼ 0.4	▼ 2.5
The percentage of people who perceive a high level of ASB in their local area has decreased across Kent since 2010/11 from 4.5% to 2% at the end of 2012/13. The greatest improvement in perception since 2010/11 has been in Gravesham, Thanet and Swale.					

Proxy Measure / Indicator (New)	Baseline '11/12	July – June			Diff. to Baseline
		2011/12	2012/13	Change	
Percentage of victims and witnesses who report ASB satisfied with the overall service provided (<i>Kent excluding Medway</i>)	78.7%	80.8%	81.1%	▲ 0.3	▲ 2.4
The percentage of victims and witnesses who report ASB satisfied (completely, very or fairly) with the overall service provided by the Police in Kent continues to be very positive with a 2.4% uplift on the baseline.					
Levels of satisfaction are generally consistent across Kent, except for Canterbury and Shepway which show slightly lower than average levels of satisfaction (74.0% and 73.7% respectively). There are no specific themes evident, only those that apply to all districts: prompt attendance where appropriate, actions taken and doing all they can to help, updating informants and using appointments to discuss issues if appropriate.					
Aims / Actions		Progress			
1	Countywide ASB Case Management system established to enable data sharing across all agencies of incidents and actions taken	The ASB case management system continues to be developed with partner agency project management and financial support. The new lead officer for ASB from Kent Police is Barry Spruce who will be responsible for the system once the roll out within the Police has concluded. KCC will take the lead on roll out with partners. Training on the new system is currently being rolled out to police officers by Insp Terry Newman who will then hand over to Barry Spruce. This roll out and “live” usage of the system by Kent Police will be in place by end of October 2013.			
	Develop a countywide case management system:- Piloted in a designated Area; and subsequently rolled-out countywide				
2	Countywide ASB strategy established to ensure consistency in reporting and dealing with ASB issues across all agencies	The Strategy is in place and there are work-streams in place to support the strategy. The Police have been focussing on one particular theme of noise, which impacts on ASB and satisfaction, and a number of meetings have been undertaken with District Environmental Health teams to discuss the issue.			
	Develop a countywide multi-agency strategy agreed by all partners				

Key to Progress against Actions:-

■ Complete	■ In Progress	■ Incomplete
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Priority: Domestic Abuse

Lead: Stuart Skilton (Chair of Kent & Medway Domestic Abuse Strategy Group)

Proxy Measure / Indicator	Baseline '10/11	Sep - Aug			Diff. to Baseline
		2011/12	2012/13	Change	
Number of Domestic Abuse Incidents (Kent excluding Medway)	18,376	18,881	19,375	▲ 2.6%	▲ 5.4%
% of repeat victims of Domestic Abuse (Kent excluding Medway)	24.0%	24.1%	24.3%	▲ 0.2	▲ 0.3
% of repeat MARAC cases (Multi-Agency Risk Assessment Conference) (Kent excluding Medway)	14.9%	19.7%	21.7%	▲ 2.0	▲ 6.8

Please note: due to changes to the definition of Domestic abuse, incidents now include 16-17year olds and the baseline has been adjusted accordingly.

During the last 12months (Sep '12 to Aug '13) the number of domestic abuse incidents reported to Kent Police increased in nine of the districts/boroughs across Kent compared to the same period in the previous year. The greatest percentage increase occurred in Gravesham (up 10.8%), whilst the highest number of incidents was reported in Thanet.

In Kent (excluding Medway) over the last 12 months (Sep '12 – Aug '13) there have been 1104 Multi Agency Risk Assessment Conferences (MARACs) with 240 repeat cases (21.7%). Compared to the same period in the previous year there has been a 22.5% increase in the number of cases heard at MARAC.

Please note, since the requirement to conduct Domestic Homicide Reviews (DHR) came into effect on 13th April 2011 nine DHRs have been considered across Kent and Medway. Five occurred in 2011/12 (3 in Kent and 2 in Medway) and at the time of writing this report a further four domestic homicides have taken place in Kent. Of the 9 cases considered, 8 DHRs have been commissioned.

