

Appendix B : CSA 2011-14 Performance Monitoring - 8th July 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	April – March			Diff. to Baseline
		2012/13	2013/14	Change	
Percentage of victims and witnesses who report ASB satisfied with the overall service provided <i>(Kent excluding Medway)</i>	78.7%	82.2%	80.5%	▼ 1.6	▲ 1.9
<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 remedy victims' issues, and a lack of updates are all themes exhibited by non-satisfied victims and witnesses. Showing empathy and doing their best to rectify a problem are qualities sought by respondents.</p>					
Aims / Actions		Progress			
1	Countywide ASB Case Management system established to enable data sharing across all agencies of incidents and actions taken				
	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 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. There are a number of Districts who are keen to join THEMIS and this is being progressed			
2	Countywide ASB strategy established to ensure consistency in reporting and dealing with ASB issues across all agencies				
	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. Recent analysis (June 2014) of noise complaints show that Kent Police spends approx. 6,400 hours of officer time per year dealing with noise complaints.			

Key to Progress against Actions:-

■ Complete	■ In Progress	■ Incomplete
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Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

Priority: Domestic Abuse

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

Proxy Measure / Indicator	Baseline '10/11	April - March			Diff. to Baseline
		2012/13	2013/14	Change	
Number of Domestic Abuse Incidents (Kent excluding Medway)	18,376	19259	20276	▲ 5.3%	▲ 10.3%
% of repeat victims of Domestic Abuse (Kent excluding Medway)	24.0%	24.2%	24.8%	▲ 0.6	▲ 0.8
Proxy Measure / Indicator	Baseline '10/11	April - March			Diff. to Baseline
		2012/13	2013/14	Change	
% of repeat MARAC cases (Multi-Agency Risk Assessment Conference) (Kent excluding Medway)	14.9%	22.4%	23%	▲ 0.6	▲ 8.1

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 12 months (April to March 2014) the number of domestic abuse incidents reported to Kent Police increased in all 12 of the districts/boroughs across Kent compared to the same period in the previous year. The greatest percentage increase occurred in Dover (up 10.5%) closely followed by Thanet (up 9.8%) whilst the highest number of incidents was also reported in Thanet.

In Kent (excluding Medway) over the last 12 months (Apr '13 - Mar '14) there have been 1,229 Multi Agency Risk Assessment Conferences (MARACs) with 283 repeat cases (23%). Compared to the same period in the previous year there has been a 15.3% 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 ten DHRs have been considered across Kent and Medway and nine have been commissioned. Seven of the nine DHRs have successfully completed the Home Office quality assurance process, and 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
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	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 th 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. www.domesticabuseservices.org.uk
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)	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.

Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

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 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>

Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

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
6	Improve understanding of local prevalence of problematic drug use in Kent
<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) have discussed actions and outcomes surrounding any drugs litter finds in their area, with local commissioned treatment agencies ensuring 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 has been completed. The assessment identified a minimum of 2,100 individuals as being registered with 53 providers of needle and syringe programmes (NSP's) in Kent. As part of its commissioned substance misuse treatment service, KDAAT fund needle and syringe programmes within pharmacy and fixed hub sites, which provide sterile injecting equipment to people who inject illicit drugs.</p> <p>The needs assessment identified that substance misuse treatment providers look to increase the provision of services available for steroid users in fixed site and pharmacy NSPs to encourage safe injecting behaviour, minimise harm and risk and encourage the safe disposal of needles and syringes. In conjunction with this, it was also recommended that District Councils consider providing more public sharps bins (drop boxes) in areas where drug-related litter is common, to assist in minimising the risk presented. Cross-matching of available services for those requiring safe disposal facilities will be undertaken by KDAAT to provide to local CSP's.</p>

