



ANNUAL REPORT OF THE AVON AND SOMERSET POLICE AND CRIME COMMISSIONER

1 April 2022 – 31 March 2023

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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%). While this improvement is significant, the rate is still low and the PCC has made clear he wants to see sustained improvement in outcomes for victims of these horrendous offences.
- 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.

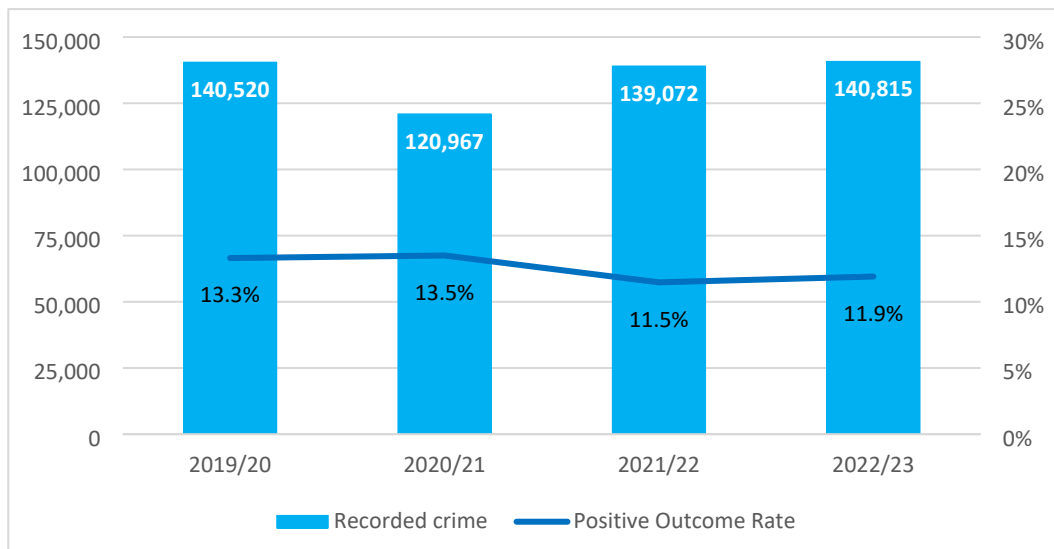


Figure 1: Avon and Somerset Police recorded crime and positive outcome rate for the years 2019/20 – 2022/23.

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.

Based on the Crime Survey for England and Wales an estimated 50.3% of people aged 16 and over in Avon and Somerset agree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in the local area; this is compared to 49.8% nationally.

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

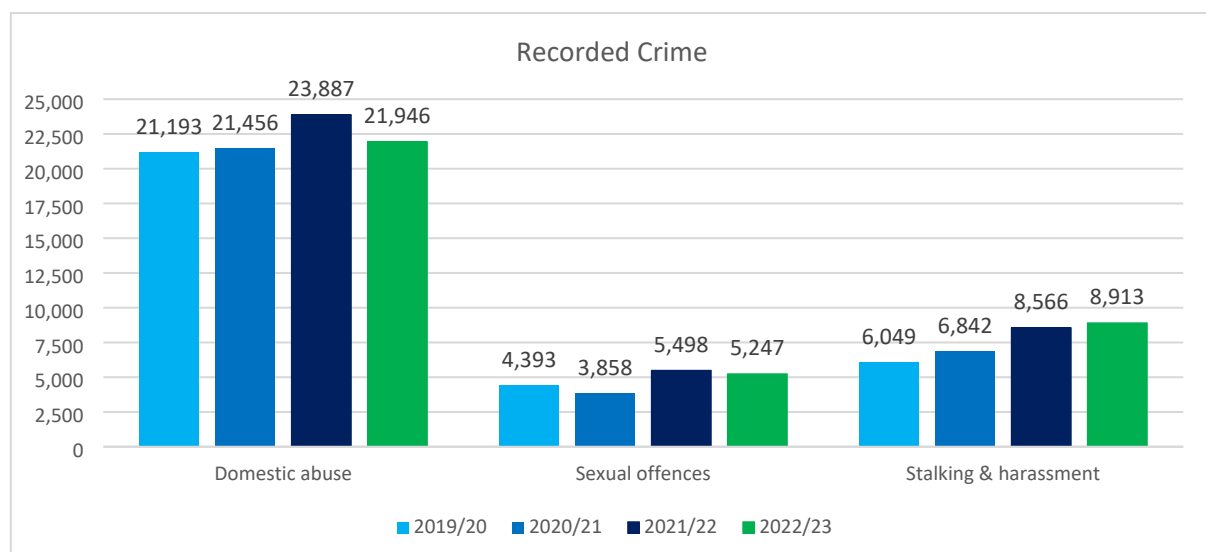


Figure 2: Avon and Somerset Police recorded crime for domestic abuse, sexual offences, stalking and harassment; for the years 2019/20 – 2022/23.

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.

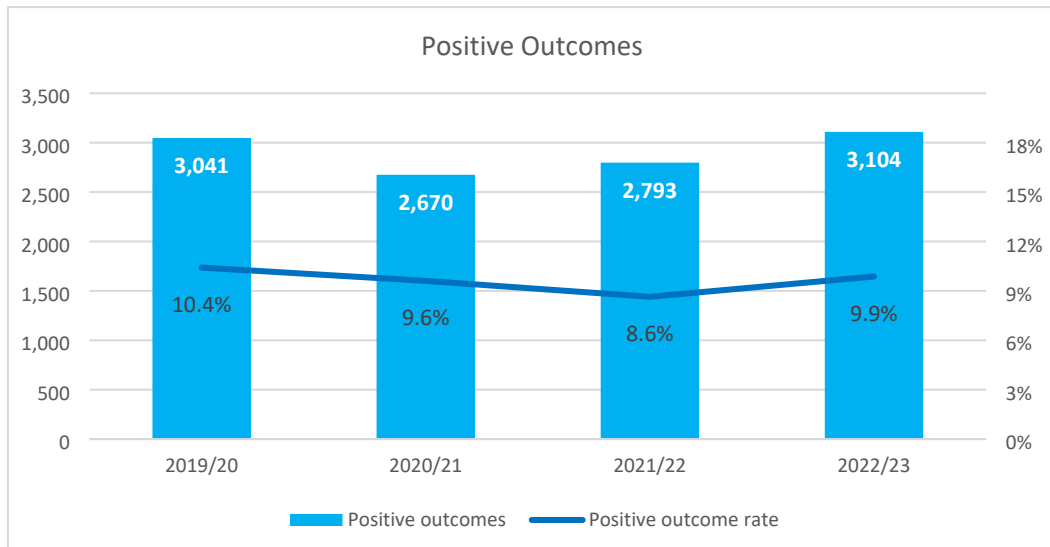


Figure 3: Avon and Somerset Police crime outcomes; combined positive outcomes (and rate) for domestic abuse, sexual offences, stalking and harassment; for the years 2019/20 – 2022/23.

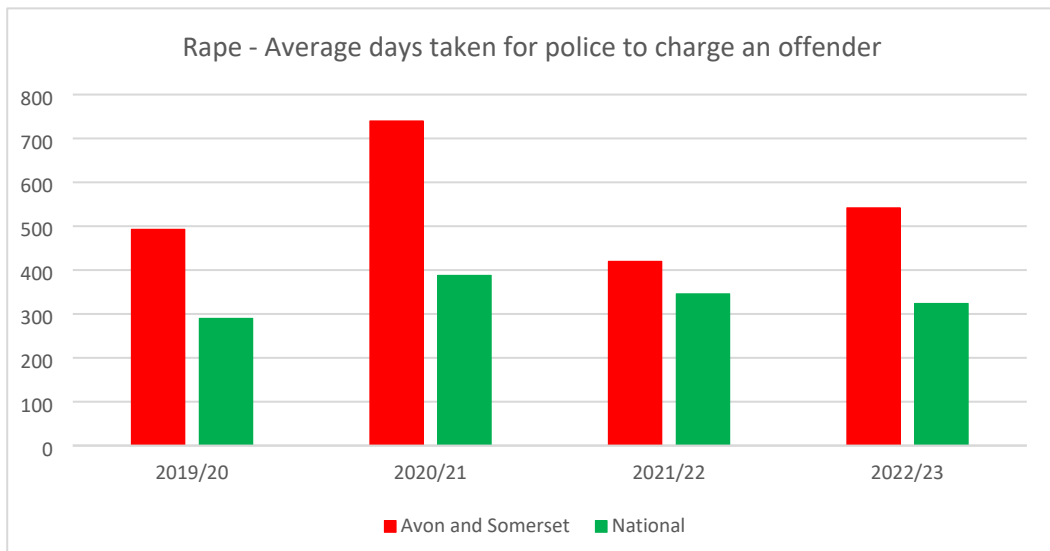


Figure 4: Avon & Somerset and national; median days from offence recorded to police charge (in adult rape cases) for the years 2019/20 – 2022/23.

The time it takes to charge an adult rape case in Avon and Somerset has increased in the most recent year and remains above the national average. It should be noted that charges in rape cases need to be authorised by the CPS and therefore they play a role in the timeliness of charging. The three police forces covered by CPS South West (including Avon and Somerset) all have longer times compared to the national average. While cases are taking longer to charge the positive outcome rate is increasing.

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%). While this improvement is significant, the rate is still low and the PCC has made clear he wants to see sustained improvement in outcomes for victims of these horrendous offences.
- 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

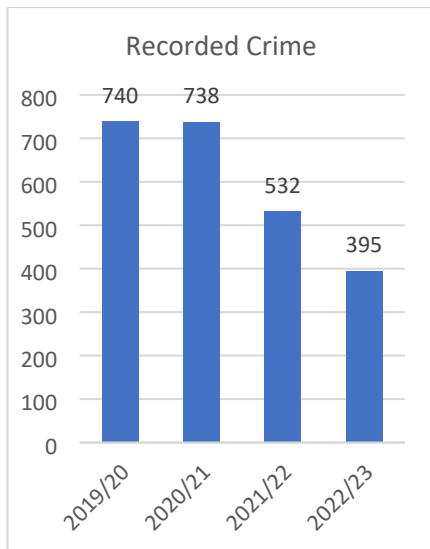


Figure 5: Avon and Somerset Police recorded **drug trafficking** crime for the years 2019/20 – 2022/23.

