

Avon and Somerset Police and Crime Panel

11th December 2019

Avon and Somerset Police and Crime Performance Summary

July – September 2019

Introduction

The Avon and Somerset Police and crime plan has four priorities and within each of these a number of objectives to deliver in achieving that priority.

- 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

We have also defined what the plan ultimately seeks to achieve which are the following five outcomes:

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

This performance report seeks to provide a picture of performance against the Police and Crime Plan and will be reported on a quarterly basis. 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, it looks bad 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 about 150 separate measures that form the basis of the performance framework. These measures are spread across a number of dashboards:

- Central
- Victims
- Legitimacy
- Criminal Justice (to be developed)
- Op Remedy – this is the Constabulary operation to tackle knife crime, burglary and drug crime that was made possible through extra raised by increasing the precept and started in April 2019.

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 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.

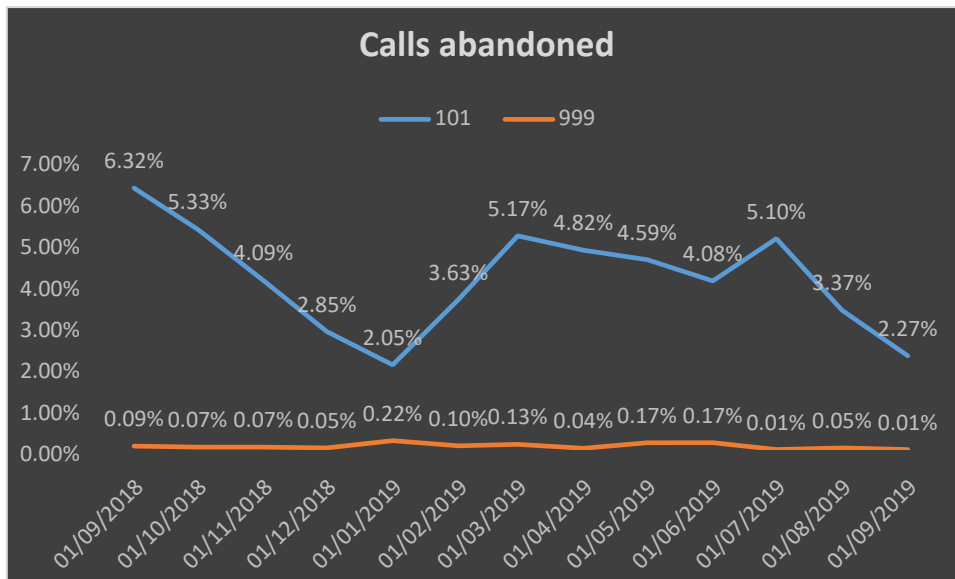
Appendix 1 explains some of the below measures which are not obvious by their description as to what they are.

Performance by outcome

People are safe

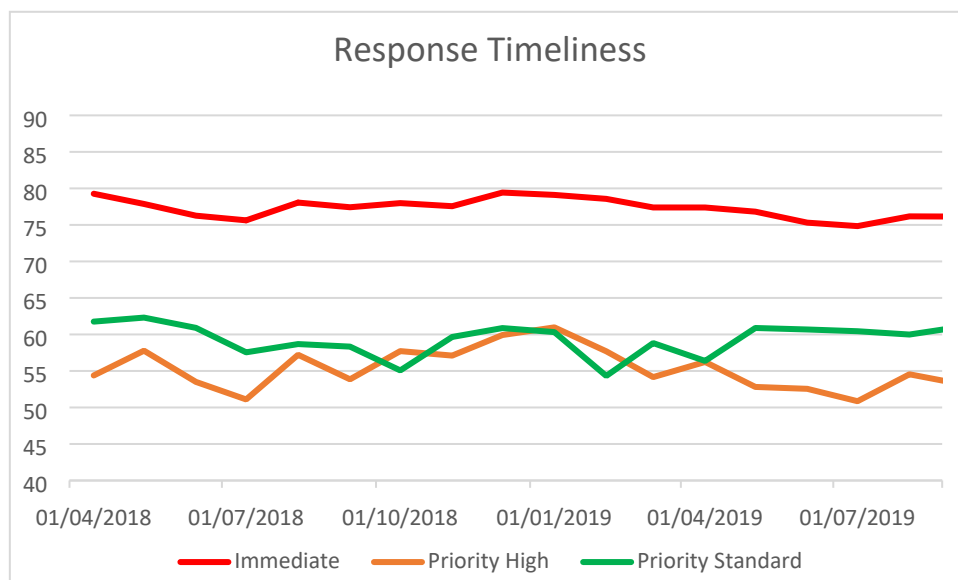
Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	<0.1%	Stable	Exceeds expectations
101 abandonment rate % of all calls	3.63%	Stable	Meets expectations
Timeliness of attendance of calls graded as Immediate % attended within SLA	75.68	Moderate downward trend	Below expectations
Timeliness of attendance of calls graded as Priority High % attended within SLA	52.9	Moderate downward trend	Below expectations
Timeliness of attendance of calls graded as Priority Standard % attended within SLA	60.44	Stable	Meets expectations
Number of people killed or seriously injured in road traffic collisions	20	Stable	N/A
Numbers of recorded crimes	36304	Stable	<i>Diagnostic</i>
Demand Complexity	323079	Stable	<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population ¹	168	Stable	<i>Diagnostic</i>
Harm score managed offenders	936	Stable	<i>Diagnostic</i>
Op Remedy graded judgement	N/A	N/A	Meets expectations

