

## **Avon and Somerset Police and Crime Performance Summary**

**April – June 2020 (Quarter 1 2020/21)**

### **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 a range of separate measures that form the basis of the performance framework. These measures are spread across a number of dashboards:

- Central
- Victims
- Legitimacy
- 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); Op Remedy will now be reported in this way. 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.

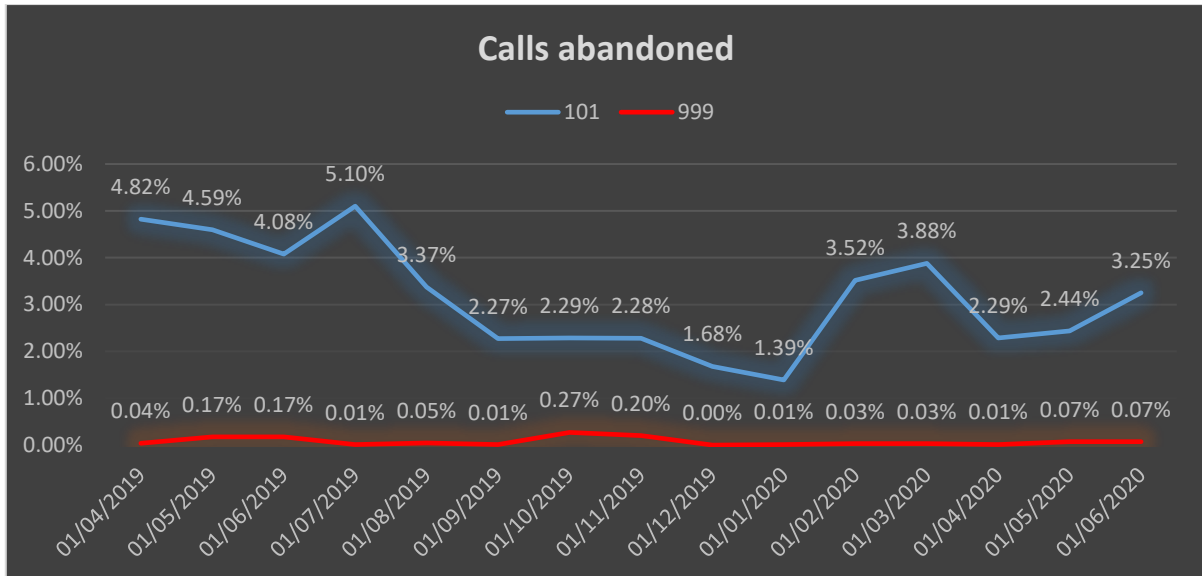
Appendix 1 explains some of the below measures which are not obvious by their description as to what they are.