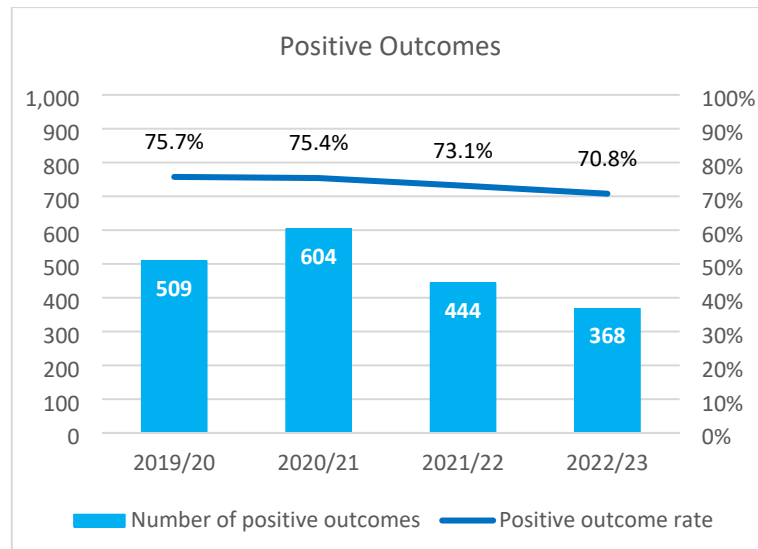


Figure 6: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for **drug trafficking**; for the years 2019/20 – 2022/23.

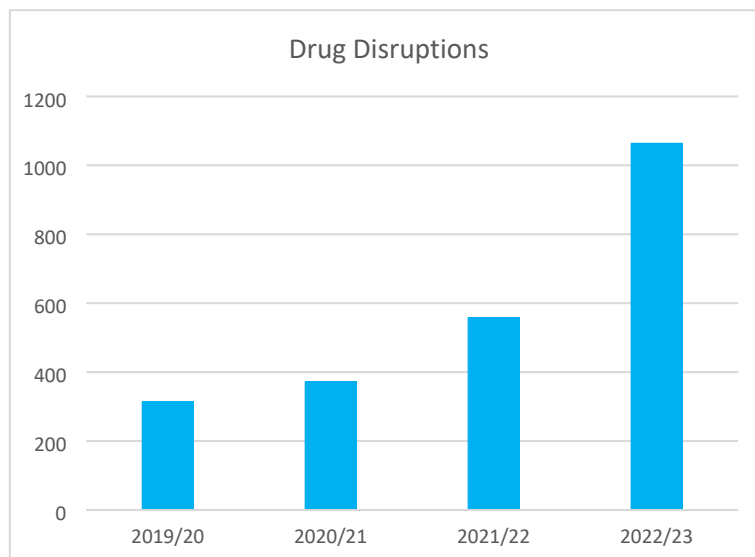


Figure 7: Avon and Somerset Police recorded drug disruptions for the years 2019/20 – 2022/23.

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

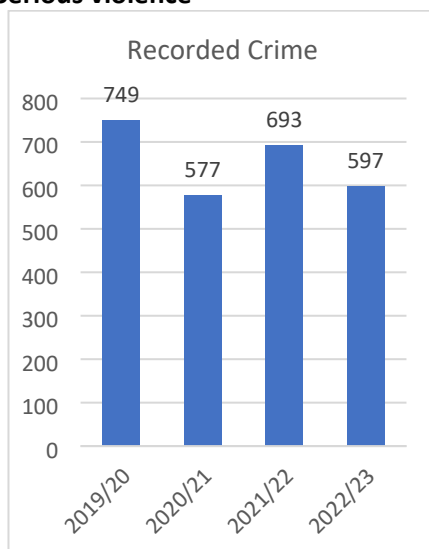


Figure 8: Avon and Somerset Police recorded **serious violence** crimes for the years 2019/20 – 2022/23.

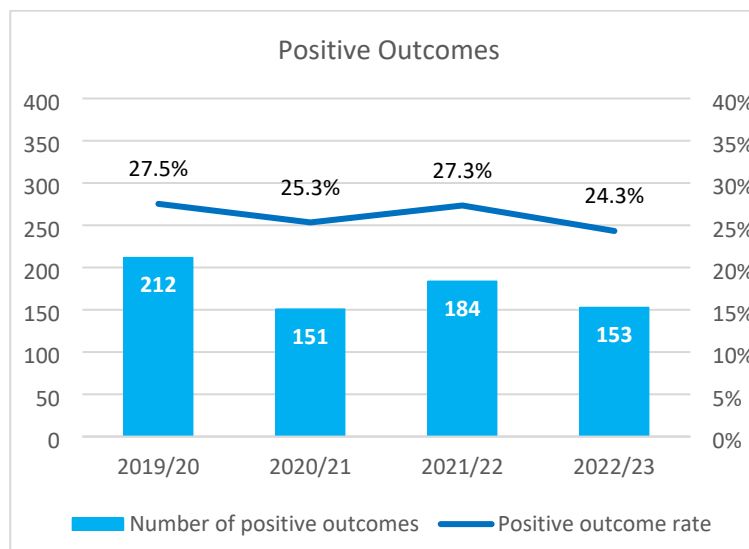


Figure 9: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for **serious violence**; for the years 2019/20 – 2022/23.

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

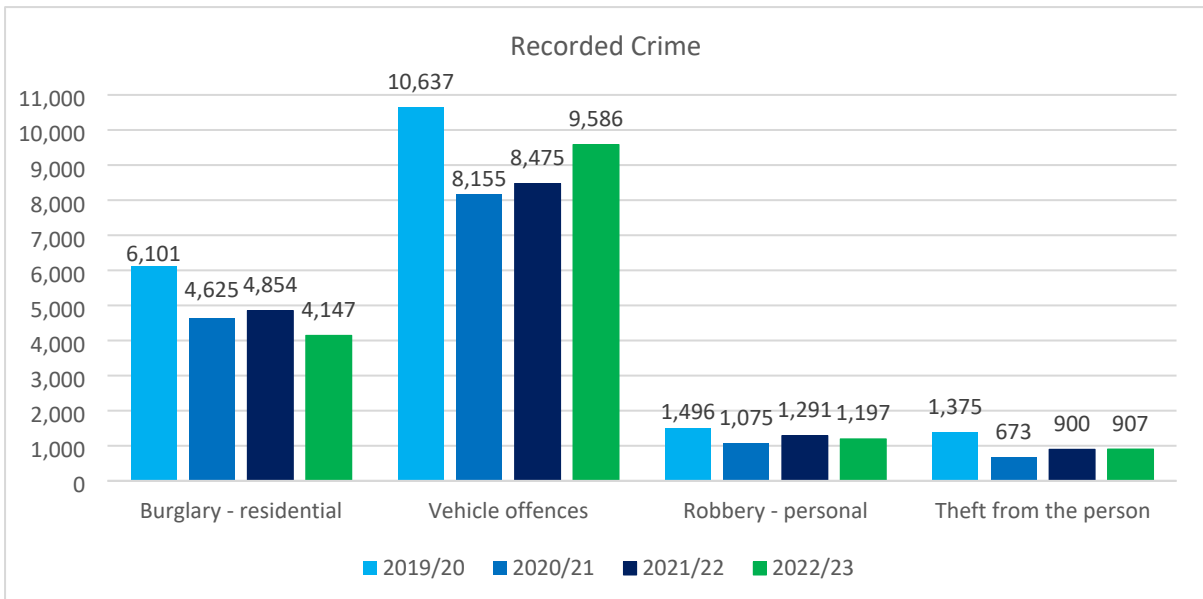


Figure 10: Avon and Somerset Police recorded crime for burglary (residential), vehicle offences, robbery (personal) and theft from the person; for the years 2019/20 – 2022/23.

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.

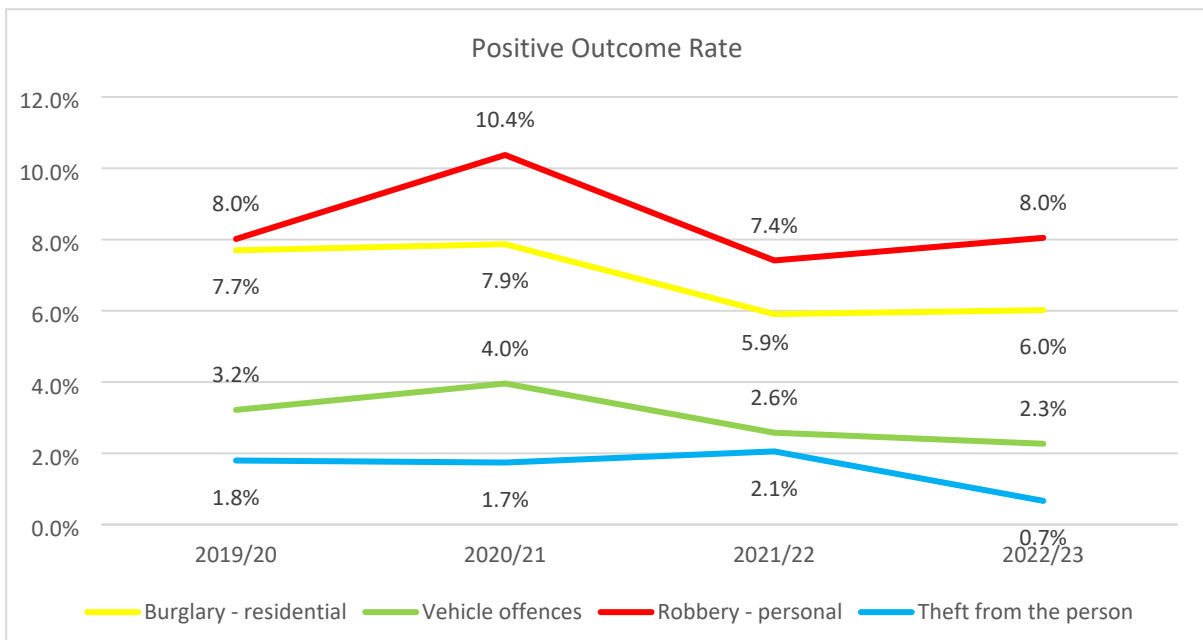


Figure 11: Avon and Somerset Police crime positive outcome rates for burglary (residential), vehicle offences, robbery (personal) and theft from the person; for the years 2019/20 – 2022/23.

