

## Appendix B: CSA Performance Monitoring – 18<sup>th</sup> March 2014

**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	January – December			Diff. to Baseline
		2012	2013	Change	
Percentage of victims and witnesses who report ASB satisfied with the overall service provided ( <i>Kent excluding Medway</i> )	78.7%	84.4%	80.3%	▼ 4.1	▲ 1.6
<p>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 positive and slightly above the baseline.</p> <p>Levels of satisfaction are generally consistent across Kent. Attendance time, a lack of perceived action to address victims' issues, and a lack of updates are all themes exhibited by non-satisfied victims and witnesses</p>					
Aims / Actions		Progress			
<b>1</b>	<b>Countywide ASB Case Management system established to enable data sharing across all agencies of incidents and actions taken</b>				
	Develop a countywide case management system:- Piloted in a designated Area; and subsequently rolled-out countywide	The ASB case management system is fully in place with Kent Police staff. The new lead officer for ASB from Kent Police is Barry Spruce. KCC will take the lead on roll out with partners. There continues to be a continued reduction in ASB calls to Kent Police. It is felt that this is related to the effective support to repeat and vulnerable callers.			
<b>2</b>	<b>Countywide ASB strategy established to ensure consistency in reporting and dealing with ASB issues across all agencies</b>				
	Develop a countywide multi-agency strategy agreed by all partners	The Strategy is in place and there are work-streams in place to support the strategy. The Police continue to focus on one particular theme of noise, which impacts on ASB and satisfaction. This is subject of further report to Kent Police.			

### Key to Progress against Actions:-

<span style="color: green;">■</span> Complete	<span style="color: orange;">■</span> In Progress	<span style="color: red;">■</span> 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	Jan - Dec			Diff. to Baseline
		2012	2013	Change	
Number of Domestic Abuse Incidents (Kent excluding Medway)	18,376	19,166	19,824	▲ 3.4%	▲ 7.9%
% of repeat victims of Domestic Abuse (Kent excluding Medway)	24.0%	24.2%	24.0%	▼ 0.2	◆ 0.0
	Baseline '10/11	Feb - Jan			Diff. to Baseline
		2012/13	2013/14	Change	
% of repeat MARAC cases (Multi-Agency Risk Assessment Conference) (Kent excluding Medway)	14.9%	22.2%	21.5%	▼ 0.7	▲ 6.6

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 (Jan - Dec 2013) 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 Ashford (up 11.1%) closely followed by Dover (up 10.7%) whilst the highest number of incidents was reported in Thanet.

In Kent (excluding Medway) over the last 12 months (Feb '13 - Jan '14) there have been 1,177 Multi Agency Risk Assessment Conferences (MARACs) with 253 repeat cases (21.5%). Compared to the same period in the previous year there has been a 13% increase in the number of cases heard at MARAC.

Please note, since the requirement to conduct Domestic Homicide Reviews (DHR) came into effect on 13<sup>th</sup> April 2011 ten DHRs have been considered across Kent and Medway and nine have been commissioned. Six of the nine DHRs have successfully completed the Home Office quality assurance process, whilst for the others the DHR processes are still underway. All the DHR recommendations and actions are monitored by the Kent and Medway DHR Steering Group on behalf of Kent CSP.

Aims / Actions	Progress
<b>3</b>	<b>Provide support to victims of domestic abuse through one generic pathway for all involved in domestic abuse to provide and access advice and support</b>
Create a website portal for all domestic abuse services for Kent and Medway	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 28 <sup>th</sup> November 2012. Further development of the young people's section of the website was completed in October 2013 following a consultation exercise. Promotion and publicity is ongoing.  <a href="http://www.domesticabuseservices.org.uk">www.domesticabuseservices.org.uk</a> .
<b>4</b>	<b>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.</b>
Ongoing training for staff; Increased provision of Specialist Domestic Violence Courts (SDVC); and Delivery of Parenting Information Programme (PIP)	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 2013 all areas of Kent and Medway are now be covered by SDVC arrangements. The expansion of SDVC provision has been enabled via the new Kent and Medway IDVA contract.  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.  KCC FSC have commissioned Domestic Abuse Children's Services which became operational in October 2012.