Aims / Actions	Progress
3 Provide support to victims of domestic abuse through one generic pathway for all involved in domestic abuse to provide and access advice and support	
Create a website portal for all domestic abuse services for Kent and Medway	<p>The website is now in operation, business cards and posters have been distributed to partners to raise awareness and the official launch of the website took place on 28th November 2012. Promotion and publicity is ongoing. <i>The following is a link to the website:</i> www.domesticabuseservices.org.uk</p> <p>Following a consultation exercise, work is progressing on further development of the young people's section of the website and is on schedule for completion this year.</p>
4 Protect victims of domestic abuse through support and development of specialist support services to help victims of domestic abuse through both criminal and civil justice routes.	
Ongoing training for staff; Increased provision of Specialist Domestic Violence Courts (SDVC); and Delivery of Parenting Information Programme (PIP)	<p>Until recently there were three Specialist Domestic Violence Courts (SDVC) in operation across Kent, however the IDVA (<i>Independent Domestic Violence Advisors</i>) Needs Analysis identified the need for an additional SDVC to be based in Folkestone Magistrates Court providing a service for South Kent. From the first week of July all areas of Kent and Medway will now be covered by SDVC arrangements. The expansion of SDVC provision has been enabled via the new Kent and Medway IDVA contract.</p> <p>All magistrates and court staff covering SDVCs have received specialist DA training. Ongoing training and further development of SDVCs is being monitored/implemented by the County SDVC Project Board.</p> <p>KCC FSC have commissioned Domestic Abuse Children's Services which became operational in October 2012.</p>

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5	Work with agencies to secure a sustainable level of financial and operational commitment to address domestic abuse issues.
Establish a sustainable, domestic abuse budget with a centralised joint commissioning process	<p>A report on IDVA commissioning (<i>Independent Domestic Violence Advisors</i>) was presented to the KCSP group in July 2012.</p> <p>A pooled budget to commission Kent and Medway wide IDVA services has been established and the tendering process was completed in March 2013. The contract was awarded to the new service provider in April 2013 and quarterly performance reports will be made available to all funding partners and other interested bodies.</p>

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Priority: Substance Misuse

Lead: Diane Wright (Head of Kent Drug and Alcohol Action Team)

Proxy Measure / Indicator	Baseline '11/12	Q4 2012/13	Q1 2013/14	Change	Diff. to Baseline
No. of drug users completing treatment successfully (Successful completions as a proportion of all in treatment)	887	618	577 (20%)	▼ 7%	▼ 35%
No. of alcohol users completing treatment successfully (Successful completions as a proportion of all in treatment)	958	844	747 (40.3%)	▼ 11%	▼ 22%
	Apr 2012	Apr 2013	June 2013		
Proportion of drug users completing treatment successfully who do not re-present to treatment within 6 months.	24.6%	22.3%	21.7%	▼ 0.6	▼ 2.9
<p>It has been acknowledged that successful completions for both drug and alcohol clients are below past performance. Decreases of 7 and 11% have been seen from quarter 4 of the previous financial year to quarter 1 of the current financial year respectively.</p> <p>Furthermore, the proportions of successful completions for both drug and alcohol clients in quarter 1 are far lower in East Kent than West Kent. As the successful completions data is defined on a rolling 12 month basis, East Kent's data will include clients who were closed to treatment in March 2013, to be reopened by the new treatment provider in April 2013. All these closures are measured as unsuccessful completions. Once the East Kent service has been fully embedded, a positive impact should be seen on a range of performance indicators. It is envisaged that the figures should increase in the second quarter. If this is not the case, an action plan will be developed with the service provider to address any barriers to success.</p> <p>However, it should also be noted that Kent continues to perform above national levels, both in terms of clients' successfully completing treatment and those not re-presenting to services. With regards to the proportion of successful completions, Kent levels are 5.4% and 4.3% higher than national levels for drug and alcohol clients respectively. Additionally, Kent is performing 7.15% above national levels in terms of the proportion of drug users completing treatment successfully and not re-presenting to treatment within 6 months.</p>					
Aims / Actions		Progress			
6	Improve understanding of local prevalence of problematic drug use in Kent				
<p>Central management and analysis of needle drops data, collected by each local authority and KCC waste management to assist with developing plans with local authorities and advising treatment providers on areas to target campaigns</p>		<p>Community Safety Partnerships (CSPs) continue to discuss actions and outcomes surrounding any drugs litter finds in their area, local commissioned treatment agencies ensure their involvement in resolving any problems. The approach taken by individual CSP's varies and it has not been possible to develop a single approach across the CSP's. This objective is heavily affected by the waste management contracts employed by Districts and Boroughs which require different elements of reporting by their contracted waste providers.</p>			

