Avon and Somerset Police and Crime Performance Summary

October – December 2020 (Quarter 3 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.
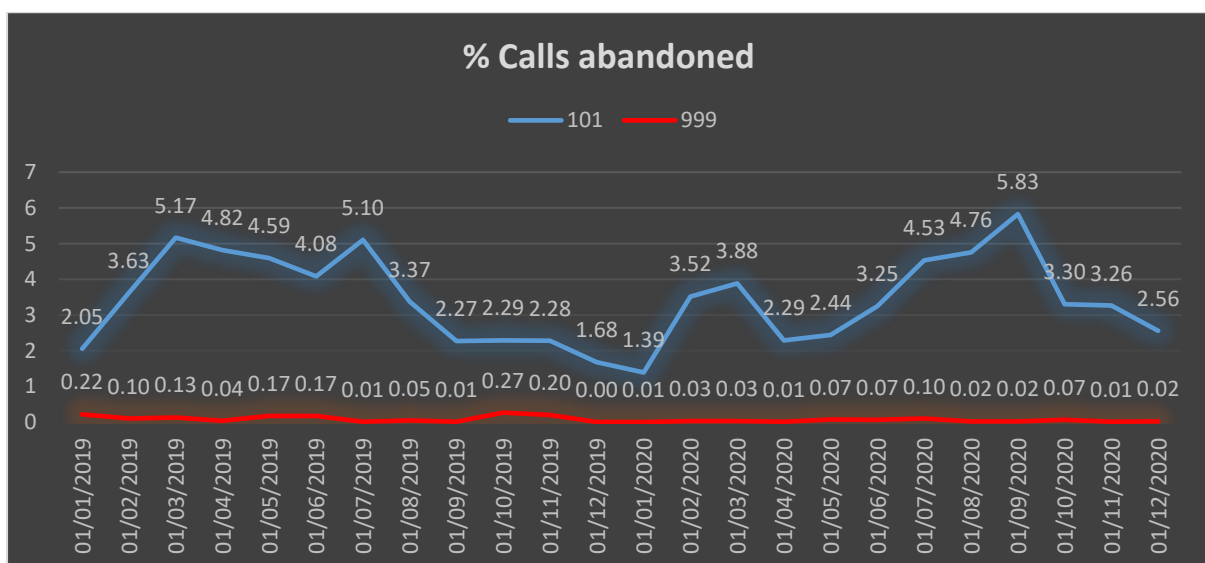
Performance by outcome

People are safe

Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	0.04	Stable	Exceeds expectations
101 abandonment rate % of all calls	3.05	Stable	Meets expectations
Timeliness of attendance of calls graded as *Immediate* % attended within SLA	69.7	Moderate downward trend	Below expectations
Timeliness of attendance of calls graded as *Priority* % attended within SLA	57.3	Stable	Meets expectations
Timeliness of attendance of calls graded as *Routine* % attended within SLA	58.6	TBC	TBC
Number of people killed or seriously injured in road traffic collisions (Q2[1])	43	Moderate downward trend	N/A
Numbers of recorded crimes	29,962	Stable	*Diagnostic*
Demand Complexity	247,877	Stable	*Diagnostic*
Victimisation Rate Number of victims per 10,000 population[2]	147	Stable	*Diagnostic*
Op Remedy Aggregate measure	N/A	N/A	Meets expectations

[1]Provisional data

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

% Calls abandoned

— 101   — 999

Date	101	999
01/01/2019	2.05	0.22
01/02/2019	3.63	0.10
01/03/2019	5.17	0.13
01/04/2019	4.82	0.04
01/05/2019	4.59	0.17
01/06/2019	4.08	0.17
01/07/2019	5.10	0.01
01/08/2019	3.37	0.05
01/09/2019	2.27	0.01
01/10/2019	2.29	0.27
01/11/2019	2.28	0.20
01/12/2019	1.68	0.00
01/01/2020	1.39	0.01
01/02/2020	3.52	0.03
01/03/2020	3.88	0.03
01/04/2020	2.29	0.01
01/05/2020	2.44	0.07
01/06/2020	3.25	0.07
01/07/2020	4.53	0.10
01/08/2020	4.76	0.02
01/09/2020	5.83	0.02
01/10/2020	3.30	0.07
01/11/2020	3.26	0.01
01/12/2020	2.56	0.02

The 999 abandonment rate remains stable and continues to exceed expectations. The 101 abandonment rate performance return to levels more in line with those before quarter two. This quarter there were almost 2% point fewer abandoned calls: this means the performance is back within range and stable again.