## Performance by outcome

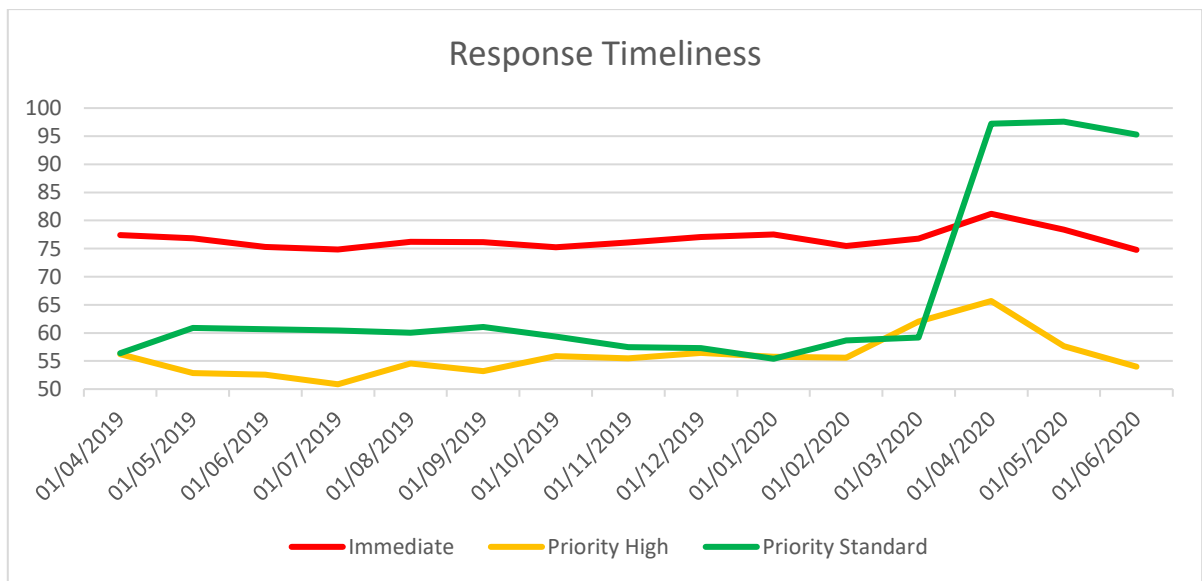
### People are safe

Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	0.05	Stable	Exceeds expectations
101 abandonment rate % of all calls	2.7	Stable	Exceeds expectations
Timeliness of attendance of calls graded as <i>Immediate</i> % attended within SLA	77.9	Stable	Meets expectations
Timeliness of attendance of calls graded as <i>Priority High</i> % attended within SLA	59.3	Stable	Exceeds expectations
Timeliness of attendance of calls graded as <i>Priority Standard</i> % attended within SLA	97.2	Moderate upward trend	Exceeds expectations
Number of people killed or seriously injured in road traffic collisions	7	Strong downward trend	N/A
Numbers of recorded crimes	29,181	Moderate downward trend	<i>Diagnostic</i>
Demand Complexity	252,916	Moderate downward trend	<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population <sup>1</sup>	140	Moderate downward trend	<i>Diagnostic</i>
Op Remedy Aggregate measure	N/A	N/A	Meets expectations

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

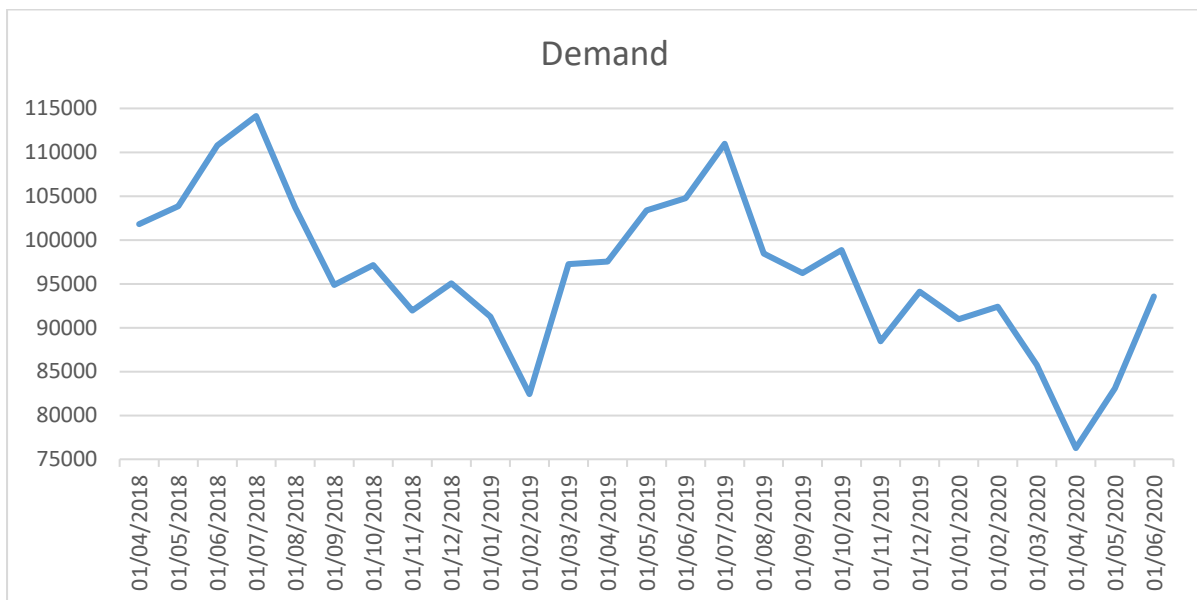
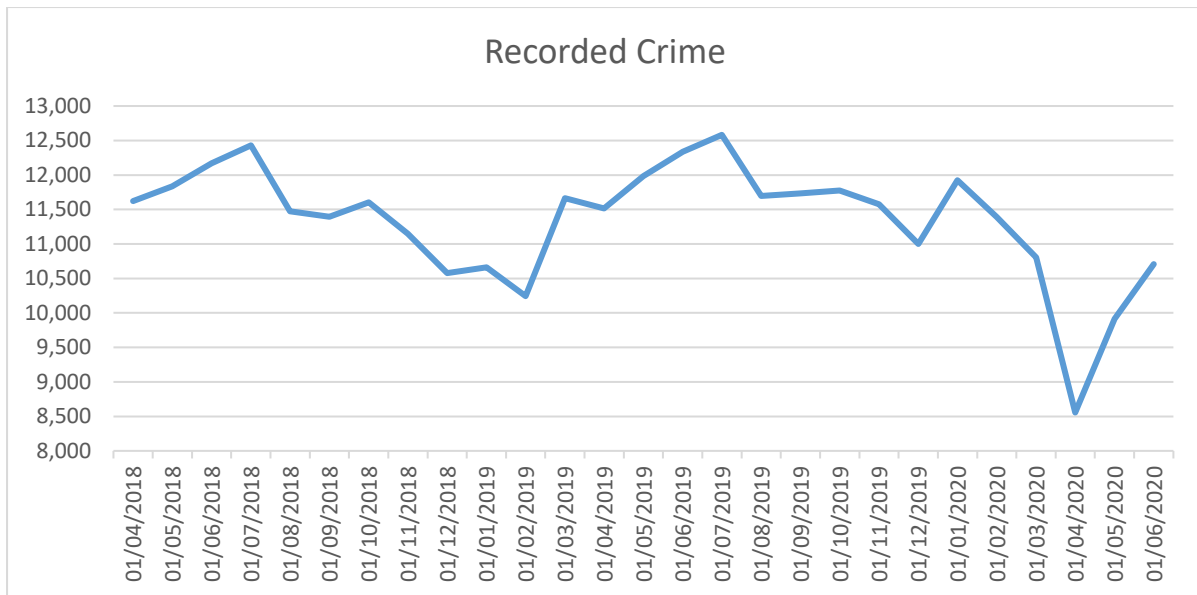


