

Annual Report 2008/09

& Statistical
Digest



**Kent
Police**

Kent
Police
Authority



Contents

Our Commitment to You	3
Kent Police Authority	4
Chief Constable's Annual Report 2008/09	6
Kent Police Authority's Commentary on Performance	9
Building Public Confidence	10
Effectively Tackling Crime	12
Making Communities Safe	14
Protecting the Public	16
Making Best Use of Resources	18
HMIC Inspections, Audits & Reviews	22
Kent Police Authority Inspection	24
Statutory Performance Indicators	25
Further information	27
Contact us	28

Our Commitment to You

Kent Police Authority has a duty to ensure an efficient and effective police service for the people of Kent and Medway. Each year Kent Police and Kent Police Authority produce a policing plan, Policing Kent, which sets out a three-year strategy and priorities and targets for the year. The policing plan is designed in consultation with partners, national priorities and after consultation with the public.

Policing Kent 2008/2011 had the following priorities:

- Building public confidence,
- Effectively tackling crime,
- Making communities safer,
- Protecting the public and
- Making best use of resources.

A copy of the Policing Plan can be obtained from the Kent Police Authority or Kent Police website. Alternatively, a paper copy can be obtained by contacting Kent Police Authority at the address below.

This Annual Report details performance against the strategy and targets set in Policing Kent 2008/11. It also contains a financial summary for 2008/09. A summary of this document will be circulated to every household in Kent and Medway in autumn 2009.

We welcome feedback on the Annual Report or the Policing Plan. Kent or Medway residents who would like to be involved in the planning process can join our Citizens' Panel which helps to shape priorities. We would like to involve more young people in the planning process and we have a Youth Panel of 11-16 year olds and welcome new applicants.

Policing Kent 2009/12 has also been published. A summary version has been delivered to every household in Kent and Medway and copies of the full version are available on Kent Police or Kent Police Authority websites or on request and the address below.

For copies of the Policing Plan, further copies of this Annual Report or to offer feedback please visit Kent Police Authority website www.kentpa.kent.police.uk or contact:

Kent Police Authority
Gail House
Lower Stone Street
Maidstone
Kent ME15 6NB

Tel: 01622 677055

Fax: 01622 604489

e-mail: kpaenquiries@kent.pnn.police.uk

In an emergency where there is threat to life or when a crime is being committed, please call **999**.

Kent Police Authority

Governance of the police service arises from the principles of political impartiality, the need to police with the consent of the public and the need to secure best value in the expenditure of public money. No one person or body fully controls the police; instead the governance comes from the tripartite agreement where control is shared between the Chief Constable, the Police Authority and the Home Secretary.

The Authority:

- Appoints (and if necessary, dismisses) the Chief Constable and chief police officers;
- Consults with local communities to find out what they want the police to do;
- Sets the budget for the police as well as the level of council tax needed to fund this;
- Sets the strategic direction for policing within Kent and Medway and decides what the police should focus attention on;
- Ensures that Kent Police strives for continuous improvement.

The Kent Police Authority has 17 members:

- Nine elected councillors from Kent County Council and Medway Council appointed by a joint committee in proportion to the combined political balance of those two councils;
- Eight independent members living or working in Kent and Medway selected following local advertisements, at least one of whom should be a magistrate

KPA members (at 31 March 2009)	
Mrs Ann Barnes JP (KPA Chair)	Independent
Mrs Elaine Bolton	Independent
Mr Tom Gates	Kent County Council
Mr Paul Godwin	Medway Council
Mr Mike Harrison	Kent County Council
Mr Bill Hayton	Kent County Council
Mr Michael Hill OBE (KPA Vice Chair)	Kent County Council
Mr Stephen Hiscock	Independent
Mr Graham Hodgkinson	Independent
Mr John London	Kent County Council
Mr Ray Parker	Kent County Council
Mr Mark Reckless	Medway Council
Mr Geoffrey Rowe	Kent County Council
Mr Steve Salt	Independent
Mr Brian Sangha	Independent
Dr Roger Smith	Independent
Mr Tim Thompson	Independent

The KPA is supported by	
Mr Mark Gilmartin	Chief Executive
Mr David Lewis	Treasurer

2008/09 saw the retirement of Mr Ken London, a magistrate member of the Authority. The Force and Authority wish to place on record their thanks Mr London for his hard work and the years of service that he has dedicated to the Authority.

Independent Member Appointment Process:

In summer 2008 an open application process was undertaken in accordance with detailed Home Office requirements for the appointment of independent members to the Authority. On 15 July 2008 the final round of interviews for the independent Member vacancies took place. The interview panel consisted of the Vice-Chair, Mr Brian Sangha and Mr Geoff Rowe. Mr Richard Sturt (Home Office appointee) and Mr Mike Campbell were appointed to the selection panel as observers to ensure a fair and transparent process.

The selection panel appointed the following applicant to the Authority:

- Mr Stephen Hiscock

The selection panel reappointed the following applicants to the Authority:

- Mr Steven Salt
- Mrs Ann Barnes JP

They took up their appointments on 1 October 2008.

More information about the Kent Police Authority, including press releases, publications, reports and minutes of its meetings is available on the KPA website at www.kentpa.kent.police.uk.

The Authority, its Members and officers can be contacted at:

Kent Police Authority
Gail House
Lower Stone Street
Maidstone
Kent ME15 6NB

Tel: 01622 677055

Fax: 01622 604489

E-mail: kpaenquiries@kent.pnn.police.uk

Chief Constable's Annual Report 2008/09

Kent demonstrated its ability during 2008/09 to operate as a strategic force for each of the three key aspects of policing: Neighbourhood Policing; Protective Services; and cost effective support systems. In addition, 2008/09 was a successful year in terms of crime reduction and investigation, with an even greater focus being given to building public confidence.

Crime reduction and investigation

The risk of being a victim of crime and actual crime levels reduced in Kent and Medway during 2008/09. There were significant reductions in all key crime types with burglary dwelling falling by 7.8% (471 offences) criminal damage by 11.7% (3,690 offences), vehicle crime by 10.1% (508 offences) and violent crime by 5.4% (1514 offences). Sanction detection rates also increased for all the main crime types with an overall increase of 4.5% points.

Building public confidence

Kent Police is committed to building public confidence and delivering a first class policing service to the people of Kent and Medway. This continues to be an area of importance and significant focus for the Force. In the last 12 months we have seen considerable improvements in public confidence and satisfaction of victims of crime. Substantial increases have been shown in both the proportion of people who think that Kent Police and local councils are dealing with the anti-social behaviour and crime issues that matter in their local area and the proportion of people who feel Kent Police do a good job. Additionally, overall victim satisfaction is now at the highest level ever shown in Kent.

A number of new initiatives were put in place during 2008/09 to improve the quality of service to victims of crime. For example, the development of information and care packs for victims of road traffic collisions and burglaries. In addition, Operations Connect and Recall were introduced which aimed to enhance victim contact before and after the initial police attendance. Furthermore, Operation Doorstep was introduced November 2008. Through this initiative victims of crime were given a reference card with details about their crime as well as an opportunity to give feedback about the service they received.