Response Timeliness
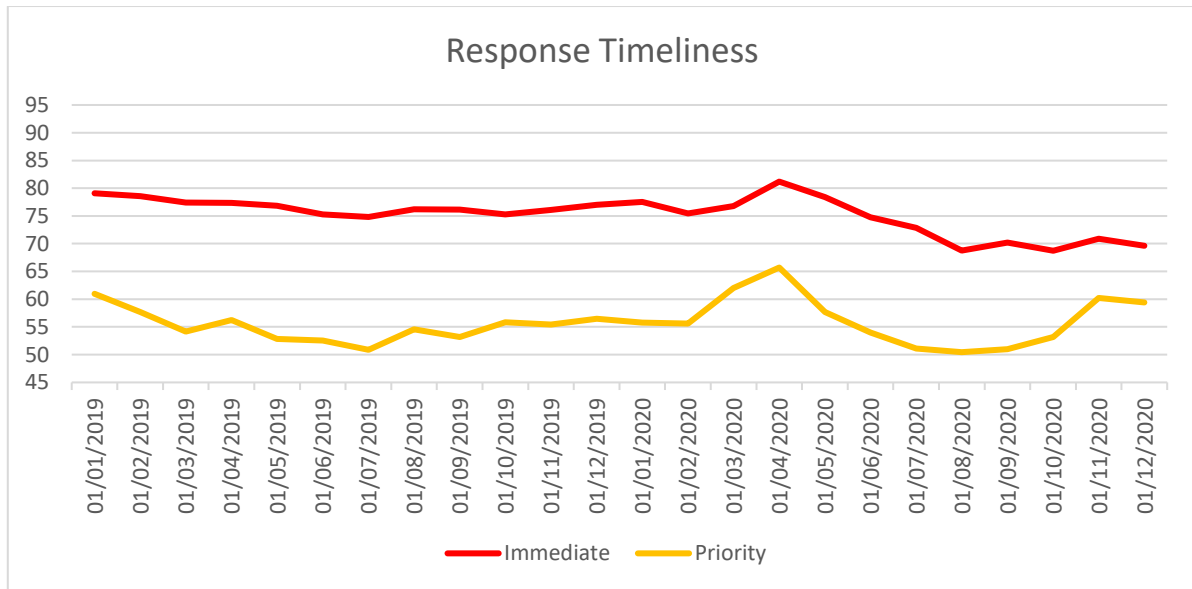
The above graph shows the percentage of calls responded to within the SLA (see Appendix 1 for more information).

Immediate timeliness has reduced by 0.8% points on quarter two and now shows a moderate downward trend. It should be noted that another measure of performance here is median response time: this has seen little change from quarter two to three and remains below 15 minutes.

Priority timeliness has increased 6.5% points on quarter two and has moved from below the performance range to the top of the expected performance range.

As planned during quarter three (at the end of October) the Constabulary introduced a new call grade in line with national standards. This new 'Routine', grade three, has a 12 hour SLA. As this grade has only been in place two full months there is not yet an expected performance range or any trend.

The number of people killed or seriously injured on the roads has increased from quarter one to quarter two which was to be expected as road use increased again with the relaxation of COVID-19 restrictions.

