Avon and Somerset Police and Crime Performance Summary

January – March 2020 (Quarter 4 2019/20)

Introduction

The Avon and Somerset Police and crime plan has four priorities and within each of these a number of objectives to deliver in achieving that priority.

- Priority 1 – Protect the most vulnerable from harm
- Priority 2 – Strengthen and improve your local communities
- Priority 3 – Ensure Avon and Somerset Constabulary has the right people, the right capability and the right culture
- Priority 4 – Work together effectively with other police forces and key partners to provide better services to local people

We have also defined what the plan ultimately seeks to achieve which are the following five outcomes:

1. People are safe
2. Vulnerable people/victims are protected and supported
3. Offenders are brought to justice
4. People trust the police
5. People feel safe

This performance report seeks to provide a picture of performance against the Police and Crime Plan and will be reported on a quarterly basis. The report examines a wide array of differing measures that have been put into two categories.

Success Measures

These are measures whereby looking at the data alone will indicate how well the Constabulary or other service are performing. This will consider both the snapshot of performance during the quarter in conjunction with the trend over a longer period of time. These two factors together will be translated into a three tier performance grading based on defined ranges of expected performance:

Exceeds expectations – performance exceeds the top of the range and does not have a negative trend.

Meets expectations – performance is within the range and does not have a negative trend or is above the range but has a negative trend.

Below expectations – performance is below the bottom of the range or is within the range but shows a negative trend.

The report will highlight when the grading has changed from the previous quarter.

The performance ranges will be reviewed on an annual basis or as required if there are other significant changes in processes. This is to ensure these ranges remain current and continue to provide meaningful insight.

Diagnostic Measures

These are measures where conclusions cannot be drawn from simply looking at the data and need further analysis to try and understand if any change is good or bad. An example may be numbers of recorded crimes. If this was to increase, on the face of it, it looks bad i.e. more crime being committed. However this increase could be attributable to better internal crime recording or an increase in the public confidence to report crime where they were not previously: both of which would actually be a success.

The individual measures are aligned to an outcome or outcomes rather than any particular objective within the plan because objectives, and even priorities, cannot be delivered or reported on in isolation.

Dashboards

There are a range of separate measures that form the basis of the performance framework. These measures are spread across a number of dashboards:

- Central
- Victims
- Legitimacy
- Op Remedy – this is the Constabulary operation to tackle knife crime, burglary and drug crime that was made possible through extra raised by increasing the precept and started in April 2019.

The central dashboard contains a variety of the most important measures whereas the others contain a suite of measure that all relate to that theme. It is only the central dashboard which will be reported in full in every version of this report. The other dashboards will be reported as a single aggregate measure (average performance of all the measures within it) or as a graded judgement (Op Remedy contains more than numerical measures). However individual measures, within the supplementary dashboards, will be reported on by exception.

Like all aspects of delivery this report itself seeks to continuously improve so additional measures will be included as relevant data is identified, gathered and made available.

Appendix 1 explains some of the below measures which are not obvious by their description as to what they are.

Performance by outcome

People are safe

Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	0.02	Stable	Exceeds expectations
101 abandonment rate % of all calls	2.9	Stable	Exceeds expectations
Timeliness of attendance of calls graded as *Immediate* % attended within SLA	76.5	Stable	Meets expectations
Timeliness of attendance of calls graded as *Priority High* % attended within SLA	55.7	Stable	Meets expectations
Timeliness of attendance of calls graded as *Priority Standard* % attended within SLA	57.2	Stable	Below expectations
Number of people killed or seriously injured in road traffic collisions	50	Moderate downward trend	N/A
Numbers of recorded crimes	34,426	Stable	*Diagnostic*
Demand Complexity	264,466	Moderate downward trend	*Diagnostic*
Victimisation Rate Number of victims per 10,000 population[1]	166	Stable	*Diagnostic*
Harm score managed offenders	4,057	Stable	*Diagnostic*
Op Remedy graded judgement	N/A	N/A	Meets expectations

[1]Based on Office of National Statistics 2018 Population Estimates of 1,711,473.

