

Public Agenda Pack



Avon and Somerset Police and Crime Panel
Hosted by Somerset Council Democratic Services



Date: Tuesday, 27th June 2023

Time: 10.30 am

**Venue: John Meikle Room, The Deane House, Belvedere Road,
Taunton TA1 1HE**

Membership:

Councillor Andy Wait	Bath and North-East Somerset
Councillor Ann Morgan	Bath and North-East Somerset
Councillor Asher Craig	Bristol City Council
Councillor Jonathan Hucker	Bristol City Council
To be confirmed	Bristol City Council
Richard Brown	Independent Member
Gary Davies	Independent Member
Julie Knight	Independent Member
Councillor Peter Crew	North Somerset Council
Councillor Steve Hogg	North Somerset Council
Councillor Brian Bolt	Somerset Council
Councillor Nicola Clark	Somerset Council
Councillor Heather Shearer	Somerset Council
Councillor F. Smith-Roberts	Somerset Council
Councillor Martin Wale	Somerset Council
Councillor Raj Sood	South Gloucestershire Council
Councillor John Bradbury	South Gloucestershire Council

Contact Officer: Patricia Jones on 07855284506 or patricia.jones@somerset.gov.uk

Address: Somerset Council, County Hall, Taunton TA1 4DY

Issued by the Proper Officer on Monday, 19 June 2023.

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Agenda
Public Information Sheet

Guidance about procedures at the meeting follows the agenda. This meeting will be open to the public and press, subject to the passing of any resolution under Section 100A (4) of the Local Government Act 1972. This agenda and the attached reports and background papers are available on request prior to the meeting in large print, Braille, audio tape & disc and can be translated into different languages. They can also be accessed via the council's website on

Public Guidance Notes contained in Agenda Annex 5 - 8

Click here to join the online meeting 9 - 10

1 **Apologies for Absence**

2 **Election of Chair**

3 **Election of Vice-Chair**

4 **Public Question Time**

Members of the public who reside or work in the Avon and Somerset Force area may submit a statement or petition or ask a maximum of two questions at a Panel meeting.

Statements or questions should be e-mailed to Patricia.Jones@somerset.gov.uk, or sent to the Democratic Services Team, County Hall Taunton TA1 4DY (marked for the attention of Patricia Jones). Statements must be received no later than 12.00 noon on Monday 26th June 2023. Questions must be received no later than 3 clear working days before the meeting – Wednesday 21st June 2023.

Please note that all statements and questions must relate to matters that fall within the Panel's functions and responsibilities.

5 **Declarations of Interest**

The Statutory Register of Member's Interests can be inspected by contacting Patricia Jones in the Democratic Services Team on Tel: 07855 284506 or patricia.jones@somerset.gov.uk

6 **Minutes of the meeting held on 29th March 2023 (Pages 11 - 24)**

To confirm as a correct record.

7 **Matters Arising**

To consider any matters arising or actions emerging from the minutes.

8 **Chair's Business**

To receive any updates from the Chair.

9 **Panel Membership 2023/24 (Pages 25 - 28)**

The Panel is invited to note the membership for 2023/24.

10 **Work Programme 2023/24 (Pages 29 - 38)**

The Panel is invited to discuss and agree a work programme for 2023/24.

11 **Commissioner's Annual Report 2022/23 (Pages 39 - 108)**

The Panel must consider and comment on the Commissioner's Annual Report.

12 **Commissioner's Update Report (Pages 109 - 120)**

To receive an update on the Commissioner's decisions and activities since the last meeting.

13 **Performance Summary/National Police and Crime Measures (Pages 121 - 138)**

To consider and discuss the latest performance information.

14 **Standing Complaints Report (Pages 139 - 142)**

To provide the Panel with an overview of all complaints.

15 **Date of Next Meeting**

Thursday 28th September 2023 at 10.30pm (The Deane House).

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Avon & Somerset Police and Crime Panel

Public Information Sheet

Council Meetings

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Inspection of Papers/Register of Member Interests

You can find papers for all our meetings on our website at www.somerset.gov.uk

Please contact Patricia Jones, Governance Specialist on telephone: 07855 284506 if you wish to inspect the papers or the Statutory Register of Member's Interests.

Public Question Time

Members of the public may submit a written statement to meetings, provided that the statement is received by the Democratic Services Team no later than 12.00 noon on the working day before the meeting. The statement must relate to business that the Panel has responsibility for.

Questions must be received no later than 3 clear working days before the meeting and must also relate to Panel business. Questions will be limited to 2 per person/organisation.

Statements or questions should be e-mailed to democraticservices@somerset.gov.uk or Patricia.Jones@somerset.gov.uk

Alternatively, you can post your statements or questions to Somerset Council, Democratic Services Team, County Hall, Taunton, TA1 4DY.

Any statement submitted should be no longer than one side of A4 paper. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in Public Question Time business, we will assume that you have consented to your name and the details of your submission being circulated to the Panel and recorded in the minutes.

We will try to remove personal information such as contact details. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Statements will not be posted on the council's website.

Process during the meeting:

Public Question Time is normally one of the first items on the agenda. If a statement concerns a specific item on the agenda, it may be taken just before the Item concerned.

- Statements or questions will not be taken if they are defamatory, frivolous, vexatious or offensive.
- You will be allowed a maximum of 2 minutes.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Panel Members to consider. This will have the greatest impact.
- You may direct any questions or comments through the Chair. You may not take direct part in the debate.
- Your time allocation may have to be strictly limited if there are a lot of submissions.
- You do not have to speak or even attend the meeting at which your submission is being taken. However, if you do not present it, it will not be read out. It will nevertheless be considered by Members.

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Excluding the Press and Public

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**Minutes of the Police and Crime Panel
29th March 2023 at 10.30am
The Deane House, Belvedere Road, Taunton.**

Present:

Local Authority and Independent Member Representatives:

Cllr Heather Shearer (Somerset County Council, Chair), Cllr Chris Booth (Somerset West and Taunton Council), Cllr Nicola Clark (South Somerset District Council), Cllr Asher Craig (Bristol City Council), Cllr Peter Crew (North Somerset Council), Gary Davies (Independent Panel Member), Cllr Jonathan Hucker (Bristol City Council), Cllr Janet Keen (Sedgemoor District Council), Julie Knight (Independent Member), Cllr Franklin Owusu-Antwi (South Gloucestershire Council), Cllr Pat Trull (South Gloucestershire Council)

Host Authority/Somerset Council Support Staff:

Patricia Jones – Lead Officer
Jonathan Hallows – Panel Administration Support
Joe Shaun - Council Project Officer

Police and Crime Commissioner and Support Staff:

Mark Shelford – Police and Crime Commissioner (PCC)
Alice Ripley – Chief of Staff
Joanna Coulon – Scrutiny and Performance Manager
Kirsty Stokes - Senior Policy and Partnerships Manager
T/Detective Chief Inspector Clem Goodwin – Head of Integrated Offender Management

1. Apologies for absence

None.

2. Public Question Time

None received.

3. Declarations of Interest

None Declared.

4. Minutes of the meeting held on 1st February 2023

The minutes were approved as a correct record.

5. Matters Arising

It was noted that a response to actions emerging from the meeting held on 1st February 2023 had been circulated to Panel Members in advance of the meeting.

Precept Report

The Panel drew attention to the Precept Report submitted following the Panel's approval of the Commissioner's Precept proposal on 1st February 2023.

The OPCC's recruitment of a Community Engagement and Stakeholder Manager role was welcomed. The Panel advised the Commissioner that it would be useful to get a level of understanding of the strategy behind the appointment and sought assurances that there was a definitive plan to improve public confidence.

The Commissioner advised that he was not in a position to provide further detail until the appointment was made and the plan was in development. In the meantime, his office would continue to survey and drive good news stories.

The Panel invited the Commissioner to comment on the suggestion that he was reluctant to promote positive Police activity on the basis that this was not the experience of the public. Bravery, successful investigations and long-term commitment in our communities – the promotion of this type of good work would surely resonate with the public?

The Commissioner explained that plans were in place to promote and re-energise the Gallantry Awards, which appeared to have been overlooked over time, and accepted that what happens at local level is not always good news. The Chief of Staff added that promotional work was not being set aside but there was a balance to be achieved. A key part of the role of the new Community Engagement and Manager would be to achieve that balance by way of a communications plan/strategy in engaging with local communities.

Action - a further update on OPCC plans to tackle community confidence to be provided to the Panel's AGM on 27th June 2023.

6. Chair's Business

Commissioning Inquiry Day

The Chair discussed the Commissioning Inquiry day scheduled for 20th April 2023 and confirmed that the OPCC draft Commissioning Strategy would be shared with members in advance of the meeting.

It was noted that the OPCC was happy to address any specific queries or areas of concern in advance of the meeting.

Membership

It was noted that Councillors Keen, Singleton and Booth would be standing down following the elections on 4th May 2023. They were thanked for their sterling contributions to the work of the Panel in recent years.

7. Presentation - Reducing Reoffending/Integrated Offender Management (IOM)

The Commissioner introduced the report which was a follow up to the IOM presentation received by the Panel on 17th March 2022. The Commissioner indicated that he was pleased with progress to date and that a focus on reoffending prevention was capable of driving down crime over time. He highlighted the success of local partnership working in Somerset and opportunities to make cost benefits by the use of technology. Future updates would be provided in the Commissioner's standing report to the Panel.

The Panel received a detailed presentation from Kirsty Stokes, T/Detective Chief Inspector Clem Goodwin and Joe Shaun. Below is a summary of the principal points made:-

- Since the last presentation, consultation around the FLEX cohort with the Local Authorities had continued and numbers were now at 43. Co-location was more efficient, with some issues to work through at Worle and the Bridewell work but otherwise working well. New Offender Managers had been trained and performance measures embedded into systems. Plans were in place to develop Pathways to support IOM managed offenders.

- A communication strategy had been developed to raise the profile of IOM both internally and externally so the right people were being referred the into scheme.
- Data focussing on 187 Fixed Priority Offenders across the Avon and Somerset IOM Scheme suggested that in the year before IOM, 1,439 offences were committed by these offenders, reducing to 524 offences in the year after IOM.
- The adoption of the Home Office performance measure tool Idiom gave the ability to assign a monetary value to an offence type. There was an 80.2% reduction in the cost of offending when offenders were removed from the Cohort, either due to robust policing (an offender returning to prison for a duration of longer than 2 years, so they are removed from the IOM Cohort), or because some individuals have been successfully rehabilitated and are no longer offending.
- Qlik Offender Management App gave the ability to analyse progress and generate a risk score for offenders by way of an algorithm.
- In-house training for IOM was described as excellent, a combination of mentorship, a training pack and competency checklist. The development of a national training package was now in a consultation phase and would provide a standardised national approach to training in future.
- DRIVE perpetrator programme had been successful in addressing domestic violence offenders with much success in South Gloucestershire. A bid had been submitted to the Home Office for funding to enable this to continue and to expand into Bristol and North Somerset.
- Challenges in 2023 included increasing demand on IOM and sex offender management, and responding to a range of recommendations from His Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS). These included reducing the amount of overdue risk management visits and backlog of assessments, and ensuring appropriate enforcement is carried out in line with statutory requirements.
- HMICFRS's assessment of requiring improvement was not the whole picture – the force's use of technology had been commended.
- OPCC Involvement. Two reviews had been undertaken – a local review commissioned by the former PCC in September 2020 and a national review published in December 2020. Both reviews recommended an improvement in the monitoring of the performance of the IOM teams and this work was being supported by the OPCC.

- Also recommended was a greater role of governance over IOM performance.
- Efforts were being made to re-energise the Reducing Reoffending Board with the introduction of an IOM quarterly performance report using data from the Ministry of Justice, Probation, Prison, Youth Offending Service and Local Authorities. This would provide the OPCC and external colleagues with greater visibility of the good work taking place and provide opportunity to discuss challenges and share learning.
- It was reported that excellent work was taking place around IOM in Somerset. The Somerset IOM Project aimed to improve understanding and support for IOM, increase the range and accessibility of support options and identify and implement quick wins, whilst considering long-term development.
- Post Somerset Council's vesting day, an IOM directory specifically curated for the IOM cohort would be launched where key workers can easily access services for specific individuals. Eligibility criteria was clear making assessment easy.
- Using a case study, the Panel was able to see the supervision, victim safety arrangements, monitoring and control, and interventions and treatment applied to a specific offender. A questionnaire provided the ability to track progress and the model allowed assessment using evidence and intelligence, linking support need to services within the area. The Panel noted that delays in accessing support following release from prison was often detrimental and resulted in further offending and custodial sentences.

Below is a summary of the discussion that followed:-

- The Panel queried timescales for the implementation of the national training package, and it was agreed that this would be provided after the meeting.
- How would gaps be addressed in the meantime? It was reported that gaps were few and co-location and a good relationship with probation had helped enormously.
- Last year, the government announced millions in funding to assist offenders in getting drug-free prior to leaving prison. Is this in the pipeline? Members were advised that His Majesty's Prison and Probation Service was recruiting to these roles to work specifically with offenders and link with offender managers. Government funding is also available to strengthen support for women offenders. Kirsty Stokes is a member of the national women offenders working group.

- Is good support reliant on offenders having access to the internet? It was reported that this was no longer the case. Significant numbers were resistant to support and engagement and experience showed that a person face to face approach often worked better. Offender Managers were tasked in identifying what contributed to making an offender unstable.
- The Panel noted that the high harm and Domestic Violence cohorts sometimes overlapped and good communication ensured these links were made department-wise.
- From their own dealings with officers, the Panel felt there was sometimes a lack of understanding about the purpose and intricacies of IOM. Assurances were given that all ASC Offender Managers were suitably trained and issues were picked up through risk scores and awareness pieces. Managers were also being upskilled to plug demand.
- Members raised concern in respect of serious case reviews and the length of time it often took to bring a review to a conclusion. It was emphasised that the need for transparency and openness amongst agencies was paramount.
- The domestic arrangements of a cohort member were also very relevant in the event that children were involved. It was important that links were made with appropriate agencies to ensure safeguarding issues were monitored.
- The Panel enquired if the Idiom performance tool had the ability to aggregate data between male and female. It was agreed that this information would be provided to the Panel.
- Clarification was sought around the DRIVE perpetrator programme in tackling Domestic Violence and driving down reoffending statistics. Where was it being rolled out next and how is this decided? It was reported that DRIVE was a charitable organisation and South Gloucestershire had secured lottery funding to run a pilot. However, there was also the opportunity to submit a funding bid to the Home Office as part of their tackling Domestic Violence strategy. Somerset had just recently commissioned its Domestic Violence services and was committed to this. But Bristol and North Somerset were in the frame if the bid was successful.

In an effort not to lose people, the aim was to expand into Bristol because of its close proximity to South Gloucestershire and postcode implications. The service would be evaluated to ensure it remained effective and the hope was that in 2 years something firm would be in place and not a postcode lottery.

- It was recognised that most women had been offended against before they offend and frequently had no family support. The Panel invited the presenting officers to comment on the approach to convicted male and female offenders. How does this vary? It was agreed that this information would be provided in specific detail at a future meeting.

It was added that responding to women in the criminal justice system was a national issue. Reducing custodial sentences and providing a safe space when in custody to assist with rehabilitation and ensure they were prepared for release was the current focus and this had been highlighted as priority at the local Reducing Reoffending Board meeting.

A recent bid to the Ministry of Justice for a whole systems approach to female offenders in Avon and Somerset has been successful. The Nelsons Trust would be leading this work. A very low number of females were managed under IOM and a bespoke relationship is developed by the manager with the offender, taking into account her background. Eden House, a 26-bed resettlement home in Bristol is designed for women returning to the community after serving time in prison. Alternative provision is available on a demand basis.

- The Panel referred to the PEEL inspection report in the context of improvements and the references to lack of time and capacity. Were sufficient resources were being allocated and if yes, how long would it take to get to a satisfactory level?

It was indicated that vacancies existed but staffing levels were generally good. Multi-skilled managers would assist with increasing capacity to manage sexual offenders. Improvement was anticipated in the next 12 months when all managers would be trained.

The point was made that IOM had secured an injection of staff 12 months ago. The Panel was advised that these were Police Constable Degree Apprentices (PCDA) but more experienced staff were expected soon.

- In terms of cost savings and the overall reduction, this varied significantly percentage wise between the different command units. Was there a reason for this? The Panel was informed that this was due to the limited data set (for example there is a very small cohort in B&NES) and pending a second wave of reporting figures on the IDIOM tool, which over time will provide greater confidence in the data and enable comparison and assurance at a consistent approach across the Force.
- The attention of officers was drawn to page 35 of the report. Specifically, the report of 434 hits of GPS Serious Acquisitive Crime tagged offenders in close

proximity to Serious Acquisitive Crime offences since the start of the pilot in 2021. It was confirmed that this included robbery, burglary and auto crime. The Panel observed that this was a turnaround of 10 people (2.3%) and arguably a lot of work for little return. Was the process sophisticated enough and when would the pilot be evaluated? This could not be confirmed but the deterrent value of wearing a tag was emphasised. It was acknowledged that someone may be legitimately in the area but it was regarded as good corroboratory information nonetheless albeit with limitations.

- On a national basis, how do we know how ASC is doing comparatively in relation to IDIOM data? Officers reported that a national picture comparison was not available but that the Probation Service reported regionally. The revitalised Reducing Reoffending Board would be looking at this in the near future.
- The Panel welcomed the rise in prosecutions for breaches of sexual harm prevention orders (SHPO). Was this a good or bad indicator, was tracking better and what sanctions could be applied? Officers agreed to take this away as an action and provide the information after the meeting.
- The Panel sought further information on the 5 barriers to partnership working identified in the report, including co-location and how this would be mitigated. It was reported that the challenge to co-location was primarily related to vetting and appropriate software was being introduced. It was also noted that without an uplift, the Probation Service had capacity issues, but more statutory offenders were being managed without relying on Probation.
- The report suggested a detailed assessment of demand on IOM resources would be reported in February 2023. Officers confirmed that the analysis was expected imminently. Spreadsheet collation was in the region of 150 additional Police hours.
- The PCC informed the Panel that the Regional Reducing Reoffending Board was very successful and the feasibility of continuing without the local Board had been considered. After pausing the local Board, a decision was taken by partners to reinvigorate it.
- The PCC outlined the work of the Regional Reducing Reoffending Board and highlighted the Prisoner building homes initiative – work was on-going in Bristol around creating a home on church site to provide a wrap around service and divert women from reoffending. Planning permission had been given for the construction.

- Second hand clothes can be donated to prisons and used in the prisoner departure lounge. The PCC asked Panel Members for their support in encouraging donations.
- The Panel asked what plans were in place for improving awareness of the current challenges with the wider Constabulary and noted that an awareness campaign was underway including updates on the Force intranet and input at professional development days.

In conclusion, the Chair emphasised the importance of IOM in the context of improving the quality of life in communities, by both reducing the negative impact of crime and reoffending and reducing the number of people who become victims of crime. She thanked the officers for their time and the detail provided in the presentation.

Action:-

- (1) Timescales for national training package to be provided.**
- (2) Idiom performance tool - aggregated data between male and female to be provided.**
- (3) Difference in approach in dealing with convicted male and female offenders to be provided.**
- (4) Rise in prosecutions for breaches of sexual harm prevention orders (SHPO) – detail to be provided on whether this is a good or bad indicator, was tracking better and what sanctions could be applied.**

8. Commissioner’s Update Report

The Commissioner informed the Panel of the sad news that a longstanding member of the OPCC team had recently passed away following a short illness.

The Commissioner introduced the report, setting out key governance and scrutiny activities and OPCC/national business updates since the last meeting and drawing specific attention to:-

- The Casey Report – which made for difficult reading and had further shaken confidence and trust in the Police. The Panel was assured that the Commissioner and the Chief Constable would not shy away from hard truths.
- The Force was continuing to lead a transformative approach to rape and sexual assault investigations with Operation Bluestone. Tackling disproportionality and discrimination also remained an operational imperative but it was emphasised that culture change takes time.

- Robust oversight and a strong governance approach were key factors in holding the Chief Constable to account. The combined efforts of the Commissioner and the Panel around trust and confidence need to be driven forward.

PEEL report 17th March 2023

- The Panel noted that this was the first substantive HMICFRS inspection in 3 years, a hugely important tool in driving forward performance in the Police service. The Commissioner reported that he was delighted with the Constabulary's grading of "outstanding" for their work in engaging with and treating the public with fairness and respect. However hard work was required to tackle the areas highlighted for improvement - investigating crime, recording data about crime, responding to the public and managing offenders.

A short adjournment followed and the Chief of Staff continued the report as follows:-

- Plans to take forward improvement were underway and a mechanism for monitoring and reporting progress would be developed.
- Areas highlighted for improvement would be scrutinised especially in the broader context of trust and confidence.
- The Constabulary received an outstanding grading for 'engaging with and treating the public with fairness and respect'.
- Two areas graded as "Good" – use of resources, as well as supporting and protecting the workforce.
- Good progress was being made in recruitment through the Police uplift scheme.
- Two areas where ASC was just meeting the required standard – Preventing Crime and ASB and Protecting Vulnerable People.
- Areas Requiring Improvement – responding to the public, investigating crime, managing offenders and crime recording. These were inevitably of concern and will be a focus for ASC and the subject of an improvement plan.
- A Temporary Superintendent has been appointed to oversee the improvement work with oversight from the Chief Officers Group. Leads would be assigned to each strand of improvement.
- The first public update would be provided at the next Performance and Accountability Board meeting. The Panel was strongly encouraged to watch.
- The Commissioner was required to formally respond to the inspection within 8 weeks and this would be shared with the Panel.

Below is a summary of the ensuing discussion:-

- The Constabulary's grading of "outstanding" for its work in engaging with and treating the public with fairness and respect was unanimously welcomed.
- The Panel expressed concern in relation to crime recording which requires improvement to ensure victims receive an appropriate level of service in areas including rape, vulnerable victims and ASB. The Panel discussed the challenge this presented for the Commissioner from a public confidence perspective and in terms of crime data integrity. The Panel made reference to the many assurances from a number of former Chief Constables that an increased Precept would provide the step change needed to specifically drive up performance. Assurances were sought that the historic problem of under-recording would not feature in the future.
- The Commissioner agreed that this aspect of the assessment was disappointing. It was noted that frank discussions had already taken place and monthly updates from the Constabulary would commence.
- The Commissioner was asked if he intended to adopt a different approach/strategy to ensure results were different in the future. The Panel was advised that it was the Senior Leadership Team required reinforcement. An additional ACC has been appointed, allowing ACC Will White to focus on strategic and performance improvement. The PCC assured the Panel that robust conversations had taken place regarding areas for improvement.
- The Panel added that it would be clear to any senior leadership team that the findings of the inspections should be the starting point for moving forward and that the implementation of an action plan and review board mechanism should hold the Constabulary to account at key stages.
- The Panel advised the Commissioner that sound financial management should be the heartbeat of the organisation. The Commissioner stated that ASC had performed well comparatively in this respect.
- The Panel drew attention to the concerns previously relayed to the Commissioner and ASC around DASH reporting and the potential impact of poor reporting on victims. The effect of abstraction on Neighbourhood Policing had also been flagged as a concern. The Panel emphasised that next steps were important for this force.
- The Commissioner was asked how the inspection report stacked up generally against the national picture. It was reported that more forces had been placed in special measures following this round of inspections which essentially meant less

room to manoeuvre going forward. It was agreed that the HMICFRS comparison information would be circulated to the Panel.

- It was noted that two thirds of demand was non-crime related and best practice in other areas had been looked at – specifically the Right Person, Right Care approach led by Humberside. The Commissioner will ensure that learning from this approach is taken on board and the OPCC was reassured by the response that plans are already in place and there were no additional lessons to learn from other forces.
- The Panel emphasised the importance of the whole organisation being sighted on expectations and the extent of the work to be done. It was pointed out that some improvement did not require money but required staff to do what was expected of them. It was recognised that a conversation with staff that the force can be outstanding provided a better context for the improvements needed.
- The Panel requested formal updates on the Commissioner's improvement strategy and monthly meetings with ASC, and this was agreed.
- The Commissioner reported that the inspection lacked continuity and this had been fed this back to the Inspector Wendy Williams. Initially there had been no recognition of Bluestone.

Other Business

- Violence Reduction Units (VRU) – it was noted that recent serious violence guidance leaves much of the shaping and development of VRUs to local authority discretion, with governance and grant allocation sitting with the Commissioner PCCs. Some early scoping with key partners around the potential model for delivery of the duty, indicated that the proposed outputs are close to being met with the Hub and Spoke model already in place for the VRU grant.

Discussions are ongoing with Local Authority VRUs to agree the approach moving forward.

- Independent Custody Visiting Scheme – significant improvements have since been observed following new staff training and their successful integration into the 3 Custody Units. Interviews were underway to increase volunteer numbers.
- Economic and Cyber Crime – the detailed update and significant work around Action Fraud and new website were noted. The Commissioner reported that his work around prevention and local fraud and protect information had now achieved real success.

Below is a summary of the questions and issues raised by the Panel:-

- The Commissioner was asked for more information on the recruitment of Independent Custody Volunteers and if they represented the demographic of the areas they represented. It was noted that recruitment was proving challenging and initial local interest from diverse communities had waned, but the campaign was heading in the right direction.
- Trinity Road Police Station – the Panel noted that the decant process to the Bridewell and Fishponds had started supported by extensive community engagements. It was reported that the new arrangements would be formally in place by 31st August 2023.
- Councillor Forums – it was recommended that these take place as hybrid meetings to improve attendance.
- The Panel discussed public confidence again in the context of Bristol communities and its correlation with the disproportionate use of stop and search and use of force. Councillor Craig also drew attention to the attack on local resident in Horfield and the resulting discontent in Southmead following the death.

The Commissioner reported that Operation Scorpion, a co-ordinated regional effort to proactively disrupt county lines and drug supplies, was into its second day. The next phase would focus on modern slavery. The Panel was informed that instances of stop and search had decreased and the number of justified stops had improved.

- Following the Panel's request for an update on efforts to tackle court backlogs, disappointment was expressed that the numbers had seemingly increased. Details of the average wait time were sought.

Actions :-

- (1) Formal updates on the Commissioner's improvement strategy and monthly meetings with ASC to be provided to the Panel, mechanism to be agreed.**
- (2) Court Backlogs - details of the average wait time to be provided.**
- (3) HMICFRS comparison information to be circulated to the Panel.**

9. Performance Summary – National Police and Crime Measures

The Panel noted the narrative and data provided for Quarter ending December 2022 (Q3 2022/23) against the Government's crime measures and HMICFRS force performance reports.

The Panel drew attention to Bluestone (ASC's response to rape and serious sexual offences) and the length of time the project had been underway. The point was made that there had been a relatively small increase from 5% to 8% in the charging and summons volumes. The Commissioner was asked if Bluestone was proving to be as dynamic as the promises made by the Constabulary.

The Commissioner advised that the Constabulary was justly proud of the small improvement and emphasised the challenges faced in instilling women with the confidence to go through the process.

10. Standing Complaints Report

The Panel noted a report from the Chief of Staff, providing a rolling summary of complaints made against the Commissioner.

11. Date of Next Meeting

27th June 2023 at 10.30am (AGM) at the Deane House, Taunton.

(the meeting ended at 1.30pm)

AVON AND SOMERSET POLICE AND CRIME PANEL

27th June 2023 (AGM)

Title: Panel Membership

Recommendation: The Panel is invited to consider note the new membership notified to the Host Authority by the Constituent Authorities for 2023/2024.

1. Context

The composition of a Police and Crime Panel should take account of, as far as is practicable, both political and geographical proportionality, as well as necessary skills and experience.

Councillor membership should reflect the geography and population size of the force area, and when taken together should reflect the political balance of the force area. In essence, the local authorities combined must 'agree' to the balance of the Panel.

This forms a 'balanced appointment' objective specifically cited in Paragraph 31 of Part 4, Schedule 6 of the Police Reform and Social Responsibility Act 2011. Reaching the balanced appointment objective is a collective responsibility of the component authorities and the Panel. Whilst the Home Secretary has made it clear that the best arrangements are those which are locally determined, powers have been reserved under the Act to intervene if local agreement is not reached.

2. Unitary Councils

On 1st April 2023, the five councils in Somerset were replaced by a single unitary council. This did not necessitate any change to the current allocation of places that make up the Police and Crime Panel. Somerset Council formally

notified both the Panel and the Constituent Authorities that it wished to retain its numerical representation of 5 elected members on the Panel post April 2023.

No objections were received and the resulting amendments to the membership paragraph of the Panel's Operating Arrangements have been endorsed by the Constituent Authorities.

There are now 5 Unitary Councils in the force area from which the Panel must draw its membership. The Panel consists of 14 elected members and 3 Independent Co-opted Members. Prior to the elections the political composition of the Panel was 6:4:2:1 (LD, Con, Lab, Green, 1 vacancy).

3. Elections 4th May 2023

Elections took place on 4th May 2023 in North Somerset, Bath and North-East Somerset and South Gloucestershire. Following a percentage assessment of the political churn across the force area, the desired geographical and political proportionality was considered to be 6:4:2:1:1 (LD/Con/Lab/Green/Independent).

The nomination process is largely down to the authorities involved and there is no single right approach. Ultimately, it is the responsibility of each authority to ensure that the member appointed has the appropriate skills, knowledge and experience for their role on the Panel.

Nominations have been sought where changes are required and the appointments put forward by the component authorities render the political allocation of seats on the Panel as follows:-

South Gloucestershire – 1 Labour 1 Liberal Democrat
North Somerset – 1 Independent 1 Conservative
Bath and North-East Somerset – 2 Liberal Democrats
Somerset – 3 Liberal Democrats 2 Conservatives
Bristol – 1 Labour 1 Conservative 1 Green

These nominations comply with the desired political proportionality of 6:4:2:1:1.

4. Term of Office

The term of office of elected members is the same as the Commissioner – a 4 year term, unless a Panel member ceases to be an elected Member or is removed from the Panel by their Authority. Members are entitled to be re-appointed for a maximum of two consecutive 4 year terms provided that the balanced appointment objective is met by that re-appointment and the same applies to the Independent Co-opted Members.

As required, the Host Authority will retain a mechanism at all times to enable the membership to be reviewed following any significant change in the political balance on the councils following relevant elections.

Patricia Jones

Lead Officer

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Avon and Somerset Police and Crime Panel

27th June 2023

Title: Work Programme Report

1. Purpose of Report

The Panel is invited to:-

- Discuss and agree a Work Programme for 2023/24 (attached as Appendix 1 to this report), including a mechanism for a Public Confidence Sub-Committee and Budget Task Group
- Agree the membership for the Complaints Sub-Committee, Budget Task Group and Public Confidence Sub-Committee
- Approve the Panel meeting dates set out in the Work Programme

2. Summary

The Work Programme is expected to take into account:-

- a) the Panel's statutory functions and responsibilities
- b) the Commissioner's priorities as defined in his Police and Crime Plan
- c) the views of Panel Members

It is essential that the work programme is proportionate to the resources available to support the Panel in its activities.

3. Panel Core duties

- **Consideration of the Commissioner's Annual Report** - as soon as practicable following the conclusion of the relevant financial year that it covers – 27th June 2023.
- **Consideration of the Commissioner's Precept proposal** – 1st February 2024. The Panel is required to scrutinise the Commissioner's proposed Council Tax Precept (the money collected from council tax specifically for Policing). As part of this, the Panel has oversight of the overall draft Policing budget and its proposed allocation.

Schedule 5 of the Police Reform and Social Responsibility Act sets out the process for issuing a Precept, the Panel's role in reviewing the proposal, the ability to veto the Precept and the steps to be taken if you do. The Panel is entitled to see evidence that backs up the proposed Precept and this requires the Commissioner to consult with the Panel at stages before the formal scrutiny meeting and provide transparent reasoning for the proposal, minimising the risk that a veto will be used.

- **Consideration of the Police and Crime Plan 21/25** – the Commissioner submitted a draft plan for the Panel's review, and this was finalised on 9th December 2021. The Commissioner is required to submit any variations he wishes to make to the plan.

- **Scrutiny and review of the Commissioner's decisions/actions**

Under Section 28(6) of the Police Reform and Social Responsibility Act 2011, the Panel is obliged to review or scrutinise decisions made, or other action taken by the Commissioner in connection with the discharge of his functions and, where necessary make reports or recommendations to the Commissioner with respect to the discharge of those functions. The Commissioner is under a statutory obligation to publish details of decisions of significant public interest. In more general terms, the Commissioner is obliged to ensure that the Panel is provided with any information that it might reasonably require.

The Panel has requested the OPCC to keep the Panel sighted across the year on key decisions and pieces of work the Commissioner will be addressing on which it may be appropriate for the Panel to receive a report, be consulted on or hold a pre-decision scrutiny review.

- **Arrangements for dealing with complaints against the Commissioner**

The Panel is required to consider and resolve complaints that relate to the personal conduct of the Commissioner. In 2012, the Panel delegated the initial complaints handling function to the Chief Executive Officer in the OPCC. The final arbiter however is the Panel, and complainants are made aware that complaints can be escalated to the Panel if they are not satisfied with the OPCC initial attempt at resolution. There is day to day communication between the Panel's Lead Officer and the OPCC, the Panel receives a standing summary report on complaints to each meeting and the

Panel's Complaints Sub-Committee has authority to consider individual complaints when they are escalated.

An individual Panel Member also leads and maintain an overview on complaints that are escalated to the Panel with advice, guidance and support provided by the Lead Officer. This provides a filter for the less serious complaints and ensures that meetings of the sub-committee are only held when absolutely necessary. The complaints handling process and information supplied by the OPCC has been aligned for this purpose. Gary Davies will continue to undertake the lead member role for complaints on the basis of his skills and experience in this area.

Three volunteers are requested for the Complaints Sub-Committee to support the Lead Member when necessary.

- **Confirmatory Hearings** - these responsibilities are ad-hoc in nature, occur as circumstances dictate and may necessitate an extraordinary meeting of the Panel.

4. Proactive Scrutiny

This work has taken place in a variety of ways since 2012. It can take place outside of the core meeting cycle by an individual member or as a whole Panel function by dedicating a meeting to a particular topic. Proactive scrutiny provides opportunity for greater insight and can inform the broader role of a Panel Member. It can also enable members to draw on their knowledge and expertise and contribute to the work of the Commissioner in key areas of business.

Sub-Committees and Task Groups

The Panel's Rules of Procedures provide for the formation of a sub-Committee or Task Group. The primary difference is that one may take delegated decisions on behalf of the wider Panel, for example the Complaints Sub-Committee, whereas the role of a task group is to undertake time-limited investigations into particular issues. They are informal working groups and must report back upon the completion of their work with a report and recommendations to the wider Panel.

In 2023/24, it is proposed that the Panels forms the following:-

Budget Task Group

In addition to its Precept responsibilities, the Panel has oversight of the overall draft Policing budget and its proposed allocation. Following the Precept meeting on 1st February 2023, the Panel made the following recommendation:

Transparency is a key factor in the Panel's ability to hold you to account and to make an assessment of the effectiveness of your Budget and Forward Plan in the longer term. The development of a regular mechanism is requested to enable the Panel to make an assessment throughout the year of the effectiveness of the investment/budget by means of the opportunity to review quarterly budget outturn reports.

To ensure that the Panel makes a tangible and practical contribution to the budget and precept-setting process, it is proposed that the Panel forms a Budget Task Group that meets on 3 occasions before the Precept meeting on 1st February 2024. The Budget Task Group will review the budget outturn reports across the year and make a recommendation to the wider Panel in advance of the Panel's Precept decision.

If agreed, the Budget Task Group will consist of the Chair, Councillor Hucker and Councillor Wait. A further volunteer is requested.

The Panel is invited to discuss their expectations and the OPCC is invited to assist the Panel with a suitable mechanism for receipt of relevant information.

Public Confidence Sub-Committee

Recent high profile cases affecting policing are an important contextual factor in declining public confidence, but do not provide an explanation for what can be viewed as a long-term decline. It is the Panel's view that the erosion in neighbourhood policing and the ability of the Police to deliver core services due to demand and financial constraints, are contributory factors.

Following discussion at various stages across the year and following the recent inspection of Avon and Somerset by His Majesty's Inspectorate of Constabularies, the Panel and the Commissioner are in agreement that public confidence is a key concern and poses a serious challenge for him in holding the Constabulary to account. In his annual inspection report, Andy Cooke HM Inspector of Constabularies, has called for major reform of policing and talks about "Public trust hanging by a thread".

The Panel welcomes the assurances provided by the OPCC and his Chief of Staff in respect of the strategy that is being developed to hold the Constabulary to account at key stages. The Panel also welcomes the appointment of an OPCC Communications and Engagement Officer and the Constabulary's appointment of a Director of Strategic Communications. The Panel looks forward to receiving further information around the strategy and purpose of the 2 appointments.

It is proposed that the Panel forms a Public Confidence Sub-Committee to enable the Panel to support and challenge the Commissioner as he works with the Constabulary to tackle the areas highlighted for improvement in the report.

If agreed, the Public Confidence Sub-Committee will consist of Julie Knight and Gary Davies. Two more volunteers from the Panel are requested.

The Panel is invited to discuss its expectations.

Prevention

In the Police and Crime Plan, the Commissioner states "My vision is to lead Avon and Somerset Police to reassure our communities by building a culture that puts the emphasis of policing back on the prevention of crime." The Chief Constable states "The prevention of crime is at the core of this plan, and we're committed to pursuing those who commit the most crime, present the most significant harm and are the most corrosive to our communities".

The Panel recognises that prevention and problem solving are the responsibility of a number of partner agencies and looks for assurance that partnership working is working as well as it can, as this can significantly reduce demands for service, increase trust and confidence and improve public safety.

In the context of the Neighbourhood Policing Teams, the Panel aims to get an understanding of their core duties and whether the reassignment of neighbourhood officers to manage demands for service has now ceased – as was anticipated last year.

For the September meeting, the Panel requests an assurance report on crime prevention detailing the strategies and measures in place in support of this priority and progress achieved since the implementation of the plan in 2021.

5. Chief Constable Presentation

The Chief Constable has operational independence and routinely reports to the Panel once a year. In previous years, this has taken place in December when the Panel considers the draft budget or alternatively in February when the Panel considers the Precept proposal. The year's presentation is scheduled for 1st February 2024.

The Panel should note however that the Home Office protocol states that, "if the Panel seeks to scrutinise the PCC on an operational matter, the Chief Constable or other officers may need to attend alongside the PCC to offer factual accounts and clarity if needed for the actions and decisions of their officers and staff. The accountability of the Chief Constable remains firmly to the PCC and not to the Police and Crime Panel".

6. Work Programme 2023/24

Based on the above, a draft work programme has been drawn up which is attached at Appendix 1 to this report.

The Committee on Standards in Public Life report "Tone from the Top", published in 2015, makes a recommendation in relation to Panel's work programmes that they should be both forward looking and clear about the information the Panel requires from the Commissioner to conduct its business and meet its statutory responsibilities. In this respect, it is proposed that the Work Programme be a live document containing relevant notes and commitments alongside an indication of the information that will be required in support of the items. It will be refreshed as appropriate following meetings and submitted to all agenda briefings to assist both the Panel and OPCC. A work planning meeting will take place with the Commissioner and his staff on 18th July 2023 for the purposes of finalising the work programme.