Neighbourhood policing

Community engagement is key to building public confidence, with neighbourhood policing playing an essential part. In order to support our neighbourhood teams we have introduced six Neighbourhood Task Teams across the county. Each team comprises of one sergeant and five constables dedicated to working in areas to tackle the root causes of crime and anti-social behaviour. The success of these teams has contributed to the reductions seen in relation to vehicle crime and criminal damage over the year and a reduction of 10,000 in the number of anti-social behaviour reports received across the county. By working in partnership with local councils and partner agencies our neighbourhood teams have dealt with a 1,000 issues of top priority for local people.

In 2008/09, the Policing Pledge was launched, setting out what the people of Kent and Medway can expect of Kent Police. The Pledge sets standards for everything from call handling to follow-up contact and is underpinned in each neighbourhood by a set of priorities agreed by local people. Its publication embodies the Force's commitment to working with local communities to tackle the issues of crime and anti-social behaviour that matter most to them.

During the year the Force has also continued to harness the benefits of technology. A crime mapping facility has given people access to information about crime in their local area via the Kent Police website.

Kent Police is one of the lead agencies implementing restorative approaches in neighbourhood policing. Working with our partners under the Kent Criminal Justice Board, we are bringing those affected by crime and anti-social behaviour together with those causing the harm to implement solutions that are community based and sustainable.

Protective services

The Force has significantly increased its resilience in relation to Protective Services through an investment programme and the development of a comprehensive performance management regime. Development plans for all 10 Protective Services were in place by the end of 2008.

The Force's work in support of the Prevent strand of the national counter-terrorism strategy CONTEST has progressed well during the year. Prevent aims to stop people becoming, or supporting terrorists or violent extremists. The investment made in this area was reflected in the results of the inspection carried out by Her Majesty's Inspectorate of Constabulary (HMIC) which placed the Force in the top ten forces nationally and recognised much good practice. The Force's readiness to respond to terrorist events has been developed by investing in our exercise planning team. This work compliments the civil contingencies function in relation to partnership planning for significant events. It ensured that the Force was able to respond to the challenges presented by the climate camp at Kingsnorth, whilst facilitating lawful protest and preventing serious public disorder.

In 2008/09 Kent Police demonstrated particular success in relation to firearms, roads policing and protecting vulnerable people. Kent's firearms unit is seen as an example of best practice in threat and risk assessment and management and its training function is licensed and approved by the National Police Improvement Agency (NPIA). In relation to roads policing Kent Police and its partners have substantially exceeded targets in reducing the numbers of people killed and seriously injured in Kent and Medway. The Kent Police Public Protection Unit is the South East region's lead for Protecting Vulnerable People (PVP). This is reflected in the support that it provides to the police service and our partners.

Kent Police has built upon the experience of its collaboration with Essex Police in its capability and capacity to deal with numerous and varied incidents. To increase the resilience of the protective services a number of Memoranda of Understanding (MOU) have been agreed between Kent and Essex. The MOUs ensure guaranteed support at times of peak demand and cover areas such as critical incidents, major crime and firearms intervention.

The Force's sharing of a police helicopter with Essex Police has proved to be particularly successful. Its involvement in 558 incidents led to more than 50 arrests. It also located 13 missing people and 14 missing vehicles.

Joining up Automatic Number Plate Recognition (ANPR) IT systems between Kent and Essex has provided a capability for shared intelligence to better target cross border criminality. Of particular success has been Operation Lockdown – a targeted use of ANPR and intercept vehicles at high traffic volume locations. Through this Operation nearly 2,500 vehicles were stopped, resulting in 577 drivers requiring police action, seizure of 257 vehicles, recovery of 4 stolen vehicles and 78 arrests.

The Force will continue to develop its Protective Services based on its own operational experience and through regional and national engagement.

Cost effective services

Our ability to provide cost effective services has been clearly illustrated through our continued efficiency savings with £1.48 million cashable savings identified in 2008/09. Independent scrutiny via the Use of Resources Assessment (URE) of financial reporting, management and standing, internal control and value for money also verifies the Force's diligent use of resources in providing cost effective support.

Work has begun to further improve the efficiency and productivity of the whole Force. In 2008/09, we began to implement a strategy which will allow us to release both resources and money to be re-invested in front-line policing, assist us to achieve a Level 4 in the URE assessment, help us to support and develop the workforce and maximise the efficiencies and productivity of the Force.

Our collaboration with Essex has also seen significant financial success during 2008/09. Through nine joint organisational support reviews, £1.75 million efficiency savings were identified. These reviews covered areas such as custody, vehicle recovery and digital forensics. Following a review of procurement a Joint Kent/Essex unit was formed. This was a first for UK policing, with one head of department working to both forces to drive efficiencies and economies of scale through purchasing and contract management.

Kent Police Authority's Commentary on Performance

Every year Kent Police and Kent Police Authority set challenging priorities and objectives for the policing of Kent and Medway. This Annual Report is a review of the year and looks at how well Kent Police have done towards achieving those objectives. All but two of the 21 targets were achieved and some were achieved by significant margins. The Authority recognises the hard work that has gone into achieving these challenging targets and commends the Force on this outstanding result.

The priorities for 2008/09 were building public confidence, effectively tackling crime, making communities safer, protecting the public and making the best use of resources. In setting the priorities each year we take into account the views of the people of Kent and Medway, the requirements of central government and the knowledge and expertise of our staff and officers. These priorities set the direction for the every day, frontline work for those who police our county.

Over the past year, levels of crime have continued to fall and more offenders are being brought to justice. This is a considerable achievement in a challenging financial climate where there have been predictions of rises in crime.

We continue to develop our work in communities. Regular consultation with communities takes many different forms and allows us to understand local needs. Neighbourhood teams are working with partners and communities to identify the local crime and disorder issues that matter to them. We are listening to what you say and taking action, together. Neighbourhood policing teams have been developing their role. Problem solving with partners has delivered excellent results in reducing the anti social behaviour that can blight communities. The introduction of neighbourhood task teams has given a stronger enforcement arm to neighbourhood policing to tackle some of the more complex problems in communities.

Public confidence is essential for policing. Communication with the public has been strengthened and improved. This has included an emphasis on officers providing feedback to the public, to witnesses and victims of crime. Gathering feedback from the community on the quality of service provided, surveying the public to assess levels of confidence and user satisfaction, and regular newsletters to ensure that people understand the work is being carrying out by the police on their behalf. This is a significant investment in resources but feedback from the public has been excellent. There is evidence that improved communications and awareness of the work of the police increases public cooperation with the police and can lead to reduced crime. In December 2008 the Policing Pledge was launched. The Pledge gives a standard of service that the public can expect from the police. Crime mapping was also introduced in 2008 and allows anyone to search crime statistics using an online. Further details can be found on the Kent Police website.

Child protection has been an issue of much public concern in 2008/09. Kent Police Authority took steps to reassure itself about the work of Kent Police to protect children and vulnerable adults. Development work continues to implement the Every Child Matters agenda. This looks at work from the viewpoint of children, be they witnesses, victims, offenders or members of the public.

In August 2008 the Climate Camp was at Kingsnorth in Kent. This was a largely peaceful event but there have been a number of complaints about the policing of the event. This has been subject of a review by South Yorkshire Police and by Her Majesty's Chief Inspector of Constabulary (HMIC). Kent Police Authority and the IPCC are overseeing complaints. Investigations are ongoing but Kent Police are willing to learn lessons where necessary. Kent Police Authority has also reviewed its role in oversight and scrutiny of future events.

