

Annex A

Avon and Somerset Police and Crime Performance Summary April – September 2019

Background

The Avon and Somerset Police and Crime Plan was reviewed by the Police and Crime Panel in March 2019 and adopted by the PCC earlier this year. The Plan has four priorities and within each of these a number of objectives to deliver in achieving that priority. The four priorities are:

- Priority 1 - Protect the most vulnerable from harm
- Priority 2 - Strengthen and improve your local communities
- Priority 3 - Ensure Avon and Somerset Constabulary has the right people, the right capability and the right culture
- Priority 4 - Work together effectively with other police forces and key partners to provide better services to local people

The following five outcomes have also been agreed:

1. People are safe
2. Vulnerable people/victims are protected and supported
3. Offenders are brought to justice
4. People trust the police
5. People feel safe

Performance Oversight

Following discussions with the Police and Crime Panel Chair, the PCC has agreed to provide a quarterly performance report setting out performance against the Police and Crime Plan priorities and outcomes. This report gives an overview of the proposed performance report for comment from the Police and Crime Panel as well as pulling out some specific issues with reporting and commentary. The report examines a wide array of differing measures that have been put into two categories.

Success Measures

These are measures whereby looking at the data alone will indicate how well the Constabulary or other service are performing. This will consider both the snapshot of performance during the quarter in conjunction with the trend over a longer period of time. These two factors together will be translated into a three tier performance grading based on defined ranges of expected performance:

- Exceeds expectations – performance exceeds the top of the range and does not have a negative trend.
- Meets expectations – performance is within the range and does not have a negative trend or is above the range but has a negative trend.
- Below expectations – performance is below the bottom of the range or is within the range but shows a negative trend.

The report will highlight when the grading has changed from the previous quarter.

The performance ranges will be reviewed on an annual basis or as required if there are other significant changes in processes. This is to ensure these ranges remain current and continue to provide meaningful insight.

Diagnostic Measures

These are measures where conclusions cannot be drawn from simply looking at the data and need further analysis to try and understand if any change is good or bad. An example may be numbers of recorded crimes. If this was to increase, on the face of it, this could be seen as negative i.e. more crime being committed. However this increase could be attributable to better internal crime recording or an increase in the public confidence to report crime where they were not previously: both of which would actually be a success.

The individual measures are aligned to an outcome or outcomes rather than any particular objective within the plan because objectives, and even priorities, cannot be delivered or reported on in isolation.

Dashboards

There are over 150 separate measures that form the basis of the performance framework. These measures are spread across a number of dashboards:

- Central
- Victims
- Legitimacy
- Serious Organised Crime
- Criminal Justice
- Op Remedy

The central dashboard contains a variety of the most important measures whereas the others contain a suite of measure that all relate to that theme. It is only the central dashboard which will be reported in full in every version of this report. The other dashboards will be reported as a single aggregate measure (average performance of all the measures within it) or as a graded judgement (Op Remedy contains more than numerical measures). However individual measures, within the supplementary dashboards, will be reported on by exception.

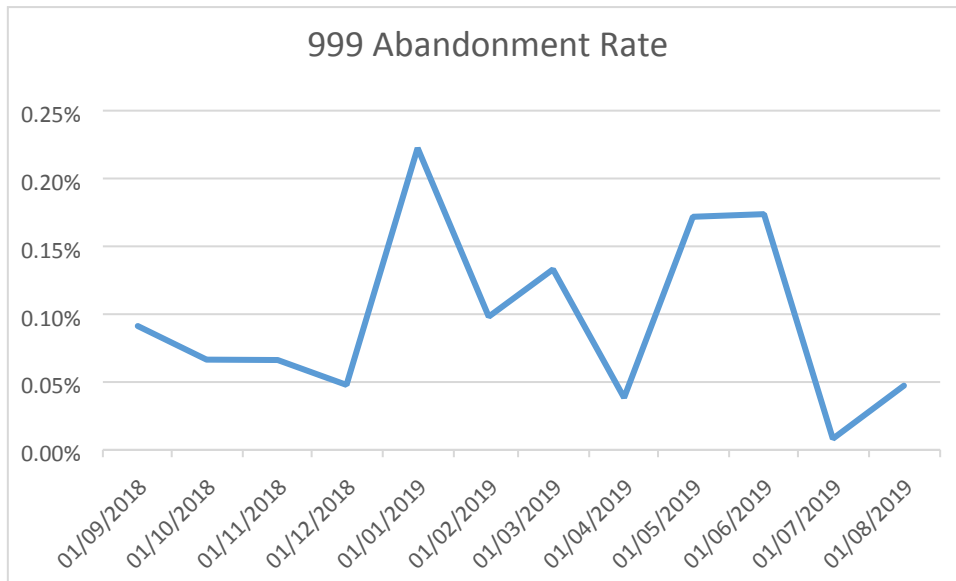
Like all aspects of delivery this report itself seeks to continuously improve so additional measures will be included as relevant data is identified, gathered and made available.