Recorded Crime
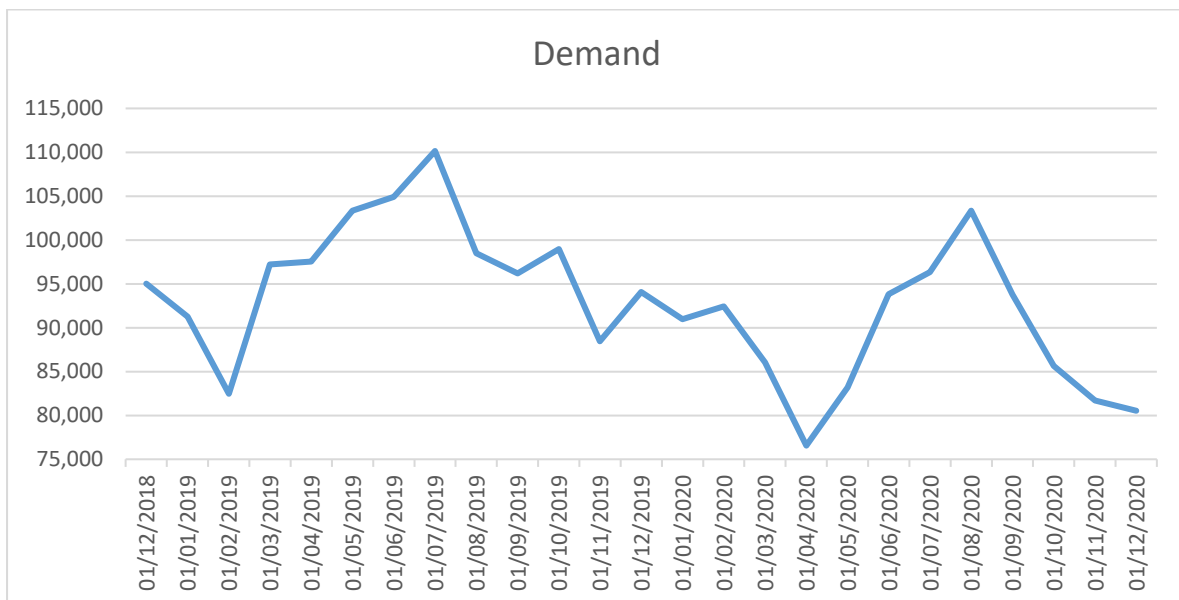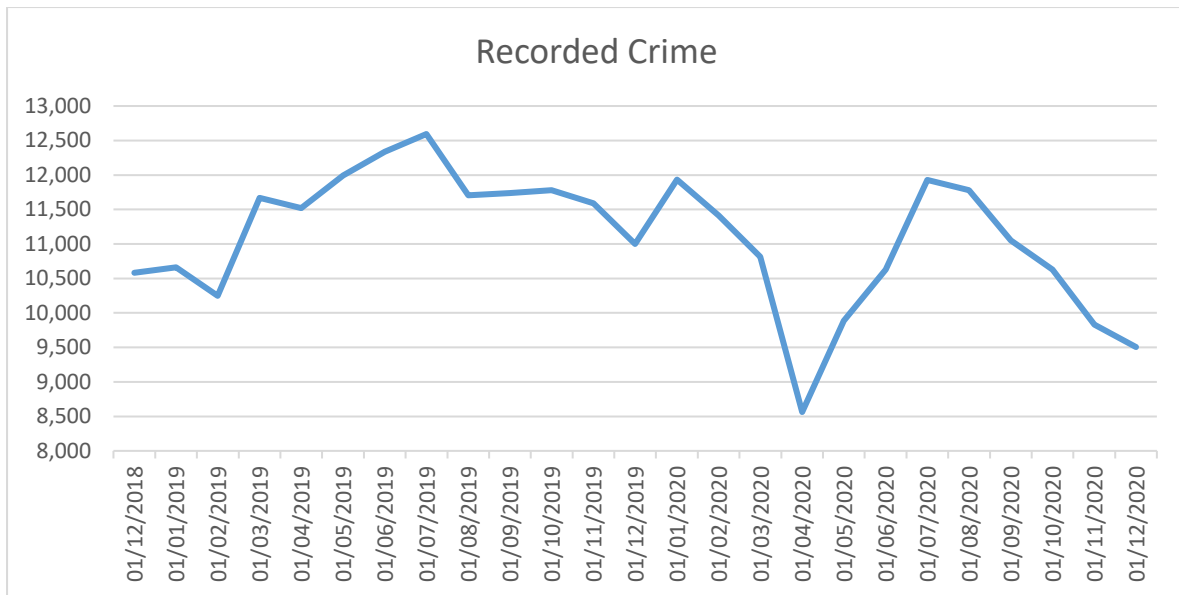
Demand

In line with seasonal trends crime and demand has reduced from quarter two to quarter three. However the reduction is larger than usual and – compared to the same quarter in the previous two years – crime and demand are both 12% less.

Op Remedy Priority Crime Types – Recorded Crime and Positive Outcome Rate						
Quarter	Burglary - Residential		Drug Trafficking[3]		Knife Crime	
	Crime	PO rate	Crime	PO rate	Crime	PO rate
Q1 2018/19	1,806	4.7%	141	73.9%	639	19.8%
Q2 2018/19	1,616	4.0%	211	79.1%	658	29.2%
Q3 2018/19	1,675	5.0%	142	76.7%	623	26.8%
Q4 2018/19	1,581	3.6%	154	68.6%	708	25.6%
Q1 2019/20	1,582	4.5%	161	69.6%	741	24.8%
Q2 2019/20	1,505	10.2%	197	78.1%	723	31.5%
Q3 2019/20	1,524	6.8%	147	77.9%	724	25.1%
Q4 2019/20	1,520	9.0%	196	73.4%	777	24.7%
Q1 2020/21	1,145	8.6%	178	76.7%	675	29.5%
Q2 2020/21	1,253	6.1%	167	76.8%	808	22.1%
Q3 2020/21	1,230	8.2%	143	75.6%	624	25.6%
Year						
2018/19	6,678	4.4%	648	75.2%	2,628	25.7%
2019/20	6,131	7.6%	701	75.3%	2,965	26.7%
2020/21 (Q1-3)	3,628	7.5%	488	76.2%	2,107	25.8%
2 Year Trend	Moderate downward	Stable	Stable	Stable	Stable	Stable

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

Compared to quarter two the positive outcome rate for drug trafficking has seen a small reduction but burglary and knife crime have improved, recovering the position from quarter two. Year to date positive outcome rates are broadly in line with the previous year.

