

# Annual Report 2009/10

& Statistical  
Digest



**Kent  
Police**

Kent  
Police  
Authority



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# 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 2009/2012 had the following priorities:

- Building Public Confidence
- Effectively tackling crime and anti-social behaviour
- Protecting the public
- Making Best Use of Our 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 2009/12. It also contains a financial summary for 2009/10. A full copy of the Authority's Statement of Accounts 2009/10 is available on the Kent Police Authority website. A summary of this Annual Report will be circulated to every household in Kent and Medway in autumn 2010.

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 2010/13 has also been published detailing our plans for the coming year. 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 at 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.kentpoliceauthority.gov.uk](http://www.kentpoliceauthority.gov.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](mailto: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 other 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 2010)	
Mrs Ann Barnes JP (KPA Chair)	Independent
Mrs Elaine Bolton	Independent
Mr Ian Chittenden	Kent County Council
Mr John Cubitt	Kent County Council
Mr Tom Gates	Kent County Council
Mr Paul Godwin	Medway Council
Mr Michael Hill OBE (KPA Vice Chair)	Kent County Council
Mr Stephen Hiscock	Independent
Mr Graham Hodkinson	Independent
Mr Mark Reckless	Medway Council
Mr Steve Salt	Independent
Mr Brian Sangha	Independent
Dr Roger Smith	Independent
Mr Michael Snelling	Kent County Council
Mrs Paulina Stockell	Kent County Council
Mr Tim Thompson	Independent
Mr Andrew Wickham	Kent County Council

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

After elections at Kent County Council in May 2009, a number of councillor members left the Authority. The Force and Authority wish to place on record its thanks to Mr John London, Mr Michael Harrison, Mr William Hayton, Mr Ray Parker and Mr Geoff Rowe for their hard work on behalf of the Authority.

### Independent Member Appointment Process:

In early 2009 an open application process was undertaken in accordance with detailed Home Office requirements for the appointment of an independent member to the Authority. On 9 April 2009 the final round of interviews for the independent member vacancy took place. The interview panel consisted of the Chair, Vice-Chair and Mr Ray Parker. 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 reappointed the following applicant to the Authority:

- Mr Tim Thompson

He took up his appointment in April 2009.

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](http://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](mailto:kpaenquiries@kent.pnn.police.uk)

# Chief Constable's Annual Report 2009/10

The challenges facing the police service nationally are immense. The current economic climate means that we have had to and will continue to examine our systems and processes to ensure that we have the right policing model to deliver the very best service to our communities within the financial constraints being experienced by much of the public sector. Kent is already well-placed to face these challenges and has already identified significant cash savings through a range of initiatives.

Despite the context of the economic climate, 2009/10 was a successful year in terms of crime reduction, investigation and providing a high quality service to victims of crime. There was an even greater focus given to building public confidence in policing, which remains an ongoing priority for the force.

## Building public confidence

Kent Police is committed to delivering a first class policing service to the people of Kent and Medway. In the last 12 months we have seen considerable improvements in the satisfaction of victims of crime. Building on our success in 2008/09, overall victim satisfaction has continued to increase and is now at the highest level ever shown in Kent.

Community engagement is key to building public confidence, with neighbourhood policing playing an essential part. In order to support our neighbourhood teams we have increased the number of dedicated Neighbourhood Task Teams, so there is now a team in every district. Funded by the Kent Police Authority, through a rise in the police element of the local Council Tax, the teams are working in locations that cause the most concern to people. An additional 84 officers split into 14 teams, are working to support neighbourhood officers, partners and communities so that we can resolve local issues together.

In December 2008, together with the police service as a whole, the National Policing Pledge was introduced. It contains ten points outlining the service that you can expect from us. At the heart of the Pledge is a commitment to ensure that we treat people fairly, with dignity and respect, and that everyone has fair access to our services at a time that is reasonable and suitable to them. We take this commitment very seriously. During 2009/10, Her Majesty's Inspectorate of Constabulary assessed each police to see how well they were delivering the Policing Pledge commitments. We were one of only eight forces nationally graded as 'good'.

In addition to the public meetings and surgeries we regularly hold and attend, we have developed the use of technology to help us identify local priorities. For example, our handheld BlackBerry devices allow us to record local issues while working in the community and feed them directly into a central database. This tool gives us a detailed overview of the priorities of each ward within Kent and Medway, helping to ensure we are tackling the things that matter to the local community.

To ensure that people have information and an opportunity to have their views heard, we have developed a comprehensive 'You said, We did' campaign. This makes extensive use of television, radio and newspapers to promote crime prevention advice and details of how to contact local neighbourhood policing teams. By distributing newsletters at a local level to every household every six months we are making sure that we are feeding back to the public what we and our partners, such as local councils and Community Safety Partnerships, are doing in their area to tackle the crime and anti-social behaviour issues that matter most to them as well as encouraging them to have their say.

## Effectively tackling crime and anti-social behaviour

The risk of being a victim of crime and actual crime levels reduced in Kent and Medway during 2009/10. There were significant reductions in all key crime types with burglary falling by 5.2% (290

offences) criminal damage by 18.1% (5,016 offences), vehicle crime by 21.1% (2,831 offences) and violent crime by 10.8% (2,870 offences). Detection rates also increased for the majority of the main crime types with an overall increase of 1.3% points.

Anti-social behaviour and criminal damage can have a significant impact on the quality of life in our local communities and how safe people feel in their neighbourhoods. The ongoing development of district based Community Safety Units, where a cross section of partner agencies work together under one roof to provide more efficient and effective solutions to local priorities, has ensured that we continue to develop even stronger working relationships with local councils and others who are empowered to tackle anti-social behaviour and crime. Introduced in 2009/10, with support from our Local Authorities, Community Safety Units are at the forefront of developing new working practices and improving the service provided to victims of the most frequent types of crimes and anti-social behaviour.

We are committed to working with our partners to target those people who present the highest risk of re-offending. Integrated Offender Management Units were established in 2009/10. Through them we are able to work with our council colleagues and Criminal Justice partners to jointly identify, assess and manage offenders. In particular we will ensure that we contribute to the process through rehabilitation work and enforcement action.

## Protecting the public

The force has continued to significantly increase its resilience in relation to Protective Services through an investment programme and the development of a comprehensive performance management regime. The National Policing Improvement Agency has described the Protective Services governance arrangements in place in Kent as "a perfect example to other forces".

Having taken steps to address all areas of high development need in 2009/10, Kent Police intend to exceed the minimum standards and strive for excellence in areas where delivery of the service in Kent is recognised as leading nationally.

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 of the 'Protect' strand carried out by Her Majesty's Inspectorate of Constabulary (HMIC). The force was assessed as being compliant against all aspects of the inspection and recognised much good practice. The 'Areas For Improvement' identified will be worked on and addressed during the coming year.

In relation to roads policing, another aspect of Protective Services, Kent Police and its partners have substantially exceeded national targets in reducing the numbers of people killed and seriously injured in Kent and Medway.

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

## Making best use of our resources

Our ability to provide cost effective services and value for money has been clearly illustrated through our continued efficiency savings with £1.56 million cashable savings identified in 2009/10. Work has continued to further improve the efficiency and productivity of the whole force. This work will help us to prepare for the continuing financial challenges ahead and any changes brought about by the new government.

Our vibrant and effective collaboration partnership with Essex Police has continued to provide considerable financial and performance benefits. Through the scoping work that took place during

2009/10 we are creating joint Kent and Essex IT and Serious Crime Directorates that will help deliver significant savings and efficiencies to both forces.