¹Based on Office of National Statistics 2018 Population Estimates of 1,711,473.



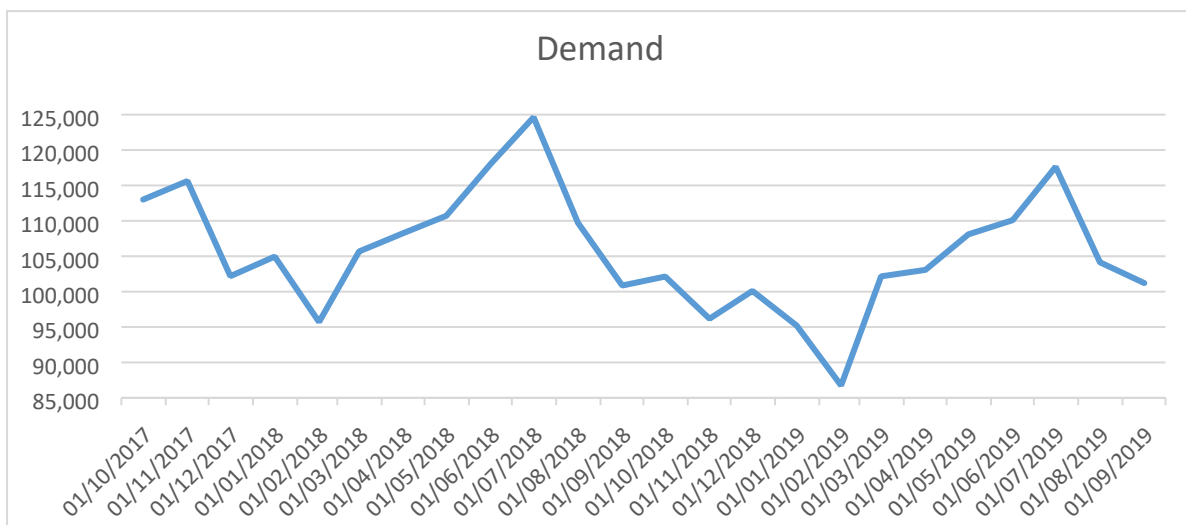
The 999 abandonment rate for the last quarter was under 0.1% and over the last year the month on month results have been stable. In the last year seven months were below this 0.1% and the peak was only 0.22%. This continues to be one of the strongest areas of performance for the Constabulary.

The 101 abandonment rate is more variable and the performance is not as strong as the 999 performance however the trend is stable and if the rate continues as it did in September this too will soon be exceeding expectations.



Each call grading has a service level agreement (SLA) about the time within which a response is expected. The above graph shows the percentage of calls responded to within that SLA. The highest risk immediate calls show a much better compliance with the SLA however this quarter the performance has just dropped below the defined range. Both the immediate and priority high calls are slightly lower this quarter as compared to first quarter of this year. Priority standard is different in that it is within range, has a stable trend and has slightly increased this quarter compared to last.

It is important to note that the SLAs are defined by the Constabulary and intended to be challenging rather than having a longer SLA which would have greater compliance. A number of factors have affected performance in this area including officer numbers, availability of officers with specialist driver training, availability of response vehicles and the rationalised estate which inevitably means some areas are further away from police stations. The timeliness of response is a key area of focus for the Constabulary at the moment and there are a number of strands of strategic review being pulled together to better understand how improvements can be made on top of those already underway.



