

## Avon and Somerset Police and Crime Performance Summary

October – December 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.

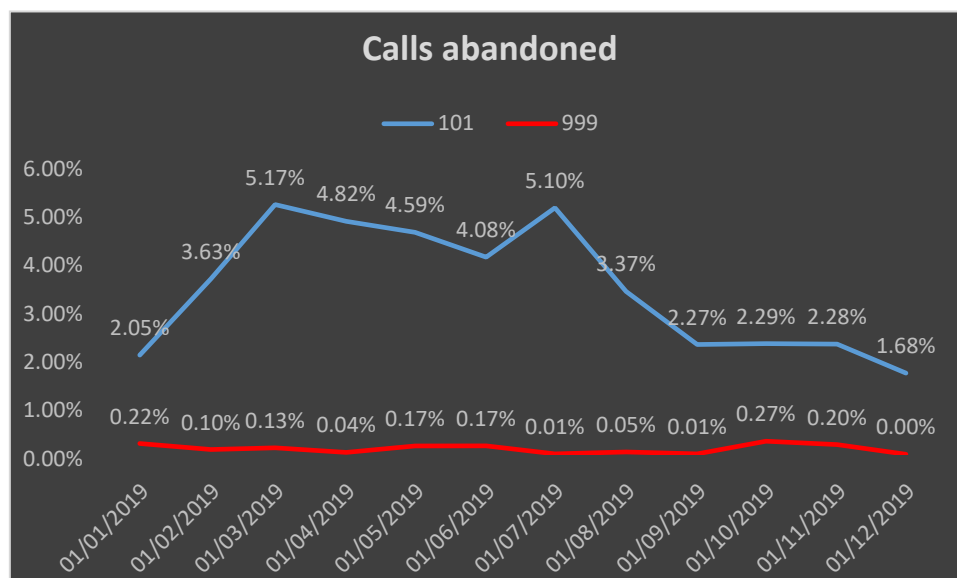
Appendix 1 explains some of the below measures which are not obvious by their description as to what they are.

## Performance by outcome

### People are safe

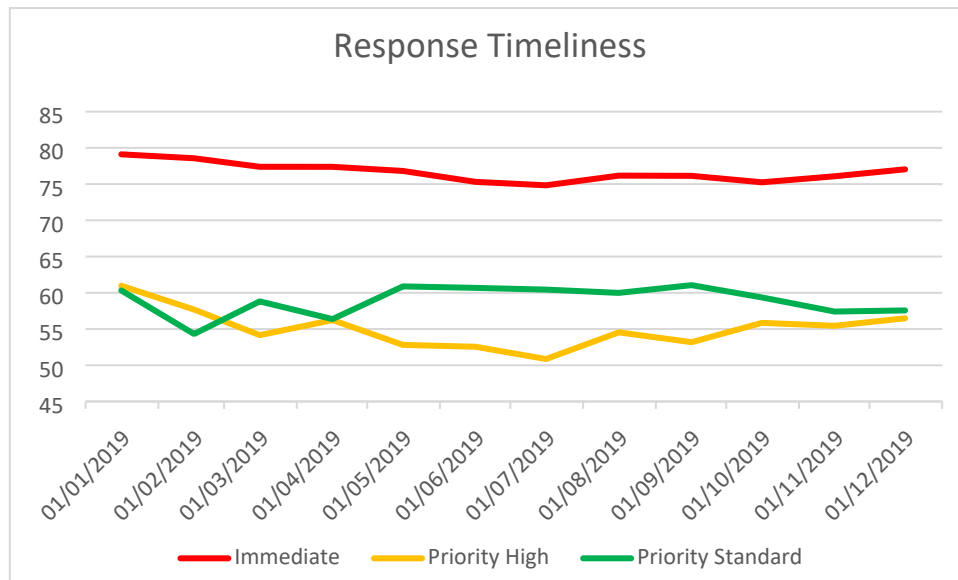
Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	0.16%	Stable	Meets expectations
101 abandonment rate % of all calls	2.10%	Stable	Exceeds expectations
Timeliness of attendance of calls graded as <i>Immediate</i> % attended within SLA	76.14	Moderate downward trend	Below expectations
Timeliness of attendance of calls graded as <i>Priority High</i> % attended within SLA	55.92	Stable	Meets expectations
Timeliness of attendance of calls graded as <i>Priority Standard</i> % attended within SLA	58.23	Stable	Meets expectations
Number of people killed or seriously injured in road traffic collisions	74	Stable	N/A
Numbers of recorded crimes	34987	Stable	<i>Diagnostic</i>
Demand Complexity	307598	Stable	<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population <sup>1</sup>	151	Stable	<i>Diagnostic</i>
Harm score managed offenders	2292	Stable	<i>Diagnostic</i>
Op Remedy graded judgement	N/A	N/A	Meets expectations

<sup>1</sup>Based on Office of National Statistics 2018 Population Estimates of 1,711,473.