Over the last year the force has embedded a new Business Centre in North Kent to streamline HR, administrative and financial transactions. We have also introduced a wide range of 'Lean' efficiency initiatives in order to find further cashable savings. Through a comprehensive programme of reviews we have identified £22 million of efficiency saving opportunities. We have also maximised productivity through the elimination of "waste" in many of our processes and developed sophisticated measures to assess performance across all parts of our business.

# Kent Police Authority's Commentary on Performance

Each year the force and authority produce a plan, which sets the direction for policing in Kent and Medway. The plan is decided on after consultation with partners and members of the public in Kent and Medway. It includes strategic ambitions, for where the force intends to be in three years time. These are stretching to ensure that Kent Police offers the best possible service and that Kent and Medway remains one of the safest parts of the country. The policing plan is translated into measures with targets so that the Force and the Authority know if they are achieving the goals set in the plan. This report details the achievements in 2009/10.

Confidence in the police is essential to reduce crime, increase reporting and cooperation with the police and increase people's willingness to be witnesses and help the criminal justice system. The Home Office now has one central target for policing and that is how confident people are that the police and local councils are dealing with the crime and anti social behaviour issues that matter in their local area. This is a new measure and the force have until 2012 to achieve a response of 60% of those surveyed by the British Crime Survey. Disappointingly, this is the only area of the performance of Kent Police that has not improved over 2009/10. It has been the case that for many years crime has been going down and Kent Police are national leaders in many areas of preventing and investigating crime, but that the people of Kent perceive crime and anti social behaviour as increasing. Much effort has been put into understanding the improvements people want such as increased visibility and responsiveness. There are already improvements being made, which are detailed in the report and in the Policing Plan for 2010/13.

Performance in tackling crime and anti social behaviour has been much improved in 2009/10. In 2009/10 there were 14,322 fewer crimes than in 2008/09, this is a drop of 11%. There were 5% fewer burglaries (290 fewer than 2008/09), 10% fewer violent crimes (2870 fewer than 2008/09) and 21% fewer car crimes (2831 fewer than 2008/09). These are impressive results and the Force is to be commended on a year of excellent results. Much of these successes are due to closer partnership working. The police cannot reduce and solve crime by themselves. Community Safety Units, Offender Management Units and domestic violence Multi Agency Risk Assessment Committees are all examples of the police working with partners to prevent and deal with crime. HM Inspector of Constabulary included Kent as one of the most improved Forces in the country.

Fortunately, Kent and Medway are safe places to live and have very little serious crime, but when we do we have excellent teams to tackle it. The ongoing investigation and the excellent results achieved by the team investigating the Securitas robbery lead to a total of 156 years in prison for the six men involved in the UK. On sentencing, the trial judge commended the Kent Police officer and staff involved in the investigation. Kent has been working in collaboration with Essex on many areas and have benefited from efficiency savings and improved access to resources. For example the helicopter, which is a regular feature in the skies over Kent, is delivered under a joint working agreement with Essex. This saves Kent money and delivers a much-improved service helping Kent officers save lives, catch criminals and recover property.

This has been a challenging year financially. Through a combination of a council tax precept rise and efficiency savings we have continued to invest in frontline services. A programme of efficiency reviews has identified areas where Kent police can make more savings. Collaboration with Essex continues to help us identify better ways of working that both increase the capability and capacity of Kent police. People are the most important part of any organisation and essential to Kent police. We will continue to invest in and support them.

# Progress towards Strategic Ambitions

## Building public confidence

*- Top 10 nationally (out of 43) and top 2 in our Most Similar Group (MSG) of eight forces for public confidence as measured by the British Crime Survey (BCS) by March 2012*

Based on January 2009 to December 2009 BCS results, the force was ranked 34<sup>th</sup> nationally and 7<sup>th</sup> within our MSG, with **47.4%** of people agreeing that police and local councils are dealing with anti social behaviour and crime issues that matter.

**2009/10 Policing Plan target = 52%**

**Not Achieved**

## Effectively tackling crime and anti-social behaviour

*- Top 10 nationally and top 2 in our MSG for 'all crime' as measured by police recorded crime by March 2012*

Based on the rolling year March 2009 to February 2010, the force was ranked 12<sup>th</sup> nationally and 3<sup>rd</sup> within our MSG, with **64.8** crimes recorded per 1,000 population.

**2009/10 Policing Plan target = 68.0 crimes per 1,000 population**

**Achieved**

## Protecting the public

*- Meeting or exceeding the standard across every Protective Service inspected by HM Inspector of Constabulary (HMIC) by March 2012*

The Protect strand of Counter Terrorism and Public Order were subject to HMIC thematic inspection in 2009/10 and as a result, Forces were not graded. Progress is currently being monitored via a proxy measure around the percentage of definitions from ACPO Protective Services Minimum Standards being met.

As of March 2010, the force met **92.6%** of the definitions (1,220 out of 1,317). All definitions need to be met to achieve the standard.

**2009/10 Policing Plan target = 80% of definitions met**

**Achieved**

## Making best use of our resources

*- Achieve level 4 in the Use of Resources (UOR) Assessment as measured by the Audit Commission by March 2012*

In 2008/09, the force was graded at Level 3.

**2009/10 Policing Plan target = Level 3**

**Achieved**

# Building Public Confidence

Policing can only be delivered with the consent of communities. The police need the confidence of those communities to do their work. Communities want the police to deal with the issues that matter to them. In 2009/10 we have been listening hard to our communities.

## Improving Public Confidence

The percentage of people who agree that the police and local council deal with anti-social behaviour and crime issues that matter

**Target:** Increase to 52% as measured by the British Crime Survey (BCS)

47.4% agree that the police and local council deal with anti-social behaviour and crime issues that matter (BCS), January to December 2009,

**Target:** Increase to 78% as measured by the Kent Crime and Victimization Survey (KCVS)

73.8% agree that the police and local council deal with anti-social behaviour and crime issues that matter (KCVS), April 2009 to March 2010,

Confidence is a key area of performance for Kent Police but despite improvements in confidence over the year, these targets were not achieved. A fundamental review is taking place to address this. After a lot of listening and reflecting, the Force is making fundamental changes to the way it approaches its business to improve public confidence.

There is a commitment during the coming year to attend all reports of crime and vulnerable and repeat victims of anti social behaviour.

Research shows that confidence is improved by visible and effective community engagement; identifying people's priorities and acting on them; feeding back to people what has been done; treating people fairly and with respect and working in partnership. These will be the focus of activity for 2010/11.

In dealing effectively with the crime and anti social behaviour issues that matter locally, it is important to identify those issues, act on them and let people know what action has been taken. Significant work has been undertaken to identify issues that are important to communities. Neighbourhood teams have an engagement survey on their Blackberries. This has allowed them to engage with over 30,000 residents and business owners across the county. This information is combined with the information from callers to the Force and from partners. This provides an accurate picture of the issues that are important to all sections of the community.

When issues are identified it is important that the police work with partners and with the community to solve these problems. Communities want police officers and PSCOs to be working visibly in the communities. Working with partners is important. Community safety units have been set up across the county and allow staff from many agencies such as district and county councils, the fire and rescue service, probation, and the Borders Agency, to work together, jointly solving problems.

Feedback about work done is an essential part of policing. Regular publications are produced at ward, district and force level, letting people know about what action is being taken. The Force now has an agreement with Kent Probation Service to work in partnership delivering Community Payback. This is important to increasing confidence so that the public can see justice being done. In March 2010, 'Justice Seen, Justice Done' website was launched in Kent where members of the public can now find the details of a selection of offenders who have been held accountable for their actions through the courts.

