

From: Matthew Scott, Kent Police and Crime Commissioner
To: Kent and Medway Police and Crime Panel
Subject: Victim satisfaction & community engagement
Date: 24 September 2019



Introduction:

1. In the [Safer in Kent](#) Plan, one of the priorities the commissioner has set the Chief Constable is to 'Put victims first'. In addition, the Commissioner has committed to 'Actively engaging with residents in Kent and Medway'.
2. This paper provides a brief update on Kent Police's victim satisfaction surveys as well as an overview of how the Force and the Commissioner engage with local communities.

Victim satisfaction:

3. Home Office guidance states that victim satisfaction surveys are designed to:
 - Take account of the experience of victims not just at the initial stage of police action, but in the subsequent activity.
 - Provide information about victim experience which can be actioned by forces to improve service delivery.
 - Standardise the ways in which victim feedback is gathered and reported.
4. Whilst Kent Police has the ability to design its own surveys, the Force currently surveys victims of hate crime, rape and domestic abuse which all fall under Home Office guidance:
 - Hate crime - this is based on the previously mandated Home Office survey, but will be changing. The survey is structured around a number of core questions, exploring levels of satisfaction across four stages of interaction: initial contact, actions, follow-up, treatment, plus the whole experience.
 - Rape - this survey focuses on the service provided to the victim, from the person who initially took the report to the support provided by the Sexual Offence Liaison Officers through the whole process. All aspects are surveyed, including for example, asking a victim why they decided not to pursue a prosecution (if appropriate).
 - Domestic abuse - this survey is based on the same four stages of interaction, plus whole experience as hate crime. However there is a greater emphasis on the care and support provided, and a particular focus on 'The Voice of the Child' to support ongoing work by the Force.
5. The surveys are conducted over the telephone by staff within the Research Bureau; a small in-house team that have the experience and expertise to empathetically engage with crime victims.
6. Research Bureau staff are required to adhere to strict processes with regards to the selection of victims, with each survey having slightly different exclusion rules. Reasons for exclusion include:
 - Victims who have indicated that they are unwilling to be surveyed
 - Victims under the age of 16
 - Victims who are considered vulnerable (i.e. mental health problems)
 - Victims who have requested no further police action
 - Victims who are unwilling to co-operate with the police investigation
7. Data for the most recent three month period available for each survey is shown below:

	Time period	No. of victims surveyed	% of victims satisfied
Hate crime	May to Jul 2019	177	78.5%
Rape	May to Jul 2019	70	91.4%
Domestic Abuse	Oct to Dec 2018*	150	90.0%

* Due to resourcing and technical issues, this survey had to be paused and only resumed in August 2019

8. Victim satisfaction data is regularly shared with both individual managers and at Force level board meetings. For example, the hate crime survey data is reviewed by supervisors and line managers across the Force to identify improvements in service delivery by their officers and staff; where something negative or positive is identified, with the agreement of the victim, it is fed back for training purposes.
9. The Force will soon be commencing a survey of burglary victims. In addition, the hate crime survey will be refreshed, breaking away from the Home Office version and introducing new questions to gain a better understanding.
10. The Commissioner holds the Chief Constable to account for victim satisfaction through the quarterly Performance and Delivery Board and via their weekly briefings which have a specific focus based on themes.
11. Equally, in relation to those organisations that receive funding from the Office of the Kent Police and Crime Commissioner (OPCC), there is an expectation that they will provide a good service. As a result, they are required to comply with strict monitoring requirements, including the provision of relevant information.
12. For example, the most recent Victim Support service user feedback data (Qtr 1, 2019/20) is as follows:
 - 92% of victims would recommend the service to someone else impacted by crime
 - 95% of victims said the service helped them cope and recover more quickly from the impact of their crime
 - 97% of victims were highly satisfied or satisfied with the service
13. However, it is also important to take account of service user feedback, and quotes such as the following help the Commissioner to form a more rounded assessment of service delivery:
 - 'Diana was lovely, honestly outstanding. She tried to help in every way she could. I have nothing negative to say at all'
 - 'He was really helpful and a really nice bloke, he was there to listen and kept in contact in case I needed any additional support. He was an excellent person and very supportive, it was really nice to have someone to talk to'
 - '...they were very helpful and supportive. Focused on practical outcomes and encouraged me to take action for my benefit'
 - 'Rennie was really lovely, positive and bubbly. It was nice to have such a bright person involved and she really helped me to organise my thoughts'

