Police and Crime Plan 2013-2017
SUPPORTING YOU TO BE SAFE AND FEEL SAFE
We hope this plan reflects your concerns and priorities for tackling crime in your community. We will work with the Mayor of Bristol, Safer Bristol and other key partners to help make Bristol a safe and enjoyable place to live, work and visit.

Bristol has achieved great success in bringing down crime levels over the past decade; recorded crime is at its lowest level since the 1990’s with a 51% reduction in total crime and an 80% reduction in serious acquisitive crime - robbery, burglary and vehicle crime. In addition our detection rate for these crimes has increased threefold.

We are committed to building on these successes. We want to reduce crime even further, and we will relentlessly pursue offenders and tackle criminality and anti-social behaviour in all their forms. At the same time we will do all we can to ensure victims of crime receive the highest standard of service.

This plan covers the four years to 2017, but it is not set in stone. We will keep on talking and listening to keep in touch with what is important to you, and keep you in touch with our progress in making sure you can be safe and feel safe.
The Police and Crime Commissioner’s commitment to you

You have a right to BE SAFE and FEEL SAFE in your community. It is my aim for this to be the case, and that the people of Bristol have the highest level of confidence in their Police, Community Safety and Criminal Justice services.

I will work together with the police, other local agencies, service users and local people across Bristol to:-

<table>
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<tr>
<th>Reduce the impact that anti-social behaviour has in our communities</th>
<th>Prevent and reduce burglary and fear of burglary in your area</th>
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<tr>
<td>I will support multi-agency approaches to tackling the issues affecting your area, focusing in particular on reducing risk to the most vulnerable and repeat victims</td>
<td>I will work to tackle the causes of burglary and support integrated prevention, enforcement, rehabilitation and criminal justice approaches to youth and adult offending</td>
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<th>Tackle domestic and sexual violence, particularly violence towards women and children</th>
<th>Ensure victims are at the heart of the criminal justice system</th>
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<td>I will encourage and enable reporting, support early intervention and improve access to support services, particularly amongst those most vulnerable to harm</td>
<td>I will support the development of a joined up approach to victim services that has the voice of victims at its heart. I will be a fierce advocate for all victims, and young people in particular, who are more likely than any other group to be victims of crime</td>
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In addition to these priorities, I am committed to:-

- **Early intervention and prevention** of crime and anti-social behaviour by educating young and vulnerable people about how they can avoid becoming involved in crime and improving opportunities to deal with young and low risk offenders outside of the criminal justice system

- **Better co-ordinating and integrating local services** so that we can be more effective in tackling the issues that are important to you and get a better deal for your money

- **Building strong relationships** between communities and the crime, community safety and criminal justice agencies that serve them. I want to ensure that every person accessing these services is treated fairly with dignity and respect, listened to and given the support and information they need

- **Improving road safety and providing a visible and accessible service.** I will continue to work with partner agencies to understand and address these issues that residents have told me are important in your area

You can find more information about our **budget** and how we are delivering **value for money** and **crime and policing services** across Avon and Somerset in the Avon and Somerset Police and Crime Plan on our website: [www.avonandsomerset-pcc.gov.uk](http://www.avonandsomerset-pcc.gov.uk)
About Bristol

Did you know?

• Vibrant, multi-cultural Bristol is the eighth largest city in England and covers around 42 square miles

• 428,000 people live in the city although with two large universities - Bristol University and the University of the West of England - and its importance as a large regional centre for work, shopping and leisure, the population can swell considerably

• Bristol is a city of contrast with higher than average concentrations of both deprivation and wealth

• The city is home to a Magistrates Court, a Crown Court and a prison. The policing needs of Bristol are complex and account for 42% of all crime in Avon and Somerset

• Crime rates have seen a continual reduction in Bristol over the past ten years. In 2011/12, 47,462 crimes were reported - 3,000 less crimes than in 2010/11

Working together

• A wide range of public sector and independent services designed especially for victims of crime are located in Bristol, helping victims to cope with the immediate impacts of crime, keep them informed and supported throughout the criminal justice system, and help them recover from any the harm experienced

• Agencies working in Bristol, such as the police, the local council and other agencies, have a strong track record of working together through partnerships like the Safer Bristol Partnership and the Youth Offending Team, to tackle crime and keep the community safe