Appendix 1 provides some additional background explanation of some of the measures to improve accessibility and understanding of the report.

Performance by outcome

People are safe

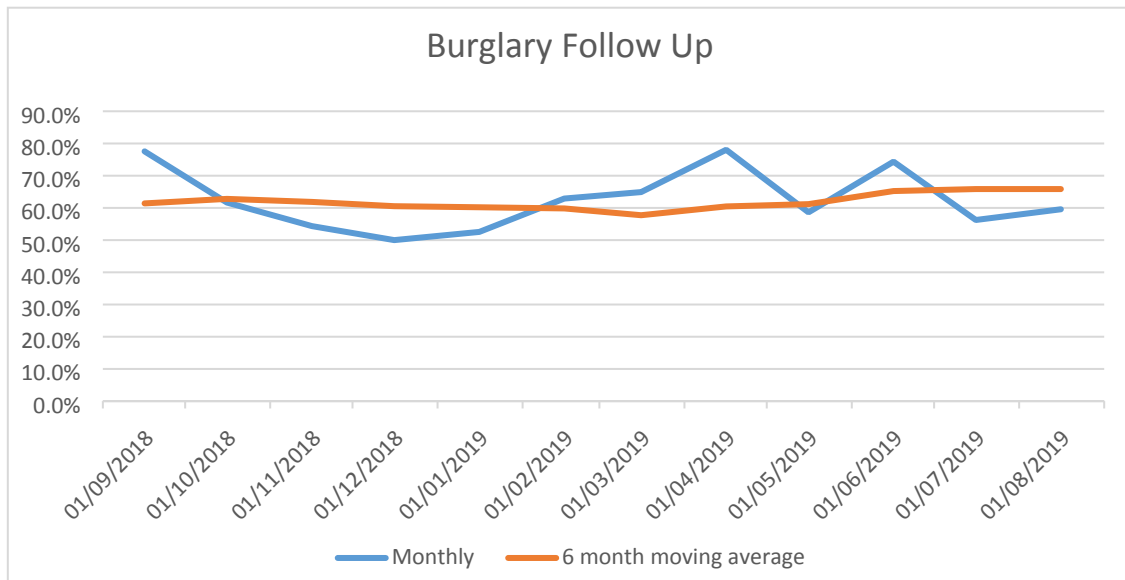
Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	<0.1%	Stable	Exceeds expectations
101 abandonment rate % of all calls			
Timeliness of attendance of calls graded as Immediate % attended with 15-20 minutes			
Timeliness of attendance of calls graded as Priority High % attended within 1 hour			
Timeliness of attendance of calls graded as Priority Standard % attended within 4 hours			
Number of people killed or seriously injured in road traffic collisions			
Numbers of recorded crimes			<i>Diagnostic</i>
Crime Data Integrity % of crime correctly recorded			<i>Diagnostic</i>
Demand Complexity			<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population			<i>Diagnostic</i>
Harm score managed offenders			<i>Diagnostic</i>
Reoffending rate managed offenders			<i>Diagnostic</i>
Serious Organised Crime aggregate measure	N/A	N/A	
Op Remedy graded judgement	N/A	N/A	



The 999 abandonment rate for the last quarter was under 0.1% and over the last year the month on month results have been stable. In the last year seven months were below this 0.1% and the peak was only 0.22%. This continues to be one of the strongest areas of performance for the Constabulary.

