

Avon and Somerset Police and Crime Performance Summary

April – June 2021 (Quarter 1 2021/22)

Introduction

The Avon and Somerset Police and Crime Plan seeks to achieve 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.

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.

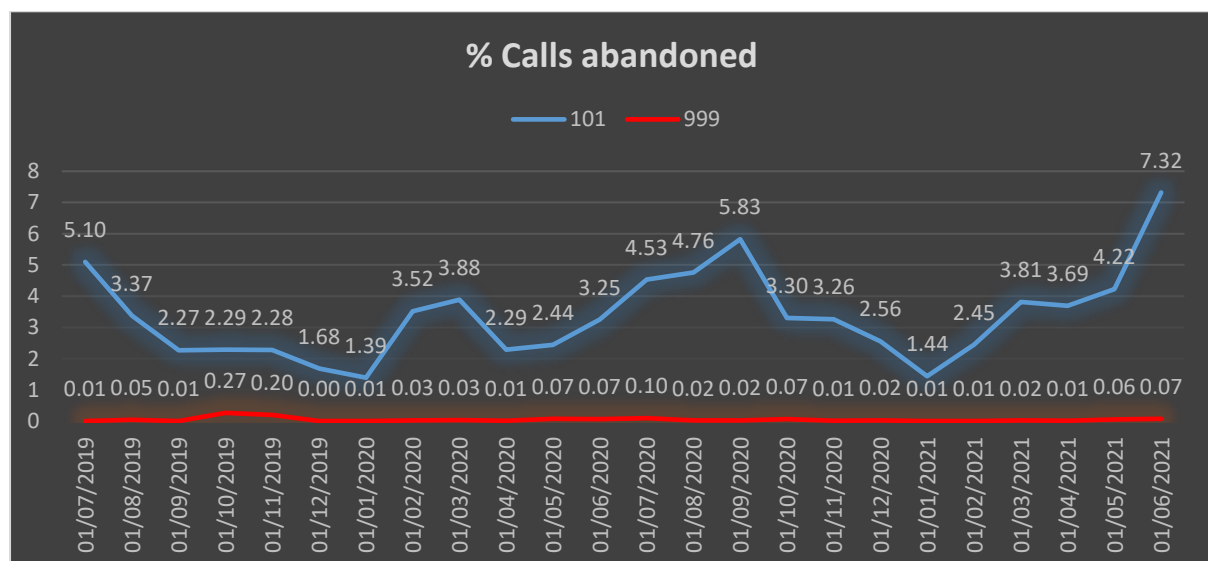
Performance by outcome

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	5.10	Stable	Meets expectations
Timeliness of attendance of calls graded as <i>Immediate</i> % attended within SLA	75.1	Stable	Below expectations
Timeliness of attendance of calls graded as <i>Priority</i> % attended within SLA	57.0	Moderate upward trend	Meets expectations
Timeliness of attendance of calls graded as <i>Routine</i> % attended within SLA	49.7	TBC	TBC
Number of people killed or seriously injured in road traffic collisions ¹	105	Stable	N/A
Numbers of recorded crimes	32,830	Stable	<i>Diagnostic</i>
Demand Complexity	277,316	Stable	<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population ²	160	Stable	<i>Diagnostic</i>

