Performance Report

Quarter ending December 2022 (Q3 2022/23)

Glossary

Action Fraud – is the UK's national reporting centre for fraud and cybercrime where victims should report fraud if they have been scammed, defrauded or experienced cyber crime in England, Wales and Northern Ireland.

ASP – Avon and Somerset Police

Charge – the formal accusation of an offence, put to a suspect after an initial investigation; this is the start of the prosecution and they will then have to appear at court. The police can make the decision to charge in less serious offences where the case would be dealt with at Magistrates Court.

Complaint Review – most police complaints are handled by the force being complained about, however the more serious cases are referred to the Independent Office for Police Conduct (IOPC). At the resolution of the complaint, if the complainant is dissatisfied they can request a review. The more serious cases will be reviewed by the IOPC whereas the less serious cases will be reviewed by the PCC's office. The review looks at whether the complaint was handled in a "*reasonable and proportionate*" way rather than re-investigating the grounds of the complaint. If a complaint review is upheld this means the way in which the complaint was handled did not meet the standard expected. More information is available on the IOPC website.

Cyber dependent crime – these are offences that can only be committed using a computer, computer networks or other form of information communications technology.

CPS – Crown Prosecution Service.

Disproportionality – shows the rate at which a police power is used, when comparing people of the specified ethnicity to people who are White. So a disproportionality of 2 would mean people of that ethnicity had the power used against them at twice the rate of White people.

Domestic abuse – is where a person is abusive towards another, they are personally connected and are 16 years of age or older.

Freedom of Information Request – an official request to see recorded information held by public authorities. Compliance is based on responding within the set time-frame.

MSG – Most similar groups. These are groups of police forces that have been found to be the most similar to each other based on an analysis of demographic, social and economic characteristics which relate to crime. They are designated by Her Majesty's Inspectorate of Constabulary Fire & Rescue Service (HMICFRS). The forces 'most similar' to Avon & Somerset are Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire and Sussex.

Neighbourhood Crime – defined in the national Beating Crime Plan 2021 as vehicle-related theft, domestic burglary, theft from the person and robbery of personal property.

Patrol – the department of Avon and Somerset Police which has most uniformed officers; these officers attend more incidents than any other department.

Project Bluestone – is the Avon and Somerset Police response to Rape and Serious Sexual Offences. A transformative pathfinder approach being rolled out nationally as part of the cross-governmental improvement plan Operation Soteria.

Public confidence – this is measured through a quarterly local telephone survey of 750 residents (3000 a year). This shows the percentage of people who said they "tend to agree" or "strongly agree" when asked if they "have confidence in the police in this area".

Serious violence – defined nationally these are offences that result in the death of a person, "endanger life" or "wounding offences".

Stop and search positive outcomes – in addition to crime positive outcomes (charge/summons or out of court disposal), this also includes arrest, voluntary attendance, drugs warnings and seizure of items.

Subject Access Request – an official request to access a person's own information held by an organisation. Compliance is based on responding within the set time-frame.

# National Police and Crime Measures
(Priorities for Policing)

Contribution of Avon and Somerset Police

Reduce Murder and Other Homicide

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Police recorded Homicide offences	Stable	8th/8 MSG (above MSG average rates)

Homicide - 12 Month Rolling Rates per 1000 Residents

Legend: Avon & Somerset (red), MSG (blue), National (green)
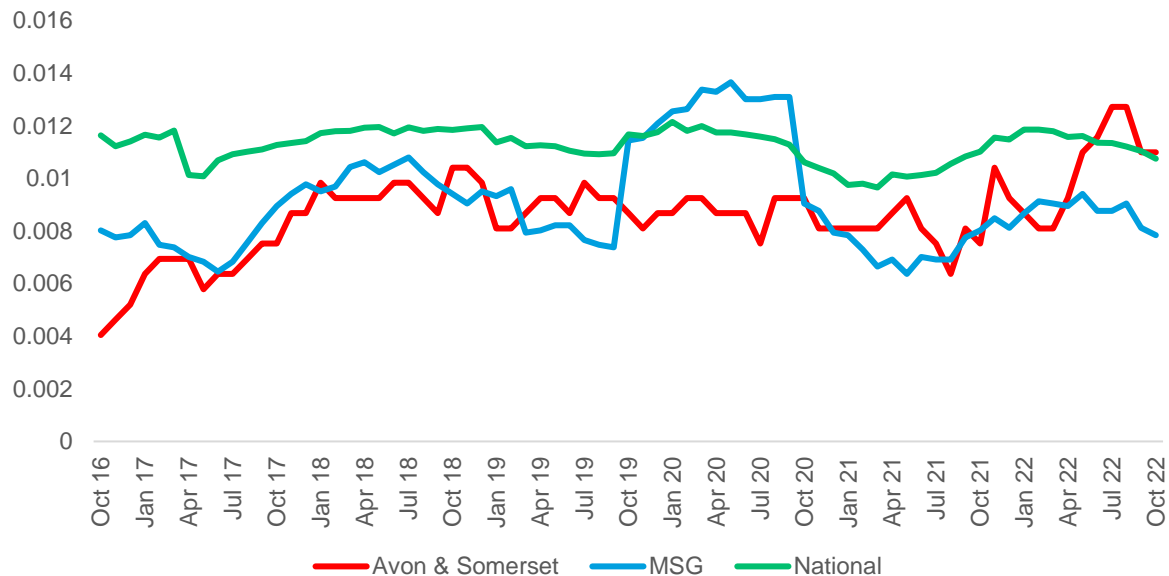
Planned Action to Drive Performance

1. Continuation of co-ordinated high intensity police patrols in serious violence hotspots, across Avon and Somerset, utilising Home Office Grip funding. (This will be intelligence driven and combined with problem-solving approaches).