## Complaints

Police officers and staff are expected to demonstrate the highest possible standards of conduct. This is reflected in the many compliments and letters of praise that the force and Authority receive. But when this standard slips, for any reason, the public have a right to complain, and to expect that their complaint will be carefully and fully investigated. If mistakes have been made, then the lessons must be learnt. Kent has traditionally had low numbers of complaints but the Authority were concerned to see a rise. It is for this reason that the 2009/12 Policing Plan contained a target to reduce complaints.

Reduce the number of complaint allegations per 1,000 officers	
<b>Target:</b> Reduce to 345 complaints per 1,000 officers	Achieved 312 complaints per 1,000 officers (April 2009 to March 2010) Performance represents a decrease of 72 complaint allegations per 1,000 officers compared with April 2008 to March 2009 which is a reduction of 17.9%, or 259 recorded complaint allegations.
This target has been achieved by improved leadership and management, internal procedures and accountability. There has been better understanding within the Force about complaints and how to deal with them. Training has been delivered both in how to deal with complaints and how to avoid them in the first place. Changes to the way professional standards and misconduct is dealt with has meant that instances of poor behaviour have been targeted early, before they cause complaints. There has been improved internal communications, to learn lessons where mistakes have been made.	

## 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.

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. The number of police officers from ethnic minority communities now account for 3% of the workforce compared to 6.5%<sup>1</sup> of the general population of Kent and Medway. Efforts will continue to redress this balance over the coming year, but fewer recruitment opportunities as a result of the public sector spending squeeze, mean this will be hard to achieve.

The number of female officers increased very slightly last year, to 26.5% of the total number of officers at the end of March 2010.

In the 2010 Stonewall Workplace Equality Index of the top 100 gay friendly employers Kent Police were ranked 9<sup>th</sup>.

An Independent Advisory Group (IAG) 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 ensure an appropriate response to critical incidents. The role of the IAG was developed further in 2008/09 with the creation of local IAGs for each of the six policing areas in Kent & Medway.

At the end of 2009, a national Equality Standard framework was introduced to focus on performance within every Force:

- to improve recruitment, retention and progression opportunities for those from people currently under-represented in the police workforce
- to widen workforce diversity, including community volunteers, to better reflect communities served
- to eliminate disproportionality of impact of the Criminal Justice System on different social groups
- to further equality and diversity via procurement activity

<sup>1</sup> 2007 Office of National Statistic mid-year estimates  
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- to deliver the Flanagan Review of Policing recommendation for more local accountability' Arrangements for implementing the Standard in Kent are underway. Progress will be tested by the IAG and monitored by the Authority.

Specific work to improve the outcomes for children and young people has continued this year. Notable developments over the past year have included closer working with partners on strategic and local service delivery issues; a greater understanding of how children and young people feel about their own safety and their confidence in the police; and a greater awareness among officers and staff of the issues facing children and young people. The reductions in the number of young victims and offenders last year, suggests that this work is beginning to make a difference.

### Human Rights

The Authority introduced its Human Rights Policy in the autumn. This sets out the human rights legal framework in the context of policing, and how the Authority proposes to meet its human rights monitoring duty. One of the main ways the Authority will do this is through a programme of oversight and scrutiny of key topics (for example: stop and search, anti-social behaviour etc)

### Witness Charter

The Witness Charter was introduced on 1 April 2009 and sets out the standard of care that a witness can expect from the police and other criminal justice agencies. It details the levels of help and support they can expect at each stage of the process. This may include for example monthly updates. There is a particular focus on vulnerable witnesses and on those who may feel intimidated. Further support and assistance can be offered to these people.

### Improving Victim Satisfaction

The aim is always to provide a first class service to victims of crime. When people are the victim of a crime they want to be sure that the police are easy to contact, will respond swiftly and appropriately, will treat them fairly and will keep them informed about what is happening. It is for this reason that satisfaction with the service received is monitored, to ensure that is always the best it can be.

Percentage of all victims satisfied with the overall service provided as measured by the Kent User Satisfaction Survey	
<b>Target:</b> Increase to 86%	87.2% of victims were satisfied with the overall service received (April 2009 to March 2010.) This represents an increase of 2.4 percentage points compared with April 2008 to March 2009, and a 0.4 percentage point increase compared with January 2009 to December 2009.
Percentage of victims of violent crime satisfied with the overall service provided as measured by the Kent User Satisfaction Survey	
<b>Target:</b> Increase to 80%	81.1% of violent crime victims were satisfied with the service received (April 2009 to March 2010.) Performance represents an increase of 3.5 percentage points compared with April 2008 to March 2009, and a 0.2 percentage point increase compared with January 2009 to December 2009.
A minimum standard for victims of crime has been developed and staff have been given training about these standards which has included the treatment given to victims, the actions taken by officers, keeping victims informed and first contact. The standard was highlighted by the Audit Commission in a recent visit.	

### Policing Pledge

The government introduced the Policing Pledge in December 2008 as a minimum standard that the public can expect from the police service. The full pledge can be found on the Kent Police or Kent Police Authority websites. The Force was one of eight forces nationally to receive a good for delivery of Kent Police Annual Report, Statistical Digest & Statement Of Accounts 2009/10

the Pledge from Her Majesty's Inspector of Constabulary. More details can be found under inspections on page 29.

## Improving Visibility and Accessibility

Percentage of 999 calls answered within 10 seconds	
<b>Target:</b> Increase to 90%	94.8% of 999 calls were answered within 10 seconds (April 2009 to March 2010.) This is an increase of 5.0 percentage points compared with April 2008 to March 2009. The total number of 999 calls received by FC&CC was 259,227, and 245,747 were answered within 10 seconds.
The Force Contact and Control Centre (FC&CC) is the first, and for many the only point of contact that people have with Kent Police. Through the development of a multi-skilled workforce and sophisticated call routing solutions, the FC&CC have been able to make best use of their staff to provide a first class, accessible and responsive service. This achievement was made against a backdrop of 259,227 emergency 999 calls being received during the year. The FC&CC's commitment to service delivery and protection of the public remains a priority.	

Percentage of people who feel that Kent Police is working closely with the community as measured by the Kent Crime and Victimisation Survey	
<b>Target:</b> Increase to 68%	69.8% of people felt that Kent Police work closely with the local community (April 2009 to March 2010.) This represents an increase of 5.4 percentage points compared with April 2008 to March 2009.
Understanding the needs of communities is key to policing them effectively. The Force and Authority will continue to work to understand what communities want, and the most effective and efficient way to deliver that.	

### Neighbourhood Policing

Neighbourhood policing is now well established in Kent and Medway. When surveyed most people know who their local officer is and how to contact them. Neighbourhood teams work with other agencies to provide neighbourhood management to tackle issues that affect peoples' quality of life. This year saw the introduction of neighbourhood task teams in each district of Kent, and two in Medway. This is a team of a police sergeant and five constables, who work together with communities and local police teams and partners to tackle the causes, effects and resolution of anti social behaviour.

### Consultation and Engagement

Kent Police and Kent Police Authority spend a lot of time on community consultation and the feedback received from the public is used to inform policing priorities and decisions at a local, district and county level. Consultation includes telephone and face-to-face surveys, focus groups, roadshows, conferences and meetings. Each year we refine and improve what we do. This year for example we have included consultation with the Kent Youth Council and the Medway Youth Parliament. The Kent Crime and Victimisation Survey, a telephone survey, has been increased in size, which will give a better representation of the views of the people of Kent and Medway. Our Citizens' and Youth Panels continue to expand and have been of great importance in shaping the way policing is provided.