Calls abandoned
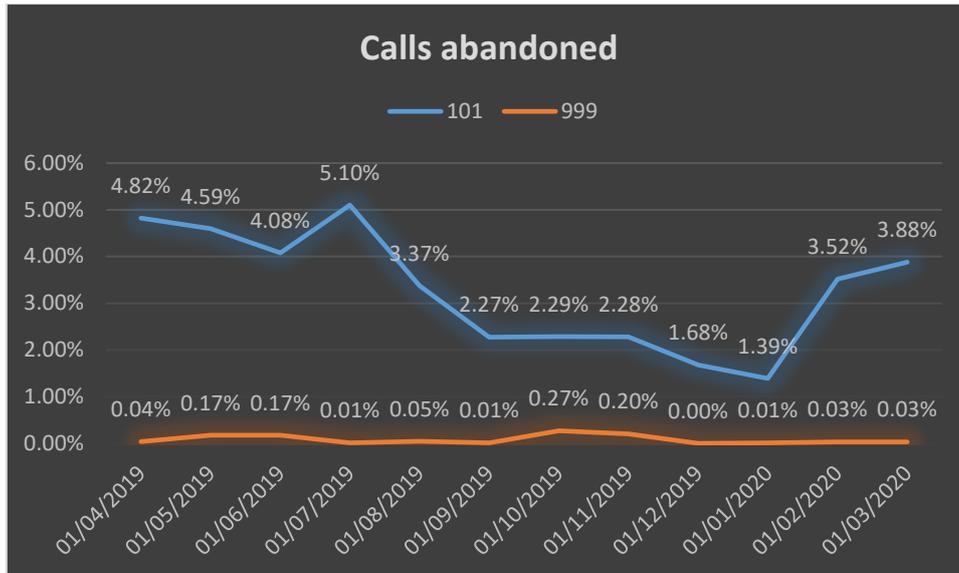
The 999 abandonment rate for the last quarter has improved by 0.14% points and continues to exceed expected performance.

The 101 abandonment rate has declined by 0.81% points compared to quarter two but the overall trend is still stable and continues to be above the expected performance range.

Response Timeliness
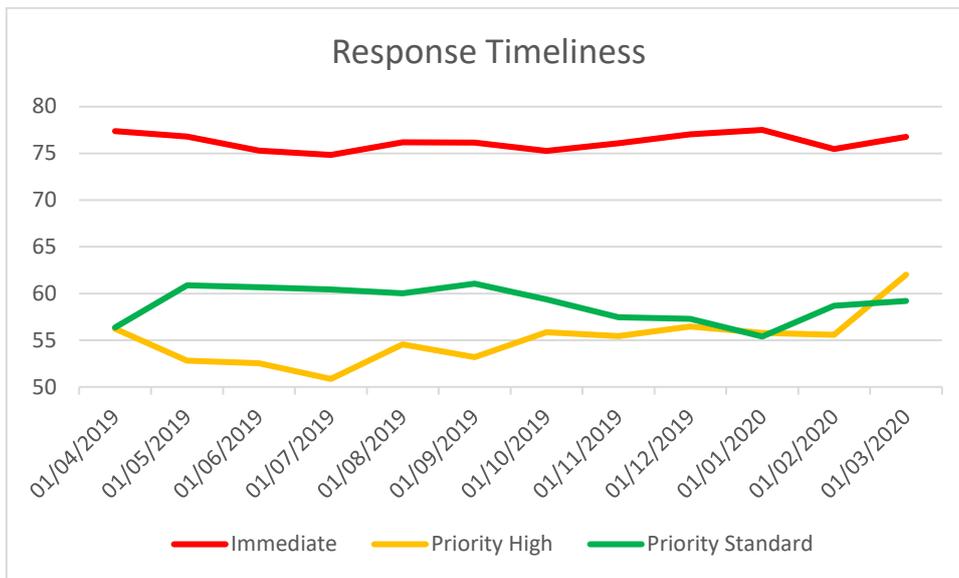
The above graph shows the percentage of calls responded to within the SLA (see Appendix 1 for more information). Immediate calls timeliness has increased by 0.4% points on the last quarter and the trend has stabilised. Priority high calls have declined by 0.2% points and priority standard timeliness has decreased by 1% points; both measures are within range and stable.