Vulnerable people/victims are protected and supported

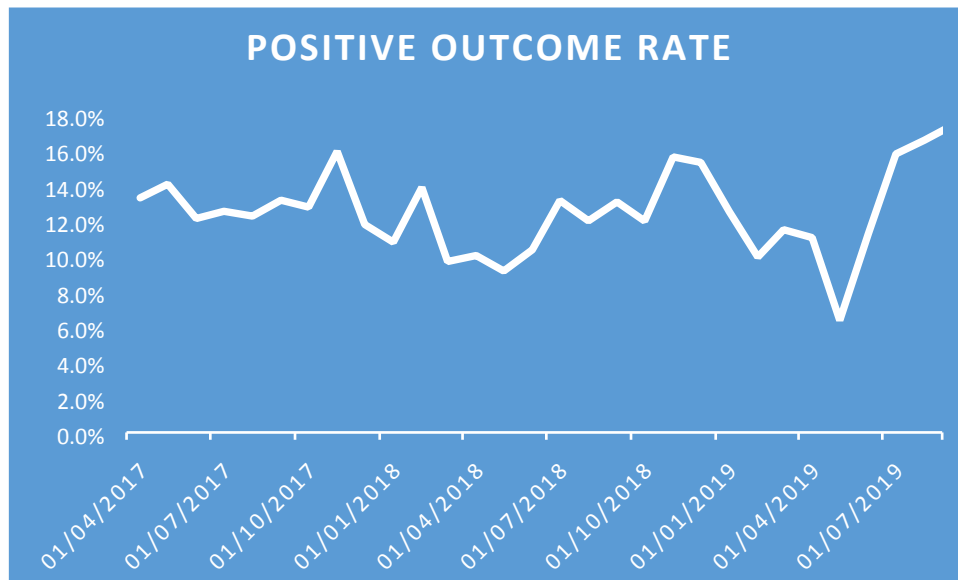
Measure	Current performance	Trend	Grading
Harm score victims			<i>Diagnostic</i>
Victims aggregate measure	N/A	N/A	



Within the Victims dashboard one of the measures is percentage of users satisfied with the follow up received after reporting a burglary which has been a cause for concern previously; it currently meets expectations with performance in the last quarter at 57.9%. Over a three year period this still shows a weak to moderate downward trend. However the 6 month moving average is the highest it has been since October 2017 and limiting the view to the last 6 data points on this there is a strong upward trend. This very recent trend may well be attributable to Op Remedy, as burglary has been a focus of this team. So if this recent trend continues, by the end of Op Remedy we may see burglary follow-up satisfaction at the levels of the three year high.

Offenders are brought to justice

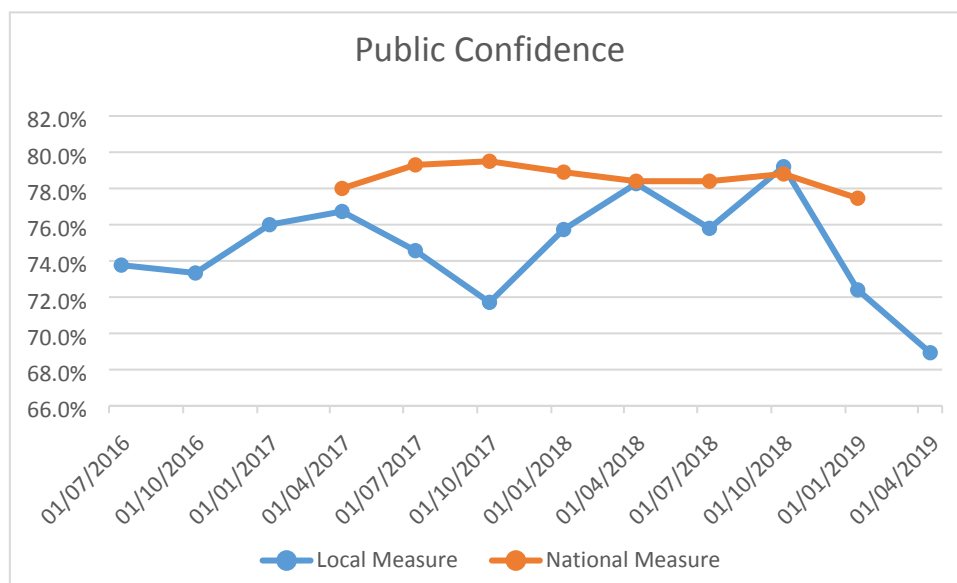
Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	16.5	Stable	Exceeds expectations
Conviction rate % of all court cases			
Criminal Justice aggregate measure	N/A	N/A	



The positive outcome rate average for the last quarter is 16.6% which is above the top of the performance range. Although the trend is classed as stable because the positive direction of travel is insignificant over the last calendar year when you isolate the data to look at the current year (from April 2019) there is a moderate to strong positive trend. Should this continue for the rest of the year performance will have exceeded that of both the previous years 2017/18 and 2018/19.