2. Homicide Suppression Strategy is in place and reviewed on a regular basis. In support of the National Strategy to prevent homicide, all police forces must have a homicide prevention problem profile. Requirements will be provided by the College of Policing later this year.

3. Stalking Protection Order training to be delivered to call handlers along with updates to call scripts to help identify high risk stalking cases and provide safety advice.

4. Development of refreshed sudden death procedural guidance, ensuring the thorough completion of investigative actions at the scene of every sudden death, and the early identification of any associated criminality.

5. Review of the force's Risk to Life or Threats of Serious Harm procedure to ensure the force responds adequately to protect those at risk of serious harm or death.

Comments

1. Between the period of April – August 2022, there were 10 recorded homicides across Avon and Somerset. This volume accounts for the recent noted increase in rate per 1000 residents.

2. There are no known links or patterns identified in these recent homicides.

Reduce Serious Violence

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Police recorded serious violence offences	Stable	3rd/8 MSG (below MSG average rates)

Serious Violence - 12 Month Rolling Rates per 1000 Residents
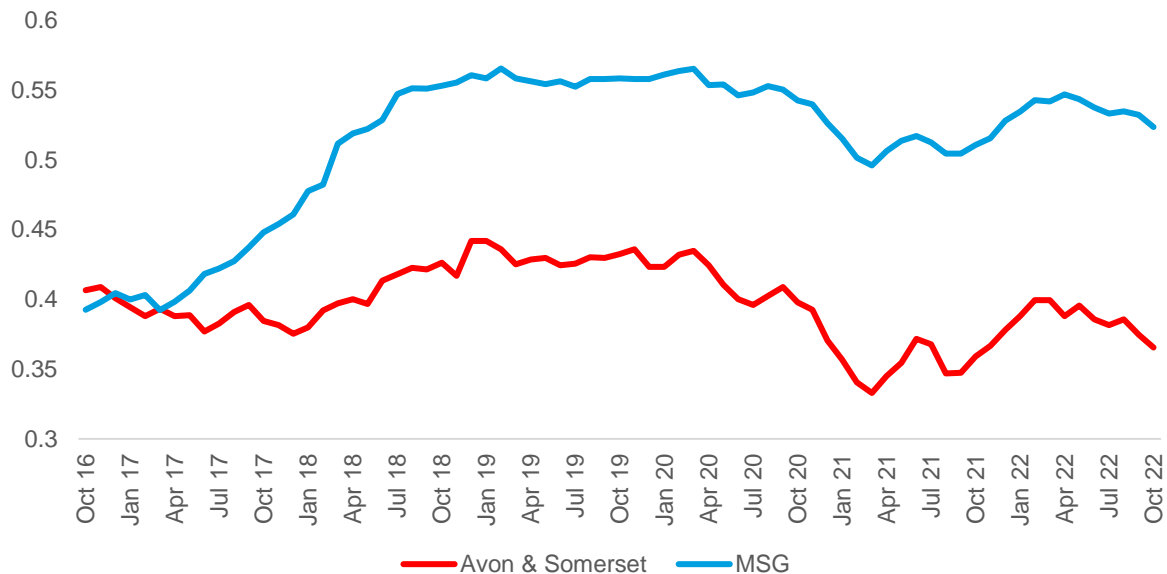
Planned Action to Drive Performance

1. Co-ordinated high intensity policing activity in serious violence hotspots, across Avon and Somerset, utilising Home Office Grip funding.

2. Enhancements to the allocation guidance to ensure decision making for serious violence offences are made within Investigations and that serious violence demand is appropriately allocated to and managed by specialist investigators. This will be overseen by the Investigative Standards forum.

3. Multi-agency working between Violence Reduction Units (VRUs) and local partners to deliver training and messaging to young people on the threat of Serious and Organised Crime and County Lines.

4. Installation of community knife bins in East and South Bristol in partnership with community leads and with clear signposting to VRUs.

5. Development of the Data Accelerator programme, that involves the transfer of live time data and information between police and local authorities, to provide live updates to schools on welfare and significant incidents.

Comments

1. ASP benchmark well against the MSG group of forces, based on rates of serious violence per 1000 residents.

Disrupt Drugs Supply and County Lines

Measures Summary

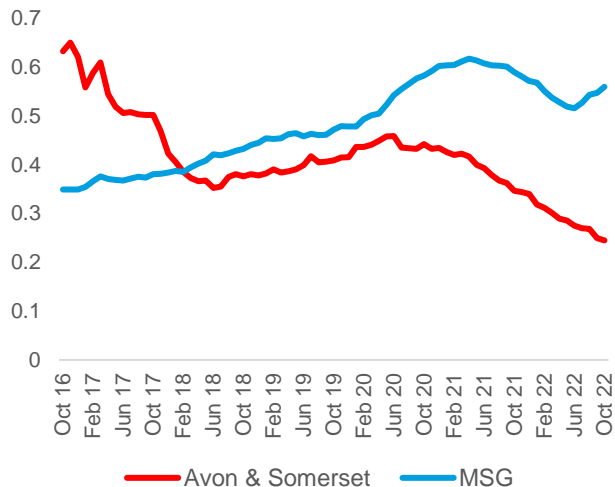| Local Measures	Trend / Outlook	Benchmark
Number of all drugs disruptions	Increasing	Not available
Number of county lines disrupted	Increasing	Not available
Number of drug trafficking offences	Reducing	8th/8 MSG (below MSG average rates)

Drug Trafficking Crime - 12 Month Rolling Rates per 1000 Residents

Legend: Avon & Somerset, MSG

Drugs and County Lines Disruptions - 12 Month Rolling Rates

Legend: Drugs, County Lines

Planned Action to Drive Performance

1. Implementation of a dedicated drugs market and County Lines intelligence function to increase intelligence led targeting of County Lines and drugs.