Recorded Crime
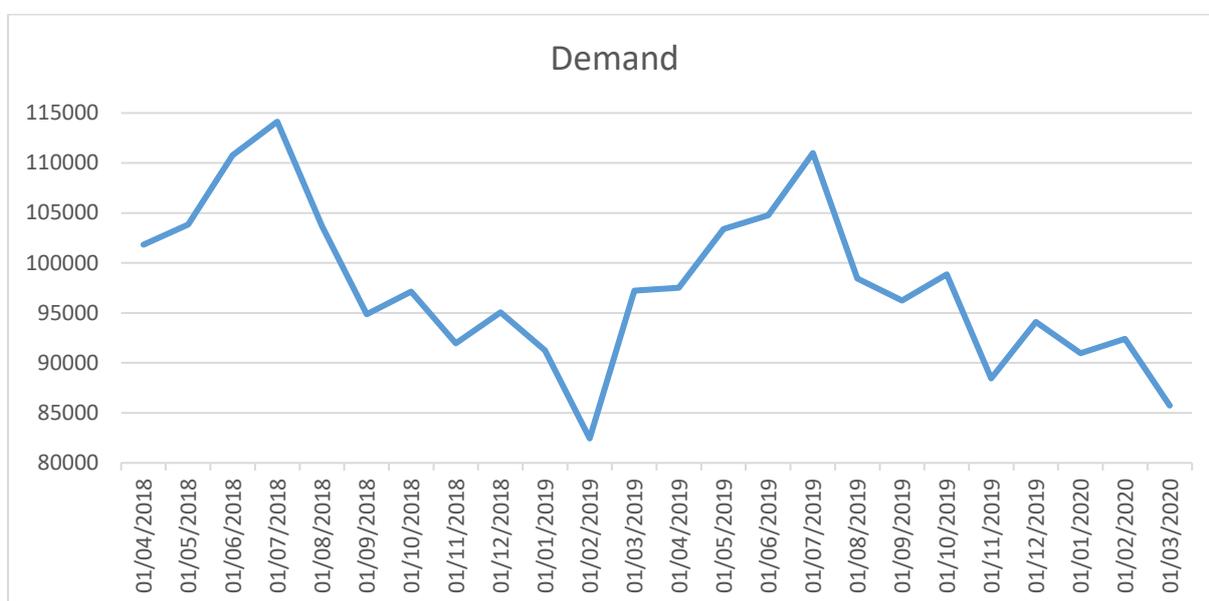
Demand

As can been seen in the above crime, and demand more generally, have strong seasonal trends: they peak in July and are at the lowest in February. Quarter four crime and complexity have both reduced by a small amount in quarter four of this year.

|	Residential Burglary	Drug Trafficking[2]	Knife Crime
	R e c o r d e d C r i m e		
Q4 2018/19	1,581	151	707
Q4 2019/20	1,521	181	773
	P o s i t i v e O u t c o m e R a t e		
Q4 2018/19	3.6%	68.6%	25.6%
Q4 2019/20	8.9%	73.7%	24.6%

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

The overall judgement of Op Remedy is that it meets expectations. The positive outcome rate for residential burglary has improved this quarter compared to last whereas drug trafficking and knife

crime have seen a decrease. Across the whole 2019/20 year compared to the previous year all three crime types have seen improved outcomes.