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

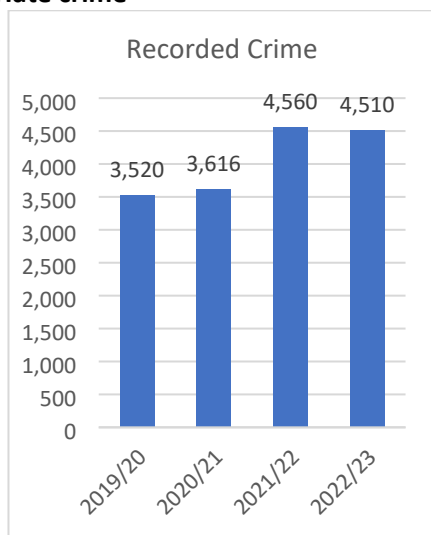


Figure 12: Avon and Somerset Police recorded hate crime for the years 2019/20 – 2022/23.

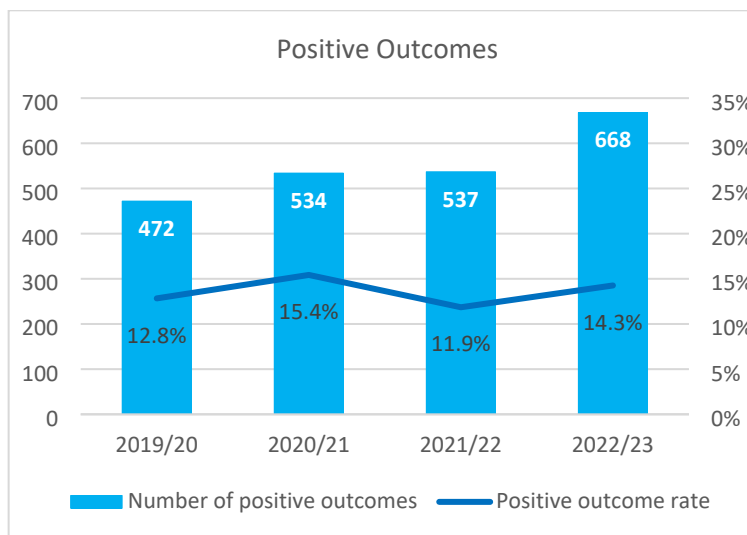


Figure 13: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for hate crime; for the years 2019/20 – 2022/23.

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

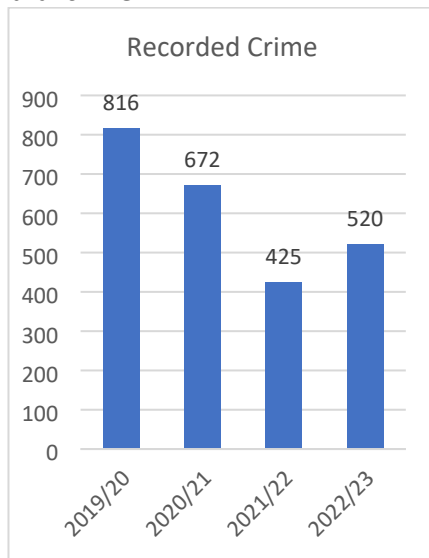


Figure 14: Avon and Somerset Police recorded rural crime for the years 2019/20 – 2022/23.

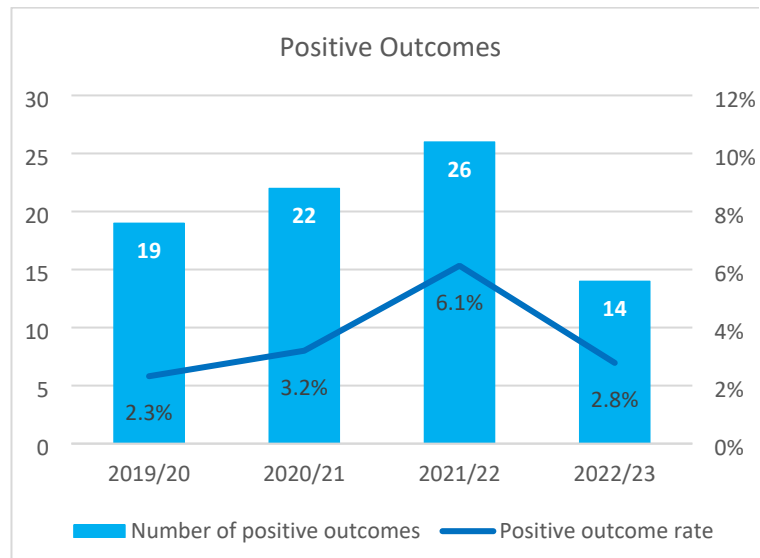


Figure 15: Avon and Somerset Police crime outcomes; positive outcomes (and rate) for rural crime; for the years 2019/20 – 2022/23.

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)

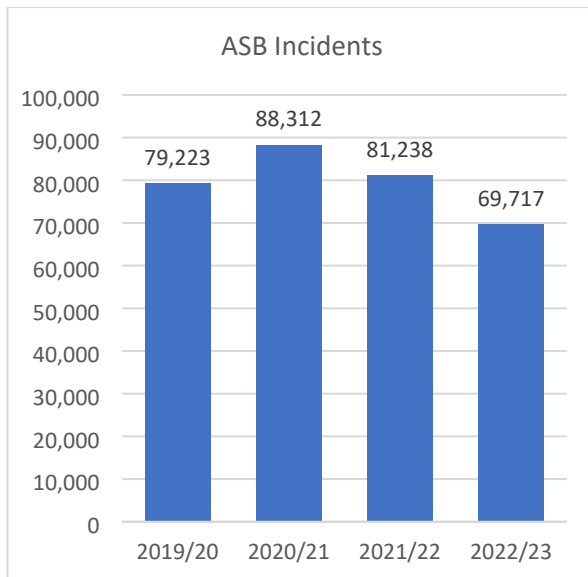


Figure 16: Avon and Somerset Police recorded ASB incidents for the years 2019/20 – 2022/23.

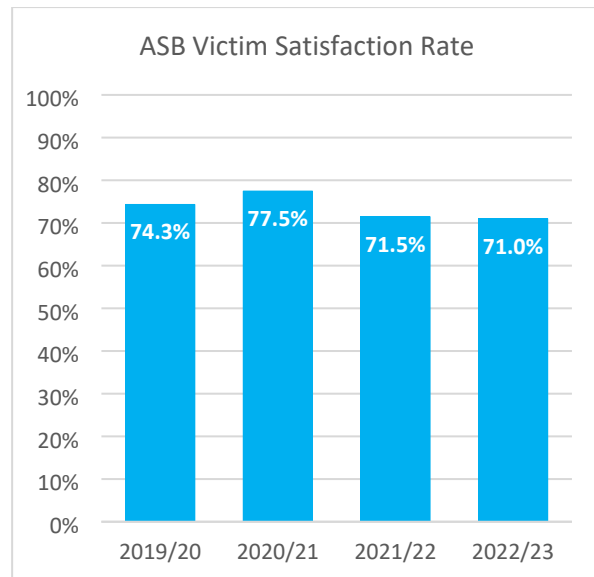


Figure 17: Avon and Somerset Police recorded ASB victim satisfaction rate for the years 2019/20 – 2022/23.

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.

Based on the Crime Survey for England and Wales an estimated 34.1% of people aged 16 and over in Avon and Somerset had experienced or witnessed ASB; this is in line with the level nationally which is 34%. However, only 2.5% of people in Avon and Somerset perceived there was a high level of ASB; compared to 7.7% nationally.

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

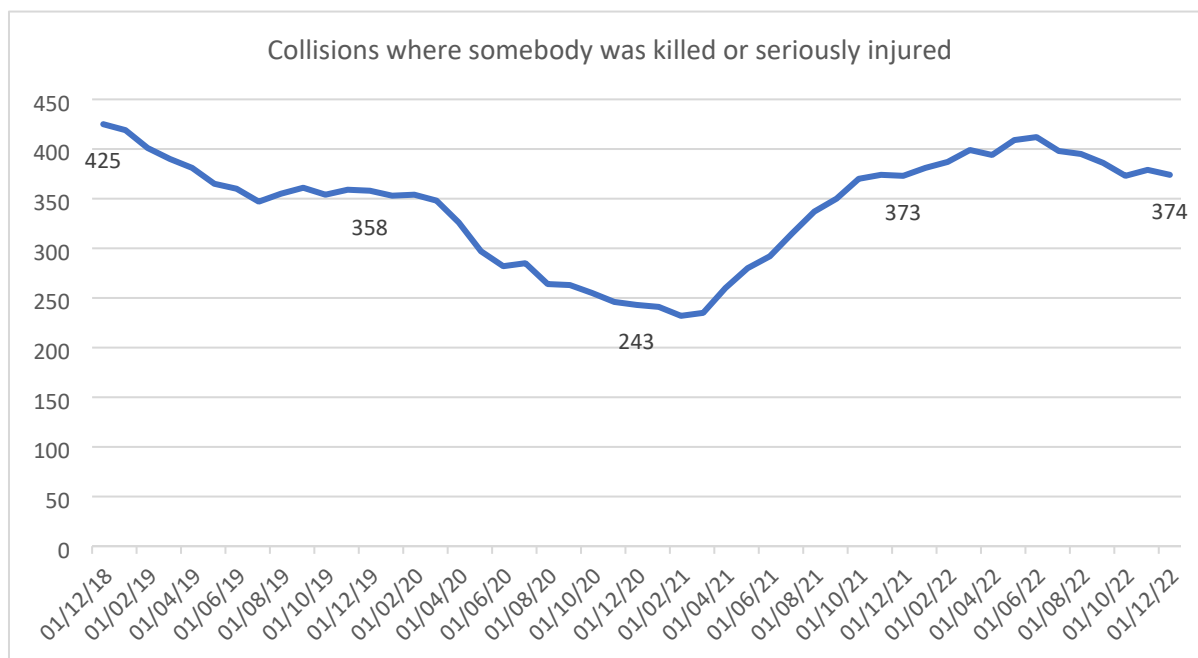


Figure 18: number of road traffic collisions in Avon and Somerset where somebody was killed or seriously injured – 12 month rolling total – for the years 2018 – 2022.