<p>7 Increase the uptake of substance misuse services available for people with drug and/or alcohol problems</p>	
<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>Substance misuse treatment has over the years become more readily accessible to offenders, with processes in place for referrals from Probation, prisons, on arrest, and via community sentences including Drug Rehabilitation Requirements (DRR's) and Alcohol Treatment Requirements (ATR's). As stated by the National Treatment Agency for Substance Misuse (2012), "the longer a drug user stays in treatment, the bigger the drop in his or her offending"¹, and therefore, the focus in Kent is to ensure that provision for substance misusing offenders is available and equal to clients accessing through other referral routes.</p> <p>Kent's latest needs assessment shows that within Kent's treatment system in 2012/13, 1,046 clients were referred into treatment via criminal justice routes. This equated to almost a quarter of the treatment population with 52% of the criminal justice clients being successfully discharged.</p> <p>Kent's Drug Intervention Programme (DIP) services were affected from late 2011/12 with a variety of re-tendering projects. These included a new integrated treatment model in West Kent; an integrated prison treatment contract in Kent; and an integrated service in East Kent. Furthermore, a Drug Testing on Arrest (DToA) pilot was implemented in the East of the County in Quarter 1 2012/13.</p> <p>Due to its successes in increasing access to treatment and in reducing re-offending, the DToA pilot implemented at Margate custody is continuing into its third year following agreement from the KDAAT Board. To further reduce re-offending levels on a longer term basis, exploration of a multi-agency approach to supporting offenders with multiple complex needs is being undertaken in Margate. A similar drug testing on arrest scheme will soon be launched at Maidstone custody; this will have a greater focus on offending in the night-time economy due to Maidstone's vibrant bar and club scene.</p>
<p>8 Increase the uptake of substance misuse services available for people with drug and/or alcohol problems</p>	
<p>Promote the Alcohol and Cannabis Penalty Notice for Disorder (PND) diversion scheme</p>	<p>At the start of the Community Safety Agreement 2011, an Alcohol and Cannabis Diversion Scheme was administered by a treatment provider based outside of the County, who had experience of heading similar schemes elsewhere in the UK.</p> <p>Due to the re-tendering of treatment provision in Kent from 2012/13, the Alcohol and Cannabis Diversion Scheme was moved to local operations, which commenced within East and West Kent from 1st September 2013. In its first six months of operation uptake of the scheme was lower than expected; however, the scheme will be promoted further to Kent Police Custody operations being moved from centralised to localised resources as part of the new local policing model implemented on 24th June 2014. It is anticipated that the scheme will improve numbers accessing treatment and being diverted from the criminal justice system.</p>
<p>9 Increase the uptake of substance misuse services available for people with drug and/or alcohol problems</p>	
<p>Community safety partnerships to promote and raise awareness of local substance misuse services</p>	<p>Commissioned Treatment Agencies (CTA's) along with KDAAT representatives have attended relevant CSP meetings over the past three years, 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 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, and local events.</p>

¹ Source: National Treatment Agency for Substance Misuse, 'Treat addiction, cut crime: How treatment and recovery services reduce drug-related offending', 2012.

Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

Priority: Acquisitive Crime

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

Proxy Measure / Indicator	Baseline '10/11	April – March			Diff. to Baseline
		2012/13	2013/14	Change	
Level of Theft and Handling Stolen Goods (exc. Medway)	25,335	23,491	24,482	▲ 4.2%	▼ 3.4%
Level of Domestic Burglary (exc. Medway)	4,354	5,294	5,322	▲ 0.5%	▲ 22.2%

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 4.2% increase in Theft and handling for financial year 2013/14 compared to 2012/13; this is primarily due to an increase in Shoplifting, which accounts for 44% of total Theft and handling. The largest percentage increases are in Thanet and Swale. Tonbridge and Malling has experienced the largest percentage decrease (-11.6%). Compared to the 2010/11 baseline, Theft and handling is showing a 3.4% reduction.

Domestic burglary experienced a 0.5% increase for financial year 2013/14 compared to 2012/13, Swale and Dartford experienced the largest increases. Tunbridge Wells experienced the largest percentage decrease (-23.0%). Increases were experienced at the start of the year, however, 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.

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 prioritise Burglary county wide. This will remain a key theme in local seasonal crime reduction plans in Summer 2014
11 Reduce levels of shoplifting and focus on prevention and deterrence.	
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
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.	Metal Theft has reduced significantly over the last year. There has been a reduction of 47% between 2013 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.

Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

Priority: Violent Crime

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

Proxy Measure / Indicator	Baseline '10/11	April – March			Diff. to Baseline
		2012/13	2013/14	Change	
Level of Violent Crime (exc. Medway)	16,715	17,537	23,914	▲ 36.3%	▲ 43.0%
Level of Violence against the Person (VAP) (exc. Medway)	14,946	15,660	21,199	▲ 35.4%	▲ 41.8%

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 in 2012/13, 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 and Maidstone. 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.

The increase in volume in 2013/14 corresponds to when the force implemented an improvement to the crime reporting process following the initial HMIC inspection on crime recording, this implementation primarily impacted on the volume of violent crimes and can be seen by the percentage change increases.

Aim / Actions	Progress
13 Reduce alcohol related violence.	
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,	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 th September 2013. A new KCAP Area was launched on 19 th Sept in Gravesham. The most recent meeting of the KCAP Board took place on 17 th June where it was agreed that a new CAP was being progressed in Swanley and there are other location in Kent that are being progressed. A task and finish group was created at the KCAP Board to look at other innovative solutions in working together to reduce alcohol related violence.
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.	

Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

<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. The tour was a key element of the Kent Community Safety Conference on 4th June. The next round of the tour is in July and then October.</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>
<p>15</p>	<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. The Adult Education Trust (National Charity) believe that up to 70% of alcohol accessed by young people are sourced through their parents/carers and we are working to address this. In addition, the problem of "proxy sales" (adult buying for child) continues.</p>

Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

Priority: Road Safety

Lead: Sean Bone-Knell (Director Operations, Kent Fire and Rescue Service)

Proxy Measure / Indicator	Baseline (Jan-Dec '10)	Jan-Dec			Diff. to Baseline
		2012	2013	Change	
Number of all KSI casualties (<i>killed or seriously injured</i>) in Kent <u>excluding</u> Medway	547	524	594	▲ 13%	▲ 9%

Please note: due to recent cross checks in the severity of recorded collisions, the January to December 2010 baseline has been amended from 545 to 547.

The overall KSI casualty figures for Kent (excluding Medway) have been on a downward trend between 1994 and 2011. The last full calendar year (2013) recorded an increase of 13% more KSI casualties than 2012 and data recorded between January and March 2014 has also shown an increase of 28% against the same period in 2013. 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 2014 data is unvalidated and therefore subject to change - final figures will be released in April 2015

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>During the period of this agreement in excess of 30,000 young people have seen the license to kill performance (L2K); this is a 6,000 increase on the previous 3 years. The number of young people predicted to see L2K in 2014 is set to exceed 10,000 this will be achieved by introducing a new West Kent venue.</p> <p>There were 38 'biker down events' with 760 attendees.</p> <p>Building is expected to start on the Road Safety Experience (located in Rochester) in September 2014. Discussions are underway with partners re staffing and activity at the centre.</p> <p>KCC has run 5 safety campaigns per year they are:-</p> <ul style="list-style-type: none"> • Summer drink drive • Don't let drugs take the driving seat • Speak up- passenger safety • When will it click • Ditch the distractions-stop texting stop fooling around <p>All road safety campaigns are aimed at vulnerable road users.</p> <p>Kent Fire and Rescue launched a 'hot hatch' engagement car at the Marlow Academy in February 2014. A delivery plan is to be introduced to target the car's use. The car will be piloting attendance at events such as Motorsport Vision Summer Nights meetings at Brands hatch as well as supporting road safety partnership opportunities around the county.</p> <p>CaRe (Casualty Reduction Partnership) have formed a young drivers/passenger's subgroup which is chaired by Alexa Kersting-Woods (KFRS) to look at joint planning to target this high risk group. The group had its first meeting and will continue to meet on a quarterly basis.</p> <p>Over 70 approved driving instructors attended two seminars to look at developing a working relationship in regard to road safety and young drivers in particular one in Margate and the second in Kings Hill.</p>
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Appendix B : CSA 2011-14 Performance Monitoring - 8th July 2014

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 road safety initiatives including driver training and alternatives to prosecution</p>
18	Raise the profile of road safety amongst district and community safety groups
<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 produced on an annual basis and are available to partners via the Kent Connects Safer Communities Portal</p> <p>Speed Watch has grown from 25 schemes in 2011 to 153 schemes in 2014. There are 820 speed watch practitioners across the county.</p>