All three of these crime types have seen a reduction in recorded crime in quarter three in line with overall crime.


Burglary satisfaction
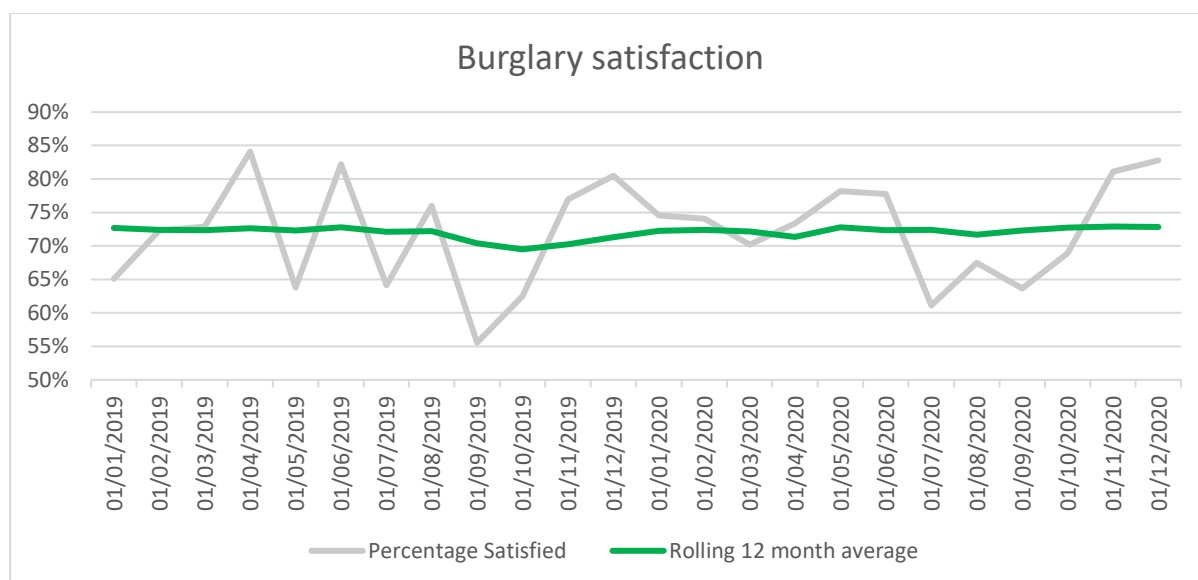
Another objective of Op Remedy was to improve victim satisfaction of burglary. As the above graph shows this has remained stable over the last two years. The 12 month rolling average as at December 2020 is the highest it has been in the last two years.