2. Implementation of the 'Intel Portal' to enhance intelligence and tasking functions and processes, to better identify and respond to emerging trends and inform daily proactive tasking in relation to drugs and County Lines offences.

3. Continued proactive policing activity in the way that adults, who are at risk of exploitation through county lines criminality, are identified and safeguarded.

4. Operation Scorpion: Co-ordinated regional disruption activity to proactively disrupt county lines criminality; protecting communities from criminals engaged in drugs activity and improving community confidence through multi-agency partnership work.

5. Enhancements in the collection and analysis of data to assess the impact of Operation Scorpion. This will enable the evidence-based identification of successful policing approaches, in reducing reoffending and improving community confidence surrounding drugs crime.
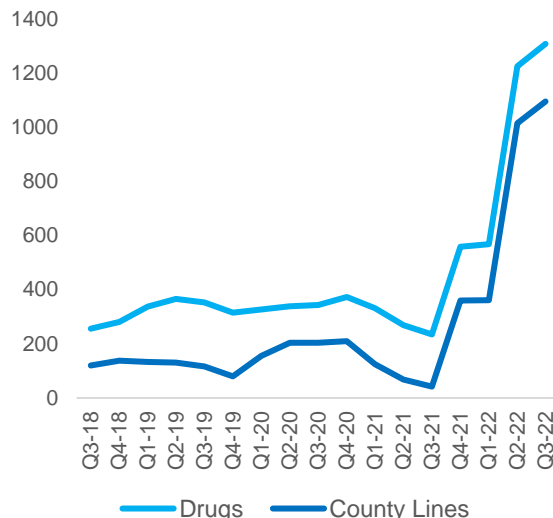
Comments

1. The force has a lower rate of drug trafficking offences per 1000 residents, compared to the MSG forces. This may indicate less proactive identification of the offending.

2. There has been a significant increase in recorded disruptions in recent quarters linking to intensification as part of Op Scorpion from March 2022.

Reduce Neighbourhood Crime

Measures Summary

| Local Measures	Trend / Outlook	Benchmark
Police recorded residential burglary offences	Stable	6th/8 MSG (higher than MSG average rates)
Police recorded vehicle crime offences	Stable	5th/8 MSG (similar to MSG average rates)
Police recorded personal robbery offences	Stable	6th/8 MSG (higher than MSG average rates)
Police recorded theft from the person offences	Stable	2nd/8 MSG (similar to MSG average rates)

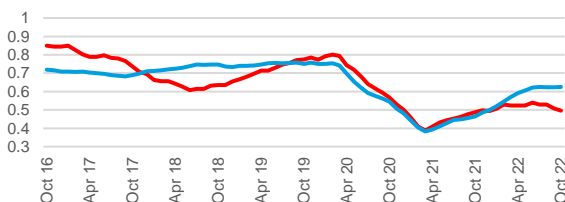### Residential Burglary - 12 Month Rolling Rates per 1000 Households
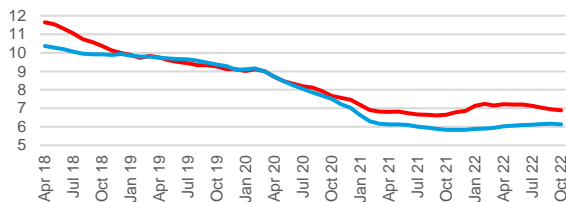
Vehicle Offences - 12 Month Rolling Rates per 1000 Residents

Avon & Somerset — MSG
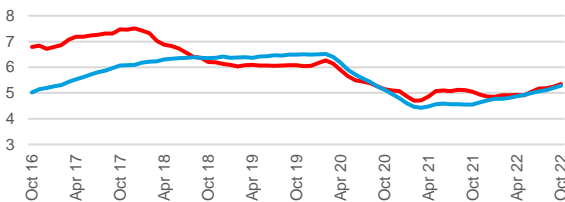
Personal Robbery - 12 Month Rolling Rates per 1000 Residents
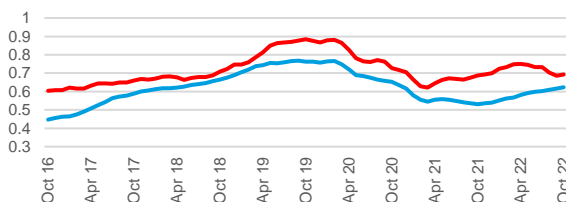
Theft from the person - 12 Month Rolling Rates per 1000 Residents

Planned Action to Drive Performance

1. Development and enhancement of problem-solving data analytics, methodologies and guidance to enable the effective identification and target neighbourhood crime issues, and to further enable improved assurance against existing issues.

2. Audit of Problem Solving Plans to identify best practice and ensure consistency, following additional training and improvements to data analytics relating to Neighbourhood Crime to identify and risk assess possible perpetrators.

3. Expansion of Remedy and alignment within neighbourhood policing alongside VRUs and IOM, to support joined-up working.

4. Ongoing development of rural affairs team as part of the delivery plan, to improve the recording of and operational response to neighbourhood crime; specifically in rural communities with a focus on target hardening and crime prevention activities.

5. Enhancement of the Integrated Offender Management capabilities, through process improvements and police officer uplift investment; thereby better managing neighbourhood crime offenders, and reducing reoffending.