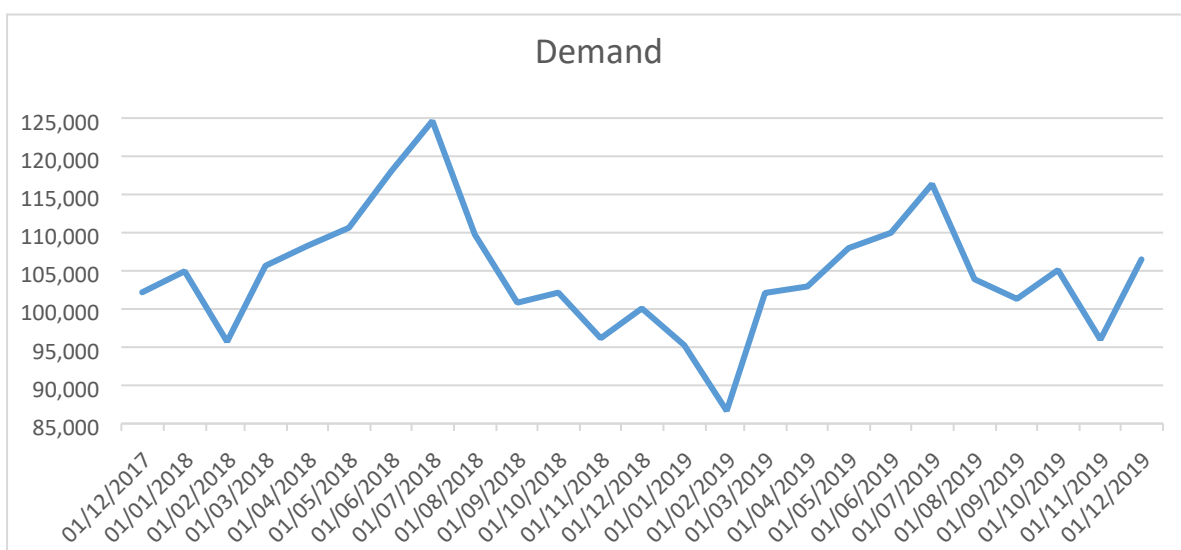
The 999 abandonment rate for the last quarter has declined by 0.14% points but this is still near the top of the expected performance range and is stable. Even with this slight decrease it continues to be one of the strongest areas of performance for the Constabulary.

The 101 abandonment rate has improved by 1.53% points compared to quarter two and although the trend is still classed as stable this quarter's result is now above the expected performance range.



The above graph shows the percentage of calls responded to within the SLA (see Appendix 1 for more information). Immediate calls timeliness has increased by 0.46% points on the last quarter and is within range; however the trend is still downward. Priority high calls have also improved this quarter by 3% points and this has stopped the downward trend. Priority standard timeliness is still within range and stable but has decreased this quarter by 2.2% points.

Timeliness of response is a key area of focus for the Constabulary who are trying to make short term, sustainable improvements prior to the arrival of the additional officers funded through Op Uplift. Op Uplift is the recruitment of 20,000 additional police officers, across the country, that was announced at the end of 2019.



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. Quarter three recorded crime and demand is, as expected, lower than quarter two however the decrease is not as marked. Compared to the same quarter last year both crime and demand are higher; year to date (April – December) crime is 2% higher but demand is 2% lower.

The victimisation rate follows the same seasonal pattern, as would be expected, so the number of victims this quarter has decreased a small amount compared to quarter two. In comparison to the same quarter last year there are 1.3% fewer victims.

