

Appendix A

Annual Report

2013-2014

Commissioner's Introduction

Welcome to my 2013-14 Annual Report, which provides you with information regarding the work that has been done over the past year (April 2013 – March 2014) to deliver on the priorities in the Police and Crime Plan. At the core of that plan were the twin aims of visible community policing and putting victims and witnesses first. The purpose of this Annual Report is to show the progress against the priorities for 2013/14. Despite the financial challenges faced by Kent Police, which are set to get worse, the officers and staff have worked tirelessly to maintain and where possible improve the first class service they provide to the people of Kent. Time and again I am impressed by their dedication and professionalism, and I would like to take this opportunity to pay tribute to each and every one of them, as so often, the excellent work done by police officers and staff goes without comment.

My Police and Crime Plan priorities do not just cover the work of Kent Police but also partners involved in criminal justice and community safety in Kent. These partners are also pivotal in helping to secure reductions in crime and anti-social behaviour (ASB) and reducing the number of victims that experience crime or ASB. Progress during 2013/14 in this area is also set out within this Annual Report.

Ann Barnes

Police and Crime Commissioner for Kent

Overview of Progress

This first full year of activity by my office (Office of the Police & Crime Commissioner) has focused on building solid foundations to support the achievement of the objectives in the Police and Crime Plan. The OPCC and Kent Police have engaged with the public, service professionals and other stakeholders regarding all aspects of the policing landscape.

Key highlights for 2013/14 include:

- Recruitment of a new Chief Constable.
- Local District Policing Teams established to provide local policing solutions to local problems.
- The launch of Predictive Policing.
- Ensuring confidence in crime recording in Kent
- TrackMycrime™ unveiled to improve crime victims access to information regarding their crime
- Kent Victims Charter launched
- Commissioning Portsmouth University to scope support services for victims in Kent as part of a collaborative analysis across the South East
- Focus and support for the Special Constabulary
- Funding a pilot mental health Street Triage Project with local NHS to help those experiencing a mental health crisis to ensure that they get the appropriate treatment and support they need more quickly.
- Work with key partners to commission a new 'fit for purpose' Sexual Assault Referral Centre (SARC) and Service.
- Engagement with Neighbourhood Watch culminating in a welcome investment for better co-ordination and support for their activities
- Recruitment of a Youth Commissioner to consult with young people and provide their perspective
- Appointment of Deloitte UK as an innovation partner
- Over £2m spend for 2014/15 for community projects and services

Cutting Crime and Catching Criminals

Key Progress Areas for 2013/14

Use of Technology

Predictive Policing (PredPol) analyses crime trends to predict where and when crime problems are most likely to occur thereby improving the operational response of the force and the deployment of resources. This tool has shown to be most effective in helping to reduce street crime and ASB within Kent, contributing to a safer living environment for those who live and work here.

Kent Police continue to develop new technology and are collaboratively procuring a new system which will support the recording of operational data and this will be rolled out in 2015.

Confidence in Crime Recording

Concerns were raised regarding the accuracy of crime recording and I asked Her Majesty's Inspectorate of Constabulary (HMIC) to conduct a full inspection of crime recording in Kent. The resulting report highlighted that 1 in 10 crimes reported to Kent Police were not being recorded correctly. Organisational and cultural changes were implemented and a subsequent HMIC inspection found the recording rate had improved to 96%. Internal monitoring processes estimate the accuracy rate is currently at 97%. This issue has not been confined to Kent and has been of national concern. An HMIC report on 13 forces showed the average recording rates elsewhere to be 80% with one force estimated to be as low as 68%. In the short term the improvements in crime recording have resulted in rises in recorded crime across Kent compared with the previous year. The increase in all crime for the year was 10.4% which the Force estimate 8% of the increase is as a result of increased accuracy. I am steadfast in my support for the changes instigated within Kent to improve crime recording. The public can trust the crime figures produced in Kent and have confidence in the operational plans based upon them. The issue of crime recording illustrates the weakness of setting targets based upon broad measures such as recorded crime levels and is one of the reasons why I removed all such targets for 2014/15 onwards.