Financially, it has been a challenging year with the failure of three Icelandic Banks in which the KPA held deposits amounting to £11.1m. Whilst it is now expected that the great majority of this sum will ultimately be recovered. The Authority has recognised the need for stronger governance arrangements in an uncertain time for finance and investments.

Building Public Confidence

A visible, responsive and effective police service is what the people of Kent and Medway expect from Kent Police. Every person should be treated with fairness, respect and dignity.

Policing is about people and the confidence of those people is essential for effective policing. This means treating every person as an individual and focusing on their needs. This philosophy is being developed in Kent Police as part of their focus on the citizen, from the frontline, through all support and specialist functions.

Understanding what communities want has become central to community safety. Both Kent Police and Kent Police Authority consult regularly at a local and at a Force level. These consultations set everything from neighbourhood priorities through to the strategic direction of the Force. It is vital that the Force and Authority reflect the wishes and needs of the people of Kent and Medway.

Improving public confidence and victim satisfaction

In order to understand public confidence Kent Police carry out an ongoing survey of 4000 randomly selected residents of Kent and Medway. This survey gives feedback to officers and staff and is essential to ensure continuous improvement.

Percentage of people who think that Kent Police do a good or excellent job as measured by the Kent Crime and Victimisation Survey

Increase to 66%

April 2008 to March 2009, 69.1% of people thought that Kent Police did a good or excellent job

There has been a significant improvement this year in confidence in Kent Police. This result has been achieved by working with and for communities. Neighbourhood teams have spent time in communities listening to the issues that matter, then working with communities, colleagues and partners to solve problems and feedback the results. There has been considerable investment in frontline officers and training and development for all staff, which has contributed to this success. Further work continues to improve the way that Kent Police communicates to communities.

Victims should be informed and protected and given the right level of support. They also play a vital role in bringing offenders to justice. Kent Police works with criminal justice partners to provide the best possible care for victims.

- A Victim Code has been developed and compliance is regularly checked.
- Witness Care Units in each policing area play a crucial role in supporting witnesses.
- The Witness Charter promises to offer an appropriate level of support to every witness.

Kent Police assesses the service that it provides to the victims of crime to get the service right first time for all the people and know where improvements are needed. A user satisfaction survey is conducted of victims of four crimes types: domestic burglaries, road traffic collisions, violent crimes and vehicle crime.

Percentage of victims satisfied with the overall service provided as measured by the Kent User Satisfaction Survey

Target: Increase to 82%

April 2008 to March 2009, 84.8% of victims were satisfied with the overall service provided by Kent Police

This result has been achieved by an emphasis on providing a high quality service to all victims of crime including letting them know what to expect and providing regular updates about the progress of investigations and outcomes.

The Force has been working with the National Police Improvement Agency (NPIA) to view all processes from a customer and victim perspective and make changes where required.

Improving the quality of interactions with the public

In December 2008 Kent Police made a policing pledge which set down the level of service Kent Police will provide. It provides ten clear standards, which cover everything from call handling to follow-up for victims, to setting local priorities. Performance against these standards is monitored.

The quality of service provided by officers is assessed in a number of different ways including the use of a customer satisfaction form. The form, which also has a space for the officer to leave useful details such as the crime reference number and contact details, has boxes where the public can provide feedback on the service received. These are frequently complimentary, but when concerns are identified they are raised with officers.

The Authority has invested considerably into neighbourhood policing services. Having police officers and neighbourhood teams that are seen regularly and are accessible is what the people of Kent and Medway tell us they want.

Percentage of people who know how to contact their neighbourhood police officer, PCSO or community warden¹ as measured by the Kent Crime and Victimisation Survey

Target: Increase to 57%	Performance: April 2008 to March 2009, 66.5% of people knew how to contact their neighbourhood police officer, PCSO or community warden
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People have a better understanding of what neighbourhood policing teams do and how to contact them. Regular communications by community notice boards, posters, newsletters and face-to-face have raised the profile of these teams. Members of the public can search by postcode on the Kent Police website to identify their local officers.

Turnover of staff in neighbourhood policing teams has been high, particularly among PCSOs. Work is being done to reduce turnover and create more stability for communities.

¹ Community wardens do not operate in Medway

Ensuring Equality and Fairness

Kent Police and Kent Police Authority are committed to promoting equality and diversity. Understanding the diverse communities of Kent and Medway will lead to greater trust and confidence in us so that we create a safer environment for everyone. The Force should also have a workforce that is reflective of the communities it serves.

Nationally, Kent Police is a leading police force in promoting equality and diversity both for employees and for communities. Kent has some of the lowest levels of hate crimes; the highest detection rates in the country and high satisfaction rates from the victims of hate crimes. In terms of recruitment from ethnic minority communities Kent Police is also significantly ahead of other forces. In the 2009 Stonewall Workplace Equality Index of the top 100 gay friendly employers Kent Police were ranked 4th.

The Single Equality Strategy was launched in 2008/09 and aims to:

- Provide high standards of service to everyone, regardless of their background or personal or social circumstances.
- Engender an environment that values and respects the identity and culture of each individual and that is free from discrimination, harassment, bullying and victimisation.
- Not tolerate discrimination in any form and learn from mistakes.
- Treat everyone as individuals, without prejudice and support their right to be different in their abilities, culture, values, lifestyles and beliefs.
- Create a reputation as a modern organisation that embraces cultural change by fostering open dialogue about our performance culture.

An Independent Advisory Group of volunteers from a wide range of minority communities has played an important role, providing advice to the Force across a range of issues from strategic policy making to ensuring an appropriate response to critical incidents. Plans have been developed for local advisory groups.

An Every Child Matters Strategy was developed which has made the Force look at their work from the perspective of children. A Youth Panel has been established to consult children between the ages of 11-16. Young people are the group with the least confidence in the police. Work is being done to improve all interactions between the police and children, as members of the public, as victims, witnesses and offenders. There is particular focus on children who are vulnerable to abuse or neglect.

Hate crime

Hate crimes and incidents are motivated by discrimination for example by age, disability, gender, race, religion and belief or sexuality. Kent Police have been working closely with partners to identify, investigate and prevent hate crimes and incidents. A clear message is being sent that hate crime is unacceptable. The focus is on delivering a service that improves customer satisfaction, confidence and reassurance and reduces repeat attacks.

The 2008/11 Policing Plan had two measures relating to hate crime. Performance against these targets reflects the high priority these crimes and incidents have been given.

Proportion of recorded 'hate' crimes detected by means of a charge, caution, issue of a penalty notice or taken into consideration by a court compared to the number of 'hate' crimes reported	
Target: Increase to 40%.	April 2008 to March 2009, 60.3% of hate crimes were detected by means of a charge, caution, PND or TIC
We commend Kent Police on significantly exceeded the 2008/09 target to achieve a 40% hate crime sanction detection rate – by 20.3 percentage points. All areas of Kent experienced an increase in performance, in particular North Kent which achieved 88.9% sanction detection rate. Other areas of the county have adopted the successful practices.	