Patricia Jones

Lead Officer

Avon and Somerset Police and Crime Panel

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Date PCP Meeting	Business (does not include standing items, see end of document)	Notes
<u>Annual General Meeting</u> 27 th June Deane House	PCC Annual Report Host Authority/Membership Report Work Programme Report – for Panel discussion/approval	
28 th September Deane House	Crime Prevention Assurance Report	
22 nd November at 12.30pm (Private briefing Police Headquarters)	Consultation on the Budget led by the OPCC Chief Finance Officer Paul Butler in the form of a presentation followed by member questions.	The Budget briefing must be attended by all Panel Members. It provides opportunity for the Panel to consider the OPCC's planning assumptions and forecasts ahead of the draft Medium-Term Financial Plan which will be presented to the Panel on 8 th December. Final report/Precept Proposal 1 st February.

8 th December Deane House	Scrutiny of the Budget/Draft Medium Term Financial Plan	
1 st February Deane House	Formal Review of the Budget and Precept Proposal Chief Constable Presentation	
15 th February (back-up Precept date) Deane House		If there is a veto, the Commissioner must respond to the Panel and publish his response, including the revised precept, by 15 th February. The Panel must review the revised precept and make a second report to the Commissioner by 22 nd February
20 th March Deane House	Estates Strategy	

Standing reports to each meeting:-

- Commissioner's Update Report – report on PCC activities/key decisions. Standing updates on Fire Governance, Estates, and Recruitment/Retention including Staff wellbeing.
- Work Programme – fluid and presented for noting or approval following amendment
- Performance Monitoring Reports - the Specified Information Order places a duty on PCCs to publish certain information within specified timeframes, to ensure the public have the information they need to hold their Commissioner to account

at the ballot box. The Home Office has amended the Specified Information Order to require PCCs to provide a narrative on force performance against the Government's crime measures and HMICFRS force performance reports. The Panel has been receiving reports since December 2021.

- Complaints Report – Monitoring arrangements for dealing with complaints against the Commissioner

Reports of the Budget Task Group and Public Confidence Sub-Committee – dates TBC

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AVON AND SOMERSET POLICE AND CRIME PANEL

27 JUNE 2023

REPORT OF THE POLICE AND CRIME COMMISSIONER

POLICE AND CRIME ANNUAL REPORT 2022-23

- 1.1 The Police and Crime Commissioner has a duty under section 12 of the Police Reform and Social Responsibility Act 2011 to produce an annual report after the close of each financial year.
- 1.2 Section 12(1) states this report should provide (for):
 - (a) the exercise of the body's functions in each financial year, and
 - (b) the progress which has been made in the financial year in meeting the police and crime objectives in the body's police and crime plan.
- 1.3 The report attached as Annex A is the **draft** Annual Report for the period 1st April 2022 – 31st March 2023 in accordance with section 12(1).
- 1.4 Section 12(2) states the Annual Report must be sent to the Police and Crime Panel. Section 12(3) states the Commissioner must present the Annual Report to the Panel and answer questions on this. Section 12(4) sets out that the Commissioner must respond to any report or recommendations from the Panel.
- 1.5 It is important to note that the presentation of the draft report to the Panel at this meeting is not intended to fully discharge the duties under subsections 2 or 3. A draft report is presented in order that the Panel have an opportunity to offer feedback prior to the report being finalised.
- 1.6 The PCC will respond to issues raised by the Panel in writing and incorporate amendments into the final report where appropriate in accordance with subsections 3 and 4. The final version will be presented to the Panel for information at the September meeting following publication in accordance with subsections 6 and 7.

Contact Officer:

Ben Valentine, Senior Performance and Governance Manager

Annex A – Annual Report of the Avon and Somerset Police and Crime Commissioner 2021/22 DRAFT (attached)

Annex B – Section 12 Police Reform and Social Responsibility Act 2011 (below/overleaf)

Annex B – Section 12 Police Reform and Social Responsibility Act 2011

Annual reports

- (1) Each elected local policing body must produce a report (an "annual report") on—
 - (a) the exercise of the body's functions in each financial year, and
 - (b) the progress which has been made in the financial year in meeting the police and crime objectives in the body's police and crime plan.
- (2) As soon as practicable after producing an annual report, the elected local policing body must send the report to the relevant police and crime panel.
- (3) The elected local policing body must attend before the panel at the public meeting arranged by the panel in accordance with section 28(4), to—
 - (a) present the report to the panel, and
 - (b) answer the panel's questions on the report.
- (4) The elected local policing body must—
 - (a) give the panel a response to any report or recommendations on the annual report (see section 28(4)), and
 - (b) publish any such response.
- (5) It is for the police and crime panel to determine the manner in which a response to a report or recommendations is to be published in accordance with subsection (4)(b).
- (6) An elected local policing body must arrange for each annual report to be published.
- (7) It is for the elected local policing body to determine the manner in which an annual report is to be published.

ANNUAL REPORT OF THE AVON AND SOMERSET POLICE AND CRIME COMMISSIONER

1 April 2022 – 31 March 2023

CONTENTS:

- 1. Introduction and Foreword**
- 2. Statutory Duties**
- 3. Performance against the Police and Crime Plan**
- 4. Annexes**

Published June 2023

1. Introduction and Foreword

Police and Crime Commissioners (PCC) have a [legal duty](#) to publish an annual report covering two topics:

- the exercise of the PCC's functions, and
- the progress which has been made in meeting the police and crime objectives in the Police and Crime Plan.

The PCC is responsible for the totality of policing and it is the role of the PCC to be the voice of the people. Key duties of the role are to:

- secure an efficient and effective local police force
- appoint the Chief Constable, hold them to account for running the force, and if necessary dismiss them
- set the police and crime objectives through a police and crime plan
- set the force budget and determine the precept
- contribute to the national and international policing capabilities set out by the Home Secretary
- bring together community safety and criminal justice partners, to make sure local priorities are joined up

This is the annual report of the Avon and Somerset PCC which covers the financial year 1 April 2022 to 31 March 2023. Throughout this report you will see how the PCC has fulfilled these duties and how they link to delivery of the Police and Crime Plan.

It is important to note that as well as this report an Annual Governance Statement is written as part of the Annual Statement of Accounts. To gain a different and fuller insight into how the governance framework helped discharge the PCC's duties the reports should be read together.



"This report covers my second year of service as the Avon and Somerset Police and Crime Commissioner.

In the last year my team have been reshaped to ensure they are supporting me in the best way and are helping deliver my Police and Crime Plan.

Avon and Somerset Police have also been working really hard in the last year to ensure that the communities of Avon and Somerset are safer for all. There have been a number of significant achievements including surpassing the target for police officer recruitment and significantly improving outcomes for rape victims.

However, I recognise that there is more to do to rebuild public confidence in policing, which is critical to the Peelian Principle of policing by consent. I have confidence that the Chief Constable is leading by example in Avon and Somerset, and strong leadership is needed at all levels to change the culture and improve performance. I will continue to be transparent in how I hold the Chief Constable to account for delivering efficient, effective and legitimate policing."

Mark Shelford – Avon and Somerset Police and Crime Commissioner

As this is an annual report it aims to focus on significant achievements, developments or improvements within the last year rather than describing in general terms how policing and crime services are being delivered.

However, it is important to show just how much work Avon and Somerset Police are doing every day which helps achieve the objectives of the Police and Crime Plan.

A single day in Avon and Somerset Police			
386	recorded crimes	871	999 calls
60	domestic abuse crimes	1786	101 calls
5	rapes	824	incidents
36	offences of violence with injury	191	anti-social behaviour (ASB) incidents
242	victims	134	calls relating to concern for safety
111	suspects/offenders	18	missing people
4	assaults on officers/staff	17	road traffic collisions

The figures in this table are calculated based on the total crimes/incidents/calls for the year 2022/23 divided by the 365 days of the year.

2. Performance Against the Police and Crime Plan

Priority 1 – Preventing and fighting crime

Key activity and achievement during 2022-23

- The biggest success in this pillar over the last year has been the continued expansion and development of Operation Bluestone – the specialist team that deal with Rape and Serious Sexual Offences (RASSO). The benefit of this can be seen in the positive outcomes achieved in rape cases: the number of positive outcomes in the last year has increased to 143 (from 83) and the positive outcome rate increased to 8% (from 4.7%).
- OPCC support for joint bids with Local Authorities helped to secure just under £1.4m Home Office Safer Streets 4 funding, for workshops to challenge attitudes and awareness campaigns in Somerset and North Somerset, and interventions to tackle ASB and increase feelings of safety in Bath & North East Somerset.
- The OPCC has established a new Sexual Assault and Abuse Strategy Board, led by the Deputy PCC. This Board will help address the increasing amount of victim support required which is putting pressure on services. The Board will also help the support the response to the Serious Violence Duty and Victims and Prisoner Bill which will widen PCC commissioning duties in this area.
- An important part of preventing drug-related crime is to help drug users end their addiction. The Constabulary have improved drug testing in custody suites, those arrested for acquisitive and drug related crime will be tested for opiates with treatment offered to those who test positive as well as supporting sentencing at court. In the last year 819 people have been tested after their arrest with 465 positive test results.
- The new Strategic Policing Requirement includes fraud as a recognised harm and the requirement to better protect victims with a suitable level of support as would be expected in all other crime types. The importance of the role of PCCs and local responses to fraud is now recognised in the Government’s Fraud Strategy.
- Following a well-received article in the Financial Times highlighting the need for a more unified national structure to turn the tide on the surge in fraud, in June 2022, the PCC gave evidence at the House of Lords Select Committee inquiry into Fraud and the Justice System. The inquiry sought to examine the ability of the criminal justice system to effectively prosecute fraud cases, and plans to tackle rising instances of fraud. The PCC’s evidence has been used to inform the report detailing how further training and resource is required to improve pursue and protect activity within local forces.
- Community SpeedWatch continues to grow and 2022-2023 was again a record year with regards to driver education. 148 active schemes generated more than 53,000 warning letters for drivers observed in excess of the speed limit. The force currently has 1,756 volunteers registered to conduct SpeedWatch across Avon and Somerset.
- 2022-2023 also represented a record year for processing public reports of road risk with supporting video evidence (e.g. dashcam). There were 6,200 submissions, which is a 58% increase on the previous year. The Constabulary continue to lead this area nationally and the work done in force is informing direction and best practice nationally.

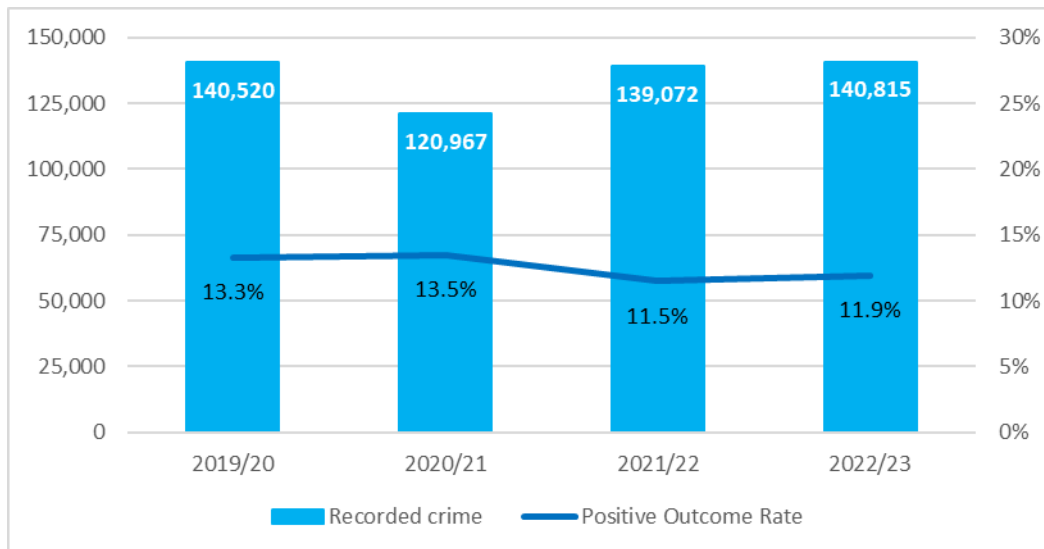


Figure 1: Avon and Somerset Police recorded crime and positive outcome rate for the years 2019/20 – 2022/23.

Recorded crime and positive outcome rates are important to consider across the whole of priority one. There is variation seen across different crime types which will be explored more below.

As seen nationally, recorded crime reduced significantly in 2020/21 as a result of the pandemic and lockdown restrictions. In the last year recorded crime was slightly higher than the year before the pandemic. It should be noted that part of this recent increase is due to better crime recording which is discussed later in this report.

There has been an increase in the positive outcome rate in the most recent year, compared to the last year, but this is still lower than the two years before that.

Reducing crime assessment

The constabulary effectively identifies locations, individuals and groups of people that are particularly vulnerable to victimisation and has invested in early intervention, conducting effective work with partner organisations to reduce victimisation. [...] Other factors contributing to the constabulary's ability to reduce crime are as follows:

- *The constabulary works effectively with children and young people in schools and elsewhere to deter them from offending behaviours.*
- *The constabulary works with, and seeks advice from, other emergency responders and mental health experts to help inform and improve its decision-making.*
- *The constabulary effectively uses data to analyse trends in victimisation, such as increased incidents targeting sex workers. This ongoing analysis has allowed the constabulary to increase efforts to protect this community from victimisation.*

[HMICFRS – PEEL 2021/22 – An inspection of Avon and Somerset Constabulary](#)

Commissioner's Crime Prevention Fund

The PCC has established a small grants scheme which opened at the start of 2022/23. This supports community projects and activities across Avon and Somerset that help reduce crime and anti-social behaviour. Community groups and charities have been able to apply to the fund for grants of between £1,000 - £5,000, with a total of £200,000 available. The fund is administered by the [Quartet Community Foundation](#) (for Bath & North East Somerset, Bristol, North Somerset and South

Gloucestershire) and [Somerset Community Foundation](#). In 2022/23 a total of £177,971 has been awarded. This included schemes that support youth workers, young people at risk of being targeted by gangs, women and girls at risk of exploitation, county lines and exploitation workshops, sexual violence education, mentoring and support and target hardening.

1. Vulnerable children and adults

Policing classifies vulnerability into 16 strands which are themes of crime, incidents or police work. However it has been recognised that, in order to perform well, there are things that need to be done which cut across all these themes. As a result of this a National Vulnerability Action Plan (NVAP) was launched. In June 2021, Avon and Somerset Police conducted a self-assessment and one of the priority areas identified was 'officer/staff norms'. 'Officer/staff norms' is about the behaviour and culture of the workforce so that the *"public experience an appropriate level of response from police and are always treated with dignity and respect"*. This area has become an even greater area of focus given the number of high profile police-perpetrated cases that have happened recently including David Carrick: a serving officer convicted of multiple accounts of rape and other abuse over a 20 year period. This has been brought into focus through Baroness Casey's Review of the Metropolitan Police Service. Although the report was about that particular force, it is recognised nationally that some of the issues and culture highlighted apply to other forces including Avon and Somerset.

In October 2022 the Constabulary ran an internal campaign called 'this is not who we are'. This campaign was to reinforce what is considered unacceptable behaviour and highlighted the real lived experiences of people within the organisation. The campaign generated a lot of discussion and debate, and feedback during a web chat hosted by the Deputy Chief Constable was largely positive. Their Professional Standards Department (PSD) received 3 phone calls directly after the web chat and 13 referrals to the integrity line linked to the campaign. The campaign also highlighted that people need safe spaces at work to decompress. Following engagement with a national sexual violence and safeguarding organisation called LimeCulture, the role of a Sexual Misconduct Liaison Officer has been created and will be recruited in the coming year. They will provide support to victims and witnesses of sexual misconduct with the aim that this will also improve people's confidence to report sexual misconduct and inappropriate behaviour in the workplace.

Another major piece of work from the last year was the delivery of 'Domestic Abuse Matters' training to over 2,300 front line officers and staff. This training was developed by the College of Policing and the domestic abuse charity, SafeLives, working with key stakeholders to develop a bespoke cultural change programme for police officers and staff in England and Wales. It has been designed to transform the response to domestic abuse, ensuring the voice of the victim is placed at the centre, and controlling and coercive behaviour is better understood. The programme is designed to have long-term impact: changing and challenging the attitudes, culture and behaviour of the police when responding to domestic abuse. In order to sustain and embed these ways of working going forward 71 people also had the DA Influencers training which will enable them to support colleagues and the organisation in future.

In November 2022 HMICFRS published their report '[An inspection of vetting, misconduct, and misogyny in the police service](#)'. This report contained 34 recommendations and areas for improvement for Chief Constables. The Constabulary have started work to address these recommendations which is another way in which they are addressing officer norms and culture within policing.

PCC Commissioning

The PCC commissions a number of specialist support services. These include: independent advocacy service for adult victims of crime and ASB who need additional support; children and young people advocacy service; counselling and therapeutic services for victims of child sexual abuse; specialist support for victims of child sexual exploitation and child criminal exploitation (the BASE service); specialist support for victims of modern slavery to enhance nationally commissioned services; Emergency Services Mental Health Triage; Liaison and Diversion Services (known as Advice and Support in Custody and Courts – supporting individuals whose offending is linked to substance and alcohol misuse); and the Appropriate Adults service, supporting and safeguarding the welfare and rights of vulnerable adults detained or interviewed by the police. The Appropriate Adult service and BASE service were recommissioned during 2022/23, with new contracts commencing on 1 April 2023. A full breakdown of commissioned services can be found at Annex 1.

2. Male violence against women and girls (VAWG) specifically domestic abuse, sexual offences, stalking and harassment

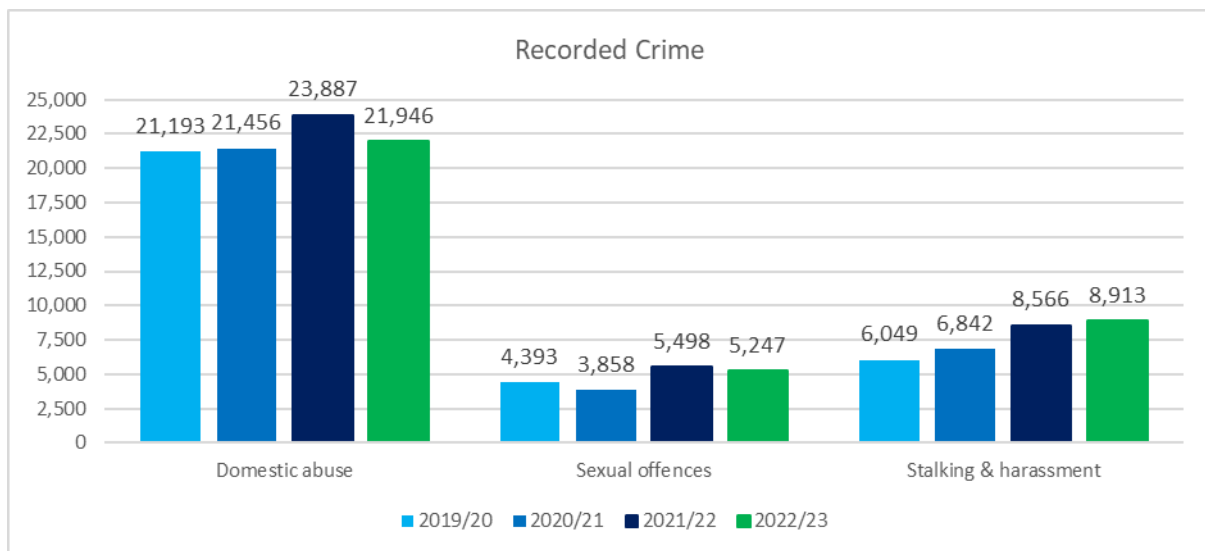


Figure 2: Avon and Somerset Police recorded crime for domestic abuse, sexual offences, stalking and harassment; for the years 2019/20 – 2022/23.

Improved crime recording processes, within Avon and Somerset Police, caused a large part of the increase in recorded crime for domestic abuse and stalking and harassment in 2021/22. There has been an 8% reduction in recorded domestic abuse crimes in the most recent year.

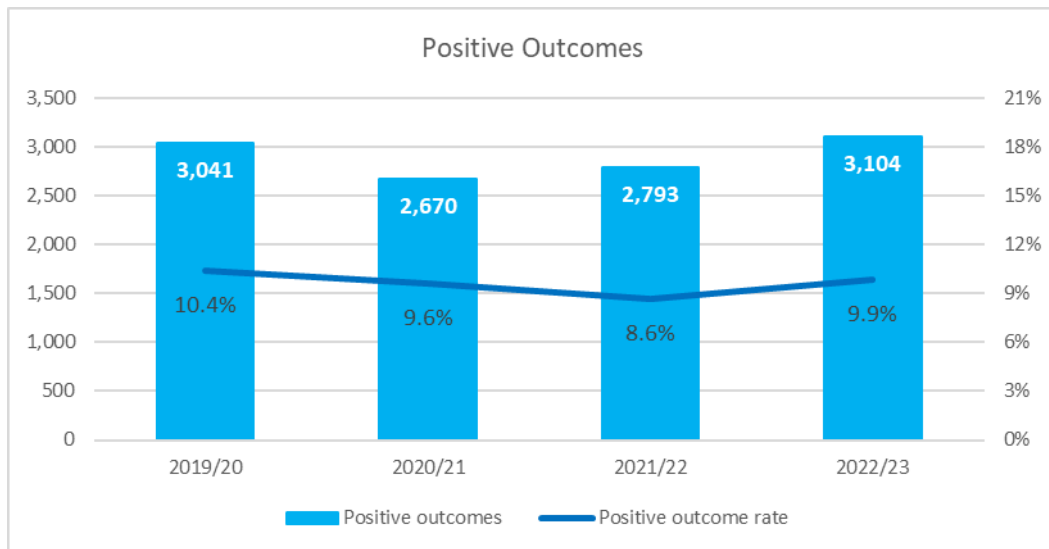


Figure 3: Avon and Somerset Police crime outcomes; combined positive outcomes (and rate) for domestic abuse, sexual offences, stalking and harassment; for the years 2019/20 – 2022/23.

Avon and Somerset Police have a [VAWG Local Delivery Framework](#) which was published in March 2022. The plan aligns to the national framework and works across three pillars: below shows some of the activity against each of these pillars.

Pillar 1 – build trust and confidence

- A very important part of this pillar is changing the culture of policing – some of the work done against this was described in the previous section 1 on Vulnerable children and adults.
- As part of a national programme all police employees and volunteers have recently been checked against the Police National Database. Any matches have now been returned to the local forces for action. The Constabulary’s Professional Standards Department have started this review which is due to be completed in September 2023.
- Three additional detectives have been recruited into the Counter Corruption Unit to enable more proactive work to identify and tackle violence against women and girls by members of the workforce.
- Dr Fay Sweeting – a lecturer in psychology and a researcher of sexual misconduct and abuse of position in police officers – delivered training to first line managers and training assessors relating to ‘abuse of position for a sexual purpose’.

Pillar 2 – relentless perpetrator pursuit

- The biggest success in this pillar over the last year has been the continued expansion and development of Operation Bluestone – the specialist team that deal with Rape and Serious Sexual Offences (RASSO). The benefit of this can be seen in the positive outcomes achieved in rape cases: the number of positive outcomes in the last year has increased to 143 (from 83) and the positive outcome rate increased to 8% (from 4.7%).
- The Constabulary are one of several forces that have started contributing to national work on outcomes 14 and 16 in RASSO offences. Operation Soteria academics will analyse these findings and incorporate them into the National Operating Model for RASSO.
- The Constabulary has created a ‘Top 20’ Domestic Abuse Perpetrators App, as well as a ‘Top 100’ in force. This app identifies those perpetrators who are likely to cause the most harm and this is used by local policing teams to help tackle this offending. A RASSO version of this tool is also now in development.

- The Constabulary has set up a joint scrutiny panel with the Crown Prosecution Service reviewing 'no further action' decisions in Domestic Abuse cases. Learning from these cases was provided to individuals as well as findings being collated for organisational learning.

Pillar 3 – safer spaces

- Two VAWG online safety webinars have been delivered by the Cyber Protect Officer, reaching 250 attendees across over 30 organisations. The Cyber Crime Team have also designed three distinct VAWG Cyber Safety packages for the public, which include awareness and guidance on stalking and sexting style offences. An internal package is being developed.
- The Constabulary deliver gender-based violence inputs to secondary schools.
- Created online reporting solutions for RASSO and DA offences as well as, applications the Domestic Violence Disclosure Scheme (Clare's Law) and Child Sex Offender Disclosure Scheme (Sarah's Law).
- Promotion of the StreetSafe App, through social media and leaflet drops. This tool allows members of the public to report where they feel unsafe or have seen things that concern them, falling short of being actual crimes. Although the use is still quite low, the reporting from this tool has led to additional CCTV cameras being used in a reported location.
- Delivery of the 'Stand Up, Interrupt' campaign, working with British Transport Police, Bath Business Improvement District and Bath Rugby. The campaign is aimed at encouraging individuals to be upstanding in support of victims of harassment by challenging inappropriate behaviour. Plans are in place to link up with other big sporting events to continue this promotion.
- University Beat Managers have worked with Bristol University and UWE in the lead up to Freshers week around Op Lester (drink spiking). Overall reports of spiking have reduced, with 11 reports made in December 2022 compared to 32 reports in December 2021.

A really important aspect of any crime, but particularly these insidious types of crime is ensuring victims get proper support. You can read more about those achievements under Priority 2.

PCC Commissioning

The PCC's ability to support victims and survivors and tackle VAWG has been enhanced by success in securing additional funding, enhanced collaboration with health and local authority commissioners, and greater join up between providers to ensure provision of efficient and effective services.

The new Avon and Somerset Sexual Assault Referral Centre (SARC) contract commenced October 2022, commissioned with NHS England and Avon and Somerset Police. This brings together forensic medical and wrap-around SARC care under one contract for the first time. The team built on previous years' bidding successes by securing additional Ministry of Justice (MoJ) funding for three Independent Sexual Violence Advisor (ISVA) and three Independent Domestic Violence Advisor (IDVA) posts (working with Local Authorities on the latter) over three years, as well as allocating a total of £490,000 per year in grants to Domestic Abuse and Sexual Violence services.

Throughout 2022/23 the OPCC was part of work to collaborate on the commissioning on therapeutic support for survivors of sexual violence. For the first time, the OPCC, NHSE (Lead), Bristol City Council and Bristol, North Somerset and South Gloucestershire (BNSSG) Integrated Care Board pooled funding to maximise impact. The new service from April 2023 will be provided by an alliance of providers to meet the varied needs of survivors across Avon and Somerset. Support services have continued to work closely with Operation Bluestone/Soteria, to strengthen the service to victims of rape and serious sexual offences and increase confidence to report.

Demand for services supporting survivors of sexual violence in particular remain high. ISVAs have high caseloads, SARC referrals continue to rise and therapeutic services see long waiting times. In terms of therapeutic support in particular, access is further challenged by the end of a number of short term grants locally and nationally post-pandemic and changes to the national Rape Support Fund. The Deputy PCC has had a key role in leading on the work related to VAWG, including chairing a new Sexual Assault and Abuse Strategy Board to ensure oversight of key risks and issues to address these challenges, and prepare for both the Serious Violence Duty and Victims and Prisoners Bill which will widen PCC commissioning duties in this area.

More broadly, OPCC support for joint bids with local authorities helped to secure just under £1.4million Home Office Safer Streets 4 funding. This was for workshops to challenge attitudes and awareness campaigns in Somerset and North Somerset, and interventions to tackle ASB and increase feelings of safety in Bath & North East Somerset.

Domestic abuse, rape and serious sexual offences, including scrutiny of the OPCC’s approach to commissioning services, was the focus of an Inquiry Day by the Avon and Somerset Police and Crime Panel in April 2022, bringing together expert witnesses from the police, criminal justice system, victim services and OPCC to discuss the challenges and opportunities faced. The report is available on the PCP website. In addition to PCC-led commissioning, the OPCC has responded to a series of super-complaints on issues facing survivors, as well as continuing to scrutinise the approach to dealing with VAWG offences, in particular performance in rape convictions by holding the Chief Constable to account and through the PCC’s role as Chair of the Local Criminal Justice Board.

3. Drug crime and serious violence

Drug crime

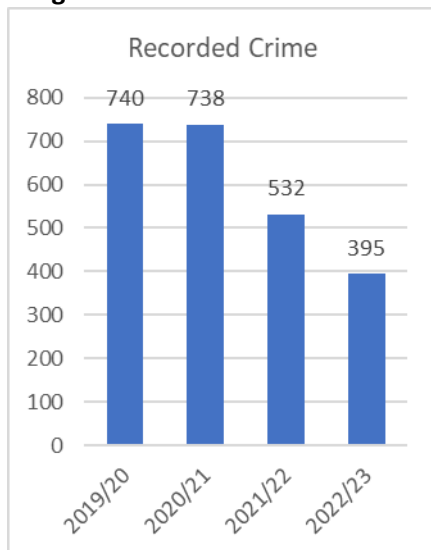


Figure 4: Avon and Somerset Police recorded **drug trafficking** crime for the years 2019/20 – 2022/23.

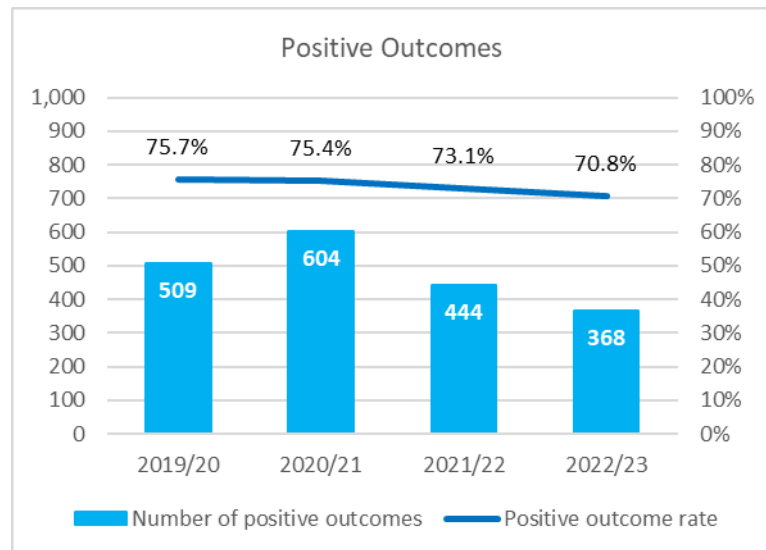


Figure 5: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for **drug trafficking**; for the years 2019/20 – 2022/23.

Unlike many crimes drug trafficking is detected more through proactive policing rather than being reported to them. In this context the reduction in drug trafficking offences in the last year would tend to indicate less proactive policing targeting drug dealing. Although this is part of the reason it is not the only reason as the complexity of the case will also have an impact e.g. an investigation into dealers higher in an Organised Crime Group’s hierarchy will take considerably more time and

resource than a 'street-level' dealer; this cannot be easily quantified.

The Constabulary have created a drugs market team to analyse intelligence and provide them with enforcement opportunities targeting the most active drug dealers. They have also introduced specific drugs investigation posts and training officers in order to improve the positive outcome rate. Charging a higher proportion of offenders with drugs supply offences, reduces lengthy bail and 'released under investigation' periods, when offenders can be at heightened risk of related offences as victim or perpetrator, including serious violence.

Case Study: drug dealing in East Bristol

Intelligence work was carried out to identify the most harmful drug dealers in East Bristol. A strike week (Op Trigger) was arranged on 9 drug lines with 10 arrests made and 8 of those charged and remanded to prison for serious offences. Drugs, weapons and over £20,000 cash were seized. Some of the dealers had cuckooed vulnerable people so the Constabulary were also able to secure their properties and provide safeguarding and support for them.

The Constabulary have made increased use of their ASB powers around drug related ASB and have created specific posts to deliver this. Targeted offers of treatment and support through drug treatment providers are made to encourage problematic drug users to get help, but where this fails and impacts are created for neighbours and the community, legislation is used to close problem premises. In 2022 there were 24 drug related closure orders, resolving problems experienced by communities over many months.

Case Study: ASB related to nitrous oxide

As part of the Operation Scorpion week of action focussing on night time economy drug issues, an operation was delivered to tackle the sale and use of nitrous oxide in Bristol City Centre. This had been creating ASB and significant environmental issues. An offender was arrested for supplying nitrous oxide cannisters and charged with related offences, receiving a suspended prison sentence. Importantly, ASB legislation was then used to successfully obtain a Criminal Behaviour Order banning him from the City Centre during the evening for the next three years.

An important part of preventing drug-related crime is to help drug users end their addiction. The Constabulary have improved drug testing in custody suites, those arrested for acquisitive and drug related crime will be tested for opiates with treatment offered to those who test positive as well as supporting sentencing at court. In the last year 819 people have been tested after their arrest with 465 positive test results.

A core role of the police is to protect life. This applies to all people irrespective of why the police come into contact with them. One way this is seen with drug crime is that people who use drugs can overdose and die as a result of this. Naloxone is a fast acting antidote to opioid drug overdoses (such as from Heroin) and has the potential to save lives. The Constabulary have trained police officers and PCSOs to carry Naloxone. 210 officers are now trained and carry this across Somerset, North Somerset, Bath and North East Somerset and it has been used 7 times. This is now expanding to cover Bristol, South Gloucestershire and the custody suites.

County Lines

County Lines are a very public example of organised crime groups, dealing in drugs pushing their harm into communities. In Avon and Somerset area, there are more than 30 active lines at any time. This has been an ongoing priority for the Constabulary as can be seen in the below example.

Case Study: County Lines into Bath

Avon & Somerset launched an investigation into individuals from outside the force area that were responsible for the running of several County Lines into Bath, by exploiting children as young as 15 years old. This was a protracted investigation, but due to the dedication of the Op Remedy County Lines team and other departments the Constabulary identified the senior organiser of the line, which resulted in four defendants being charged with drug supply offences, with two co-accused being charged with Modern Day Slavery. The investigation identified the holder had recruited children and young adults aged 15, 17 and 19 years from Luton to supply Class A drugs into cities including Bristol, Bath and Chippenham on their behalf.

Operation Scorpion is an important joint operation targeting drugs including County Lines and you can read more about this in Priority 2, below.

Serious violence

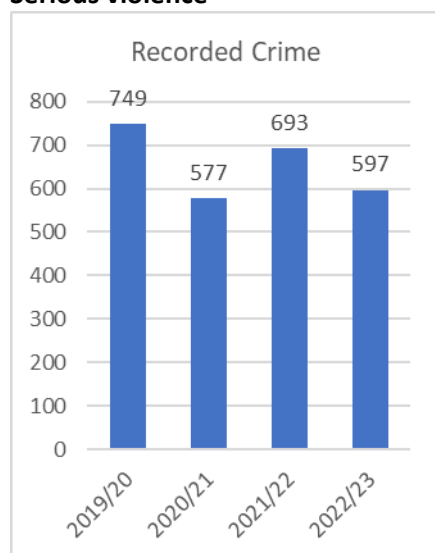


Figure 6: Avon and Somerset Police recorded **serious violence** crimes for the years 2019/20 – 2022/23.

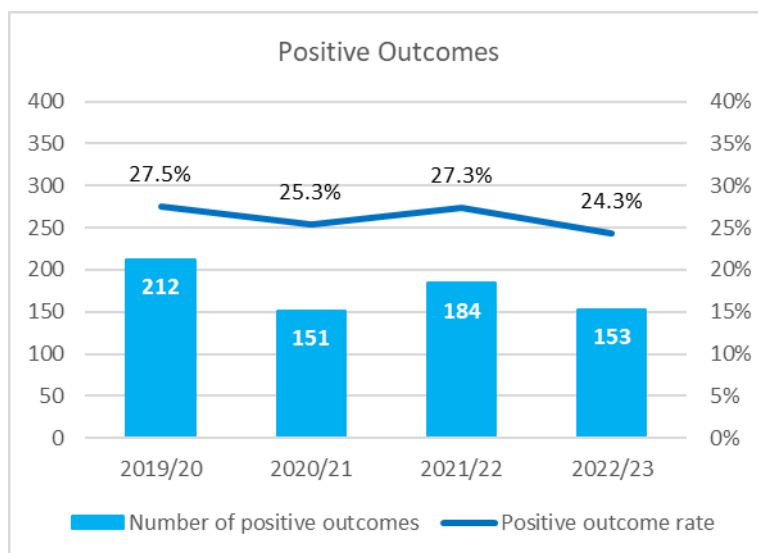


Figure 7: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for **serious violence**; for the years 2019/20 – 2022/23.

N.B. this is the Home Office definition of serious violence which are offences that result in the death of a person, “endanger life” or “wounding offences”.

Violence Reduction Unit (VRU)

In recent years, serious violence has been recognised as a national problem. As part of the Home Office Serious Violence Strategy, the PCC has successfully secured funding from 2019/20 to run Violence Reduction Units (VRUs). The PCC successfully secured VRU funding for a further three years at an increased level: £2.04 million (2022/23); £1.53 million (2023/24); and £1.51 million (2024/25).

Avon and Somerset operate a hub and spoke approach. The funding is divided between the five local authority areas (the spokes) based on population and levels of serious violence. All VRUs continued to be overseen through a Strategic Governance Group (the hub), chaired by the Deputy PCC, which includes a Chief Officer from Avon and Somerset Police, local authority leaders and representatives from other partners. The sets a strategic work plan and the spokes collectively deliver against working on their own local delivery plans. A separate [VRU Annual Report is published which can be accessed on the website](#).

VRU spokes have continued to deliver on their operational function of identifying individuals at risk of serious violence and working to develop their offer alongside key partners. Some of the offers this year include; specialist 1:1 mentoring (including mentoring with lived experience), sports based interventions and coaching, youth club investment, conflict resolution, education inclusion support, detached youth work, parent support, female group work and A&E pathways.

Avon and Somerset VRU 2022/23 – working in partnership to tackle serious violence

- 21,332 young people reached through interventions.
- 16,551 young people reached through school awareness sessions.
- 861 young people were identified as at risk through VRU meetings.
- 1114 professionals have received training.
- The most common risk factors of those identified tend to be ASB, links to risky peers, exclusion or exploitation.

Whilst the broader scope of serious violence has increased by 6% from 2019 (due to increases in sexual offence recording), street based violence (excluding DA/SV and Sexual Violence) has seen decreases of around 7% in the last year. In terms of knife crime there has been an overall 9.6% decrease in serious violence where a knife crime indicator was present. There have also been year on year decreases in key indicators used by the Home Office in terms of A&S prevalence of serious violence (this include U25 admissions due to ‘assault by a sharp object’, homicide rates and Firearms Offences).