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7	Increase the uptake of substance misuse services available for people with drug and/or alcohol problems
<p>Work with local police custody suites to increase numbers of detainees, prioritising trigger offenders, referred into the Drug Intervention Programme (DIP) and Alcohol Arrest Referral Service. As well as working with Probation, IOMU and DIP to target prolific offenders and encourage them to access treatment and building targeted interventions for offenders in the community.</p>	<p>The Drug Testing on Arrest pilot implemented at Margate custody suite in 2012/13 has been extended for a second year of operation in this locality after agreement from the KDAAT Board. An evaluation of the pilot's outcomes is ongoing and may provide evidence for further implementation in Kent.</p> <p>Initial findings suggest that the Drug Testing on Arrest scheme has significantly improved the number of contacts that are being made between treatment providers and substance misusers in the criminal justice system via the Drug Intervention Programme (DIP). DIP workers continue to attend the relevant CSP meetings in their area.</p>
8	Increase the uptake of substance misuse services available for people with drug and/or alcohol problems
<p>Promote the Alcohol and Cannabis Penalty Notice for Disorder (PND) diversion scheme</p>	<p>The Alcohol and Cannabis Diversion Scheme commenced operations locally within Kent from 1st September 2013, previously this was delivered by treatment providers outside of the county. In time once performance data is available, outcomes will be evaluated by KDAAT, Kent Police and local treatment agencies. It is however anticipated that the local implementation will improve numbers accessing the scheme and being diverted from the criminal justice system.</p>
9	Increase the uptake of substance misuse services available for people with drug and/or alcohol problems
<p>Community safety partnerships to promote and raise awareness of local substance misuse services</p>	<p>Commissioned Treatment Agencies (CTA's) continue to attend the relevant CSP meetings, promoting available services and referral routes, which in turn are promoted by the partner agencies attending the meetings. Collaboration has been achieved in all CSP's areas in the promotion of services with CTA's and CSU's during alcohol, domestic abuse and drug awareness weeks as part of the National campaign. For example, treatment providers will be working in partnership with Police colleagues on initiatives during Alcohol Awareness Week, 18th – 24th November 2013.</p>

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Priority: **Acquisitive Crime**

Lead: **C.Supt Jon Sutton (Head of Partnership and Communities Command, Kent Police)**

Proxy Measure / Indicator	Baseline '10/11	July – June			Diff. to Baseline
		2011/12	2012/13	Change	
Level of Theft and Handling Stolen Goods (exc. Medway)	25,335	24,823	23,704	▼ 4.5%	▼ 6.4%
Level of Domestic Burglary (exc. Medway)	4,354	4,417	5,548	▲ 25.6%	▲ 27.4%

Please note: due to Home Office changes to some crime sub-categories, the baseline for 'theft and handling' has been amended to take account of these changes.

Kent (exc. Medway) experienced large reductions in Theft and handling during the last 12 months (1,119 less victims), with the largest percentage decreases in Tunbridge Wells and Maidstone. Shepway has experienced the highest percentage increase, 9.9%, part of which is down to increased shoplifting. Further analysis on this issue is ongoing.

The July 2012 to June 2013 figures show increases in domestic burglary for all of the districts, Dover and Ashford have experienced the largest increases. The Force has responded to the rise in burglaries with the implementation of a range of force wide operations that focuses on reducing burglary dwelling during March to Dec 2013. This involved targeting priority offenders by way of the National Intelligence Model (NIM) processes and management through Tasking and Coordination on Divisions and at Force level. Active criminal targeting is being carried out by each of the divisions, with the most prolific of these being supported at a Force level through additional support coordinated through the Force Tasking & Coordination Group (TCG). Burglary is a priority crime and will be a key element of our Autumn and Winter Seasonal Crime reductions campaigns.