Vulnerable people/victims are protected and supported

| Measure	Current performance	Trend	Grading
Harm score victims	88,073	Stable	*Diagnostic*
Victims aggregate measure	N/A	N/A	Meets expectations
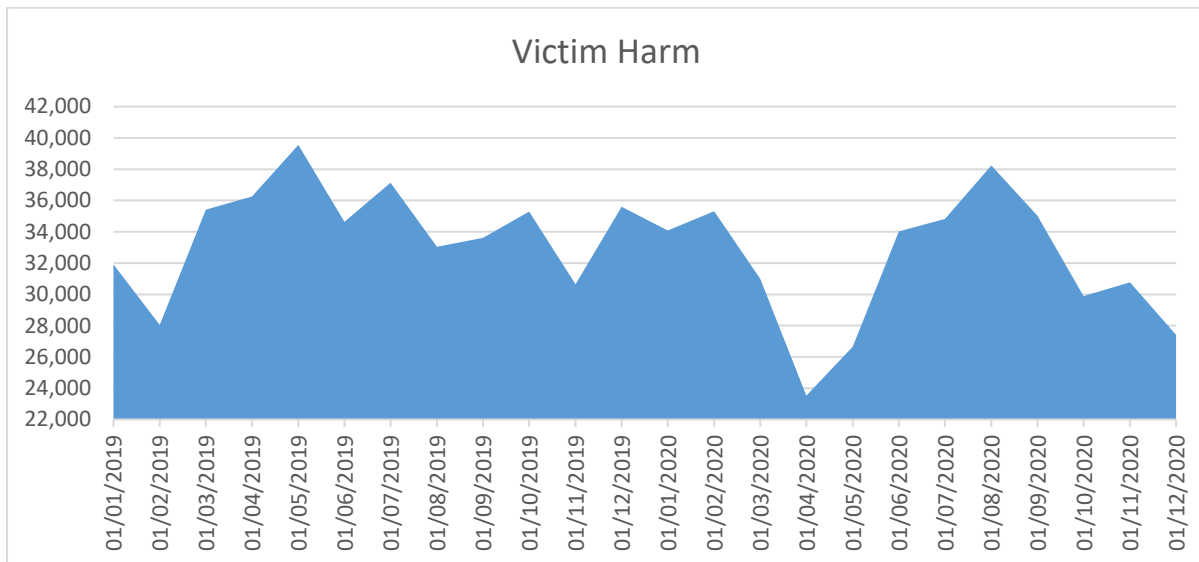
The victim harm level has followed that of crime and demand and is also 12% lower than quarters three in the previous two years.
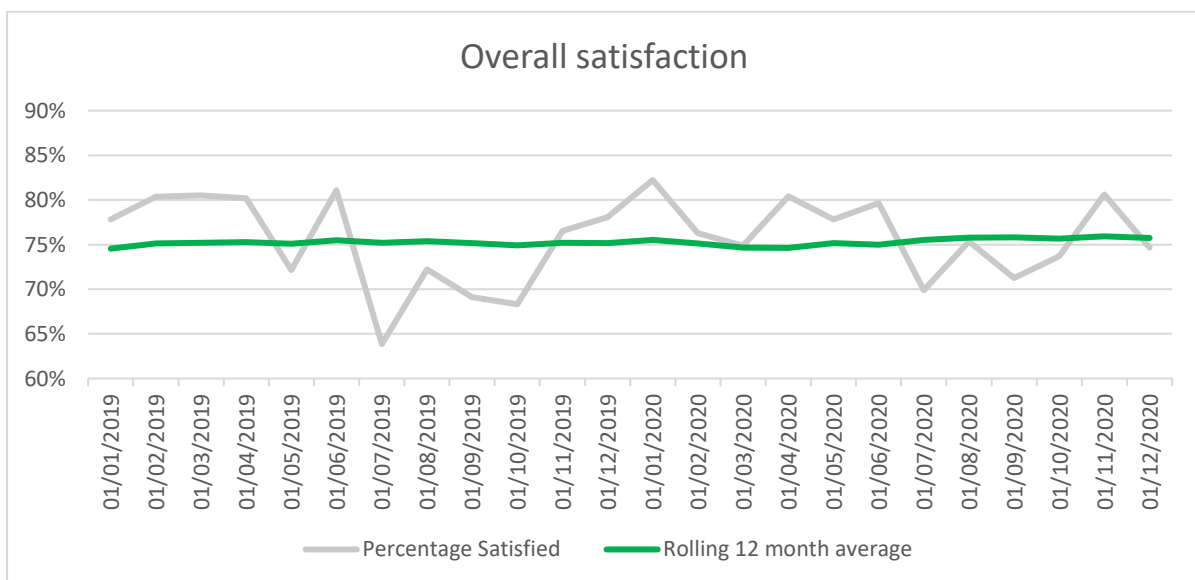
Overall satisfaction is stable overall but the quarter three results recovered from the previous quarter with a growth of 2.8%.

Offenders are brought to justice

| Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	14.1	Stable	Meets expectations
Conviction rate % of all court cases	85.8	Stable	Meets expectations