The 2022/23 national VRU evaluation estimated that 136,000 offences had been prevented nationally since the VRU inception, which is a system cost benefit of for every £1 spent there is a £4.10 saving. Within Avon and Somerset, appointment of an Evaluation and Impact Lead has enabled a robust approach to evaluating the effectiveness of interventions including: review of data analysis to enhance local understanding and better support targeted activities; participation in the national VRU evaluation network including contributing innovative, high impact interventions to the Youth Endowment Fund guidance; development of a Local Evaluation strategy and independent evaluation to ensure impact evaluation is robust.

The A&S Serious Violence Strategic Needs Assessment is now on its second issue, and has been deemed ‘mature’ in the recent national assessment by Crest Advisory. There was particular recognition of collaboration with the broader partnership including local authorities, probation and youth offending teams, and with a building engagement with fire and rescue, as well as health. 79 recommendations came out of this assessment which have informed priorities for the year.

January 2023 saw the launch of the new Serious Violence Duty for key partners. A Task and Finish Group was established in March 2023 to take this forward, guided by recommendations of the Joint Readiness Assessment, authored by Crest Advisory. Avon and Somerset was assessed as ‘Ready and Engaged’, demonstrating intent to change the local approach to tackling serious violence, especially in collaboration on information and data sharing. Whilst challenges remain in resources, with funding for the coming year reduced on 2022/23 levels, and in enhancing analysis to track individuals and better understand the impact of interventions, this assessment places Avon and Somerset in a strong position moving forward. The Avon and Somerset VRU Annual Report is published on the PCC’s website.

4. Neighbourhood crime and anti-social behaviour specifically burglary, car crime, robbery, theft, hate crime and rural crime

Acquisitive crime

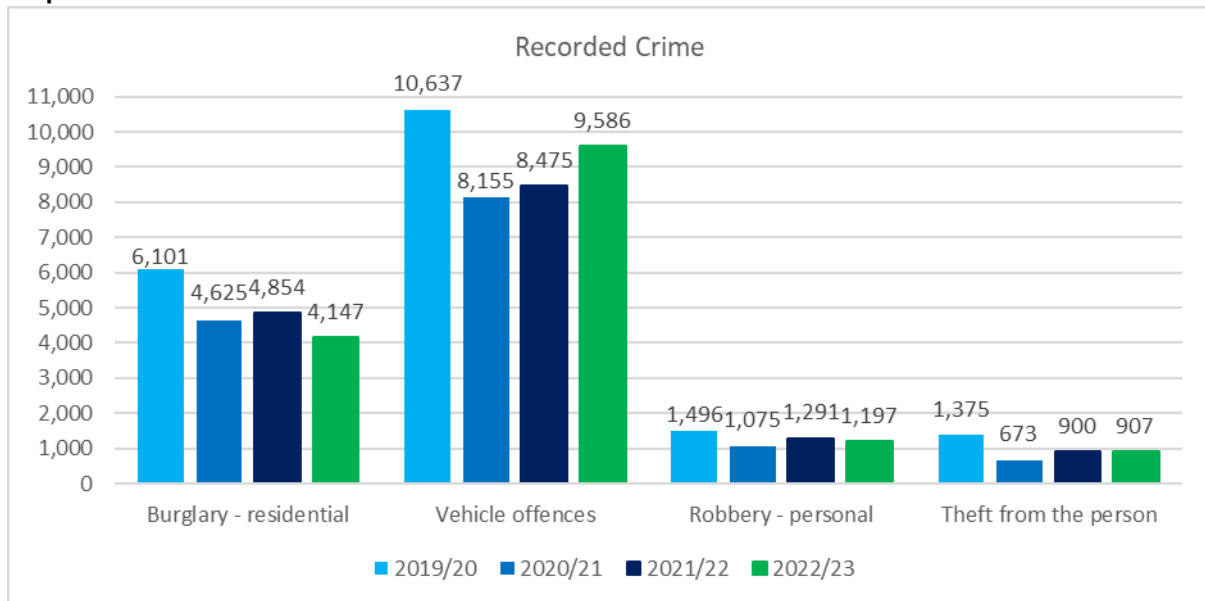


Figure 8: Avon and Somerset Police recorded crime for burglary (residential), vehicle offences, robbery (personal) and theft from the person; for the years 2019/20 – 2022/23.

There was a significant reduction in acquisitive crime as a result of the pandemic and lockdown restrictions. Broadly, these recorded crimes have not returned to pre-pandemic levels but there is significant variation across the crime types. In the last year residential burglary was 32% lower than in 2019/20. Whereas vehicle crime has shown the fastest increase and is now only 10% lower than in 2019/20.

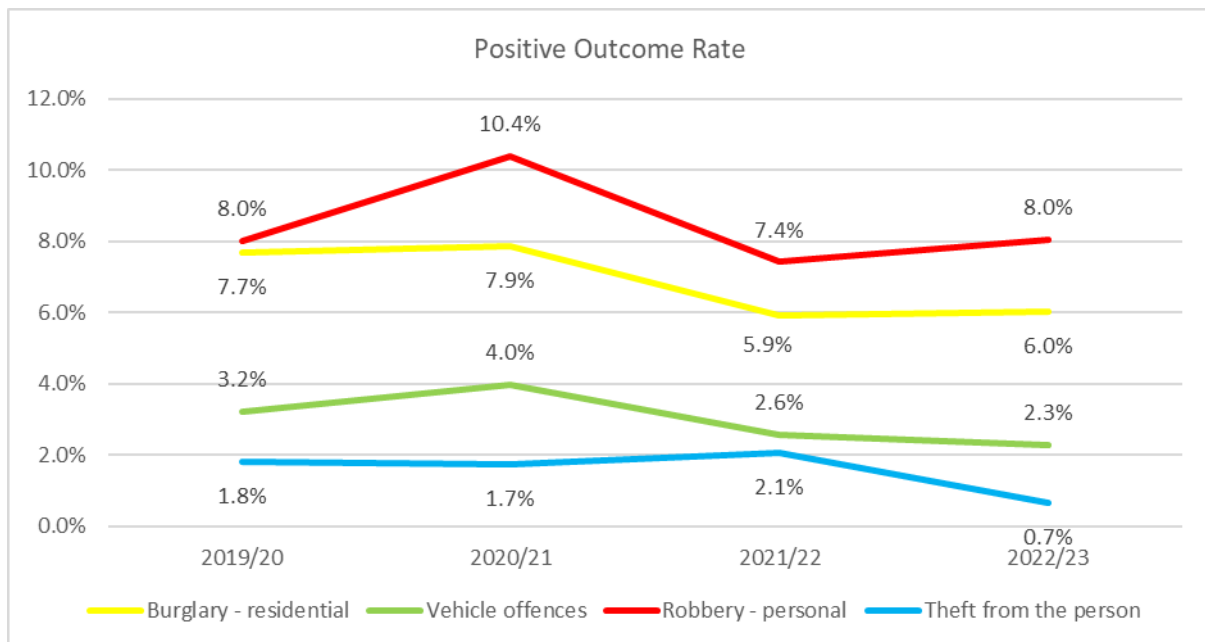


Figure 9: Avon and Somerset Police crime positive outcome rates for burglary (residential), vehicle offences, robbery (personal) and theft from the person; for the years 2019/20 – 2022/23.

Operation Remedy are a proactive team within the Constabulary which have had residential burglary and robbery among their priorities. During the last year they had to expand their remit to support the broader work of the Criminal Investigations Directorate. Although this provided the support needed at an organisational level this necessarily meant they had less capacity to focus on acquisitive crime. This temporary situation concluded at the end of the year and Operation Remedy are now part of the neighbourhood policing teams.

Case Study: Op Swan

There were a series of high value gold burglaries identified in South Gloucestershire and Somerset. The team used CCTV and ANPR to identify suspects who would use stolen vehicles on stolen registration plates to evade capture. The group were organised and responsible for committing offences all over the UK. A joined-up approach between forces identified where the suspects were staying and were able to track their movements. Although the main suspect proved elusive the Constabulary's investigation enabled the interception and arrest of the main suspect. The group were charged with numerous offences across the South West. Many other forces will also be investigating this group for offences in their area including over 150 dwelling burglaries in Scotland.

Case Study: knife-point robberies

In Bristol a series of robberies took place where the victims had been threatened with machetes by a group of three offenders. The offenders were quickly identified from CCTV footage. Mobile phone cell site analysis and rapid intelligence work enabled the suspects to be located. An out of hours warrant was obtained and executed by firearms officers leading to the arrest of violent offenders and seizing of key evidence within a matter hours.

Operation Remedy have existed as a number of years as a central team. Through the police officer Uplift additional officers will be used to create eight 'local Remedy' teams to supplement this in 2023/24. This will allow them to have a greater impact on local issues including acquisitive crime.

Hate crime

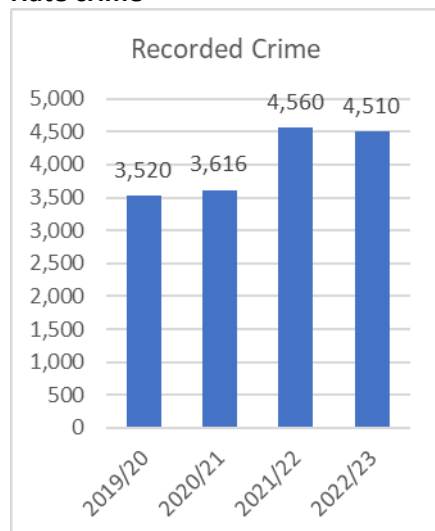


Figure 10: Avon and Somerset Police recorded hate crime for the years 2019/20 – 2022/23.

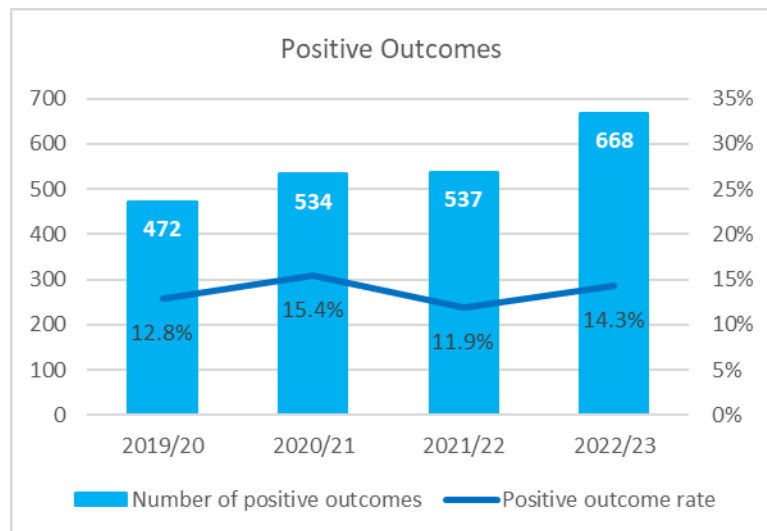


Figure 11: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for hate crime; for the years 2019/20 – 2022/23.

The number of recorded hate crimes in 2022/23 were almost unchanged on the previous year. Despite this continued level of offences the positive outcome rate has improved by 2.4% points on last year.

In the last year enhanced training and support has been a key aspect of improving the police response to Hate Crime. ‘Tactical Advisers’ (TacAds) are specialist officers and staff who provide support to colleagues on particular issues. The Hate Crime TacAds had a CPD event in October 2022. This was followed the next month by the circulation of Hate Crime ‘bite-sized’ briefing to all staff which had a particular focus on voice of the victim, lived experiences, disability hate crime and non-crime hate incidents. In order to help colleagues understand the lived experience of hate crime, testimony from officers own experiences have been shared as part of training and during National Hate Crime Awareness Week.

Prosecution levels for disability-related hate crimes remain low – this is a national issue. The Constabulary have set up a working group with the Crown Prosecution Service to better understand and problem solve outcomes around disability. To date the working group has discussed opportunities for early advice, opportunities to increase referral rates, and the importance of Victim Impact Statements. This group also draws learning from specific cases and national best practice.

Rural crime

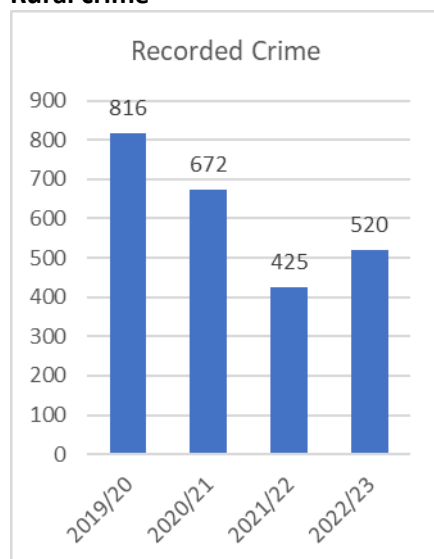


Figure 12: Avon and Somerset Police recorded rural crime for the years 2019/20 – 2022/23.

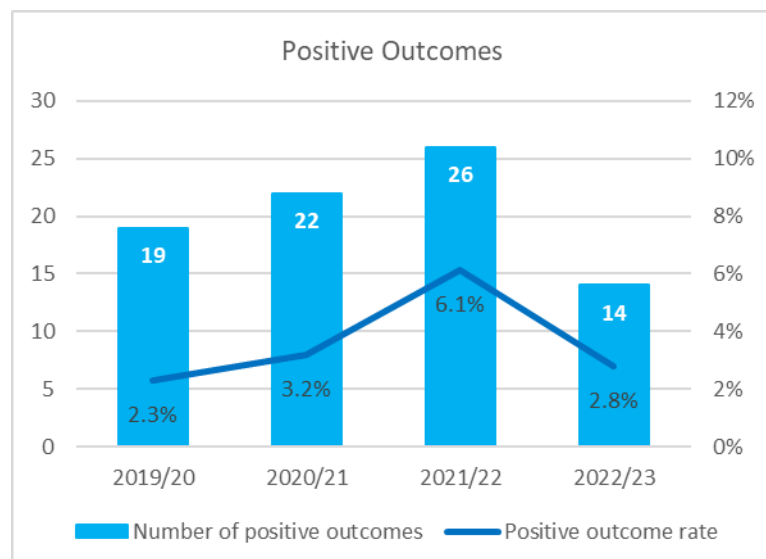


Figure 13: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for rural crime; for the years 2019/20 – 2022/23.

About two thirds of rural crimes are acquisitive crimes. All acquisitive crimes reduced as a result of COVID lockdowns. However the further significant reduction in rural crime in 2021-22 is not in keeping with other crime and may have been due to some crimes not being flagged as rural when they should have been. Recorded rural crime increased in the most recent year which is similar to acquisitive crime more broadly. In the last year the positive outcome rate for rural crime has reduced to levels similar to pre-pandemic.

In the last year the Constabulary have really focused on accurate recording of rural crime and to support this the team use a daily screening process. This is where the computer finds cases based on a set of key words which could relate to rural crime. Officers then check this list for any crimes that have not been flagged properly.

The team have also been working with the other regional forces to improve their connectivity and are aiming to establish an operational policing group for rural crime. This recognises that Organised Crime Groups play a significant part in rural crime and these groups will operate across different force areas: therefore disrupting them will be more efficient with the region working closely together.

Anti-social behaviour (ASB)

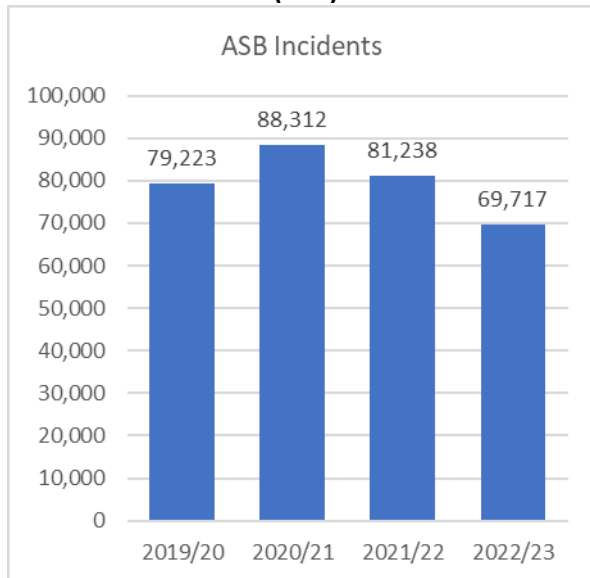


Figure 14: Avon and Somerset Police recorded ASB incidents for the years 2019/20 – 2022/23.



Figure 15: Avon and Somerset Police recorded ASB victim satisfaction rate for the years 2019/20 – 2022/23.

ASB incidents have decreased again in the last year and are now below pre-pandemic levels. Victim satisfaction is almost unchanged on the previous year.

In 2022/23 the Constabulary implemented a new ASB Service Standard. This sets out an enhanced level of service for victims of ASB focussing on three key aspects:

- Protecting the most vulnerable and persistently targeted victims. These victims may only call police on the rare occasion and so do not get flagged as repeat callers. This is also a focus for policing nationally. This is achieved by the neighbourhood policing teams calling back all victims of ASB to better identify vulnerability and ensure victims are going the support they need.
- Recording crime accurately. The Constabulary acknowledge that many calls about ASB actually involve criminal offences and these are not necessarily recorded properly. This was one of the findings in the PEEL report and will be part of the action to address that.
- Bringing offenders to justice. The best way to manage and disrupt ASB offenders is through use of ASB legislation such as Community Protection Warnings and Notices and Criminal Behaviour Orders. The Constabulary have invested in ASB teams for each of the eight local policing areas to support local beat teams to deliver a multi-agency approach to disrupting offending and protecting our victims. The Constabulary work with local authorities, housing providers, support charities, and other local interested parties to progress ASB intervention. In 2022/23 the Constabulary have led or worked in partnership with other agencies to achieve 533 higher levels of ASB Interventions. These interventions have been against the most recognised high harm and persistent offenders of ASB.

Case Study: ASB in Taunton

Neighbourhood officers in Taunton saw an increase in the level of youth ASB and low level criminality. The Violence Reduction Unit identified two groups of youths that were in conflict with each other.

Neighbourhoods officers completed targeted patrols of hotspot areas, seizing multiple e-scooters and e-peds and resulting in several youth conditional cautions being issued. There was also a multi-agency task force which took part in a day of action bringing together over 50 professionals who to engaged with the target group and those on the periphery.

Following the day of action there was a decrease in reported violence and ASB. There was a lull in criminal activity, but it spiked again when the two groups joined together resulting in a targeting of the wider public with criminality escalated in frequency and severity.

The Constabulary deployed an increased number of officers to conduct targeted patrols. A strategic working group was also formed between police, youth justice, education and housing.

A key address was identified as a focal point of ASB facilitating the groups activity so a police led Closure Order was used on the property. A second address was placed under strict conditions by a joint Acceptable Behaviour Contract. A nine year old boy who had become involved with the group, was given an exit strategy resulting in a residential placement, ongoing support and direction away from the influence and behaviour.

Hundreds of incidents were linked to this group and detectives supported the investigation of these. Seven of the most prolific offenders received criminal justice outcomes and the issuing of the first youth civil ASB Injunctions in Avon and Somerset. This included two youths being charged with wounding with intent after they stabbed somebody.

This case illustrates the connection between ASB and criminality, and serious offences. The partnership approach taken has resulted in a reduction in ASB theft of mopeds, a reduction in serious violence reduction in public disorder.

Neighbourhood Policing

As a team, neighbourhood policing has a much broader role than the crime and ASB talked about above; this includes prevention, engagement and citizens in policing. Neighbourhood policing have roles which support the administration and coordination of the Watch schemes. These roles are covered throughout other areas of this plan.

5. Fraud and cybercrime

As APCC National Portfolio lead for Economic and Cyber Crime (ECC), the PCC has continued to use his voice to shape national policy, support PCCs in holding their Forces to account for their response to fraud, and improve the response to fraud at a local level, including support for victims as well as a wide range of awareness and prevention initiatives. OPCC capacity to support this area of work has been bolstered with the appointment of a fixed-term Policy and Research Manager, working closely with the APCC and the City of London Police.

2022/23 has seen success both at a national and local level. The new Strategic Policing Requirement includes fraud as a recognised harm and the requirement to better protect victims with a suitable

level of support as would be expected in all other crime types. The importance of the role of PCCs and local responses to fraud is now recognised in the Government's Fraud Strategy. Membership of the Fraud and Cyber Crime Reporting and Analysis Service (FCCRAS) Board has enabled the PCC to influence changes proposed to the Action Fraud service, ensuring changes are efficient, effective and victim focused. This includes a new website, and design and development of a new Action Fraud service, due to be launched in 2024. There is enhanced collaboration between local and national partners to better address challenges and work together through the ECC Portfolio Group and newly established Avon and Somerset Multi-agency Victims of Fraud group, bringing together police, Trading Standards services from the five local authorities and victim services. There is enhanced support for victims of fraud at a local level, with the introduction of a peer support pilot delivered by Victim Support which has to date received 53 referrals, supported 19 participants and has a current caseload of 20.

Following a well-received article in the Financial Times highlighting the need for a more unified national structure to turn the tide on the surge in fraud, in June 2022, the PCC gave evidence at the House of Lords Select Committee inquiry into Fraud and the Justice System. The inquiry sought to examine the ability of the criminal justice system to effectively prosecute fraud cases, and plans to tackle rising instances of fraud. The PCC's evidence has been used to inform the report detailing how further training and resource is required to improve pursue and protect activity within local forces.

The PCC has raised awareness of the impact of fraud and cybercrime on communities and how individuals can protect themselves through an extensive campaign including national and local media coverage and conference speeches. This includes the South West Cyber Resilience centre Webinar to highlight cybercrime to the business community, giving the keynote address to the National Fraud Safeguarding Conference, chairing the APCC event on Illegal money lending, delivering a keynote speech at the APCC General Meeting in January on how PCCs can develop the response to fraud in their Force and chairing a discussion on local fraud protect initiatives.

The PCC has engaged in an extensive programme of fraud prevention and awareness activity during 2022/23, with a focus on vulnerable people. This includes the below initiatives.

Fraud Prevention Awareness information in the form of an easy reference 'postcard' has been circulated to over 60 post code areas across Avon and Somerset, which were identified as having a high density of individuals over the age of 60 years. This equates to 156,556 households. In addition, the postcard was distributed via several other communication channels supported by statutory and non-statutory partners and is available on the OPCC website. Further media campaigns are planned.

The PCC supported Avon & Somerset Police to launch a new initiative to protect vulnerable adults from falling victim to fraud. Working with Dementia UK, Avon and Somerset Police's Fraud Protect Officers have created a telephone prompt aimed at safeguarding those living with memory loss or learning disabilities who might not recognise a fraudulent situation or person when contacted via the phone.

In November, the PCC supported Operation Emma which has a local focus on 'money muling' as recent national trends show a sharp increase in the numbers of individuals channelling fraudulent funds through their bank accounts. Op Emma is a national operation in conjunction with the NCA, ROCUs and local police forces. The operation focuses on Protect & Pursue on 'money mules' and coincides with a Black Friday and Cyber Monday online shopping fraud campaign led by the National Cyber Security Centre. Similar retail and online shopping scam communications were disseminated in the run-up to Christmas.

The PCC participated in the Junior Protect Officer to upskill police cadets with fraud and cyber protection advice to share in their local communities.

6. Road safety

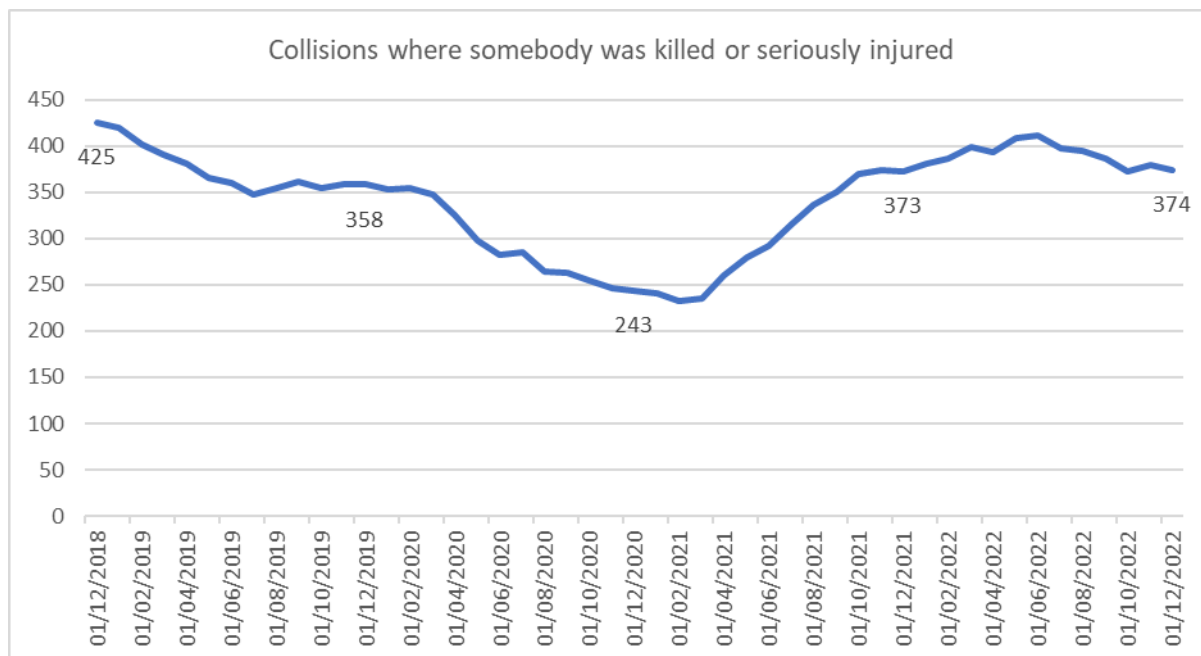


Figure 16: number of road traffic collisions in Avon and Somerset where somebody was killed or seriously injured – 12 month rolling total – for the years 2018 – 2022.

The significant reduction in 2020 from the previous year was as a result of the pandemic and lockdowns. The number of these collisions in 2022 is almost unchanged compared to 2021 and are similar to pre-pandemic levels.

Table 1: percentage of all road traffic collisions Avon and Somerset involving vulnerable road users and number of collisions resulting in death or serious injury involving vulnerable road users in Avon and Somerset; for the years 2018-2022.

	Percentage of all collisions involving vulnerable road users				Number of collisions resulting in death or serious injury involving vulnerable road users			
	Pedestrian	Pedal cycle	Motorbike	Ridden Horse	Pedestrian	Pedal cycle	Motorbike	Ridden Horse
2018	5.9%	6.6%	4.2%	0.0%	91	67	98	0
2019	7.5%	8.8%	5.1%	0.0%	82	48	68	1
2020	7.5%	7.9%	6.0%	0.0%	51	31	66	0
2021	6.8%	8.5%	6.1%	0.0%	73	58	96	1
2022	9.7%	9.6%	8.3%	0.1%	47	70	112	1

As with other aspects of policing it is really important for road safety teams to engage with the public. In the last year they attended more than 20 high profile engagement events across Avon and Somerset. In many of these cases it was a multi-agency display alongside Somerset Road Safety, National Highways, and the fire services. Main events attended include the Bath & West Show, Bristol Harbour Festival and Truckfest.

In addition, many smaller events were run for both internal and external audiences to ensure awareness was raised around road risk. During the last year Road Safety have delivered training and insight to corporate events, bike nights, Institute of Advanced Motorists (IAM) evenings, Neighbourhood Policing Team inputs schools and Mini Police days.

Community SpeedWatch continues to grow and 2022-2023 was again a record year with regards to driver education. 148 active schemes generated more than 53,000 warning letters for drivers observed in excess of the speed limit. The force currently has 1,756 volunteers registered to conduct SpeedWatch across Avon and Somerset.

2022-2023 also represented a record year for processing public reports of road risk with supporting video evidence (e.g. dashcam). There were 6,200 submissions, which is a 58% increase on the previous year. Avon and Somerset Constabulary continue to lead this area nationally and the work done in force is informing direction and best practice nationally.

Priority 2 – Engaging, supporting and working with communities, victims and partner organisations

Key activity and achievement during 2022-23

- The OPCC led a review of the Restorative Justice model in Avon and Somerset during 2022/23, working in collaboration with the police and the commissioned service provider Resolve West, to improve access and increase referrals through improved knowledge and awareness of restorative justice and its benefits.
- The future of the DRIVE domestic abuse perpetrator programme was secured in South Gloucestershire and expanded into Bristol and North Somerset following a successful joint bid to secure £1.2m. The Constabulary have been able to provide data demonstrating an impressive 74% reduction in Domestic Abuse offending in the Drive cohort between October 2022 and March 2023.
- Operation Scorpion – intensification weeks aimed at tackling illegal drugs across the South-west happened three times in the last year resulting in over 1,100 disruption activities and 7 County Lines disrupted.

1. Public engagement - particularly with underrepresented groups

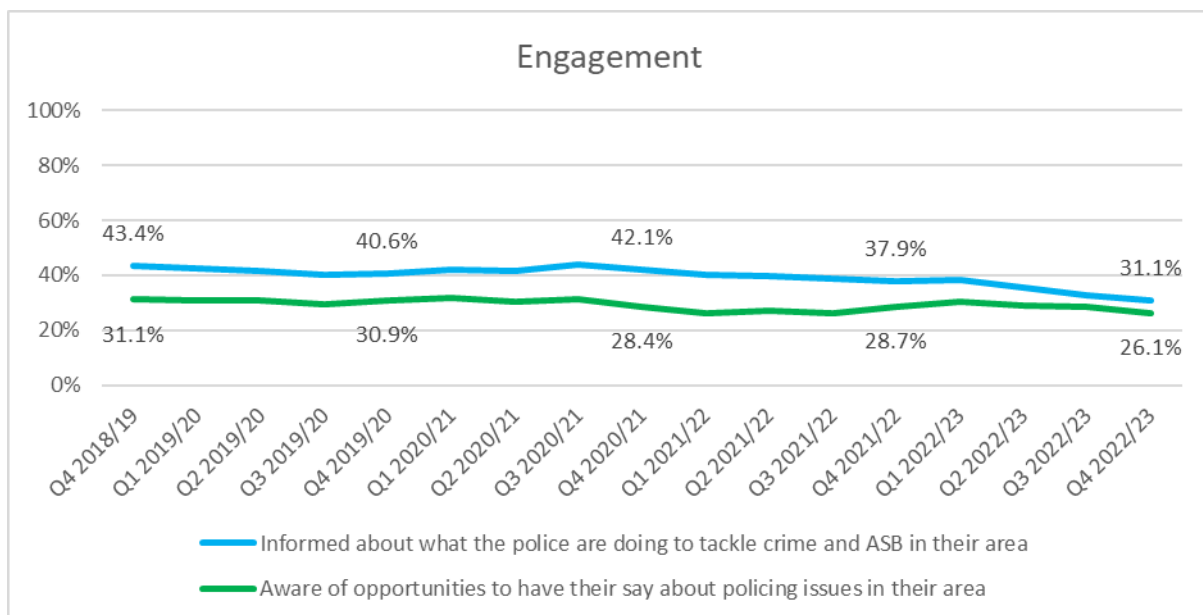


Figure 17: percentage of people that feel informed about what the police are doing to tackle crime and ASB in their area and percentage of people that are aware of opportunities to have their say about policing issues in their area – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

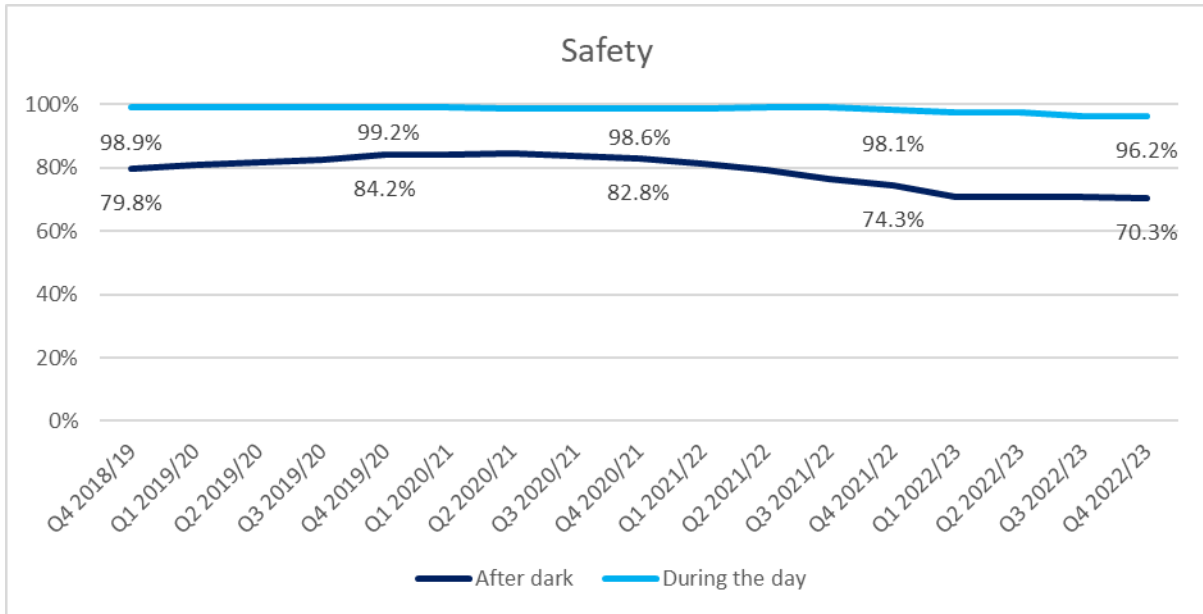


Figure 18: percentage of people that agree they feel safe in their local area – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

The Constabulary continue to engage through several key routes including Independent Advisory Groups, community/public meetings, neighbourhood 'Talk to Us' events and Watch groups such as Neighbourhood Watch, Farm Watch and Horse Watch. You will see other examples of engagement throughout this report against other areas of focus.

The PCC supported an expansion of the Constabulary Communications team, headed by a new Director of Communications and Engagement since March 2023. This role will help deliver a joined up and strategic approach to engagement with communities.

Innovative practice: The constabulary uses a range of methods to communicate with communities face-to-face and digitally

The constabulary, with other organisations including the local authority, has worked extensively with its communities to tackle crime. For example, it identified several areas where children were likely to be groomed for knife crime. It worked with schools to identify individuals who were most at risk. It then worked with the children, in partnership with Aardman Animation, asking them how they would tell somebody not to get involved with knife crime. Each school then produced a short, animated film. The constabulary ran it as a competition across the local schools. As a result, awareness of knife crime was raised. Other campaigns include fraud prevention, raising awareness of drink spiking and the 'It's not ok' campaign, which targets misogyny and its related behaviours.

[HMICFRS – PEEL 2021/22 – An inspection of Avon and Somerset Constabulary](#)

PCC as the voice of the people

The PCC carries out regular public engagement days, with 20 in the last year. In addition to these days the PCC also started a new initiative where he held nine Local Councillor Forums across Avon and Somerset. These sessions provided an opportunity for councillors to meet with local Avon and Somerset Police Neighbourhood Policing Teams to discuss issues and challenges faced by local residents. During each event, the PCC provided councillors with an overview of his Police and Crime Plan. In total 146 Councillors attended these forums which was 18% of those invited. The PCC will be holding a second round of councillor forums in the autumn of 2023.

The PCC has continued to conduct a crime survey of 3,000 local residents which gather views about experiences of crime and policing, their feelings of safety, policing priorities and confidence in the police and the PCC. The results are returned quarterly and as well as being a formal mechanism for capturing local sentiment are also used as performance management data.

The PCC has a phone line and e-mail which are available for anybody to make contact with, and every contact is listened to. Common themes of the contacts in the last year include violence against women and girls, drugs, ASB, illegal hunting, police response times, victim contact and e-scooters.

There is lots of information on the [PCC's website](#) and you can sign up for news and events. Alternatively, you can follow the PCC on Twitter, Facebook and Instagram @AandSPCC.

The PCC's website received around 242,000 page views which is a 39.8% decrease on the previous year. However the number of users and new users has increased by 1.4% and 3% respectively. At the time of writing the PCC has 13,100 followers across Twitter, Facebook and Instagram.

The PCC sets the part of your council tax which goes towards funding policing (the precept). In order to get a broad range of opinion on the proposed increase to the precept a standalone consultation was run including an online survey and a stratified, randomised, postal survey. In just six weeks these surveys resulted in 3,760 responses. These results were considered by the PCC and Police and Crime Panel in, respectively, proposing and approving the £15 increase this year (for the average band D household).

2. Special Constables and citizens in policing

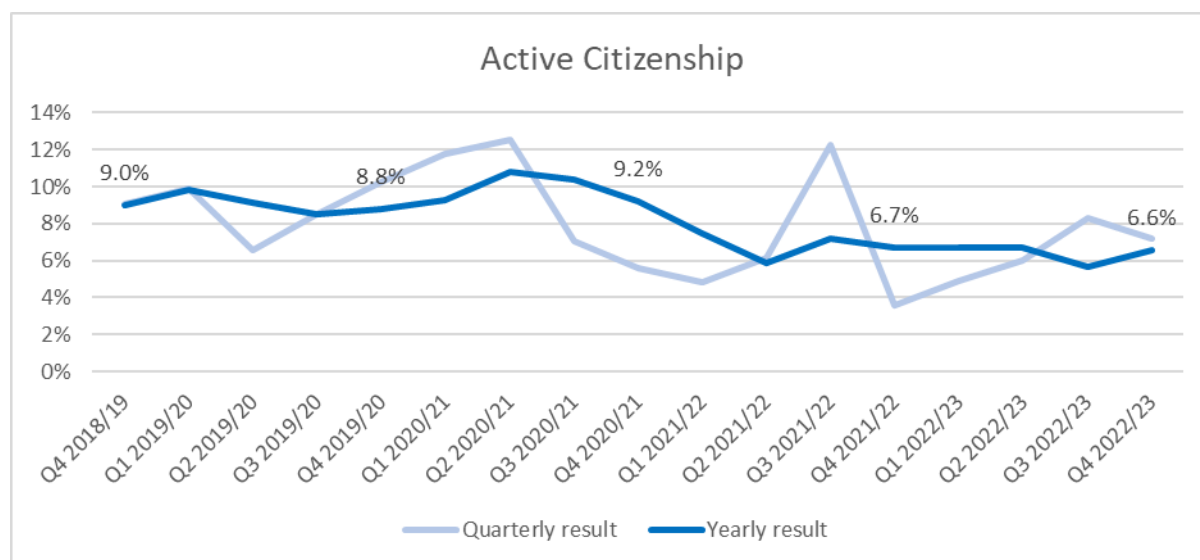


Figure 19: percentage of people engaged in active citizenship in Avon and Somerset – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

People who volunteer their time are a critical part of policing; enriching the organisation with their unique talents, skills and experiences, their ongoing contribution and commitment help deliver a better service to the public and make Avon and Somerset a safer place to live, work and visit.