Percentage of racist incident victims satisfied with the overall service provided as measured by the User Satisfaction Survey	
Target: Increase to 78%	April 2008 to March 2009, 82.0% of racist incident victims were satisfied with the overall service provided
The satisfaction rate of victims of racist incidents exceeded the 2008/09 target by 4 percentage points. The Hate Crime Forum focuses not only on detections but also victim satisfaction, and has been important in increasing Kent's satisfaction rate.	
Another contributing factor to the improved satisfaction rate was the introduction of a hate crime satisfaction policy. This policy is available on the Kent Police website. It required all areas to implement a 'customer care contract', which includes a dedicated officer or teams who are aware of the impact of racially motivated crimes on victims and communities.	

Effectively Tackling Crime

Effectively tackling all types of crime involves preventing crime, investigating and prosecuting crime when it does occur. Preventative work includes awareness raising to make people, property and belongings safe from crime. Prevention is the best way to tackle crime. When crimes do occur, thorough investigation and bringing offenders to justice removes offenders from communities and creates a deterrent to others.

Reducing serious acquisitive crime

Serious acquisitive crimes are the types of crimes that affect people and their property and include burglary, robbery and car theft. Reductions are achieved by using intelligence to understand why, how and where these crimes take place. By making vulnerable locations more secure it makes crimes less likely. Crime reduction campaigns such as 'Safer Spring' raise awareness about seasonal crime patterns and how to prevent crime.

Many acquisitive crimes are committed by a small number of prolific and persistent offenders, often to fund drug addiction. A programme to identify these individuals and work with other agencies such as the local authority and health services has been introduced. This offers potential offenders alternative options and supports them to change their behaviour. If offending continues they will be brought to justice.

The number of serious acquisitive crimes per 1,000 population.

Target: Reduce to 13.4 per 1,000 population

Performance: April 2008 to March 2009, 12.2 serious acquisitive crimes per 1,000 population

The reduction in serious acquisitive crime has been achieved by the creation of specialist detective units responsible for investigating and reducing burglary and car crime. These reductions should be put into context of rises in other parts of the country and predictions of rises as a result of the recession. Kent Police have performed well on this target.

Ensuring a high sanction detection rate

There are different ways that crime can be dealt with when investigations are complete. The suspect can be charged with an offence and go to court. Alternatively suspects can be cautioned or issued with a penalty notice. Sometimes an offender will admit to a series of offences and these can be taken into consideration by a court. Together these form a sanction detection rate which is a measure of how well the police clear up crimes.

Proportion of recorded crimes detected by means of a charge, caution, issue of a penalty notice or taken into consideration by a court compared to the number of crimes reported

Target: Increase to 30%

Performance: April 2008 to March 2009, 32.0% sanction detection rate for all crime

The Force achieved significant improvements in its sanction detection rate during 2008/2009. Specialist detectives focused on the most high volume crimes. Focus on prolific offenders and crimes taken into consideration improved the sanction detection rate.

Tackling repeat victimisation and repeat offending

Domestic violence blights the lives of millions of men and women and is the cause of two deaths a week nationally. Tackling domestic violence is a priority for all officers and staff. The work of frontline staff is supported by specialist domestic violence teams. The aim is that victims are protected and perpetrators are brought to justice and stopped from offending. Partnership working with the other criminal justice partners, the health service, local authorities and housing providers is vital for stopping domestic violence. Specialist support provided includes a specialist domestic violence court established in Maidstone and Independent Domestic Violence Advisors (IDVAs). This year has seen the trial of Multi Agency Risk Assessment Committees (MARACs) which provide a partnership response to high-risk victims of domestic abuse. The success of the two pilots in Medway and Maidstone has led to their roll out across the county. Funded by a number of partner agencies they provide coordinated and independent support for victims of abuse. But there is still much work that is needed to provide coordinated and targeted support to the victims of domestic violence. A particular weakness is the ad hoc and temporary funding of domestic violence projects. Domestic violence will remain a high priority for Kent Police Authority and Kent Police.

Reducing the number of repeat victims

Percentage of repeat victims of domestic abuse

Target: Reduce to 22% April 2008 to March 2009, **21.8%** repeat victimisation rate

When a victim of domestic violence comes to the attention of Kent Police a plan is put in place to prevent further violence. This is a measure of the success of those plans. Kent Police has reduced the rate of repeat victimisation for domestic abuse victims. This included specialist training for front line staff and seminars on repeat victimisation.

Kent Police has a Domestic Abuse Survivors meeting with the aim of gaining valuable insight from victims, this includes barriers to supporting prosecutions and breaking the cycle of repeat victimisation. Campaigns such as the Christmas Domestic Abuse campaign raised awareness among the public.

Making Communities Safe

Making people feel safe where they live, by dealing with the issues that affect quality of life in their communities is a key priority. Anti-social behaviour can severely reduce quality of life, and police and local authorities have been working closely together to deal with these issues. Neighbourhood policing teams are central to identifying anti social behaviour and finding solutions, working with other agencies and with communities to resolve the problem.

In order to understand the issues that matter locally meetings are held called Partners and Communities Together (PACT.) These are used to develop neighbourhood priorities. Details of these meetings can be viewed on the website and are included in local newsletters and posters.

Tackling the types of anti-social behaviour that the public are most concerned about

To understand how people feel about anti-social behaviour (ASB) in their neighbourhood Kent Police's Kent Crime and Victimization Survey asks 4000 people every year about how they feel about their local area.

Percentage of people with a high level of perceived ASB in their local area as measured by the Kent Crime and Victimization Survey (KCVS)

Target: Reduce to 13% April 2008 to March 2009, **5.5%** of people perceived there to be high levels of ASB in their local area

This is a significant reduction in the perceived levels of anti social behaviour in Kent and Medway. The introduction of neighbourhood policing to every district in Kent has enabled neighbourhood policing teams to identify areas of local concern and effectively respond to the issues using multi-agency options. In many parts of the county partners share an office and this allows staff from the police, local authority, health, probation, fire service, immigration, housing services to work together to resolve community issues.

The number of rowdy/nuisance gatherings in public and loutish/rowdy/noisy instances in public

Target: Reduce by 3% April 2008 to March 2009, 10374 instances of rowdy/nuisance gatherings in public (a **66.8%** reduction or 20,886 fewer offences compared to 2007/08)

The performance achieved in 2008/2009 has been quite outstanding. One of the primary reasons for our success has been the improved response times at incidents of ASB. Many repeat incidents of ASB have been prevented due to neighbourhood policing teams putting in place long-term solutions and resolving problems at an earlier stage.

Reducing the harm caused by drugs and alcohol

Many parts of the county have a vibrant nightlife. Most people who go out at night have fun and stay safe. But a minority cause problems, for themselves and others through excessive drinking. This can lead to disorder, crime and antisocial behaviour. It can also leave individuals vulnerable to crime or injury. A number of programmes have been put in place to keep people safe and to prevent crime and disorder. Safer drinking campaigns involve partnerships between the police and licensed premises. Powers have been used against young drinkers to confiscate alcohol and target those who sell alcohol to under 18s.

The number of night-time economy alcohol/drug violence related offences in hotspots (including town centres)

Target: Reduce by 5%

April 2008 to March 2009, 408 night-time economy alcohol/drug violence related offences (a **26.6%** reduction or 148 fewer offences compared to 2007/08)

The number of drug and alcohol related violence offences in hotspot locations has fallen dramatically during 2008/2009 largely due to the targeted approach taken by police and partner agencies. All reports of crimes and incidents are monitored to identify hotspots. Resources are then targeted at these problem areas and longer term; preventative solutions are put in place.