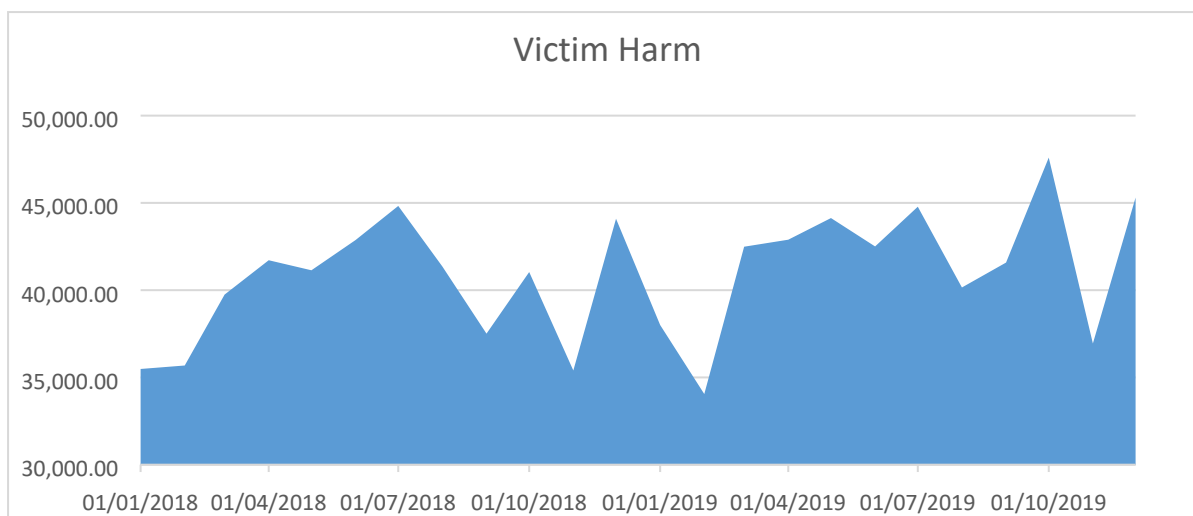
	Residential Burglary	Drug Trafficking <sup>2</sup>	Knife Crime
	<b>R e c o r d e d C r i m e</b>		
Q3 2018/19	1,675	129	623
Q3 2019/20	1,558	136	720
	<b>P o s i t i v e O u t c o m e R a t e</b>		
Q3 2018/19	4.9%	76.4%	26.8%
Q3 2019/20	6.4%	76.3%	25.0%

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

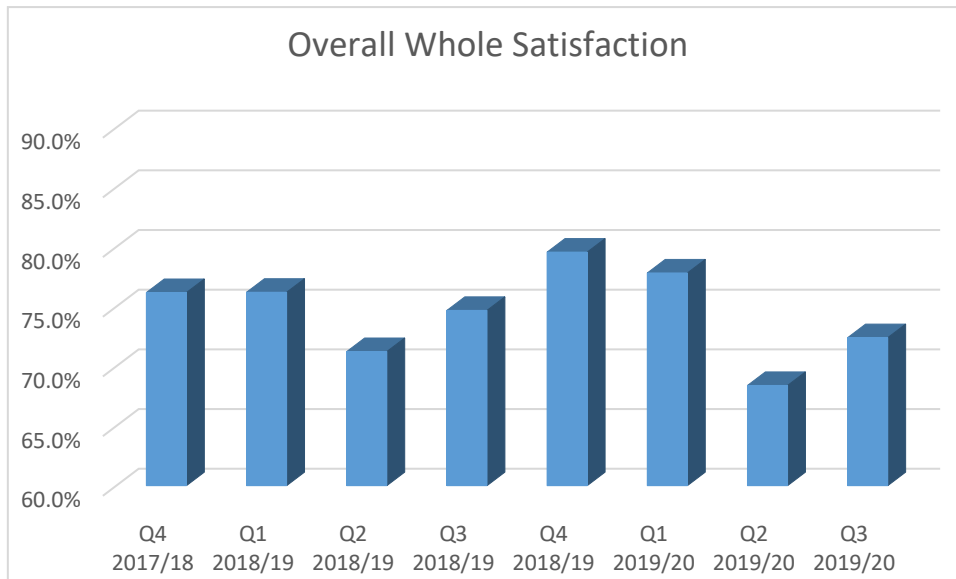
The overall judgement of Op Remedy is that it meets expectations. The positive outcome rate this quarter is less than quarter two and the three main crime types have not seen any significant change at a force level. However the positive outcome rate for those offences actually investigated by the Op Remedy team is much higher but they do not investigate the majority of these crimes. Consideration needs to be given as to what can be learnt from the work within Op Remedy and how this can trigger positive change across the rest of the force to drive up the overall rates in a sustainable way.