Vulnerable people/victims are protected and supported

Measure	Current performance	Trend	Grading
Harm score victims	102,185	Stable	*Diagnostic*
Victims aggregate measure	N/A	N/A	Meets expectations

Victim Harm
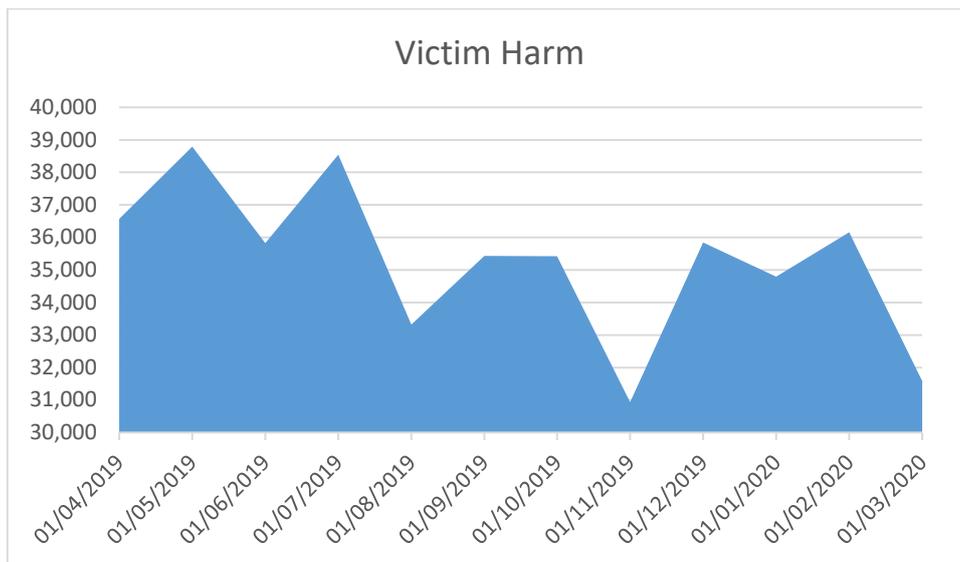
Total victim is unusually slightly higher than in quarter three but only by 0.3%.

Overall Whole Satisfaction
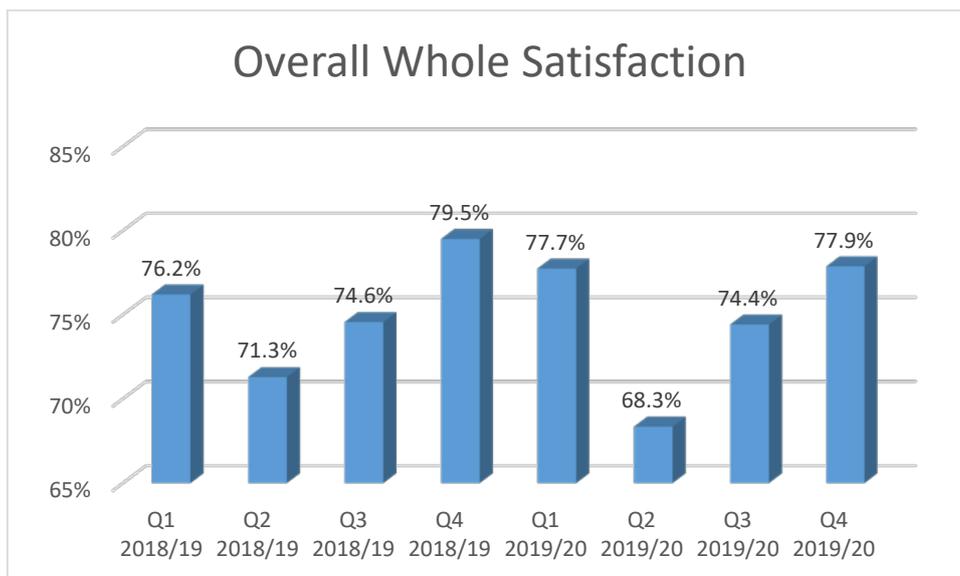
In the User Satisfaction Survey overall whole satisfaction has improved by 3.5% points this quarter which makes it the best result across the year.

Offenders are brought to justice

| Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	13.1	Stable	Meets expectations
Conviction rate % of all court cases	88.1	Stable	Exceeds expectations

The quarter four positive outcome rate has reduced 0.6% points but remains within range and is still stable overall.

The conviction rate is stable and has increased 1% point this quarter compared to last making it the best performing quarter of the last two years and now exceeds the performance range.