Awareness raising campaigns run through the year give the public information about how to be safe.

Making the roads safer

There are almost 10,000km of road in Kent and Medway. This is the third biggest road network of any force in the country. The county also welcomes many visitors who use the ports as a gateway to and from Europe. Kent Police have committed to:

- Deny criminals the use of the roads
- Reduce death and serious injury on the roads
- Proactively deal with the threat of terrorism
- Reduce the anti-social use of vehicles
- Visibly patrol the roads to enhance public confidence and provide reassurance

The number of people killed or seriously injured in road traffic collisions

Target: Reduce by 1%

April 2008 to March 2009, 762 people killed or seriously injured – **7.2%** reduction on 2007/08

Kent Police working with partners within the Casualty Reduction (CaRe) Partnership has continued to reduce the numbers killed or seriously injured within Kent and are now seven percentage points under the Government set 2010 casualty reduction target. The CaRe partnership increases road safety through education, enforcement and engineering.

During 2008/09, Kent Police continued to strengthen and develop roads policing and achieved a 100% increase in enforcement activity. The Roads Policing Unit also introduced a collision care pack to improve the service provided following a road traffic collision.

Protecting the Public

Building our protective services capability

Protective services are specialist areas of policing and include:

- Civil Contingencies
- Counter Terrorism (CT)
- Firearms
- Major Crime – Homicide
- Public Order
- Roads Policing
- Serious Organised Crime
- Domestic Extremism
- Critical Incidents
- Public Protection (comprising):
 - Missing Persons
 - Investigating Domestic Abuse
 - Investigating Child Abuse
 - Violent and Sexual Offender Management

Kent Police Authority has made significant investment in protective services in recent years to ensure that Kent Police has the capability and capacity to handle major incidents and investigate and prevent serious crime. Collaboration with Essex Police and Police Authority ensures that both forces have further resources to call on when necessary. This been used a number of times in 2008/09 when for example the helicopter was used in Kent or Automatic Number Plate Recognition (ANPR) teams held joint operations.

Her Majesty's Inspectorate of Constabulary (HMIC) specific grading criteria in each of the protective services being inspected in 2008/09

Meet the Standard by the inspection	Status: Achieved
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In 2008/09 Her Majesty's Inspector of Constabulary planned to inspect every force in the country to ensure that they meet minimum standards for protective services with specific grading criteria. Kent's protective services were not included in Her Majesty's Inspector of Constabulary's (HMIC) inspection programme for the financial year 2008/09. HMIC did, however, conduct a national review of the planning processes for protective services, to ensure that all forces had credible and sufficient plans in place to address any development needs. As a result of this review, 49% of forces were assessed as having credible plans in place. It has since been confirmed by HMIC that Kent is one of these forces. In addition to this, Kent was subject to a two-day preventing counter terrorism inspection during February 2009. Initial feedback received from this inspection has been positive.

Kent Police established a specialised department, the Protective Services Development Team, to lead development of protective services.

Protecting the public from high-risk offenders

Multi agency public protection arrangements (MAPPA) are put in place to reduce re-offending by the most dangerous offenders when they are released from prison. Kent police works with the probation and prison services to design suitable management plans. This has been a significant new duty for the police and there has been investment in extra officers to supervise MAPPA offenders.

Measure: The number of offences committed by MAPPA Category 1 offenders managed at levels 1, 2 and 3

Target: Reduce by 5%

Performance: April 2008 to March 2009, 98 offences committed – **46.7%** reduction or 86 fewer offences compared to 2007/08

The increased level of investment in the Violent and Sex Offenders Register (ViSOR) officers has led to better supervision of Category 1 offenders. All offenders have a mandatory visit and review plan. This proactive approach to management of offenders has led to this substantial reduction in re-offending.

Kent Police has worked closely with colleagues in the probation service to ensure that a consistent message and offender management plan has been put in place to deal with Category 1 offenders.

The percentage of risk management plans agreed and in place within 24 hours for MAPPA category 1 offenders managed at levels 2 and 3

Target: 95% for both level 2 and 3 offenders

Performance: April 2008 to March 2009, **99.1%** of risk management plans agreed and in place within 24 hours for level 2 offenders and **100%** for level 3 offenders

Central to the achievement of this target was the growth in police officer numbers. This allowed for the introduction of Violent and Sex Offenders Register (ViSOR) co-ordinators in each area to design risk management plans. Partnership with the Probation Service also supported the merits of this system at both level 2 and level 3.

Targeting organised crime groups

Organised crime can be defined as is continued and organised criminal activity. Organised criminals run businesses similar to legitimate businesses. Just like legal businesses they work locally, nationally and internationally. Targeting these criminals involves cooperation between forces, between countries and with the Serious and Organised Crime Agency (SOCA.) Disruption can involve prosecution and seizure of assets such as property or cars paid for with the proceeds of crime.

Measure: The number of organised crime groups dismantled

Target: Dismantle 77

Performance: April 2008 to March 2009, **85** organised crime groups dismantled

Detectives in the Serious and Organised Crime Unit and specialist financial investigators targeted groups involved in the supply of class A drugs, firearms offences, burglary and robbery. Almost 600 charges were brought during this period. Offenders have received long terms of imprisonment.

Measure: Total value of assets recovered (criminal confiscation orders)

Target: £2.53m

Performance: April 2008 to March 2009, assets recovered valued £1.2m

The police apply for criminal confiscation orders from the courts to seize the assets of criminals. This can be property, vehicles, cash, jewellery or other high value items. There is a policy to target all criminal assets at all levels, not just the wealthiest. This is to ensure that no one profits from crime.

This year over £1million was seized by Kent Police from criminals but the target of £2.53m was missed. Criminal confiscation orders can vary substantially from year to year depending on the values of cases. The dates that cases are heard in court have an impact upon performance towards this target. For example, a case that was adjourned until April 2009 resulted in £600,000 received in confiscations. If the case been heard earlier, this may have contributed to achieving the target.

The value of confiscation orders has been affected by the fall in property prices.

Making Best Use of Resources

Treasurer's Statement

The Statement of Accounts records the expenditure and income of the Kent Police Authority (KPA) during the financial year 2008/09 and its financial position at the 31 March 2009. The accounts have been prepared in accordance with the 'Code of Practice on Local Authority Accounting' (SORP) and the 'Best Value Accounting Code of Practice' published by the Chartered Institute of Public Finance and Accountancy (CIPFA).

For the purposes of this summary statement some modifications have been made to provide less technical and more meaningful information.