# Effectively tackling crime and anti-social behaviour

Tackling crime and anti social behaviour is an important part of making Kent and Medway safer and making people feel safer. Deterrence and prevention is the best way to tackle crime. Tackling crime and anti social behaviour involves delivering a responsive and visible policing to deter and prevent crime, and investigating and prosecuting crime effectively, when it does occur. The police alone cannot do this. Partners such as local councils, health services and the courts and probation services all have an important role to play in preventing, reducing and dealing with crime and anti social behaviour.

## Reducing crime and anti-social behaviour

### Reducing recorded crime

The level of all recorded crime per 1,000 population	
<b>Target:</b> Reduce to 68.0 per 1,000	64.3 per 1,000 population (April 2009 to March 2010.) This represents a decrease of 8.6 per 1,000 population compared with April 2008 to March 2009 (or 14,322 less recorded crimes). Over the last two years, the Force has reduced all recorded crime by 18.7% (or 24,542 crimes).
<p>At the start of the financial year the Force implemented a number of changes to ensure that crime is robustly investigated from the initial call with a view to capturing significant information and to preserve evidence that can impact on the likelihood of a successful prosecution.</p> <p>Trials in North Kent and Medway of a highly structured approach to the investigation of burglary and vehicle crime resulted in high detection rates. This new structure has now been implemented across the county and this has had a significant impact by reducing recorded crime and increasing the detection rate. This is particularly true for vehicle crime, which has reduced by 21.1%. (April 2009 to March 2010).</p>	

The Force has been learning from best practice and innovation across the county and from other police forces. Repeat offenders, victims and venues are targeted. Community Safety Units which are being set up in each district provide a coordinated response by a range of agencies such as licensing, social services, probation, housing associations and fire and rescue. This ensures that local issues are identified, and priorities are dealt with by the most correct agency.

### Offender Management Units

Many crimes are committed by a small number of repeat offenders. These individuals have been targeted by Offender Management Units which are partnerships of probation, the police and other agencies such as drug and alcohol services and housing. Offenders are offered support to divert them away from crime, tackle drug and alcohol habits and access employment or training. This partnership approach was awarded a green flag (given to examples of good practice) in the Comprehensive Area Assessment. (see page 31)

### Young People and Youth Crime

Figures show that while under-19 year olds account for 25% of Kent and Medway's overall population, they represented 35% of all offenders and 13.4% of victims in 2009/10.

Work has continued this year to reduce all crime and anti social behaviour. This has included early intervention programmes and diversionary activity, working with schools including reducing unauthorised absence and education programmes. The number of under 19 year olds who were offenders or victims fell last year by 6.4% and 13.7% respectively. This compares to reductions within the general population of 8.4% for offenders and 10.3% for victims.

The number of criminal damage offences and anti-social behaviour incidents in hotspot locations	
<b>Target:</b> Reduce by 10%	The number of criminal damage offences and anti-social behaviour incidents in hotspot locations decreased by 10.0% (April 2009 to March 2010.) This represents a decrease of 2,151 offences and incidents in hotspot locations compared with April 2008 to March 2009. Criminal damage offences reduced by 24.5% (1,516 offences) and anti-social behaviour (ASB) incidents fell by 4.1% (635 incidents).
<p>Neighbourhood Task Teams were introduced into every District across the County during the year, having a significant impact on reducing anti social behaviour and crime by working in those areas with the highest anti social behaviour levels and targeting the individuals responsible. Neighbourhood Task Teams have concentrated their efforts on targeting neighbourhood priorities.</p> <p>In preparation for Halloween, traditionally a peak time for anti social behaviour, the police worked with a local theatre group to deliver workshops to secondary schools across the County to highlight the impact that ASB and alcohol abuse has on local communities.</p> <p>Work continues with Charlton Athletic Football Club to divert young people away from engaging in anti social behaviour by providing football sessions and inputs on life skills.</p>	

## Ensuring a high detection rate

Investigating and detecting crime is a vital part of policing. 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	
<b>Target:</b> No less than 32%	The overall detection rate was 33.3% (April 2009 to March 2010) This is an increase of 1.3 percentage points compared with April 2008 to March 2009.
The new corporate approach to the way crime is investigated (detailed above) has led to the highest detection rate that Kent has ever recorded.	

## Hate Crime

Hate crimes and incidents are motivated by discrimination for example by age, disability, gender, race, religion and belief or sexuality.

A hate incident is defined as:

'Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate.'

A hate crime is defined as:

'Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate.'

Hate crimes and incidents are treated as a priority and overseen by a Detective Inspector.

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	
<b>Target:</b> Increase to 62%	The hate crime sanction detection rate was 69.1% (April 2009 to March 2010.) This is an increase of 8.8 percentage points compared with April 2008 to March 2009.

While all areas of the county have achieved this target, and made good progress in investigating hate crimes, North Kent has performed particularly well against this target with a detection rate of 85.6%. In an effort to understand the performance at North Kent, the Investigative Standards department conducted a review of the processes and working practices in place so that the reasons for success can be shared with other areas.

## Tackling repeat victimisation and repeat offending

### Domestic Abuse

Domestic abuse is defined as "Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality." This includes issues of concern to black and minority ethnic (BME) communities such as so called 'honour based violence', female genital mutilation (FGM) and forced marriage. It occurs across society regardless of age, gender, race, sexuality, wealth and geography.

#### Rollout of Multi-Agency Risk Assessment Conferences (MARACs)

**Target:** Increase to 6 (one per policing area.)

April 2009 to March 2010, Multi-Agency Risk Assessment Conferences introduced on each policing area.

Multi-Agency Risk Assessment Conferences (MARAC) have been established in every policing area which focus on the highest risk victims – those most likely to be killed by their partners. The committee of professionals from a variety of agencies decides on appropriate safety arrangements for each case.

This year has also seen work with our partners through the Kent Criminal Justice Board on the development of Special Domestic Violence Courts. These ensure victims of domestic abuse are supported by committed and knowledgeable professionals in the Criminal Justice System.

### Drug and Alcohol Misuse and related crime

Through 2009/10 police and partners have worked to tackle the harm caused by drugs and alcohol. Kent and Medway has 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. Working together with Safer Business Partnerships, the police have worked to make Kent and Medway safe places to socialise. Powers have been used against young drinkers to confiscate alcohol and target those who sell alcohol to under 18s. Drug dealers have been targeted in a number of large drugs operations.

The number of drug users referred to the Drug Interventions Programme and assessed by that team

**Target:** Increase by 10% (367 referrals)

The number of drug users referred to the Drug Intervention Programme and assessed by that team was 448.

There have been many factors that have contributed to the achievement of this target, but the main one has been building an effective partnership with other agencies at countywide and local levels. This has resulted in a unified commitment to reducing re-offending and tackling drug-related issues, and the partnership will seek to further build on this progress over the coming year.

## Protecting the public

Dealing with serious crimes is a vital aspect of policing and one that is frequently hidden. There are ten 'Protective Services':

- counter-terrorism;
- serious and organised crime;
- major crime;
- critical incident management;
- public order;
- civil contingencies;
- strategic roads policing;
- firearms;
- domestic extremism; and
- public protection, which includes missing persons; investigating domestic and child abuse and the management of violent and sexual offenders.

### Developing our Protective Services

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.

The Association of Chief Police Officers (ACPO) has developed minimum standards for protective services for all police forces across the country to ensure they can respond appropriately to the full range of situations they face. Compliance with these minimum standards will be inspected by HM Inspector of Constabulary.