The 999 abandonment rate for the last quarter has increased by 0.03% points but the 101 abandonment rate has improved by 0.2% points. Both measures continue to exceed expectations.



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 1.3% points and priority high timeliness has also improved by 1.4% points this quarter. The priority high performance has now moved above the top of the performance range.

As is evident in the graph there was a step-change in priority standard timeliness from April onwards. This is because in mid-March an internal triage system for allocation was introduced so that most priority standard calls are now dealt with as desktop investigations which is why they can be responded too much more promptly.



When looking at recorded crime and demand complexity the response to COVID-19, in terms of social distancing and then lockdown, had a marked effect. Quarter one saw a 14.5% reduction in recorded crime and 6% reduction in demand complexity compared to the previous quarter. There was a small downturn in March but then a significant reduction in April before significant month on month increases in May and June. Interestingly during this period the total number of reported incidents (including non-crime) was higher than in quarter one last year and similar to quarter one of 2018/19. A breakdown of recorded crime can be seen in appendix three.

	Residential Burglary	Drug Trafficking <sup>2</sup>	Knife Crime
<b>Recorded Crime</b>			
<b>Q1 2019/20</b>	1,582	154	741
<b>Q1 2020/21</b>	1,159	169	678
<b>Positive Outcome Rate</b>			
<b>Q1 2019/20</b>	4.4%	68.9%	24.8%
<b>Q1 2020/21</b>	8.4%	75.5%	29.6%