Comments

1. Recorded neighbourhood crimes were impacted significantly during the COVID-19 lockdown periods, and as a result saw large reductions. Crimes are anticipated to return to normal levels and therefore the outlook is based on 'pre-COVID-19' trends.
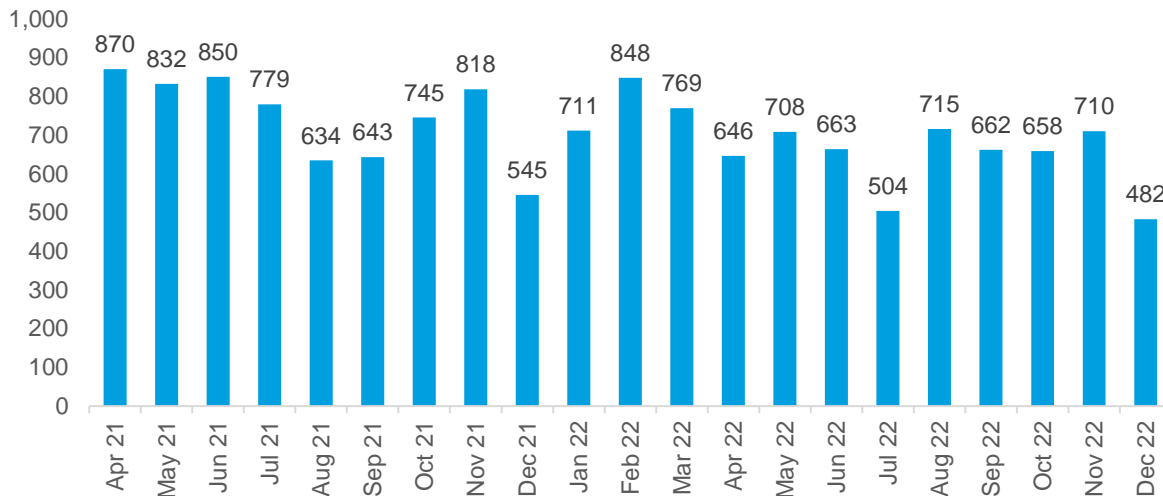
Tackle Cybercrime

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Investigate 100% of all cyber dependant crime disseminated to forces	Stable (100%)	Not available
Provide 100% of all cyber dependant crime victims with specialist advice	Stable (100%)	Not available
Action Fraud Offences	Stable	Not available

Action Fraud offences disseminated to Avon and Somerset Police

Bar chart values (Apr 21 – Dec 22): 870, 832, 850, 779, 634, 643, 745, 818, 545, 711, 848, 769, 646, 708, 663, 504, 715, 662, 658, 710, 482

Planned Action to Drive Performance

1. Delivery of cybercrime prevention advice and specialist victim support, through the cybercrime protect officer capability.

2. Promotion of fraud-awareness, linking to national campaigns, to increase public understanding of offending methods and to deliver appropriate crime prevention advice.

3. Embedding crypto-currency training within financial investigation, fraud and cyber teams; equipping staff with enhanced skills and capabilities for the seizure and investigation of offences associated with crypto-currencies.

4. Recruitment and establishment of additional investigation capacity to support asset and monetary seizures in financial investigations.

Comments

1. There is no local measurement similar to the national measures, which focus on 'Confidence in the law enforcement response to cyber crime' and 'the percentage of businesses experiencing a cyber breach or attack'. Both of these measures are captured at a national level.

Improve Victim Satisfaction, with a Focus on Victims of Domestic Abuse

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Overall victim satisfaction rate	Reducing	Not available
Burglary victim satisfaction	Reducing	Not available
Hate crime victim satisfaction rate	Reducing	Not available
Violent crime victim satisfaction	Stable	Not available
ASB victim satisfaction rate	Reducing	Not available

Victim Satisfaction - 12 Month Rolling Rate

Overall — Burglary — Hate — Violent — ASB
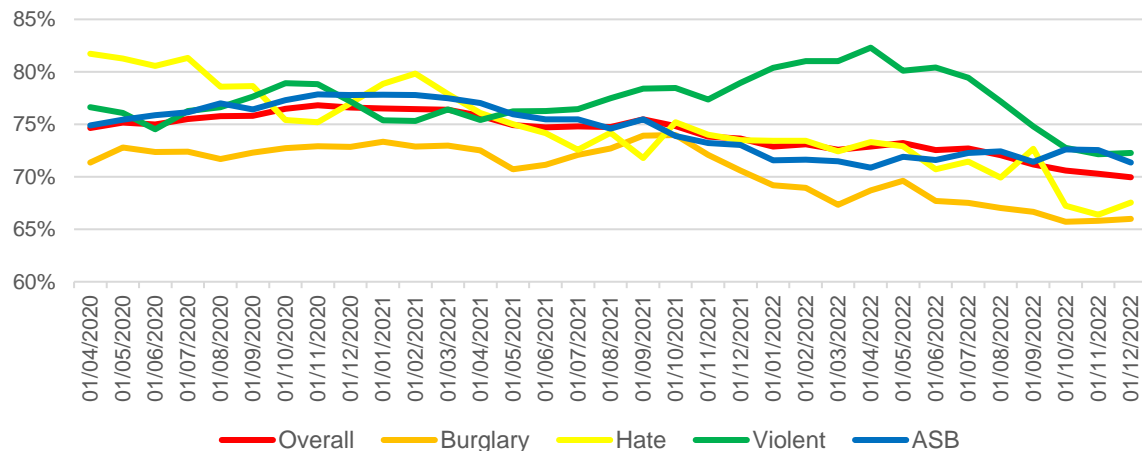
Planned Action to Drive Performance

1. Implementation of the new local violence against women and girls framework (which includes DA).
2. Project Bluestone (see below slide). This will support victims of domestic abuse-related RASSO.
3. Improvements to the management, monitoring and enforcement of all protective orders, ensuring breaches are robustly dealt with.
4. Continued rollout of comprehensive domestic abuse training (DA Matters) for all staff who deliver frontline policing services.
5. Improvements to evidence-led prosecution model to increase numbers and safeguard victims.
6. Development of a 'Language Matters' booklet with internal survivor group and Bristol Survivor Forum to enhance DA guidance and provision.
7. Collation and analysis of feedback collected by Independent Sexual Violence Advisors to identify best practice and improvements.
8. Enhancement of the victim survey, to ensure that experiences are better captured and responded to.
9. Creation of new victim information packs to ensure that victims of crime are provided with relevant information, guidance and support.