The volunteers include Special Constables, who are warranted police officers with the same powers as employed police constables. They perform a range of important frontline policing duties including

responding to calls for help from the public, neighbourhood policing and patrols, roads policing duties and supporting policing operations such as our Christmas anti drink/drug drive campaign. At the start of the year there were 291 Specials and this had reduced to 245 by the end of the year. The Constabulary has focussed on the recruitment and training of new officers and needed to reduce Specials recruitment and training activities in this period. This has resulted in a significant reduction in the overall number of special constables; this is consistent with other forces regionally and nationally. This smaller number is expected to continue over the coming year and the focus is to ensure they can better support the Specials and build on the capability they add to the organisation.

Case Study: small team has a big impact

Contributing more than 1,000 duty hours in a year, Special Constables in East Somerset, led by Special Sergeant George Malin, are working closely with Yeovil Neighbourhood teams to bring much needed additional capacity. The team are offering wide-ranging support including:

- *Op Flagstaff (night-time economy) patrols over weekends in Yeovil, Chard and the Mendips;*
- *executing outstanding arrest warrants;*
- *planning and managing road traffic operations; and*
- *supporting community engagement events.*

For Op Flagstaff alone, the Somerset East team, made up of a special sergeant, a response driver and special constables, have attended 380 incidents of which there were 50 positive outcomes where members of the team collated the evidence, prepared the files, interviewed the offenders and victims and created and administered the charges.

The Yeovil Neighbourhood Policing Sergeant said “It has been a real privilege to start this journey with the Somerset East Special Constables. George and his team are a real asset to the organisation.”

Table 2: total duty hours contributed by Avon and Somerset Police Special Constables and Police Support Volunteers for the years 2019/20 – 2022/23.

	2019/20	2020/21	2021/22	2022/23
Special Constables	73,273	81,823	80,345	71,008
Police Support Volunteers	12,934	8,611	12,387	14,427

N.B. These figures exclude volunteer cadet leaders whose hours are counted with cadet hours.

The Constabulary have a wide variety of Police Support Volunteer (PSV) roles that support the organisation in one of three ways. The first group of PSVs add resource capacity to reduce demand on paid officers and staff enabling them to focus on their core roles, this includes DVLA Invigilation Volunteers who invigilate officers under exam conditions and volunteers who foster puppies for the dog section allowing staff to concentrate on their operational duties. Last summer the Constabulary introduced Roads Policing Education Volunteers who attend public events, alongside Road Safety employees, educating the public about road safety issues.

The second group of volunteers bring valuable specialist skills and experiences that add value or benefit the organisation, examples include the Cyber Crime Support Volunteers who bring expertise from the private sector to support investigations and upskill the cyber officers and the Volunteer Chaplains who support the wellbeing of the workforce, particularly those in the most challenging roles.

The third group of volunteers offer services to the public which the force simply couldn't otherwise deliver, such as the Cadet Programme and the Community Speedwatch Data Processors. The average number of PSVs in 2022/23 was 182, this is a slight decrease on the previous year but

reflects the challenges faced across the voluntary sector, despite the slight decrease, the number of volunteered hours has increased.

Volunteer police cadets are aged 13-17, with units across Avon and Somerset, who are learning about policing, helping people in their local communities and volunteering alongside police officers and PCSOs at public events. Cadets have supported numerous policing priorities in the last year: they have participated in test purchase operations to buy alcohol and to tackle child exploitation, neighbourhood watch letter drops and bike marking. The cadets have also supported local events such as Bristol Pride, Badminton Horse Trials and the Armed Forces weekend in Weston-super-Mare. They also represented Avon & Somerset Police at events for the Queen’s Jubilee. Many cadets have learnt new skills by becoming Junior Cyber Protect Officers or by successfully completing a BTEC Level 2 in Teamwork and Personal Development in the Community. There has been a 35% increase in volunteering hours since last year which is back to pre-pandemic levels.

Mini Police is an innovative police engagement programme, aimed at children aged 8 to 11 years old, which is delivered in schools with the support of local PCSOs. The scheme provides a fun and interactive way to introduce children to a positive experience of policing and to get them involved in the local community. The scheme has grown even further this year with 58 schools involved and over 1,000 children participating in the programme. As part of the programme the children identify a social action project they would like to do and this year the children have identified some brilliant projects including collecting donations for local food banks and tackling parking issues in their local community. The Mini Police have also been sharing what they have learnt with other young people in their community.

3. Supporting victims of crime and anti-social behaviour

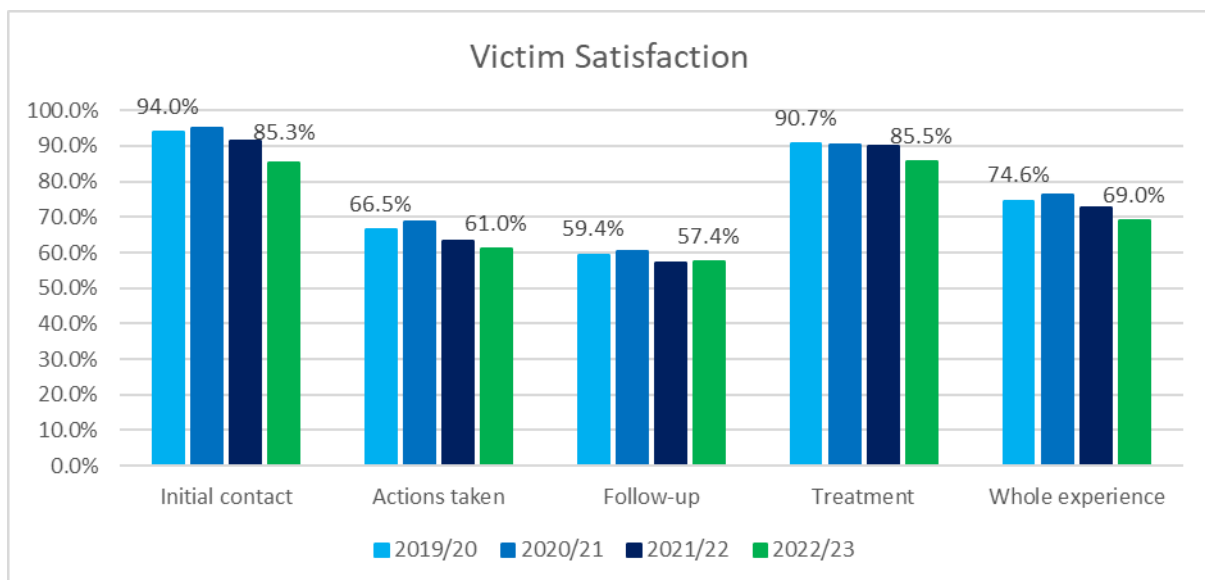


Figure 20: Avon and Somerset Police victim satisfaction for the years 2019/20 – 2022/23.

2022/23 saw a further small reduction in victims’ satisfaction with Avon and Somerset Police despite the Constabulary’s focus on victim contact and timely investigative actions.

The PCC received £4.1million Ministry of Justice (MoJ) funding for OPCC commissioned victim services in 2022/23. This was enhanced by OPCC contributions of £339,000 and partner funding of £122,000. A total of 53,511 victims were supported by OPCC services in Avon and Somerset in

2022/23, including those who accessed support through the Lighthouse Safeguarding Unit. The number of victims accessing support services directly was 16,298. The OPCC was successful in securing £173,000 uplift in 2022/23 from the MoJ to enhance services funded from the core grant (All crime/ASB contracts and existing Child Sexual Abuse grants). Additional funding was also secured for Domestic Abuse and Sexual Violence services (see VAWG section for detail). A breakdown of funding streams and commissioned services can be found in Annex 1.

Core commissioned services were extended to the full term (March 2025) and a Recommissioning Board has been established to commence work in the coming year. The MoJ Victim Funding Strategy (2022), committing to multi-year funding and setting out a simplified reporting framework, and the OPCC Commissioning Strategy developed in 2023 will guide the approach to recommissioning. The Victims and Prisoners Bill will introduce a new commissioning duty, and the new Serious Violence Duty offers opportunities to further strengthen services for victims in future commissioning.

The PCC has continued to facilitate a multi-agency group to check compliance with the Victims Code of Practice (VCOP). Themes examined during 2022/23 were: Drugs, Domestic Abuse, Rape and Serious Sexual Offences, Assault Against Emergency Workers. Key areas of focus were the quality of communication with victims, and hearing the victim’s voice in the criminal justice process, particularly through effective use of the Victim Personal Statement. A new compliance framework will be introduced in the coming year through the Victims and Prisoners Bill.

Access to Restorative Justice services is an important VCOP right. The OPCC led a review of the Restorative Justice model in Avon and Somerset during 2022/23, working in collaboration with the police and the commissioned service provider Resolve West, to improve access and increase referrals through improved knowledge and awareness of restorative justice and its benefits. Through his role in holding the Chief Constable to account and as Chair of the LCJB, the PCC continued to challenge police and partners on ensuring an efficient and effective criminal justice system and improving the experience of victims. Improving conviction rates and the experience of victims of rape and serious sexual offences has been a particular focus, tracking the impact of Operation Bluestone. The PCC has also participated with the MoJ South West Pilot to support victims engaging with Parole Hearings.

4. The criminal justice system

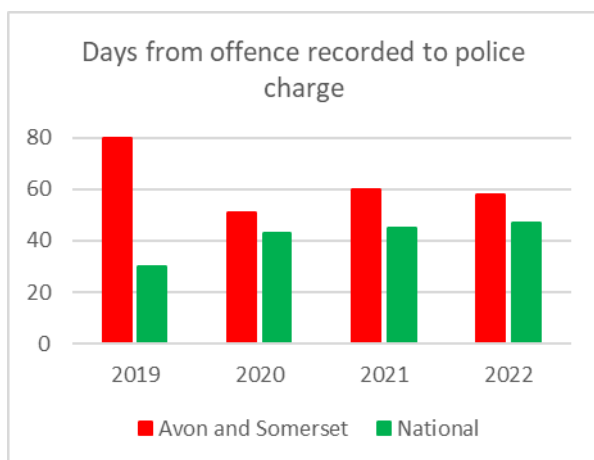


Figure 21: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

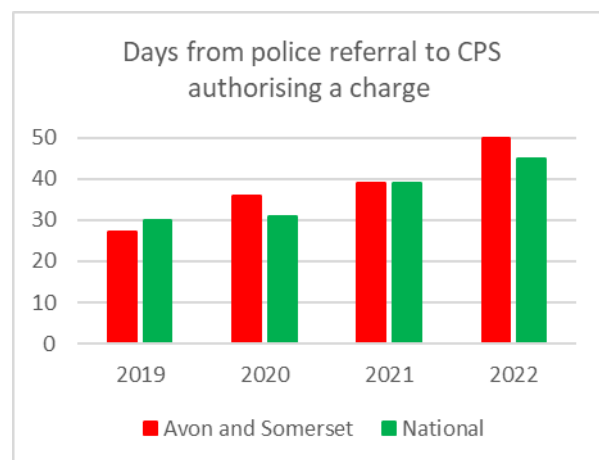


Figure 22: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

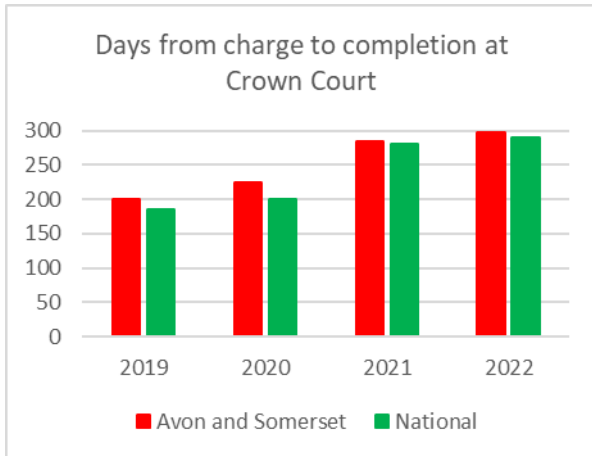


Figure 23: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

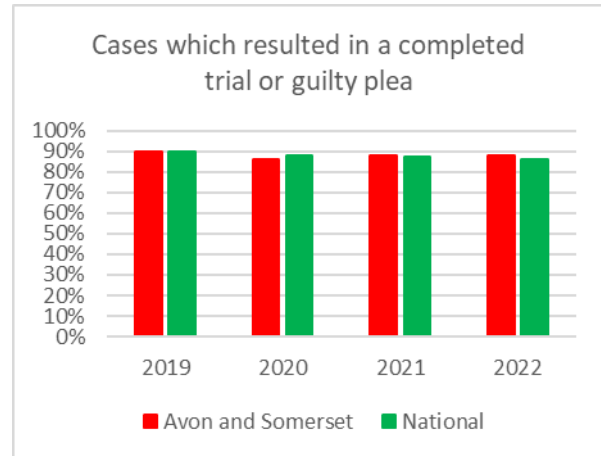


Figure 24: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

In the last year the Constabulary conducted an in depth review of their criminal justice process and teams which resulted in changes to both of these aspects. The refreshed teams and new ways of working went live in January 2023. The changes were to provide a 24/7 enabling service to investigating officers and teams and to rebalance administrative tasks back to the support team enabling investigators to focus on quality and important issues such as evidence and disclosure. This should also increase the speed with which cases are progressed and reduce failure demand on both the police and Crown Prosecution Service. In the first four months after the changes were implemented the administrative failure rate has decreased month on month and is now better than the national average. Administrative failure refers to files being rejected by the CPS for reasons such as missing documents or other material or where the material is not in the correct format.

As part of the Criminal Justice transformation work the Constabulary also introduced an Investigative Standards Forum, supported by an organisational action plan to support continuous improvement in investigations. Throughout the last year this has driven technological improvements, including the improvement of the Criminal Justice App, new software for the efficient and compliant redaction of digital media such as CCTV and body-worn video, and ongoing development of software to assist in the management and redaction of all case file material.

PCC's role

The PCC has a duty to work with criminal justice partners to ensure an efficient and effective criminal justice system. This duty is fulfilled both through holding the Chief Constable to account and as Chair of the Local Criminal Justice Board (LCJB). The LCJB brings together senior leaders from local criminal justice agencies, the judiciary, local authority youth offending services, and victim services. In addition to oversight of criminal justice performance, the LCJB provides governance for key areas of work including delivery of the Identifying Disproportionality review, the Reducing Reoffending Board, Victims Governance / Victims Code of Practice compliance, and the Out of Court Disposals Scrutiny Panel. The Board met four times in 2022/23.

The national review of the role of PCCs included the recommendation to place LCJBs on a statutory footing and defining the role of PCC as Chair and setting out the expected membership. The LCJB Business Manager moved into the OPCC Team in February 2023 in readiness for this change, strengthening support for the PCC in his role as LCJB Chair. The focus for 2022/23 has been strengthening the effectiveness of the LCJB in improving the victim journey, implementation of the Identifying Disproportionality report (see area of focus on inequality and disproportionality), and

development of a coherent local data pack to enable effective oversight, performance and demand management. This complements national performance information, including a live data dashboard, made available for the first time this year to enable members of the public to oversee criminal justice performance. Success has been seen in the impact of Operation Bluestone on Rape and Serious Sexual Offences (RASSO) performance and victim experience, though this success has impacted on demand.

Court backlogs remain a challenge at a local and national level. As at April 2023 the backlog continues to rise and now stands at 876, which is 40% higher than the pre-pandemic backlog. At Crown Court level Bristol now sits at 46% above pre-pandemic levels and Taunton at 26% above. Reasons for this include a changing case mix which has seen an increase in the proportion of RASSO cases leading to lengthier, more complex trials. There has also been disruption due to a lack of Counsel (court advocates) – there has been attrition across the profession in recent years – who are trying to cover more cases per person than pre-pandemic. The local position reflects the national picture, with outstanding trials currently standing at around 49,500. In order to address the situation, 12 courtrooms are now sitting across Bristol and Taunton (the maximum number of courtrooms available in Avon and Somerset), and will continue to do so throughout 2023/24. In addition, prisoner escort and custody services have been extended at Bristol, which will enable more cases to be dealt with overall.

Timeliness in youth case outcomes is a further area in need of improvement, and out of kilter with national performance. Both issues remain under close scrutiny by the LCJB. The police Criminal Justice Department has been restructured, going live in January 2023, with the aim to drive improvements in file quality. The impact of this change will be the focus of the LCJB meeting in June. The LCJB Business Plan continues to be developed to provide a clear strategy, tightening links between the LCJB and sub-groups, and establishing Key Performance Indicators for each sub-group to monitor progress over the coming year.

5. Reducing reoffending

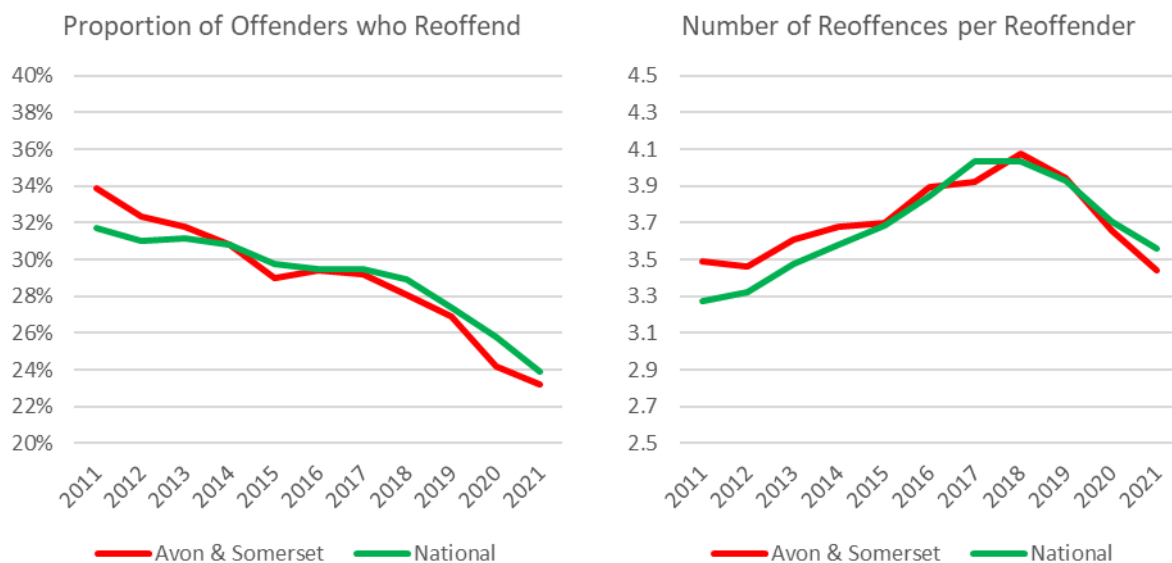


Figure 25: Proportion of offenders who reoffend and average number of reoffences per reoffender - years ending June 2011-2021.

Integrated Offender Management (IOM)

Over the last year Avon and Somerset Police Integrated Offender Management (IOM), together with partners, have continued to manage approximately 3,000 people. IOM has been embedding new ways of working following the roll out of the transformation programme embedding new nationally recognised cohorts according to the national IOM strategy. Locally the cohorts include the following:

- Fixed (previously IMPACT) – Neighbourhood Crime / Serious Acquisitive Crime including robbery, burglary, theft of/from motor vehicle.
- Flex – 18–24 year olds who are in transition between Youth Offending Team and Adult Services; and Electronically Monitored offenders (GPS tag upon release from prison).
- Free (previously IRIS) – high harm and high risk sex offenders, gang members, OCG members and domestic abuse high harm cohort. This also includes the high volume cohort of sex offenders (MOSOVO).

Avon and Somerset IOM are one of six forces to trial the use of Electronic Monitoring of acquisitive crime offenders. There are currently 67 people tagged but this is expected to increase. Since the start of the pilot there have been 434 'hits' tagged offenders in close proximity to acquisitive crimes. All hits have been checked and reviewed by the IOM teams and ten have resulted in sufficient evidence for arrests and positive outcomes. Initial signs indicate this is changing behaviour but there is a national evaluation underway and there is an annual review looking at successes and best practice which can be disseminated out to other forces.

PCC's role

The key focus in 2022/23 has been the reinvigoration of the Avon & Somerset Reducing Reoffending Board, and considering and managing the future of services previously funded as a one-off through reserves.

2022/23 saw the final year of delivery for three projects funded through one-off reserves. Ready 4 Release at HMP Bristol came to an end on 31 November 2022. This project resulted in an average number of 41 fewer men being recalled to prison, with the most recent recall rate being 12% which is considerably lower than the average of 46% for the UK prison population. The percentage of men having all their needs met has risen to 68% on release which is extremely positive given the challenges. Most elements of the scheme will be fulfilled by the new Probation resettlement model and some elements are being embedded as business as usual through Prison staff. The OPCC is assured that the monitoring of these two key successes will continue so the impact continues to be evidenced.

The Court Up project entered its final year of delivery in 2022/23. Missing Link supported women attending Bristol Magistrates Court to support them through the process, ensure their pre-sentence reports included up to date relevant information, signpost to services to address identified needs and increase use of community sentences to avoid the impact and 'revolving door' of short term custodial sentences. Missing Link had great success across the life of the contract with 147 women supported, equating to an approximate cost of £816 per person. In direct response to the initial outcomes the number of women receiving a custodial sentence had reduced by 60% during the time that Court Up was in operation. Whilst a bid to the MOJ for continuation and expansion of the Court Up service was unsuccessful, another organisation was successful in securing funding for a larger scale project which does include court diversion work. Court Up ended at the end of April 2023.

The OPCC was successful in a joint bid with Nelsons Trust to secure £297,046 from the Ministry of Justice. The ambitious aim is to achieve a Whole System Approach to assess the needs of women at risk of or in contact with the justice system at the earliest opportunity and to provide a gender

responsive, co-ordinated multi-agency support to divert women away from offending or reoffending.

The future of the DRIVE domestic abuse perpetrator programme was secured in South Gloucestershire and expanded into Bristol and North Somerset following a successful joint bid to secure £1.2million. This behaviour change programme for high-risk individuals has demonstrated success in reducing offences and lowering risk to victims/survivors and their families. The project started in South Gloucestershire in February 2021 and since then 221 services users have been accepted, 238 associated victims/survivors and 437 children and young people. The Constabulary have been able to provide data demonstrating an impressive 74% reduction in Domestic Abuse offending in the Drive cohort between October 2022 and March 2023.

The Avon & Somerset Reducing Reoffending Board has been reinvigorated over the past 12 months with a new chair Superintendent Steve Kendall and new Terms of Reference. The Board is focussing on three priorities, with a work programme aligned to each priority: Integrated Offender Management, Women in the Criminal Justice System and 16-25 year olds. Partnerships have continued to thrive in this space with most of the key stakeholders especially Probation Service, Local Authorities, and the Constabulary.

Ministry of Justice (MoJ) Reducing Reoffending data has been presented to Board members for the first time and partners are expected to present their own data about how they see impact in this space at future board dates. The Board will continue to provide an opportunity for key partners to share learning, best practice and consider co-commissioning opportunities.

The role of the PCC in reducing reoffending continues to develop following the national review of the role of PCCs (PCC Review Part 2). This found a clear role for PCCs to play in supporting Regional Probation Directors to deliver Community Payback schemes that visibly contribute to enhancing communities, as well as supporting the rehabilitation of offenders. National guidance has been published encouraging PCCs to champion Community Payback, canvass views on Community Payback opportunities and convene partners to leverage greater Community Payback opportunities. Proposals for local projects in the Avon and Somerset area are welcomed and can be made via the nominations process: [Nominate a Community Payback project - GOV.UK \(www.gov.uk\)](https://www.gov.uk/nominate-a-community-payback-project)

6. Collaboration and partnership working

South West Police and PCC Collaboration

With direction set by the five PCCs, police across the South West have combined their operational powers to tackle cross border drugs supply activities: Operation Scorpion. The five regional police services (Avon and Somerset, Dorset, Devon and Cornwall, Gloucestershire and Wiltshire), alongside their respective offices of Police and Crime Commissioners, the British Transport Police, South West Regional Organised Crime Unit (SW ROCU) and the charity Crimestoppers, set aside regional boundaries, just as criminals engaging in drugs activity do, to harness their collective power and disrupt the South West drugs market, dismantling drugs supply networks and arresting those who profit from them.

In this last year Operation Scorpion intensification weeks have taken place in July and December 2022 and March 2023 which involved the below activity.

- Over 1,100 disruption activities.
- 7 County Lines disrupted.
- 88 arrests.

- 29 warrants executed.
- Thousands of pounds worth of class A drugs and cannabis, including cannabis plants, seized.
- 325 visits and or/safeguarding checks to vulnerable people's addresses. The addresses were identified through Avon and Somerset Police's intelligence work and information shared by our partners and the public. Several people visited have been subjected to cuckooing* in the past.
- 90 educational visits to schools, youth clubs, colleges, and scouting groups to engage with young people and teachers about drug harm, exploitation and grooming; as well as other community focused engagement activities such as pop-up stands and talk to us events at local community centres.
- A significant number of intelligence reports gathered helping to better direct resources going forward and to help safeguard vulnerable people.

PCC engagement in strategic partnerships has continued through 2022/23. The PCC chairs the Local Criminal Justice Board, the Deputy PCC chairs the Strategic Violence Reduction Board, the OPCC facilitates the Reducing Reoffending Board and attends Community Safety Partnership meetings across the five Local Authorities. Community Safety Plans have been developed in the five Local Authorities to guide delivery of the Police and Crime Plan at local level, and the PCC Police and Crime Grant provides funding to the Community Safety Partnerships to deliver the PCC's priorities in local areas. Further information on these activities can be found in the relevant sections of this report and in the Funding Table at Annex 1.

A key focus for 2022/23 has been responding to changes announced by the government following the PCC Review Part 2 intended to strengthen the PCC role in partnership working and reinvigorate the local partnership landscape. The OPCC has responded to consultation on a review of Community Safety Partnerships, reinvigorated the Reducing Reoffending Board, worked with probation colleagues to take forward the new reciprocal duty to consult each other when developing priorities and encourage collaboration, and worked with criminal justice partners to enhance local criminal justice performance management following publication of national comparative scorecards, enabling greater oversight to ensure an efficient and effective criminal justice system. Avon and Somerset is well placed for Local Criminal Justice Boards to be placed on a statutory footing, with the PCC chairing the Board and with the Business Manager support function having moved into the OPCC in February 2023.

A new aspect of the PCC's role in partnership working for 2022/23 was in relation to the role of PCCs in how they can leverage local partnerships to tackle drug misuse and supply. The OPCC has worked with the five Local Authorities, in partnership with the Office of Health Improvement and Disparities (OHID) to take forward the Government's 'From Harm to Hope' 10 years drugs strategy, published in June 2022 in response to Dame Carol Black's independent review of drugs.

The strategy outlines a commitment to cut crime and save lives by reducing the supply and demand for drugs and delivering a high-quality treatment and recovery system. Guidance for Local Delivery Partners (June 2022) sets out requirements for local partners, including the PCC, to deliver the strategy at a local level. The OPCC convened a summit in Summer 2022 to bring together partners to learn from each other and share best practice, and have continued to have an oversight role to work with partners to ensure effective local implementation. Senior Responsible Officers (SROs) have been identified and Combatting Drugs Partnerships have been established and are in operation in each of the five Local Authority areas. Three of the five partnerships have completed needs assessments and delivery plans to date.

The OPCC has continued to review needs assessments to ensure proportionality, escalate any barriers and act as a critical friend. The complexity of the Avon and Somerset partnership landscape presents a challenge in diluting membership across the partnership landscape, with five partnerships in operation. OPCC oversight and regular meetings of the five SROs to share learning and challenges has helped to mitigate this. The coming year will see closer engagement of the PCC with the Combatting Drugs Partnerships to bring greater visibility and accountability to the work they are doing, and with each Director of Public Health and SRO to ensure that thinking is aligned to support delivery.

Priority 3 – Leading the police to be efficient and effective

Key activity and achievement during 2022-23

- As part of the HMICFRS PEEL assessment, the Constabulary was rated as ‘Good’ at ‘building, supporting and protecting the workforce’ and ‘strategic planning, organisational management and value for money’.
- Avon and Somerset Police finished the 2022/23 year with 3,393 officers which surpassed even the temporary Home Office target of 3,371. This is 275 more officers than at the end of the previous year.
- The Leadership Academy was also subject of a review in the last year and as a result of this it is being expanded to include a new operational leadership programme to prepare people prior to being promoted into first line manager roles, rather than after being promoted.
- Completion and implementation of a review of the OPCC Office was a key focus for 2022/23. The review and resulting restructure realigned resources and responsibilities to respond effectively and efficiently to increased demand. This was supported by development of more efficient systems and processes, particularly in relation to HR functions.
- The Constabulary are one of the best forces in the country for answering 999 calls quickly and are often ‘top of the table’ compared to other forces.
- Total carbon emissions in 2022/23 was 7,014 tonnes this is a 24% reduction on the previous year.

1. Recruiting officers

As can be seen from table 4 (below) Avon and Somerset Police finished the 2022/23 year with 3,393 officers which surpassed even the temporary Home Office target of 3,371. This is 275 more officers than at the end of the previous year.

The additional officers are being deployed in the following areas.

Criminal Investigations Directorate (CID):

- Rape and Serious Sexual Offences (Bluestone)
- Child Sexual Abuse (Ruby)
- Internet Child Abuse Team (ICAT)
- Child Exploitation (Topaz)
- Cyber-crime
- Complex Crime
- Financial Investigation Unit

Response Directorate:

- Desktop investigation (Incident Assessment Unit)
- Patrol

Enabling functions:

- Learning and development
- Professional Standards Department
- Counter-corruption Unit

Neighbourhood and Partnerships Directorate:

- Proactive policing (Operation Remedy) – including the introduction of eight **local** teams (for each of the local policing areas)
- Integrated Offender Management
- Early interventions and Violence Reduction
- Rural Affairs Team

Operational Support Directorate:

- Tactical Support Team (includes proactive roads policing, dog handling and firearms)
- Drones
- Intelligence and Tasking

This does not mean these roles will be filled by new officers and therefore these Uplift posts have not yet been filled in all cases. There is a sequencing of deployments, team moves and training across the organisation to ensure the right people are going into the right roles. The main area where the posts have not yet started being filled is in local Remedy.

2. Capability including training, wellbeing, leadership, equipment, estate, data and technology

Although there has been a more acute focus on officer numbers, due to the national Uplift targets, and the front line role they play, this should not take away from the vital role that police staff and PCSOs play in modern policing and the collective capability they bring to the organisation. Tables 2 and 3 show this growth across all three employee types in the last year.

Table 3: number of full time equivalent (FTE) Avon and Somerset employees at the start and end of 2022/23 (including career breaks).

Full time equivalent	Start of 2022/23	End of 2022/23	Change	Change %
Police Officers	3056.7	3330.3	273.6	9.0%
Police Staff	2655.5	2681.5	25.9	1.0%
PCSOs	364.7	306.5	-58.3	-16.0%
Total	6077.0	6318.2	241.3	4.0%

Table 4: headcount number of Avon and Somerset employees at the start and end of 2022/23 (including career breaks).

Headcount	Start of 2022/23	End of 2022/23	Growth	Growth %
Police Officers	3,127	3,393	266	8.5%
Police Staff	2,952	2,966	14	0.5%
PCSOs	381	320	-61	-16.0%
Total	6,460	6,679	219	3.4%

The number of people employed by Avon and Somerset Police has increased in the last year and this is primarily because of the increase in police officers. The reduction in PCSOs is in part a consequence of the significant police officer recruitment as many PCSOs successfully changed roles to be police officers.

Criminal Investigations Directorate (CID)

By the end of 2022/23 CID officer numbers were fully established i.e. there were no vacancies. This ends many years of resourcing challenges in CID. However, it is worth noting that over a fifth of these officers were actually still in training as part of the Degree Holder Entry Programme or Detective Now entry routes. This means although CID may have the prescribed capacity, it will still take several years from them to reach full capability.

A measure of capability is the number of accredited detectives (at Constable, Sergeant and Inspector rank). At the start of the 2022/23 year there were 386 accredited detectives and by the end of the year this had decreased to 324. Not all detectives are in CID as they may work in other roles such as offender management or Professional Standards. When looking just at CID, this decreased from 210 to 183. This decrease is not unexpected when considering turnover of officers leaving the force against the time it takes officers to become accredited: which is two years for the detective direct

entry programme (DHEP). The Constabulary are projecting it will take until September 2025 before they reach their target number of (accredited) Detective Constables.

Police staff recruitment

To improve the delivery of the police staff recruitment the Constabulary held ‘voice of the customer’ events with hiring managers to gain feedback on current processes. Following this a review was conducted of all the processes, which has identified 60 outputs which are currently being worked on. This includes setting Service Level Agreements for the team and hiring managers to speed up the recruitment process which will help continuity of services to the public and improve the candidate and hiring manager experience.

A digital talent bank has also been developed so that candidates can register their interest in working in digital, technology and data. These fields are particularly competitive especially given the lower salaries offered in the public sector.

PCSO Recruitment

The Constabulary have now re-introduced face to face events across Avon and Somerset for people who are interested in becoming a PCSO. In addition to this a pre-interview workshop has been introduced which covers the Competency Values Framework and interview techniques. These roles have also been promoted on social media with a ‘day in the life of a PCSO’ story.

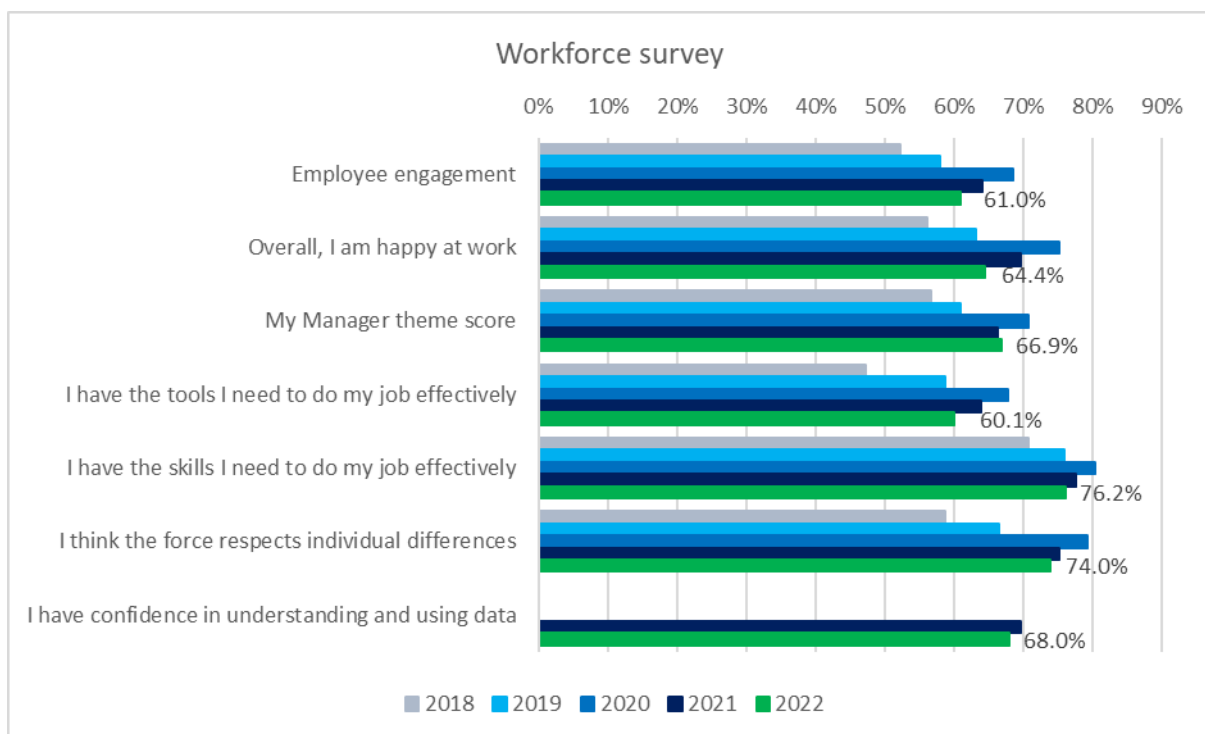


Figure 26: Avon and Somerset Police workforce survey results for the years 2018 – 2022.

Almost all measures from the workforce survey saw a decrease (at a force level) in 2022 compared to 2021; however they remained higher than in 2018 or 2019. The results were scrutinised through the most senior governance meetings and individual directorates are taking forward actions based on the results; some teams will also receive support from People and Organisational Development team.

Leadership Academy

The PCC and Chief Constable are clear on developing leaders who understand and demonstrate the force values and College of Police Competency and Values Framework (CVF) to deliver outstanding policing. There has never been a more critical time in policing to focus on the development of culture to ensure the workforce behave and act to the highest standards.

The Leadership Academy is not the only activity to change the culture of the organisation but is critical in building capability. The Constabulary values – caring, courageous, inclusive and learning – and the fundamentals of emotional intelligence at the heart of this development. Every course has been designed to enable progression and core elements include self-awareness, reflection and leadership.

In January 2023 the Constabulary fully launched the Leadership Academy Platform which is much more user-friendly. This includes a self-serve option for all ‘blue line’ leadership courses (these are the ones available to the whole workforce). This platform allows for easier tracking and reporting on views, course attendance, CPD completion and engagement. It has automated calendar invites and event reminders; colleagues are able to view their upcoming and historic development within their personalised profile page and can directly link to their Individual Performance Review; the system will automatically recommend suitable training; and it can promote courses with lower attendance and even share national events through the system. There are also automated feedback forms meaning that colleagues are asked for immediate feedback and again after a year if and how the training has impacted them in their roles.

Throughout 2022 1,160 people were trained through the Leadership Academy. From the launch of the new digital platform to the end of the year (less than three months) there were 259 people trained and 585 future bookings.

The Leadership Academy was also subject of a review in the last year and as a result of this it is being expanded to include a new operational leadership programme to prepare people prior to being promoted into first line manager roles, rather than after being promoted.

Neurodiversity

The Constabulary are trying to remove barriers for neurodivergent candidates by making some adaptations to the interview process. In addition to this a one year supported internship programme was run in the last year. This involved the recruitment of 10 people with SEND. This has received some really positive feedback from the interns and both internal and external stakeholders. Due to the success of the programme the Constabulary intend to run another scheme next year.

The latest People Survey showed that 10% of the workforce consider themselves to be neurodivergent. People who identified as neurodivergent are 10% less happy than those who are not. People who are neurodiverse may need specific support in their roles and the Constabulary are improving how they do things through training, specialist support and sharing knowledge and experiences. The Constabulary are a leading force in relation to neurodiversity awareness, and are currently working with the College of Policing to review how policing can further improve in supporting neurodiverse colleagues and community members.

The Constabulary are finding that more student officers, in the last few years, are being diagnosed with autism, ADHD, dyspraxia and, most commonly, dyslexia. However, trainers have not previously had bespoke training to support these students. There is somewhat of a hidden ‘peak’ of undiagnosed neurodivergent conditions as the understanding of this was very low until recent years, and as such most adults will have never been diagnosed in schools as they are now.

Last year the Constabulary commissioned Creased Puddle (a specialist organisation) to provide a programme for Trainers and Assessors to support their understanding of neurodiversity in the workplace to ensure they are able to train and assess all people effectively and inclusively. Although this was introduced because of student officers it has led to a greater understanding that many current officers may be neurodivergent and they will also benefit from this. It is now being rolled out to tutors and other key roles across the organisation.