People trust the police

Measure	Current performance	Trend	Grading
Public Confidence (National measure) % agree	78.6	Stable	Meets expectations
Confidence in the Police (Local measure) % agree	80.4	Stable	Exceeds expectations
Dealing with community priorities % agree	53.6	Strong downward trend	Below expectations
Active Citizenship % of people engaged	10.3	Stable	Meets expectations
Workforce representativeness % BAME	3.4	Strong upward trend	Exceeds expectations
Complaints of incivility	42	Stable	*Diagnostic*
Disproportionality of Stop Search by ethnicity	3.8	Stable	*Diagnostic*

Legitimacy aggregate measure	N/A	N/A	Meets expectations
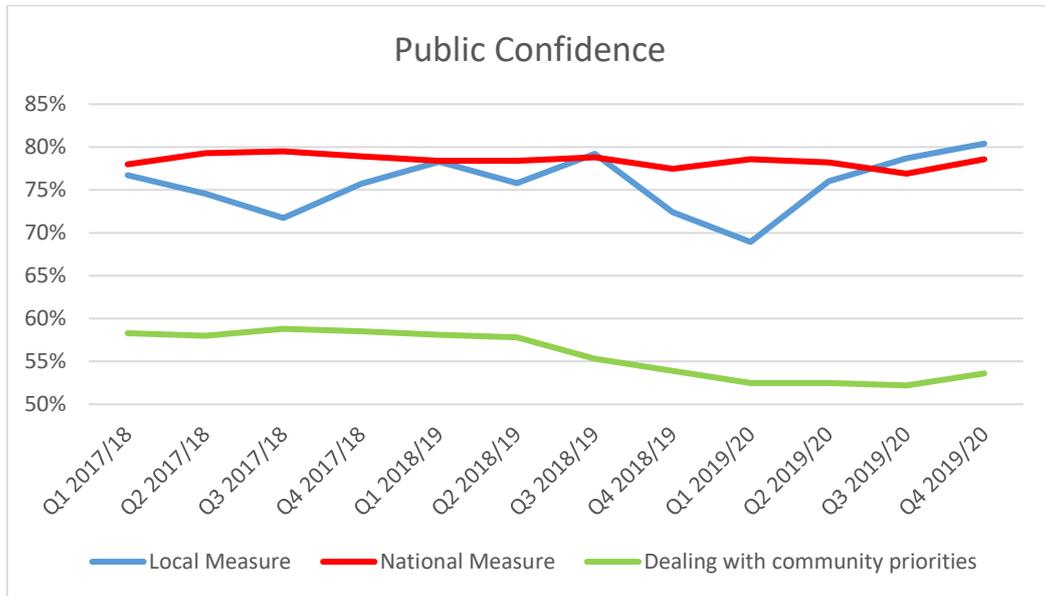
Both the local and national public confidence measures have each increased on the previous quarter by 1.7% points.

Dealing with community priorities has increased 1.4% points this quarter. There is now a strong downward trend but this is still within the expected range. This decline is interesting given that our local survey tells us that the community's resounding priority is reassurance through visible policing. As can be seen below the same survey tells us that perceived safety and visibility are both increasing.
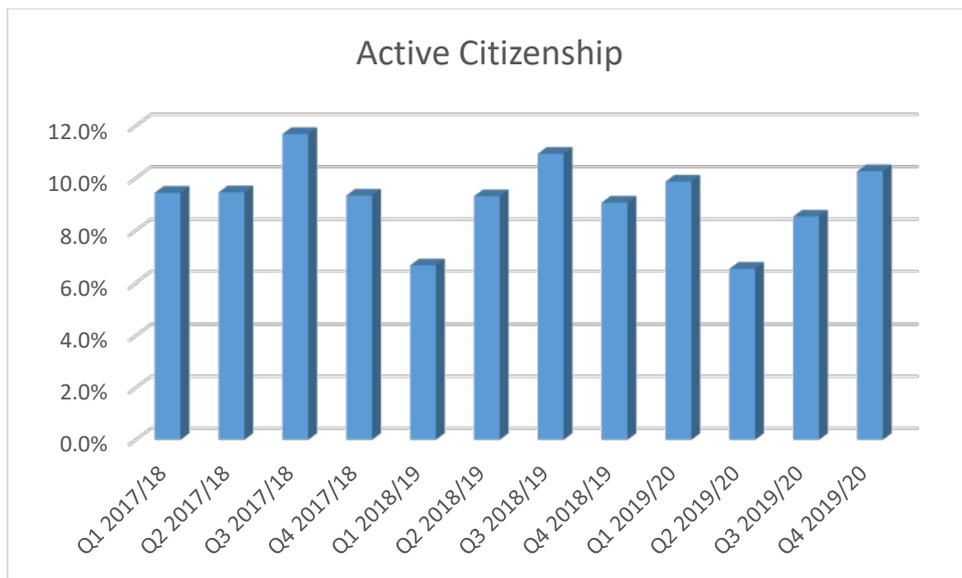