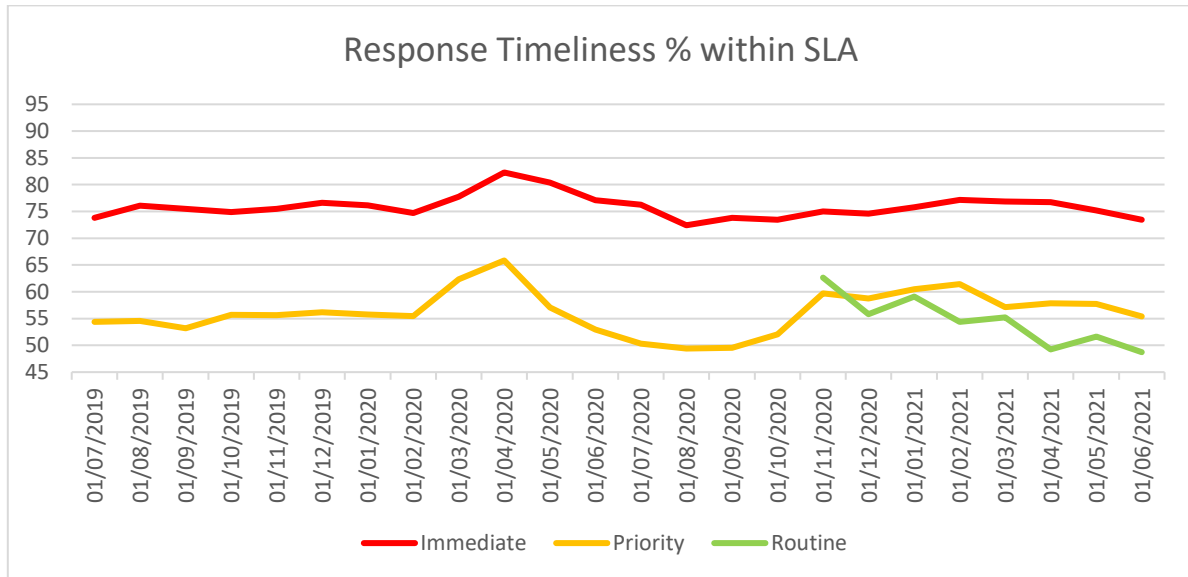
¹Provisional data

²Based on Office of National Statistics 2019 Population Estimates of 1,719,029.



The 999 abandonment rate has increased by 0.04% points but remains stable overall and continues to exceed expectations. The 101 abandonment rate has increased by 2.5% points this quarter.

There have been exceptional numbers of 999 calls nationally across all blue light services. In Avon and Somerset there have only been three quarters across the last five years that have been higher than this quarter. It equated to a 38% increase from quarter four to quarter one.



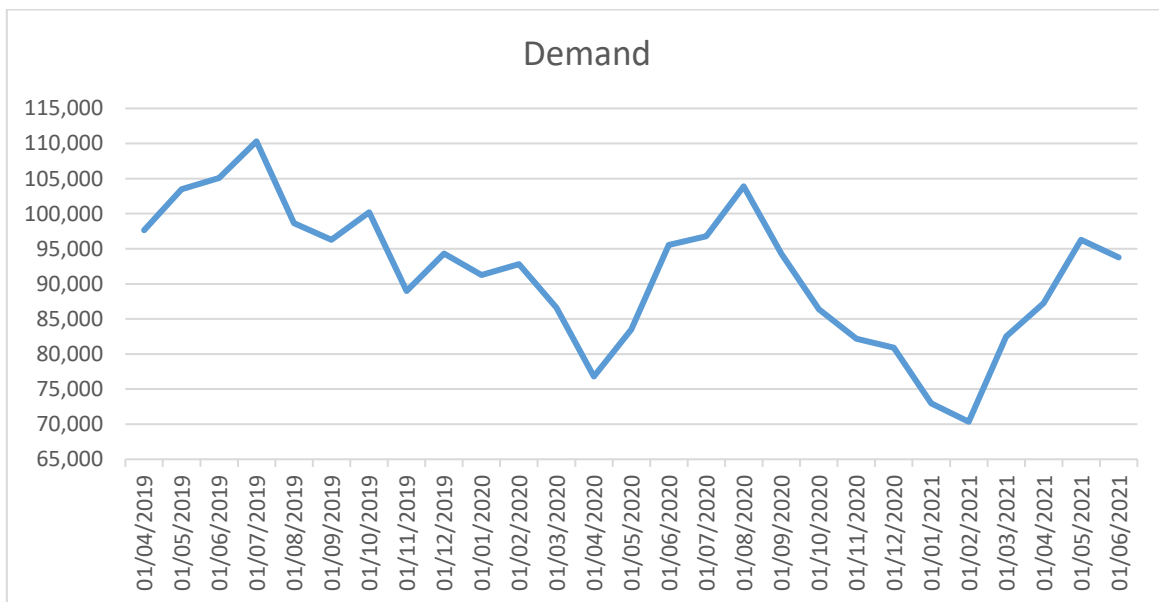
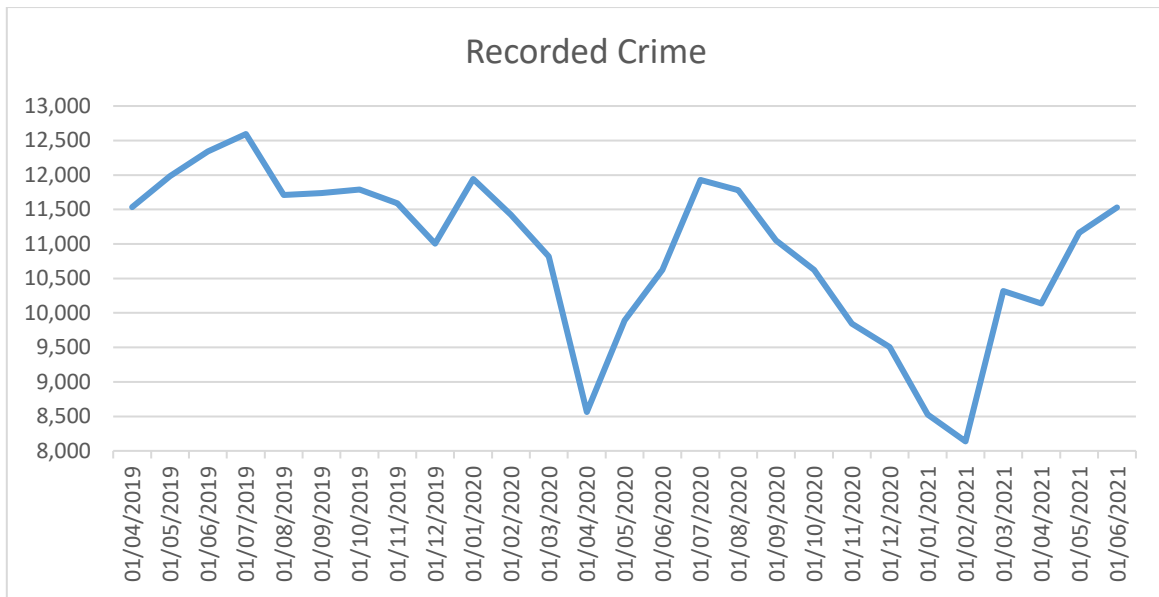
The above graph shows the percentage of calls responded to within the SLA (see Appendix 1 for more information).