“Overall, the training that I have received within Avon and Somerset constabulary has helped me to strive to being a better police officer, a better trainer and above all a better me. I genuinely feel very lucky to work for an organisation that I have found to be so accepting and supportive of Neurodiversity.”

Personal Development Unit Trainer/Assessor

Technology

Innovative practice: The constabulary has pioneered robotic process automation in policing

The constabulary has pioneered the use of robotic process automation to improve efficiency. This involves conducting tasks automatically rather than requiring manual work by an individual. The constabulary has 41 automated processes. These include pay, vetting, victim care, intelligence and the IT service desk. This practice effectively removes routine tasks from workloads.

The robotic process automation programme has been in place for three years. The constabulary is able to quantify the benefits and told us that it has effectively saved the equivalent of 73 full-time employees. These efficiency and capacity benefits are considerable.

[HMICFRS – PEEL 2021/22 – An inspection of Avon and Somerset Constabulary](#)

OPCC oversight

OPCC oversight of Constabulary capability has included a focus on ensuring systems and processes support an efficient and effective police service. Changes in 2022/23 included: major investment in new IT systems including Enterprise Resource Planning software replacement, ICASE case management system, and Office365. Contracts were agreed for the redevelopment of Trinity Road Police Station, a business case was approved for the redevelopment of Yeovil Police Station, and having invested in an Inquiry Office at Lewis House in Bath, the PCC has been proactive in pursuing opportunities to develop a new City Centre response base.

OPCC Capability

Completion and implementation of the OPCC Office Review was a key focus for 2022/23. The review and resulting restructure realigned resources and responsibilities to respond effectively and efficiently to increased demand. This was supported by development of more efficient systems and processes, particularly in relation to HR functions and the introduction of a new Applicant Tracking System to improve candidate attraction and recruitment efficiency. The OPCC restructure was complemented by analysis of training needs, development of a learning and development plan, and an increased focus on staff wellbeing to ensure appropriate support and most effective working practices in a post-Covid hybrid working environment.

3. Demand management to increase visible policing and time to fight crime

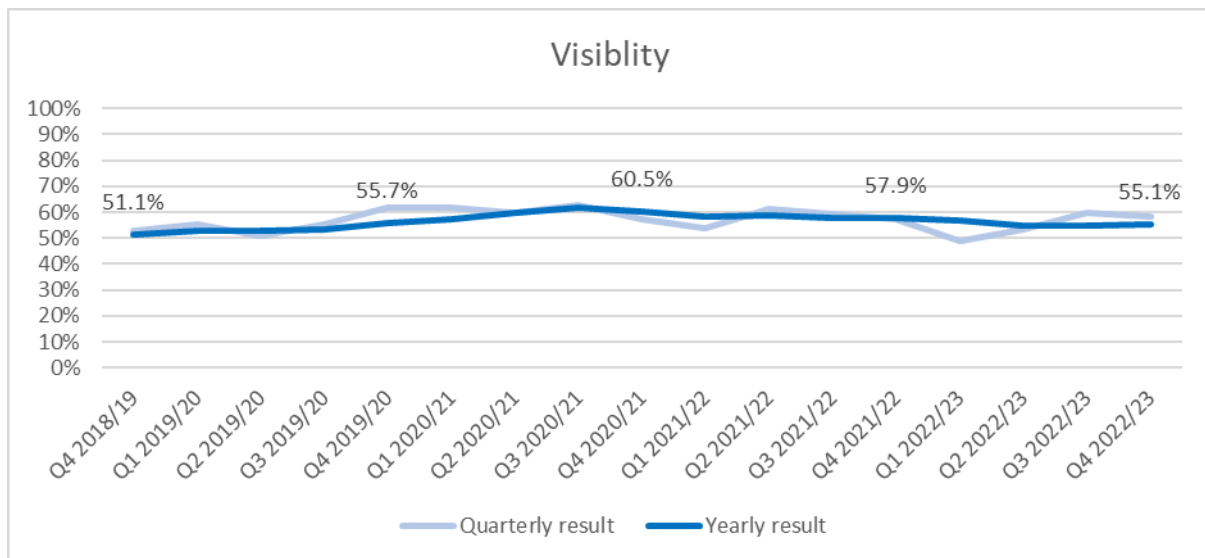


Figure 27: people who had seen a police officer or PCSO within the last month – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

As can be seen in the graph above police visibility had increased for three years peaking in 2020/21. This peaked during the first year of the pandemic which was to be expected as regular demand decreased and the police had to have a much more visible public presence enforcing COVID-19 regulations. It was also expected that in the last year – as normal demand began to increase and COVID-19 regulations were withdrawn – that visibility would reduce. It is positive that, even with this reduction the levels were still higher than before the pandemic.

The Constabulary's ability to understand, map and respond to demand challenges continue to be a priority in order to achieve outstanding policing. Despite the increase in the precept, the financial situation over the next few years is projected to worsen. In order to save the money needed the Constabulary will have to make reductions in police staff levels. This reduction in resource makes it even more important to reduce the demand placed upon policing by pressures in other public services – to minimise time spent doing things which go beyond the policing purpose.

The Constabulary have started developing their five-year plan for how they will work towards delivering outstanding policing for everyone and the priorities of the Police and Crime Plan. One workstream that the Constabulary have starting exploring is how they can reduce non-crime demand. Humberside Police have a model called [Right Care, Right Person](#) which has helped reduce their demand so the Constabulary went to learn from this good practice. Some initial analysis of potential benefits in Avon and Somerset has been done and a full project has now started. This project is running in parallel with another project aiming to make the first point of contact process more efficient and effective.

Innovative practice: The constabulary works with, and seeks advice from, other emergency responders and mental health experts

In December 2021, the constabulary started piloting a scheme with the aim of providing a better service to those in mental health crisis.

Police control room staff based at the South Western Ambulance Service NHS Foundation Trust (SWASFT) Mental Health Desk work with their SWASFT colleagues to make more effective decisions

on how to respond to such people.

This involves ensuring there is clinician involvement in police response to incidents involving mental health concerns and more effective information sharing for vulnerable people, including those at risk of suicide or at higher risk of going missing. It also ensures that ambulance attendance is targeted at those most at need and not those where police officers would be the most appropriate response. And prompt information sharing and effective mental health support by clinicians over the phone means some calls can be resolved without physical attendance by the emergency services at all.

The scheme was piloted initially for six weeks, has been extended twice since then and was still running at the time of our inspection. It was evaluated in April 2022: the constabulary told us there had been a 70 percent increase in clinician involvement in police incidents, providing better service to those in crisis. Thirty-nine percent of incidents were resolved without needing police or ambulance attendance at all, with 25 percent not requiring police attendance and 30 percent not requiring ambulance attendance.

[HMICFRS – PEEL 2021/22 – An inspection of Avon and Somerset Constabulary](#)

Summer Demand

Every year there is a significant increase in demand for the police over the summer months. For the last two years work has been taking place to establish a whole-team approach which will spread the workload and ease the pressure on any one team.

The Constabulary have a new resource and forecasting tool which projects demand on a delay basis and this has been used to identify pressure points to better plan resourcing. This operation involves officers from neighbourhood policing and the Operational Support Directorate also responding to daily calls for service that would normally just be dealt with by Patrol. This model was used in 2022 and has been refined for use in the summer of 2023 following feedback from across the Constabulary.

4. Crime recording and response to calls for service

Crime recording

This has been given increased oversight at a strategic level with increased internal CDI audits which have been reporting into the most senior governance boards within the Constabulary and the PCC's Governance and Scrutiny Board. There has also been a new role created with a specific focus on CDI improvement.

In the last year a team, which was just being piloted, has been made permanent. This team identify and record missed crimes. In the last 12 months they have recorded 4,851 additional crimes that would otherwise have been unrecorded; this included 1,421 are domestic abuse crimes.

An action plan has been developed to address the areas for improvement identified in the PEEL report. One of the areas that has already seen progress is in the recording of rape crimes. A new system has been introduced where the computer searches for key words in the Constabulary's systems to identify where crime may not have been recorded properly. These records are then reviewed for compliance. This has already proved worthwhile in recording some missed crime and re-classifying others that had been incorrectly recorded.

Response to calls for service

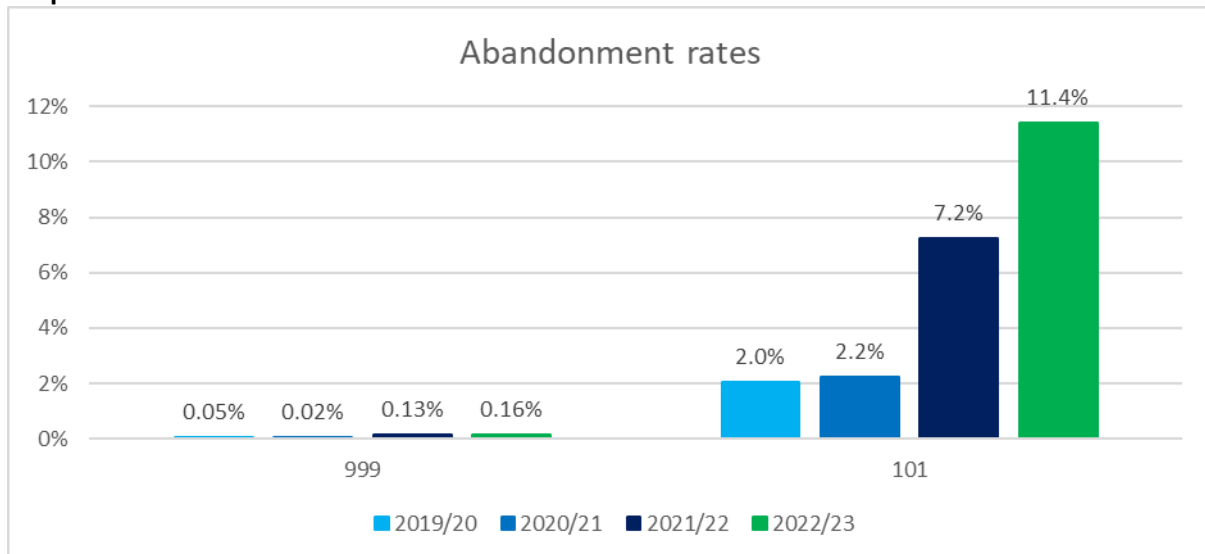


Figure 28: Avon and Somerset Police 999 and 101 abandonment rates, for the years 2019/20 – 2022/23.

The Constabulary are one of the best forces in the country for answering 999 calls quickly and are often 'top of the table' compared to other forces. However, there has been a significant increase in the 101 abandonment rate in the last year. The same call handlers answer 999 and 101 calls and so demand on these is linked. The overall number of calls was broadly similar in the last two years but there was a 14% increase in 999 calls and an 8% decrease in 101 calls. A portion of call handlers are ring-fenced to answer 999 calls. In addition to the increase in emergency calls the nature of them has changed over the past 2 years with a marked increase in callers in serious mental health crisis, missing people and generally more complex and longer calls to deal with.

The primary cause of this reduction in performance is due to staff shortages. A recent quote from the South West Contact Centre Recruitment Summit sums up the situation: *"Since returning to 'business-as-usual' after the pandemic has motivated contact centres to enable their teams to work from home, the industry has found itself amid a chronic staffing shortage that's led to intense recruitment competition, more choice for employees, and demand for higher wages & better conditions."* These difficulties are exacerbated in the Constabulary because unlike many call-centres they cannot offer remote working or financial incentives/bonuses.

However, it does offer the chance to make a real difference and to be part of a team that changes and saves lives – it is the unique selling point and something that aligns with many people's values. They have refreshed and revised their recruitment strategy and have worked with Talent and Training School to agree double courses for both call handling and dispatch to address the immediate issue of large vacancy gaps. Due to the cost of living crisis and lack of applicants from the south of the force they have also opened a secondary call handling site at Express Park in Bridgwater. They have also reviewed shift patterns and offered more choice and options for staff and have focussed on wellbeing and support for the entire team.

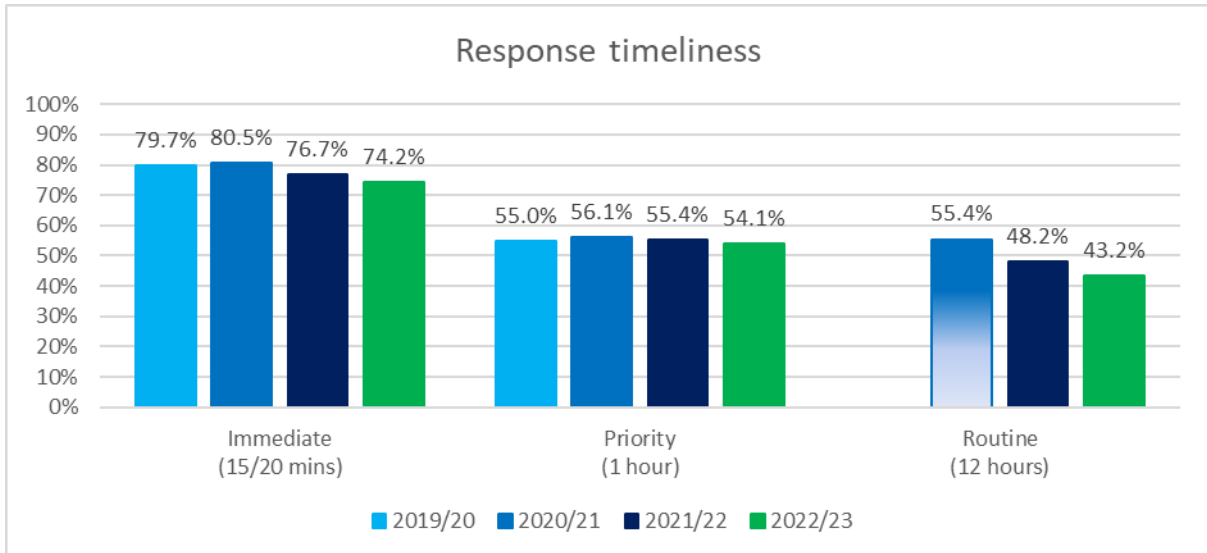


Figure 29: Avon and Somerset Police compliance with response SLAs, for calls graded 1-3, for the years 2019/20 – 2022/23. N.B. The Routine grade was only introduced from October 2020 so the 2020/21 data only represents half a year.

Response timeliness has seen another small decrease on the previous year. The ability to respond in a timely way is in part a symptom of the broader demand-resource challenges, particularly in Patrol, discussed in this report.

The key improvement which will help address response timeliness across the board is the increased number of police officers (discussed above). However most student officers start the career in Patrol and it is this team which respond to most of these calls. Therefore there are many Patrol officers still in training and being tutored which mean they cannot yet be deployed by themselves and must be ‘double crewed’. Combined with the time student officers must spend at university shows why the additional deployable resource is much less.

To respond to an ‘immediate’ call officers would usually drive ‘on blue lights’. To be able to drive ‘on blue lights’ (and above the speed limit) an officer must be ‘response driver’ trained. Without this training they must drive at the same speed and in the same way as any other driver, which clearly has an impact when trying to respond within 15 or 20 minutes. By increasing the number of driver trainers the Constabulary have been able to significantly increase the number of Patrol officers that are ‘response trained’ any by the end of the year they were in a position to start offering this training to officers in their third year of service.

One of the departments that has grown through Uplift is IAU. This team deal with desk-top investigations of crimes. The increase in staffing has allowed for a greater number of crimes to be allocated to this team to deal with and victims can often receive a phone call from an officer quicker than if they were waiting for an officer to attend in person.

The area of focus on demand management (above) should also help address this issue as it will free up capacity to respond in a timelier manner.

5. The Strategic Policing Requirement

The Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary’s view, are the biggest threat to public safety and must be given due regard by PCCs when issuing or

varying Police and Crime Plans. The SPR supports PCCs as well as Chief Constables to plan, prepare and respond to these threats by clearly linking the local response to the national, highlighting the capabilities and partnerships that policing needs to ensure it can fulfil its national responsibilities.

A revised version of the SPR was published in February 2023 which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats. The 2023 SPR sets out seven identified national threats. These are as follows:

- Terrorism
- Serious and Organised Crime (SOC)
- National cyber event
- Child Sexual Abuse
- Public disorder
- Civil emergencies
- Violence Against Women and Girls (VAWG)

Given this annual report is for the year April 2022 to March 2023, it will not respond in detail to the revised SPR due to the timing of its publication. However, the PCC is confident they have given due regard to the six threat areas identified in the previous SPR in the Police and Crime Plan and in holding the Chief Constable to account. VAWG was added to the SPR in 2023 to reflect the threat it presents to public safety and confidence. This was already an area of focus within the Avon and Somerset Police and Crime Plan.

In relation to the previous SPR the Constabulary conducted a self-assessment of their ability to respond to these threats. This assessment was based on the five Cs approach of assessing capacity, contribution, capability, consistency and connectivity. This self-assessment reported to and was reviewed by the Constabulary Management Board and the PCC’s Governance and Scrutiny Board. The Constabulary will be developing their response over the coming year and the OPCC will work with them to develop the oversight and assurance of this.

6. Environmental impact

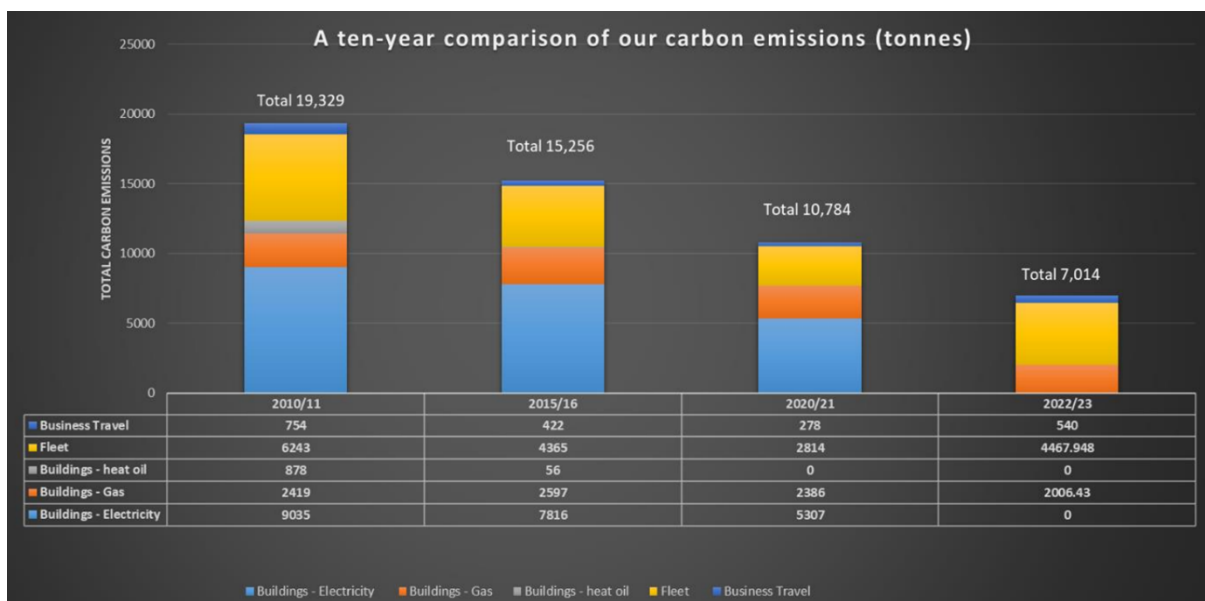


Figure 30: Avon and Somerset Police scope 1 and scope 2 carbon emissions.

Total carbon emissions in 2022/23 was 7,014 tonnes this is a 24% reduction on the previous year. It is important to note that the 0 carbon emissions from buildings electricity is because the Constabulary have changed their electricity plan so that the electricity used now comes entirely from renewable sources.

A key priority for the police is to be more visible in the community and to respond to more incidents more quickly. This will necessarily mean vehicles are used more. The medium term plan to tackle fleet emissions is to reduce the number of diesel vehicles by switching to petrol and electric vehicles; the aim is for 30% of the fleet to be electric by 2027.

Supported by a £35,000 Low Carbon Skills fund grant, the Constabulary have produced the first Decarbonisation Plan for the estate. The plan has already identified potential savings (in carbon emissions and money) which will be explored over the coming year. This planning has also put the organisation in a better position to get further sources of government funding in the future.

Consideration of a site's potential for onsite renewables, particularly solar panels, is now integral to the newly developed Standard Design Guide for police buildings in Avon and Somerset. The approved business case for the refurbishment of Broadbury Road Police Station in Bristol is an example of this where the agreed design includes the installation of solar array on the roof of the main building.

A new regional Sustainable Procurement policy has also been approved by the South West Police Procurement Service and this will help achieve a 'greener' supply chain going forward.

The full [Sustainability Annual Report can be read on the Constabulary's website](#).

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

Key activity and achievement during 2022-23

- As part of the HMICFRS PEEL assessment, the Constabulary was rated as ‘Outstanding’ at ‘engaging with and treating the public with fairness and respect’.
- The OPCC have been developing the leadership, structures and funding needed to drive delivery of the recommendations from the [Identifying Disproportionality in the Avon and Somerset Criminal Justice System](#) report. Two key stakeholder events were hosted over 2022 to help shape the structure and strategic intent of the work. The OPCC supported the Local Criminal Justice Board (LCJB) to establish a multi-agency sub-committee (Steering Committee). In March 2023 the Steering Committee held its first meeting. Membership and strategic ambitions have been defined and agreed. The committee confirmed joint funding for an Independent Scrutiny Board that will scrutinise the pace of progress and outcomes delivered through the programme.
- During 2022/23 the Constabulary were a pilot force for the College of Policing’s method of Public and Personal Safety Training; they have now fully adopted this. This annual refresher training covers the use of police powers and is based on dynamic situations and de-escalation as opposed to the previous method of training which was focussed on the specific skill in isolation. The training has recently been observed by a senior manager in the Independent Office for Police Conduct and it was highly regarded. Furthermore, independent analysis by the College of Policing has shown that since the pilot was introduced, the Constabulary has used force over 3,200 times less than the previous year.
- The Independent Scrutiny of Police Powers Panel’s review into a high-profile incident involving a black woman and child on a bus in Bedminster, launched in August, and correspondence with between the Panel Chair and Independent Office of Police Complaints has further increased awareness of the work of the PCC’s scrutiny panels. Three separate requests have been made to the Panel to review specific cases by members of the community during the past year, demonstrating confidence in the work of the scrutiny panel.
- A major focus for the year was a recruitment campaign, seeking to bring new volunteers to serve on the three PCC Scrutiny Panels and Independent Custody Visiting Scheme. The campaign was successful in attracting applications from a diverse mix and high calibre of applicants. 19 new volunteers have been appointed as a result. The campaign, delivered in collaboration with communications agency Purple Fish, has been shortlisted for a Public Relations and Communications Association Public Sector regional award. The DARE award for Public Sector recognises work by or on behalf of central government, local authorities, NHS trusts, fire authorities, police forces, executive agencies, non-departmental bodies.
- PSD have also introduced a cohort of volunteers, known as lived experience practitioners, who review complaint allegations relating to discrimination. The volunteers provide insight, based on their own experiences, and can help address emerging issues of internal and external discrimination.

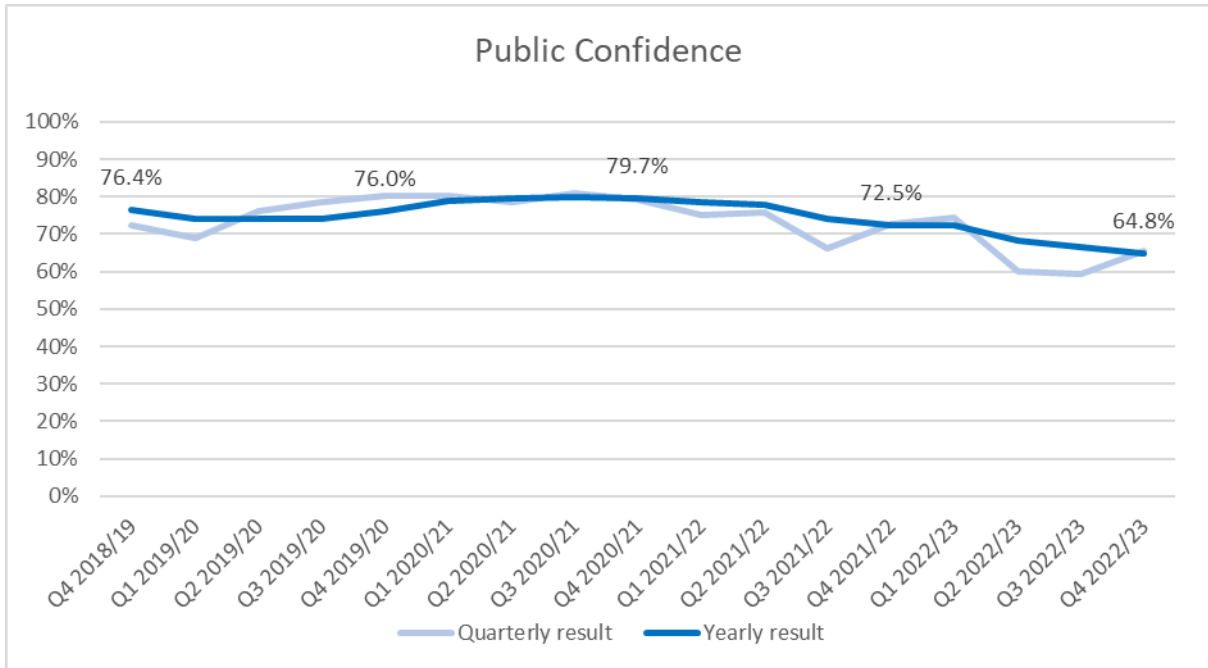


Figure 31: people that agree they have confidence in Avon and Somerset Police – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

The most recent year (2022/23) had the lowest annual result since the local survey began in 2014/15. There is no directly comparable national survey, however, there has been broad acknowledgement of a decline in confidence in the police across the country.

1. Representative workforce

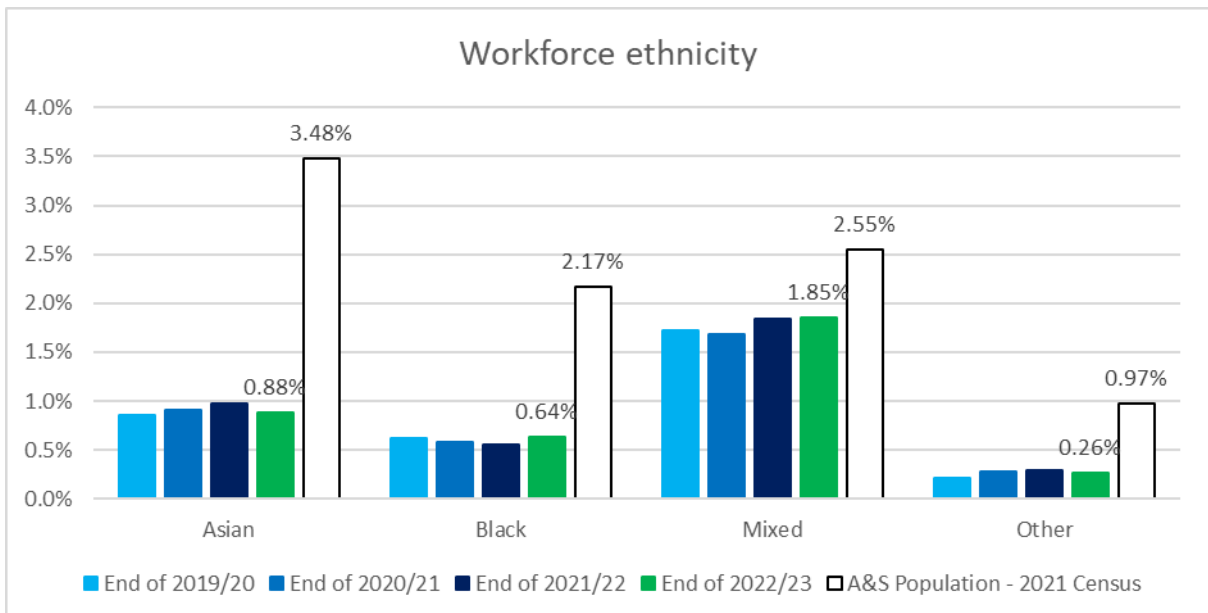


Figure 32: proportion of Avon and Somerset Police workforce whose ethnicity is Asian, Black, Mixed or Other; for the years 2019/20 – 2022/23; compared to the Avon and Somerset Population (2021 Census).

Table 5: number and proportion of Avon and Somerset Police workforce whose ethnicity is Asian, Black, Mixed or other; as at the start and end of 2022/23.

	Asian		Black		Mixed		Other	
	Number	%	Number	%	Number	%	Number	%
31 March 2022	66	0.98	37	0.55	124	1.84	20	0.30
31 March 2023	61	0.88	44	0.64	128	1.85	18	0.26

2022/23 saw a small increase of people whose ethnicity is Other than White, from 247 to 251. However as the workforce has expanded, overall this has not translated into greater diversity as a proportion which in fact reduced slightly from 3.67% to 3.63%. As can be seen above Avon and Somerset Police have particularly struggled to recruit/retain Asian people.

Safe to Say campaign

A key goal for policing is to increase representation across all protected characteristics. However, currently, there is a lack of data around the demographic make-up of forces where people choose “prefer not to say” on workforce related documents and responses. In order to address this the Safe to Say campaign was launched. The campaign explains who sees the information, what it’s used for and how it’s stored and how the data can directly help to shape policing now, and in the future, by informing the development of services and recruitment plans.

Local and national reports

The Constabulary are committed to implementing the actions and recommendations in the local report on [Identifying Disproportionality in the Avon and Somerset Criminal Justice System](#) and the national [Police Race Action Plan](#). These will be discussed more in the area of focus (below) on *inequality and disproportionality*, but both have actions relating to the workforce.

Recruitment support

In the last year the Constabulary have increased the use of ‘Familiarisation Events’ to help engage with potential applicants to better inform people about recruitment processes and help increase candidates’ confidence when applying for roles.

The Constabulary also run a Positive Action Programme of work to support under-represented communities with their recruitment journey. The team encourage and support applicants through both Police Officer and Police Staff roles, running workshops on the application process, pre-assessments and interviews for the recruitment journey as well as signposting our internal workforce to mentoring, coaching and support.

Safe Spaces

To help promote an inclusive culture it is important people are able to discuss issues around diversity issues without fear of judgement whilst also developing new skills through shared knowledge. Over the last year the Outreach Team have provided a lot more internal support for officers and staff by way of accommodating “Safe Spaces” to have these discussions. Since 2021 the team have delivered sessions to over 500 participants across the organisation. These sessions have allowed the workforce to explore the impact of significant policing events as well as exploring their emotional impact on different communities.

Race Matters Week and Black History Month

As part of Black History Month, in October 2022, a Race Matters Roadshow was held. This was a five-day event, supported by the Outreach Team, across different police stations to facilitate conversations around race and the Police Race Action Plan, and it included a number of external, influential keynote speakers. This roadshow received broadly positive feedback.

Demystifying Islam sessions

The Outreach Team have held a number of regular internal sessions around ‘Demystifying Islam’ and ‘Discover Ramadan’. The Demystifying Islam sessions focussed on increasing understanding of Islam and the diverse Muslim communities in Avon and Somerset and included community engagement trips. The Discover Ramadan sessions focussed on why Ramadan is important, what to expect with regards to staff who were fasting and, from a policing perspective, the changes they might see in local community habits.

2. Inequality and disproportionality

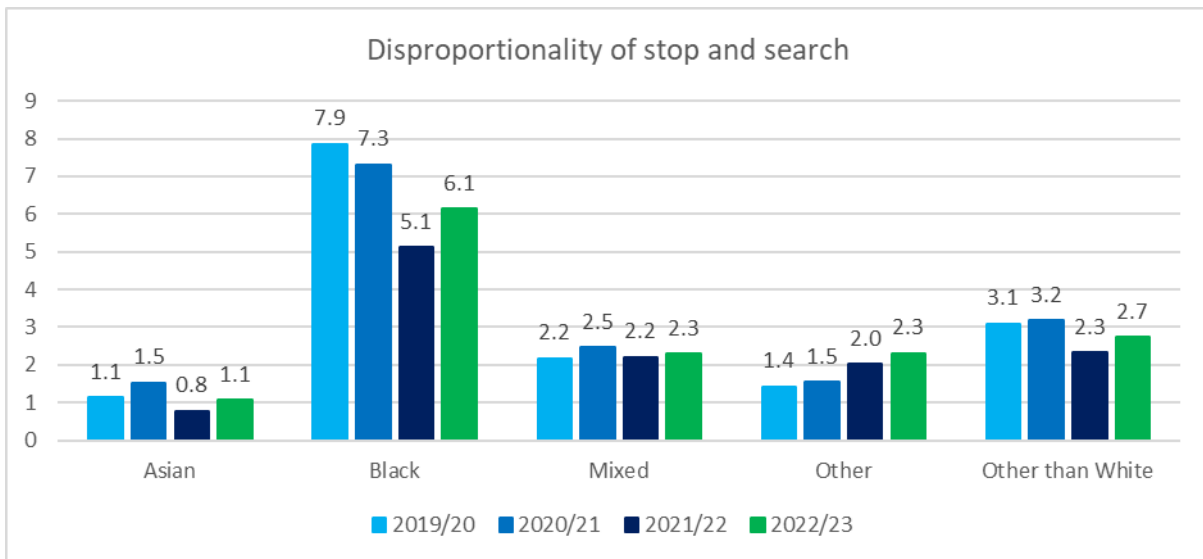


Figure 33: disproportionality of stop and search in Avon and Somerset for the years 2019/20 – 2022/23. This shows how many times more ethnic minority people were stopped and searched compared to White people.

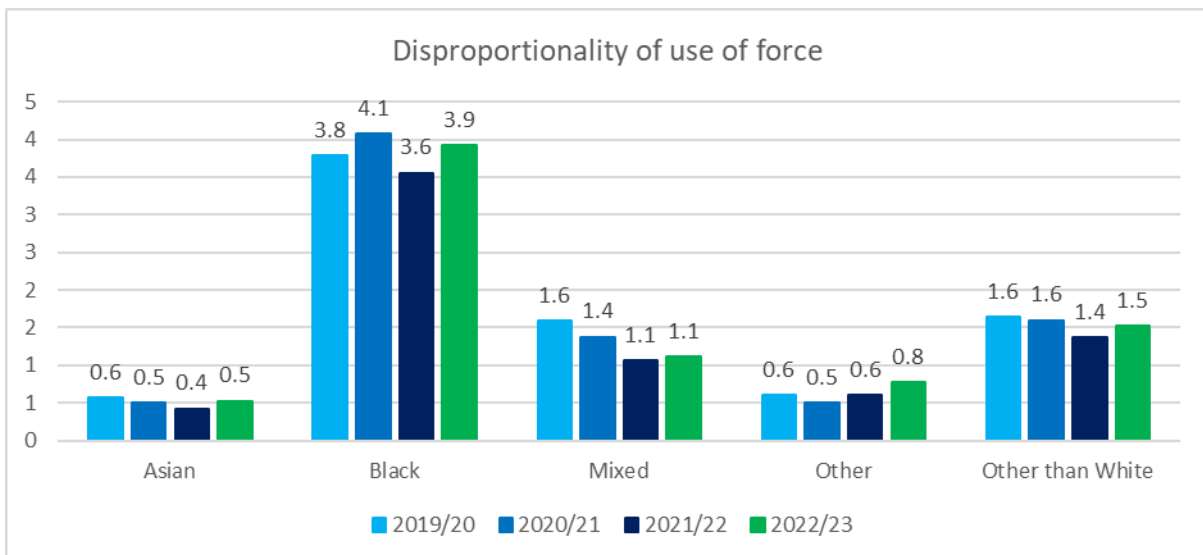


Figure 34: disproportionality of use of force in Avon and Somerset for the years 2019/20 – 2022/23. This shows how many times more ethnic minority people were subject to use of force compared to White people.

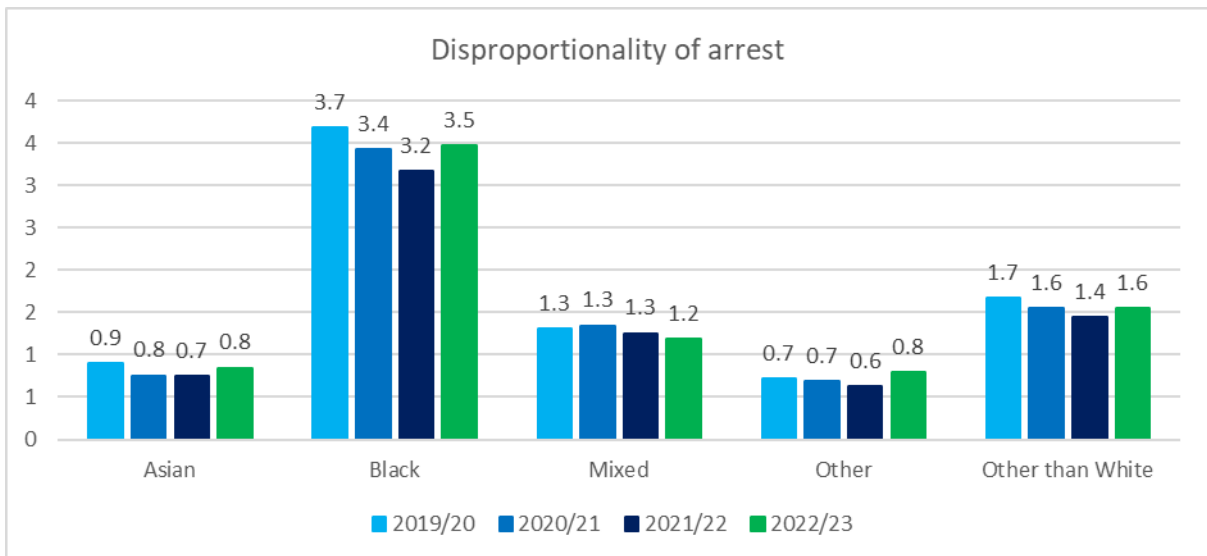


Figure 35: disproportionality of arrest by Avon and Somerset for the years 2019/20 – 2022/23. This shows how many times more ethnic minority people were arrested compared to White people.

There is still significant disproportionality in the use of stop and search and use of force by Avon and Somerset Police. Findings from an HMICFRS report showed that in 2019/20 these figures were broadly similar to national levels. Similar disproportionality can also be seen in the arrest data.

In February 2022 [Identifying Disproportionality in the Avon and Somerset Criminal Justice System](#) was published. There are 83 recommendations in total covering the police, the PCC, CPS, His Majesty’s Prison & Probation Service, the Local Criminal Justice Board, youth justice and local authorities. The Constabulary had the majority of recommendations; the below list shows the recommendations for each theme that include the police even if not exclusively:

- Stop and search – 13
- Youth justice – 8
- Out of court disposals – 9
- HR – 10

In May 2022 the National Police Chiefs’ Council and College of Policing released the national [Police Race Action Plan](#). This plan aims to improve outcomes for people who are Black, or of Black heritage, and has four workstreams:

1. Represented (internal culture and inclusivity)
2. Not over-policed (use of powers)
3. Involved (community engagement and relations)
4. Not under-protected against victimisation.