The number engaged in active citizenship has increased by 1.8% points this quarter. This improved performance means the annual level in 2019/20 is only just less (0.2%) than in 2018/19.

Complaints of incivility are broadly in line with the previous two quarters at 42.

Disproportionality of Stop Search has decreased again; by 0.3 compared to last quarter's results.

People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	92.5	Moderate upward trend	Exceeds Expectations
Police Visibility % Agree	61.6	Stable	*Diagnostic*
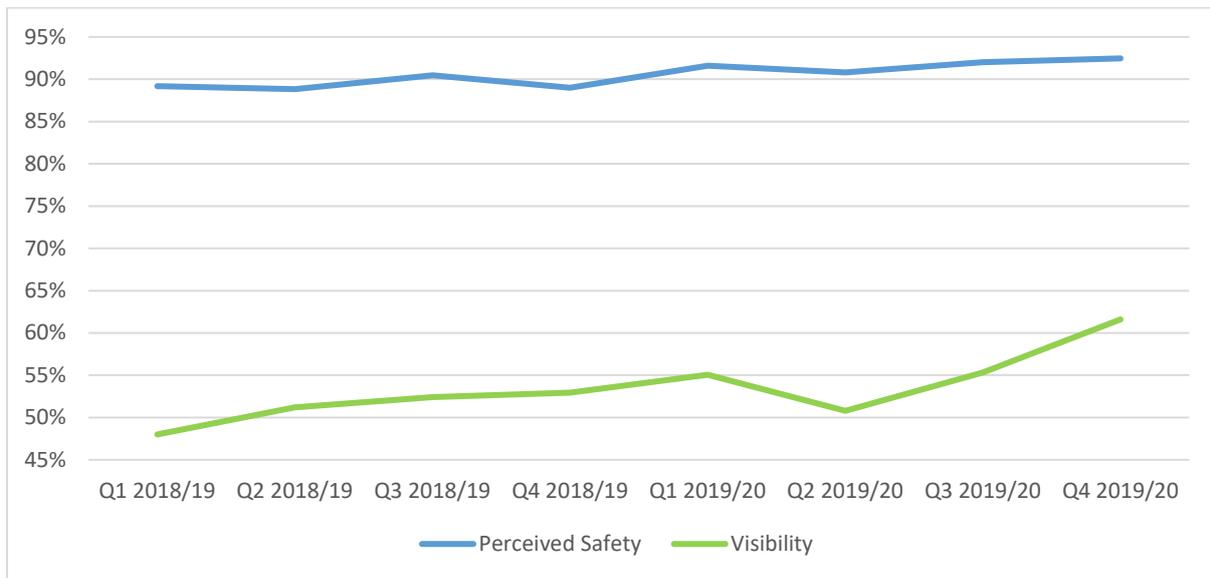
Current perceived safety is above the expected performance range and shows a positive trend; this quarter has increased 0.5% points from last reported. As mentioned above reassurance is the top priority cited by the communities in the local survey.

Police visibility has also increased again, growing 6.3% points from when last reported. Comparing the 2019/20 year to the year before it has increased to 55.7% from 51.1%.