Aim / Actions	Progress
10 Reduce Burglary incidents both residential and non-residential	
Share information and target individuals committing crime; Increase security at vulnerable premises.	Extra training for frontline officers continues within this action. In addition, Kent Police are prioritising Burglary in its county wide "STAY SAFE" campaigns. The next campaign commences on 21 st October and is STAYSAFE in Autumn. A priority crime for this campaign is Burglary reduction.
11 Reduce levels of shoplifting and focus on prevention and deterrence.	
Provide advice on designing out crime; Pursue banning orders.	The majority of our Neighbourhood policing teams are now able to carry out crime prevention surveys in domestic household settings. This is ongoing from our last update
12 Reduce theft of metal	
Participate in the metal days of action as lead by British Transport Police; Raise awareness with the public and educate Scrap Metal Dealers regarding the law; Raise awareness amongst the community and reduce the number of incidents of metal theft from places of worship and schools.	Kent Police continue to work with British Transport Police (BTP) and the national programme to tackle metal theft which has resulted in continued reductions. The lead officer in Kent Police is Julie Argent who works within the Partnership and Crime Reduction Team 'Days of Action' continue on a monthly basis in Kent. Further days of action are planned – the dates are embargoed at this time for operational reasons.

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Priority: **Violent Crime**

Lead: **C.Supt Jon Sutton (Head of Partnership and Communities Command, Kent Police)**

Proxy Measure / Indicator	Baseline '10/11	July – June			Diff. to Baseline
		2011/12	2012/13	Change	
Level of Violent Crime (exc. Medway)	16,715	16,427	18,262	▲ 11.2%	▲ 9.3%
Level of Violence against the Person (VAP) (exc. Medway)	14,946	14,658	16,199	▲ 10.5%	▲ 8.4%

Please note: due to Home Office changes to some crime sub-categories, the above baselines have been amended to take account of these changes.

The Force experienced a rise in Violent crime towards the end of last financial year, and has continued into the 2013/14 financial year. Increases have been found across the majority of the districts with the largest percentage increases in Dartford, Gravesham and Tunbridge Wells.

The rise in violence has been a mixture of both domestic abuse related crime and violence in public places in night time economy hotspot areas. Analytical profiles have been written by Kent Police and FT&CG tactical resources have been allocated in order to help reduce this crime type.

Aim / Actions	Progress
13 Reduce alcohol related violence.	
<p>Ensure premises are being managed in accordance with legislation and make them safer by design to reduce the risk of confrontation; Encourage the licensed trade to use polycarbonate drinks vessels and bottles,</p>	<p>The strong intervention by partners through the Kent Community Alcohol Partnership and via Licensing Officers has continued to contribute to a robust control and monitoring ethos in Kent. This partnership has been in existence since 2009 and is the largest of its kind in the country. The most recent KCAP meeting of the partnership was on 20th September 2013. A new KCAP Area was launched on 19th Sept in Gravesham. In addition, Kent Police is actively supporting a two week national operation on alcohol related crime from 16th Sept which will also see significant engagement around Freshers week.</p>
14 Engage with young people as victims, citizens and offenders and share information in order to better understand the picture of violent crime involving young people.	
<p>Progress youth engagement in schools and identify further media options for better communication with young people (e.g. social networking sites); Establish those young people who are at risk of becoming victims of violent crime and sexual exploitation and work with partners to take positive steps to divert them away from committing or becoming victims of violent crime.</p>	<p>Over 100,000 students have been reached in the last four years with the Kent Police 'Is it worth it?' Anti-Social Behaviour School Tour. This message focuses on the impact of alcohol on ASB and on violent crime. This innovative school based programme continues in 2013. The second leg of the tour took place in July with the next two week tour taking place in October 2013. A number of members of The Home Office attended the July event and have identified this event as national best practice. We were grateful that the 2013 tour has been partially supported by the Community Safety Fund allocated by the KCSP. We would be very keen for Health related agencies to engage and support this tour.</p> <p>The new initiative, known as STATUS (stay Safe and Tell Us) mentioned in the last progress report is going from strength to strength. This includes a safe online website for young people and 24 engagement events across the county. Full details can be viewed on www.thisisstatus.com. Since last report events have taken place in Margate, Headcorn and Ashford. A further event is also planned for 4th October in Margate.</p> <p>Kent Police are also working in partnership with a charity called "Breaking the Cycle" which brings a very impactful education programmed to secondary school students. This programme commenced in Thanet schools and will now be rolled out across a</p>