A full copy of the Authority's Statement of Accounts 2008/09 is available on the Kent Police Authority website

Financial Review

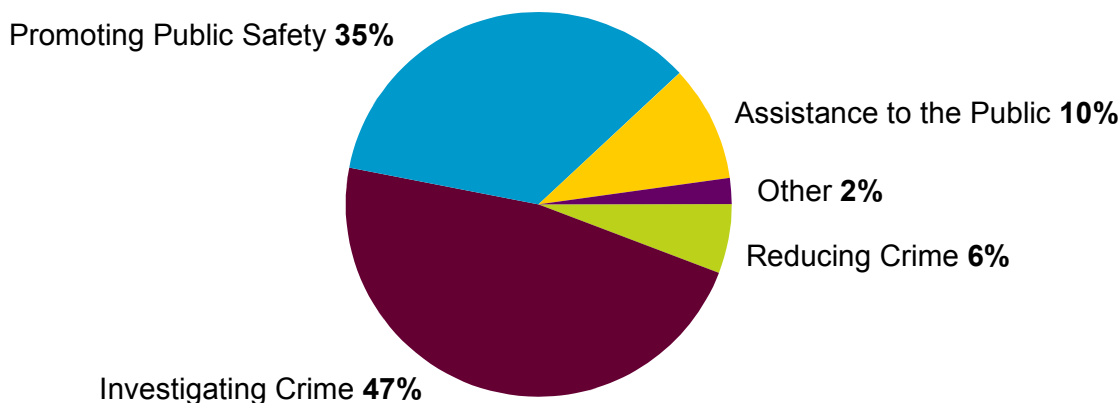
	£m	%
Kent Police Authority spent £350.3m, but if you look at the accounts shown on the Website they will be different. This is because interest receivable from Deposits of £3.2m and Other Income of £69.5m has been taken into account in accordance with accounting guidelines		
	Gross Expenditure	350.3
	Funded by:	
	Police Officer Pay and Pensions	190.6 54.4%
	Police Staff pay and Pensions	83.6 23.9%
	Running Costs	76.0 21.7%
The underspend of £0.7m in this year was mainly due to vacancies being held on some police staff posts, back office reviews and police pay being a different mix than originally budgeted. The total underspend amounted to 0.26% of the total budget.		
	Council Tax	79.6 22.7%
	Police grant	121.0 34.5%
	Revenue Support Grant	9.5 2.7%
	Non- Domestic Rates	68.2 19.4%
	Interest Receivable	3.2 0.9%
	Other Income	69.5 19.8%
The Authority has agreed that the money not spent this year will be held in reserves and used to pay for services that will be required over the next three years.		
	Total Funding/Income	351.0
Total useable revenue reserves held on deposit by the Authority on 31 March 2009 stand at £16.7m. This sum has been put aside to fund our potential insurance payments (£6.4m), to fund future budget pressures (£7.5m), spend to save initiatives (£1.8m) and computer replacement (£1.0m). There is also a general reserves of £6.1m held to cover unforeseen expenditure (2% of budget).		
	Total Underspend 2008/09	0.7

Council Tax

Out of 31 English police forces, not including Metropolitan areas, Kent Police Authority has the 6th lowest council tax charge in the country. Our services continue to provide excellent value for money and the charge for 2009/10, set against previous years is shown below.

	2009/10	2008/09	2007/08	2006/07
Band D Council Tax	£134.65	£128.25	£122.18	£116.37
The number of Band D equivalent properties in Kent and Medway	626,213	621,270	615,311	609,219

The chart below shows how the police budget is spent



Accountability

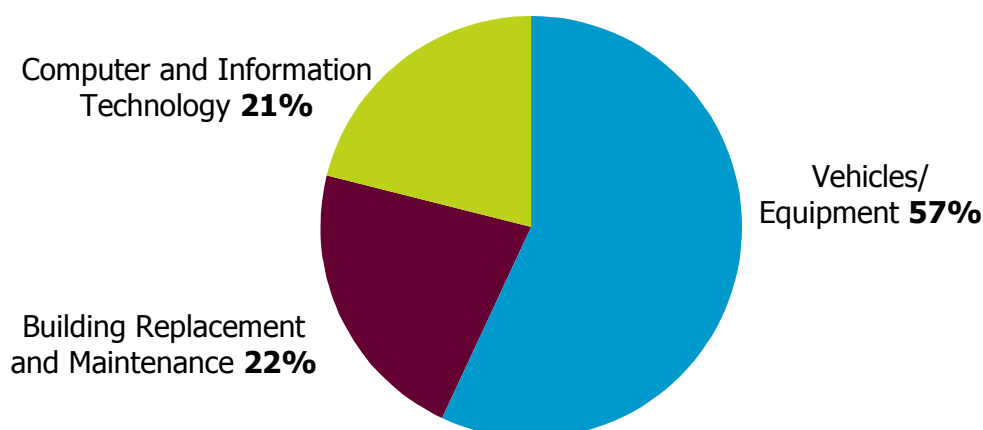
The Audit Commission audited the Kent Police accounts for the 2008/09 financial year. They are expected to give an unqualified opinion on them.

The Auditors reviewed Kent Police for its use of resources as laid down by the Audit Commission. We do not have the final results for 2008/09 as yet.

Capital Expenditure

Total capital expenditure in 2008/09, which includes building replacement and maintenance, vehicles and all other fixed assets, was £5.6m

This money was spent as follows:



Balance Sheet

	£m	
Net value of fixed assets	196.7	Kent Police Authority has an asset value of £207.6m. This includes all buildings and other assets owned by the Authority, but does not include the new Medway and North Kent Police Stations, built under Private Finance Initiative (PFI). PFI buildings are shown as rented rather than owned by the Authority.
Other long term assets	2.0	
Amount owed to the Authority	20.4	
Temporary Investments	36.8	
Bank Balance	2.6	
Amount owed by the Authority	-27.6	
Amount owed by Authority – long term	-23.2	
Total Net Assets held by the Authority	207.6	
Other amount owed due to long term Pension Liability	-1,512.7	This liability is calculated due to the fact that the police pension scheme is not covered by a separate pension fund. The Authority therefore has to show the total potential future cost of pensions. This is a national responsibility but rules state that the Force has to show this in its accounts
Total Asset less all liabilities	-1,305.0	

Demonstrating increasing efficiency

A cashable saving is achieving more for the same resource (money, time, equipment etc). For example paying the same amount for a better level of service or an increased quantity of goods.

The value of recurring cashable savings

Target: £1.46m

Performance: April 2008 to March 2009, Cashable savings of **£ 1.486m**

Two large efficiency saving initiatives have led to savings in 2008/09.

- A business centre was established to centralise all finance and HR processing work. This team have also been working on police overtime and have started reviews, which will continue into 2009/10.
- Through collaboration work with Essex additional savings have been identified and it is anticipated they will be released in 2009/10.

The remainder of the savings were found in technology, where contracts were re-negotiated to find significant savings in both desktop and mobile phone costs.

Increasing the availability of frontline officers and staff

Having police officers and PCSOs visible on the streets is the public's highest priority. To measure how much time is spent out to the station by frontline officers and staff Kent Police carry out an activity analysis where all activity is logged.

Percentage of time spent working in the community by uniformed officers and PCSOs as measured by the Kent Activity Analysis Survey.

Target: Increase to 58.5%

April 2008 to March 2009, **56.5%** of time spent working in the community

The results of the Police Community Support Officer (PCSO) activity analysis conducted in March 2009 highlighted a 1% decrease (68.3%) in the percentage of PCSO time spent out of station compared to the 2008 results. In 2007 the figure peaked at 71.4%. This result is disappointing after the considerable resources invested in neighbourhood policing.

Neighbourhood policing teams must be visible but they must be effective at dealing with problems that matter in their area. The decrease in time spent on patrol is due to time spent working on solutions to local problems and ensuring they are fully briefed about local issues.

This measure has not been achieved but it needs to be balanced with the significant improvement in all other neighbourhood policing performance measures. Which show increased confidence that the police are dealing with issues that matter in their area and reductions in perceived levels of anti-social behaviour.