The percentage of definitions from ACPO Protective Services Minimum Standards met	
<b>Target:</b> Increase to 80%	As at 6 April 2010, 92.6% of definitions from ACPO Protective Services Minimum Standards had been met.
Kent Police have established an internal Protective Services Improvement Team to ensure that the minimum standards are met. The quality of the arrangements in place to gather evidence in relation to compliance has been reviewed by the National Police Improvement Agency and they have described the Kent approach to Protective Services Improvement as being one of the leading forces in England and Wales.	

### Protecting the public from serious and organised crime

Serious violent crimes per 1,000 population	
<b>Kent Target:</b> Reduce to 0.49 per 1,000 population in Kent	There were 0.42 serious violent crimes in Kent per 1,000 population (April 2009 to March 2010) This represents a decrease of 20.1% (148 less offences) when compared with April 2008 to March 2009.
<b>Medway Target:</b> Reduce to 0.86 per 1,000 population in Medway	There were 0.49 serious violent crimes in Medway per 1,000 population, (April 2009 to March 2010.) this represents a decrease of 44.9% (102 less offences) when compared with April 2008 to March 2009.

Kent Police has been participating in the Home Office/ACPO Tackling Knives Action Programme (TKAP) since April 2009. The programme has focused on serious youth violence of any type, between the ages of 13 to 24 years. Kent Police have used a range of enforcement, intervention and prevention activities throughout 2009/10. The introduction of MARACs, (mentioned above) has also reduced the incidence of serious domestic violence.

## 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;
- Tackle the threat of terrorism;
- Reduce the anti-social use of vehicles; and
- Patrol the roads to enhance public confidence and provide assistance

The Force, working with partners such as Medway and Kent County Council, Kent Fire and Rescue and the Highways Agency, have achieved the government's target to reduce the number of people killed and seriously injured on the roads by 40% by 2010.

The number of adults killed or seriously injured in road traffic collisions	
<b>Target:</b> Reduce to 668	The number of adults killed or seriously injured decreased by 48 (or 7.2%) to 580 (compared with April 2008 to March 2009.)
<p>Kent Police working with partners within the Casualty Reduction (CaRe) Partnership has continued to reduce the numbers killed or seriously injured within Kent. The CaRe partnership increases road safety through education, enforcement and engineering. Kent and Medway Safety Camera Partnership vehicles now have a wider road safety enforcement remit than just speeding offences, also tackling offences of mobile phone use and failing to wear seatbelts. There has been an increase in Roads Policing patrols and enforcement activity. There is now a team of Road Policing Special Constables and more neighbourhood officers have been trained and equipped to carry out road checks.</p> <p>A number of targeted enforcement and education campaigns have been run throughout the year, in consultation with partners, and these continue, targeting issues such as driver distraction, motorcycle safety, and freight vehicle safety.</p>	

The number of children killed or seriously injured in road traffic collisions	
<b>Target:</b> Reduce to 58	The number of children killed or seriously injured in road traffic collisions was 66, (April 2009 to March 2010.)
<p>Tragically, this target has not been achieved this year. Partnership road safety campaigns have run throughout the year focusing on child restraints, young drivers, visibility and the safety of school buses. Targeted enforcement has taken place at schools and other places where young people are vulnerable.</p> <p>The safety of children on our roads will remain a top priority for the Roads Policing Unit and its partners.</p>	

# Making Best Use of Our Resources

## Treasurer's Statement

The Statement of Accounts records the expenditure and income of the Kent Police Authority (KPA) during the financial year 2009/10 and its financial position at the 31 March 2010. 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 2009/10 is available on the Kent Police website

[www.kent.police.uk](http://www.kent.police.uk)

Please send questions or comments about this document to:

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e-mail: [treasurer.kpa@kent.pnn.police.uk](mailto:treasurer.kpa@kent.pnn.police.uk)

## Financial Review

	£m	%
Kent Police Authority spent £352.3, but if you look at the accounts shown on the Website they will be different because interest receivable from Deposits of £1.5m and Other Income of £60.5m has been taken into account in accordance with accounting guidelines		
Police Officer Pay and Pensions	194.8	55.3%
Police Staff pay and Pensions	89.2	25.3%
Running Costs	68.3	19.4%
Gross Expenditure	352.3	

The underspend of £2.0m 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 0.7% of the total budget.

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.

Funded by:		
Council Tax	84.3	23.8%
Police grant	128.6	36.3%
Revenue Support Grant	14.9	4.2%
Non- Domestic Rates	64.5	18.2%
Interest Receivable	1.5	0.4%
Other Income	60.5	17.1%
Total Funding/Income	354.3	
Total Underspend 2008/09	2.0	

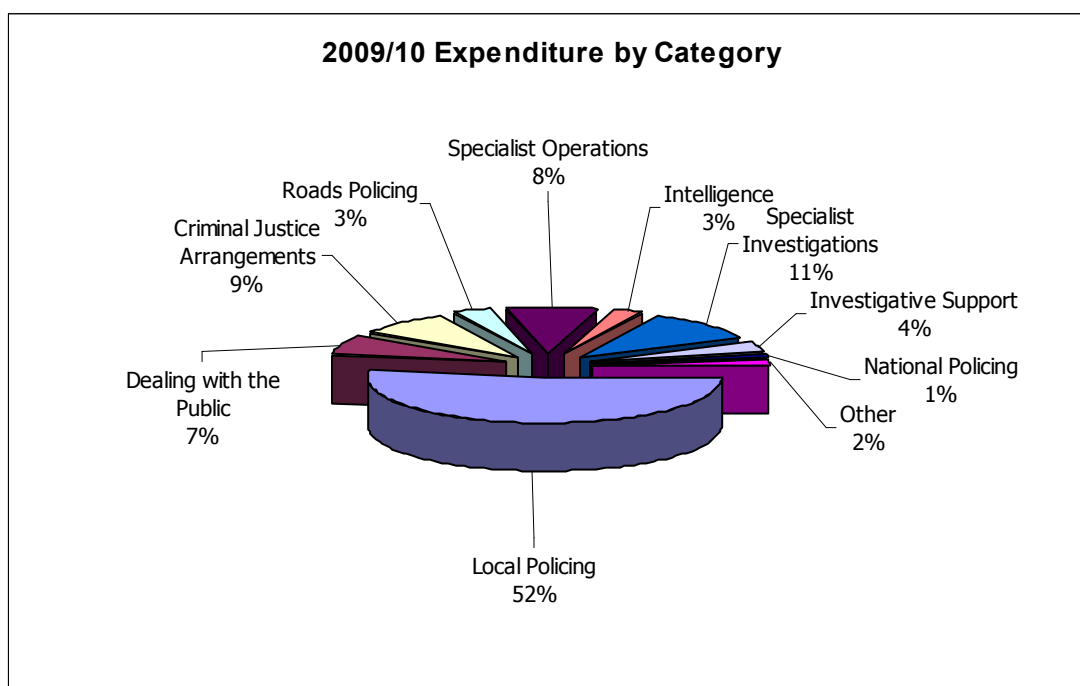
Total useable revenue Reserves held on deposit by the Authority on 31<sup>st</sup> March 2010 stand at £9.1m. This sum has been put aside to fund our potential insurance payments (£4.8m), to fund future budget pressures (£3.2m), invest to save initiatives (£0.5m) and computer replacement (£0.6m). There is also a general reserve of £7.0m held to cover unforeseen expenditure (2.4% of budget).