As can be seen in the above crime, and demand more generally, have strong seasonal trends. They peak in July and are at the lowest in February and for the last couple of years they have both been highest in quarter one of the financial year and dropped each quarter thereafter. However this year is different and quarter two has seen marginally higher crime and demand than quarter one. Compared to the same quarter last year crime is 1.4% higher but overall demand is 3.7% lower.

The victimisation rate follows the same seasonal pattern, as would be expected, so the number of victim's this quarter has increased a small amount compared to quarter one. In comparison to the same quarter last year there are 0.5% fewer victims.

	Residential Burglary	Drug Trafficking ²	Knife Crime
R e c o r d e d C r i m e			
Q2 2018/19	1,616	186	659
Q2 2019/20	1,587	184	719
P o s i t i v e O u t c o m e R a t e			
Q2 2018/19	4%	78.5%	29.1%
Q2 2019/20	9.6%	77.8%	30.7%

²Trafficking includes all drug offences that are not simple possession; including possession with intent to supply (PWITS).

The overall judgement of Op Remedy is that it meets expectations this is because it has shown strong performance in terms of residential burglary but not for drugs and knife crime on the same indicators. It should be noted however that drug and knife crime tend to be more linked with complex offending and organised crime and disruption of criminal activity, police visibility and prevention are more difficult to evidence in this respect.

Vulnerable people/victims are protected and supported

Measure	Current performance	Trend	Grading
Harm score victims	126707	Stable	<i>Diagnostic</i>
Victims aggregate measure	N/A	N/A	Meets expectations

Total victim harm is also seasonal, like crime, and as expected this quarter was lower than the previous quarter. However compared to the same period last year it is 2.5% higher and this is broadly in line with the increased crime.

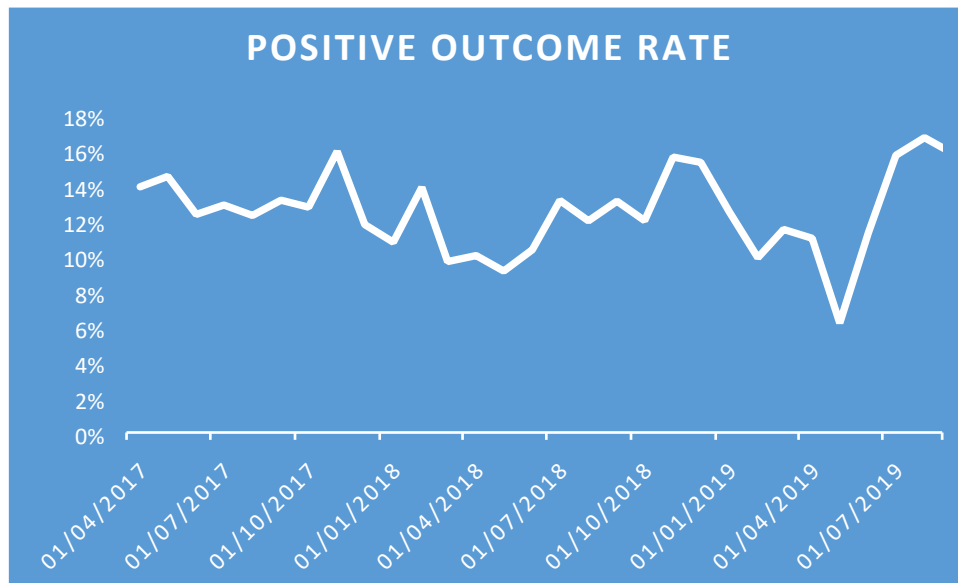
Within the victims dashboard a group of the measures used are based upon the User Satisfaction Survey results. This is a survey undertaken for the Constabulary to ask victims of crime about their experience of dealing with the police. The four groups of offending that are surveyed are Anti-Social Behaviour (ASB), Burglary, Hate Crime and Violence against the person (VAP). The questions reported in this relate to fair treatment, follow up and whole experience. Performance fluctuates each month and none of the measures show any trend over the last year. Fair treatment is the strongest of the three questions all meeting expectations.

Another set of the measures within the victims dashboard relates to the support services commissioned or funded (in whole or in part) by the PCC. This group of measures meets expectations as a whole and there are a number of individual measures which exceed expectations including those relating to the largest service, co-funded with the Constabulary, Lighthouse Victim and Witness Care.