POSITIVE OUTCOME RATE
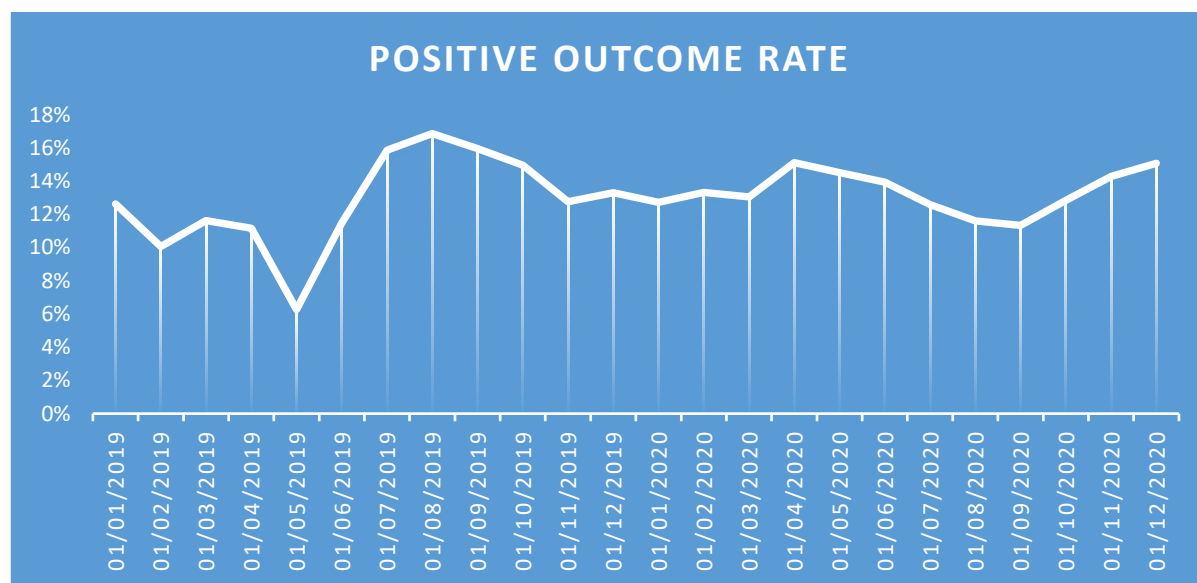
The quarter three positive outcome rate has increased 2.3% points on the last quarter. The trend remains stable overall and as can be seen the year to date is 0.2% points higher than 2019/20. A breakdown of positive outcome rates can be seen in appendix four.

The conviction rate has decreased by 3.6% points compared to the previous quarter; this brings it back within the performance range but remains stable overall.

People trust the police

Measure	Current performance	Trend	Grading
Confidence in the Police (Local measure) % agree	*78.4 (no new data)*	*Stable*	*Meets expectations*
Active Citizenship % of people engaged	*12.5 (no new data)*	*Stable*	*Exceeds expectations*
Workforce representativeness % BAME	3.5	Moderate upward trend	Exceeds expectations
Complaints of incivility	31	Stable	*Diagnostic*
Disproportionality of Stop Search by ethnicity	4.3	Stable	*Diagnostic*
Legitimacy aggregate measure	N/A	N/A	Meets expectations

Public Confidence

Active Citizenship
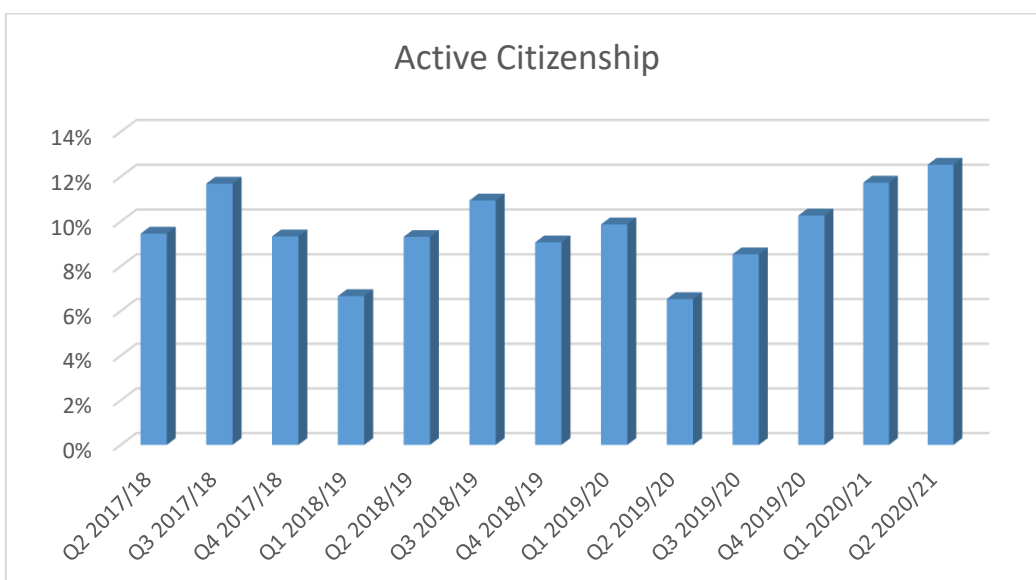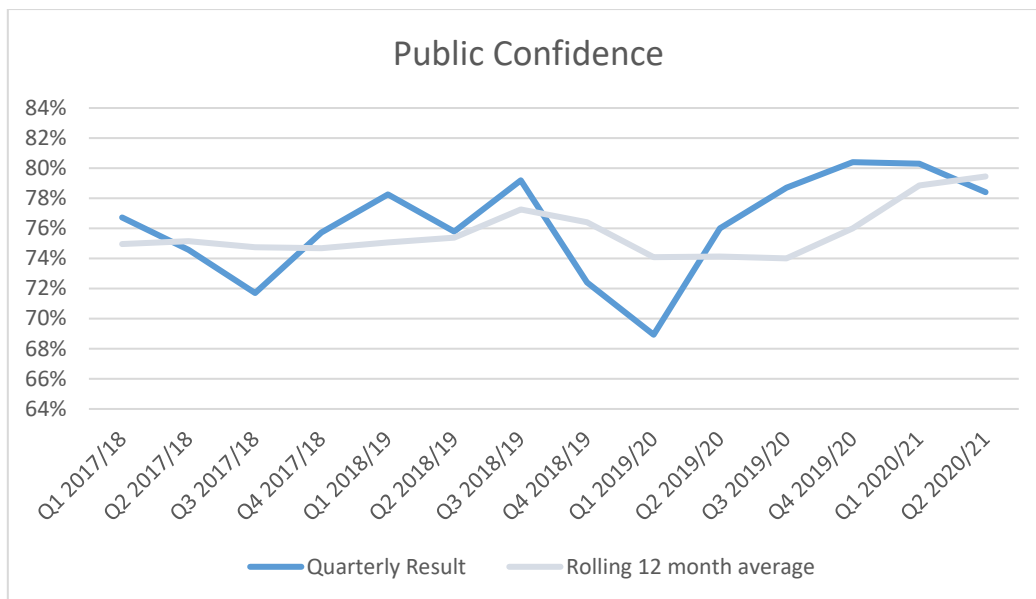
The public confidence and active citizenship data is from local Police and Crime Survey and at the quarter three results were not available at the point this report was written.