The Constabulary have brought together the response to both of these reports into one project of work (Race in Policing), which is led by Assistant Chief Constable Will White. This is governed by a monthly delivery group which reports into the Confidence and Legitimacy Committee. Each of the workstreams and themes have senior leads assigned to them. Below shows some of the progress over the last year.

- The national Our Black Workforce survey was completed by Black police officers and staff across the UK. Although the findings were only made available at a national level, they have been combined with the local people survey to provide a more holistic understanding of how the Constabulary employees are feeling/experiencing racism.
- Detailed data on police staff recruitment is now instantly accessible providing insight into the drop off points throughout the recruitment process for specific ethnic groups.

- A review has been undertaken on stop and search data and stop and search policy with a number of options for improvement provided to Chief Officers. Stakeholder engagement and consultation now required to develop the best way forward.
- The internal scrutiny team (relating to use of police powers) now has over 80 officers and members of police staff reviewing stop search and use of force incidents every quarter. A working group takes responsibility for ensuring the feedback and learning from these reviews is delivered to officers and supervisors in a meaningful and auditable way.
- Work has started with a community based multi-media and content production company to better engage with young people on the issues around stop and search (knowing rights, myth busting, building better relationships between police and young people etc).
- A Community Confidence Group has been established in Bristol. Focus of next meeting will be on the police race action plan and gathering views of the community under each of the workstreams.
- “Behind the badge” workshops running in Bristol within community settings. Talking to young people about their lived and professional experience of policing.
- Public confidence survey of Black residents is being delivered across Bristol through a local community interest company.
- Young persons’ Independent Advisory Group has been established with six meetings held to date.
- Work has started to explore a deferred prosecution model which does not require the admission of guilt on behalf of the suspect, which insight shows can be a barrier to young Black males being offered a non-prosecution outcome.
- In order to improve data quality a blog and video have been produced for officers and staff explaining why self-defined ethnicity matters, why they should not feel awkward to ask people, and why they should not assume they know somebody’s ethnicity.

PCC’s role

The focus of 2022/23 has been on putting in place the leadership, structures and funding needed to drive delivery [Identifying Disproportionality in the Avon and Somerset Criminal Justice System](#).

In response to the report PCC, as Chair of the Local Criminal Justice Board (LCJB) sought an LCJB lead to steward this work and Chair the LCJB Multi Agency Sub-Committee (Steering Committee). Chief Constable Sarah Crew and Cllr Asher Craig (Bristol City Council) stepped forward to co-chair this work. Two key stakeholder events were hosted over 2022 to help shape the structure and strategic intent of the work led with the assistance of independent change consultancy. As the work progressed, a small Programme Team was established to start driving the programme and set up the Steering Committee. In March 2023 the Steering Committee held its first meeting. There was representation from police, OPCC, youth justice, Crown Prosecution Service, HM Prison Service, education and the local authorities. Membership and strategic ambitions have been defined and agreed.

The Steering Committee have now confirmed joint funding for an Independent Scrutiny Board that will scrutinise the pace of progress and outcomes delivered through the programme. The Board will be made up of community members all with lived experiences of the disproportionalities the report highlights. This will be chaired by Desmond Brown, and deputy chaired by Maya Mata-Kole. Work is now underway to identify and align resources with the working groups that will deliver the changes (pillars) and identify ‘pillar leads’ who will report into the Steering Committee.

Collaboration and multi-agency problem solving through the Steering Committee coupled with independent scrutiny and strong governance through the LCJB will enable tangible changes to be delivered not only in relation to the recommendations but cultural changes in how agencies work

together to use data and refine process to reduce negative impacts and outcomes for Black, Asian and ethnic minority communities.

Positive progress has been made in implementing recommendations. Of the six recommendations involving the OPCC, four have been implemented, including all of those solely within OPCC remit.

The programme has not been without its challenges in the pace of progress, securing resources and in the willingness to accept recommendations in a small number of cases. The coming year will focus on recruitment and onboarding of the Independent Scrutiny Board and implementation of the ‘pillar leads’ to lead operational delivery of recommendations.

3. Use of police powers

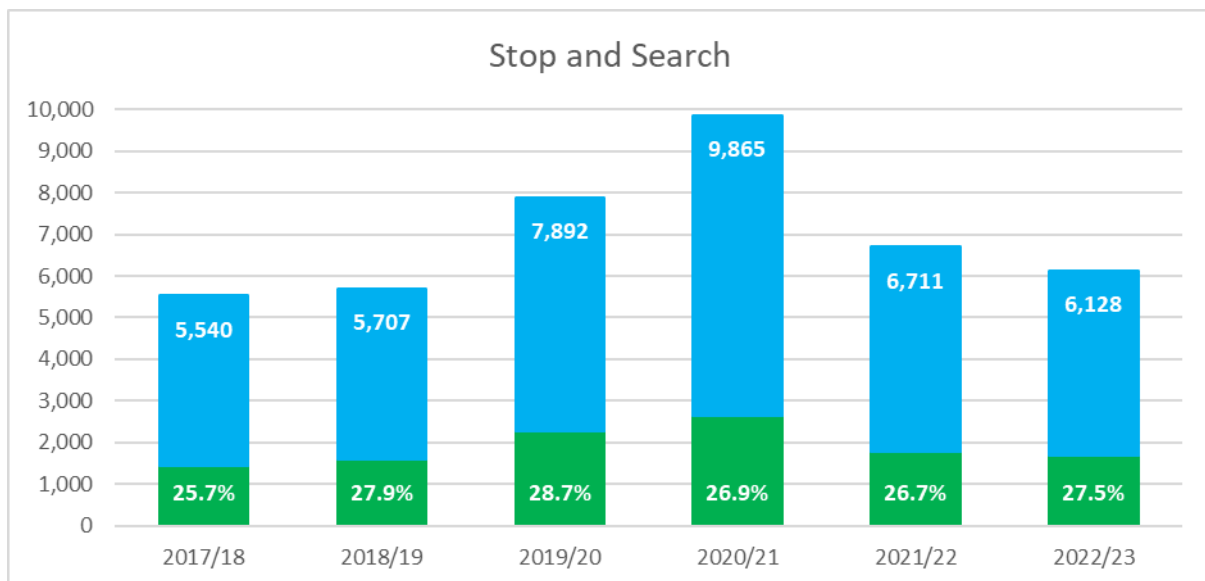


Figure 36: number of stop and searches conducted in Avon and Somerset and percentage that resulted in positive outcomes for the years 2017/18 – 2022/23.

The main focus of effort on the use of police powers has been the disproportionate use against Black and ethnic minority people (discussed above). However, it should be noted that improvements through that work will inevitably benefit all communities because at its core it’s about ensuring procedural justice and fairness for all.

Children and Young People in Stop Search

There have been concerns raised locally and nationally about the use of Stop and Search on children and young people. A project – jointly funded by the PCC and the Constabulary – is working with a Bristol based Community Interest Company to create online content aimed at children and young people to inform them of their rights if they or any of their friends or family are stopped and searched. It will seek to explain what a good stop search should look like as well providing them with the tools to make sure their voice can be heard if they have an experience of stop and search they feel falls below these standards.

The Constabulary have continued to work with community leaders and charitable organisations to improve youth scrutiny provision relating to the use of police powers. This work aims to give young people, particularly those who may not have trust and confidence in the police, a means by which they can give their views on some of the stop search and use of force incidents. The first session is

planned for July 2023 and will follow the same structure as the ISOPPP with feedback from this session being shared with officers in the same way. It also seeks to develop relationships with young people who may currently think twice about speaking with a police officer or member of police staff.

An Inspector in the Early Intervention Team has been appointed as a tactical lead with a focus on children and young people in stop and search; they have in depth knowledge and understanding of young people and importance of safeguarding. The tactical lead now holds a working group of officers who have volunteered to be involved in this work, with subject matter experts in dealing with young victims of crime, practitioners from uniformed teams and those involved in tackling county lines. The group are committed to ensuring safeguarding practices in stop and search and a child centred, trauma informed approach becomes standard practice for any stop search of a young person.

Training

During 2022/23 the Constabulary were a pilot force for the College of Policing's method of Public and Personal Safety Training; they have now fully adopted this. This annual refresher training covers the use of police powers and is based on dynamic situations and de-escalation as opposed to the previous method of training which was focussed on the specific skill in isolation.

The training has recently been observed by a senior manager in the Independent Office for Police Conduct and it was highly regarded. Furthermore, independent analysis by the College of Policing has shown that since the pilot was introduced, the Constabulary has used force over 3,200 times less than the previous year.

PCC's role

The Independent Scrutiny of Police Powers Panel (ISOPPP)

The ISOPPP is made up of diverse volunteers from the local community, the Panel scrutinises the use of stop and search, use of force, use of Taser and body worn video. During 2022/23 the panel met four times: in April, July, October 2022 and February 2023, and reviewed over 240 cases. Three cases were referred to the Panel for review by the community, demonstrating awareness of and confidence in the work of the PCC's scrutiny panels. The Panel's review into a high-profile incident involving a black woman and child on a bus in Bedminster, launched in August, and correspondence with between the Panel Chair and Independent Office of Police Complaints has further increased awareness of the work of the PCC's scrutiny panels. Three separate requests have been made to the Panel to review specific cases by members of the community during the past year, demonstrating confidence in the work of the scrutiny panel. [Reports are published on the PCC's website.](#)

Independent Custody Visiting (ICV) Scheme

Maintaining a local ICV scheme is a legal duty for PCCs. This scheme involves volunteers from the community making unannounced visits to police centres in Patchway, Keynsham and Bridgwater to check on the welfare of detainees in custody, the conditions in which they are held and that their rights and entitlements are being observed. A separate annual report is published on the PCC's website. A total of 27 volunteers served as custody visitors during 2022/23, and 148 visits took place. Feedback is reported to and addressed by the Force Head of Custody. Issues identified during 2022/23 included: visits being aborted due to staffing levels; ongoing lack of Local Authority (statutory) accommodation for post-charge child detainees; continued shortage of places of safety for detainees with mental health issues. Improvements in response to issues raised by custody visitors include: provision of nurses in custody (following a change of contract); supply of anti-rip blankets; modifications to the print out custody visitors receive to show the detainee arrival time, enabling visits to be prioritised. Good practice was identified including neurodiversity-friendly cells and décor at Keynsham Custody Unit; detainees arrested on warrant being taken directly to court,

assisting with capacity; 'offer culture' whereby Detention Officers Are proactive in offering healthcare practitioner visits to detainees. [Further information and the ICV Annual Report is published on the PCC's website.](#)

Out of Court Disposals Scrutiny Panel

Out of court disposals are a means of resolving an investigation without prosecution through the courts. This panel brings together magistrates, professionals from numerous criminal justice agencies and victims services who review the use of out of court disposals. During 2022/23 the panel met in June, September, December 2022 and March 2023 and reviewed 120 cases on the following themes: Disproportionality (youth cases); Hate Crime Conditional Caution cases; Assault against Emergency Workers; Domestic Abuse Conditional Cautions; and use of Community Resolutions. All Community Resolutions used in serious violence and sexual offences cases were reviewed at every meeting. Changes made as a result of issues identified by the panel include: convening a partnership including representatives of the five Youth Offending Teams to ensure a consistent approach in youth cases across the Force area; development of a Force policy on use of compensation in out of court disposals cases; launch of an updated specialist intervention for Assault against Emergency Worker cases. The Panel continues to support the Force in preparing for implementation of the new Two Tier Plus Framework, due in 2023. [Panel reports are published on the PCC's website.](#)

Volunteer Recruitment

A major focus for the year was a recruitment campaign, seeking to bring new volunteers to serve on the three PCC Scrutiny Panels and Independent Custody Visiting Scheme. The campaign was successful in attracting applications from a diverse mix and high calibre of applicants. 19 new volunteers have been appointed as a result. The campaign, delivered in collaboration with communications agency Purple Fish, has been shortlisted for a Public Relations and Communications Association Public Sector regional [DARE award](#).

4. Complaints

Complaints against the police are either handled by the Independent Office for Police Conduct (IOPC) for the more serious incidents or internally by Avon and Somerset Police through their Professional Standards Department (PSD). All police forces must adhere to a legislative framework when handling complaints.

Handling complaints fairly and effectively is fundamental to a legitimate service and maintaining public confidence. PSD has developed an assurance framework which has enabled the department to understand where to focus its improvement activity on the complaint handling procedures.

A key focus of the department has been to establish a Learning Assessment Tasking Group that identifies lessons and Continued Professional Development opportunities through the outcomes of complaints and misconduct cases. The department holds quarterly meetings with stakeholders across the organisation capturing and disseminating learning, resulting in improvements to force policy, procedures, and training.

PSD have also introduced a cohort of volunteers, known as lived experience practitioners, who review complaint allegations relating to discrimination. The volunteers provide insight, based on their own experiences, and can help address emerging issues of internal and external discrimination.

PCC's role

The PCC and his office have regular meetings with the IOPC and PSD to discuss serious and complex cases, and topical issues such as vetting, misconduct and misogyny in the police service following high-profile national cases and the subsequent HMICFRS report. In addition there are a number of other workstreams outlined below.

Complaint reviews

Where the complainant is dissatisfied with the outcome of a complaint they have a right to review. More serious complaints are handled by the IOPC, however, the majority of reviews will be undertaken by the PCC's office.

Table 6: number of complaints made to Avon and Somerset Police that had a right of review to the PCC and the number of review applications received by the PCC and the outcomes of these for the years 2020/21 and 2022/23.

	2020/21	2021/22	2022/23
Number of complaints eligible for PCC review	891	1034	899
Number of review applications	190	221	167
% review applications upheld	19%	22%	20%
% review applications not upheld	66%	69%	68%
% review applications void	14%	9%	13%

This table shows that in the previous two years 21% of complaints, which were eligible for a PCC review, had reviews triggered. However, in the most recent year this decreased to 19%.

The PCC's officer provides regular feedback to the Constabulary: both individual and organisational in order to improve the complaint handling process. One of the main themes identified is the need to improve communication with complainants so they can better understand the process and the reasons for the particular findings.

Independent Scrutiny of Police Complaints Panel (ISPCP)

This panel is made up of volunteers from the local community, the Panel met in June, September, and December 2022, and March 2023. The Panel welcomed presentations from the IOPC and scrutinised themes including discreditable conduct, complaints against police call handlers, complaints from young people (16-19 years) and discrimination. Feedback was used to inform organisational learning and improvement. Reports are published on the [PCC's website](#). The Panel welcomed 5 new members following the successful volunteer recruitment campaign, taking the Panel from 6 to 11 members.

Police Appeal Tribunals

Where an officer is subject to a misconduct hearing and is dissatisfied with the result they can appeal. This appeals process is known as a Police Appeal Tribunal and is coordinated by the OPCC. During 2022/23 there were two appeals.

5. Data and information

The constabulary uses data effectively to understand resources and assets it needs to meet demand

The constabulary's data is drawn from its systems to provide detailed insight. The primary way this is done is via Qlik Sense. We found that officers and staff, as well as their supervisors and managers, are accomplished in using the data to understand the demand each constabulary area is experiencing. And we found examples of it being used to manage information at all levels, from neighbourhood policing officers understanding who the registered sex offenders in their areas are, to tracking use of force and stop and search across the constabulary area.

[HMICFRS – PEEL 2021/22 – An inspection of Avon and Somerset Constabulary](#)

Avon and Somerset Data Accelerator Programme

The Data Accelerator programme was a successful bid for £1 million of funding to support the development of how data is shared across the police and local authorities. The funded programme ran from October 2021 – March 2023. The programme achieved a number of key deliverables which included:

- The establishment of secure data transfer mechanisms to allow local authorities and police to share data and receive daily updates
- A consistent framework of Information Governance documentation to support local authorities
- Training provided to analysts across the Avon and Somerset Partnership
- A suite of insight tools for safeguarding staff within schools and the police Lighthouse safeguarding unit

The programme designed and implemented a Think Family Education App (TFE) in Bristol and Somerset. TFE takes information from the local authority and police into the school environment. TFE is updated overnight so provide 'real time' information on the pupils such as their status in the safeguarding system; services they and their family are open to including contact details of lead professionals; and notifications of critical events such as domestic violence, reported missing, or having entered the youth justice system. 110 schools in Bristol are now accessing TFE and there are an average of 2,350 searches a week. It is used by Designated Safeguarding Leads and pastoral care staff to strengthen their work in terms of early intervention and prevention by enhancing their understanding of pupils lives.

The academic research alongside the implementation commented in the final report: *“The TFE had enabled staff to identify new information and promoted their ongoing awareness of and concern for their most vulnerable pupils. Staff reported benefiting from having real-time, reliable data alongside historical, contextual data when making decisions.”*

6. Scrutiny, performance and learning

Constabulary scrutiny, performance and learning

The Constabulary's Integrated Performance and Quality Report (IPQR) is a monthly assessment that provides an overview of performance progress. It highlights key areas for improvement based on the Performance Control Strategy. This report is overseen and extensively discussed at the monthly

Constabulary Management Board, and the PCC's Governance and Scrutiny Board. These discussions help identify necessary actions and interventions to maintain and improve performance.

Integrated Performance and Quality Framework

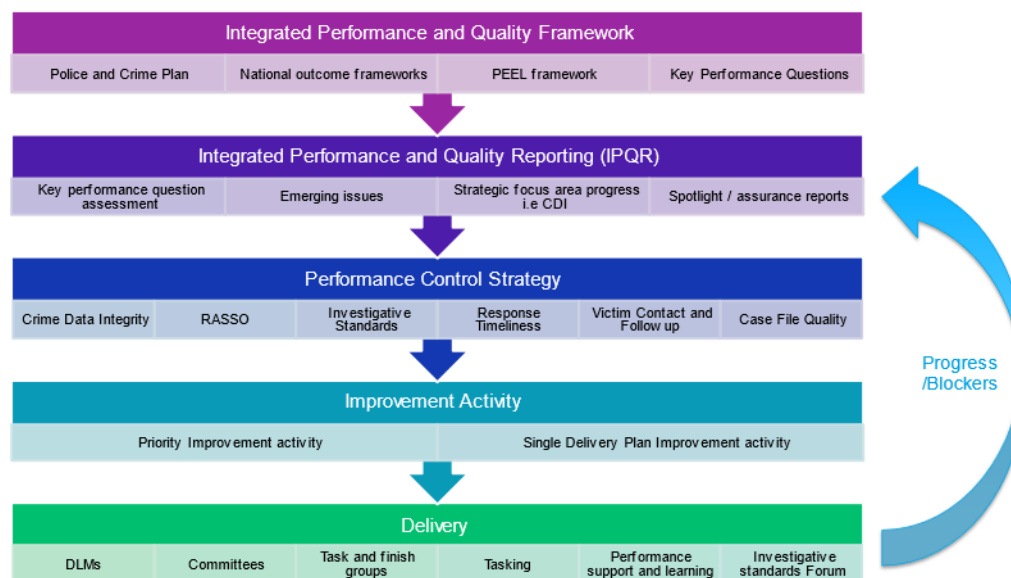


Figure 37: Avon and Somerset Police Integrated Performance and Quality Framework Overview.

To strengthen the scrutiny in this area the Constabulary have also introduced a new Performance and Learning Support Meeting which is held monthly and chaired by the Constabulary's Chief of Staff. Its purpose is to:

- Drive focus and communication of force performance priorities and required improvement activity
- Ensure a shared understanding of force performance challenges amongst tactical leads
- Provide tactical performance improvement support and learning
- Identify performance outliers – opportunities for learning
- Identify performance blockers to improvement
- Escalate complex/significant issues to CMB

Investigative Standards Forum

This is a new monthly meeting chaired by an Assistant Chief Constable and has an explicit focus on supporting performance improvements and overseeing progress against improvement plans. Its purpose is to support the constabulary to consistently deliver quality, victim centred investigations that engage with victims, starting from the first point of contact through to the finalisation of the crime report. The aim is to improve positive outcome rates, convict offenders, whilst improving victim satisfaction and prioritising meaningful investigations into high harm, high solvability cases.

Following on from assurance and staff engagement work to improve the standards of investigations and service to our victims, a new supervisor review template has been introduced to support supervisors in guiding their staff with investigations. The template was tested and then improved using feedback from supervisors. Early findings indicate there is a notable improvement in the quality of supervisor reviews between those that do and those than do not use the template.

Governance

The Constabulary commissioned an independent governance review which reported in May 2022. The findings were largely positive with a number of recommendations made, and a revised Governance Framework and ways of working have been implemented as a result. A new Performance and Learning Support Meeting was introduced (see below); and to address a gap in relation to the formal management of change activity, the Change Portfolio Committee and Design Forum have been set up.

Oversight and scrutiny arrangements in place



Figure 38: Avon and Somerset Police oversight and scrutiny arrangements overview.

Organisational Learning

The Constabulary has implemented a new model to provide a consistent procedure to capture and report Organisational Learning across the organisation. This is administered by the Portfolio Management Office and allows for structured and ad-hoc organisational learning feeds. A new e-form process is in place for the organisation to submit ad-hoc organisational learning. Although there is a defined process the engagement with it has been a little slow and over the coming year they will be working to increase the visibility and the quality and frequency of submissions, as well as ensuring effective sharing of learning including through briefings and training.

PCC holding the Chief Constable to account

One of the main ways in which the PCC discharges his duties to hold the Chief Constable to account has been through the Governance and Scrutiny Board, which is also the forum in which the most significant spending and other decisions are made. This has standing agenda items for performance, assurance and for both organisations to bring forward risks and issues for discussions and questions which forms an important part of the risk management process. Over the last year the GSB was reviewed and a new format began in March 2023. The meeting is now longer and is split into two distinct parts of governance and scrutiny. These changes were made to ensure there was sufficient time for all agenda items to be discussed thoroughly and to allow more time for scrutiny. [The minutes continue to be published on the PCC website.](#)

In May 2022 a new Performance and Accountability Board (PAB) was introduced. The purpose of this meeting is to manage performance and for the PCC to hold the Chief Constable to account in an open way. This board was held for 90 minutes a time in May, August and November 2022 as well as February 2023. The meetings are broadcast live online and the [recordings are also kept on the PCC's](#)

[website](#). This new structure was reviewed and revised with a new format launched in March 2023. The PAB is now held on a monthly basis for 30 minutes each time and is broadcast using Facebook. The core purpose of the meeting remains the same, but the changes were made to increase public engagement with the PAB.

The PCC also has a statutory duty to [respond to reports published by His Majesty’s Inspectorate of Constabulary and Fire and Rescue Services](#) (HMICFRS) and in particular any recommendations or areas for improvement within them. There were seven responses published during 2022/23. The recommendations are usually for the Chief Constable and, in writing the response, the Constabulary must provide the PCC with an answer as to how they are responding to those recommendations. This is another important mechanism in holding the Chief Constable to account. As discussed below the PEEL report is the most significant but there have been several others and all responses are published on the website. Aside from the formal response these reports can also help shape the scrutiny and questions the PCC asks through the internal assurance process.

PCC securing an efficient and effective police force

In order to determine if Avon and Somerset Constabulary is efficient and effective the PCC takes assurance from a number of activities throughout the year:

- Externally through HMICFRS inspections, particularly PEEL.
- Independent internal audit (jointly commissioned with the Constabulary to provide a risk-led audit programme that focusses on areas of agreed risk in terms of governance and delivery).
- A rolling programme of internal assurance activity (jointly agreed between the OPCC and the Constabulary), carried out by the Constabulary. This work is reflected in reports that are reviewed at the Constabulary Management Board and the Governance and Scrutiny Board.
- OPCC-led assurance activities such as scrutiny panels.
- An Independent Custody Visitors Scheme.

His Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) PEEL 2021/22
Between April and October 2022, the Constabulary were inspected by HMICFRS as part of their PEEL inspection. During this time HMICFRS visited several stations and departments and spoke to a variety of officers and staff. Feedback from the inspection team was positive, with mention being made of how impressed they were with the transparency and engagement from the Constabulary and that its willingness to learn and improve was clear throughout.

In March 2023 HMICFRS published their latest PEEL report of Avon and Somerset Police. HMICFRS do not provide an overall grade for the force but instead grade different areas of policing.

Outstanding	Good	Adequate	Requires improvement	Inadequate
Treatment of the public	Developing a positive workplace	Preventing crime	Investigating crime	
	Good use of resources	Protecting vulnerable people	Recording data about crime	
			Responding to the public	
			Managing offenders	

Figure 39: HMICFRS PEEL 2021/22 Avon and Somerset Police grades.

HMICFRS also provide areas for improvement (AFIs), of which there were 17 for Avon and Somerset Police:

- The constabulary needs to improve the accuracy of recording rape crimes and incidents of rape.
- The constabulary needs to improve its recording of crimes which involve vulnerable victims.
- The constabulary needs to improve how it records crime when antisocial behaviour is reported.
- The constabulary needs to improve how it records equality data.
- The constabulary should consistently evaluate and share effective problem-solving practice.
- The constabulary needs to ensure that neighbourhood policing officers have access to structured training.
- The constabulary should respond to calls for service within its published time frames based on the prioritisation given to the call. Where delays occur, the rationale should be recorded, and victims should be updated.
- The constabulary should reduce the number of abandoned 101 calls.
- The constabulary should make sure that repeat and vulnerable callers are routinely identified.
- The constabulary should introduce effective processes for timely allocation of crimes of rape and other serious sexual offences to reduce the backlog.
- The constabulary should make sure that an auditable record is kept if a victim withdraws their support for an investigation, and whether an evidence-led prosecution is considered in all such cases.
- The constabulary needs to improve the quality assurance and supervision of investigations.
- The constabulary should ensure that risk assessments are effectively supervised, quality assured, and checked for compliance.
- The constabulary should reduce the backlog of applications waiting to be processed.
- The constabulary should reduce the time taken to conduct visits and risk assessments on registered sex offenders.
- The constabulary should ensure its enforcement action against offenders accessing indecent images of children is robust and conducted in a timely manner.
- The constabulary should ensure it has the capacity and capability to manage demand in the internet child abuse team (ICAT) and ensure backlogs are subject to a review process.

The initial responses to these AFIs can be [read on the PCC's website](#).

The PEEL report is one of the most important sources of independent assurance to understand how Avon and Somerset are delivering against the Police and Crime Plan. Although improvement was assessed as required in the areas listed above, assurance was taken from the fact that most concerns identified were already known to the Chief Constable and were being addressed.

The Constabulary have created an action plan to address the findings of the report. They are working with regional forces to share best practice and find joint solutions for things that need improvement. The Constabulary will also work with the College of Policing Evidence Based Performance Improvement programme which will provide individual support to forces. The PCC will oversee progress against this plan through the Governance and Scrutiny Board and Performance and Accountability Board.

Internal Audit

Throughout 2022/23 the Internal Audit function completed nine substantive audits, one graded follow-up review as well as contributing towards regional advisory work and conducted follow-up work on previous audits. The nine substantive audits were:

- Representative Workforce
- IT Service Desk
- Management of Evidential Property
- Key Financial Controls
- Firearms Licensing
- Reasonable Adjustments
- Policy and Procedure Management
- Detective Numbers
- Assurance Mapping

Each internal audit conducted throughout the year receives a graded assurance opinion from the auditors. The assurance levels are: none, limited, reasonable and substantial.

Seven of the audits resulted in a reasonable assurance opinion and three resulted in a limited assurance opinion. The conclusion of our internal auditors was that they were able to offer a reasonable assurance annual opinion.

Each of the audits also provides recommendations for improvement which are categorised into three priority categories reflecting their importance. In total our internal auditors made 36 recommendations during 2022/23, of which:

- 21 were identified as findings that require attention, the lowest grading;
- 15 were identified as findings that are important and require the attention of management, the medium grading; and
- None were identified as findings that were fundamental requiring immediate attention.

Whilst assurance is gained from the fact that none of the findings is considered to be fundamental, it is recognised that the recommendations from the internal auditors provides a number of important actions which need to be progressed.

Financial performance

As can be seen in the [published group accounts](#), once year-end adjustments have been made, a break-even position has been achieved during 2022/23. The underlying performance showed a £3.7 million/1% underspend, of which £3.5m relates to performance against Constabulary managed budgets and £0.2m against PCC managed budgets. £0.4 million of this underspend will be carried forward for planned expenditure, £1.8 million will be put in reserve for insurance provisions and £1.4 million will be put into the capital reserve.

The outlook in the current Medium Term Financial Plan shows larger deficits than at the time of writing last year. Reserves will be used to balance year 1 but the deficit is £10 million in year 2, growing to £19 million in year 3.

These deficits will require significant savings across the medium term and it is likely hundreds of police staff posts will need to be deleted.

4. Annexes

Annex 1 – Summary of Grants Issued and Commissioned Activity in 2021/22

Grant	Recipient	Service / Project
<i>Lighthouse</i> Integrated Victim Care £906,000 (approximately 21% of the total Lighthouse budget)	Avon and Somerset Police who contribute the other 79%	Victims who are vulnerable, intimidated, persistently targeted or experience serious crime are offered practical and emotional support and guided through the criminal justice process by specially-trained staff. The service has teams made up of both police staff and independent support workers and volunteers.
Emotional Support Service for Victims of Crime and ASB £327,670	Victim Support	Emotional and practical support for victims of crime and ASB.
Adult Support Service for victims of any crime or ASB – VOCAS (Victims of Crime Advocacy Service) £254,932	Swan Advocacy	Independent advocacy service for adult victims of crime and ASB who need additional support relating to: race, religion, sexuality, gender identity, mental health issues, learning difficulties, physical disabilities, problems associated with old age and problems associated with isolation. Adult victims can also access practical and emotional support to help them recover.
Children and Young People Advocacy Service – Young Victims’ Service £165,000	North Somerset Youth Offending Team	A specialist advocacy support service for victims of crime and ASB up to the age of 18 and victims of crime and ASB aged 18-25 where additional needs are identified.
Independent Sexual Violence Advisors (ISVA) Service £289,344 (plus £121,667 from NHSEngland)	Safelink	A service that offers advice and practical and emotional support including a safe place to talk, access to counselling, support attending Sexual Health Services and help with medical attention. They provide support for all people, irrespective of age or gender, who have been victims of rape and sexual abuse. They also can help with supporting the family and practical problems such as help with housing, benefits, and employers.
A Restorative Justice Service for victims of any crime or ASB £179,000	Resolve West	A holistic approach that supports the victims, their family and communities enabling their voice to be heard and for perpetrators to have greater insight into the impact of their behaviour. The aim of the service is to empower victims to move towards closure and encourage them to explore different ways of coping.
Sexual Assault Referral Centre (SARC) – The Bridge £247,481 (plus £1,235,579.50 from NHS England who are the lead commissioner and £231,500 from Avon and Somerset Police – Oct 22-Mar 23 contribution under the new contract)	University of Bristol Hospitals Trust	New contract began 1 st October 2022. Specialist medical, forensic, practical and emotional support for anyone who has been raped or sexually assaulted. Available both to those who report to the Police and those who do not. Includes specialist paediatric support.
Child sexual abuse support services £65,026	Southmead Project	Counselling and therapeutic services supporting victims of child sexual abuse, both recent and historical.

Grant	Recipient	Service / Project
Child sexual abuse support services £48,213	The Green House	Counselling and therapeutic services supporting victims of child sexual abuse, both recent and historical.
Child sexual abuse support services £19,009	Somerset and Avon Rape and Sexual Abuse Support	Counselling and therapeutic services supporting victims of child sexual abuse, both recent and historical.
Victims of Child Sexual Exploitation £222,884 (plus £222,884 from the five top tier local authority areas)	Barnardo's	Specialist support for victims of child sexual exploitation. The service also offers consultation provision to professionals, such as social care staff, working with children and young people who have been affected.
PCC's reserve funding Victims of Child Criminal Exploitation £80,000 (plus £150,000 from Bristol City Council)	Barnardo's	Specialist support for victims of child criminal exploitation. The service also offers consultation provision to professionals, such as social care staff, working with children and young people who have been affected.
Modern Slavery Support Service £39,423	Unseen UK	Specialist support service for victims of modern slavery before engaging in nationally commissioned services as well as the period after that support ends. Available both to those who report to the police and those who do not.
Emergency Services Mental Health Triage (EST) £122,064 (plus combined total of £136,110 from Integrated Care Boards (ICBs) and Avon Fire and Rescue Service – BNSSG ICB is the Lead Commissioner)	Avon and Wiltshire Partnership NHS Trust (AWP)	Funding for mental health professionals to provide specialist mental health advice to the police. This service is co-located with health partners in the ambulance control room. They have access to relevant health systems, offering advice and support to police officers and partner agencies such as Avon Fire and rescue Service and South West Ambulance Service Trust with a view to ensuring suitable pathways are identified at the earliest opportunity.
Police and Crime Grant £739,641	Individual grants issued to the five Community Safety Partnerships	Supporting various Community Safety projects which contribute towards delivery of the PCC's priorities. See table under Section 4 objective 4.2.
Liaison and Diversion Services known as Advice and Support in Custody and Courts (ASCC) £553,421 (plus over £2 million from NHS England who are the lead commissioner)	AWP and Sompar	Service supporting individuals at the point of arrest whose offending is linked to substance or alcohol misuse.
Appropriate Adults Service (2 operate: 'Avon' and 'Somerset') £44,200 (plus £41,500 from local authorities)	Brandon Trust and Somerset Youth Offending Service	Service to support and safeguard the welfare and rights of vulnerable adults detained or interviewed by the police.
Commissioner's Victims Prevention Fund £45,000	Somerset Community Foundation	Provides grants of between £10k – 20k to organisations supporting victims. Supports innovative, collaborative and evidence-led approaches to early intervention and/or prevention.
Commissioner's Community Crime Prevention Fund £200,000	Somerset Community Foundation	Provides small grants (between £1000 - £5000) to organisations in the community as a contribution towards community safety projects to reduce crime and

Grant	Recipient	Service / Project
		make local communities safer.
PCC's reserve fund – reducing reoffending £32,874.53	Ready for Release – HMPPS (HMP Bristol)	Support for inmates to help them resettle back into the community on completion of their sentence.
PCC's reserve fund – reducing reoffending £94,794 (plus £201,438 from partners)	DRIVE – Cranstoun Ltd and Next Link	A specialist domestic abuse perpetrator programme for the most prolific and high-harm offenders. A pilot running in South Gloucestershire.
PCC's reserve fund – reducing reoffending £91,623.50	Court Up – Missing Link and National Probation Service	A programme to divert women away from the short custodial sentences and build and improve networks and referral pathways across mental health, domestic abuse and sexual violence.
PCC's reserve fund – reducing reoffending £12,500 (plus £12,500 from Probation Service)	Julian House – Supported Accommodation	Supports those offenders deemed as being at high risk of re-offending and works in partnership with Probation, Police, Local Authorities, Mental Health, substance misuse treatment and other community partnership agencies.
PCC's reserve fund – reducing reoffending £15,000 (plus £45,000 from Probation Service)	1625ip	Reducing Reoffending Coaches offering tailored 1:1 support with young people aged 16-25 from B&NES, S Glos, Bristol and North Somerset who are transitioning from youth to adult services, on probation or at risk of custody.
Violence Reduction Unit £1,730,001 Home Office funded	Grants issued to the five top tier local authorities	Multi-agency work, using a public health approach, to tackle serious violence.
Violence Reduction Unit £20,000 Home Office Funded	Second Step – Call In	OPCC contribution to collaboration to fund Central -East Bristol focused project on tackling youth drug and gang related offending
Violence Reduction Unit £58,976 Home Office Funded	Barnardo's – ROUTES Somerset	OPCC contribution along with Somerset CC to fund specialist relationship based support to young people experiencing or at risk of criminal exploitation.
Violence Reduction Unit £233,786 Home Office Funded	OPCC Centrally retained Funding	OPCC Centrally retained funding for staffing costs, data accelerator, evaluation and VRU branding/communications.
Serious Violence Duty £40,106.04 Home Office Funded	£21,553 OPCC Centrally retained funding £9,276 South Gloucestershire Council – Outreach Bus £9,276 Bristol City Council – Female Detached Youth Work	OPCC Centrally retained funding contributes to staffing costs.
Ministry of Justice male rape fund £20,897	Trauma Breakthrough	Support for male victims of rape.