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<b>5</b>	<b>Work with agencies to secure a sustainable level of financial and operational commitment to address domestic abuse issues.</b>
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 three-year contract was awarded to the new service provider in April 2013 and quarterly performance reports are being made available to all funding partners and other interested bodies.</p> <p>Due to an increasing volume of MARAC referrals, a MARAC lean event will be held in March 2014 to examine options for the most effective MARAC structure for Kent and Medway. This will be the start of a process to determine how MARACs can also be funded from April 2015 onwards to meet the increasing demand.</p>

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**Priority: Substance Misuse**

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

Proxy Measure / Indicator	
<p>This information is part of a national data set and is available to practitioners for management, quality assurance and briefing purposes, it is not intended for publication. This data will be made available during the meeting. Publicly available information can be found on the National Drug Treatment Monitoring System (NDTMS) website.</p>	
Aims / Actions	Progress
<b>6</b>	<b>Improve understanding of local prevalence of problematic drug use in Kent</b>
<p>Central management and analysis of local needs including needle drop 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> <p>A Kent adult substance misuse needs assessment for 2012/13 is currently in draft and is due to be published by KDAAT later in 2014. In addition, KDAAT continue to work closely with local councils to provide local substance misuse data and information.</p>
<b>7</b>	<b>Increase the uptake of substance misuse services available for people with drug and/or alcohol problems</b>
<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>
<b>8</b>	<b>Increase the uptake of substance misuse services available for people with drug and/or alcohol problems</b>
<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 1<sup>st</sup> 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>

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<b>9</b>	<b>Increase the uptake of substance misuse services available for people with drug and/or alcohol problems</b>
Community safety partnerships to promote and raise awareness of local substance misuse services	Commissioned Treatment Agencies (CTA's) along with KDAAT representatives 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 National campaigns. For example, West Kent services are working with Tunbridge Wells CSU in the development of a resources centre including social enterprise, food bank, open access cafe run by volunteers.

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Priority: **Acquisitive Crime**

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

Proxy Measure / Indicator	Baseline '10/11	January – December			Diff. to Baseline
		2012	2013	Change	
Level of Theft and Handling Stolen Goods (exc. Medway)	25,335	23,690	24,137	▲ 1.8%	▼ 4.7%
Level of Domestic Burglary (exc. Medway)	4,354	4,776	5,635	▲ 18.0%	▲ 29.4%

*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 a 1.8% increase in Theft and handling in January to December 2013 compared to 2012; this is primarily due to an increase in Shoplifting, which accounts for 36% of total Theft and handling. The largest percentage increases are in Thanet and Swale. Gravesham has experienced the largest percentage decrease (-9.8%). Compared to the 2010/11 baseline, Theft and handling is showing a 4.7% reduction.

January to December 2013 have shown increases in domestic burglary for all of the districts compared to 2012, Maidstone and Dartford have experienced the largest increases. However, these increases were experienced at the start of the year; the volumes of domestic burglaries have reduced since November when the Force implemented a range of force wide burglary dwelling operations. 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). The Force are now on track to achieve a reduction in burglary dwelling in 2013/14 compared to 2012/13.

Aim / Actions	Progress
<b>10 Reduce Burglary incidents both residential and non-residential</b>	
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. Op Tri-Star was carried out by Kent Police which say an enhanced service to victims of burglary and to nearby neighbours. Full details of Op Tri-Star can be forwarded if required. The next seasonal campaign commences on 15 <sup>th</sup> March 2014.
<b>11 Reduce levels of shoplifting and focus on prevention and deterrence.</b>	
Provide advice on designing out crime; Pursue banning orders.	400 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
<b>12 Reduce theft of metal</b>	
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.	Metal Theft has reduced significantly over the last year. There has been a reduction of 47% between 2012 and 2013 (965 less reported incidents). Metal theft remains an issue that is monitored via the Force Tasking and Coordination process. Extensive training has also taken place with officers and with Scrap Metal Dealers over the new legislation. We have a Single Point of Contact (Sgt Brimson) for any District Authorities to contact if they have concerns over applicants for new licences.