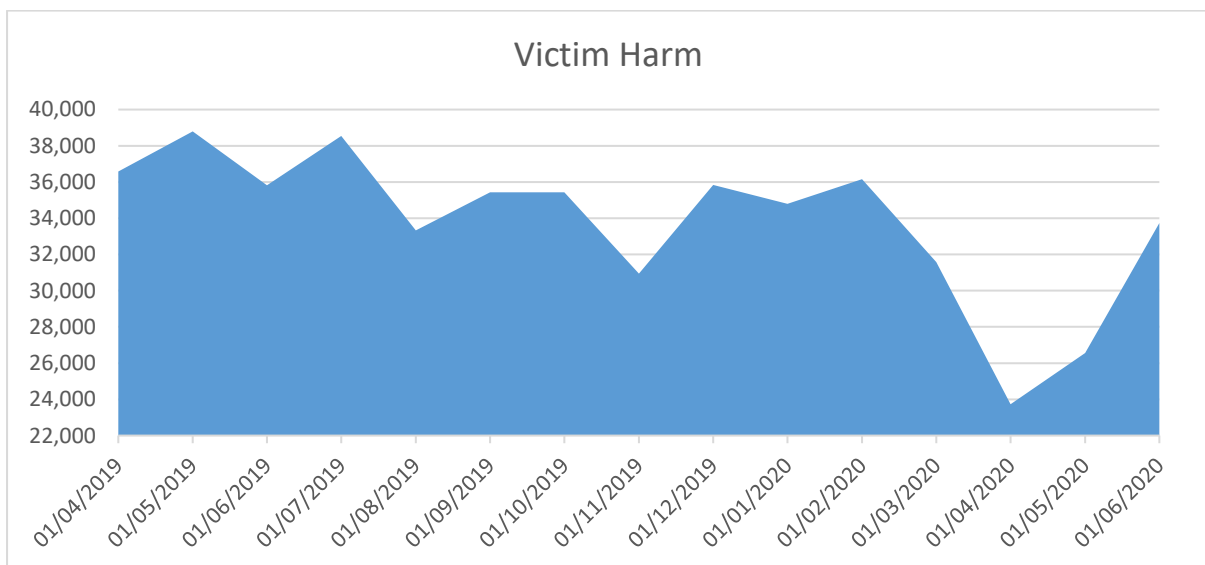
<sup>2</sup>Trafficking includes all drug offences that are not simple possession; including possession with intent to supply (PWITS).

The positive outcome rate for residential burglary has decreased slightly from last quarter but is almost double that from the same quarter last year. Drug trafficking and knife crime have increased compared to both the last quarter and quarter one of last year.

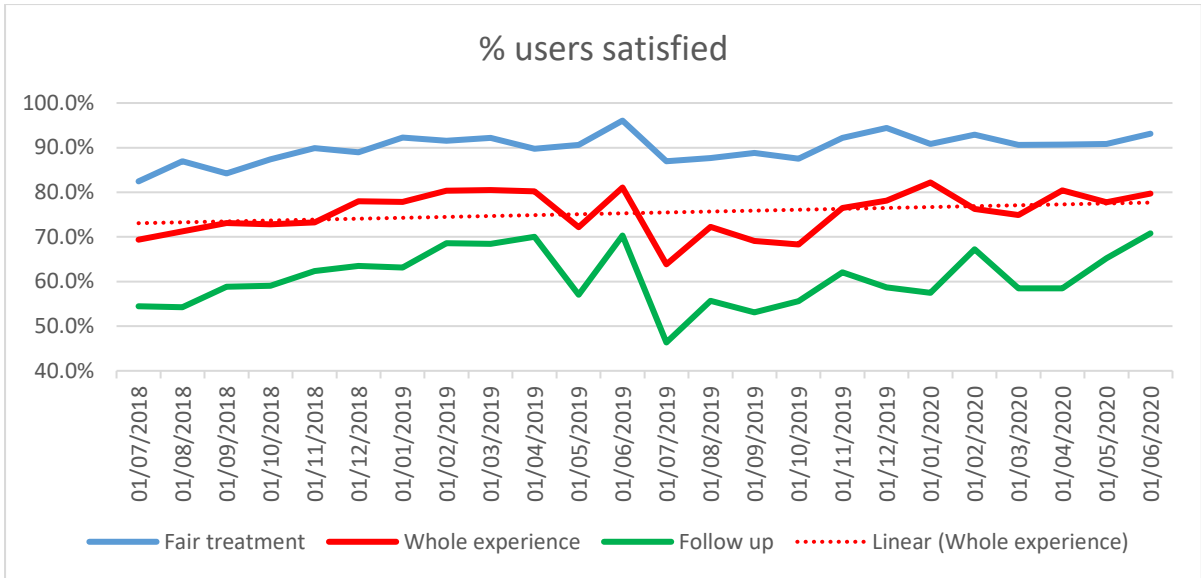
In terms of recorded crime all three types have seen a reduction on last quarter; the most significant being burglary which has reduced by approximately one quarter because of lockdown. Interestingly drug trafficking is higher in quarter one this year compared to the same quarter in either of the last two years. This demonstrates the unrelenting nature of drug offending (despite lockdown) and also that the Constabulary have remained proactive in detecting this crime type.