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

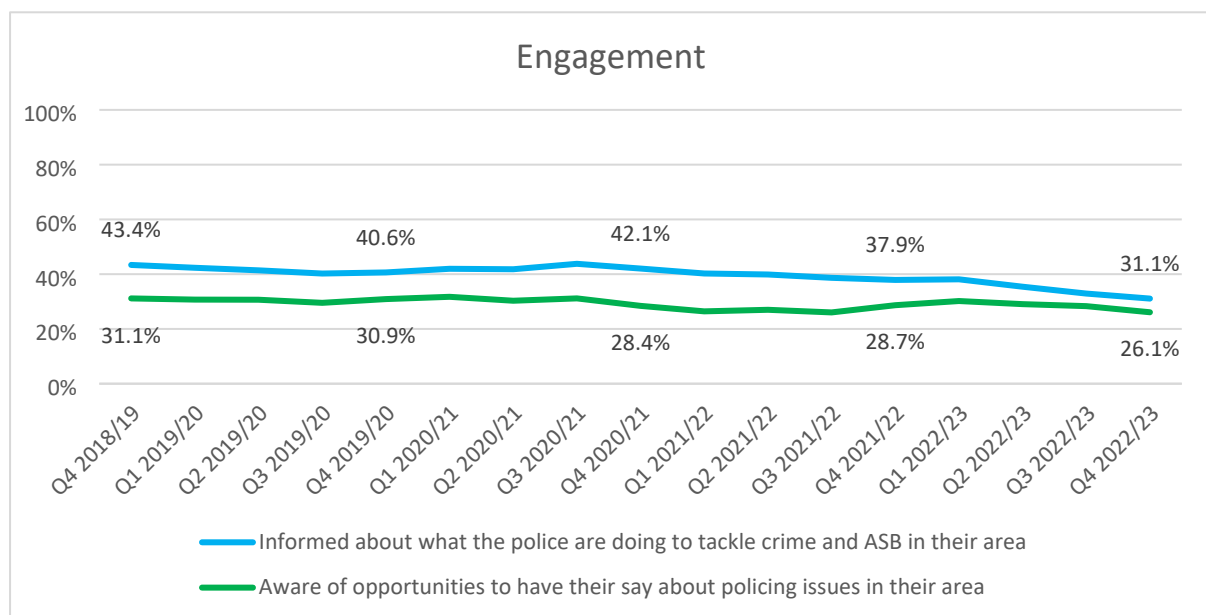


Figure 19: percentage of people that feel informed about what the police are doing to tackle crime and ASB in their area and percentage of people that are aware of opportunities to have their say about policing issues in their area – as measured through the local police and crime survey – for the years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

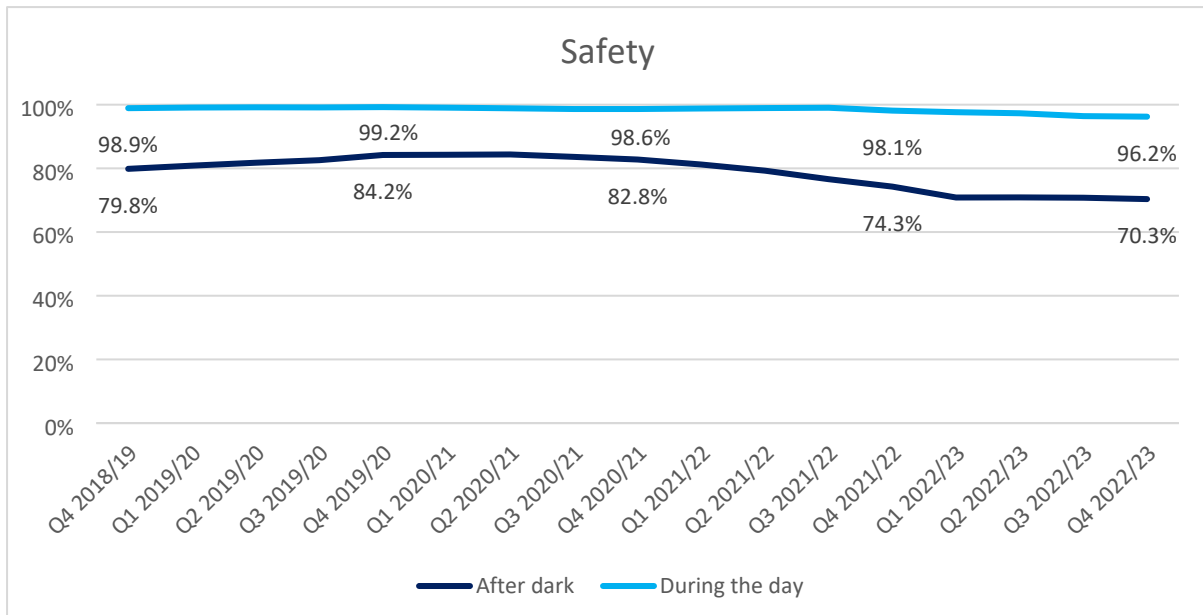


Figure 20: percentage of people that agree they feel safe in their local area – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

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 local 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

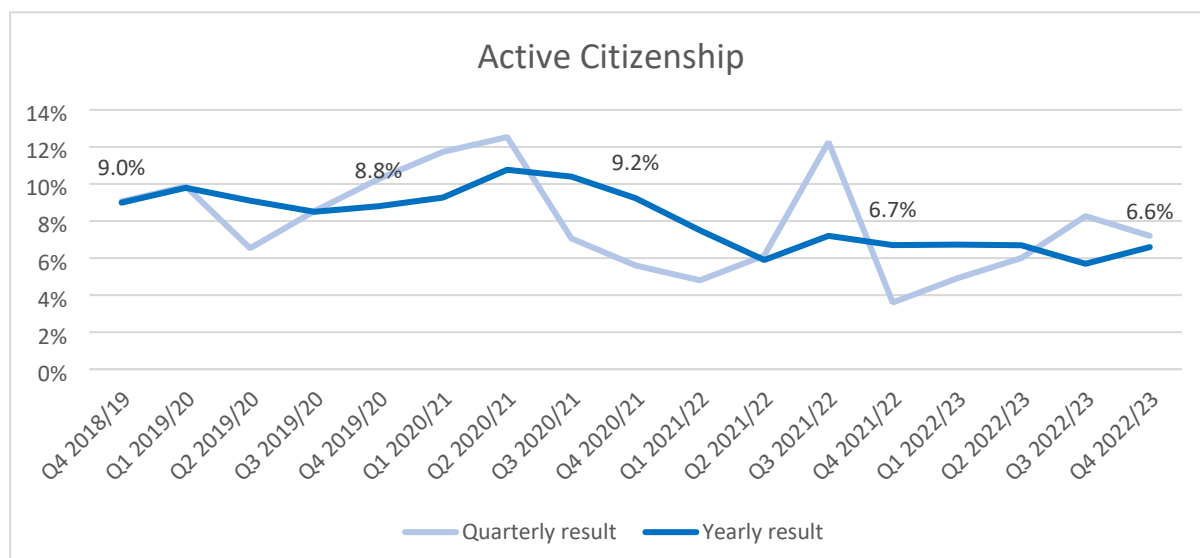


Figure 21: percentage of people engaged in active citizenship in Avon and Somerset – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

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

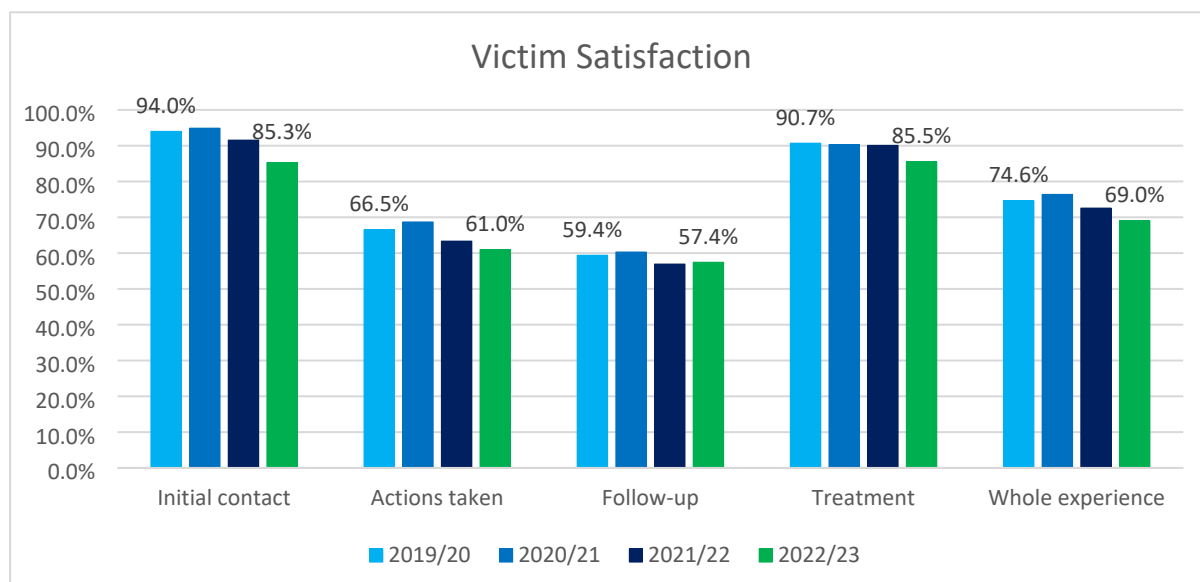


Figure 22: Avon and Somerset Police victim satisfaction for the years 2019/20 – 2022/23.