People trust the police

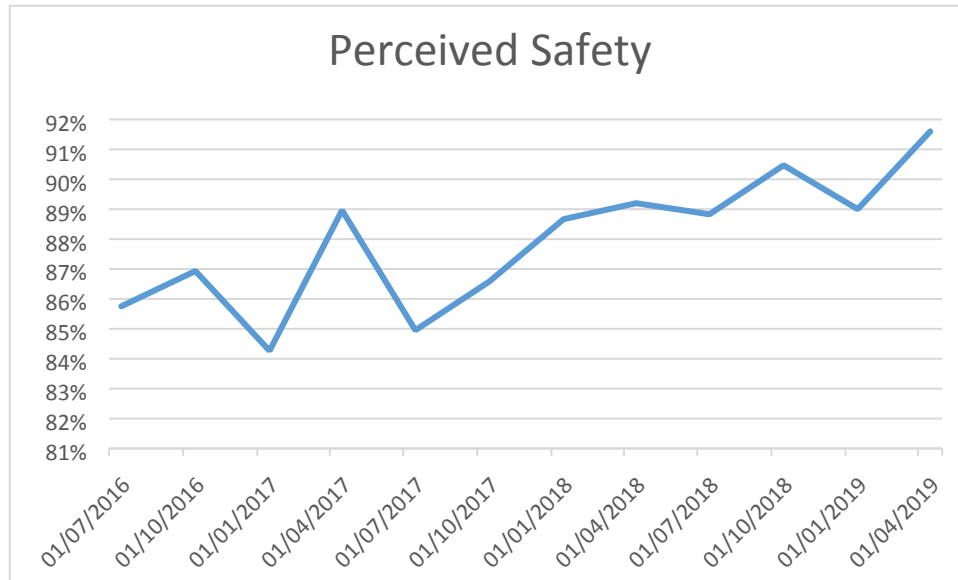
Measure	Current performance	Trend	Grading
Public Confidence (National measure) % agree	77.5	Negative Weak	Below expectations
Confidence in the Police (Local measure) % agree	68.9	Stable	Below expectations
Tackling community priorities % agree			
Active Citizenship % of people engaged			
Workforce representativeness % BaME			
Complaints of incivility			<i>Diagnostic</i>
Disproportionality of Stop Search % BaME			<i>Diagnostic</i>
Legitimacy aggregate measure	N/A	N/A	



The local measure is currently 1% point under the performance range and therefore is classified as below expectations even though the results for the last three years are stable. Conversely the national measure is within the range but shows a negative trend, albeit very weak. Due to being just below range and the very weak trend these results are not concerning at this point however this will be closely monitored from a risk perspective and the next quarter's results will be more telling. An important point to recognise is that, although the survey questions are asking about confidence in Avon and Somerset Constabulary particularly, people's perception of policing can be influenced by national factors and media reporting such as the increase in knife violence and the way rape cases are being handled by the criminal justice system.

People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	91.6	Positive Moderate	Exceeds Expectations
Police Visibility			<i>Diagnostic</i>



Current perceived safety is above the expected performance range and shows a positive trend. It should be noted that from the start of 2018 this question was asked in two parts: safety during the day and safety at night and the above figures represent the average. Even isolated to the time from the change in questioning the trend remains largely the same.

Appendix 1 – Explanation of measures

Demand Complexity – this is measure of demand into the police counting the number of incidents (not just recorded crime): each crime has a harm value and non-crime incidents have a value based on how much time that type of incident takes to deal with. This is a much more accurate picture of demand than simply counting crimes or incidents or calls.

Harm score managed offenders – individual offenders are given a harm score based on the amount and type of offending they are known or suspected to have perpetrated. This is the total score for all Impact Managed offenders in Avon and Somerset.

Reoffending rate managed offenders – This is the percentage of Impact Managed offenders that commit or are suspected of committing further offences while already being managed.

Harm score victims – individual victims are given a harm score based on the amount and type of offending they are known or suspected to have been the victim of. This is the total score for all victims in Avon and Somerset.

Positive Outcome rate – positive outcomes are counted as Home Office defined outcomes 1-8 which are: charge/summons, cautions/conditional cautions for youths or adults, offences taken into consideration, the offender has died, penalty notice for disorder (PND), cannabis/khat warning and community resolution.

Conviction rate – A conviction is an admission or finding of guilt at Magistrates or Crown Court, including both custodial and non-custodial sentences, and is counted based on the offender not the number of offences.

Public Confidence – the national measures are figures taken from the Crime Survey of England and Wales whereas the local measure is data collected from the Avon and Somerset survey; both results are for respondents living within this policing area only. The local measure is more subject to fluctuation because this is reported each quarter in its own right whereas the national measure reports a 12 month rolling average which naturally ‘flattens’ the data line. The national measure only reports a 12 month figure because the number of respondents they survey is smaller and so to remain statistically significant the data must be averaged over this longer time period. There is always lag in the receiving the results: the national reporting is about 14 weeks after the end of the quarter and the local will be about 6 weeks after the end of the quarter.

Active Citizenship – this is the % of the population that are either Special Constables, volunteers or cadets.