The Force is constantly reviewing its practices and looking for opportunities to reduce the amount of time spent in stations. For example increased use of Blackberries will enable all officers to carry out some work remotely.

Increasing the capacity to handle demand

Kent and Essex Police forces have been collaborating to increase resilience, share best practice and identify areas where savings can be made. Savings are identified through the Organisational Support Review (OSR) process which consists of data collection, benchmarking of costs, process, staffing, development of new ideas and collaborative options that culminates in a challenge workshop where the current service delivery and options for change are considered, challenged and improvements agreed.

The Number of Organisational Support Reviews carried out in collaboration with Essex Police

Target: 7

April 2008 to March 2009, **8** Organisational Support Reviews were carried out

The eight OSRs undertaken during 2008/09 identified considerable best practice, shared learning and recommendations for change that amounted to nearly £3m across Kent and Essex. The process involves engagement with staff, managers and independent experts. The outcome can be a mix of Force specific recommendations and significant collaborative options including merging of services. The success of the programme during 2008/09 has provided the foundation for expanding the methodology, enabling OSRs to be implemented for protective services, front line policing performance and continued efficiency and productivity reviews during 2009/10.

HMIC Inspections, Audits & Reviews

The new vision of policing in the 21st century sets out a greater responsibility for policing to meet public expectations and therefore, just like any other public service – including schools, hospitals and local authorities – performance is regularly assessed, inspected and audited. Police performance is compared to other similar forces elsewhere in the country. This gives an idea of performance compared to other similar forces in England and Wales.

The main inspectorate is Her Majesty's Inspectorate of Constabulary (HMIC) who regularly conducts inspections to ensure the efficiency and effectiveness of service delivery. During 2008/09 HMIC moved to a new grading system based on the national standards. The criteria are defined as follows:

- **Fails To Meet The Standard** – when a force cannot provide evidence that it meets a number of significant criteria that correlate with the Association of Chief Police Officers national standards.
- **Meets The Standard** – when a force provides evidence that it meets all standards.
- **Exceeds The Standard** – when a force can demonstrate capacity and capability that exceed the agreed national standards.

The table below shows the performance areas inspected during 2008/09 and the grade awarded to Kent Police:

Performance area	Grade awarded
Major crime	Meets The Standard
Neighbourhood policing	Meets The Standard
Developing Citizen Focussed policing	Meets The Standard

HMIC Major Crime Inspection

Major Crime was an area that had not been inspected previously. It was inspected during November 2007 and was graded as 'Meets The Standard'. HMIC commented that "Kent has risen to the demands of policing in the 21st century, providing a high standard of service to the public of Kent [and Medway] even in the face of extraordinary demand". Recognition was given to the Force's handling of the world's largest robbery (Securitas). Amongst the 43 forces in England and Wales, only four were graded with 'Exceeds The Standard'.

HMIC Neighbourhood Policing Inspection

The Force received a grading of 'Meets The Standard' following an HMIC neighbourhood policing inspection in 2008. This focussed on the continuing implementation of neighbourhood policing further to a previous inspection in 2007 where the Force received a 'fair' grading. HMIC commented that the Force has ensured that "neighbourhood policing is a core part of policing work". Given the current economic climate, the Government have recognised the value of neighbourhood policing and have promised their continued support. Amongst the 43 forces nationally, only one was graded with 'Exceeds The Standard'.

HMIC Developing Citizen Focussed Policing

The Force received a grading of 'Meets The Standard' following an HMIC inspection of citizen focus in 2008. This was the first overall inspection of citizen focus. Only three out of 43 forces were assessed as 'Exceeds The Standard' and as such HMIC commented that the inspection has established "a modest baseline early on in the development of citizen focus policing upon which future progress can be made". Change plans were put into place to bring together areas for improvement and recommendations made by HMIC for each of the above inspection areas, which includes regular internal assessments of where we need to target our efforts.

HMIC National Protective Services Review

The Force's Protective Services Development Programme, overseen by senior officers and the Kent Police Authority, ensures that we:

- Assess our current ability to deliver the minimum required level of service in each of the protective services;
- Conduct a threat and risk assessment to identify where we may be vulnerable in our delivery; and
- Develop a protective service development plan for each protective service based upon the findings from each of the above.

During 2008/09, HMIC conducted a national protective services review to provide an overview of plans and planning processes around improvement. Kent Police was within 49% of forces that were found to have credible plans in place. Whilst development plans are in place, compliance responsibilities do not end there. Overview and scrutiny of each protective service is in place to ensure that plans reflect emerging threats, changes in national standards and any other relevant developments. A review process ensures that performance is maintained against existing and developing standards.

Home Office Review of Fraud Reporting Procedures – Home Office Counting Rules

In February 2009, the Force received a national HMIC report following a review of fraud reporting procedures (Home Office Counting Rules). The review, which focussed on the effectiveness of the fraud reporting system introduced on 1 April 2007, gave recommendations for forces to adhere to. Forces were given the opportunity to comment upon the system for the final report. Kent is monitoring progress against the recommendations via a Crime and Incident Recording Steering Group.

Audit Commission – Inspection of Use of Resources (URE)

This audit concentrated on financial reporting, financial management, financial standing, internal control and value for money. In previous years the Force has achieved an overall score of level three (consistently above minimum requirement – performing well) out of a maximum score of four. The Force has been subject to the URE assessment for 2008/09 and awaits the final score.

Kent Police Authority Inspection

The Policing Green Paper: *From the Neighbourhood to the National: Policing our Communities Together* signalled that police authority inspections, undertaken jointly by the Audit Commission and HMIC, would proceed from April 2009. Kent agreed to be a pilot authority for inspection and was inspected in January 2009.

The inspection had four assessment areas:

- Promoting good governance
- Ensuring value for money and productivity
- Scrutinising Performance outcomes
- Achieving results through community engagement, partnership and collaboration

The results of the inspection were not graded or published but inspection comments included:

- [There is] visible and effective leadership within the Authority
- The Authority demonstrates an eagerness to influence and engage with partners and the wider community in the delivery of local policing and community safety priorities.
- Kent Police Authority has set a clear and challenging vision
- The Authority has good arrangements to secure improvements in value for money, efficiency and productivity
- The Authority does hold the Chief Constable to account for delivery of objectives through a robust performance management framework that addresses performance issues at both force and local level.
- There is evidence that the Authority responds effectively to the views of the community.
- The Authority ensures that local policing services are accessible to diverse and hard to reach groups
- There is consistent evidence of good collaboration with Essex Police Authority and Essex Police.

Areas for improvement and recommendations included improvements on the management of risk, a more coherent community engagement strategy and the need to raise awareness of the role and work of the Authority.

Statutory Performance Indicators

The following tables show how we have been performing against nationally set measures of performance. Each police force in England and Wales is measured in the same way. The latest results for 2008/09 are yet to be audited. As of the 1 April 2009, these indicators are no longer set in statute.