### Vulnerable people/victims are protected and supported

Measure	Current performance	Trend	Grading
Harm score victims	129843	Stable	<i>Diagnostic</i>
Victims aggregate measure	N/A	N/A	Meets expectations



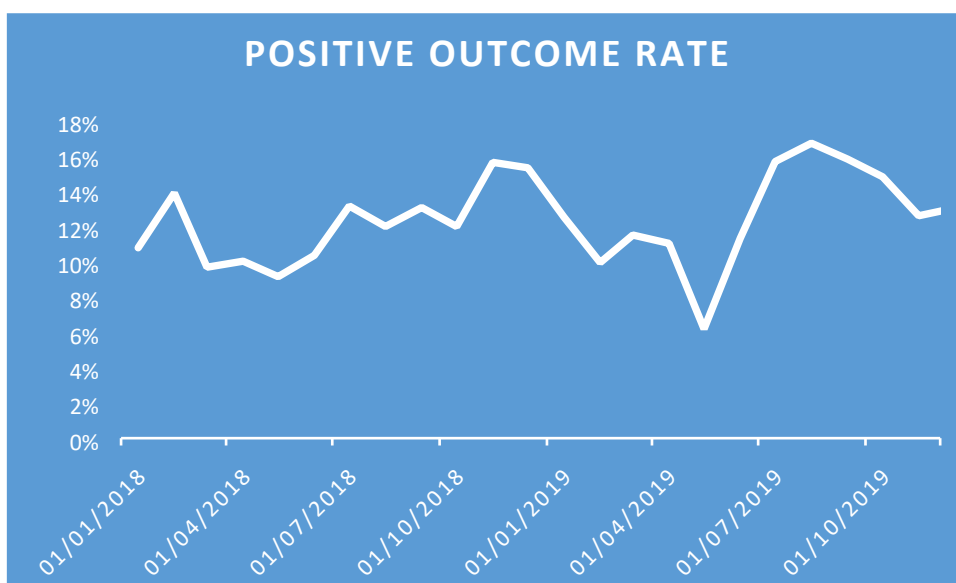
Total victim harm tends to be seasonal, like crime, although unusually this year total victim harm in this quarter is higher than either quarters one or two. This difference can be explained in there being a greater number of high harm offences: there were more murders in quarter three (5) than there were in the first six months of the year combined (3).



Within the Victims Dashboard – although most are stable and within range – a number of elements of user satisfaction have exceeded the range this quarter: two of the measures related to Hate Crime and two of the measures relating to the Lighthouse Victim and Witness Care Unit.

#### Offenders are brought to justice

Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	13.6	Stable	Meets expectations
Conviction rate % of all court cases	87.66	Stable	Meets expectations
Criminal Justice aggregate measure	N/A	N/A	TBC