Offenders are brought to justice

Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	16.1	Stable	Exceeds expectations
Conviction rate % of all court cases	86.09	Stable	Meets expectations
Criminal Justice	N/A	N/A	<i>TBC</i>

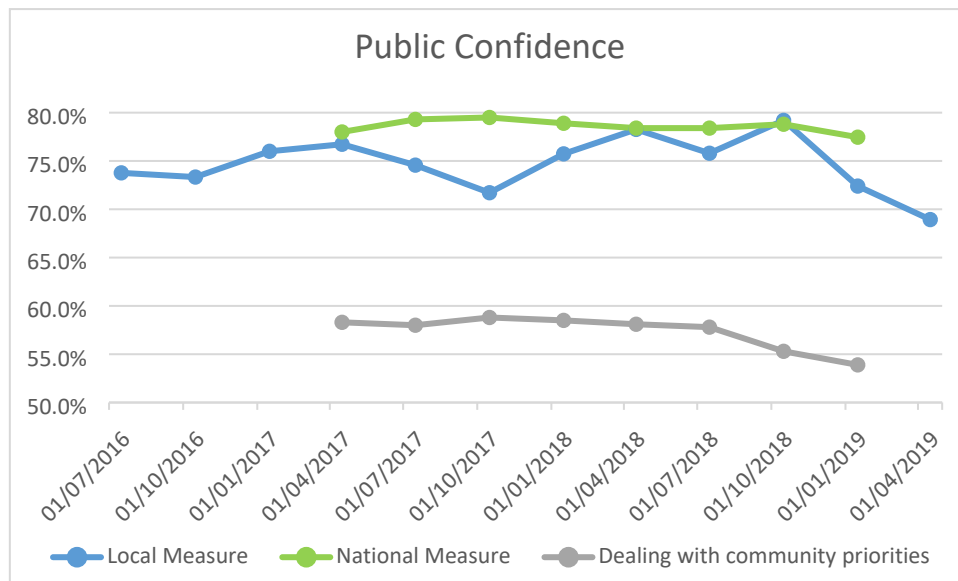
aggregate measure			
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The quarter two positive outcome rate, 16.1%, is above the top of the performance range. This is the highest quarterly result for the last couple of years and the rolling 12 month average rate is now 12.7%. Quarterly results are more liable to fluctuation but should the performance continue – on the same trajectory as it has since April 2019 – the rate will have exceeded that of both the previous years’ 2017/18 and 2018/19.

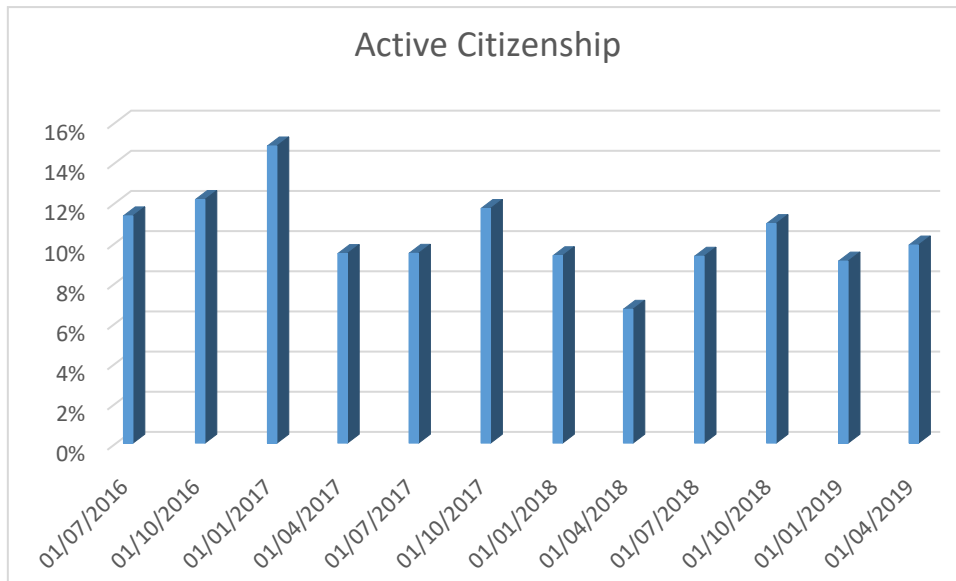
People trust the police

Measure	Current performance	Trend	Grading
Public Confidence (National measure) % agree	77.5	Stable	Meets expectations
Confidence in the Police (Local measure) % agree	68.9	Stable	Below expectations
Dealing with community priorities % agree	53.9	Moderate downward trend	Below expectations
Active Citizenship % of people engaged	9.9	Stable	Meets expectations
Workforce representativeness % BAME	3.03	Strong upward trend	Exceeds expectations
Complaints of incivility	41	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity	4.77	Stable	<i>Diagnostic</i>
Legitimacy aggregate measure	N/A	N/A	Meets expectations