**Vulnerable people/victims are protected and supported**

Measure	Current performance	Trend	Grading
Harm score victims	84,021	Stable	<i>Diagnostic</i>
Victims aggregate measure	N/A	N/A	Meets expectations



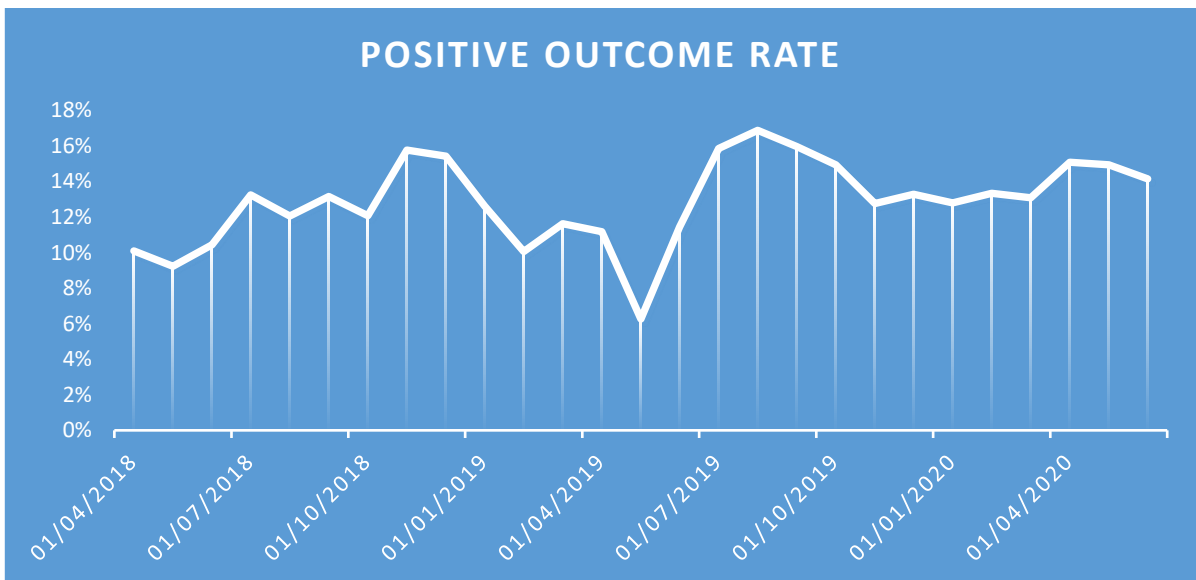
The overall pattern of victim harm has followed that of crime and demand discussed above which has been caused because of lockdown.



Over the last year all three categories of the survey, shown above, demonstrate a moderate upward trend with whole experience and fair treatment near the top of the performance range for quarter one.

### Offenders are brought to justice

Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	14.7	Stable	Meets expectations
Conviction rate % of all court cases	79.7	Stable	Below expectations