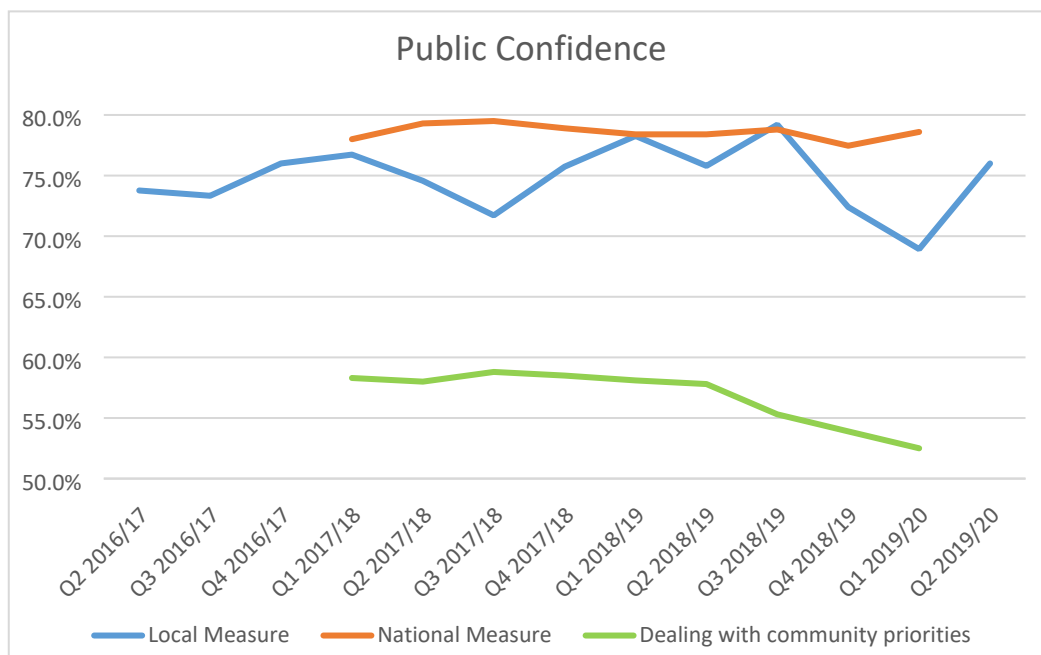


The quarter three positive outcome rate has reduced 2.5% points which brings it back within range and is still stable overall. The year to date rate is 13.2% which is higher than either of the previous two years 2017/18 and 2018/19.

The conviction rate is stable but has increased 1.57% points this quarter compared to last and is now near the top of the expected performance range.

### People trust the police

Measure	Current performance	Trend	Grading
Public Confidence (National measure) % agree	78.6	Stable	Meets expectations
Confidence in the Police (Local measure) % agree	76.0	Stable	Meets expectations
Dealing with community priorities % agree	52.5	Moderate downward trend	Below expectations
Active Citizenship % of people engaged	8.5	Stable	Below expectations
Workforce representativeness % BAME	3.26	Strong upward trend	Exceeds expectations
Complaints of incivility	41	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity	4.27	Stable	<i>Diagnostic</i>
Legitimacy aggregate measure	N/A	N/A	Meets expectations

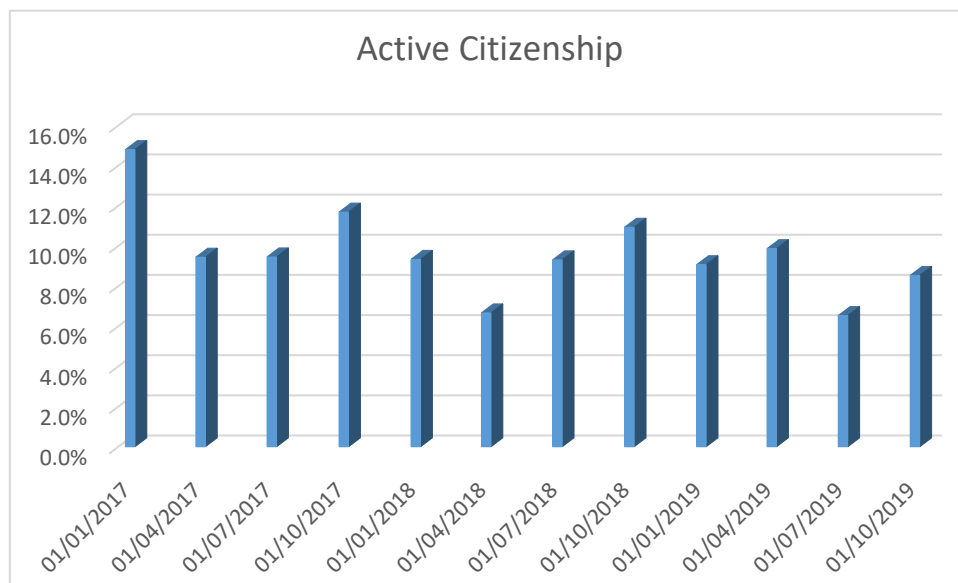


Both the local and national public confidence measures have increased on the previous quarter; 7.1% points and 1.1% points respectively. An important point to recognise is that, although the survey questions are asking about confidence in Avon and Somerset Constabulary particularly,