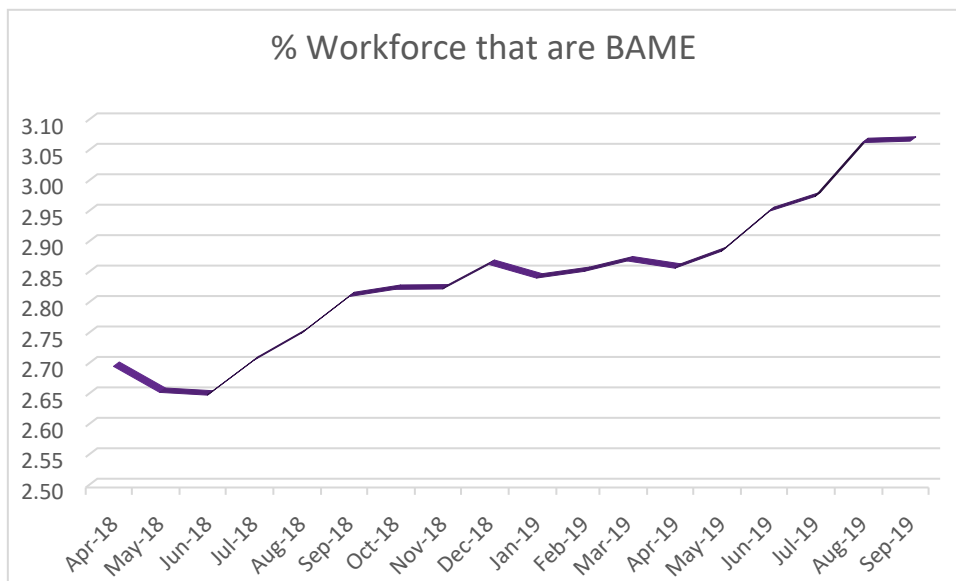


The local public confidence measure is currently 1% point under the performance range and therefore is classified as below expectations even though the results for the last three years are stable. The national measure is within the range and stable but shows a very slight downward trajectory. These results 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.

Dealing with community priorities, which is from the same national survey, shows a different picture: this is within the expected range but shows a moderate downward trend. It should be noted that, given the finite resources of the Constabulary, there can exist some tension between what the communities see as priorities and what the Constabulary has to prioritise based on threat, harm and risk. For example ASB is very visible to residents and can have a great impact on day to day lives and is accepted broadly as community priority. However this cannot have the resource devoted to it that exploitation of children would – which although affecting fewer people and, so may not be thought of as a community priority – carries much more risk.