Monitoring Outcomes

Continued monitoring of Kent Police remains important and the Governance Board meetings during 2013/14 identified an emerging problem in respect of 3 key crime groups (violent crime, vehicle crime and burglaries). These three crime areas have been actively managed throughout the year with specific operations targeting offenders causing the most harm in communities.

At the end of March 2014 the force had a reduction in burglary of 1.5% and vehicle crime of 1%. Violent crime has been most affected through strict compliance with Home Office counting rules following the HMIC Inspection and subsequent improvement activity. I have scrutinised this in conjunction with the force and nationally through a HMIC Forum and reassurance has been provided that operations are in place and the situation is improving.

Support Rural and Business Communities

I recognise the challenges that can be faced by the rural and business communities and have supported them by helping to re-energise the Crime Rural Advisory Group (CRAG) and the Business Crime Advisory Group.

Ensuring Visible Community Policing is at the Heart of the Kent Policing Model

Key Progress Areas for 2013/14

Recruitment of a new Chief Constable

In January 2014 Chief Constable Ian Learmonth retired and following a comprehensive recruitment process I selected Mr Alan Pughsley as the preferred candidate. In line with statutory requirements, Mr Pughsley's appointment was confirmed by the Police and Crime Panel in late 2013 and he took up post in early January 2014.

New Policing Model

One of the new Chief Constables first decisions was to review the policing model. This review led to a locally focused policing model being put into place, centred around Local District Policing Teams (LDPT).

These local district teams have the skill sets to perform the policing functions required by local people, increasing the time they spend in the communities they serve. I fully support the adoption of the LDPT to maximise the contact between officers and the local community whilst maintaining the focus on cutting crime.

Wider Policing Family

I am very supportive and appreciative of the work of Police Community Support Officers (PCSOs), Special Constables and Police volunteers, for example Special Constables, in Kent providing over 80,000 hours of policing annually. I have also provided specific funding for dedicated training and the development of officers to support the Special Constabulary so that this excellent service can continue.

Mobile Police Stations

Mobile police stations were rolled out in September 2013, with a dedicate team of PSCOs taking full responsibility for the programme in April 2014.

Public Engagement

Key Progress Areas for 2013/14

Tackling local issues requires local knowledge. To do this, I have undertaken a programme of public engagement to truly connect with the people of Kent and understand their policing issues and concerns.

Meet the Commissioner

During the year 'Meet the Commissioner and Chief Constable events' have been held in Faversham, Medway, Tonbridge, Folkestone and Aylesford. These events give members of the public the opportunity to ask questions

both of the Chief Constable and me about local policing issues. Members of the public, local councillors and representatives of community organisations have attended.

Commissioner's Surgeries

I have held six surgeries at Maidstone, Canterbury, Kings Hill, Shepway and Medway. These sessions are specifically for people to come and meet with me on a one to one basis to discuss personal matters.

Kent Association of Local Councils (KALC)

Four joint meetings with the KALC have been held during the year. I receive many requests to attend local parish council meetings but due to the volume of diary commitments I am unfortunately unable to attend all the meetings. The KALC meetings bring the parish representatives together and I have also been joined at the meetings by the Chief Constable or Deputy Chief Constable to talk about the Police and Crime Plan for Kent.

Community Engagement

As part of my statutory duty to engage with the local community, I have visited more than 80 villages and town centres. These visits give me a further opportunity to talk to a wide range about their policing issues and concerns.

Events and Conferences

In 2013/14 I attended and spoke at 69 external conferences / community group events. These have included the Dashain festival, Kent Network of Women conference, Learning Disability Group Awards and at the opening of the vulnerable victim suite.

There have also been two conference events during the year. The first was for those involved in Neighbourhood Watch (NHW) to find out how the NHW Scheme could be improved in Kent. The second was a consultation event held to gather views and suggestions on the future of policing, and in particular, how to save visible community policing in the face of budget cuts.

Putting Victims and Witnesses First

Key Progress Areas for 2013/14

The Code of Practice for Victims of Crime and the Kent Victims Charter

The Ministry of Justice launched the Code of Practice for Victims of Crime in October 2013. This sets out the minimum entitlements that victims can expect to receive from criminal justice agencies. Building on the national standard and to demonstrate our commitment to victims Kent Police and I will be launching the Kent Victims Charter in the 2014/15. The Charter lists ten promises that Kent Police and I make to all victims of crime in Kent regarding the service that they can expect.