Immediate timeliness has reduced by 1.5% points on quarter four which brings it below the expected performance range. Another measure of performance here is median response time: this has seen little change from quarter four to quarter one and remains below 14 minutes.

Priority timeliness has decreased 2.6% points on quarter four but is still within the performance range. This is showing a stable trend over the last two years.

During October 2020 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 eight months there is not yet an expected performance range or any trend. The timeliness has decreased 6.5% on the previous quarter.

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



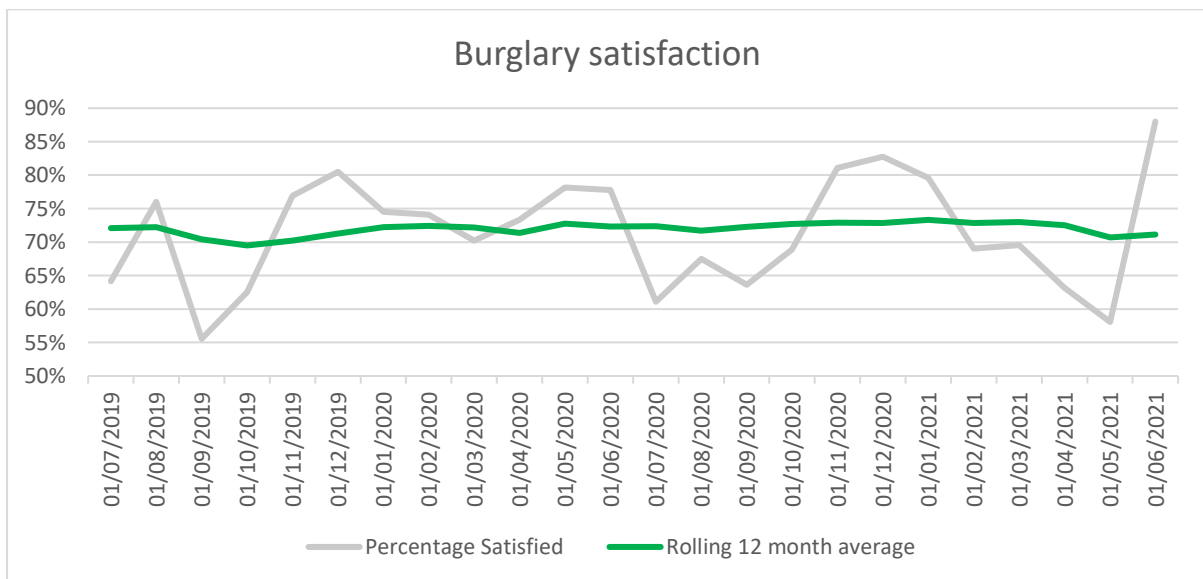
In line with seasonal trends crime and demand has increased from quarter four to quarter one. The relative increase is much larger due to relaxation of COVID-19 restrictions across these quarters: they both increased by over a fifth. They are still slightly less than the 'normal' levels in 2018 and 2019.