Grant	Recipient	Service / Project
Ministry of Justice domestic abuse and sexual violence victims uplift 2022/23 funding – IDVAs & ISVAs £1,328,881	<i>Various</i>	<i>See Annex 2</i>
Ministry of Justice domestic abuse and sexual violence victims uplift 2022/23 funding – community based services £490,679	<i>Various</i>	<i>See Annex 3</i>
Ministry of Justice Victims Commissioning – Formula Funding Uplift 2022/23 £173,758	<i>Various</i>	<i>See Annex 4</i>
Total	£8,892,091	

Annex 2 – Ministry of Justice domestic abuse and sexual violence victims uplift 2021/22 funding – IDVAs and ISVAs / Additional IDVAs and ISVAs Uplift

Provider	Amount
Julian House	£40,205.68
Nextlink	£509,007
Nextlink – additional uplift funding	£83,562
Opoka	£29,300
Southside	£66,900
You Trust	£110,247
Safelink	£356,343
Safelink – additional uplift funding	£93,090
Victim Support	£40,226
Total	£1,328,881

Annex 3 – Ministry of Justice domestic abuse and sexual violence victims uplift 2022/23 funding – community based services

Provider	Amount
1625ip	£19,000
Kinergy	£36,000
Mankind	£8,000
Nelsons Trust	£19,000
Opoka	£18,500
Nextlink / Safelink	£51,622
Somerset and Avon Rape and Sexual Abuse Support	£42,500
Southmead Project	£28,931
Southside	£21,645
The Green House/Somerset Phoenix Project	£64,150
Trauma Breakthrough	£20,000
VANS	£38,000
Victim Support	£19,625
VOICES	£20,000
Womankind	£22,955

Advocacy After Fatal Domestic Abuse (AAFDA)	£15,750
Young Victims Service	£45,000
Total	£490,679

Annex 4 – Ministry of Justice Victims Commissioning – Formula Funding Uplift 2022/23

Provider	Amount
Resolve West	£10,000
Victim Support	£5,065
Swan Advocacy – VOCAS	£18,166
North Somerset Council – Young Victims Service	£31,174
SARSAS	£29,583
Southmead Project	£33,121
The Greenhouse	£33,674
OPCC Centrally retained funds contributing to staffing costs	£12,975
Total	£173,758

Annex 5 – Glossary

Active Citizenship	<p>This is measured as the % of those surveyed that has attended or been involved with or as:</p> <ul style="list-style-type: none"> • ‘Watch’ meetings such as Neighbourhood Watch, Farm Watch or Business Watch • Other police or council Neighbourhood Meetings or forums • Volunteering as a Special Constable • Volunteering in another policing or community safety related way • Community SpeedWatch • Police webchats
ASB	Anti-social behaviour is behaviour which causes, or is likely to cause, harassment, alarm or distress to any person; or behaviour capable of causing nuisance or annoyance.
Bluestone	Avon and Somerset Police response to rape and serious sexual offences.
County Lines	A type of serious organised crime in which drug dealers in major cities establish networks for the supply and sale of drugs to users in towns and rural areas, typically exploiting young and/or vulnerable people to carry, store, and sell the drugs as well as being used to carry out violent attacks on behalf of the Organised Crime Group.
CPS	Crown Prosecution Service
Cuckooing	Is a practice where people take over a person’s home and use the property for some form of exploitation.
Cybercrime	<p>Cybercrime can be put into two distinct categories.</p> <p>Cyber-dependent – crimes that can be committed only through the use of Information and Communications Technology (ICT) devices, where the devices are both the tool for committing the crime, and the target of the crime. For example developing and propagating malware for financial gain or hacking to steal.</p> <p>Cyber-enabled – traditional crimes which can be increased in scale or reach by the use of ICT. This is where fraud and cybercrime significantly overlap.</p>
Disproportionality of the use of police powers	This looks at the number of people subject to the power, in each of the five ethnic groups, and then compares this to the population of that ethnic group in Avon and Somerset (based on 2011 Census data) to give a ‘rate’. The disproportionality figure displayed is the ratio of how many times more a person, who is Other than White, has had the power used against them

	compared with White people. 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.
Hate crime	A crime where the offender has either demonstrated or been motivated by hostility based on a person's race, religion, disability, sexual orientation or transgender identity.
HMICFRS	His Majesty's Inspectorate of Constabulary and Fire and Rescue Services
Local authorities	Top tier local authorities in Avon and Somerset are Bath and North East Somerset, Bristol, North Somerset, Somerset, South Gloucestershire.
OPCC	Officer of the Police and Crime Commissioner
PCC	Police and Crime Commissioner
Police Visibility	This is measured by a 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).
Positive outcome rate	Positive outcomes are counted as Home Office defined outcomes 1-8 and 22 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 or diversionary, educational or intervention activity. The rate is the percentage of all outcomes which are positive.
Public confidence	This is measured by a question in the local survey; and is the percentage of people who have confidence in their local police.
RASSO	Rape and serious sexual offences
Rural crime	any crime occurring in a rural area which directly or indirectly affects a farming or rural business or the rural communities. Rural means a close association with or dependence upon the land within that location.
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 Avon and Somerset Police, not mandatory. Timeliness is reported as the percentage of those incidents that were attended within the particular SLA. <ul style="list-style-type: none"> • Immediate – 15 minutes for urban areas and 20 minutes for rural areas • Priority – 1 hour • Routine – 12 hours
Victim satisfaction	As measured by a local telephone survey of a sample of victims of ASB, burglary, hate crime and violent crime.

MORE INFORMATION



For the full report and an interactive version visit www.avonandsomerset-pcc.gov.uk

Avon & Somerset Police & Crime Commissioner

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**AVON AND SOMERSET POLICE AND CRIME PANEL
COMMISSIONER'S UPDATE REPORT
27 JUNE 2023**

The following briefing provides an update for Panel Members on key activities since the last Panel meeting on 29 March 2023. A summary of key highlights for consideration by Panel Members is set out below:

EXECUTIVE SUMMARY

Governance and Scrutiny:

- **PCC Scrutiny Arrangements:** Members are encouraged to view the monthly Performance and Accountability Board and read minutes of the Governance and Scrutiny Board – see links.
- **Inspections Update:** the PCC response to the HMICFRS PEEL report has been circulated to Members. An update on plans to address areas for improvement and PCC oversight will be provided at the meeting.
- **PCC Election Preparation:** the PCC Election Board has been stood up in preparation for elections scheduled for May 2024. Standing updates will be provided to the Panel.
- **Local Plans Update:** plans operating in three areas, and at sign off stage in two.
- **Standing issues for Panel oversight:** a) Estates – updates on options for Bath, progress at Trinity Road, and South Somerset business case; b) Recruitment and Retention – Uplift target achieved and exceeded, focus on filling gaps in the south of the Force and on assurance regarding recruitment/retention/vetting processes.

OPCC Business Update:

- **Tackling Disproportionality in the CJS in A&S:** update following first Steering Committee meeting. Recruitment of Independent Scrutiny Board to act as a critical friend.
- **Consultation & Engagement:** Launch of new-format Performance & Accountability Board; Community Engagement and Stakeholder Manager appointment; evaluation of precept survey reach and PCC/Councillor Forum events.
- **Complaints & Contacts:** ICase system (case management for complaints) delayed and is now anticipated in November 2023. Ongoing issues in retrieving management information. Current themes: unauthorised encampments and rape/serious sexual assault in hospitals – to be addressed at GSB in June.
- **Policy & Partnerships:**
 - **Serious Violence** - Crest Advisory reviewing A&S delivery model, branding agreed, refreshed Strategic Needs Assessment with 79 recommendations, update on hub delivery / reach, update on Serious Violence duty preparation – assessed by Crest Advisory as 'Ready and Engaged' to deliver;
 - **Reducing Reoffending** – update following first meeting of reinvigorated Reducing Reoffending Board, success in securing funding to support women in the criminal justice system and for perpetrator programmes, Members encouraged to nominate projects for the Community Payback scheme – see link below.
 - Updates on Combatting Drugs Partnership progress, Local Criminal Justice Board, Restorative Justice Action Plan.
 - **Victims Recommissioning Board** established ahead of contracts ending in March 2025.
- **Scrutiny Panels:** update on PCC scrutiny Panels and Independent Custody Visiting Scheme; update following successful volunteer recruitment campaign, shortlisted for an award; Volunteers event held to celebrate contribution of PCC volunteers.

National Updates:

- **PCC National Economic & Cyber Portfolio:** PCC engagement with Security and Policing Minister; update on development of new Action Fraud systems; publication of Government Fraud Strategy; launch of new Fraud Communications Toolkit; translation of materials to protect international students at risk of fraud; update on partnership working initiatives including Multi Agency Fraud Forum bringing together police, Local Authority Trading Standards and victim services. This model has been recognised nationally as best practice.

1. GOVERNANCE AND SCRUTINY

New Scrutiny Arrangements

As planned, the revised oversight boards went live in March 2023.

<https://www.avonandsomerset-pcc.gov.uk/reports-publications/oversight-boards/>

Performance and Accountability Board (PAB) – this meeting is now 30 minutes in duration and is held on a monthly basis. It is broadcast live on Facebook and the recordings can be accessed through the above link. The next public broadcast will take place on 11 July 2023. Members are encouraged to watch live or view the recording.

Governance and Scrutiny Board (GSB) – this meeting is now 3 hours in duration and is held on a monthly basis. Although this is not a public meeting the agendas and minutes are published on the above link.

Key Decisions

Key decisions published since the last meeting are available at the following link:

<https://www.avonandsomerset-pcc.gov.uk/reports-publications/decisions-log/>

Inspections Update

HMICFRS

Since last reported [four new PCC responses have been published:](#)

- [An inspection of how well the police tackle serious youth violence](#)
- [Peel 2021/22 police effectiveness, efficiency and legitimacy – an inspection of Avon and Somerset Constabulary](#)
- [Values and culture in fire and rescue services](#)
- [An inspection of how well the police and national crime agency tackle the online sexual abuse and exploitation of children](#)

Since last reported one new report has been published which requires a response

- [State of Policing: The Annual Assessment of Policing in England and Wales 2022](#)

PEEL

The PCC's statutory response to the PEEL report can be seen on the link above. This includes all 17 areas for improvement (AFIs) and the initial responses to these.

The Constabulary have assigned relevant business leads to take responsibility for each of the AFIs and this is led centrally by the Superintendent for Performance and Assurance, reporting to ACC Will White.

PEEL has been added as a standing agenda item to both the GSB and PAB. This will allow the PCC to have close oversight of progress and demonstrate to the public how he is holding the Chief Constable to account for this.

Police Super-Complaints

Since last reported there have been no PCC responses required nor have any new reports been published.

PCC Election Board

The Chief of Staff has now stood up the PCC Election Board (the Board) in advance of the PCC elections scheduled for May 2024. The Board aims to ensure effective working arrangements from the current term through the election process, to ensure fairness, transparency and integrity and provide a robust governance structure as well as acting as a primary source of information both internally, for Avon and Somerset Police and partners. Key governance documents have been drafted and are in the process of being agreed. The Board will convene monthly from now until after the Election. The Chief of Staff is supported in this work by the Director of Performance & Accountability who will act as a SPOC and work with project leads from the OPCC team.

Local Plans Update

Local Police and Crime Plans have been in place for some time, and are actively being referenced in community safety activity in Somerset, South Gloucestershire and North Somerset. In Bristol, the Local Plan has been signed off by the council, while in Bath and North East Somerset, sign off is at its final stages.

Public Confidence Update

Public trust and confidence in policing is a national issue. Understanding and addressing the drivers for this decline is complex and broad in scope, as set out in the introduction to the recent HMICFRS Annual State of Policing Report. Many of these are addressed in the PEEL inspection report, as they apply to A&S, and the PCC is scrutinising these as outlined above.

Communications and engagement with communities has an important role to play in tackling public confidence, and both ASP and the OPCC have recently expanded their teams. A new ASP Strategic Communications Director has taken up post; and the OPCC has a new Community Engagement and Stakeholder Manager, Forward Maisokwadzo, as of 5 June. Recruitment is also under way for an OPCC Communications and Youth Engagement Assistant (Apprentice). This expansion will enable the OPCC's ability to support, challenge and complement ASP engagement with communities. Further detail can be found in the engagement section below.

Standing Items:

Estates

Updates on current projects material to the Estates Strategy:

- Bath: Options for development of the Bath estate, particularly in respect of Response continue to be actively pursued. There are currently two properties under consideration for which we anticipate pursuing offers.
- Trinity Road: The Guinness Partnership have appointed their preferred contractor with an anticipated start on site of this summer. The decant of the service to Bridewell and Fishponds is now complete.
- Yeovil & South Somerset: The outline business case for the South Somerset review, covering Yeovil, Chard, Somerton, Crewkerne and Ilminster, was approved by GSB in April with a final business case anticipated in Q3/Q4 of 23/24, and move into the new site in Q1/Q2 2025/26.

Recruitment and Retention:

ASP have confirmed that in line with planning and expectations, after three years of collaborative working with UWE and close liaison with the national Uplift programme, the agreed uplift target of 456 officers was met by end March 2023. An additional 80 officers have also been recruited, as agreed on a temporary basis supported with partial funding from the Home Office. At the end of March 2023, the Force had achieved a total head count of 3,393 officers exceeding the target of 3291 by 102 and overachieving the additional 80 officers. Many of the additional officers have already completed their training, with the first cohort graduating last summer. Graduations are now taking place on a regular basis, with nine celebration events happening in 2023 alone. Graduation of the first Detective Degree Holder Entry Programme cohorts has also taken place, bringing enhanced detective resilience into the investigation teams.

On top of meeting the overall growth target, the Force has also succeeded in increasing its diversity, taking it closer to being representative of the communities it serves. There are now 40 per cent more female officers and 55 per cent more officers with Black, Asian and minority ethnic heritage. There is still much more to do on this and reflecting the wealth of different backgrounds and experiences across local communities remains a core commitment in recruitment.

Numbers of police officer leavers per month has been reducing and remains under the 25 per month that was modelled in the trajectory (approx. 20 leavers per month). The Force is focussing even more on retention and wellbeing of officers and participating in best practice learning nationally, to continuously improve workforce planning practice. There continues to be a resourcing and tutoring challenge in the south of the Force area, and this will remain a focus of attention, which includes continuing to run local campaigns in the south.

Fire Governance:

There are no developments to report regarding fire governance in A&S. As reported previously there was consultation on the White Paper *Reforming our fire and rescue service* but this closed on 26 July 2022 and the outcomes have not been published.

2. OPCC BUSINESS UPDATE

Tackling Disproportionality in the Criminal Justice System in A&S

The Steering Committee (SteerCo) has now been established and will meet every 6 weeks moving forward. Councillor Asher Craig has been appointed as co-chair with Chief Constable Crew to lead the Steering Committee moving forward. At the most recent meeting, the vision and ambition of the group were agreed. Consent was also given to the recruitment plan for an Independent Scrutiny Board led by Interim Chair Desmond Brown. This Board will act as a critical friend to the SteerCo, holding them to account in delivery of the recommendations and representing the communities of Avon & Somerset.

Now the governance structures have been identified and agreed, work is underway to identify pillar leads to lead the multi agency working groups and deliver key outcomes. The next meeting is scheduled for 20 June 2023.

Consultation and Engagement

The Communications and Engagement Team continues to use the PCC's programme of engagement and events to support the objectives of the Police and Crime Plan.

The new Community Engagement and Stakeholder Manager, Forward Maisokwadzo is in post as of 5 June. The new post-holder will continue to coordinate engagement visits over two days a week -

Thursdays to police teams and Fridays to public and partners as well as local political leaders in a geographical rotation of each of the Local Authority areas.

The new Community Engagement and Stakeholder Manager will focus on supporting ASP to engage and communicate with local communities on key legitimacy, public confidence and trust issues including what the police service is doing to tackle institutional misogyny, racism and promote culture change within the police service. Community engagement will also focus on reassuring communities that the OPCC is effectively holding ASP to account for responding to, and investigating, crime efficiently and effectively.

Rotations around the area during the next six months will prioritise engaging internally and externally on the Police and Crime Plan. At the end of July, the OPCC will launch a six-month external communications campaign focused on the Police and Crime Plan, followed by an internal roadshow presentation to police officers and staff to engage the wider workforce on the role of a PCC and the scope of their responsibilities in scrutinising and ensuring the police service is efficient and effective.

The evaluation of the winter series of Councillor Forum events 22-23 showed that 146 councillors attended over the nine events in eight local authority areas. The average attendance was 18% of total councillors in each area with the greatest number at the South Somerset event in February and the lowest at the Mendip event in December. Out of the 30 respondents to the post event survey, which was sent to all attendees:

- 56% were very satisfied
- 16% were satisfied
- 16% were neutral
- 6% were dissatisfied
- 3% were very dissatisfied

There were some helpful feedback comments which will inform learning for the second round of councillor forums, which are scheduled to take place between September and November this year. Planning is under way with hold dates in the diary and invites to councillors due to go out in July.

A follow up series is a key deliverable for the PCC's programme of engagement. The aim is to help the PCC ensure local neighbourhood teams continue to engage local councillors to better understand the crime and anti-social behaviour issues that are affecting their constituents and to feed back on steps taken to address issues raised last time. The PCC also wants to forge stronger relationships, and promote closer partnership working, to address some of the anti-social behaviour and crime issues faced by residents and businesses in Avon and Somerset.

The evaluation of the Volunteers Recruitment Campaign, entitled Empower Your Community, showed a positive response. The aim of the campaign was to find direct and targeted channels to recruit from a more diverse range of communities particularly looking to recruit people from ethnically minoritised communities and women.

In response to engagement and communications activity we received:

- Application webpage views: 2,344
- Total social media click-throughs: 2,192
- Total social media engagements: 11,095
- 3 pieces of online coverage in BBC Online, Bristol Live and Somerset County Gazette
- Two radio interviews with BBC Radio Bristol following the Bedminster Bus Incident report
- Total media reach: 8,407,500

As a result there were:

- 19 applications in total (9 for ISOPP, 5 for ISOPCP, 5 for ICV)
- 3 applications are Black heritage
- 3 applications are any other white background. This is defined as any other white background, mixed/ multiple ethnic groups

The objectives of the campaign were to create a stand out/high visibility communications campaign to drive the recruitment of new volunteer panel members and improve the diversity of applicants and members in the panels. We also wanted to use the campaign to raise awareness of the work of the PCC throughout Avon and Somerset.

The success of the objectives achieved through the recruitment campaign has resulted in it being nominated for the PRCA Dare Awards South West Public Sector category with winners expected to be announced on 21 June.

Finally, the Communications and Engagement Team is currently advertising the final vacancy within the team for a Communications and Youth Engagement Apprentice. The role is a two-year fixed term post that will afford the post holder an entry level job that gives on the job experience in communications and engagement with a PRCA qualification at the end of the term. The role will be used to manage our social media and digital channels more effectively and grow and develop our youth voice/channels and engagement. We are working with local third sector community organisations such as Babassa and Grass Routes to advertise and recruit into the role to give a local young person an opportunity.

Contacts/Complaints Oversight

The IT issue in relation to obtaining management information from Iken is still being resolved and we await an update from Iken as to how we may be able to retrieve this data before conversion to the new case management system i-Case. The i-Case project has been delayed and launch is now anticipated in November 2023. This has caused issues for the Scrutiny and Assurance team who are still not able to use the management data function in the system.

The team are however still monitoring the contacts coming through the system as well as linking in with the new Staff Officer and the Comms and Engagement team to identify trends and themes in public contacts and engagement to assist the PCC in holding the Chief Constable to account through the Performance and Accountability Board.

The PCC has seen increased contact from the communities of Avon and Somerset in relation to Unauthorised Encampments. As a result, the PCC has been working with the Police and local communities to increase dialogue, review options and agree activity that balances the rights of all and seeks to prevent any negative impact. The PCC has also received contact in relation to the national media coverage about rape and sexual assaults in hospital which he addressed through the Performance and Accountability Board on 14 June 2023.

Commissioning, Policy & Partnerships

Serious Violence – Violence Reduction Partnership and the Serious Violence Duty

The Home Office funded 20 forces this year to deliver approaches to tackle youth violence under their Violence Reduction Unit (VRU) funding. A&S is one of these forces. With this funding a model has been implemented over the last few years which created a hub and five spoke Violence Reduction Partnership (VRP) model, based on a public health approach. The OPCC is the hub,

offering a central coordination function, in overseeing all five local authority spokes (VRPs) delivery, coordinating the Home Office grant allocation and ensuring that Avon and Somerset is meeting the objectives of the public health approach to tackling serious violence.

Whilst A&S does suffer issues relating to youth serious violence, its geography and other significant demands around violence mean that to tackle Serious Violence across the force area, a wider remit of violence is necessary if we are to get to the root causes. As such we adopt a broader scope to the issues of serious violence and consider these crime types in our efforts and plans: Homicide, Violence Against the Person (further categorised by 'violence with injury'), Robbery, Aggravated Burglary and Serious Sexual Offences – *with a focus on youths*.

As raised in the last update, with our partners it was decided that a review of the OPCC hub should take place of the resourcing behind the delivery model in its entirety. This is now underway; Crest Advisory have been appointed to deliver this by the end of June. Local partners and key leaders are being consulted on for this review. Options will be presented to the partnership for a decision to be taken forward collaboratively.

A decision was also recently made to define our branding and mission statement, this saw a shift from the term Violence Reduction Unit to Violence Reduction Partnership. A series of partner consultation opportunities took place to agree the partnerships branding, which has resulted in the below agreed logo;



Each local authority VRP spoke is represented by a colour, this uniforms our identity and represents the collaborative response. A website is currently also being developed to hold information and updates across the hub and spokes.

Our Purpose, Mission and Vision as an A&S Partnership have been agreed as the following;

Our purpose is to create safer and more resilient communities for now and the generations to come, by reducing serious violent incidents across Avon and Somerset.

Our mission is to work collaboratively with partners, to understand and address the root causes of violence in Avon and Somerset, with a focus on education and prevention.

Our Vision is to eliminate serious violence, protect the vulnerable and create safer communities through the opportunities provided by the evolving Violence Reduction Partnership.

The OPCC hub has also recently produced a refreshed strategic needs assessment which provides a renewed look at police, local authority and some health data, to support in understanding need and priorities. A set of 79 recommendations have been identified across 4 themes of focus to inform the strategic partnership, with a response plan supporting each theme.

Local VRP delivery and reach

The 5 VRP spokes have embedded risk identification processes where they review intel, data and partnership information on a weekly basis. Through these meetings and processes, in 22-23 861 young people were identified as at risk or a risk in terms of serious violence. Many of these will have been supported by statutory services but some will have also benefited from the interventions and pathways delivered by the VRP's. The predominant intervention types funded by VRP's are

mentoring, detached youth work, Education inclusion approaches and Social Skills development. Other significant work delivered by the VRP's is upstream awareness-raising.

For 22-23 just over 20,000 under 24's were reached by the VRP's, 16,000 of these were through education based awareness-raising. Around 3,000 were reached by detached youth work and the remainder through mentoring, sports based interventions and targeted group work.

Serious Violence Duty

The long-awaited Serious Violence Duty guidance was launched on 31 January. Guidance leaves much of the shaping and development to local discretion, however Duty governance and grant allocation is to sit with PCCs. In A&S, some early scoping was undertaken with key partners (inclusive of the Duty Holders) around the potential model for delivery of the Duty; the consensus was that proposed outputs of the Duty are close to being met with the Hub and Spoke model in place for the VRU grant and therefore aligning the work of the VRP with the Duty is the most appropriate way forward. The Duty will provide a means to create a more comprehensive assessment of the problem and provide leverage for stronger collaboration between Duty Holders; collaboration is extremely good in places but there are new relationships to be built, for example with the Fire service. A task and finish group has been set up to action and ensure the duty is implemented to its mandates; the group has now met twice and agreed a TOR, its delivery approach and next steps as to the review of the SV definition.

Nationally Avon and Somerset has been assessed as 'Ready and Engaged' to deliver on the Duty, following a national readiness assessment delivered by Crest Advisory. Recommendations and a current assessment have been provided in a report to help us drive this collaborative approach to the next level; in the main this is developing partnership data sharing at a strategic assessment level, as well as continuing to drive systems change action across specified authorities.

Reducing Reoffending

The reinvigorated Avon & Somerset Reducing Reoffending Board sat on 18 May with the new chair, Steve Kendall. The Board discussed 3 priorities: Integrated Offender Management, 16-25 year olds and Women in the Criminal Justice System. The terms of reference will be finalised at the next meeting of the Local Criminal Justice Board on 20 June. The next meeting of the RR Board is scheduled for 14 September.

The OPCC was successful with its bid to the Ministry of Justice to fund The Nelson Trust to recruit a dedicated post to establish a whole systems approach in line with the Concordat on women in or at risk of contact with the Criminal Justice System. Recruitment has been successful for the strategic post although they have not yet taken up post. This post will restore the gender responsive board and create a strategy for this work. This funding is available until March 2025.

The OPCC was successful with its bid to the Home Office for funding for perpetrator programmes. The incumbent provider in South Gloucestershire was successful in the procurement process and is currently mobilising to expand delivery across Bristol and North Somerset as well as continuing in South Glos until March 2025.

Part Two of the Police and Crime Commissioner Review provided an opportunity to ensure that PCCs can work across the Criminal Justice System to cut crime, drugs misuse and antisocial behaviour, whilst continuing to strengthen their accountability to the public. It examined how PCCs could become more involved in offender management in their local area, including through being more involved with community payback schemes. As a result government guidance has been published encouraging the PCC to:

1. Champion Community Payback and canvass views on Community Payback opportunities.

2. Convene partners to leverage greater Community Payback opportunities.

Community engagement is strongly encouraged with Community Payback, anyone can propose a project in their area via the nominations process on the [Gov.uk website](#). We would encourage members of the panel do this when appropriate and share amongst their own networks.

Combating Drugs Partnerships

All five local Combating Drugs Partnerships are progressing at different rates but have now completed all milestones set by the Joint Combating Drugs Unit. All 5 partnerships presented updates to the PCC in May which was deemed useful by all and so will be repeated in 6-12 months' time. Partnerships are now in the delivery phase and so our office will review our involvement as attending 5 meetings per quarter is a challenge.

Criminal Justice

ASCJB

The A&S Local Criminal Justice Board (ASCJB), chaired by the PCC, has not met since the last Panel meeting; the next LCJB is scheduled to take place on 20 June. National guidance has come out for all LCJBs and A&S are confident that they are already adhering to the expected ways of working. As part of a refresh of the A&S LCJB business plan, the performance measures are being scrutinised alongside national and local data to formulate Key performance indicators for each of the sub groups that report into the board. A recent area of focus for the LCJB has been timeliness of youth justice proceedings as it had been identified that A&S were an outlier against the national average, work is being done to identify where performance requires improving to ensure swift justice for young people.

MOJ has suspended the requirement for reporting on VCOP compliance pending implementation of the Victims Bill. Work is being done at a local level to stand up the scrutiny of cases and to adhere to the requirements set out in the code as referenced in the Victims and Prisoners Bill. MOJ have informed us that we will receive funding locally to provide for an analyst to support delivering scrutiny in this area.

The Restorative Justice (RJ) Joint Working Group

Work continues on progress between both Resolve West and the police in line with the action plan. At the Q4 contract meeting performance was reviewed, referrals have increased from 65 to 98, this is heading in the right direction for improvement but work still needs to be done to improve further. Referrals are heavily reliant on partner agencies and those from Lighthouse are still very low, this is being reported back to the LCJB to increase engagement and support from CJ stakeholders in encouraging referrals from their organisation.

Prisons engagement in RJ is an area for improvement. An HM Restorative Hub is used for all referrals relating to offenders in prison or probation; these need to be approved via the hub, which can hold up the process for more than six months. This is a consistent barrier and causes disengagement from parties and loss of cases due to them not being approved (RJ experts have no input). This is a nationwide theme, and has been escalated to the LCJB for the June board.

Work is also being done to improve the feedback mechanism RW use to collect feedback on their service and the wider victim journey through the criminal justice system. RW will be linking in with other OPCC support services to learn best practice.

Victim Services

The OPCC has stood up a Victim Services Recommissioning Board ahead of the following contracts coming to an end in March 2025:

- A. A Practical and Emotional Support Service for adult victims of any crime or Anti-Social Behaviour (ASB) [currently provided by Victim Support]
- B. An Enhanced Adult Support Service for victims of any crime or ASB [currently provided by VOCAS]
- C. A Children and Young People Support Service for victims of any crime or ASB up to the age of 18 (or 25 where there are additional needs) [currently provided by Young Victim Service]
- D. An Independent Sexual Violence Advisor (ISVA) Service [currently provided by Safelink]
- E. A Restorative Justice Service for victims of any crime or ASB [currently provided by Resolve West]
- F. Modern Slavery Support Grant [currently provided by Unseen UK]
- G. Funding towards Prevention Work

This Board, chaired by the OPCC Director of Policy and Partnerships will coordinate and oversee the team's commissioning work culminating in new contracts that would start in April 2025. As a result, the Board has written to incumbent providers to let them know that the process is beginning.

The Government published a draft Victims Bill in 2022 and when it later entered parliament in 2023 it was expanded to be known as the [Victims and Prisoners Bill](#). The Bill includes numerous important provisions. Of note for the OPCC are the new duty on Local Authorities (LAs), Police and Crime Commissioners (PCCs) and Integrated Care Boards (ICBs) to collaborate when commissioning support services for victims of domestic abuse, sexual abuse and serious violence for a police area. The Bill will also require that statutory guidance is published about the roles of Independent Sexual Violence Advisors (ISVA) and Independent Domestic Violence Advisors (IDVAs), to increase awareness and consistency of these roles.

The [Impact Assessment](#) (p.8) describes modest resources commissioning bodies may receive to deliver the duty. Government officials are currently engaging with relevant bodies before finalising the resourcing and issuing draft guidance for consultation.

[Scrutiny Panels](#)

Independent Scrutiny of Police Complaints Panel (ISPCP) & Independent Scrutiny of Police Powers Panel

The June meetings of the ISOPP and ISPCP were cancelled in March due to unprecedented staffing issues within the Performance and Accountability Directorate. These included the death in service of a long-standing member of the OPCC team. The decision to cancel the meetings was made in collaboration with the respective chairs, and all agreed it was an appropriate response to the circumstances.

Staff are currently focussed on the onboarding of a new Scrutiny and Assurance Manager who joined us on 12 June, and the recruitment of a Contacts and Scrutiny Officer with interviews scheduled for end June; alongside the priority of ensuring the OPCC continues to respond effectively to contacts from the public. The induction and training of 19 new volunteers is also under way.

The next meetings are scheduled for September 2023.

[Independent Custody Visiting Scheme](#)

Independent Custody Visitors (ICVs) have continued to conduct weekly, unannounced paired visits at each of the 3 Custody Units to check on detainees' rights, entitlements and wellbeing. The ICVs have been a credit to the PCC's office over recent months, maintaining weekly visits despite being faced with ICV shortages due to several leavers. The recent Volunteer Recruitment Campaign yielded (subject to satisfactory vetting) 5 ICVs: 2 ICVs in Bridgwater, 2 in Patchway and 1 in Keynsham. This will take the total ICV numbers from 19 to 24. Further ICVs are still required so their recruitment campaign will remain ongoing.

ICV Panel Meetings were held in person at the end of April and during early May for each of the 3 Custody Suites. Meetings were well attended including by respective Inspectors/Sergeants for each area as well as representatives from Advice and Support in Courts & Custody (ASCC) who provided an overview of the mental health services they offer to detainees.

Additional information about the Scheme can be found at the following link:

[The Independent Custody Visiting Scheme | OPCC for Avon and Somerset \(avonandsomerset-pcc.gov.uk\)](https://www.avonandsomerset-pcc.gov.uk)

Out of Court Disposals Scrutiny Panel

The Panel will meet on 14 June to scrutinise cases on the theme of disproportionality. The Panel will be piloting scrutiny of cases that *did* go to court, but may have been eligible for an out of court disposal, and looking at the circumstances and decision making that led to this outcome. This is in response to recommendation 30 of the Avon and Somerset Identifying Disproportionality report – *For the A&S OPCC to set up a scrutiny framework that scrutinises cases that have been charged, but may have been eligible for an OOC, rather than reviewing only cases that have resulted in an OOC.* The report found that black defendants were twice as likely to have been charged (where the case could have been eligible for an out of court disposal) than white defendants. The primary reason for this was that black defendants were more likely to give a 'not guilty' plea, making them ineligible for an out of court disposal, and leading to harsher outcomes overall. The purpose of the June session is to examine potential disproportionality and inform development of future scrutiny arrangements. Further information can be found at: <https://www.avonandsomerset-pcc.gov.uk/reports-publications/out-court-disposals-reports/>

Celebrating PCC Volunteers

National Volunteers Week was held between 1-7 June 2023 and in celebration of all our volunteer panels, the PCC and DPCC invited all 49 volunteers to HQ for a special event that recognised both long standing members but also welcomed 19 new volunteers from our recent recruitment. Volunteers were presented with certificates of recognition for their service to the PCC and their communities. It was a very successful event and further information is available here:

<https://www.avonandsomerset-pcc.gov.uk/news/2023/06/avon-and-somerset-police-crime-commissioner-celebrates-volunteers-week-with-appointment-of-19-new-members-to-its-scrutiny-panels/>

The recent volunteer recruitment campaign which was delivered in collaboration with Purple Fish has been shortlisted for a Public Relations and Communications Association Public Sector regional award. The DARE award for Public Sector recognises work by or on behalf of central government, local authorities, NHS trusts, fire authorities, police forces, executive agencies, non-departmental bodies.

Further information is available here: www.prcadareawards.com

3. National Updates

Economic & Cyber Crime

Following the APCC General Meeting, APCC ECC Leads, Mark Shelford, James Thompson and Andy Dunbobbin issued a letter to the Security and Policing Minister to update them on the outcomes of conversations with PCC and Deputy Mayor colleagues. The letter outlined: the significance of fraud as a priority harm and support for its inclusion in the Strategic Policing Requirement; increasing the breadth of a 'duty to prevent' fraud to encourage good corporate behaviour; issues around sentencing of fraudsters; the need for closer collaborative working with PCC colleagues. The Minister for Security has recognised the importance of the role of PCCs in pushing the fraud agenda and has welcomed a meeting with APCC leads.

FCCRAS, overseeing development and launch of new systems at Action Fraud, has now entered the discovery phase. This is a three-month period where information will be collected by CoLP and suppliers to inform the new system, including user interface and technical solutions to intelligence sharing. The OPCC are awaiting a detailed breakdown of engagement days/ events to feed into this process.

The Government Fraud Strategy was published on 3 May 2023. It is a much welcome step that seeks to bring together different organisations and sectors in the fight against fraud, with the aim of reducing fraud and cybercrime by 10% by 2025. The strategy has three core elements that attempt to tackle fraud through a multi-faceted approach. The team will work to ensure the new strategy tallies with OPCC and APCC portfolio objectives. The PCC is due to meet new national Fraud Champion, Anthony Browne.

A new NCA Fraud Communications Toolkit has been published and provides key information in structuring fraud prevention advice. The toolkit has been long anticipated and provides a national standard that all agencies can follow. The OPCC has shared the toolkit with a range of local stakeholders to harmonise messaging across the force area. The OPCC continues to promote national campaigns via communication channels and through its partners. The OPCC is utilising the national Action Fraud comms campaign calendar to steer comms activity, as well as liaising with local fraud protect team and corporate communications. A yearlong communications strategy is being developed.

With OPCC support, A&S Police are working to develop fraud protect materials translated into Chinese languages for international students, who have been identified as being at a heightened risk of becoming money mules.

The OPCC ECC portfolio team continue to work with legal services and data protection teams to identify ways of sharing data between law enforcement agencies. Fraud partners have become increasingly consistent in their communications strategy since development of the multi-agency approach. The OPCC has met with other force areas to understand the composition and structure of different multi-agency approaches that we can learn from. Multi Agency Fraud Forums, as established in Avon and Somerset this year, were recognised as a form of best practice within the recently published Government Fraud Strategy, encouraging local areas to adopt them.

Contact Officer – Alice Ripley, Chief of Staff



**AVON &
SOMERSET**
POLICE & CRIME
COMMISSIONER

Performance Report

Quarter ending March 2023 (Q4 2022/23)

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.](#)

County lines – a model of illegal drug selling typically involving the supply of drugs from larger cities to smaller cities and towns. This model will often involve exploitation of vulnerable people.

CPS – [Crown Prosecution Service.](#)

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

Disruptions – these are more than prosecutions of offences – disruptions are a more flexible and dynamic approach which seeks to interfere with offenders’ networks, lifestyles, and routines so that it is harder for them to commit crime.

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

Drug trafficking offences – these are all drug offences other than simple possession of drugs.

Hate Crime – where the offender has either demonstrated or been motivated by hostility based on a person’s race, religion, disability, sexual orientation or transgender identity.

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.

Positive outcome rate – all recorded crimes must have an outcome assigned at the end of the investigation. Positive outcomes are counted as [Home Office outcomes](#) 1-8 and 22. The Positive outcome rate is the proportion of all outcomes that were positive.

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.

Rural Crime – any offence occurring in a rural area which directly or indirectly affects a farming or rural business or the rural communities. Rural means a close association with or dependence upon the land within that location.

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

TacAd – Tactical Advisor – a person with specialist knowledge or experience of a particular topic who can provide advice to colleagues on how matters should be dealt with.

National Police and Crime Measures

(Priorities for Policing)

Contribution of Avon and Somerset Police

Reduce Murder and Other Homicide

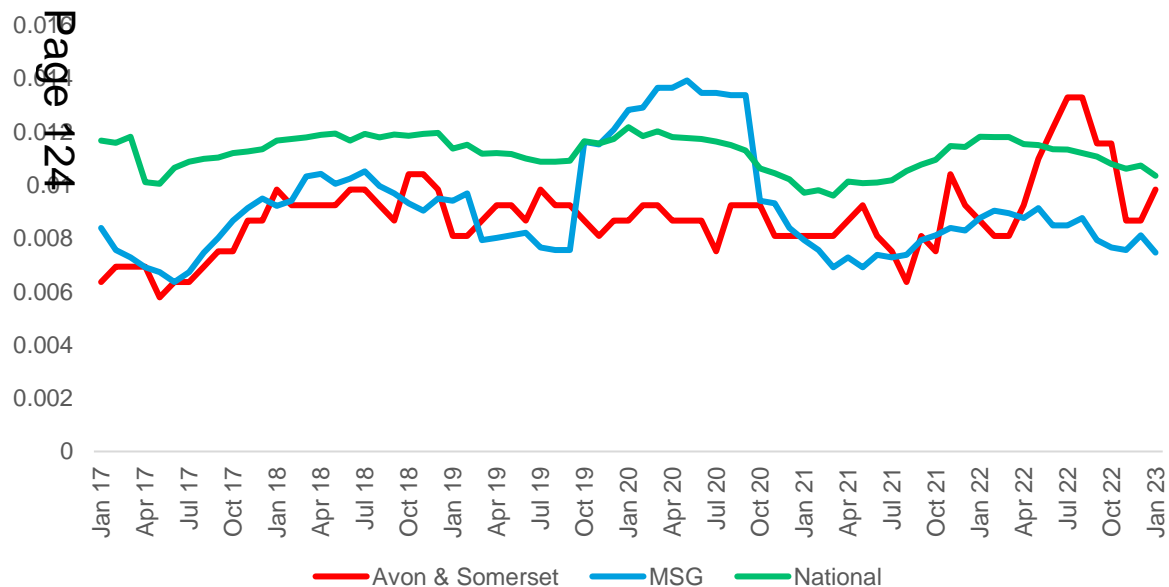
Measures Summary

Local Measures	Trend	Benchmark
Police recorded Homicide offences	Stable	6th/8 MSG (above MSG average rates)

Planned Action to Drive Performance

- Continued high intensity policing activity in serious violence hotspots, across the force area, utilising [Home Office Grip funding](#). This will be intelligence driven and combined with problem-solving approaches to design out crime such as additional CCTV, improved lighting and engagement with licensees in the night time economy.
- Embedding of a new 'Initial Learning' review that will take place within 14 days of a homicide occurring to ensure learning is recognised and prevention opportunities acted upon.
- Ongoing communication with other forces and partners to scope and identify good practice in the prevention and reduction of homicide offences.
- Stalking training and awareness inputs, that will include an input on Stalking Protection Orders, to be delivered to call handlers throughout 2023..
- 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.
- Ongoing 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.

Homicide - 12 Month Rolling Rates per 1000 Residents



Comments

- Between the period of January-March 2023 there were 7 recorded Homicides across Avon and Somerset. This volume accounts for the recent noted increase in rate per 1000 residents.