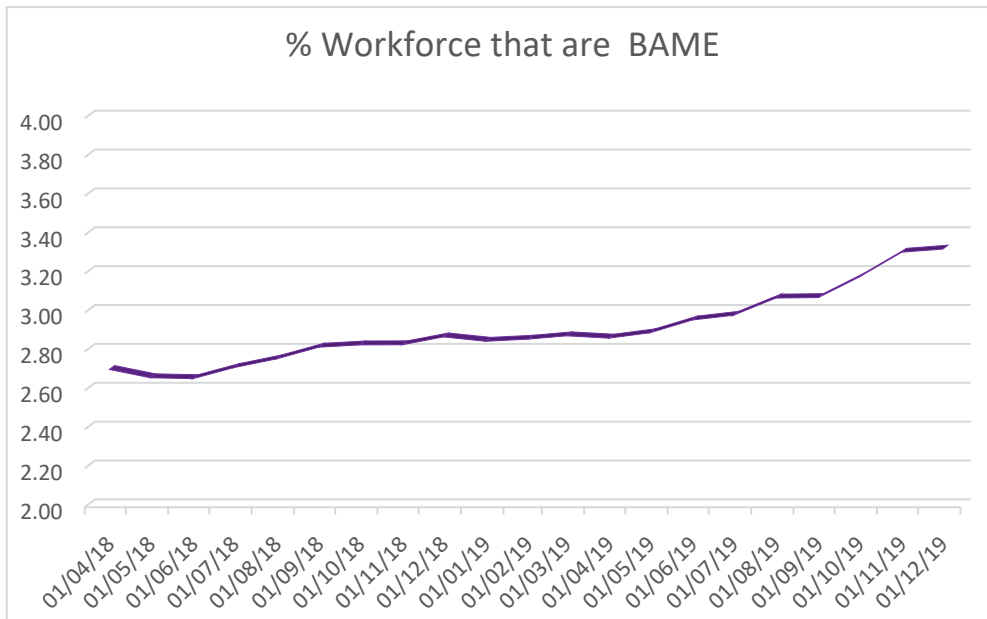


people's perception of policing can be influenced by national factors and media reporting such as the increase in knife violence and the way rape cases are being handled by the criminal justice system.

Dealing with community priorities, which is from the same national survey, shows a different picture: this has decreased 1.4% points on the previous quarter and continues the downward trend. However this is still within the expected range. This decline is interesting given that our local survey tells us that the community's resounding priority is reassurance through visible policing. As can be seen below the same survey tells us that perceived safety and visibility are both increasing so there needs to be some consideration of what is causing these seemingly contradictory results.



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. This has decreased by 1.4% points from last reported (quarter one result) and is now below expected performance. Active citizenship is really important both for Constabulary and community resilience and the Constabulary has recently agreed to grow the Citizens in Policing team in order to be able to better support those who do volunteer their time and also to try and engage more people in the process.



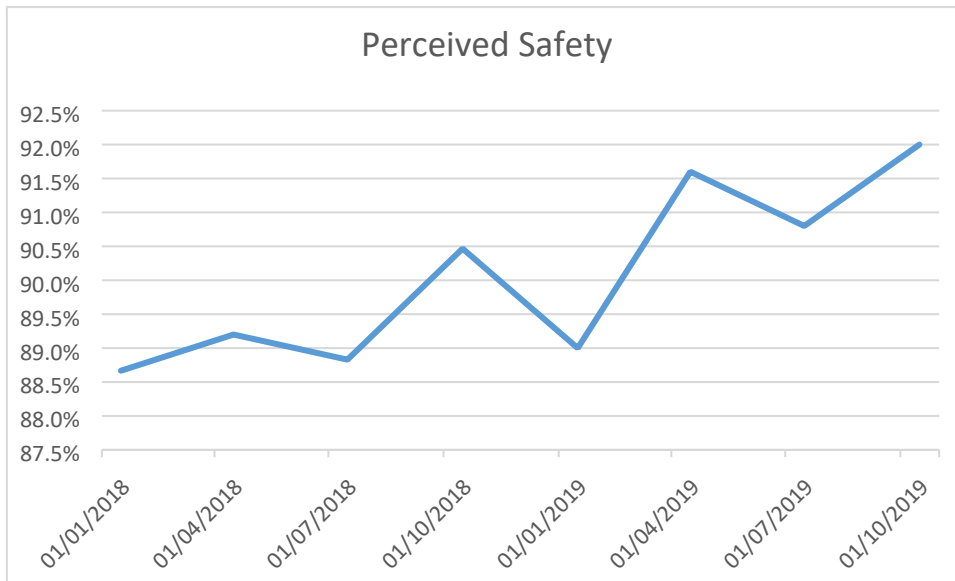
The percentage of the workforce that are BAME has increased again this quarter (by 0.23% points) and continues the strong upward trend. Although this exceeds past performance the ambition is to have a workforce that is representative of the community and so this strong upward trend must continue for some time to ensure this is achieved.