They work together to understand and support the more complex needs of vulnerable people too, as the following examples show:

• The Bridge Sexual Assault Referral Centre brings together key agencies to empower and support victims of rape and sexual assault. Thanks in large part to this service and the Constabulary’s dedicated rape investigation team, Operation Bluestone, we have seen big increases in the number of victims reporting to us and in the number of sexual offences brought successfully to justice since 2009

• Bristol has developed an Integrated Offender Management (IOM) approach, called IMPACT, involving police, prison, probation, drugs workers, youth offending teams, local authority and private sector. IOM supports the most serious offenders to rebuild lives and provide swift enforcement should they continue to offend

• The Family Intervention Project (FIP) engages with the families of prolific young offenders to reduce substance misuse, nuisance behaviour, criminal damage and vandalism. The Bristol FIP is thought to have saved partner agencies more than £800,000 in the last year alone by preventing criminal behaviour escalating. The next step is working with the local council on the Troubled Families Project, which will be rolled out in 2013

If you want to know more about crime, policing and criminal justice in Bristol, visit www.avonandsomerset.police.uk
Our commitment to victims of anti-social behaviour

If you are a victim, we will:

- Listen to you and take your concerns about the problems in your area seriously
- Ensure that the most vulnerable victims are identified and given extra support
- Work together with Bristol City Council to assign a key worker, through the “Troubled Families Programme”, to challenge the activities of the 1,300 families in Bristol known to commit the most crime and ASB. This will help us achieve a resolution to your anti-social behaviour problems and show a measurable reduction in nuisance behaviour
- Work with the local communities and businesses as well as our partner agencies to stop anti-social behaviour and make visible improvements to the local area to reduce on-street ASB in hotspot areas
- Work with the local council and the courts to shut down problem premises using closure order laws
- Work with youth services to provide diversionary activities for young people

How we will do this:

- Our dedicated anti-social behaviour team will work with the local council to tackle ASB. The team will work to identify problematic individuals and households, and use a range of ASB legislation such as dispersal orders, crack house closures, Acceptable Behaviour Contracts (ABCs) and Anti-Social Behaviour Orders (ASBOs) to put a stop to nuisance behaviour

In your area:

- As a result of persistent reports of ASB in Filwood Broadway we identified the area as a “Dispersal Zone”. We’ll continue to work with the council and Safer Bristol to gather evidence and secure our powers to disperse gatherings of large groups on the street who are causing a nuisance or harassing people. We will also use these powers to deal with similar problems in other areas
- Our targeting work on ASB in the Stapleton Road area will continue. ASB, robberies and other reported crimes have been falling, particularly since the formation of the Stapleton Road working group with people in the community and local traders. The group has been active in helping to tackle some of the problems. We’ll continue to make improvements in the area through clean-up days and other initiatives
- We tackled ASB in Crow Lane, Henbury, cutting reported incidents by more than 50% during the last four years by arresting and prosecuting the ring leaders, supporting victims and working with youth services to deliver positive activities for young people. These ASB reductions have been maintained through the strong partnerships that exist with residents, traders and the local council
- Our work with the council and courts to close problem premises is proving to be successful. We know from our experience of the Shady Grove café in St Paul’s and the Panache nightclub in the city centre that this approach works in reducing noise and the violent incidents that blight the lives of those living or working in nearby houses and streets
- We will work closely with the council to take a “polluter pays” approach to shut down any problem premises in Bristol that could make nights out for visitors less safe or enjoyable

How to get involved:

- If there is a family, an individual or a household where you live, who are a consistent source of anti-social behaviour, you and your neighbours will know who they are. Make a written record of any incidents with dates and times
- Contact us on 101 and let us know. We will work with you and other agencies to try and resolve ASB problems at your first point of contact where possible, and keep you in touch with progress where the issue needs a more long term solution
- If you are concerned but you want to remain anonymous call Crimestoppers in 0800 555 111. They never ask your name or trace your call
Tackling domestic and sexual violence, particularly violence towards women and children

We want to protect the most vulnerable people in our communities. It’s important to speak out against sexual or domestic violence against women and children. We want to know. We also want to tackle the street sex trade and resulting anti-social behaviour experienced by people, which is not acceptable.