The percentage of the workforce that were BAME at the end of quarter three remained the same as at the end of quarter two which is 3.5%. The percentage growth has slowed in part due to the high volume of recruitment, particularly police officers.

Complaints of incivility have decreased again this quarter from 39 to 31. This is perhaps not surprising as there has been less crime and demand to respond to.

Disproportionality of Stop Search is the same as the previous quarter at 4.3. The use of Stop Search is scrutinised through the independent Scrutiny of Police Powers Panel; which consists of local residents. The Constabulary also publish a quarterly Stop and Search Bulletin, with more detailed information, for public view.

People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	*90.6* *(no new data)*	*Moderate upward trend*	*Exceeds Expectations*
Police Visibility % Agree	*59.6* *(no new data)*	*Strong upward trend*	*Diagnostic*
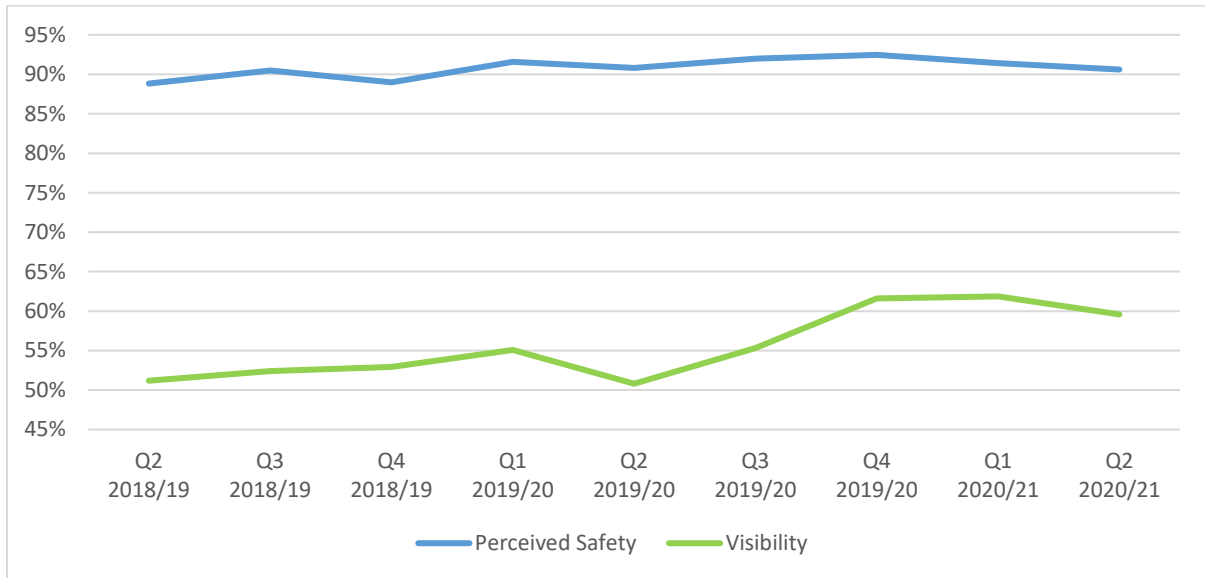
Perceived safety and police visibility data is from local Police and Crime Survey and the quarter three results were not available at the point this report was written.