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

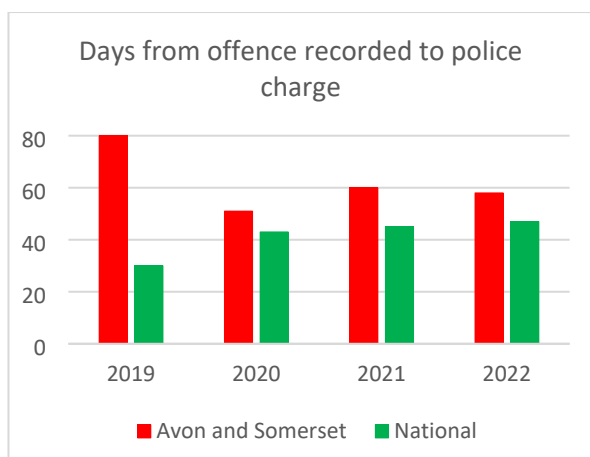


Figure 23: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

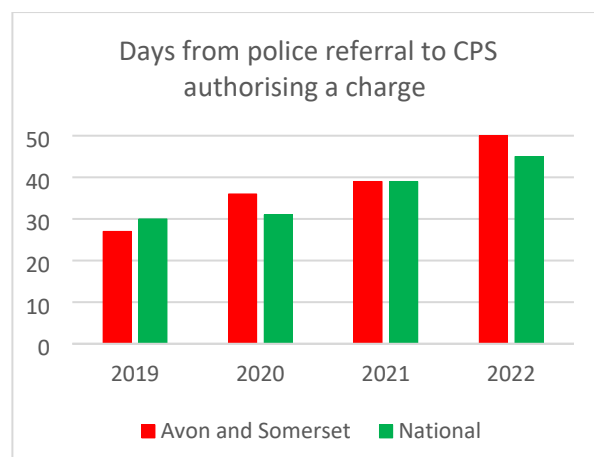


Figure 24: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

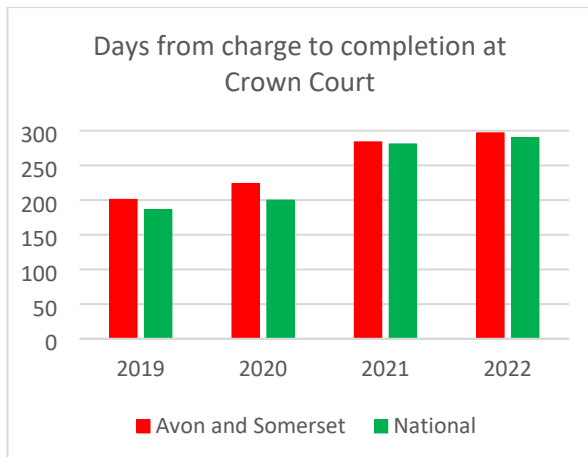


Figure 25: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

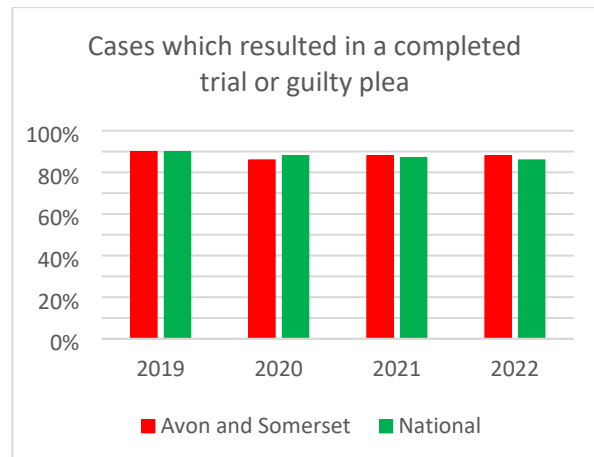


Figure 26: Avon & Somerset and national; median days from offence recorded to police charge (where there is a specific individual victim) for the years 2019 – 2022.

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

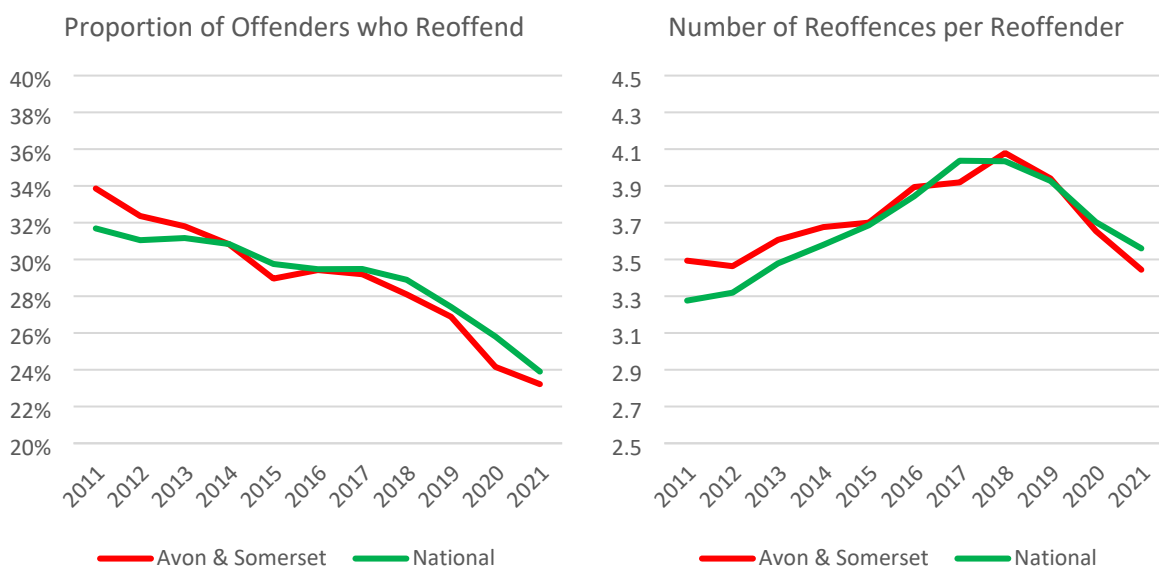


Figure 27: Proportion of offenders who reoffend and average number of reoffences per reoffender - years ending June 2011-2021.

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)

CID had no officer vacancies by the end of 2022/23. This ends many years of resourcing challenges in CID. However, it is worth noting that of the nearly 750 officers, over a fifth of these officers were 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.

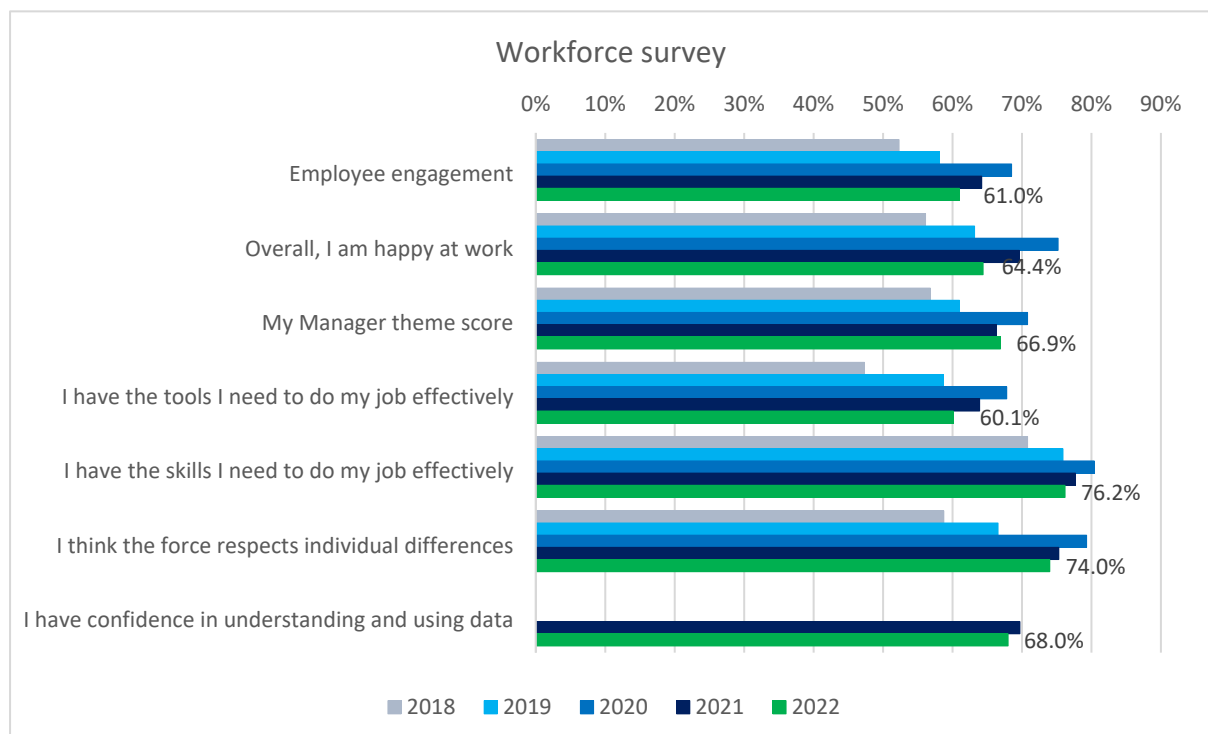


Figure 28: Avon and Somerset Police workforce survey results for the years 2018 – 2022.