## Council Tax

Out of 31 English Police Forces, not including Metropolitan areas, Kent Police Authority has the 7<sup>th</sup> 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.

	2010/11	2009/10	2008/09	2007/08
Band D Council Tax	£138.68	£134.65	£128.25	£122.18
Band D Equivalent Properties	630,675	626,213	621,270	615,311

The Chart below shows how the police budget is spent



### *Operational Performance*

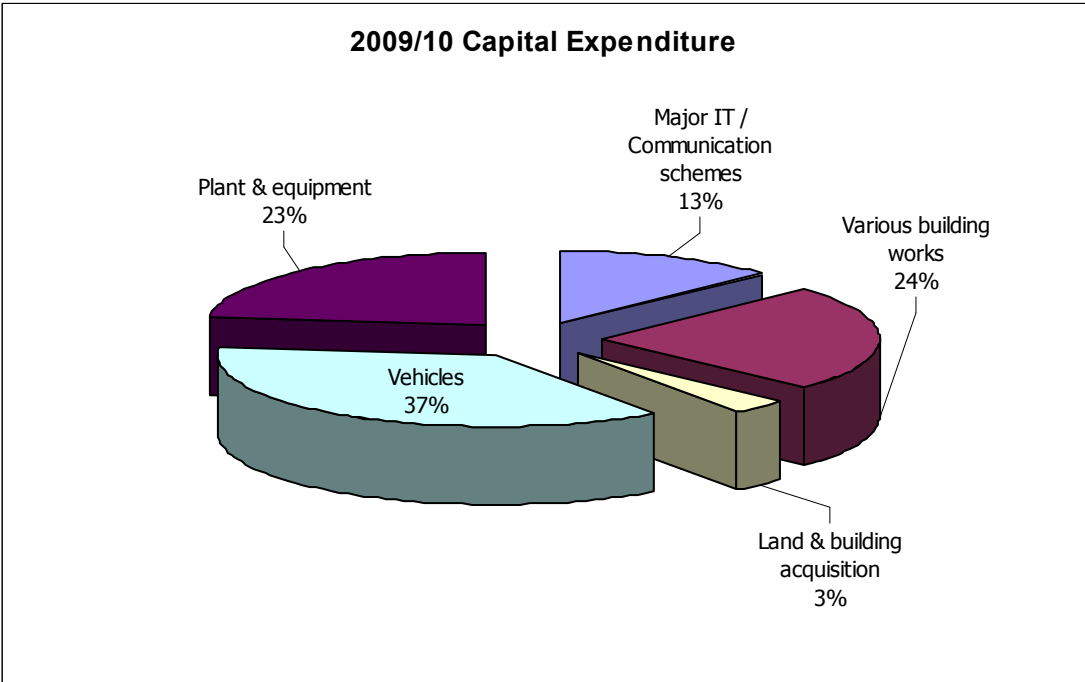
Increasing the confidence that local communities in Kent and Medway have in how we deal with those things that matter to them is vitally important to us. We aim to provide a visible police service that meets the needs of all local communities across Kent and Medway and one which residents can rely upon to be responsive, effective and of the highest quality. This is measured nationally by the British Crime Survey (BCS).

## Accountability

The Audit Commission audited the Kent Police accounts for the 2009/10 financial year.

# Capital Expenditure

Total Capital expenditure in 2009/10, which includes building replacement and maintenance, vehicles and all other fixed assets, was £7.1m  
This money was spent as follows



## Balance Sheet

(Full details can be seen on the Kent Police Website)

	£m	
Net value of fixed assets	236.1	The actual net worth of the Kent Police Authority is very good, showing an asset value of £185.5m. This includes all buildings and other assets owned by the Authority including the new Medway & North Kent Police Stations, built under Private Finance Initiative (PFI). £53m is included within long term amounts owed by the Authority which recognises the contractual arrangements for the two PFI Police Stations.
Other long term assets	0.8	
Amount owed to the Authority	20.0	
Temporary Investments	35.0	
Bank Balance	1.2	
Amount owed by the Authority	-30.3	
Amount owed by Authority – long term	-77.3	
<b>Total Net Assets held by the Authority</b>	<b>185.5</b>	
Other amount owed due to long term Pension Liability	-2,266.8	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 it's accounts
<b>Total Asset less all liabilities</b>	<b>-</b>	
	<b>2,081.3</b>	

## Demonstrating Increasing Efficiency

Use of Resources (UoR) assessment	
<b>Target:</b> Achieve level 3	This target was achieved (April 2008 to March 2009, Level 3 obtained).
Achieving this target involved producing self-assessment forms against a number of themes to the Audit Commission. The self-assessment forms were audited along with one-to one meetings between the Audit Commission and theme owners, which enabled the Force to emphasise the work done around Use of Resources.	

The value of recurring cashable savings	
<b>Target:</b> £1.5m of savings	The value of recurring cashable savings was £1,564,000 (April 2009 to March 2010.)
The target was achieved thanks to a considerable amount of work across the Force to improve processes. Managers identified significant savings within their areas during the year.	

## Supporting and developing our workforce

People are critical to everything the force and authority want to achieve. Leadership, training, employee relations, ensuring high performance and fair reward, recognition and career progression are the tools for achieving the best possible results. People account for over 80% of the Force's annual revenue costs. It is important to ensure that those people are committed and motivated.

Personal Development Reviews (PDRs) completion rate for police officers and staff	
<b>Target:</b> 80% of PDRs to be completed within 60 days	86.6% of PDRs for police officers and staff were completed within 60 days (February 2009 to January 2010)
<b>Target:</b> 100% of PDRs completed for eligible staff	99.95% of PDRs for eligible police officers and staff were completed, (February 2009 to January 2010)
Both the timeliness and overall completion rate of PDRs has improved steadily during the past twelve months. This has been achieved through a more proactive approach to PDRs and improved support to managers.	

The timescale for the following measure was extended to March 2011 because of factors beyond the control of the Force.

The short-term sickness rate for police officers and police staff	
<b>Target:</b> Reduce to 32.4 working hours lost per member of staff	Actual performance: 33.9 working hours lost per member of staff
Swine flu severely affected performance against this target. Flu and related illnesses rates in the summer were over 75% higher than the previous year and made this target unachievable. Lower than average sickness in the remainder of the year meant that this target was almost achieved in 2010/11 and is now well on target for March 2011.	

The following targets were withdrawn from the policing plan. Both these issues are important to the Force and Authority but with recruitment and with reduced promotion opportunities limited, it was not possible to achieve these targets within 2009/10.

The number of black and minority ethnic police officers	
<b>Target:</b> Increase to 115	As of 31 March 2010 there were 114 BME police officers. This is an increase of 4.
The Force and Authority remain committed to a representative workforce and the number of BME officers increased during 2009/10. Recruitment was curtailed as a result of fewer officers either retiring or resigning and it was for this reason that the target was withdrawn.	

The percentage of police officers in supervisory and management ranks (Sgt and above) who are female.	
<b>Target:</b> Increase to 20%	18.7% This is a small increase.
The reduction in officers retiring or resigning from supervisory ranks meant that there were fewer opportunities to promote. As a result the target that 20% of Sergeants be female was withdrawn but was replaced by a revised target in the new Policing Plan 2010/13.	