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%	213	79.1%	659	29.2%
Q3 2018/19	1,675	5.0%	144	76.7%	623	26.9%
Q4 2018/19	1,580	3.6%	158	68.6%	708	25.6%
Q1 2019/20	1,579	4.5%	164	70.3%	807	23.8%
Q2 2019/20	1,499	10.2%	203	78.1%	796	30.4%
Q3 2019/20	1,522	6.7%	152	77.9%	809	23.5%
Q4 2019/20	1,501	9.1%	205	74.1%	825	23.9%
Q1 2020/21	1,128	8.8%	188	76.6%	736	28.2%
Q2 2020/21	1,224	6.2%	181	77.2%	876	20.0%
Q3 2020/21	1,205	7.9%	150	76.5%	675	21.6%
Q4 2020/21	1,068	8.5%	162	70.8%	680	23.9%
Q1 2021/22	1,067	7.4%	132	73.5%	915	18.3%
Year						
2018/19	6,677	4.4%	656	75.2%	2,629	25.8%
2019/20	6,101	7.7%	724	75.7%	3,237	25.6%
2020/21	4,625	7.9%	681	75.3%	2,967	23.5%
2 Year Trend	Moderate downward	Stable	Stable	Stable	Stable	Stable

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

Unlike crime generally residential burglary and drug trafficking did not see an increase in quarter one. There is a significant increase in knife crime but this is in part due to the National Data Quality Improvement Service (NDQIS) which is using an automated programme to help identify knife crimes that may not have been properly tagged.

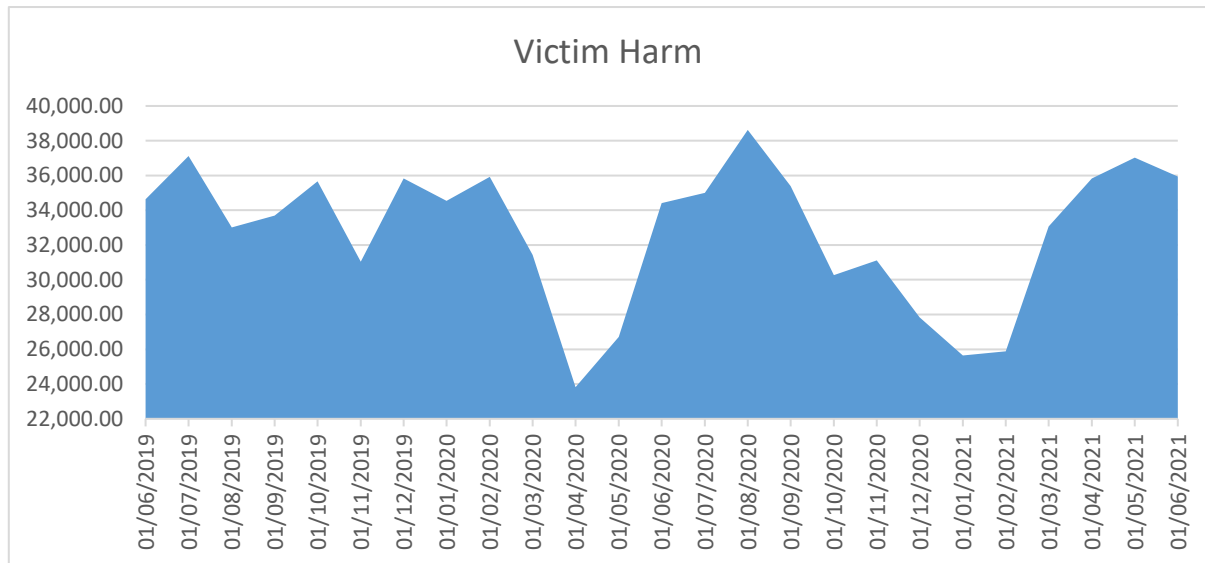
The positive outcomes rates for quarter one of this year are all lower than the previous annual figures in line with overall positive outcome rates for the force.