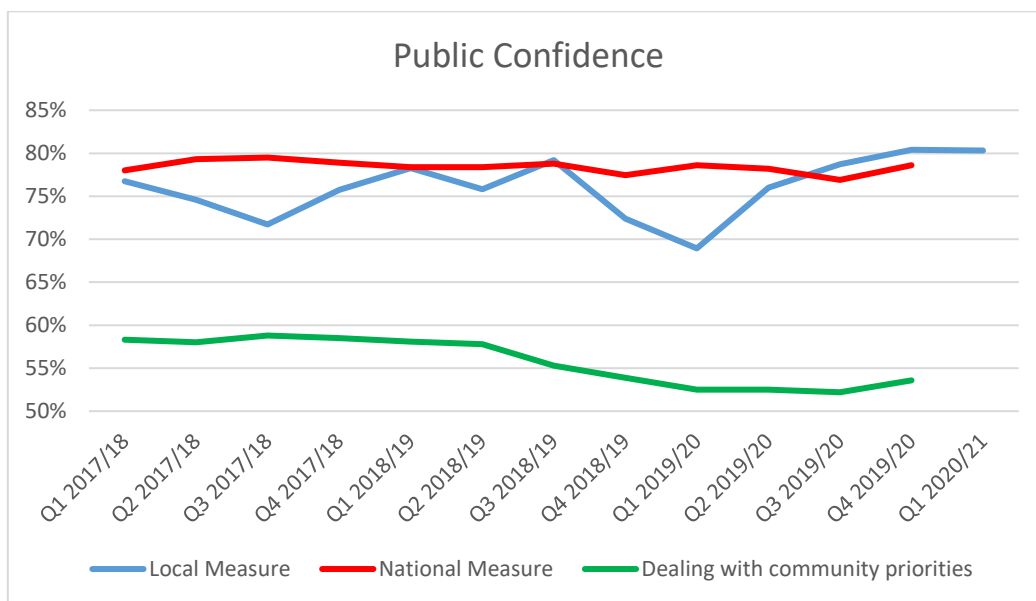


The quarter one positive outcome rate has increased 1.6% points on the last quarter. The trend is stable overall but the Constabulary recognise positive outcome rates as one of the key areas for improvement. A breakdown of positive outcome rates can be seen in appendix four.

The conviction rate in quarter one has reduced by 8.4% points compared to last making it the worst performing quarter of the last two years and is now below the performance range. This is in complete contrast with the previous quarter which was above range and saw the best performance in two years. This sudden downturn has clearly been caused by the impact of lockdown on the criminal justice service (CJS) which has seen a dramatic reduction in the capacity of the courts. More needs to be done to understand this impact on the wider CJS and how this may be effecting conviction rates.

### People trust the police

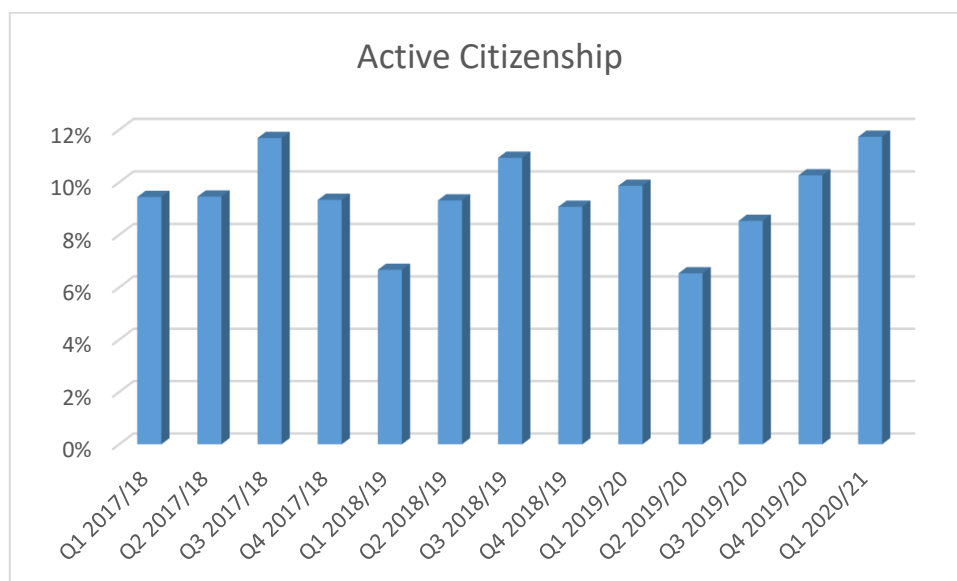
Measure	Current performance	Trend	Grading
Confidence in the Police (Local measure) % agree	80.3	Stable	Exceeds expectations
Public Confidence (National measure) % agree	78.6	Stable	Meets expectations
Dealing with community priorities % agree	53.6	Strong downward trend	Below expectations
Active Citizenship % of people engaged	11.7	Stable	Meets expectations
Workforce representativeness % BAME	3.5	Strong upward trend	Exceeds expectations
Complaints of incivility	53	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity	4.5	Stable	<i>Diagnostic</i>
Legitimacy aggregate measure	N/A	N/A	Meets expectations



The national public confidence measure and dealing with community priorities are taken from the same data as before i.e. there has not been a newer set of data yet published.