Reduce Serious Violence

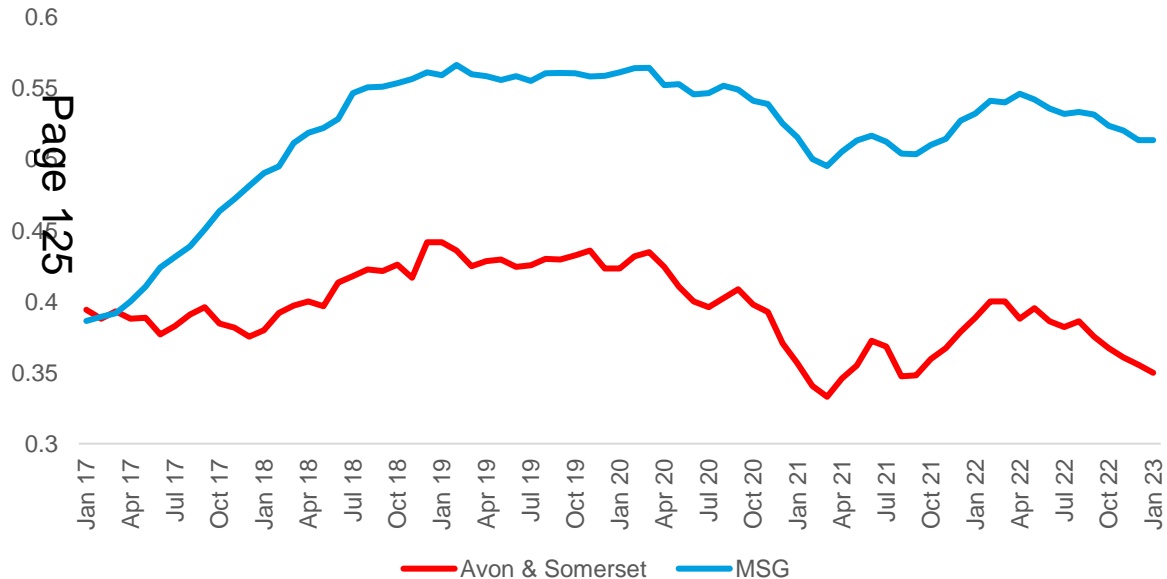
Measures Summary

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

Planned Action to Drive Performance

1. Increased commitment to high intensity policing activity in serious violence hotspots, particularly in transport hubs, night time economy and high footfall urban green spaces.
2. New tasking group, comprising local and regional specialist teams to identify and look at top Organised Crime Groups, serious violence and persons at risk.
3. Prioritising intervention and diversion through the Violence Reduction Unit.
4. Enhancements to Command and Control systems to improve intelligence related to high harm offenders.
5. Increased disruption activity in relation to Organised Crime Groups.
6. Updates to Knife Crime plan to better equip officers when responding to knife related or higher harm incidents.
7. Embed strategic multi-agency working through, and in line with, the Serious Violence Duty.
8. New intelligence process for identifying and responding to criminals with access to firearms.
9. Continued engagement with chairs of shooting clubs and firearms dealers to reduce the likelihood of firearms getting to people with criminal intent.

Serious Violence - 12 Month Rolling Rates per 1000 Residents



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

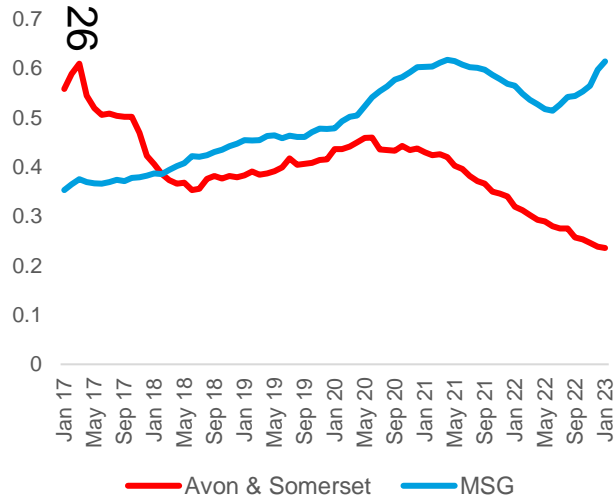
Local Measures	Trend	Benchmark
Number of drug trafficking offences	Reducing	8th/8 MSG (below MSG average rates)
Number of all drug disruptions	Increasing	Not available
Number of county lines disruptions	Increasing	Not available

Planned Action to Drive Performance

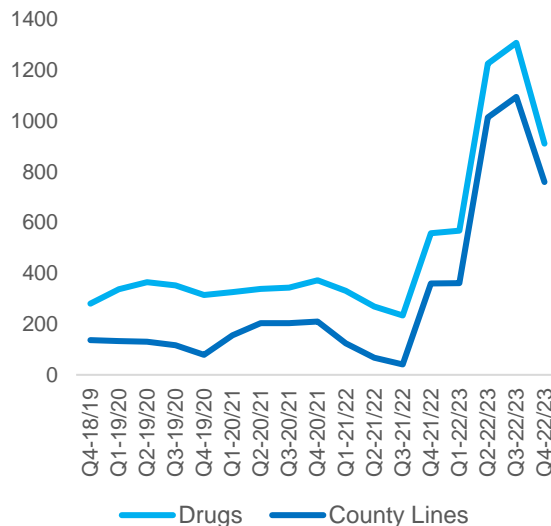
1. Proactive work with charity 'Parents against criminal Exploitation' to raise awareness and highlight current trends in drugs supply and County Lines.
2. Discovery work, using on-call youth support workers, to encourage early engagement while children are in custody to maximise early disruption opportunities (reachable moments).
3. Home Office surge funding to provide high visibility patrols in Bristol and Bath to increase community engagement and build intelligence..
4. Operation Vanquish (previously 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 tactics and approaches adopted in Operation Scorpion. This will enable the evidence-based identification of successful policing approaches, in reducing reoffending and improving community confidence surrounding drugs crime.

Page 126

Drug Trafficking Crime -
12 Month Rolling Rates per 1000
Residents



Drugs and County Lines Disruptions -
12 Month Rolling Rates



Comments

1. The force has a lower rate of drug trafficking offences per 1000 residents, compared to the MSG forces and this gap has been growing since mid 2020. This may indicate less proactive identification of the offending.
2. The increase in recorded disruptions was linked to intensification as part of Operation Scorpion.

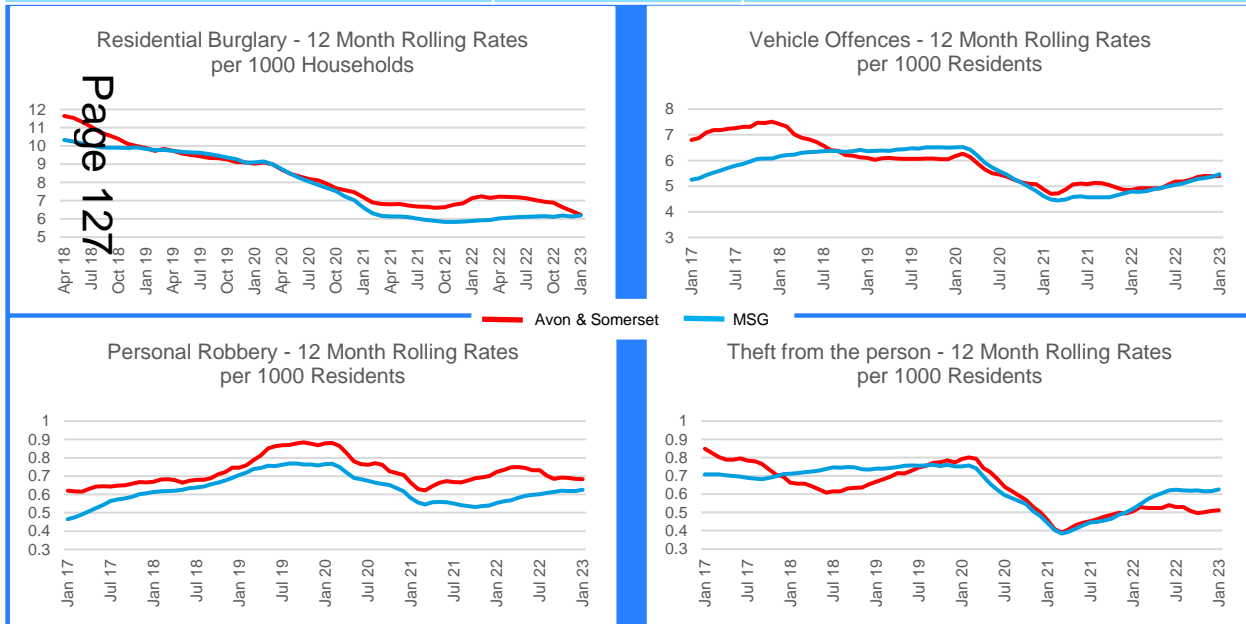
Reduce Neighbourhood Crime

Measures Summary

Local Measures	Trend	Benchmark
Police recorded residential burglary offences	Reducing	4th/8 MSG (above MSG average rates)
Police recorded vehicle crime offences	Reducing	5th/8 MSG (below MSG average rates)
Police recorded personal robbery offences	Stable	6th/8 MSG (above MSG average rates)
Police recorded theft from the person offences	Reducing	3rd/8 MSG (above MSG average rates)

Planned Action to Drive Performance

- Enhancements to the Problem Solving template to signpost officers to best practice, as well as targeted training for neighbourhood supervisors.
- Evaluation of Problem Solving Plans to identify best practice and ensure consistency in the response to Neighbourhood Crime, with a process to share good PSPs with a central hub and signposting to the College of Policing's 'Practice Bank'.
- Enhancement of the existing proactive and reactive capabilities within Remedy, through structural and process improvements, to reduce neighbourhood crime in local communities across Avon and Somerset.
- 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

- Recorded neighbourhood crimes were impacted significantly during the COVID-19 lockdown periods, and as a result saw large reductions. Although there have been some increase since they have not returned to pre-COVID levels.

Measures Summary

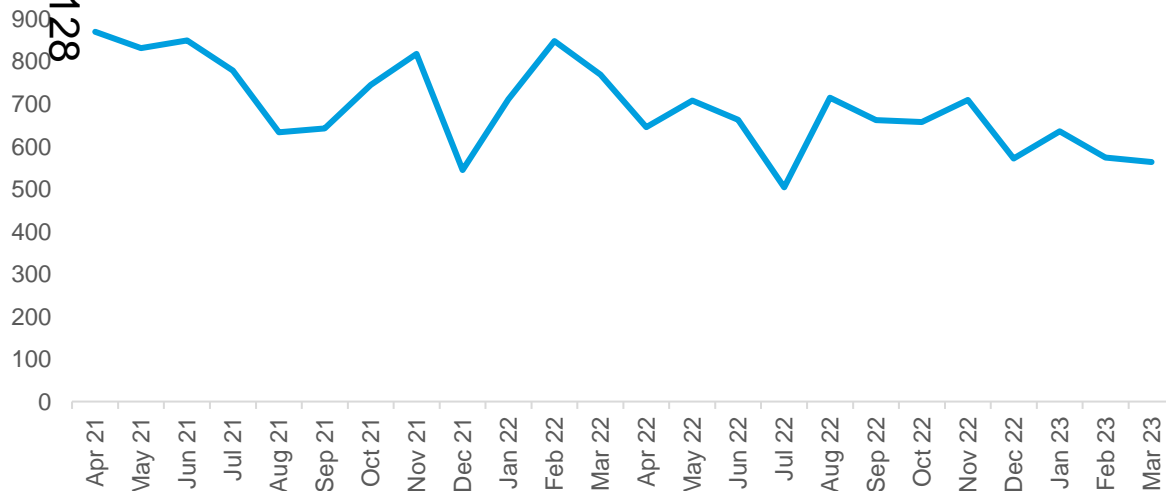
Local Measures	Trend	Benchmark
Investigate 100% of all cyber dependant crime disseminated to forces	Stable (100%)	Not available
Provide 100% of all cyber dependant crime victims with specialist advice	Stable (100%)	Not available
Action Fraud Offences	Reducing	Not available

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. Recruitment and establishment of additional investigation capacity to support asset and monetary seizures in financial investigations.
4. Continued use of cyber volunteers and specials to enhance specialist cybercrime knowledge.
5. Commencement of a Digital project to address a number of investigative areas including complying with HMICFRS recommendations regarding legal requirements and information security.
6. 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.

Page 128

Action Fraud offences disseminated to Avon and Somerset Police



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.

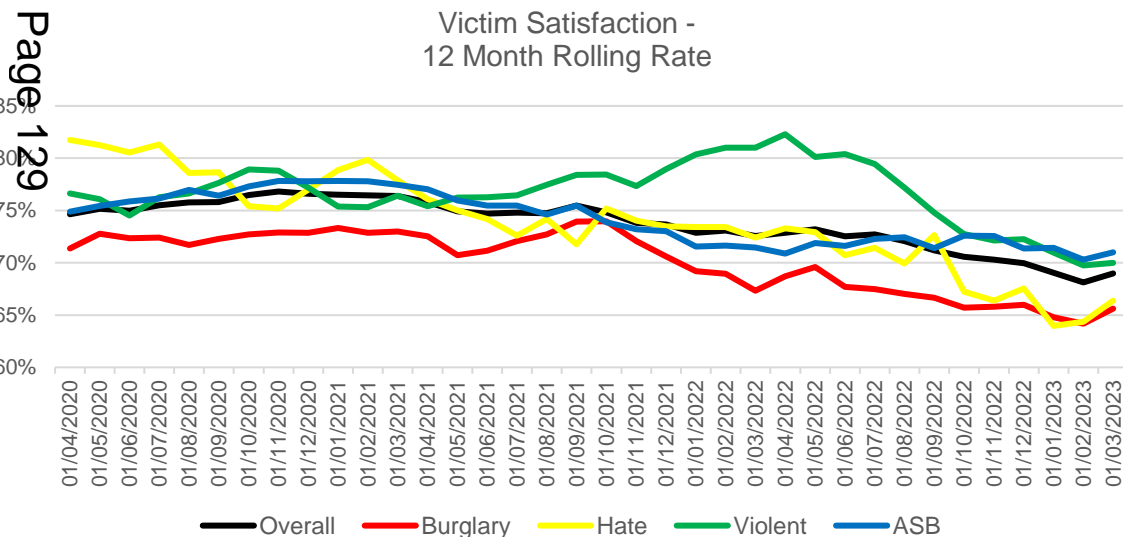
Improve Victim Satisfaction, with a Focus on Victims of Domestic Abuse

Measures Summary

Local Measures	Trend	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

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. Creation of new victim information packs to ensure that victims of crime are provided with relevant information, guidance and support.
5. Joint Police and CPS scrutiny panel to review police decisions of 'no further action', identifying learning and best practice to be fed back to the organisation.
6. Increased scrutiny on cases finalised where the victim declines to prosecute or evidential difficulties exist to ensure the victim is at the heart of the investigation.
7. Regular check and test of supervisor reviews examining quality of the investigation, with a particular focus on safeguarding.
8. Development of co-location working practices for Independent Sexual Violence Advisors in police premises to enable closer working.



Comments

1. Dwelling burglary shows higher satisfaction levels than all burglary (80.3% vs 65.6%).
2. There is no existing domestic abuse victim satisfaction survey currently in place in Avon and Somerset.

Better Criminal Justice Outcomes for Rape Cases

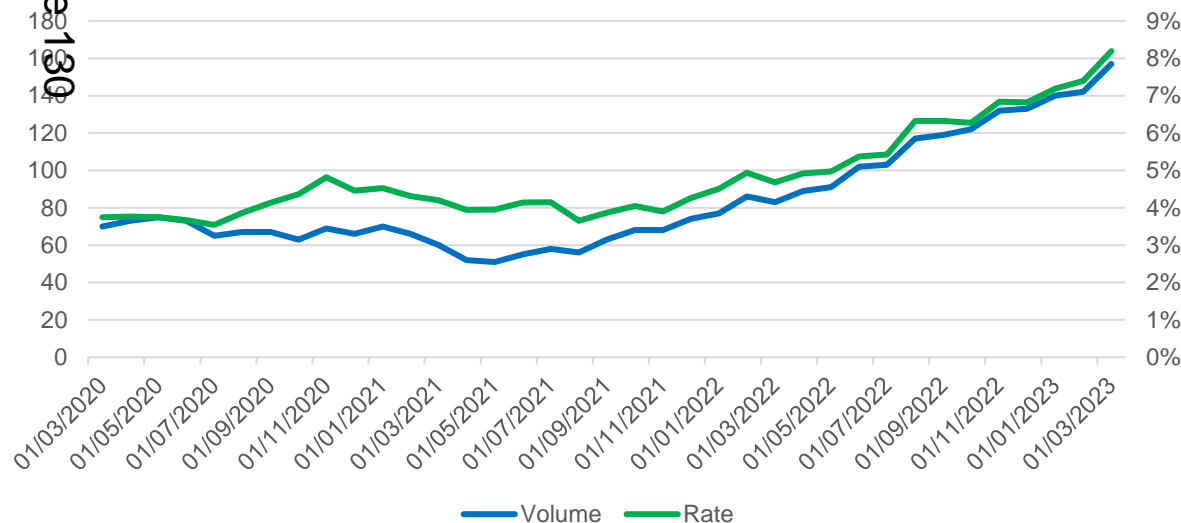
Measures Summary

Local Measures	Trend	Benchmark
Charge volumes for rape offences	Increasing	Not available
Charge rate for rape offences	Increasing	3rd/8 MSG (below MSG average rates)

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.

Rape - 12 Month Rolling
Charge & Summons Volume and Rate



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 1 – Preventing and fighting crime

*The national measures in the previous section also align with the local plan as shown below.

National measures	Local areas of focus
Reduce Murder and Other Homicide	Drug crime and serious violence
Reduce Serious Violence	
Disrupt Drugs Supply and County Lines	
Reduce Neighbourhood Crime	Neighbourhood crime and anti-social behaviour
Tackle Cybercrime	Fraud and cybercrime
Improve Victim Satisfaction, with a Focus on Victims of Domestic Abuse	Supporting victims of crime and anti-social behaviour
Better Criminal Justice Outcomes for Rape Cases	Male violence against women and girls

Vulnerable children and adults

		Impact				
		Not currently undertaking any work	Started work but requires considerable development and/ or improvement	At this current time, it is not possible to make a judgement about performance	Performing well but there are still areas which require development and/or improvement	Performance is advanced, all outcomes are being met and the areas for development are nil or negligible
Implementation	Action is a one-off, with the action perceived as not being helpful, not having worked or that it wouldn't work in practice					
	Action is tended to be thought about in response to a crisis or external stimulus		<ul style="list-style-type: none"> Evidence-Led Prosecutions Officer Norms Recruitment 		<ul style="list-style-type: none"> Working with Communities 	
	Delivery of the action is low cost or process focused rather than quality-focused (i.e. how many or how much, rather than how well)		<ul style="list-style-type: none"> Voice of the Victim 			
	Action is actively invested in and areas of improvement are always being sought		<ul style="list-style-type: none"> Data Collection 	<ul style="list-style-type: none"> Governance 	<ul style="list-style-type: none"> Recognition and Response Mental Health Access to Services Appropriate Action Tasking and Review Process Analytical Capability Evidence and Investigation Resilient Staff Multi-Agency Hubs 	
	Action is a way of life and embedded in everything staff do, from the frontline to senior managers					

Planned Action to Drive Performance

- 'Think Child' campaign to raise awareness of staff's responsibility to be more child-focussed and ensure that vulnerable children are identified and safeguarded early. This will include a series of webinars from specialist officers and staff; training for frontline officers about a trauma-informed response to children that have suffered abuse; school visits by local neighbourhood officers and violence reduction teams; and promotion of the signs to look out for and how to report concerns.
- Undertake a Child Protection self-assessment against a set of criteria to understand where we are performing well and where there are gaps.
- Improvements to the allocation of crimes against children to ensure these are investigated by the right specialist teams with appropriate safeguarding and a child-focus.
- 'Protecting vulnerable people' to be included in the Performance Control Strategy to improve oversight and in response to the recent PEEL areas for improvement.

Comments

- This is too broad for performance to be captured in a couple of statistical measures. The ASP self-assessment (left) provides a better insight, with priority areas highlighted, and vulnerability reports are scrutinised by the PCC on a quarterly basis.
- Some of the most prolific types of vulnerability are covered separately in this report e.g. domestic abuse and RASSO.

Male violence against women and girls

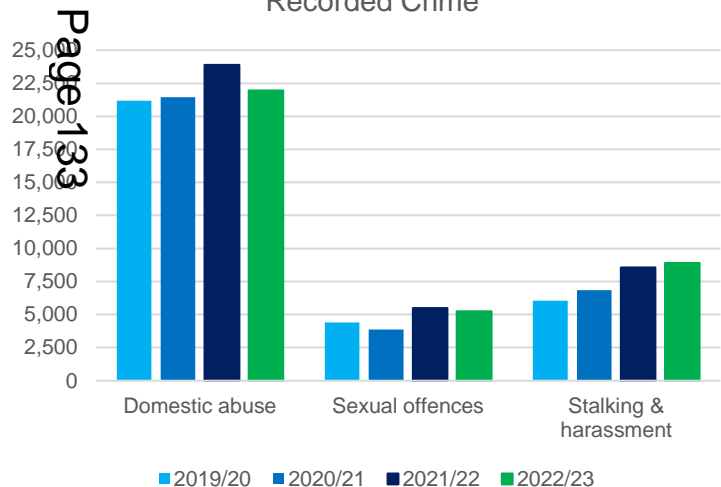
Measures Summary

Local Measures	Trend	Benchmark
Domestic abuse recorded crime	Stable	Not available
Sexual offences recorded crime	Increasing	
Stalking & harassment recorded crime	Increasing	
Positive outcome rate	Stable	Not available

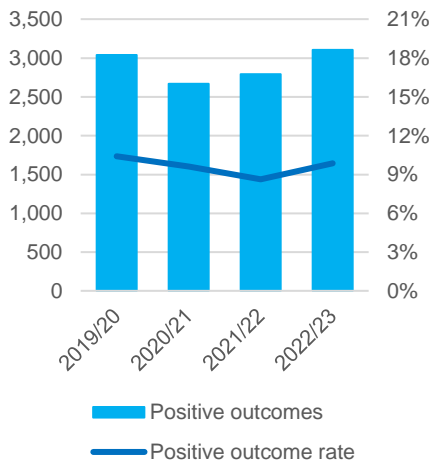
Planned Action to Drive Performance

1. [Local Delivery Framework](#) which reflects the [national framework](#). The plan has 34 actions against three pillars: build trust and confidence; relentless perpetrator pursuit and safer spaces.
2. Supporting victims, tackling perpetrators and prevention all form part of the plan. It also seeks to address the internal culture of policing to ensure there is no place for misogyny within the force and robustly addressing police perpetrated violence against women and girls.
3. Training – nationally recognised and comprehensive package called DA Matters being delivered to all front line personnel. Supported by monthly learning packages on domestic abuse, stalking and harassment.
4. Project Bluestone (see previous slide) will improve the response to RASSO.
5. Additional officers in Integrated Offender Management to manage higher risk domestic abuse perpetrators.

Recorded Crime



Positive Outcomes



Comments

1. Improved crime recording processes, within Avon and Somerset Police, have driven the increases in 2021/22 recorded crime for domestic abuse and stalking and harassment.

Hate crime

Measures Summary

Local Measures	Trend	Benchmark
Recorded crime	Increasing	Not available
Positive outcome rate	Stable	Not available

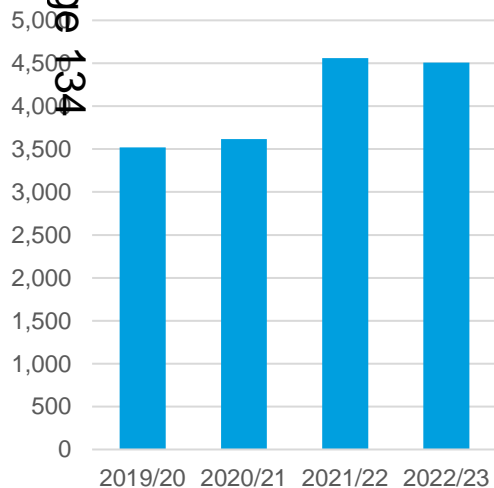
Planned Action to Drive Performance

- Improvements made in line with the Police Race Action Plan will help improve the service for Black, and Black heritage people. Race hate crime being the most significant type of hate crime.
- ASP are an ice-breaker force under the Police Race Action Plan which will include improving the response to officers and staff that are victims of hate crime. This will include improving the 7 Point Promise for officers that have been victims of hate crime.
- The Hate Crime Assurance Panel and TacAd case reviews have already led to additional training. Further checking and testing of this learning will continue as part of the feedback process.
- Embedding of Hate Crime Quality Assurance checklist to improve investigation standards.
- In partnership with Dimensions charity, specialist training will be developed in relation to disability hate crime, and will include engagement with local community groups.

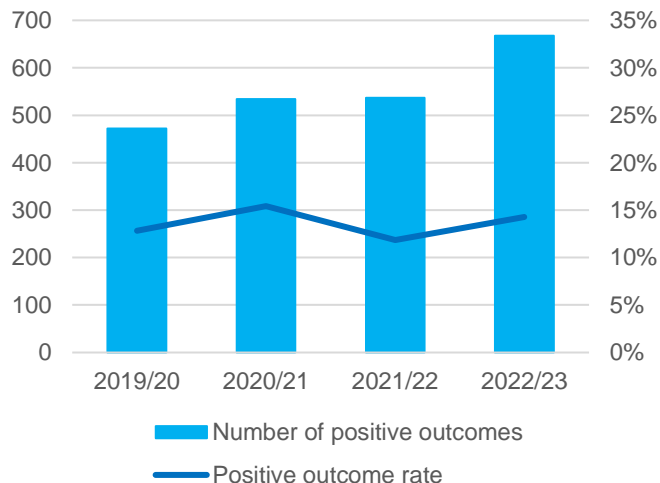
Comments

- The increases in crime are thought to be caused by a combination of more offending, more reporting to the police and better recording practices.
- The increase in hate crime recorded by ASP between 2020/21 and 2021/22 is 26% - the same as the national increase in recorded crime.
- The number and proportion of positive outcomes has increased compared to the last pre-pandemic year.

Recorded Crime Count



Positive Outcomes



Rural crime

Measures Summary

Local Measures	Trend	Benchmark
Recorded crime	Decreasing	Not available
Positive outcome rate	Stable	Not available

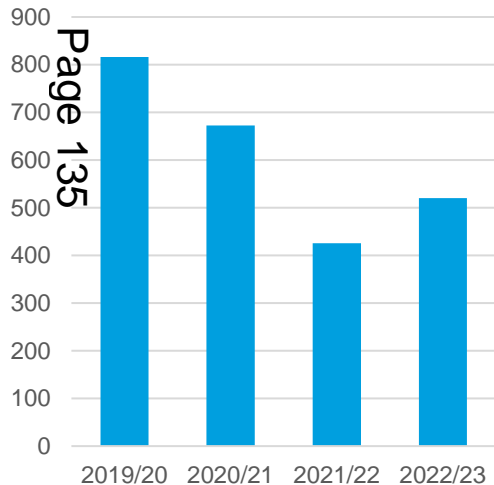
Planned Action to Drive Performance

1. Expanding the Rural Affairs Team to provide this specialist resource across all rural areas of Avon and Somerset.
2. Avon and Somerset Police Rural Affairs Delivery Plan with key actions below.
3. Improve training and internal communications about rural affairs.
4. Improve collection and analysis of rural crime data.
5. Co-ordination of force resources to tackle rural crime.
6. Increased collaboration across the South West forces with a focus on disrupting Organised Crime Groups.
7. Better crime prevention by upskilling the workforce and working with partner organisations and community groups like Farm Watch.

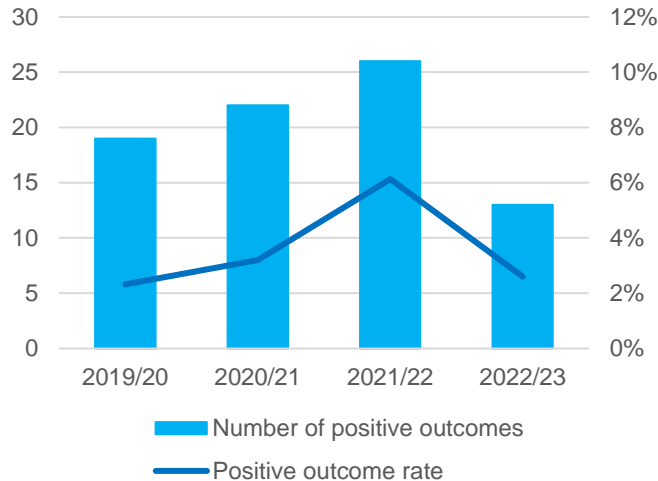
Comments

1. About two thirds of rural crimes are acquisitive crimes. All acquisitive crimes reduced as a result of COVID lockdowns. However, non-rural acquisitive crime has increased in both years since and is higher than 2020/21; rural acquisitive crime is still lower than 2020/21. This could be as a result of less rural crime but equally could be less reporting or failure to flag these crimes on police systems.

Recorded Crime Count



Positive Outcomes



Anti-social behaviour

Measures Summary

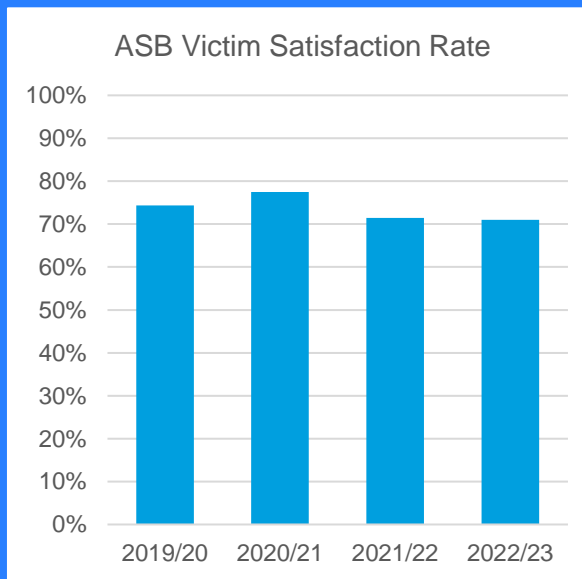
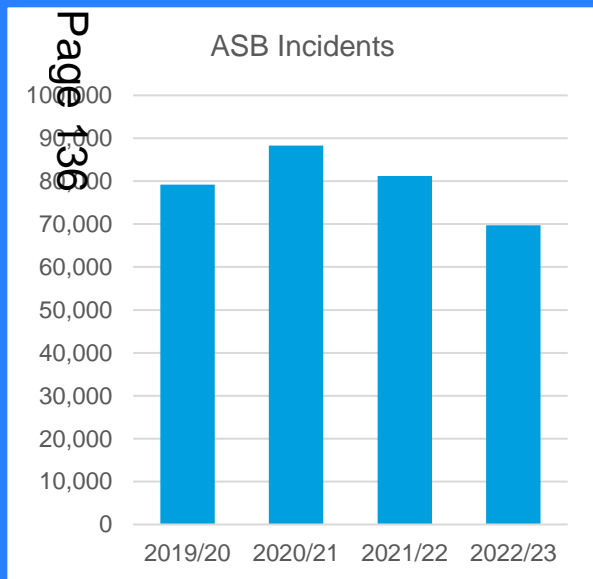
Local Measures	Trend / Outlook	Benchmark
ASB incidents	Decreasing	Not available
ASB victim satisfaction	Decreasing	Not available

Planned Action to Drive Performance

1. Improvement in the Early Intervention capability to focus on, divert and support children and young people who are becoming involved in crime and anti-social behaviour. Including a revised delivery plan that aims to improve collaboration across work streams such as Violence Reduction Units, Missing Persons and crime prevention.
2. Implementation of the new ASB Service Standard aimed at ensuring our structures and processes enable us to tackle ASB in a way that reduces its impact on victims and communities, develops understanding, learning and resolution for perpetrators, reduces harm, manages persistent perpetrators through appropriate justice resolutions and meet the needs of all victims.

Comments

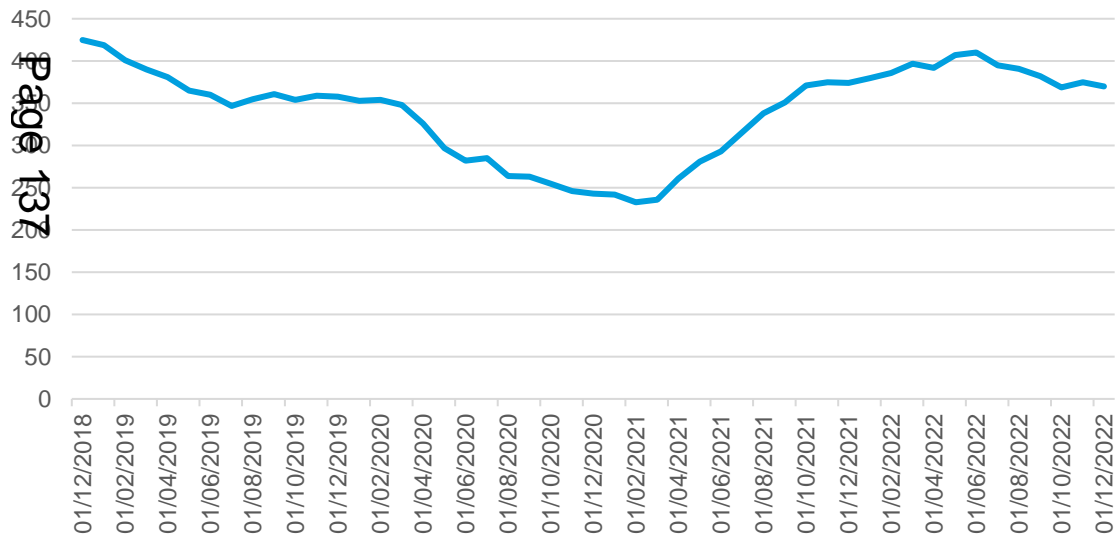
1. Unlike recorded crime, ASB incidents grew in 2020/21 but have now decreased to below pre-pandemic levels.



Measures Summary

Local Measures	Trend / Outlook	Benchmark
Collisions involving death or serious injury	Stable	Not available

Number of collisions where somebody was killed or seriously injured - 12 month rolling total



Planned Action to Drive Performance

1. Increase in the number of police officers in the proactive Roads Policing Unit (RPU).
2. Road Safety team to move into a new management structure with the RPU to ensure closer working between the teams.
3. Creation of a dedicated post to manage the Community SpeedWatch Scheme. The scheme now has more than 1800 volunteers and generated 53k warning letters to speeding drivers in the last 12 months.
4. Continued development of Roads Policing and Road Safety tasking to improve use of data and intelligence to identify road risk, this will include integration with offender management.
5. Fortnightly Roads Policing tasking meeting to align with other operational policing tasking meetings, to create improved understanding, governance and management of road risk across the organisation.

Comments

1. The significant reduction in 2020 from the previous year was as a result of the pandemic and lockdowns. The number of collisions has returned to similar levels to 2019.
2. There is almost no change between 2022 and 2021.

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AVON AND SOMERSET POLICE AND CRIME PANEL

27th June 2023

REPORT OF THE CHIEF OF STAFF

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER AND COMPLAINT REVIEW UPDATE

PURPOSE OF THE REPORT

1. To provide members of Avon and Somerset Police and Crime Panel with oversight of all complaints made against Avon and Somerset Police and Crime Commissioner for scrutiny of the initial handling by the Chief of Staff Avon and Somerset Police and Crime Commissioner's Office.

BACKGROUND

2. Avon and Somerset Police and Crime Panel (the Panel) is the Appropriate Authority to handle complaints against the conduct of 'Relevant Office Holders', being Avon and Somerset Police and Crime Commissioner (PCC) according to statutory regulations of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and as referred to in the Police Reform and Social Responsibilities Act 2011, section 31 and schedule 7.
3. However, the initial handling, which includes categorisation, recording decision-making, referral of criminal allegations to the Independent Office for Police Conduct (IOPC), disapplication decision-making, and responding to the complainant in the first instance, has been delegated by the Panel to the Chief of Staff in the Office of Avon and Somerset Police and Crime Commissioner, with scrutiny and oversight of all complaints and any escalation for informal resolution, remaining with the Panel.

SUMMARY OF COMPLAINTS RECEIVED

4. There have been no new complaints recorded against PCC Mark Shelford since the last meeting of the Police and Crime Panel.
5. Complaint number 88 was received on 15/05/2023 as a potential PCC complaint. The complainant however concluded that there was no dissatisfaction or concern in relation to the contact with the PCC through the complaint review but they remained dissatisfied with the actions of the police. An explanation was provided by the Panel on 31/05/2023 and a complaint has not been recorded but it is referenced here for transparency and completeness.
6. All complaints to date have had Panel oversight, including those solely handled by the PCC's Chief of Staff. All electronic complaint files are available at the PCC's office for viewing by the Panel, if requested. The document retention period is in accordance with the published Record Retention Policy, and this is currently six years.

COMPLAINT REVIEW UPDATE

7. The complaint review process allows the PCC to independently scrutinise the outcome of complaints (upon application by an involved party). The process determines whether the complaint was handled lawfully and correctly.
8. The complaint review manager has handled 600 reviews up until the end of May 2023. In total 20% of reviews have been upheld, 68% have not been upheld and 12% have been recorded as void.

RECORDED COMPLAINTS AGAINST THE CHIEF CONSTABLE

9. The OPCC has received and logged four new complaints against the Chief Constable since the last meeting of the Police and Crime Panel. One of these complaints has not been recorded as the conduct subject of the complaint related to the actions of officers operating under delegated authority and not the conduct of the Chief Constable.
10. Three of these complaints require further information as well as clarification on the allegations to enable a recording decision to be made under Schedule 3 of the Police Reform Act 2002.

EQUALITY IMPLICATIONS

11. There are no equality implications arising from the handling of complaints against Avon and Somerset PCC. The protected characteristics of complainants are not necessarily known, and all complaints are logged and published in an open and transparent manner.

RECOMMENDATIONS

12. Members are asked to review and comment on this complaints report and to advise of any recommendations or requests for informal resolution through the statutory process of escalating complaints against the PCC to the Panel.

Alice Ripley – Chief of Staff

COMPLAINTS and CONDUCT MATTERS AGAINST AVON AND SOMERSET POLICE AND CRIME COMMISSIONER AND DEPUTY PCC

REPORT TO: AVON AND SOMERSET POLICE AND CRIME PANEL

Date: 27th June 2023

No.	Date rcvd / log no.	Summary of complaint or allegation	Recorded?	Handled by	Outcome	Live or Closed
COMPLAINTS and CONDUCT MATTERS AGAINST AVON AND SOMERSET POLICE AND CRIME COMMISSIONER MARK SHELFORD						
80.	19/07/22	Complaint relating to the outcome of a PCC complaint review decision	Yes	Panel	Initial resolution by means of explanation on 04/08/22. Further explanation provided by COS on 19/08/22. Escalated to Panel 19/08/22 and NFA taken as iterations of previous complaint.	Closed
85.	06/03/2023	Complaint against PCC Shelford and former PCC Mountstevens in relation to their involvement in harassment against the complainant by the police.	Yes	COS & Panel	Resolved by means of explanation and disapplication. Escalated to the Panel. Decision upheld and outcome letter sent 15/03/2023	Closed
86.	27/02/2023	Dissatisfaction with PCC's views on classification on drugs at the recent Conservative Party Conference.	Yes	COS & Panel	Resolved by means of explanation. Escalated to the Panel and outcome letter sent 31/05/2023	Closed
88.	15/05/2023	FOR INFO ONLY - Potential PCC complaint made directly to Somerset Council	Yes	Panel	Not a complaint against the PCC but dissatisfaction with ASP. Explanation provided by Panel 31/05/2023.	Closed

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