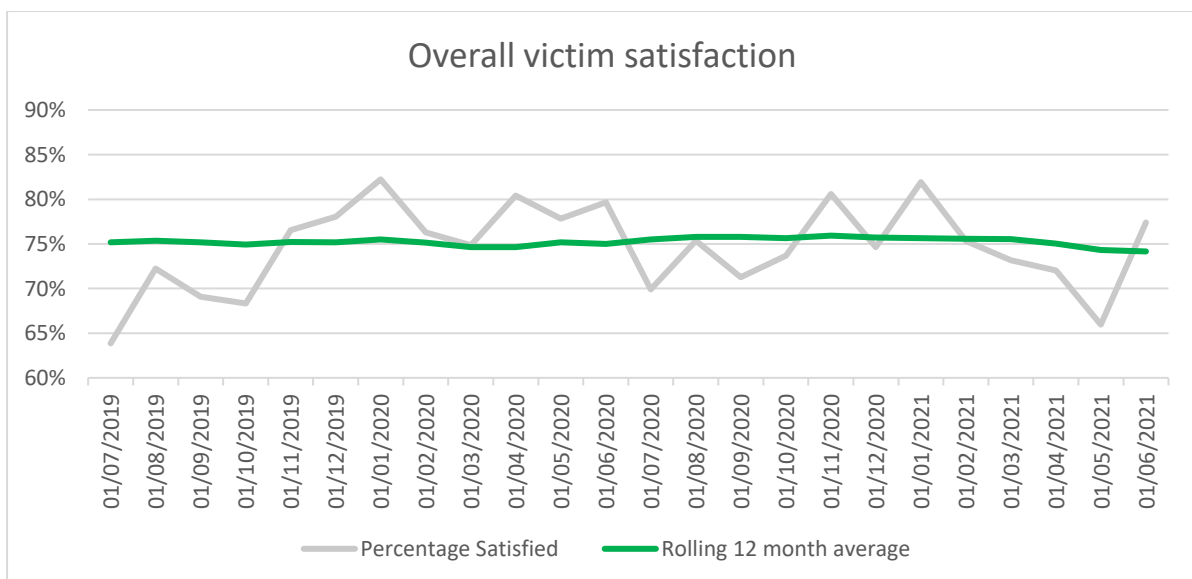
Another objective of Op Remedy was to improve victim satisfaction of burglary. As the above graph shows this has remained stable over the last two years. The rolling 12 month average is 1.8% points lower than the previous quarter.

Vulnerable people/victims are protected and supported

Measure	Current performance	Trend	Grading
Harm score victims	108,795	Stable	<i>Diagnostic</i>



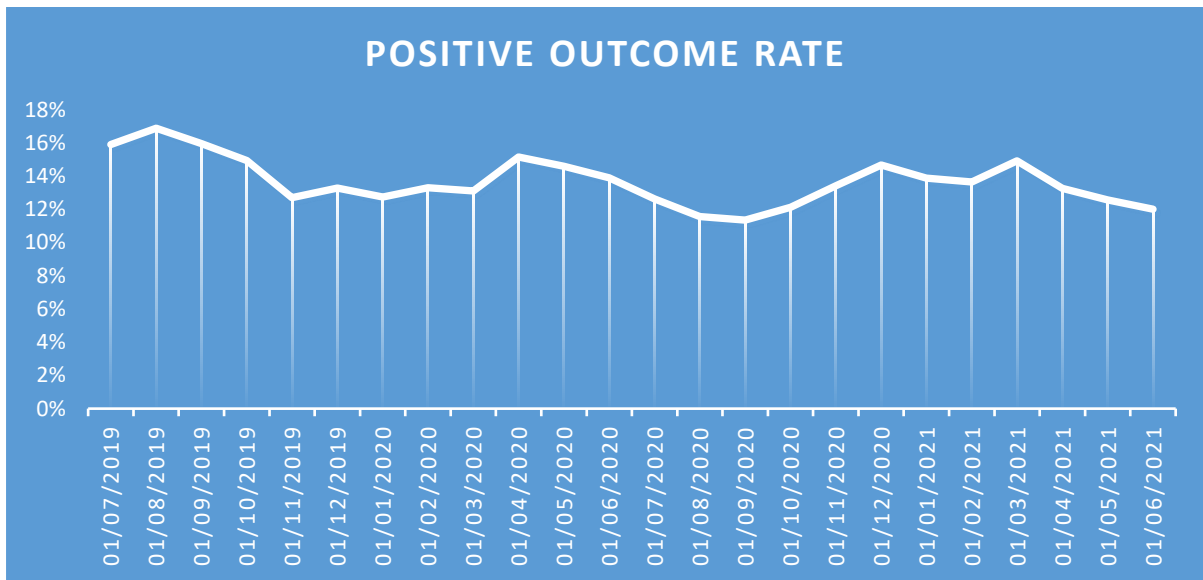
The victim harm level has followed that of crime and demand and seen a significant increase – nearly 29% – from quarter four to quarter one.



Overall victim satisfaction is stable across the last two years. The rolling 12 month average is 1.4% points lower than the previous quarter.