However in terms of the local confidence measure the latest, quarter one, results maintain the same level as the previous quarter and continue to exceed expectations.



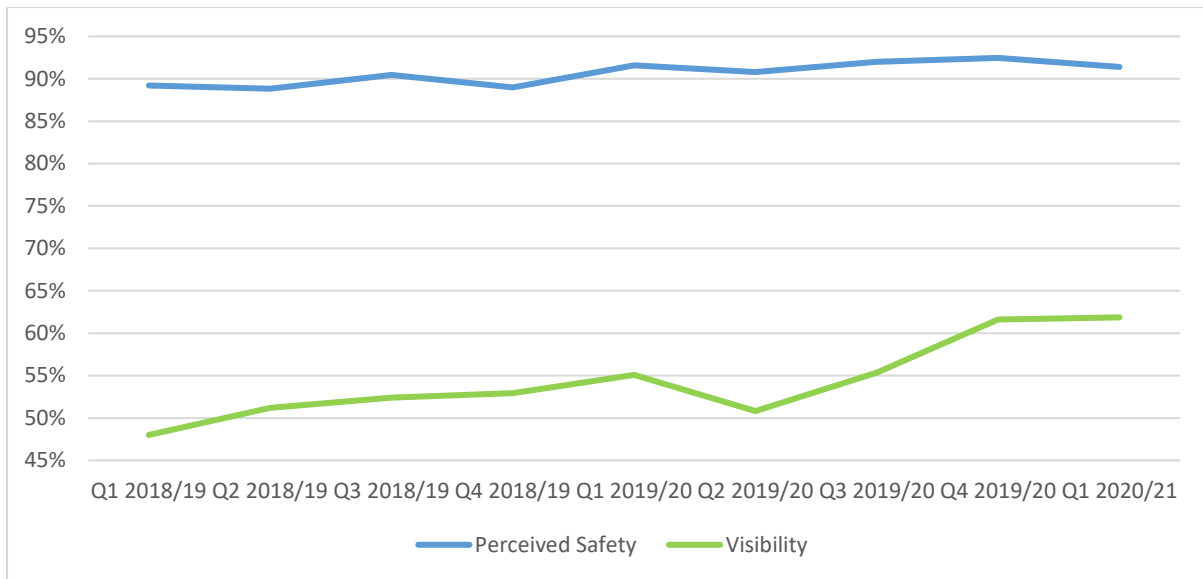
The number engaged in active citizenship has increased again, by 1.4% points this quarter. This is the highest quarterly level seen in the last three years and stops the previous downward trend.

Complaints of incivility have increased from 42 to 53 this quarter; this was driven by a particularly higher number in April, of 25, but in June there were only 9 which is lower than usual. From the 1<sup>st</sup> February the complaints process changed and included a slightly different way of categorising the data. This will need to be monitored to understand if this has had any effect on the number of complaints of incivility being recorded. Data about complaints and other activity relating to professional standards is reported to the Police and Crime Board on a quarterly basis.

Disproportionality of Stop Search has increased this quarter from 3.8 to 4.5; this is broadly in line with figures over the last two years and is not an outlier. The use of Stop Search is scrutinised through the independent Scrutiny of Police Powers Panel; which consists of local residents. There is also greater internal oversight with the Constabulary – following feedback from Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services – including on a quarterly basis through the Inclusion and Diversity Board.

### People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	91.4	Moderate upward trend	Exceeds Expectations
Police Visibility % Agree	61.9	Moderate upward trend	<i>Diagnostic</i>



Perceived safety has decreased 1.1% points from last reported but is still continuing the moderate upward trend and is still above the top of the performance range.

Police visibility has also increased again, but only growing 0.3% points from when last reported. As recorded crime has reduced this quarter this increase can be interpreted as positive; there were of course many lockdown breaches reported and the Constabulary were actively trying to engage in with communities to comply with the extraordinary lockdown measures.