Devolution of Funding for Victims' Services

In July 2013 the Ministry of Justice (MOJ) announced that funding for victim services would be devolved to Police & Crime Commissioners from 1 October 2014. This means that Commissioners will have responsibilities for ensuring there are a range of victims' services in place that will support individuals in coping and recovering from the crime they have experienced. However, the MOJ will retain responsibility for commissioning some national services for victims for example support to those who have been bereaved through homicide.

To prepare for the funding devolution, the OPCC jointly delivered a Victim Services Design Event in July 2013 with the Kent Criminal Justice Board (KCJB). This event was attended by criminal justice agencies, statutory partners and victim support groups. It mapped out the current provision of services in Kent, identifying the gaps and opportunities for improving those services. This event identified the concept of a victim - centred approach, which would bring together organisations involved in delivering services to provide a more co-ordinated and effective response to the needs of victims. As a result of this event I made a commitment to deliver a facility which would provide the foundation for delivering a victim - centred approach in Kent.

Listening to Victims

It was also vitally important to obtain the views of those who had suffered a crime and a number of victims focus groups were held jointly with Victim Support in advance of the 'Design Event'. In addition, my office worked with our South East Region OPCCs to commission further detailed victim focus groups. This work resulted in

facilitated events being held in Kent with a range of individuals from across the county who had different crime experiences.

I am committed to building good working relationships with a number of organisations that represent the interests of hard to reach communities. I also applaud initiatives such as the Living in Fear Project which brought Kent Police officers together with people with autism and learning difficulties to discuss the difficulties they have experienced.

Commissioning Victims' Services

To support the development of the commissioning plan for victims' services my office also commissioned, with our South East Region OPCCs, a Strategic Assessment of Support Services for Victims in the South East. This work was undertaken by Portsmouth University and included an audit of existing services and a review of data to support the identification of need and local priorities.

We also explored the options for commissioning namely whether we should participate in a regional structure for delivering services for victims. However, it was identified that the devolution of funding provided a real opportunity to commission local services, which could be embedded in the county and tailored to the needs of the people of Kent's residents.

Independent Domestic Violence Advisers (IDVAs)

I have supported the co-commissioning of county-wide service for IDVAs, which ensures a consistent standard of delivery for the vital role across Kent.

Protecting the Public from Serious Harm

Key Progress Areas for 2013/14

Kent and Essex Serious Crime Directorate (SCD)

The combined SCD undertakes numerous investigations, which include drug supply and Organised Crime Groups (OCGs). In conjunction with the National Crime Agency and the South East Regional Organised Crime Unit (ROCU), the SCD undertake investigations into all aspects of serious and organised crime, including human trafficking and armed robbery as well as murder and serious assaults alongside the Major Crime Team. The Financial Investigation Unit (FIU) within the SCD not only supports these investigations but ensure that the provisions of the Proceeds of Crime Act (POCA) are fully utilised to strip criminals of the assets they have obtained illegally. In the 2013/14 fiscal year nearly £3m was confiscated from criminals and over £832,000 in cash forfeited. Via the Home Office Asset Recovery Incentivisation Scheme (ARIS) a proportion of the money is reinvested in schemes locally to help fight crime and antisocial behaviour for the benefit of the people of Kent.

The Sexual Assault Referral Clinic (SARC)

Working with partners a new fit for purpose SARC is now established in Maidstone replacing the previous service, which was generally accepted as not sufficient. I am genuinely inspired by the dedication of those involved in establishing this facility in such a short time frame and work will continue into 2014/15 to further develop this vital provision.

Working with Partners

The importance of the work of the Safeguarding Children Boards and the Kent & Medway Adult Safeguarding cannot be underestimated. I am committed to ensuring that these services support the most vulnerable in our society and I provide financial support to all three organisations.