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	<p>number of Kent and Medway schools from November 2013. Any member of the CSA team is very welcome to attend and observe the programme. Details can be obtained via Chief Inspector Lee Russell.</p>
15	<p>To prevent first time offending, prevent re-offending and reduce the risk of young people becoming victims of violent crime.</p>
<p>Use education, diversionary and restorative approaches where appropriate as well as enforcement to protect young people from those who unlawfully sell or supply them with alcohol.</p>	<p>This continues to be daily business for Kent Police who actively target under age sales in conjunction with Trading Standards. It is a key element of the Kent Community Alcohol Partnership (KCAP). We also continue to work with retailers to progress the Challenge 25 initiative. There remains a significant issue with parents giving alcohol to their children and we are working to address this. In addition, the problem of “proxy sales” (adult buying for child) continues.</p> <p>The issue of proxy sales is subject of ongoing “embargoed” operations. Further details can be provided upon request</p>

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Priority: Road Safety

Lead: Steve Griffiths (Director Service Delivery, Kent Fire and Rescue Service)

Proxy Measure / Indicator	Baseline (Jan-Dec '10)	Apr – Mar			Diff. to Baseline
		2011/12	2012/13	Change	
Number of all KSI casualties (<i>killed or seriously injured</i>) in Kent <u>excluding</u> Medway	545	517	531	▲ 2.7%	▼ 2.6%
<p>The overall KSI casualty figures for Kent (excluding Medway) have been on a downward trend between 1994 and 2011. There has however been a slight rise over the past 12 months when compared to the same period in the previous year; this increase is currently 14 KSI casualties equating to a 2.7% rise. More detailed analysis around trends and geographic hotspots is included in the RTC district profiles (<i>available to partners via the Kent Connects Safer Communities Portal</i>).</p> <p>NB. All 2013 data is unvalidated and therefore subject to change - final figures will be released in April 2014</p>					
Aim / Actions		Progress			
16	Increase road safety amongst vulnerable and high risk road user groups				
Expand the License 2 kill programme; Promote road safety for powered 2 wheeled vehicles through programmes such as new fire bike; and Explore the possibility of establishing a Kent Road Safety Centre	<p>License to kill is continuing to expand the number of students it sees by looking at different methods of delivery including mini school based events, the target for 2013 is 12,000 students</p> <p>Kent Fire and Rescue Service are expanding the Biker Down initiative to include a training program for scooter riders.</p> <p>The new road safety centre is progressing well with plans now submitted. The Centre will be called the Road Safety Experience. Design work for the internal exhibits is complete and the project team will be looking at partners to be involved in the project over the coming months. The target for the opening remains January 2015 and the aim is to be fully functioning for schools visits by September 2015.</p> <p>Kent Fire and Rescue will also be launching a 'hot hatch' engagement car which will be used to create the opportunity to talk to young people about road safety, the car will be in use by Jan 2014</p>				
17	Increase the opportunities for training for Kent's road users				
Increase the range of driver awareness courses available as an alternative to enforcement and penalties and improve the driver/rider training sessions	<p>The Care group continues to target vulnerable road users and plays a co-ordination role in bringing together road safety partners</p> <p>The Road Safety Experience will provide new opportunities for multi-agency delivery of road safety initiatives including driver training and alternatives to prosecution</p> <p>The Care partners continue to look at innovative ways of delivering messages including media campaigns, events and school visits.</p>				
18	Raise the profile of road safety amongst district and community safety groups				
Produce district profiles that detail high risk areas and individuals; Undertake a series of presentations to community safety groups to raise the importance of road safety and the impact it has on the Kent economy; and Expand Speed watch (parish led prevention activity)	<p>District profiles have been updated and distributed to Community Safety Partnerships (CSPs) to help inform road safety actions within the CSPs.</p> <p>Speed watch conference was held in April 2013 to support the existing volunteers and attract new support.</p> <p>Presentations on the Road Safety Experience are being held at various meeting forums across the county including CSP's, Safeguarding children groups and relevant agencies team meetings.</p>				