Statutory Performance Indicators		Apr 2006 – Mar 2007	Apr 2007 – Mar 2008	Apr 2008 – Mar 2009
SPI 1.1	Percentage of users that are satisfied with the overall service provided by the police	80.5%	81.1%	84.8%
SPI 1.2	Comparison of satisfaction between white users and users from minority ethnic groups with the overall service provided by the police	78.9% White 76.4% BME	80.1% White 77.1% BME	84.8% White 83.4% BME
SPI 1.3	Satisfaction of victims of racist incidents with the overall service provided by the police	69.9%	76.0%	82.0%
SPI 1.4*	Overall satisfaction with the contact had with the criminal justice system by victims and witnesses of crime whose cases reach the point of an offender being charged	U/A	U/A	80.0% ¹
SPI 2.1*	Percentage of people who agree that the police and local councils seek their views on anti-social behaviour and crime issues in their area	U/A	U/A	48.3%
SPI 2.2*	Percentage of people who agree that the police and local councils are dealing with anti-social behaviour and crime issues in their area	U/A	U/A	48.9%
SPI 2.3	Percentage of the public who think the police in their area are doing a good job	46.1% ⁴	49.8% ³	50.7%
SPI 2.4*	Percentage of the public who are confident that the Criminal Justice System as a whole is effective	U/A	U/A	36.7%
SPI 2.5*	Percentage of the public who are confident that the Criminal Justice System as a whole is fair	U/A	U/A	56.4%
SPI 3.1	Percentage of police officer recruits from minority ethnic groups compared to the percentage of people from minority ethnic groups in the economically active population	3.4% : 3.6%	15.4% : 3.6%	9.0% : 3.6%
SPI 3.2	Percentage of female police officers to the overall force strength	24.8%	25.4%	25.7%
SPI 4.1	Percentage of people who perceive a high level of anti-social behaviour in their local area	18.5% ⁴	15.6% ³	16.9%
SPI 4.2*	Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area	U/A	21.7% ³	28.8%
SPI 4.3	Percentage of people who perceive drug use or drug dealing to be a problem in their local area	24.6% ⁴	21.8% ³	25.7%
SPI 5.1*	Number of most serious violent crimes per 1,000 population	U/A	U/A	0.6
SPI 5.2*	Number of serious acquisitive crimes per 1,000 population	15.9	13.4	12.2
SPI 5.3*	Number of 'Assaults with less serious injury' (including racially and religiously aggravated) offences per 1,000 population as a proxy for alcohol related violent offences	U/A	U/A	6.7
SPI 5.4*	Number of domestic homicides per 1,000 population	0.0	0.0	0.0
SPI 5.5*	Number of gun crimes per 1,000 population	0.1	0.1	0.1
SPI 5.6*	Number of serious violent knife crimes per 1,000 population	U/A	U/A	0.3
SPI 6.1*	Percentage of most serious violent offences brought to justice	U/A	U/A	20.2%

Statutory Performance Indicators		Apr 2006 – Mar 2007	Apr 2007 – Mar 2008	Apr 2008 – Mar 2009
SPI 6.2*	Percentage of most serious acquisitive offences brought to justice	11.1%	14.5%	17.5%
SPI 6.3*	Sanction detection rate for racially and religiously aggravated crimes	35.4%	43.8%	58.8%
SPI 6.4*	Percentage of serious sexual offences brought to justice	23.7%	31.8%	38.9%
SPI 7.1*	Number of deliberate (i) primary and (ii) secondary fires per 10,000 population	(i) 10.7 (ii) 22.6	(i) 8.9 (ii) 18.3	(i) 7.5 (ii) 14.4
SPI 8.1	Value of cash forfeiture orders and confiscation orders per 1,000 population	£2922.71	£1,886.86	£994.58
SPI 9.1	(i) Number of people killed or seriously injured in road traffic collisions (ii) Number of people killed or seriously injured in road traffic collisions per 100 million vehicle kilometres travelled	(i) 828 (ii) 5.2	(i) 821 (ii) 5.1	(i) 762 (ii) 4.7
SPI 10.1*	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	U/A	U/A	KCC area 0.5 ² Medway 0.3 ²
*		Data currently unavailable		
SPI 11.2*	Rate of proven re-offending by young offenders aged 10-17	U/A	U/A	KCC area 31.1% ² Medway 35.5% ²
SPI 11.3*	Number of first time entrants to the Youth Justice System aged 10-17	KCC area 3,000 Medway 586	KCC area 2,469 Medway 526	KCC area 2,194 ³ Medway 480 ³
SPI 12.1*	Delivery of net cashable, efficiency and productivity gains	U/A	U/A	4.4%
SPI 13.1	Percentage of hours lost due to sickness for police officers	4.1%	3.8%	3.7%
SPI 13.2	Percentage of working hours lost due to sickness of police staff	4.2%	4.3%	4.1%

* New measure as of April 2008. Historical data have been provided where possible.

1. Data relate to the period October 2007 to March 2008.
2. Data relate to the period January 2008 to December 2008.
3. April 2008 to March 2009 data are currently provisional

Data for SPI 11.1 (Rate of proven re-offending by adults under Probation supervision) are unavailable.

Further information

The Kent Police Authority website (www.kentpa.kent.police.uk) includes details of the work of the Authority including

- Meeting dates, papers and minutes;
- Member details;
- Statement of accounts;
- Policing plans;
- The Policing Pledge;
- Information about the Independent Custody Visitor Scheme;

The Kent Police website (www.kent.police.uk) includes, but is by no means limited to:

- Reporting non-urgent crime;
- Contact details for all police stations in Kent and Medway;
- Police Officer and Police Special recruitment guidelines;
- Job vacancies;
- Present operational delivery performance indicators;
- Key reference documentation packages including the current Police Plan and Best Value Review reports;
- Links to other police-related websites including the Home Office and Her Majesty's Inspector of Constabulary.

Contact us

Details of your local police station can be found on the Kent Police website www.kent.police.uk or in your local telephone directory.

In an emergency dial: 999

Ring this number if someone is in danger, there is an immediate risk of injury or a crime is in progress or about to happen.

For all non-emergencies: 01622 690690

Ring this number for non-emergencies, general enquiries or if you need advice.

Deaf and speech impaired

You can report a crime by texting 60066.

Kent CrimeStoppers: 0800 555 111

An independent UK-wide charity working to stop crime – make a call anonymously. Just tell us what you know, not who you are.

National domestic violence: 0808 2000 247

Fully trained workers provide confidential support and information.

Kent Homophobic incident reporting line: 0800 328 9162

If you have been subject to a homophobic or transphobic incident you can report it free and confidentially. All calls will be treated with sensitivity and discretion.

Kent Racial incident reporting line: 0800 138 1624

If you have been subject to a racial incident you can report it free and confidentially. All calls will be treated with sensitivity and discretion.

Citizens' Panel and Youth Panel

If you live in Kent or Medway and would like more information about becoming a Citizens' Panel member please send an email to citizen.panel@kent.pnn.police.uk or call **01622 652663**.

If you are aged between 11 and 16 years, live in Kent or Medway and would like more information about becoming a Kent Police Youth Panel member, please send an email to youth.panel@kent.pnn.police.uk or call **01622 652667**.

Feedback

Please contact the Kent Police Authority if you would like to provide us with feedback on this plan or if you have any questions as a result of reading it. This publication is also available from us in large print, other formats and languages.

You can contact us by:

- telephoning Kent Police Authority on 01622 677055;
- sending an email to: kpaenquiries@kent.pnn.police.uk; or
- Writing to Kent Police Authority, FREEPOST MA1410, Gail House, Lower Stone Street, Maidstone, Kent ME15 6NB.