Comments

1. Dwelling burglary shows higher satisfaction levels than all burglary (78.5% vs 66%).
2. There is no existing domestic abuse victim satisfaction survey currently in place in Avon and Somerset.

Better Criminal Justice Outcomes for Rape Cases

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Charge volumes for rape offences	Increasing	Not available
Charge rate for rape offences	Increasing	4th/8 MSG (below MSG average rates)

Rape - 12 Month Rolling
Charge & Summons Volume and Rate
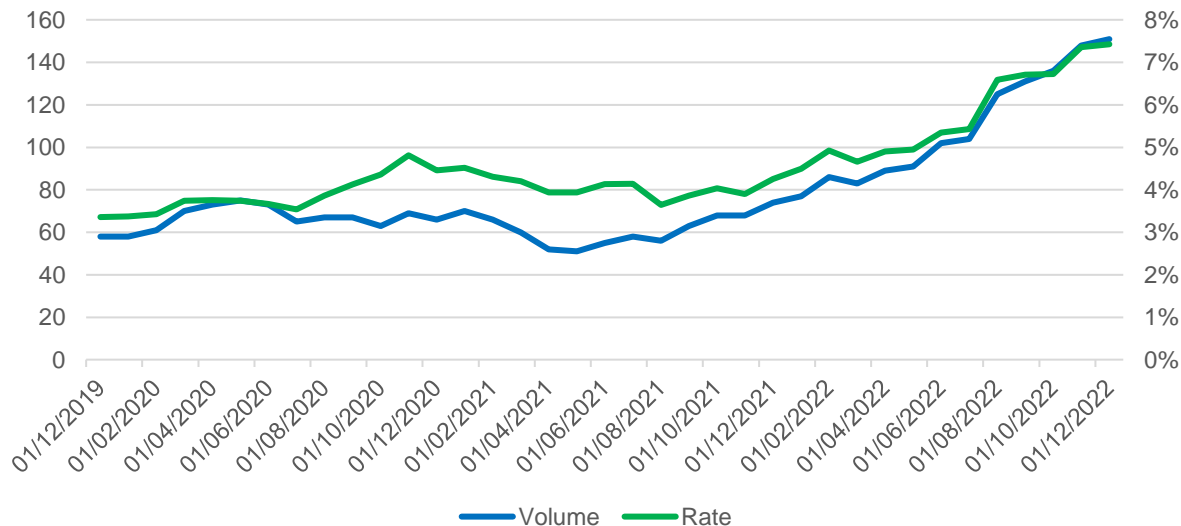
Planned Action to Drive Performance

1. Delivery of Project Bluestone, and the recruitment and implementation of specialist teams dedicated to the investigation of rape and serious sexual offences (RASSO). (Project Bluestone proposed the development of a 'gold standard' framework for the investigation of RASSO, using specialist investigators to enhance victim contact and disrupt persistent offenders).

2. Focused improvements for case file quality and the increased use of early advice from the Crown Prosecution Service, in order to improve criminal justice outcomes for RASSO.

3. Focussed improvements in the accessibility and service provision of Independent Sexual Violence Advisors (ISVAs) to victims of sexual violence.

4. Development of supervisor guidance to quality assure RASSO investigations. Accompanied by assurance of supervisor reviews to assess and monitor the quality of supervisory direction and investigative action-setting.

5. Continued joint training with CPS and ISVAs to improve partnership working for a better joined up approach to support victims through the criminal Justice System.

Comments

1. There has been a sustained improvement in the number and volume of charge and summons since the end of 2021. This is directly attributable to Project Bluestone.

Avon and Somerset Police and Crime Plan 2021-2025

Contribution of Avon and Somerset Police Priority 4 – Increasing the legitimacy of, and public confidence in, the police and criminal justice system

Public confidence

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Public confidence	Decreasing	Not available

Public Confidence


Planned Action to Drive Performance

British policing is based on the idea that the power of the police comes from the common consent of the public, as opposed to the power of the state: 'policing by consent'.

For this model to work public confidence in the police is critical. That's why as a measure, public confidence is arguably the most important. The reason there is not a specific set of actions against this measure is because it would be too broad.

These performance reports demonstrate action against national policing priorities as well as the Avon and Somerset Police and Crime Plan. Taken in their totality improved performance against these plans should lead to increased public confidence.