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Priority: **Violent Crime**

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

Proxy Measure / Indicator	Baseline '10/11	January – December			Diff. to Baseline
		2012	2013	Change	
Level of Violent Crime (exc. Medway)	16,715	17,118	21,808	▲ 27.4%	▲ <b>30.5%</b>
Level of Violence against the Person (VAP) (exc. Medway)	14,946	15,340	19,253	▲ 25.5%	▲ <b>28.8%</b>

*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 Ashford, Sevenoaks, and Tonbridge and Malling. Please note that the improvement in recording practices since July 2013 have heavily influenced the volumes of recorded violent crime.

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
<b>13</b> 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 support control and monitoring 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 20<sup>th</sup> September 2013. A new KCAP Area was launched on 19<sup>th</sup> Sept in Gravesham. In addition, Kent Police actively supported a two week national operation on alcohol related crime from in Autumn 2013. Violence related to the NTE remains a priority</p>
<b>14</b> 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. The message since 2009 has focused on the impact of alcohol on ASB and on violent crime. This innovative school based programme continues in 2014. We are grateful that the 2014 tour has been partially supported by the Community Safety Fund allocated by the KCSP. We have focused the 2014 tour into risks of violence and exploitation from an E-safety perspective. We would be very keen for Health related agencies to engage and support this tour.</p> <p>Kent Police are continuing to work in partnership with a charity called "Breaking the Cycle" which brings a very impactful education programmed to secondary school students. It focuses on how to resolve violence in a non-confrontational manner. It is receiving significant praise and support from the schools where we have visited. This programme commenced in Thanet schools and has now been rolled out across a number of Kent and Medway schools in 2014. Any member of the KCSP is very welcome to attend and observe the programme. Details can be obtained via Chief Inspector Lee Russell.</p>

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<b>15</b>	<b>To prevent first time offending, prevent re-offending and reduce the risk of young people becoming victims of violent crime.</b>
<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: Sean Bone-Knell (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	542	▲ 4.8%	▼ 1%

The overall KSI casualty figures for Kent (excluding Medway) have been on a downward trend between 1994 and 2011. There has however been a rise over the past 12 months when compared to the same period in the previous year; this increase is currently 25 KSI casualties equating to a 4.8% rise. More detailed analysis around trends and geographic hotspots is included in the RTC district profiles (*available to partners via the Kent Connects Safer Communities Portal*).

*NB. All 2013 data is unvalidated and therefore subject to change - final figures will be released in April 2014*

Aim / Actions	Progress
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### 16 Increase road safety amongst vulnerable and high risk road user groups

<p>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>	<p>License to kill saw over 12,000 students this year and plans are underway for the 2014 productions where it is planned to see at least the same number of 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, the Road Safety Experience is progressing well after some unforeseen delays, work on the build is due to commence in July. The Centre will be opening autumn 2015 for pilot visits then fully functional by January 2016. Over the next few months there will be a number of multi-agency planning meetings looking at ways road safety partners can work together to deliver road safety education at the experience.</p> <p>Kent Fire and Rescue launched a 'hot hatch' engagement car at the Marlow Academy in February. The car is out and about attending various venues and events.</p> <p>CaRe (Casualty Reduction Partnership) have formed a young drivers/passengers subgroup to look at joint planning to target this high risk group</p> <p>KCC continues to run its Speak Up campaign aimed at young people</p>
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### 17 Increase the opportunities for training for Kent's road users

<p>Increase the range of driver awareness courses available as an alternative to enforcement and penalties and improve the driver/rider training sessions</p>	<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>
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### 18 Raise the profile of road safety amongst district and community safety groups

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<p>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>	<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>
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