Offenders are brought to justice

Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	12.6	Stable	Meets expectations
Conviction rate % of all court cases	85.8	Stable	Meets expectations

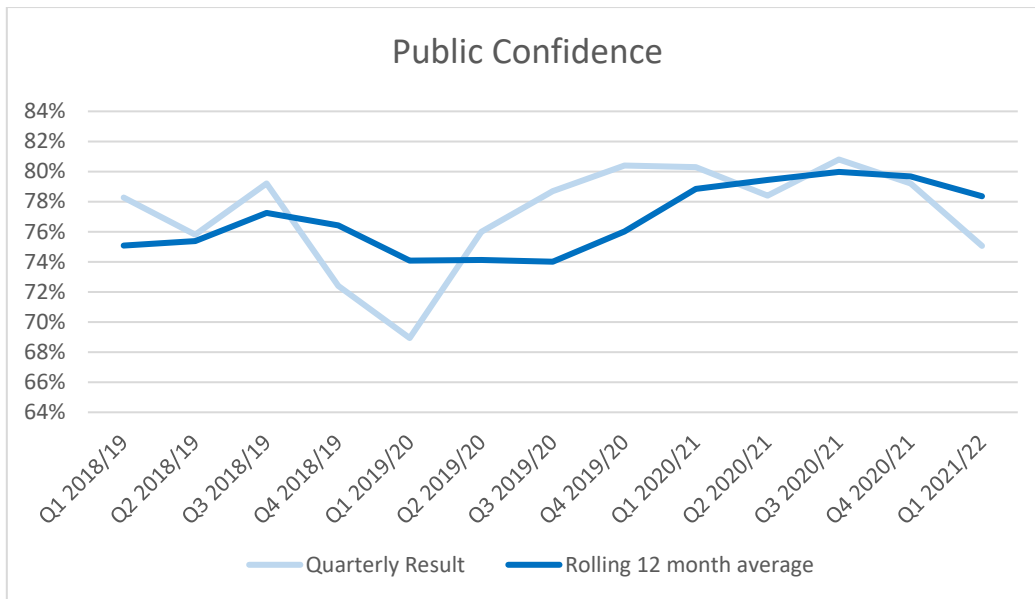


The quarterly positive outcome rate is within range but has decreased 1.6% points on the last quarter. A breakdown of positive outcome rates can be seen in appendix four. The trend remains stable overall but this has been noted as an emerging issue. A more detailed look at positive outcome performance will be brought to the October Police and Crime Board.

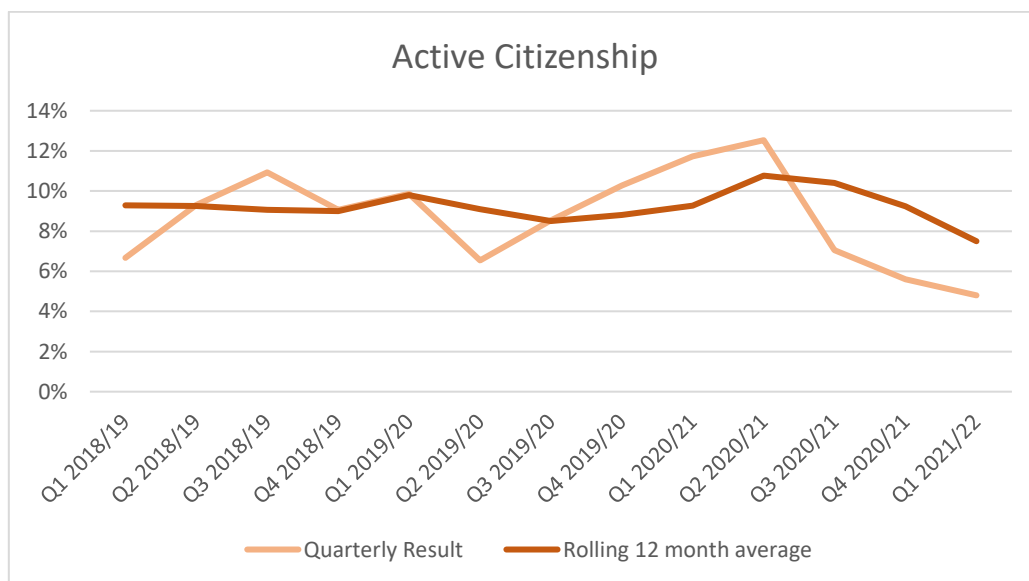
The conviction rate has increased by 0.5% points compared to the previous quarter; this remains within the performance range but remains stable overall.