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) then 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

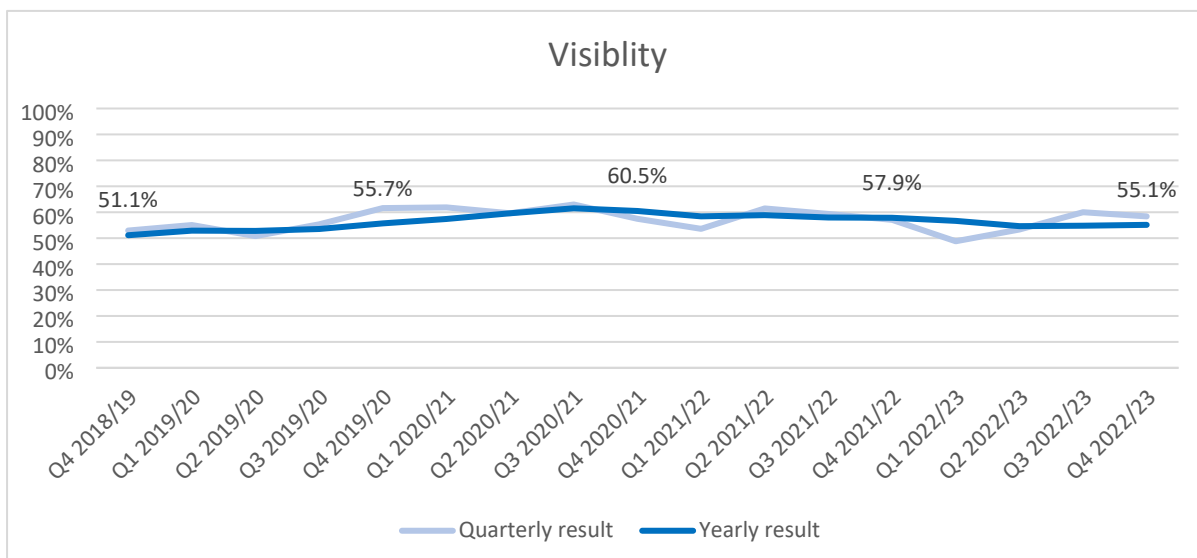


Figure 29: people who had seen a police officer or PCSO within the last month – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

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

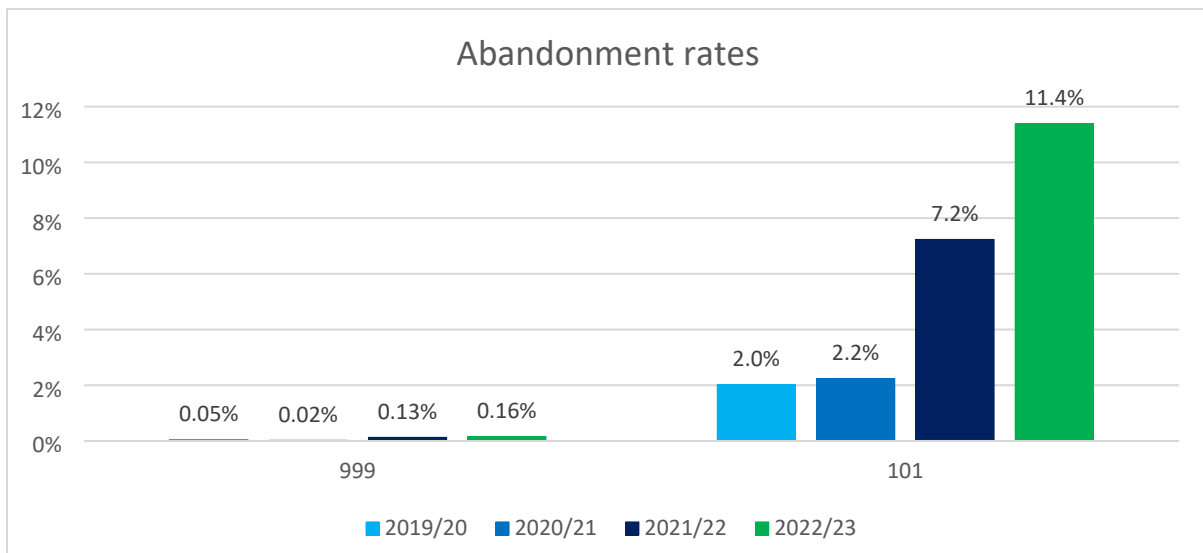


Figure 30: Avon and Somerset Police 999 and 101 abandonment rates, for the years 2019/20 – 2022/23.

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.

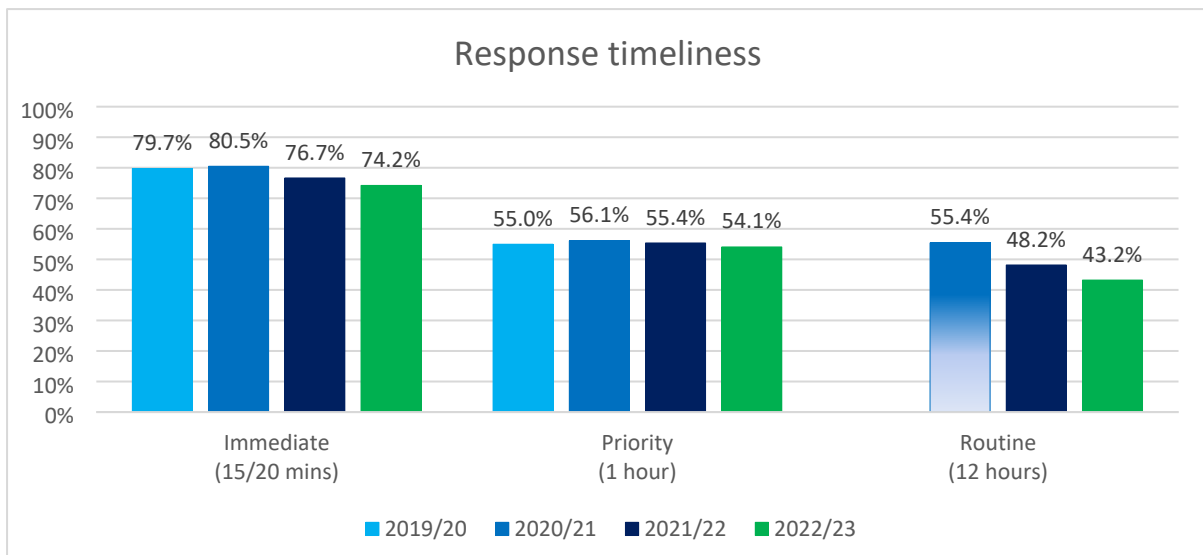


Figure 31: Avon and Somerset Police compliance with response SLAs, for calls graded 1-3, for the years 2019/20 – 2022/23. N.B. The Routine grade was only introduced from October 2020 so the 2020/21 data only represents half a year.

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

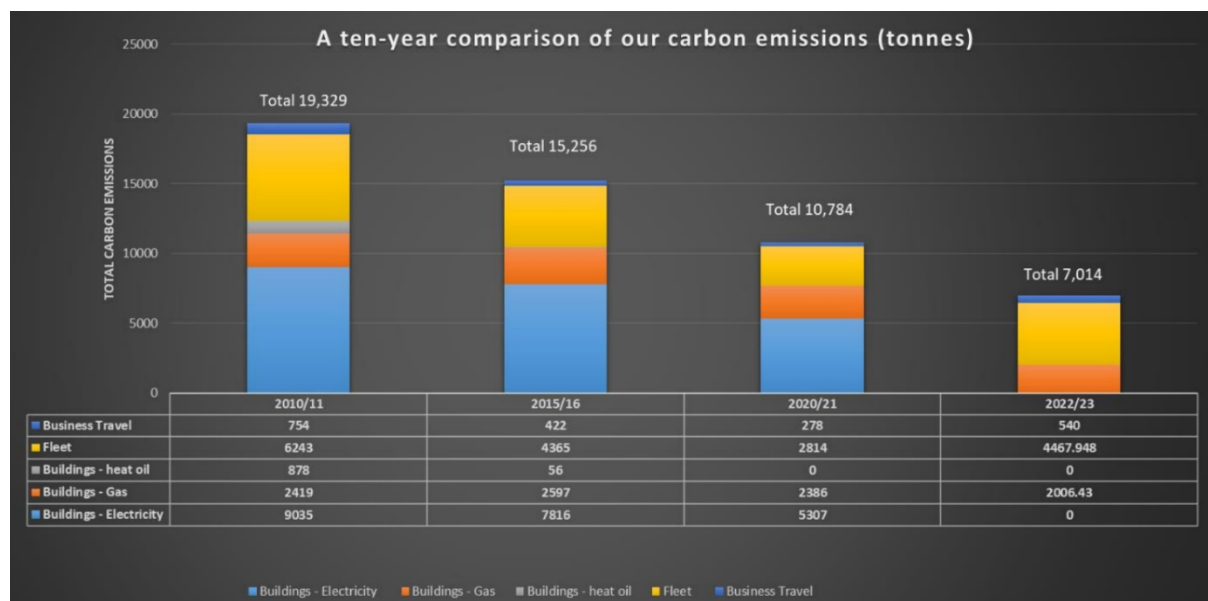


Figure 32: Avon and Somerset Police scope 1 and scope 2 carbon emissions.

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’.
- However, cultural change is needed if public confidence in policing is to be rebuilt. The Chief Constable’s acknowledgement of institutional racism in summer 2023 represents an important step toward achieving this change, and the PCC is supporting the Constabulary to become a fairer organisation that provides a more equitable service.
- 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.

