

**From:** Matthew Scott, Kent Police and Crime Commissioner  
**To:** Kent and Medway Police and Crime Panel  
**Subject:** Update on expenditure to support the Police and Crime Plan  
**Date:** 14 November 2018



### **Introduction:**

1. The commissioning allocations for 2018/19 are set out on page 19 of the '[Safer in Kent: The Community Safety and Criminal Justice Plan](#)'.
2. In accordance with The Elected Local Policing Bodies (Specified Information) Order 2011, the Office of the Police and Crime Commissioner (OPCC) also publishes all [expenditure over £500](#) via the website.
3. Further to previous reports, this paper provides examples of how recent published expenditure supports delivery of the Safer in Kent Plan priorities.
4. For information, the first three items were selected by Panel Officers on behalf of Members, with the last one being selected by the OPCC.

### **Advertisements:**

- i) Advertisement in local paper, Tunbridge Wells Borough Council, £1,100.00 – 14 June 2018
  - ii) Full page advert in the Borough Insite, Maidstone Borough Council, £1,243.00 – 21 June 2018
  - iii) Advertisement in local paper, Ashford Borough Council, £1,295.00 – 3 July 2018
5. As in 2016/17 and 2017/18, this year the PCC is running an Annual Policing Survey to canvas residents' views on a range of policing and community safety issues. In previous years, the survey has yielded around 1,700 responses from the public, which is considered a statistically reliable sample.
  6. Like previous years, the responses to the survey will help inform and shape the refreshed 'Safer in Kent: The Community Safety and Criminal Justice Plan' which will be published in April 2019.
  7. In a change to previous years, and in a bid to increase the numbers of people responding to the survey, this year the OPCC has invested a modest amount of money in print and digital advertising. This has included placing full page adverts in six local authorities' magazines which are delivered to households free of charge – this item relates to adverts placed in three such magazines. An example is attached at Appendix A.
  8. For the first time, this year's survey also asks respondents to specify where or how they heard about it. This data will help the OPCC assess the effectiveness and value for money provided by each advertisement or other publicity method.
  9. As of 30 October 2018, out of around 1,200 survey responses received to date:
    - 27 people stated they had seen the advert in Local (Tunbridge Wells Borough Council magazine)
    - 55 people stated they had seen the advert in Borough Insight (Maidstone Borough Council magazine)
    - 56 people stated they had seen the advert in Ashford For You
  10. Most respondents have been older residents who are unlikely to have engaged with the survey if the OPCC solely relied on digital or social media communication channels.

### **Commissioned Restorative Justice Services contract, £46,000.00 – 27 July 2018:**

11. The Ministry of Justice (MOJ) devolves responsibility for the commissioning of victim services to PCCs; this includes the ability to commission Restorative Justice (RJ) services for victims of crime. As a result, the PCC took over responsibility for the delivery of victim focused RJ in October 2016 through a grant arrangement for youth and adult RJ services. In early 2017 the PCC went to market to commission a longer term RJ service, with the contract commencing on 1 October 2017.