Appendix 1 – Explanation of measures

Timeliness of attendance – calls to the police are graded based on threat harm and risk. There is a service level agreement (SLA) for each grade which states how long attendance should take (below). It is important to note that the SLAs are defined by the Constabulary, not mandatory, and intended to be challenging rather than having a longer SLA which would have greater compliance.

- Immediate – 15 minutes for urban areas and 20 minutes for rural areas
- Priority High – 1 hour
- Priority Standard – 4 hours

BAME – is Black, Asian and Minority Ethnicity – and used as a high level way of analysing ethnic diversity.

Demand Complexity – this is measure of demand into the police counting the number of incidents (not just recorded crime): each crime has a harm value and non-crime incidents have a value based on how much time that type of incident takes to deal with. This is a much more accurate picture of demand than simply counting crimes or incidents or calls.

Harm score managed offenders – individual offenders are given a harm score based on the amount and type of offending they are known or suspected to have perpetrated. This is the total score for all Impact Managed offenders in Avon and Somerset. Please note that quarter four 2019/20 the total harm scores changed retrospectively so it will look different compared to previous reports.

Harm score victims – individual victims are given a harm score based on the amount and type of offending they are known or suspected to have been the victim of. This is the total score for all victims in Avon and Somerset. Please note that quarter four 2019/20 the total harm scores changed retrospectively so it will look different compared to previous reports.

Positive Outcome rate – positive outcomes are counted as Home Office defined outcomes 1-8 which are: charge/summons, cautions/conditional cautions for youths or adults, offences taken into consideration, the offender has died, penalty notice for disorder (PND), cannabis/khat warning, community resolution. From July 2019 an additional outcome 22 was introduced which counts as a positive outcome; this is diversionary, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action.

Conviction rate – A conviction is an admission or finding of guilt at Magistrates or Crown Court, including both custodial and non-custodial sentences, and is counted based on the offender not the number of offences.

Public Confidence – the national measures are figures taken from the Crime Survey of England and Wales whereas the local measure is data collected from the Avon and Somerset survey; both results are for respondents living within this policing area only. The local measure is more subject to fluctuation because this is reported each quarter in its own right whereas the national measure reports a 12 month rolling average which naturally 'flattens' the data line. The national measure only reports a 12 month figure because the number of respondents they survey is smaller and so to remain statistically significant the data must be averaged over this longer time period. There is always lag in receiving the results: the national reporting is about 14 weeks after the end of the quarter and the local will be about 6 weeks after the end of the quarter.

Active Citizenship – this is the % of the population that are either Special Constables, volunteers or cadets.

Disproportionality of Stop Search – this looks at the number of people subject to stop and search, according to two ethnicity categories – white or BAME, as a percentage of the population of those respective categories in Avon and Somerset (based on 2011 Census data). The figure displayed is the ratio of how many times more likely a person is to be stopped if they are BAME compared with if they are white. An important point of note about the data is that the stop and search data is current but this is being compared to population data from 2011 – in this time period the demographics of the areas will undoubtedly have changed and the actual ratio will be different.

Police Visibility – this is based on the question in the local survey of *when did you last see a police officer or a police community support officer in your local area?* This is percentage of respondents that have seen an officer within the last month (or more recently).

Appendix 2 – Expected Performance Ranges

Measure	Expected Performance Range
999 abandonment rate % of all calls	0.29-0.10
101 abandonment rate % of all calls	5.99-3
Timeliness of attendance of calls graded as *Immediate* % attended within SLA	76-78.99
Timeliness of attendance of calls graded as *Priority High* % attended within SLA	52-57.99
Timeliness of attendance of calls graded as *Priority Standard* % attended within SLA	58-61.99
Positive Outcome rate % of all offences	10-15.99
Conviction rate % of all court cases	83-87.99
Public Confidence (National measure) % agree	75-79.99
Confidence in the Police (Local measure) % agree	70-79.99
Dealing with community priorities % agree	50-59.99
Active Citizenship % of people engaged	9-11.99
Workforce representativeness % BAME	2.6-3.0
Perceived Safety % Feel safe in local area	85-88.99