Our commitment to you

**We will:**

- Make the care and support of victims throughout their recovery our top priority
- Encourage victims to report to us; our priority is their welfare
- Take all reports of sexual and domestic assault seriously and investigate them thoroughly
- Drive up conviction rates for sex offenders and violent offenders

**How we will do this:**

- We will work closely with The Bridge Sexual Assault Referral Centre (SARC) to ensure that victims get all the practical and emotional support they need through every step of their recovery. Our aim is to provide the best outcome for the victim, which we understand may not always be the pursuit of the case through the courts
- Practical and emotional support for victims of rape and sexual assault is paramount; our Independent Sexual Violence Advisors (ISVAs) will continue to help victims, and their families, move forward following a rape or sexual assault. They will work with anyone from the age of 16 to offer confidential advice, support, a safe place to talk and access to counselling. Crucially, if a victim decides to report an assault, ISVAs will be there to help before, during and after the court process
- We will continue to provide dedicated police teams to oversee investigations and carry out regular and frequent operations to tackle rape, domestic violence and the street sex trade
- We will work with communities, Safer Bristol and other organisations such as “Unseen UK” to get a better understanding of the scale of exploitation and trafficking in the city and tackle it
- Identify and protect young women at risk of female genital mutilation (FGM) within our city and make it clear that this is a crime

In your area:

- Operation Bluestone is a dedicated team of officers in Bristol who specialise in the sensitive handling of sexual assault investigations and work tirelessly to support victims, bring sexual offenders to justice and drive up reporting. It was formed in 2009 to provide a better service for victims and reduce the number of victims declining to prosecute. As a result, during its first year detection rates increased by 25% and the number of victims who didn’t want to prosecute fell by 38%
- The Domestic Abuse Investigation Team (DAIT) is a dedicated team of officers who work closely with partner agencies such as Next Link to make the welfare and care of domestic abuse victims and their children our priority
- Regular surveillance operations are undertaken to target kerb crawlers and work with the council and courts to secure ASBOs, convictions and driving bans for people using street sex workers.

How to get involved:

- If you are suffering sexual or domestic abuse please report it to us. We can help you and put you in touch with other agencies offering support
- If you have been a victim of rape or sexual assault contact The Bridge 0117 342 6999 [www.turntothebridge.org](http://www.turntothebridge.org) for support
- If you are worried that a family member, friend or neighbour is suffering from domestic abuse call us on 101, check out the risk assessment on our website [www.avonandsomerset.police.uk/information/Documents/Section.aspx?s=39#DID_7337](http://www.avonandsomerset.police.uk/information/Documents/Section.aspx?s=39#DID_7337)
- Call the Independent Domestic Abuse Helpline on 0800 69 49 999

If you want to know more about rape, the services available to victims or some simple advice that will keep you safe see [www.rapeaware.org](http://www.rapeaware.org)
Our commitment to you

We will:

• Hunt down burglars, robbers and thieves to put them before the courts and bring them to justice. [www.avonandsomerset.police.uk/newsroom/obti/]

• Work with prison, probation, police, drugs services and the criminal justice department to manage and monitor the most active career criminals in the city and stop them committing more crime

• Tackle the market for stolen goods by carrying out operations to target and convict people who handle stolen goods

• Recover more stolen property and reunite it with owners by encouraging more people to register their valuables

How we will do this:

• We will continue to develop and deliver IMPACT, a nationally recognised scheme that monitors and manages Bristol’s most prolific burglars, robbers, car thieves and shoplifters. IMPACT is made up of staff from police, probation, prison and drugs services to help criminals find ways to live a life free of crime. If they begin to re-offend we arrest them immediately and put them straight back into prison

• We will carry out operations to gather information and do warrants on second-hand goods shops or people suspected of selling stolen items and bring them to justice

• We have invested in new computers to help people register their property on [www.immobilise.com](http://www.immobilise.com). Neighbourhood officers are taking this equipment to community events and special registration days and going door to door in communities targeted by burglars

• Officers are also equipped with handheld scanners so they can check out potentially stolen property when on patrol. If it’s been registered on [www.immobilise.com](http://www.immobilise.com), we can identify it, confirm that it is stolen and make an immediate arrest

• We will ensure your neighbourhood team are out on the ground dealing with the known criminal families and networks in your area