Community engagement:

14. Policing by consent requires public support for policing activity at every level. In simple terms, the police service would cease to function without the active support of the communities it serves.
15. Kent Police, like all forces, recognises that community engagement can significantly increase public confidence in local policing activity. As such, it engages in ways relevant to the local community; examples include:
 - Neighbourhood Engagement Meetings
 - Street Briefings
 - Surgeries
 - Online Beat Meetings
 - Twitter - each District has their own Twitter account
 - Community Choir in Thanet (instigated by the local PCSO)
 - Independent Police Advisory Group meetings
 - Community Liaison Officers meeting with community groups representing BAME, LGBT, and the disabled/vulnerable
 - Kent Police website
 - Youth Engagement Officers working with schools, pupil referral units and youth groups
 - School Engagement days / Visits to Force Control Room
 - Parish Council meetings – quarterly attendance, with monthly updates to the Parish Clerk
 - Drop in sessions for local Councillors (by arrangement)
 - Community MARAC's
 - Neighbourhood Watch meetings
 - Community Speedwatch engagement

- Force Open Days / Kent County Show
 - Night Time Economy / Daytime Economy - meetings with business owners, bar staff, security staff etc.
 - Rural Liaison Team attendance at events and publication of a regular newsletter for rural communities
 - Bespoke events – for example, North Division held a joint ‘Diversity and Inclusion’ event with the Kent Equality Cohesion Council (Kent ECC) on 12 September that covered topics such as gang and county lines activity, stop and search and positive action
16. Kent Police’s Community Safety Units (CSUs) work in partnership with other agencies and are instrumental to engaging with diverse communities and fostering good relations across Kent and Medway. There are no hard to reach communities, however there are communities who may require additional support and tailored methods to access Kent Police.
17. The Force employs 14 Community Liaison Officers whose primary role is to engage with groups and individuals from all protected characteristics and communities, to build trust, confidence and identify gaps in service provision. They are key to identifying and managing community tensions and providing reassurance where appropriate. This is achieved through specialised community knowledge and use of local contacts to ensure that Kent Police take a measured and understanding approach to dealing with sensitive issues.
18. By gaining community feedback from diverse groups, the Force aims to implement measures that will ensure no group or individual receives a lesser service.

Commissioner engagement:

19. Listening to residents and ensuring their needs are met is one of the Commissioner’s main jobs; it is important that the Commissioner gets out of the office and speaks to real people about their concerns and gains an insight into what is happening in local communities across the county.
20. Therefore, the Commissioner has a broad and varied engagement strategy that includes the following:
- OPCC website
 - ‘Street stalls’ in high footfall locations, such as town centres, shopping centres and train stations
 - Coffee mornings in rural areas, occasionally teaming up with The Rural Kent Coffee and Information Project
 - Attendance and representation at county events, such as the Kent Police Open Days and Kent County Show
 - Traditional and social media
 - Public consultations, including the Annual Policing Survey, which has run every year since 2016 and proactively seeks views on local policing priorities, the precept and this year for the first time, victim satisfaction
 - Proactive E-News alerts and regular e-newsletters to over 1,100 subscribers
 - Direct engagement with funded organisations, as well as partners and community groups
21. The Commissioner also has access to stakeholder groups representing specific communities within the county, such as the Crime Rural Advisory Group and Business Crime Advisory Group.
22. In addition, the Commissioner is keen to be accessible to as many of Kent’s diverse communities as possible, and regularly meets with community faith groups, visits places of worship and attends Pride events. He also talks to children at primary and secondary schools, visits local university campus’ and engages with both the Kent Youth County Council and Medway Youth Parliament.