As well as improving police performance it is essential that this is communicated to the public (engagement forms part of Priority 2 of the plan). The Constabulary are expanding their Corporate Communications team and a new senior leader will help bring a joined up corporate approach to communication and engagement.
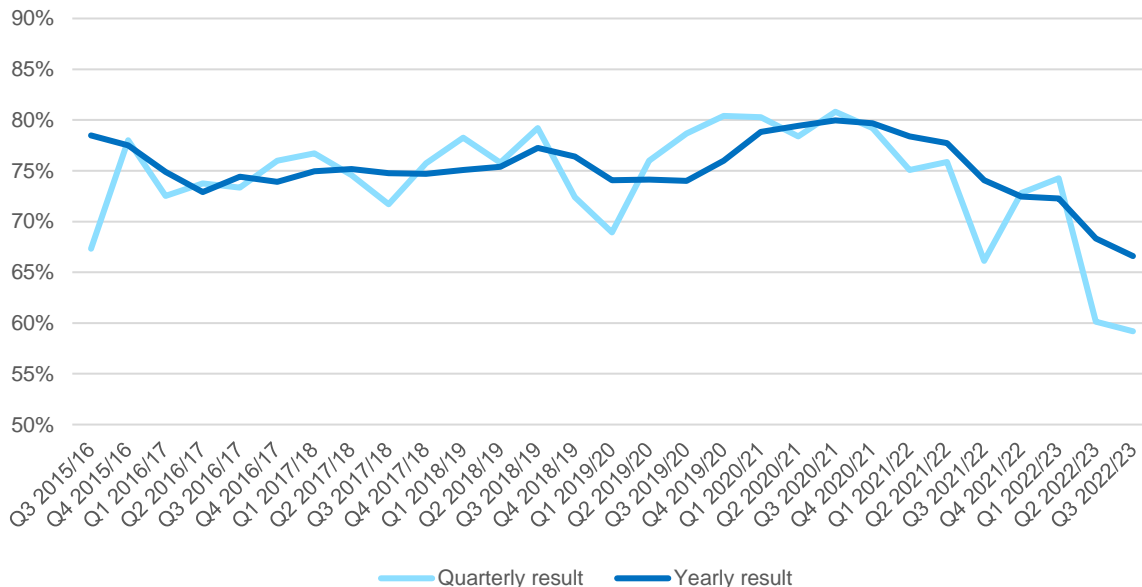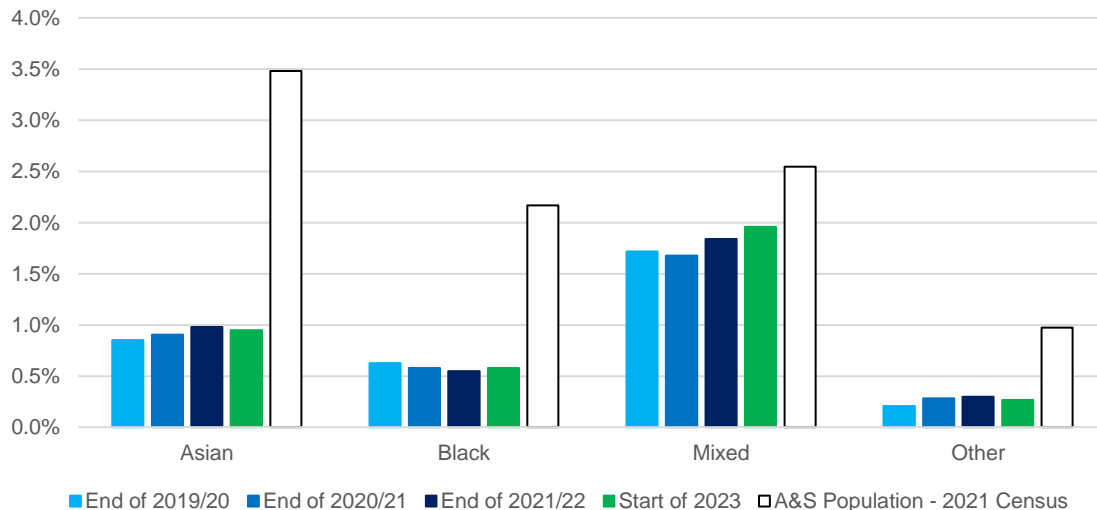
Comments

1. A national benchmark used to be available through the Crime Survey of England and Wales but questions about public perceptions were paused because of COVID-19.

2. Although not directly comparable due to differing methodologies, there has been data which shows confidence has reduced in other forces and nationally.

Representative workforce

Measures Summary

Local Measures	Trend / Outlook	Benchmark
% of the workforce who identify as Asian	Increasing	Not available
% of the workforce who identify as Black	Reducing	Not available
% of the workforce who identify as Mixed	Increasing	Not available
% of the workforce who identify as Other	Increasing	Not available

Workforce ethnicity

Legend: ■ End of 2019/20 ■ End of 2020/21 ■ End of 2021/22 ■ Start of 2023 □ A&S Population - 2021 Census

Planned Action to Drive Performance

1. Implementation of HR recommendations from the Identifying Disproportionality in the Avon and Somerset Criminal Justice System report in conjunction with work to deliver outcomes in Represented Pillar of the Police Race Action Plan.

2. The Outreach team continue to work to identify and break down barriers that may prevent people from under-represented communities from joining the Police, and offering support to those who do apply. Up until March 2022, the Outreach Team supported 112 candidates with protected characteristics to gain employment with the Constabulary.

3. Corporate Comms employer brand campaigns 'All Together Better' on positive action and 'Safe to Say' to support the organisation's representative workforce plans to attract the best talent from a diverse pool.

4. Ongoing compliance with the National Equality Standard including current self-assessment and renewal.

5. Support in place for staff networks to ensure plans are in place to grow and strengthen.

Comments

1. There has been a consistent but incremental increase in the representation of people who identify their ethnicity as Asian, Mixed and Other.