• Work with the Drugs Intervention Programme and other agencies to reduce drug dependency and therefore associated crime

In your area:

• We will continue to tackle burglaries, particularly via IMPACT which has contributed to an 80% reduction in burglary over the last 10 years

• We will promote our dedicated crime reduction team in Bristol which works closely with the Neighbourhood Police Teams to provide practical crime reduction advice to people and make their homes more secure, particularly in hotspot areas

• We will support the Bobby Vans scheme which provides specialist security carpenters to fit additional locks and alarms in the homes of people who have been the victim of a burglary

How to get involved:

• You know who the known criminals are operating in your area. If you have any concerns or information get in contact with your local neighbourhood teams

• If you are concerned but you want to remain anonymous call Crimestoppers on 0800 555 111. They never ask your name or trace your call

• Register all your property on the national database [www.immobilise.com](http://www.immobilise.com) – it’s free and only takes a couple of minutes but gives a greater chance of property being recovered

• Download tracking software on to your laptops, smart phones and tablet devices. These may help us recover your property and provide evidence for our investigations

We understand that being burgled means much more than just the inconvenience of an insurance claim. It can leave victims feeling scared in their own homes. Tackling burglary is a priority for the police in Avon and Somerset.
Ensuring victims are at the heart of the criminal justice system

Being the victim of a crime can be very stressful and upsetting. It’s important to remember that there is help out there for you and it is important to us that you feel you are supported and get the best possible service and outcome for you that we and our partner agencies can provide.

Our commitment to you

We will:

• Deal with your report call in a timely and sensitive way
• Listen to you and take what you have to say seriously
• Give you regular and timely updates about the progress of your case
• Be relentless in pursuing offenders and bringing them to justice

How we will do this:

• We will assign a victim advocate to people who need most support through their case
• Our Victims Liaison Unit will take a more joined up and victim centred approach to improve victim care
• We will continue to improve the service victims receive by listening to service users and regularly carrying out surveys to get feedback. Currently, more than 80% of victims tell us they are satisfied with the service they have received but we are not complacent and we want to improve this further
• We will make sure the officer assigned to your case provides you with updates in a timely way. We are looking for ways to make this accessible and convenient for you… for example through the launch of an online initiative called Track My Crime which automatically updates you online every time an officer does something to progress your case
• Where appropriate and if you feel it would give you the best resolution we will offer you the option of Restorative Justice; those people directly affected by an offence can be involved in agreeing how it should be dealt with and what the consequences should be
• We will tackle hate crime in all its forms. We will work closely with communities and partnership groups such as Support Against Racist Incidents (SARI), Education Action Challenging Homophobia (EACH) and the West of England Centre for Inclusive Living (WECIL) to ensure that hate crime is not tolerated in any area within the city
• We will work in partnership with other agencies to identify and manage the city’s most violent and prolific offenders to stop them reoffending

How to get involved:

• Look out for your neighbours and report crime that you see in your neighbourhood, especially if you know someone is vulnerable because they are elderly, live alone or for some other reason
• You can volunteer with us and help keep victims informed of what’s going on with their cases
Consulting communities and responding to need

The Police and Crime Commissioner, Constabulary and partner organisations have been working with local communities to better understand the issues that are important to you.

Our consultation in 2012/13 identified road safety and police visibility as additional issues that communities feel are important in your area. We have therefore set further objectives in these areas to:

**Road Safety**
- Work with our partners to make Bristol’s roads and pavements safer for both road users and pedestrians
- Supporting Community Speedwatch initiatives to further reduce incidents of dangerous driving and accidents on our roads
- Taking appropriate enforcement action in response to the use of mobile phones while driving and cycling on pavements

**Visibility and Accessibility**
- Ensure that we have a visible, responsive and accessible police service that is active in your community. We will achieve this by investing in technology to ensure that our officers are mobile, exploring new ways of working and reducing unnecessary bureaucracy to free up police time
- Support the expansion of the Special Constabulary, Volunteers and Neighbourhood Watch by encouraging the development of volunteer opportunities and promoting opportunities for you to influence and participate in policing

Outcomes for the Public

We have a good police service in Avon and Somerset, and are committed to making it one of the best in the country. The Police and Crime Commissioner has set the ambition to deliver year on year improvement in each of her priority areas and become a top performing force nationally by 2016-17.