Complaints of incivility this quarter remains unchanged from when last reported and is stable overall.

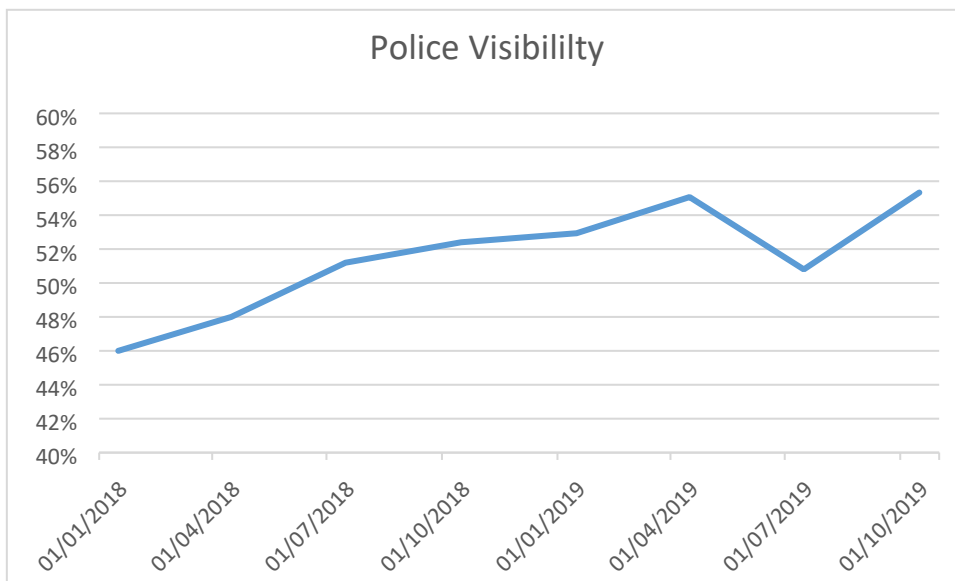
Disproportionality of Stop Search has decreased by 0.5 and this quarter's results have stabilised the trend.

### People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	92.0	Moderate upward trend	Exceeds Expectations
Police Visibility % Agree	55.3	Strong upward trend	<i>Diagnostic</i>



Current perceived safety is above the expected performance range and shows a positive trend; this quarter has increased 0.4% points from last reported. As mentioned above reassurance is the top priority cited by the communities in the local survey.



Police visibility has increased from 46% at the start of 2018 to 55% now and is the same as when last reported. This may be due to an increased focus on enabling officers to spend more time out of stations during routine activity but it could also be due to the small increase in recorded crime over this period.

## Appendix 1 – Explanation of measures

Timeliness of attendance – calls to the police are graded based on threat harm and risk. There is a service level agreement (SLA) for each grade which states how long attendance should take (below). It is important to note that the SLAs are defined by the Constabulary, not mandatory, and intended to be challenging rather than having a longer SLA which would have greater compliance.

- Immediate – 15 minutes for urban areas and 20 minutes for rural areas
- Priority High – 1 hour
- Priority Standard – 4 hours

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).

## Appendix 2 – Expected Performance Ranges

Measure	Expected Performance Range
999 abandonment rate % of all calls	0.29-0.10
101 abandonment rate % of all calls	5.99-3
Timeliness of attendance of calls graded as <i>Immediate</i> % attended within SLA	76-78.99
Timeliness of attendance of calls graded as <i>Priority High</i> % attended within SLA	52-57.99
Timeliness of attendance of calls graded as <i>Priority Standard</i> % attended within SLA	58-61.99
Positive Outcome rate % of all offences	10-15.99
Conviction rate % of all court cases	83-87.99
Public Confidence (National measure) % agree	75-79.99
Confidence in the Police (Local measure) % agree	70-79.99
Dealing with community priorities % agree	50-59.99
Active Citizenship % of people engaged	9-11.99
Workforce representativeness % BAME	2.6-3.0
Perceived Safety % Feel safe in local area	85-88.99