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 – 1 hour
- Routine – 12 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 – this is based on the local Police and Crime Survey which is a telephone survey of 750 Avon and Somerset residents each 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 *Immediate* % attended within SLA	76-78.99
Timeliness of attendance of calls graded as *Priority High* % attended within SLA	52-57.99
Positive Outcome rate % of all offences	10-15.99
Conviction rate % of all court cases	83-87.99
Confidence in the Police (Local measure) % agree	70-79.99
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	2,627	755	470	212	4,893	313	1,143	7,700	2,725	11,059	35,638
Q2 2018/19	3,847	2,536	769	519	229	4,728	383	1,137	7,485	2,495	11,174	35,302
Q3 2018/19	3,916	2,522	731	411	183	3,967	423	966	7,155	2,807	10,269	33,350
Q4 2018/19	3,783	2,399	712	511	214	3,794	372	1,056	6,801	2,480	10,454	32,576
Q1 2019/20	3,852	2,329	876	514	252	5,122	452	1,273	7,390	2,697	11,094	35,851
Q2 2019/20	3,837	2,265	922	464	255	5,381	419	1,042	7,387	2,521	11,546	36,038
Q3 2019/20	3,971	2,246	982	456	231	4,420	518	1,006	6,595	2,768	11,177	34,371
Q4 2019/20	3,855	2,209	926	619	233	4,550	478	1,068	6,280	2,643	11,304	34,161
Q1 2020/21	3,055	1,607	1,102	625	250	4,711	364	885	4,130	1,586	10,765	29,078
Q2 2020/21	3,920	1,744	866	528	241	5,626	480	1,047	5,627	2,109	12,572	34,757
Q3 2020/21	3,707	1,671	822	554	177	4,054	345	936	4,946	2,479	10,278	29,962
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	10,084	2,967	1,911	838	17,382	1,491	4,302	29,141	10,507	42,956	136,866
2019/20	15,515	9,049	3,706	2,053	971	19,473	1,867	4,389	27,652	10,629	45,121	140,421
2020/21 (Q1-3)	10,682	5,022	2,790	1,707	668	14,391	1,189	2,868	14,703	6,174	33,615	93,797
2 Year Trend	Stable	Moderate downward	Stable	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%	67.0%	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%	59.6%	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%	46.0%	20.7%	48.5%	8.3%	5.2%	5.8%	10.1%	2.0%	10.1%	9.5%
Q2 2019/20	14.1%	12.0%	75.5%	24.3%	58.3%	12.5%	12.0%	7.9%	16.9%	4.7%	16.2%	16.2%
Q3 2019/20	9.9%	9.0%	75.2%	27.8%	51.2%	12.1%	13.2%	9.9%	13.9%	2.7%	13.5%	13.8%
Q4 2019/20	9.6%	8.4%	71.5%	19.0%	52.7%	11.4%	14.7%	8.1%	13.4%	3.5%	11.9%	13.0%
Q1 2020/21	10.9%	9.7%	74.0%	13.5%	54.2%	11.5%	15.7%	8.1%	12.5%	6.2%	13.2%	14.6%
Q2 2020/21	9.0%	8.6%	73.8%	12.8%	50.3%	10.2%	11.9%	9.6%	9.1%	3.0%	11.8%	11.8%
Q3 2020/21	10.5%	8.2%	73.6%	16.7%	58.3%	13.7%	17.5%	8.9%	10.7%	3.1%	14.0%	14.1%
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%	66.8%	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%	22.9%	53.2%	11.2%	11.7%	8.0%	13.7%	3.2%	13.1%	13.3%
2020/21 (Q1-3)	10.1%	8.8%	73.8%	14.4%	54.4%	11.8%	14.9%	8.8%	10.7%	3.9%	13.0%	13.5%
2 Year Trend	Stable	Stable	Stable	Stable	Stable	Stable	Moderate upward	Stable	Stable	Stable	Stable	Stable