| Avon and Somerset | 2011-12 Actual | 2012-13 Estimate | 2013-14 Milestone | 2016-17 Ambition |
|------------------|---------------|-----------------|------------------|----------------|}
| **Public confidence**<sup>*</sup> | % that feel very or fairly confident in the police (CSEW) | 76.2 (8/43) | 71.1 (35/43) | Increase >28/43 | Top 10 nationally |
| **ASB** | Victim satisfaction for ASB | 80.0% | 81.5% | Increase >82.8% | 86.7**% |
| | ASB Cases fully resolved | 35.0% | 37.9% | Increase | Increase |
| **Domestic and Sexual Violence** | Reported domestic and serious sexual violence | 18,454 | 18,612 | Increase | Increase |
| | Increased detection rates for serious sexual offences | 36.1% (10/43) | 33.7% (11/43) | Increase (10/43) | Increase |
| **Burglary - domestic and non-domestic** | Police recorded burglary | 13,446 (27/43) | 12,174 (24/43) | Decrease (20/43) | Top 10 performer |
| | Police detected burglary | 12.4% (28/43) | 11.6% (29/43) | Increase >24/43 | Top 10 nationally |
| **Victim Services** | Overall victim satisfaction (Police) | 87.3% | 86.7% (12/43) | Increase >12/43 | Top 10 nationally |
| | Increase in successful Criminal Justice outcomes for cases that are taken to court | 82.2% | 80.8% | Increase | Top 10 nationally |

<sup>*</sup> Public confidence in the police, as measured by the Crime Survey for England and Wales can be a volatile indicator whereby results may fluctuate on account of the low numbers surveyed. We will monitor public confidence rates alongside a suite of supporting measures with a view to further improving our understanding of public perception across Avon and Somerset.

<sup>**</sup> Aspiration to bring satisfaction rates for ASB in line with satisfaction rates for crime

The Constabulary and partner agencies in Bristol have an important role to play in delivering these force-level outcomes and you can monitor our progress at [www.avonandsomerset-pcc.gov.uk](http://www.avonandsomerset-pcc.gov.uk)
How you can get involved

“Our Constabulary, Community Safety and Criminal Justice agencies can not deliver this plan alone. It is my aim that people have real and practical opportunities to shape their policing and community safety services. I want to build upon the energy and innovation I see in local communities and I am committed to involving you wherever I can in delivering our shared priorities”.

There are many ways in which you can contribute towards the delivery of this plan and play an important role in improving the perceptions and feeling of safety in your local community. Why not become...

...A Special Constable

The Special Constabulary is a vital resource when it comes to tackling crime, providing valuable support to regular police officers and increasing the police presence within our communities. Special Constables are volunteers and have the same warranted powers as regular police officers. They work alongside their regular colleagues and also carry out their own operations, increasing visibility and engaging with the public. For more information on recruitment, please visit the Constabulary’s website at: www.avonandsomerset.police.uk/recruitment/specials

...A Cadet

We will be rolling out three Cadet schemes in Bristol during 2013/14. These schemes will provide young people aged 14 to 18 with an opportunity to gain a practical understanding of policing and the law while supporting their local community. To find out more, visit: www.avonandsomerset.police.uk/recruitment/PolicStaffVolunteers/cadets.aspx

www.saferbristol.org.uk

...A Custody Visitor

Independent custody visiting ensures the police service is open and accountable to the people it serves. For more information about custody visiting, the role of Custody Visitors and how to apply, contact the Office of the Police and Crime Commissioner or visit our website at: www.avonandsomerset-pcc.gov.uk

...A Volunteer

The volunteers programme provides a vast range of opportunities for people with enthusiasm and skills to support the police in the community or at stations. Find further details on the Constabulary’s website at: http://www.avonandsomerset.police.uk/recruitment/PolicStaffVolunteers/

Join Neighbourhood Watch. Find further details on the Constabulary’s website at: www.avonandsomerset.police.uk/community_safety/nhw/whats_involved.aspx

Join our Volunteer Panel of independent members of the public who will be reviewing police complaints files. Find out more at: www.avonandsomerset-pcc.gov.uk