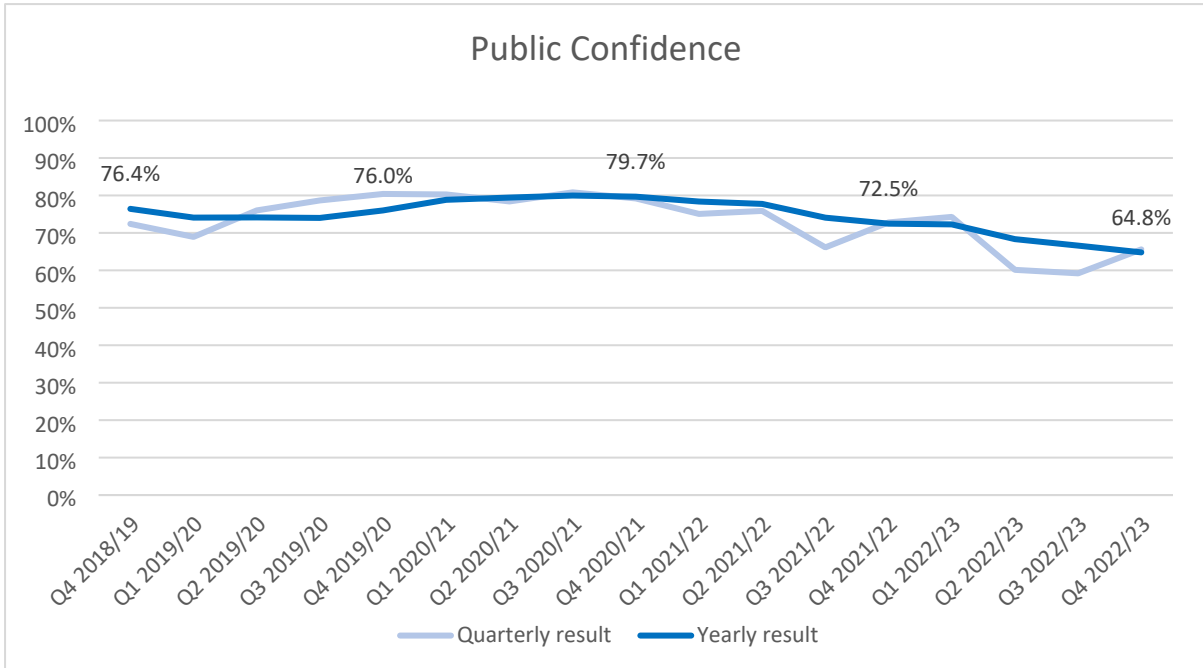


Figure 33: people that agree they have confidence in Avon and Somerset Police – as measured through the local police and crime survey – for the years 2018/19 – 2022/23.

The most recent year (2022/23) had the lowest annual result since the local survey began in 2014/15. The national Crime Survey for England and Wales shows a slightly higher estimated confidence level in Avon and Somerset Police at 70.1%. This is higher than the national level of 67.7% and places Avon and Somerset 14th out of 42 police forces.

1. Representative workforce

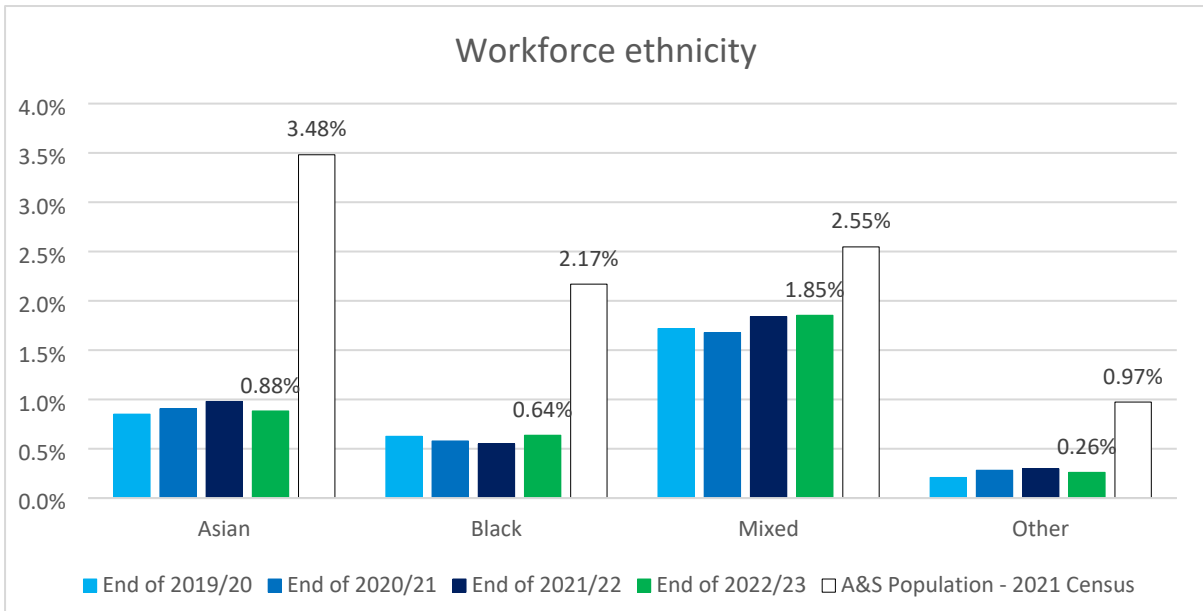


Figure 34: proportion of Avon and Somerset Police workforce whose ethnicity is Asian, Black, Mixed or Other; for the years 2019/20 – 2022/23; compared to the Avon and Somerset Population (2021 Census).

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

To combat Institutional Racism the Constabulary are committed to implementing actions and recommendations in the local report [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 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

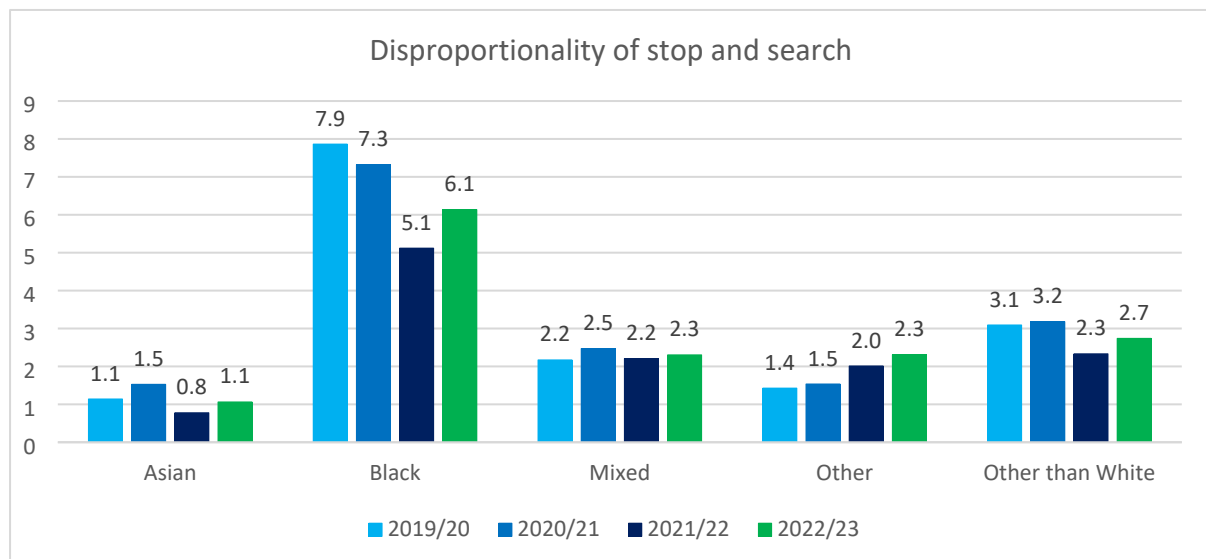


Figure 35: disproportionality of stop and search in Avon and Somerset for the years 2019/20 – 2022/23. This shows how many times more ethnic minority people were stopped and searched compared to White people.

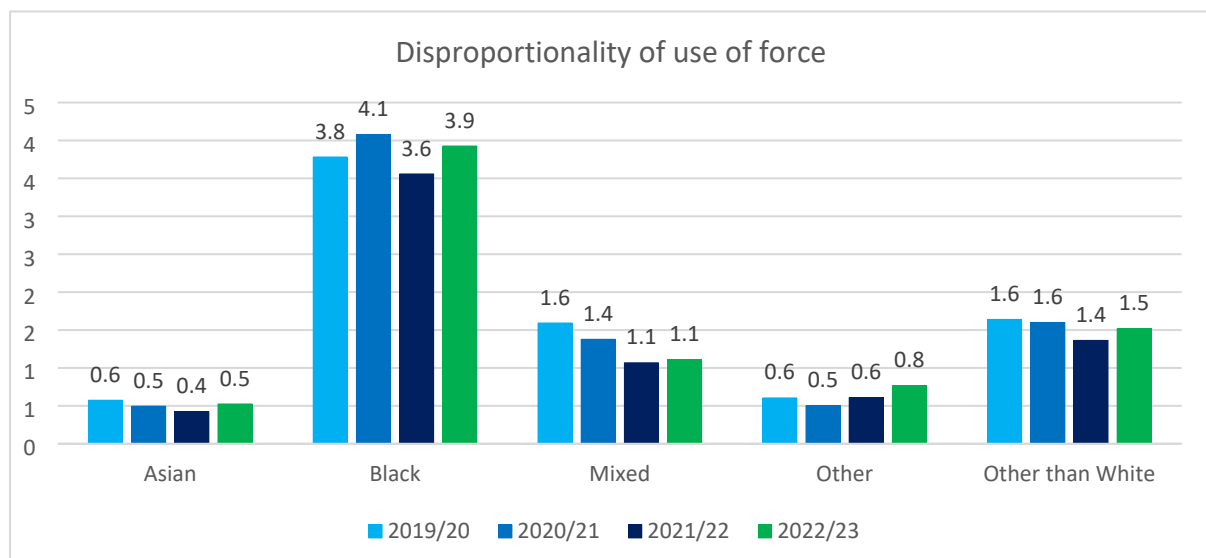


Figure 36: disproportionality of use of force in Avon and Somerset for the years 2019/20 – 2022/23. This shows how many times more ethnic minority people were subject to use of force compared to White people.