People trust the police

Measure	Current performance	Trend	Grading
Confidence in the Police (Local measure) % agree	75.1	Stable	Meets expectations
Active Citizenship % of people engaged	4.8	Stable	Below expectations
Workforce representativeness % Other than White	3.5	Stable	Meets expectations
Workforce representativeness % Asian	0.9	Stable	Meets expectations
Workforce representativeness % Black	0.6	Moderate downward trend	Below expectations
Workforce representativeness % Mixed	1.7	Stable	Meets expectations
Workforce representativeness % Other	0.3	Moderate upward trend	Meets expectations
Disproportionality of Stop Search by ethnicity – Other than White	3.7	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Asian	1.6	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Black	6.8	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Mixed	3.3	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity – Other	4.7	Stable	<i>Diagnostic</i>
Complaints of incivility	39	Stable	<i>Diagnostic</i>



Public confidence has decreased by 4.1% points this quarter meaning that it is back within the performance range and stable across the last three years. This result is more in keeping with the 2019/20 year and correlates with a reduction in visibility.



Active citizenship has seen another decline this quarter reducing by 0.8% points. This is now below the expected performance range and the rolling 12 month average is the lowest it has been. Citizens in policing is the subject of the assurance report for October Police and Crime Board so this can be scrutinised more in that meeting.

The following comments are based on a comparison of quarter one this year to quarter one of last year. The number of people who identify as Asian, Mixed or Other have all grown in the last year. However in percentage terms this shows little difference. The Other group is the only one that has showed consistent growth. The number of the workforce that identify as Black has remained stable

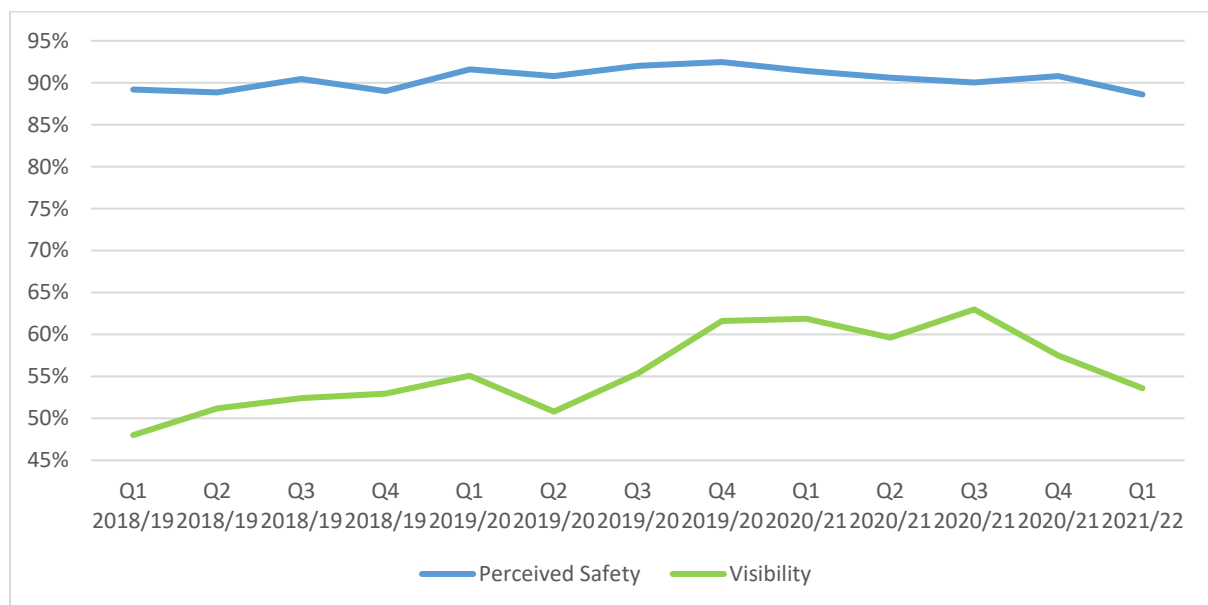
across the year. Because of the overall growth of the workforce this means the relative figures have decreased from 0.64% to 0.57%. This continues to be a focus for the PCC and Constabulary.

This quarter, disproportionality of Stop Search has reduced for all groups except the Other group. It should be noted the increase in this group only represents 3 additional Stop Searches. The use of Stop Search is scrutinised internally and externally 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.

Complaints of incivility have decreased from 41 to 39 this quarter. The rolling 12 month average is 151 which is the lowest level since March 2020.

People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	88.6	Stable	Meets Expectations
Police Visibility % Agree	53.6	Stable	<i>Diagnostic</i>



Perceived safety has reduced by 2.2% points this quarter; primarily driven by a decrease in feelings of safety after dark.

Police visibility has decreased 3.9% points this quarter and flattens the gains over the last year. However the three year trend is still moderately upward.