Join one of the local Independent Advisory Groups which work in partnership with the police to engage with local diverse communities, improve access to police services and quality of services provided. Find out more at: www.avonandsomerset.police.uk/diversity/IAG.aspx

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Have your Say

• Raise issues that concern you at our local public meetings. Details of your next local Neighbourhood meeting can be found online or by calling 101
• Use Freepost ‘Have your Say’ Postcards: Register your priorities in writing using postcards available from local police stations or other community locations
• Register your priorities on-line: Tell us what you think from the comfort of your own home
• Join a webchat

Details of all “Have your Say” methods are on our website at:
www.avonandsomerset.police.uk/LocalPages/SSN/PACT.aspx

Tell Us How We Did Or How We Could Do Better

If you are dissatisfied with any aspect of the service you receive from the Office of the Police and Crime Commissioner or the Constabulary, there are a number of ways you can give us feedback or make a complaint:

• Contact or go into any police station asking to make a complaint
• Make a complaint by completing our secure on-line form via the police website at: www.avonandsomerset.police.uk/contact
• Give us feedback by writing to the Chief Constable or to the Office of the Police and Crime Commissioner
• Make a complaint via your solicitor, your MP, Citizens Advice Bureau or a support agency, such as SARI (Support Against Racism and Inequality)
• Contact the Independent Police Complaints Commission (IPCC) at: PO Box 473, Sale, M33 0BW. Tel: 0300 020 0096

Ride Along

Ever wanted to know more about what the police do? Join an officer on the beat or see exactly what happens when we get a 999 call. Visit http://www.avonandsomerset.police.uk/LocalPages/RAS/index.aspx

If you want to know more about crime, policing and criminal justice in your area, you can also visit www.police.uk
OFFICE OF THE POLICE AND CRIME COMMISSIONER

Telephone: 01275 816377
Facsimile: 01275 816388
Email: pcc@avonandsomerset.pnn.police.uk
Address: Valley Road, Portishead, Bristol BS20 8JJ
www.avonandsomerset-pcc.gov.uk

STAY INFORMED
To sign up for a monthly newsletter and local news bulletins for your area register via our website:
www.avonandsomerset.police.uk/InteractiveWebsiteAccounts/Signup.aspx

Follow us on Twitter @AandSPCC @ASPolice @SuMountstevens

CONSULTING YOU
When budgets are tight, it is even more important that we understand what the public need from policing services. We have launched a website where residents are able to give their opinion and genuine discussion will influence our decision making and this plans development.
www.consultation.avonandsomerset.police.uk

USEFUL NUMBERS
In an emergency 999
Non-emergency police number 101
Crimestoppers 0800 555 111
National Domestic Abuse helpline 0808 2000 247
24-hour freephone

Hate crime support:
Homophobic call EACH 0808 1000 143
Racist/Religious call SARI 0117 942 0060
Disablist call WECIL 0117 903 8900

Bristol City Council
General customer service 0117 922 2000
Graffiti 0117 922 2100
Drugs & Sex Litter 0117 922 2100
Fly-tipping 0117 922 2100
Anti-Social Behaviour 0117 922 2500
Noise nuisance 0117 922 2500
Or report online at www.bristol.gov.uk

Call 101 to contact the police to report less urgent crime and disorder or to speak to your local officers.
For example, call 101:
• if your car has been stolen
• if your property has been damaged
• if you suspect drug use or dealing in your local area
• to give the police information about crime in your area
• to speak to the police about a general enquiry

Minicom and Typetalk: 01275 816888
Address: Valley Road, Portishead, Bristol BS20 8QJ
www.avonandsomerset.police.uk

In an Emergency dial 999
• when the incident requires an immediate response
• when there is danger to life or risk of injury
• where a crime is in progress
• where an offender is still at the scene or has just left the scene.

ANTI-TERRORIST HOTLINE
If you think you have seen something suspicious or are unsure about somebody’s activities or behaviour call this confidential hotline. Telephone: 0800 789 321

CRIMESTOPPERS
Call the independent charity Crimestoppers in confidence and anonymously if you have information about crimes but would prefer not to speak directly to the Police. Telephone: 0800 555 111

If you need this document in a different format or another language please contact General Enquiries on 101 or Typetalk 01275 816888 or visit:
www.avonandsomerset.police.uk/WebsiteResources/accessibility