Value for Money

Key Progress Areas for 2013/14

Comprehensive Spending Review (CSR)

2013/14 formed part of the first CSR planning period covering four years from 2011/12 to 2014/15. In total, the force had to find £50 million savings and was able to do this a year early

The plans to meet the requirements of the second CSR (CSR2) for 2015/16 are well advanced. However, the pressure to reduce costs in order to meet falling budgets does not end with CSR2 and work has already begun to identify further areas where savings will have to be made over the life of the next parliament given the likely on-going deficit challenge.

Innovation Partner

In December 2013, I engaged Deloitte to act as Kent's innovation partner. The innovation partner would be used to advise on opportunities for innovation, improved use of technology and partnership delivery, ensuring that Kent Police (as well as the Office of the Police and Crime Commissioner) is delivering services in the most efficient and effective manner in light of financial pressures.

Collaboration

Collaboration with Essex Police has continued to provide benefits both in efficiency and operationally. In March 2014 the combined Support Services Directorate won a national Improvement and Efficiency award for Police Project of the Year 2014. The award was for providing improved service quality whilst delivering cost-effective shared services, increased resilience and financial savings. The success of this collaboration and the experience gained from it will feed into future work as all avenues are explored to work collaboratively with other organisations and police forces.

HMIC

The HMIC Value for Money profiles show Kent to be an effective force in comparison with other forces. This remains an important benchmark and any areas where we are significantly over or below the average for other forces are thoroughly investigated.

National Commitments

Key Progress Areas for 2013/14

Strategic Policing Requirement

The Home Office defines the expectations placed upon the force in the Strategic Policing Requirement (SPR). This ensures that the force maintains resources to support government initiatives as well as mutual aid arrangements with other forces. In early 2014 HMIC inspected the arrangements forces have made in respect of the SPR with Kent being one of the 18 forces visited for fieldwork.

Forces are collaborating to tackle serious and organised crime threats and HMIC have identified Kent as one of these such Forces, with this work being in addition to the Regional Organised Crime Units (ROCU). In addition Kent is shown as having sufficient Police Support Units (PSUs) for the assessed local threat and Kent is a net provider of officers under mutual aid arrangements.

The recent HMIC report identified that the public could have confidence in the arrangements forces had in place, but there were areas nationally where improvements could be made, particularly in relation to cyber threats. Alongside organisations such as Association Chief Police Officers (ACPO) and the College of Policing work is being undertaken to improve the response in these areas.

Partnership Objectives

Key Progress Areas for 2013/14

Community Safety Partnerships

Working with partner agencies is vitally important. The Community Safety Partnerships (CSPs) are key to local problem solving and delivery of initiatives to reduce crime and anti-social behaviour. Historically, the funding provided to (CSPs) has been on annual basis but I have now provided medium term certainty, with anticipated funding levels being issued for three years. My office is building on the initial monitoring arrangements put in

place for this funding to ensure I understand the value that this brings to local communities and examples of the positive work delivered by the CSPs include:

- Support for domestic abuse victims', including provision of One Stop Shops
- Neighbourhood Days and community engagement
- Specialist Operations to tackle anti-social behaviour issues within communities
- Awareness raising
- Support and education programmes
- Road safety activities
- Projects to support safer night time economies
- Youth Diversionary activities

Working with Other Partnerships

There is a strong partnership approach in Kent and there are a number of structures in place that support the delivery of collaborative approaches across a range of topics. The value of a partnership approach to reducing crime and ASB is recognised and this is reflected in the grants I provide to partnerships in Kent.

I believe in supporting a number of organisations as it is important to have diverse services in place for the people of Kent. An example of this is my support of Crimestoppers both nationally and locally as they provide for victims or witnesses a secure and alternative means to report crime and provide vital information.

Youth Commissioner

I made a pledge to appoint a Youth Commissioner, with the vision that the role would be a vital link between policing and young people. The position was advertised in late 2013 and following a recruitment process that involved members of the community the Youth Commissioner formally started full time in April 2014.

In Conclusion

Kent has been my home for over 30 years and I am passionate about ensuring it remains a safe and welcoming place to live and work for all communities.

If you would like more information about the Police and Crime Plan, my current priorities and the Office of the Police and Crime Commissioner (OPCC) please visit my website <http://www.kent-pcc.gov.uk>.