# HMIC Inspections, Audits & Reviews

## Police Report Card

The Policing White Paper committed HMIC to producing a new Police Report Card (PRC) in support of their mission to act as a “fierce advocate” on behalf of the public. As a result HMIC undertook extensive consultation to ensure that the PRC reports on:

*“Those aspects of individual force performance which matter most to the public, specifically: public confidence and victim satisfaction; local crime and policing; protection from serious harm; and value for money and productivity.”*

### Overall Assessment

Kent is graded as follows for each overall domain:

- Local Crime and Policing – GOOD
- Protection From Serious Harm – GOOD
- Confidence and Satisfaction – FAIR
- Value For Money (Staffing and Costs) – Not graded until later in 2010

Kent is placed within the top ten performing forces nationally, as well as being one of four forces to have improved the most over the last year.

Kent is noted in the PRC as performing strongly on reducing and solving neighbourhood crime, as well as demonstrating good performance across protective services. Kent were also identified as one of only eight forces nationally to receive a ‘Good’ grade for the Policing Pledge Inspection.

### Local Crime and Policing

	Delivery Grade	Prospect For Improvement <sup>2</sup>
Neighbourhood Policing	Meeting the Standard	
Neighbourhood Presence	Good	
Reducing Crime	Good	▶
Solving Crimes	Good	▶

Positive comments were made regarding the Force’s rate of robberies, vehicle crimes and criminal damage being better than peer forces; Kent’s residents being less less likely to be a victim of neighbourhood crime than those in peer Force areas; and the Force providing various opportunities for the public to have their say via methods such as the Citizens Panel, Youth Panel and the Kent Crime and Victimisation Survey.

Areas where the Force needs to improve are keeping victims informed about the progress of investigations; callers being told that their enquiry will be dealt with within 24hrs; and the Force urgently needs to reduce the percentage the people who believe that there is a high level of Anti Social Behaviour (ASB) in their local area.

### Protection From Serious Harm

	Delivery Grade	Prospect For Improvement
--	----------------	--------------------------

<sup>2</sup> Prospect For Improvement Key: ◀ Declining   O Stable   ▶ Improving

Investigating Major Crime	Meeting the Standard	
Reducing road death & injury	Good	▶
Solving serious sexual offences	Good	▶
Suppressing gun crime	Good	○
Suppressing knife crime	Good	

Positive comments were made regarding gun crime remaining stable, thereby having a lower rate than peer forces; low rates of knife crime; and solving a higher proportion of serious sexual offences than others in the Most Similar Group (MSG.)

Areas where the Force needs to improve are the number of adult rapes reported to police (currently a suggestion of under reporting; and the lack of provision of a Sexual Assault Referral Centre in the east of the county.)

## Confidence and Satisfaction

	Delivery Grade	Prospect For Improvement
Comparative satisfaction of BME community	Fair	○
Meeting the Pledge standards	Good	
Perceptions of ASB	Poor	○
Public confidence – all agencies	Fair	○
Public confidence – police	Fair	○
Satisfaction with service delivery	Fair	▶

Positive comments were made regarding the Force being assessed as 'Good' for the Policing Pledge; levels of satisfaction amongst victims of crime are in line with similar forces; and the proportion of the public who are confident that the Force is dealing with things that matter in the community is in line with peer forces and remains stable.

Areas where the Force needs to improve are capturing all reports of dissatisfaction, including the reason why someone is dissatisfied; numbers of complaints; variations in how PACT meetings are conducted; and responding to more calls for assistance within published attendance times.

## Value For Money (Staffing and Costs)

	HMIC Assessment
Cost of policing	Medium/High
Cost per household	Low/Medium
Number of police officers and PCSOs	Medium/High
Proportion of policing cost met from council tax	Low/Medium

Value For Money Profiles were published on HMIC's website as part of the PRC. A detailed inspection of Value For Money will take place in 2010, allowing HMIC to grade Forces in the same way as the other 3 domains.

Full details of the Police Report Card can be found on HM Inspector of Constabulary's website.

<http://www.hmic.gov.uk/POLICEREPORTCARD/Pages/home.aspx>

## Policing Pledge

The Home Office introduced the Pledge in December 2008, alongside the single confidence measure. The Policing Pledge is designed to give a national minimum standard for policing. Her Majesty's Inspectorate of Constabulary (HMIC) inspected implementation and compliance with the Pledge in May 2009.

Kent Police were one of only eight forces nationally which achieved a good grade overall. This was made up of five fair grades and eight good grades.

'Good' grades were given for Pledge points 2, 3, 5, 6, 7 and 8. Mention was made of:

- Ease of information on finding your Neighbourhood police team
- Neighbourhood team staffing levels
- Call handling
- Community engagement
- Information provided to communities
- Leadership of the pledge

The 5 'Fair' grades were given for Pledge Points 1, 4, 9 and 10 and under the 'Performance, Results and Outcome' area. The key issues were highlighted as:

- A lack of public consultation regarding police station opening times;
- Neighbourhood Policing Team responses to e-mail and voice messages;
- Automated victim contact process for supervisors;
- Management and analysis of complaints and dissatisfaction; and
- Failure to meet the national 90% target of answering emergency calls within 10 seconds (89.8% was reached in 2008/09).

Full details of the Policing Pledge Inspection can be found on HM Inspector of Constabulary's website: [http://www.hmic.gov.uk/SiteCollectionDocuments/Kent/PPI\\_KNT\\_20091013.pdf](http://www.hmic.gov.uk/SiteCollectionDocuments/Kent/PPI_KNT_20091013.pdf)

# HMIC Review of Data Quality

In April 2008 the Home Office introduced new guidance concerning the recording of offences of violence; in particular this introduced the concept of Most Serious Violence (MSV). This supported the Police Service Agreement (PSA) 23 target, which was a measure aimed at recording MSV for the first time, effectively creating two categories, MSV and 'all other violence'.

HMIC undertook a national evaluation of the recording of MSV Crime and Assaults With Less Serious Injury (AWLSI). Kent was amongst the first four forces to be evaluated. This audit consisted of four tests:

1. Review 80 crime reports recorded as MSV Crime
2. Review 80 crime reports recorded as AWLSI
3. Review 40 incident reports that might relate to offences of violence (as determined by the HMIC auditor)
4. Review 10 crime reports classified as violence that had been 'No Crimed'

The period audited was July-September 2008.

Regarding Tests 1 and 2 above, HMIC concluded that 6 MSV crime reports should have been recorded as AWLSI and 10 AWLSI reports should have been recorded as MSV crime - a net increase of 4 reports in the MSV crime category.

Regarding Test 3 above, HMIC concluded that 6 reports should have been recorded as AWLSI and 5 as 'other crimes'. Although this raised issues of crime recording accuracy, the DAU was at the same time conducting regular monthly audits whilst this identified some issues, the level of error identified internally was significantly lower than HMIC's sample indicated. Notably, the Home Office widened the Public Service Agreement in summer 2009 to include all police recorded violence with injury, which made all the changes to recording relatively meaningless.

Regarding Test 4 above, 4 'No Crime' reports were failed on the basis that the requirement for 'additional verifiable information' had not been satisfied. The failed reports have been reassessed resulting in an agreement with HMIC.

Full details of the report can be found at

[http://www.hmic.gov.uk/SiteCollectionDocuments/Thematics/THM\\_20091020.pdf](http://www.hmic.gov.uk/SiteCollectionDocuments/Thematics/THM_20091020.pdf)

# Comprehensive Area Assessment

The Comprehensive Area Assessments have been coordinated by the Audit Commission throughout 2009. The purpose is to establish a cross Agency Assessment around a wide range of Partnership business.

Categories examined include Safer & Stronger Communities, Environmental Excellence, Economic Success, Learning for Everyone, Improved Health and Well Being, High Quality Homes and Future Challenges. The CAA process highlights two categories, Green Flags that are defined as major achievements and innovation, and Red Flags where there is adverse comment.