## 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 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. Please note that quarter four 2019/20 the total harm scores changed retrospectively so it will look different compared to previous reports.

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, community resolution. From July 2019 an additional outcome 22 was introduced which counts as a positive outcome; this is diversionary, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action.

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	2.9-3.4
Perceived Safety % Feel safe in local area	85-88.99

**Appendix 3 – Recorded crime by offence group**

Quarter	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
Q1 2018/19	3,741	2,626	754	469	212	4,893	313	1,135	7,701	2,725	11,059	35,628
Q2 2018/19	3,847	2,536	766	519	229	4,728	383	1,134	7,485	2,495	11,174	35,296
Q3 2018/19	3,916	2,522	727	409	183	3,967	423	950	7,155	2,807	10,268	33,327
Q4 2018/19	3,783	2,399	709	509	214	3,794	372	1,056	6,801	2,480	10,451	32,568
Q1 2019/20	3,853	2,329	864	512	252	5,122	452	1,274	7,390	2,697	11,092	35,837
Q2 2019/20	3,837	2,263	908	464	255	5,378	419	1,044	7,386	2,521	11,540	36,014
Q3 2019/20	3,970	2,246	967	453	232	4,422	520	1,003	6,594	2,768	11,171	34,347
Q4 2019/20	3,853	2,211	897	619	230	4,549	479	1,065	6,281	2,643	11,295	34,118
Q1 2020/21	3,054	1,628	1,046	630	248	4,749	368	882	4,154	1,591	10,828	29,175
Year	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
2018/19	15,287	10,083	2,956	1,906	838	17,382	1,491	4,275	29,142	10,507	42,952	136,819
2019/20	15,513	9,049	3,636	2,048	969	19,471	1,870	4,386	27,651	10,629	45,098	140,316
	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
2 Year Trend	Stable	Moderate downward	Moderate upward	Stable	Stable	Stable	Stable	Stable	Moderate downward	Stable	Stable	Stable

**Appendix 4 – Positive outcome rate by offence group**

Quarter	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
Q1 2018/19	7.2%	5.1%	66.7%	21.5%	45.7%	7.7%	9.3%	7.2%	10.9%	1.0%	11.1%	9.9%
Q2 2018/19	9.3%	6.1%	73.1%	17.1%	59.1%	10.9%	8.9%	8.9%	12.3%	2.2%	14.4%	12.8%
Q3 2018/19	13.2%	7.1%	65.8%	23.8%	51.2%	14.2%	9.4%	7.3%	14.5%	2.4%	15.0%	14.3%
Q4 2018/19	9.2%	5.2%	59.5%	20.0%	54.6%	10.6%	9.2%	7.7%	11.4%	2.4%	13.0%	11.5%
Q1 2019/20	8.0%	6.1%	45.8%	20.7%	48.5%	8.3%	5.2%	5.9%	10.1%	2.0%	10.1%	9.5%
Q2 2019/20	14.1%	11.9%	75.5%	24.4%	58.3%	12.5%	12.0%	7.9%	16.9%	4.7%	16.2%	16.2%
Q3 2019/20	9.9%	9.0%	75.1%	27.6%	51.0%	12.1%	13.2%	10.0%	13.9%	2.7%	13.5%	13.7%
Q4 2019/20	9.7%	8.5%	71.6%	19.0%	52.7%	11.4%	14.8%	8.3%	13.4%	3.5%	11.9%	13.1%
Q1 2020/21	11.3%	9.9%	73.4%	14.7%	54.0%	12.1%	16.1%	7.6%	12.5%	6.2%	13.4%	14.7%
Year	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
2018/19	9.9%	5.9%	66.7%	20.8%	53.2%	11.1%	9.2%	7.8%	12.3%	2.0%	13.6%	12.3%
2019/20	10.5%	8.9%	69.2%	22.8%	53.2%	11.2%	11.7%	8.1%	13.7%	3.2%	13.1%	13.3%
	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
2 Year Trend	Stable	Stable	Stable	Stable	Stable	Stable	Moderate upward	Stable	Stable	Stable	Stable	Stable