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

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, based on the five high level ethnicity groups, 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 were stopped if they were Asian, Black, Mixed or Other (collectively called Other than White) compared with if they were 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
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
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
Q2 2018/19	3,846	2,536	771	519	229	4,725	383	1,137	7,483	2,497	11,172	35,298
Q3 2018/19	3,915	2,522	736	411	183	3,967	423	965	7,155	2,814	10,266	33,357
Q4 2018/19	3,781	2,398	716	512	214	3,796	372	1,058	6,801	2,484	10,450	32,582
Q1 2019/20	3,852	2,330	885	515	251	5,125	451	1,273	7,388	2,699	11,091	35,860
Q2 2019/20	3,837	2,264	931	466	255	5,381	420	1,038	7,386	2,522	11,540	36,041
Q3 2019/20	3,969	2,244	988	461	230	4,420	518	1,009	6,594	2,771	11,173	34,383
Q4 2019/20	3,857	2,195	942	622	233	4,547	477	1,069	6,289	2,643	11,300	34,179
Q1 2020/21	3,052	1,598	1,127	625	248	4,699	363	886	4,128	1,587	10,763	29,077
Q2 2020/21	3,913	1,725	905	534	241	5,622	474	1,059	5,619	2,104	12,557	34,763
Q3 2020/21	3,693	1,657	874	540	185	4,039	347	945	4,928	2,474	10,284	29,973
Q4 2020/21	3,095	1,463	921	573	211	3,746	255	970	3,707	1,990	10,034	26,978
Q1 2021/22	3,530	1,480	716	572	211	5,307	388	1,304	4,697	2,234	12,386	32,830
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	15,283	10,083	2,978	1,912	838	17,381	1,491	4,303	29,138	10,520	42,947	136,874
2019/20	15,515	9,033	3,746	2,064	969	19,473	1,866	4,389	27,657	10,635	45,104	140,463
2020/21	13,753	6,443	3,827	2,272	885	18,106	1,439	3,860	18,382	8,155	43,638	120,791
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
Q2 2018/19	9.3%	6.2%	73.2%	17.1%	59.1%	11.0%	8.9%	8.9%	12.3%	2.2%	14.4%	12.8%
Q3 2018/19	13.2%	7.1%	65.9%	23.9%	51.2%	14.2%	9.4%	7.3%	14.5%	2.5%	15.0%	14.3%
Q4 2018/19	9.2%	5.2%	59.7%	20.0%	54.6%	10.7%	9.2%	7.7%	11.4%	2.6%	13.0%	11.5%
Q1 2019/20	8.0%	6.1%	46.3%	20.8%	48.5%	8.3%	5.2%	5.8%	10.1%	2.0%	10.1%	9.6%
Q2 2019/20	14.1%	12.0%	75.6%	24.4%	58.4%	12.5%	12.1%	7.9%	16.9%	4.7%	16.2%	16.2%
Q3 2019/20	9.8%	8.9%	75.2%	27.8%	52.9%	12.1%	13.2%	9.6%	13.9%	2.7%	13.5%	13.7%
Q4 2019/20	9.7%	8.5%	71.7%	19.2%	52.5%	11.4%	14.3%	8.2%	13.4%	3.5%	11.8%	13.1%
Q1 2020/21	10.9%	9.8%	74.0%	13.7%	54.6%	11.5%	15.4%	8.2%	12.5%	6.2%	13.2%	14.6%
Q2 2020/21	9.0%	8.8%	74.1%	13.0%	51.0%	10.2%	11.3%	9.3%	9.1%	3.1%	11.8%	11.9%
Q3 2020/21	9.6%	8.0%	74.4%	16.2%	58.2%	13.0%	17.3%	9.1%	10.7%	3.0%	13.0%	13.4%
Q4 2020/21	11.4%	9.5%	64.2%	20.7%	52.3%	13.7%	16.2%	8.1%	12.0%	4.1%	13.3%	14.2%
Q1 2021/22	9.9%	8.8%	72.6%	14.5%	52.9%	10.8%	8.7%	8.1%	9.2%	2.4%	13.1%	12.6%
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%	6.0%	66.8%	20.8%	53.2%	11.1%	9.2%	7.8%	12.4%	2.1%	13.6%	12.3%
2019/20	10.4%	8.9%	69.4%	22.9%	53.6%	11.2%	11.6%	7.9%	13.7%	3.2%	13.1%	13.3%
2020/21	10.1%	9.0%	71.7%	16.0%	54.1%	12.0%	14.9%	8.6%	11.0%	4.0%	12.8%	13.5%
2 Year Trend	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Stable	Moderate downward	Stable	Stable	Stable