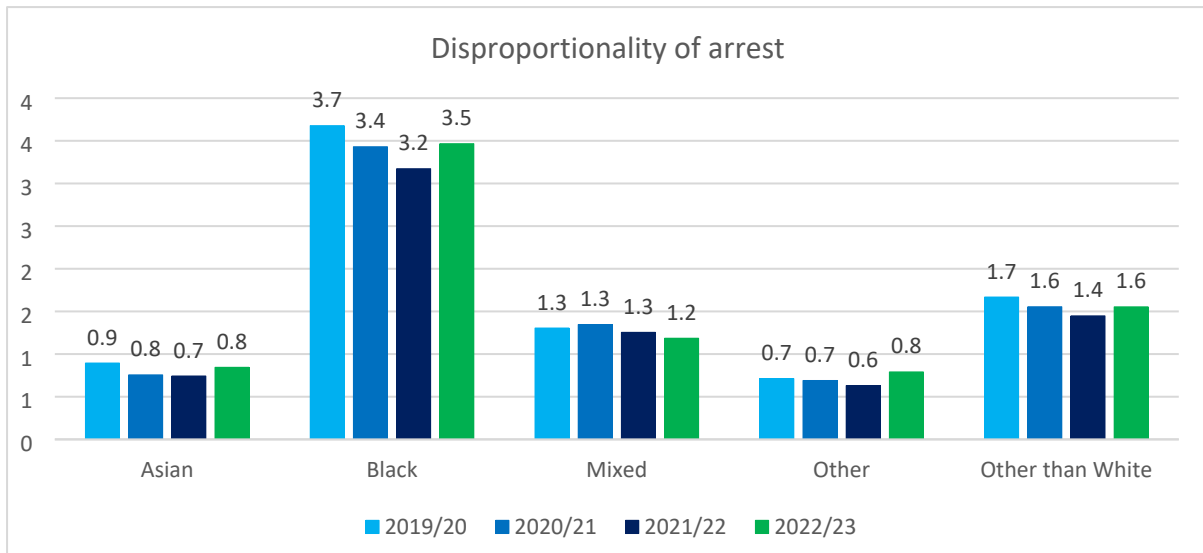


Figure 37: disproportionality of arrest by Avon and Somerset for the years 2019/20 – 2022/23. This shows how many times more ethnic minority people were arrested compared to White people.

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.

To combat Institutional Racism 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

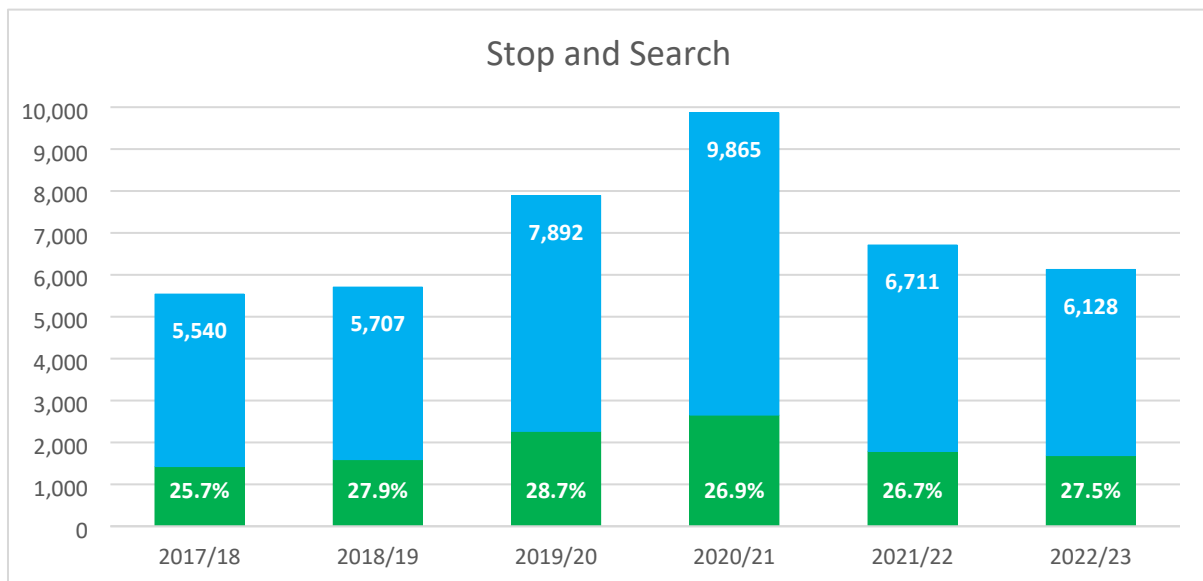


Figure 38: number of stop and searches conducted in Avon and Somerset and percentage that resulted in positive outcomes for the years 2017/18 – 2022/23.

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. In the last year there have been 742 complaint allegations related to “*Police powers, policies and procedures*”. 605 of these were dealt with under Schedule 3 of which 7.4% were upheld.

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. [Data about complaints can be found on the IOPC bulletin](#). This shows in Avon and Somerset there were 641 complaint allegations per 1,000 employees. This is more than the national rate of 547 but lower than the average of most similar forces at 700.

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

In the last year the Constabulary processed 92% of Freedom of Information Requests within the specified timeframes and 89.8% of Subject Access Requests.

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

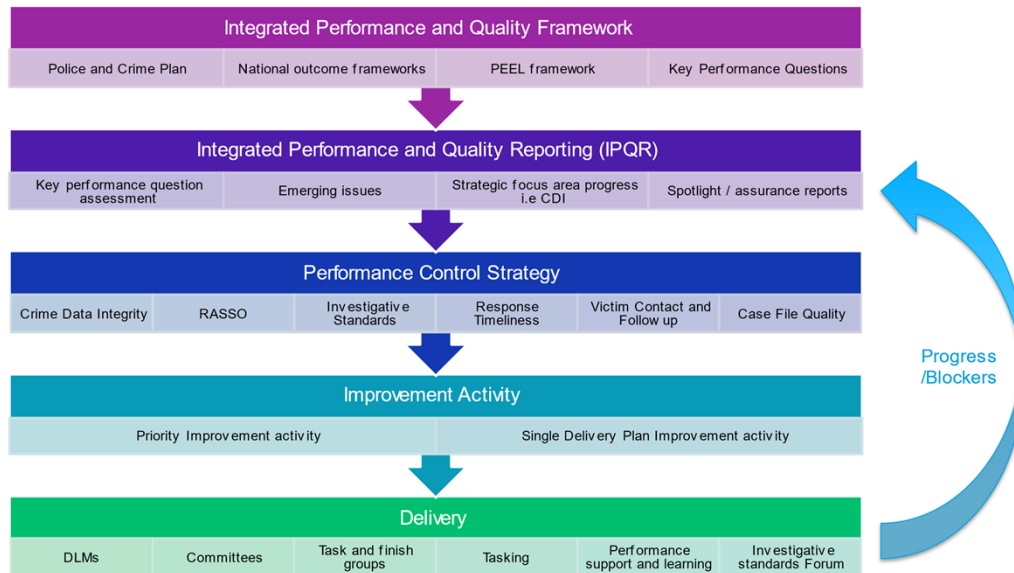


Figure 37: Avon and Somerset Police Integrated Performance and Quality Framework Overview.

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

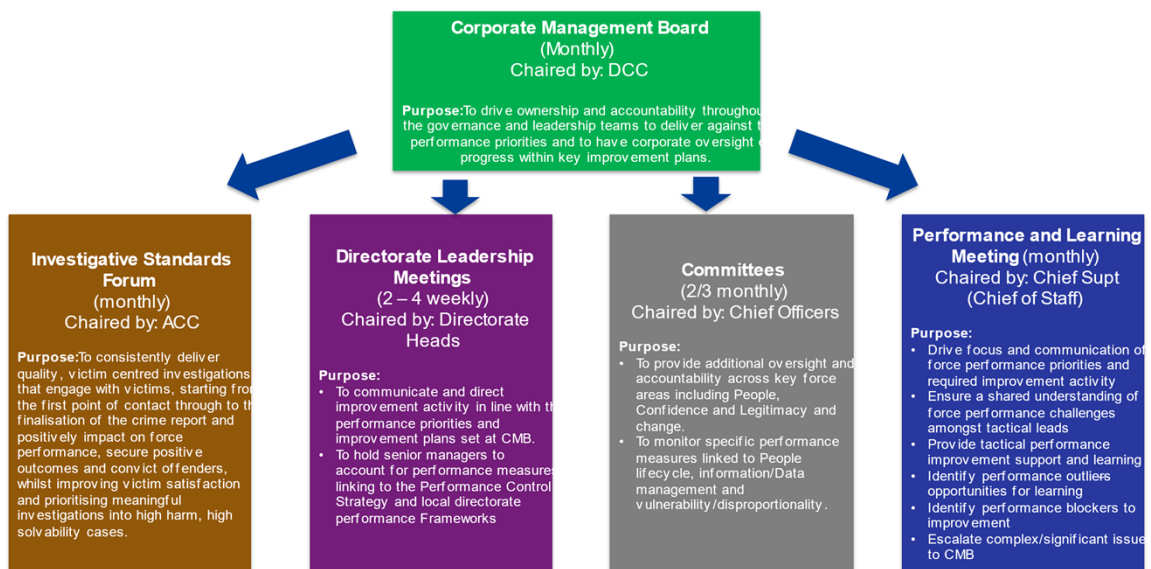


Figure 38: Avon and Somerset Police oversight and scrutiny arrangements overview.

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.

Six 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.

Grant	Recipient	Service / Project
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 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	OPCC Centrally retained funding contributes to staffing costs.

Grant	Recipient	Service / Project
	£9,276 Bristol City Council – Female Detached Youth Work	
Ministry of Justice male rape fund £20,897	Trauma Breakthrough	Support for male victims of rape.
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	This is measured as the % of those surveyed that has attended or been involved with or as: <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	Cybercrime can be put into two distinct categories. 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

	<p>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	<p>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.</p> <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

Visit www.avonandsomerset-pcc.gov.uk

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