## Kent Comprehensive Area Assessment

Kent was awarded two green flags; these were for Gateways and Improving Skills to match Kent's growing economy.

No red flags were awarded.

The main highlights involving Kent Police came under the Safer and Stronger Communities heading. It stated that crime levels had fallen and remain low, reducing crime continues to be an important priority for the Police, Councils and Health Services, progress is good and improvements are likely to continue. More people say they feel safe and in higher numbers than elsewhere in the country.

## Medway Comprehensive Area Assessment

Medway was awarded one green flag for stopping people from re-offending.

No red flags were awarded.

The issues raised within the Medway CAA were very similar to those identified in the Kent CAA. The section title Safe and Strong Medway stated that crime in Medway has fallen fast and is already lower than in similar places. All types of crime have fallen with impressive drops in the number of burglaries and car thefts. There has also been less anti-social behaviour and fewer fires deliberately started. As a result Medway is a safer place. The CAA identified the benefits of Integrated Offender Management Units, which were developed at Medway prior to the County rollout.

The CAA stated reducing re-offending and tackling Anti Social Behaviour are important priorities for the local Crime and Disorder Reduction Partnership. Innovative Partnership working by the Police and Probation Service is playing a big part in reducing burglary and car crime. This new approach is making a big difference without spending public money.

Full results of their CAA for Kent and Medway are published on the One Place website <http://oneplace.direct.gov.uk/pages/default.aspx>

# APACS Performance Indicators

The following table shows how we have been performing against national measures of performance as set out in the Home Office Analysis of Policing and Community Safety (APACS). Each police force in England and Wales is measured in the same way. Unless otherwise stated the latest data available (April 2009 to March 2010) have been provided and compared to data from the same period in 2008/09. As of the 1 April 2009, these indicators are no longer set in statute.

APACS Performance Indicators		Apr 2008 - Mar 2009	Apr 2009 - Mar 2010
<b>APACS 1.1</b>	Percentage of users that are satisfied with the overall service provided by the police	84.8%	87.2%
<b>APACS 1.2</b>	Comparison of satisfaction between white users and users from minority ethnic groups with the overall service provided by the police	84.4% White 80.6% BME	85.7% White 83.9% BME
<b>APACS 1.3</b>	Satisfaction of victims of racist incidents with the overall service provided by the police	82.0%	81.9%
<b>APACS 1.4</b>	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	Data not available	85.0% <sup>1</sup>
<b>APACS 2.1</b>	Percentage of people who agree that the police and local councils seek their views on anti-social behaviour and crime issues in their area	44.6% <sup>2</sup>	45.7% <sup>3</sup>
<b>APACS 2.2</b>	Percentage of people who agree that the police and local councils are dealing with anti-social behaviour and crime issues in their area	46.4% <sup>2</sup>	47.4% <sup>3</sup>
<b>APACS 2.3</b>	Percentage of the public who think the police in their area are doing a good job	49.6% <sup>2</sup>	51.3% <sup>3</sup>
<b>APACS 2.4</b>	Percentage of the public who are confident that the Criminal Justice System as a whole is effective	34.0% <sup>2</sup>	39.5% <sup>3</sup>
<b>APACS 2.5</b>	Percentage of the public who are confident that the Criminal Justice System as a whole is fair	54.1% <sup>2</sup>	60.1% <sup>3</sup>
<b>APACS 3.1</b>	Percentage of police officer recruits from minority ethnic groups compared to the percentage of people from minority ethnic groups in the economically active population	9.0% : 3.6%	5.5% : 3.6%
<b>APACS 3.2</b>	Percentage of female police officers to the overall force strength	25.7%	26.3%
<b>APACS 4.1</b>	Percentage of people who perceive a high level of anti-social behaviour in their local area	16.7% <sup>2</sup>	19.7% <sup>3</sup>
<b>APACS 4.2</b>	Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area	27.1% <sup>2</sup>	28.6% <sup>3</sup>
<b>APACS 4.3</b>	Percentage of people who perceive drug use or drug dealing to be a problem in their local area	24.8% <sup>2</sup>	24.9% <sup>3</sup>
<b>APACS 5.1</b>	Number of most serious violent crimes per 1,000 population	0.6	0.4
<b>APACS 5.2</b>	Number of serious acquisitive crimes per 1,000 population	12.1	10.1
<b>APACS 5.3</b>	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	6.6	6.1
<b>APACS 5.4</b>	Number of domestic homicides per 1,000 population	0.0	0.0
<b>APACS 5.5</b>	Number of gun crimes per 1,000 population	0.1	0.0
<b>APACS 5.6</b>	Number of serious violent knife crimes per 1,000 population	0.3	0.2

APACS Performance Indicators		Apr 2008 - Mar 2009	Apr 2009 - Mar 2010
<b>APACS 6.1</b>	Percentage of most serious violent offences brought to justice	20.6% <sup>4</sup>	26.4% <sup>5</sup>
<b>APACS 6.2</b>	Percentage of most serious acquisitive offences brought to justice	18.2% <sup>4</sup>	17.5% <sup>5</sup>
<b>APACS 6.3</b>	Sanction detection rate for racially and religiously aggravated crimes	58.8%	70.0%
<b>APACS 6.4</b>	Percentage of serious sexual offences brought to justice	40.3% <sup>4</sup>	40.5% <sup>5</sup>
<b>APACS 7.1</b>	Number of deliberate (i) primary and (ii) secondary fires per 10,000 population	(i) 7.53 (ii) 14.47	(i) 6.42 (ii) 12.09
<b>APACS 8.1</b>	Value of cash forfeiture orders and confiscation orders per 1,000 population	£986.71	£6,419.07
<b>APACS 9.1</b>	(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) 762 (ii) 4.7	(i) 696 (ii) 4.3
<b>APACS 10.1</b>	The change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	Data not available	Kent: 0.9 <sup>6</sup> Medway: 1.0 <sup>6</sup>
<b>APACS 11.1</b>	Rate of proven re-offending by adults under Probation supervision	6.4% <sup>2</sup>	12.0% <sup>3</sup>
<b>APACS 11.2</b>	Rate of proven re-offending by young offenders aged 10 - 17	Data not available	15.0% <sup>6</sup>
<b>APACS 11.3</b>	Rate of first time entrants to the Youth Justice System aged 10 – 17 per 100,000	Kent: 1620 Medway: 1550	Data not available
<b>APACS 12.1</b>	Delivery of net cashable, efficiency and productivity gains	4.4%	4.3%
<b>APACS 13.1</b>	Percentage of working hours lost due to sickness for police officers	3.7%	3.3%
<b>APACS 13.2</b>	Percentage of working hours lost due to sickness of police staff	4.1%	4.1%

1. Data relates to the period October 2008 to September 2009.
2. Data relates to the period January 2008 to December 2008.
3. Data relates to the period January 2009 to December 2009.
4. Data relates to the period April 2008 to February 2009.
5. Data relates to the period April 2009 to February 2010.
6. Data relates to the period April 2009 to September 2009.

# Further information

The Kent Police Authority website ([www.kentpoliceauthority.gov.uk/](http://www.kentpoliceauthority.gov.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](http://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](http://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](mailto: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](mailto: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;
- visiting us on Facebook or following us on Twitter
- sending an email to: [kpaenquiries@kent.pnn.police.uk](mailto:kpaenquiries@kent.pnn.police.uk); or
- Writing to Kent Police Authority, FREEPOST MA1410, Gail House, Lower Stone Street, Maidstone, Kent ME15 6NB.