12. RJ is a process by which those harmed by crime can engage with those responsible for causing that harm. The aim is to support the repairing of harm caused and enable both parties to move forward in a positive way. 85% of victims who participate in RJ would recommend it to others.
13. RJ can be a very powerful tool as it provides an opportunity for those harmed to explain the impact of the crime and ask questions. This can support them in moving forward with their lives and to recover from the impact of the crime. It also gives offenders the chance to understand the impact of their actions and take responsibility. This can support their motivation to change and ultimately reduce re-offending. RJ has been shown to reduce re-offending by upwards of 14%.
14. RJ in Kent is a free, confidential and impartial service, but due to its nature participation is always voluntary, with both parties needing to consent. However, the process in Kent is victim focused so it is their choice as to whether they wish to participate. The offender must also take responsibility for their actions and agree to communicate with the victim. RJ is usually delivered through a face to face meeting, but other types of communication can be used such as an exchange of letters.
15. RJ can be used at all stages of the criminal justice process including out of court, pre and post sentence, but it is not a substitute for a criminal justice outcome. It is focused on repairing the harm between the harmed and the harmer, if both parties consent to participating.
16. The contract was awarded in August 2017 to Restorative Solutions in partnership with Salus. They began delivering a consistent, Kent-wide RJ service for those affected by crime from 1 October 2017. It is a three year contract with the option to extend yearly for a further three years. The service is intended to:
  - reduce the harm caused to individuals and communities as a result of crime;
  - avoid further harm being caused;
  - support victims' long term recovery;
  - support offenders to understand the effect of their actions;
  - reduce re-offending; and
  - restore confidence in the criminal justice system.
17. The [Kent RJ service](#) is available to adults and young people and there are no offence types excluded; victims can also access the service at any stage in their recovery.
18. The total value of the contract is £200,000, and payments are made on a quarterly basis.
19. Since it commenced on the 1 October 2017, the service has received 237 referrals. In the period July to September 2018:
  - 8 victims have participated in RJ, equating to a conversion rate of 11.5% (positive in comparison to other RJ services).
  - Referral offences have included violence against the person, burglary dwelling, criminal damage and sexual offences.
  - The impact for victims who undertook the distance travelled survey included improvements in health and wellbeing, ability to cope with everyday life, feelings of safety and being informed and empowered.
20. It is a requirement of the specification that the service evolves through the lifetime of the contract. This is to ensure that it is able to respond effectively to new and emerging trends and working practices. Pro-active work is being undertaken to increase awareness of RJ, which is being supported by collaborative liaison with Kent Police and other partner agencies.

#### **Contribution towards national Police Chaplaincy, £2,059.50 – 3 July 2018:**

21. In 2003, a report by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)<sup>1</sup> titled 'Diversity Matters' recommended that '*...all forces should have resources in place to meet the spiritual needs of police officers and police staff, while respecting the diversity of faiths and beliefs both inside the service and in the communities which they serve.*'

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<sup>1</sup> Formerly Her Majesty's Inspectorate of Constabulary (HMIC).

22. Whilst chaplaincy has been engaged with policing for many years, in the years following the report there has been huge positive growth, both in terms of chaplaincy numbers and in the scope of engagement. From around 40 police chaplains in the early 1990's, to around 650 today from a wide range of faiths and beliefs including Hindu, Sikh, Muslim (Sunni, Shia, Amadayiah), Bahia, Mormon, Pagan, Humanist, Jewish (Liberal; Orthodox) as well as most Christian denominations.
23. The role has also evolved as the value, use and benefits of chaplaincy have been realised. Bridging and engaging all faiths, believers and non-believers, chaplaincy has a critical role to play in both the wellbeing of the service, the people it employs and the community it serves. Working for the police has become increasingly complex and demanding. More than ever before, police work can affect an individual's physical and mental wellbeing, increasing their need for support and assistance to be able to cope with the challenges and demands of their role.
24. Police chaplains aim to provide non-judgemental, sensitive, personal, and where appropriate, spiritual support to officers, staff and their families that simply cannot be replicated elsewhere. The uniqueness of chaplaincy is that it supports the police service in its totality, operating at a strategic organisational level, whilst also at a very individual human level.
25. Police chaplains give their services on a voluntary basis and the role includes:
- Making themselves available to people who need someone to talk to in confidence.
  - By their on-going presence, being aware of the stresses and strains of life in their force and trying to help officers and staff at all levels by being a critical friend.
  - Praying regularly for their force and for officers and staff they are involved with.
  - Visiting officers and staff who are ill at home or in hospital and offering care to families and friends.
  - Providing support if an officer or member of staff dies, particularly if this is whilst in service.
  - Leading formal religious services such as carol services or memorial services.
  - Although appointed to specifically care for officers and staff, providing support to victims and offenders.
  - Acting as an operational resource to officers; for example, in situations of distress or death.
- Importantly, a police chaplain's work is also totally confidential.
26. In order to ensure effective coordination of the service, this funding provides for a full time National Police Chaplain who is responsible for the on-going development, resourcing and management of police chaplaincy across the country. With the exception of five PCC's, all make an annual contribution towards the costs associated with this role.
27. The role is responsible for coordinating chaplaincy at a force level, providing advice and support, developing professional doctrine and having oversight of training and development. In addition, the National Police Chaplain attends key functions, provides chaplaincy support at key ceremonies (e.g. National Police Memorial Day, National Police Bravery Awards), and if required, attends major incidents or arranges appropriate cover.
28. The National Police Chaplain engages with minority communities and faith groups on a theological and community level, providing a strong voice on leadership with regards to ethical behaviour, values and conduct, as well as facilitating good engagement and partnership working. They are also a resource available to key stakeholders within policing, including Government, Staff Associations and Trade Unions, Association of PCCs, National Police Chiefs Council, Staff Support Networks and Police Charities.
29. The current National Police Chaplain is Reverend Canon David Wilbraham who was licensed in January 2018.