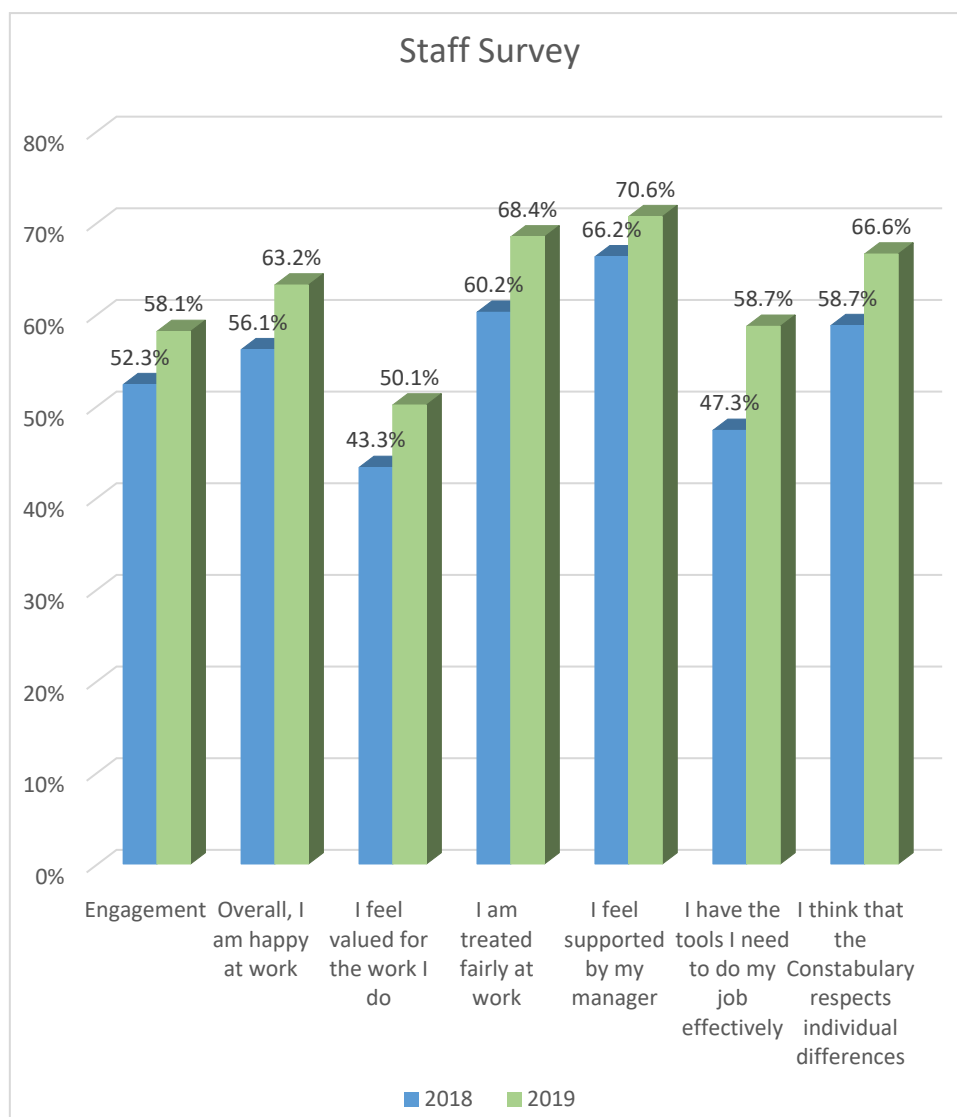


There are a decreasing number of people engaged in active citizenship although it is not as marked as to be classified as a trend over the last three years. In future the hope is to better report this data by the total number of hours given through active citizenship which will be more accurate.



As is evident from the above graph the percentage of the workforce that are BAME shows a strong upward trend and has just moved above the expected performance range within Quarter 2. Although this exceeds expectations in the defined performance framework the ambition is still to have a workforce that is representative of the community and so the hope is this strong upward trend continues.

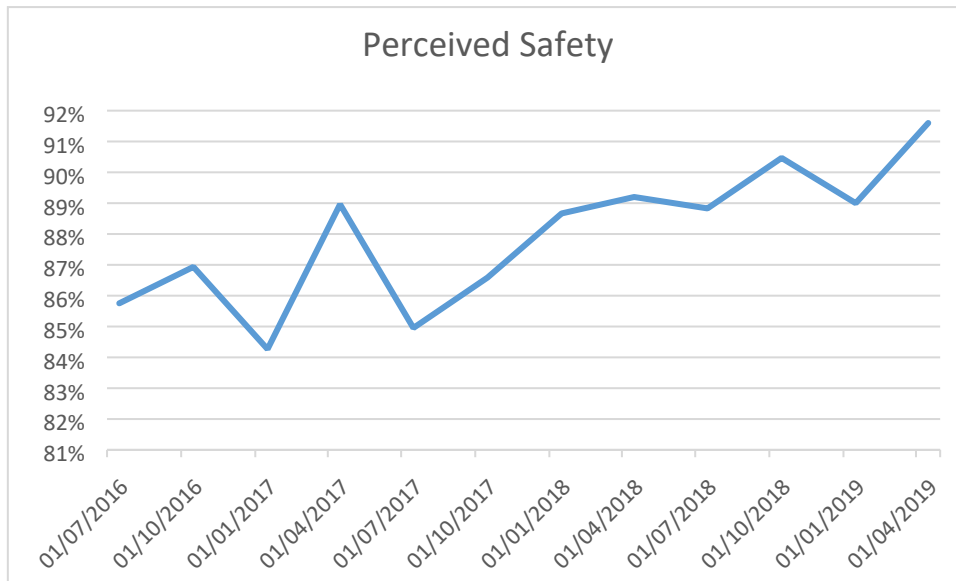
In addition the assessments for the percentage of the workforce that are female, LGBT+ and that have a disability all exceed expectations and all show strong upward trends over the last year.