2. The number of the workforce who identify as Black is the same now as it was at the end of 2019/20. However as the total workforce has grown 8%, the proportion of Black people has reduced.
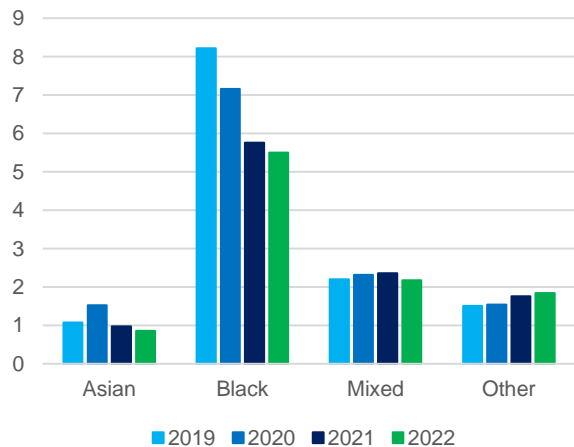
Inequality and disproportionality

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Stop & Search – Disproportionality	Reducing	Not available
Use of force – Disproportionality	Reducing	Not available

Stop & Search - Disproportionality compared to White people

Legend: 2019, 2020, 2021, 2022
Categories: Asian, Black, Mixed, Other

Use of force - Disproportionality compared to White people

Legend: 2019, 2020, 2021, 2022
Categories: Asian, Black, Mixed, Other

## Planned Action to Drive Performance

1. Implementation of recommendations from the Identifying Disproportionality in the Avon and Somerset Criminal Justice System report in conjunction with work to deliver outcomes in the Police Race Action Plan.

2. Analysis of 2021 Census data to better understand the communities of Avon and Somerset and how this impacts workforce representation and disproportionality both internally and externally.

3. Improvements to the recording of self-defined ethnicity to improve the accuracy and visibility of ethnicity data in order to identify disproportionality within the service.

4. Review of Inclusive Policing with Confidence training to understand it's effectiveness and follow-up work needed.

5. Continued development of inclusion and diversity within the Professional Standards Department. Monitoring and analysing data to understand disproportionality in misconduct and vetting outcomes.
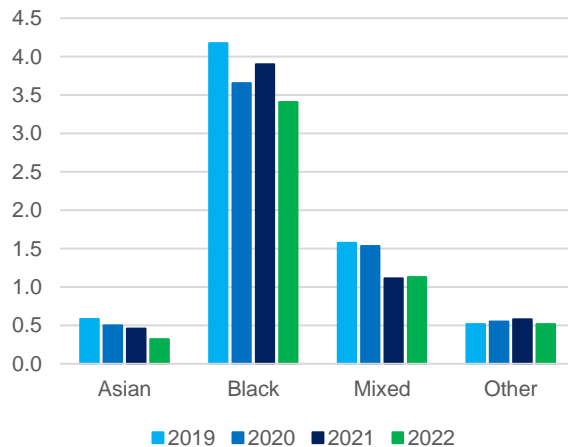
Comments

1. For the year ending March 2021 Avon & Somerset Police had similar levels of Stop & Search disproportionality compared to the national figures (below):
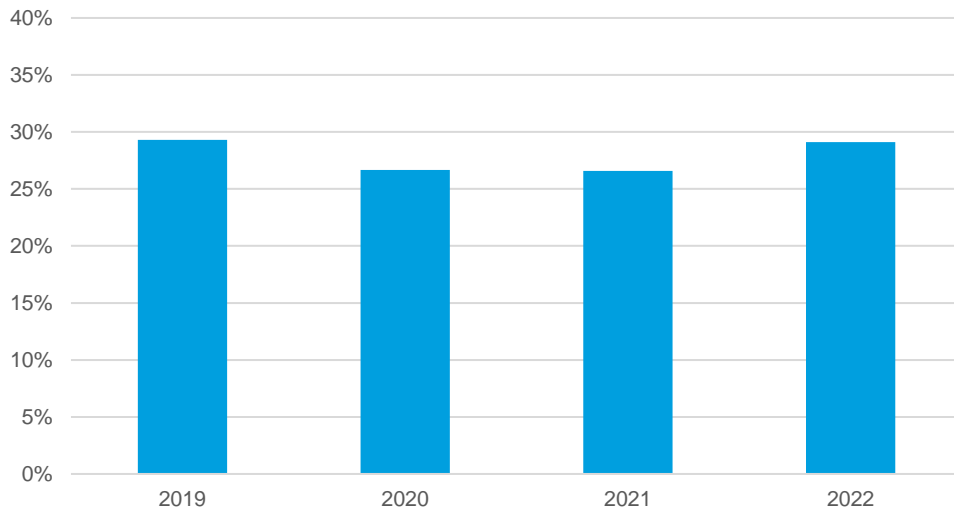
Asian	2.4
Black	7.0
Mixed	2.3
Other	2.7

Use of police powers

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Stop & Search - % resulting in positive outcomes	Stable	Not available

Stop & Search - Proportion resulting in positive outcomes

Bar chart showing approximate values: 2019 ≈ 29%, 2020 ≈ 27%, 2021 ≈ 26%, 2022 ≈ 29% (Y-axis 0% to 40%).

Planned Action to Drive Performance

1. Implementation of a daily review model for use of powers to take place through local supervisors.

2. Review of current stop search and use of force assurance reports to combine and streamline focus to priority issues, ensuring appropriate accountability and governance.

3. Development of use of force training to ensure this reflects topical issues and trends arising from scrutiny panel findings and recommendations.