**CrimeStoppers Trust, £10,474.25 – 9 August 2018:**

30. The Police Reform and Social Responsibility Act 2011 enables PCCs to make crime and disorder reduction grants to any person that in their opinion will secure, or contribute to securing, crime and disorder reduction within their police area. The PCC has made a commitment to work with partners to reduce and prevent crime, anti-social behaviour (ASB) and support victims; this includes the issuing of grants to established partners such as CrimeStoppers, who directly support the fight against crime and ASB.

31. Organisations in receipt of crime and disorder reduction grants are required to submit an annual business case to the OPCC outlining the project to be funded, associated finance and outcomes to be achieved. In addition, they are required to submit an end of year report documenting outcomes achieved in the full 12 month period.
32. Established in 1988, CrimeStoppers is an independent charity that gives people the power to speak up to stop crime, 100% anonymously, by phone and online, 24/7, 365 days a year. It aims to:
- detect, reduce and prevent crime, through the provision of information; and
  - give people the information and tools to act against crime.
33. Crime can be worrying and a proportion of the population refuse to speak to the authorities; CrimeStoppers provides an alternative and safe route to provide information to the police and other authorities. People can share information anonymously in two ways; by calling 0800 555 111 any time of day or night, or by filling in a secure [‘giving information’ form](#) on the [CrimeStoppers website](#).
34. When a person calls, they speak to a specially trained agent working in their contact centre in Surrey. Should the caller not speak English, or if English is not their first language, a translation service is available. The agent will record the information and ensure it doesn’t contain anything that could identify the caller and pass it on to the appropriate police force or other authority. The call isn’t traced or recorded, at no time are personal details asked for, and the caller will not have to give a statement or even go to court. Online reports have the same level of anonymity.
35. The charity’s promise of anonymity has never been broken.
36. CrimeStoppers has 103 members of staff across the UK, with one third working in their Surrey contact centre. Another third based in regions across the UK, and the rest working at their central office in greater London. In addition, CrimeStoppers has volunteers of all ages, backgrounds and interests who provide support locally or at their central office.
37. During 2016/17 CrimeStoppers submitted 3,362 reports of criminal activity to Kent Police, with the following outcomes:
- Actionable information accepted: 3,273
  - Positive Outcomes achieved: 212
  - Individuals arrested and charged: 131
38. Nationally, around 14 people are arrested and charged every day as a result of information given to CrimeStoppers, and in 2017/18:
- over 450,000 people contacted CrimeStoppers (up 50,000 compared with the previous year);
  - CrimeStoppers helped solve and prevent 26,000 crimes;
  - 32% of crimes were reported anonymously by Black, Asian and Minority Ethnic communities;
  - CrimeStoppers trained 500 professionals working with young people;
  - 45% of callers were aged 35 or younger;
  - 86% of people in the UK had heard about CrimeStoppers.
39. Though CrimeStoppers works closely with Kent Police and other law enforcement agencies, it is independent and not attached to any particular organisation.
40. Working closely with partners in Kent to deliver local crime prevention and awareness campaigns, the PCC also supports Local CrimeStoppers through a crime and disorder reduction grant. The types of campaign supported through the PCC’s grant include the Digital Most Wanted Campaign and the Ambassador Programme.