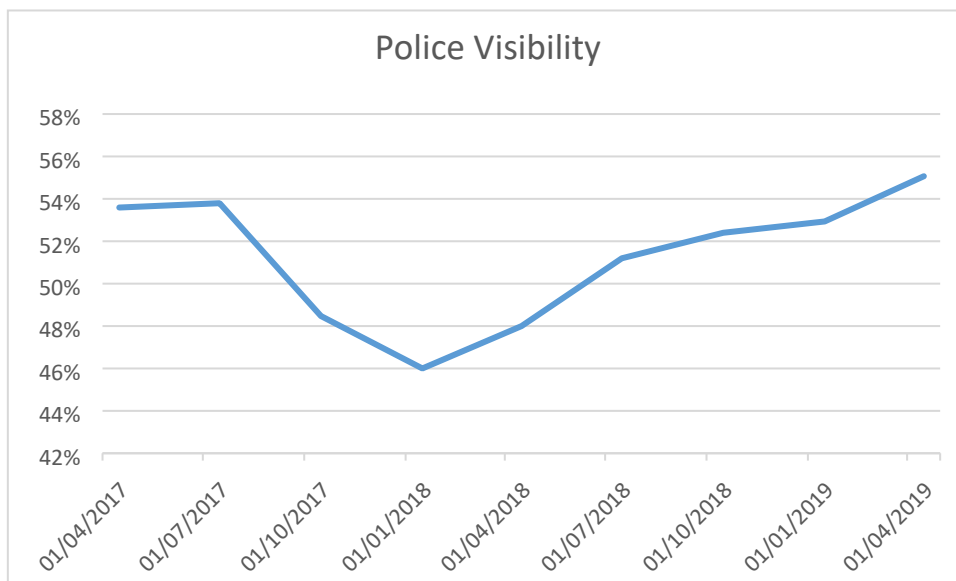
An important indicator of legitimacy is how well the Constabulary treats its workforce: a primary measure of this is the annual staff survey. The above graph demonstrates some of the key questions asked and the results from this year compared to last: all of which show substantial improvement. The survey asks approximately fifty questions in total and nearly all of these saw improvements on last year. Between the two surveys the Constabulary updated and launched its new Mission, Vision and Values. The values – which are caring, courageous, inclusive and learning – are at the heart of treating people well and it is hoped as these are further embedded throughout the culture next year’s results will be equally as positive. *(It should be noted data from before 2018 cannot be shown as the questions in those surveys were different and so direct comparisons cannot be made.)*

People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	91.6	Moderate upward trend	Exceeds Expectations
Police Visibility % Agree	55.7	Strong upward trend	<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.



Police visibility has increased every quarter from the start of 2018 from 46% to 55%; this is the highest it has been in the last two years. Visibility of the police should increase perceived safety. The two figures do not correlate exactly although both have seen an upward trend from the start of last year. One of the reasons this is not assumed as a success is because increased police visibility could be driven simply by increased crime meaning there are more incidents to deploy to however our crime and demand data would not support this. The Constabulary has recently completed a programme of 'mobilisation' equipping officers and staff with laptops and enhanced mobile phones. This rollout started in Q2 of 2018/19 and was largely complete by the end of that year. One of the primary reasons to do this was to enable officers to spend more time out of stations and in the community instead. As further results are reported it will be important to monitor if this trend continues and how this may be linked to that mobilisation.

Appendix 1 – Explanation of measures

BAME – is Black, Asian and Minority Ethnicity – and used as a high level way of analysing ethnic diversity.

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.

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 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.

Disproportionality of Stop Search – this looks at the number of people subject to stop and search, according to two ethnicity categories – white or BAME, as a percentage of the population of those respective categories in Avon and Somerset (based on 2011 Census data). The figure displayed is the ratio of how many times more likely a person is to be stopped if they are BAME compared with if they are white. An important point of note about the data is that the stop and search data is current but this is being compared to population data from 2011 – in this time period the demographics of the areas will undoubtedly have changed and the actual ratio will be different.

Police Visibility – this is based on the question in the local survey of *when did you last see a police officer or a police community support officer in your local area?* This is percentage of respondents that have seen an officer within the last month (or more recently).