4. Increased cross-directorate working through Child Protection Performance Management group to ensure exploited children are recognised and safeguarded, as opposed to criminalised.
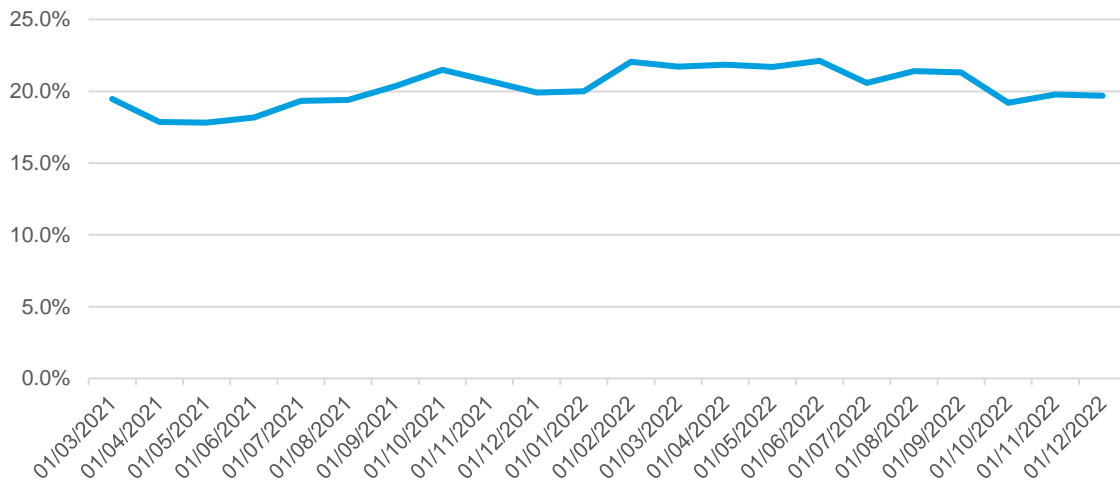
Comments

1. In the year 2020/21, nationally the Stop & Search positive outcome rate was 23% and Avon and Somerset Police were higher at 28%.

Complaints

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Complaints Reviewed by the OPCC - Upheld	Stable	Not available

Complaints Reviewed by the OPCC - Upheld - 12 Month Rolling Rates

Planned Action to Drive Performance

1. Ongoing review of complaint handling processing and management to understand risks and non-compliance as well as seeking opportunities to improve efficiency through automation.

2. Ongoing analysis of disproportionality in complaints outcomes.

3. Lived experience advisor role being recruited to provide support and guidance around professional standards matters.

Comments

1. Further information about complaint handling performance can be found on the website of the Independent Office for Police Conduct https://www.policeconduct.gov.uk/tags/avon-and-somerset-constabulary

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Freedom of Information Request Compliance	Stable	Not available
Subject Access Request Compliance	Reducing	Not available

Freedom of Information Request Compliance - Monthly Rate
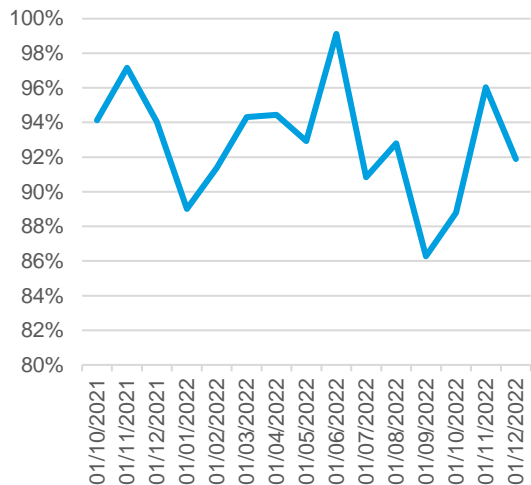
Subject Access Request Compliance - 12 Month Rolling Rates
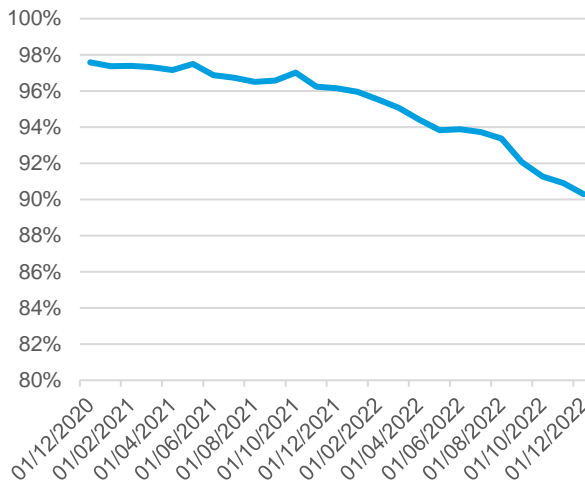
Planned Action to Drive Performance

1. Implementation of Data Strategy approved in 2022.

2. Implementation of Information Governance business case approved in November 2022. This will see additional resource, and new ways of working, in the Legal and Compliance Services team which has responsibility for freedom of information requests and subject access requests (among other duties).

3. Focused activity across the organisation to ensure accurate recording of Self Defined Ethnicity (SDE), including learning from other forces. This will be supported by technological solutions including capturing SDE as a mandatory field in police recording systems.

4. Data Quality group continues to focus improvement activity around crime recording, file quality, duplicates and unusable information. This includes the development of supporting data visualisation and use of automation.

Comments

1. Although the subject access request compliance is high at over 90%, it has reduced slightly over the last two years. Action 2 (above) should help address this.

Scrutiny, performance and learning

Measures Summary

There are no numerical measures that currently represent how good scrutiny is or how well performance is managed or if learning is successfully implemented.

Planned Action to Drive Performance

1. Improve the scope and activity of the Use of Force Peer Review Scrutiny Panel through setting themes and learning lessons from the Stop Search Scrutiny Panel.

2. Working closely with Learning Partnership West and Create Power Town to co-create content with young people and community members to enable conversations about Stop & Search.

3. Organisational learning framework to be integrated into Operations Planning debriefs to improve consistency.

4. Ongoing development of youth scrutiny panel to support work of the OPCC Scrutiny of Police Powers Panel.

5. Avon and Somerset Police are reviewing all scrutiny, review and assurance panels to identify best practice, achieve consistency and ensure learning is captured and brought back into the organisation.

6. The Performance and Accountability Board is where the PCC holds the Chief Constable in a meeting broadcast to the public. This meeting is being revised and will now be held more frequently for shorter periods and will be better promoted using social media to make the scrutiny more visible.

7. The Office of the PCC is developing new ways of working to be able to draw better insight from scrutiny panels and make this more visible to the public.