

Avon and Somerset Police and Crime Performance Summary

July – September 2020 (Quarter 2 2020/21)

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); Op Remedy will now be reported in this way. 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.

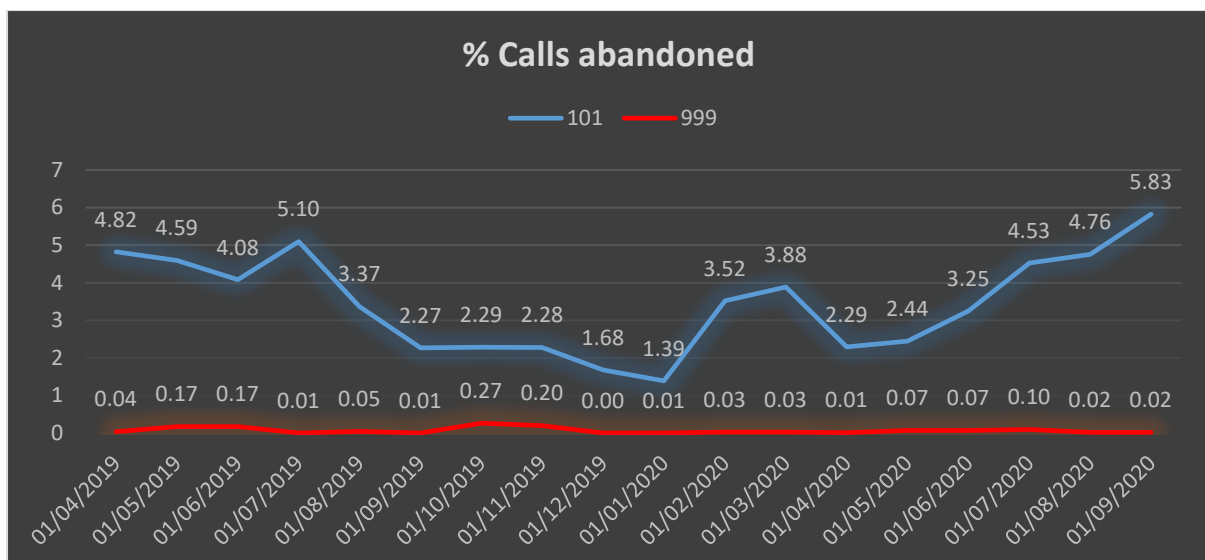
Appendix 1 explains some of the below measures which are not obvious by their description as to what they are.

Performance by outcome

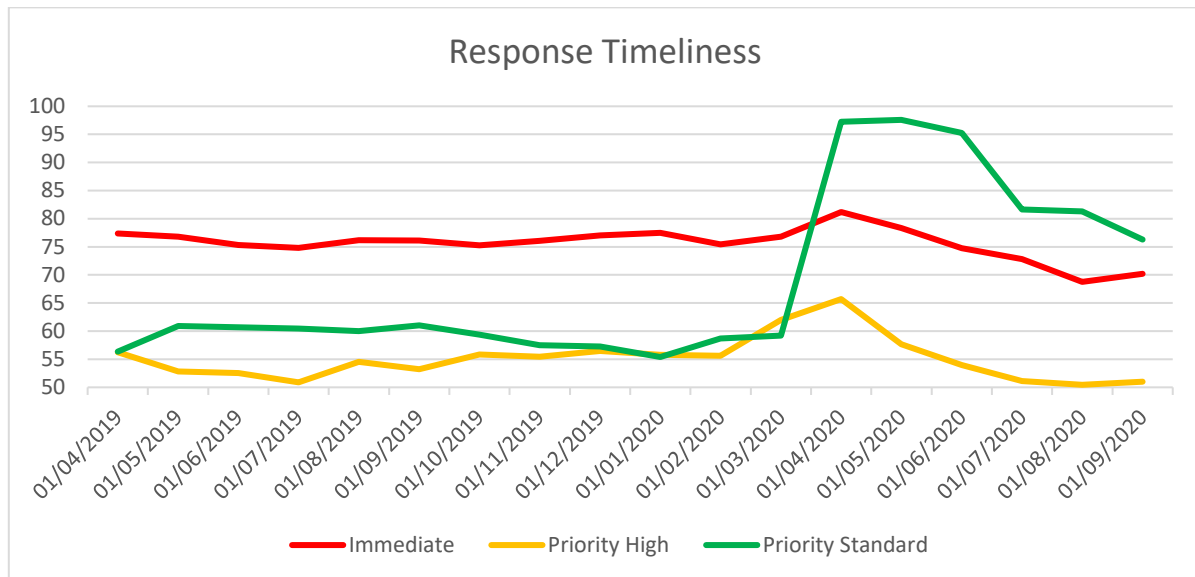
People are safe

Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	0.05	Stable	Exceeds expectations
101 abandonment rate % of all calls	5.03	Moderate downward trend	Below expectations
Timeliness of attendance of calls graded as <i>Immediate</i> % attended within SLA	70.6	Stable	Below expectations
Timeliness of attendance of calls graded as <i>Priority High</i> % attended within SLA	50.8	Stable	Below expectations
Timeliness of attendance of calls graded as <i>Priority Standard</i> % attended within SLA	80.5	Moderate upward trend	Exceeds expectations
Number of people killed or seriously injured in road traffic collisions (Q1)	17	Moderate downward trend	N/A
Numbers of recorded crimes	34,747	Stable	<i>Diagnostic</i>
Demand Complexity	295,271	Stable	<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population ¹	166	Stable	<i>Diagnostic</i>
Op Remedy Aggregate measure	N/A	N/A	Meets expectations

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



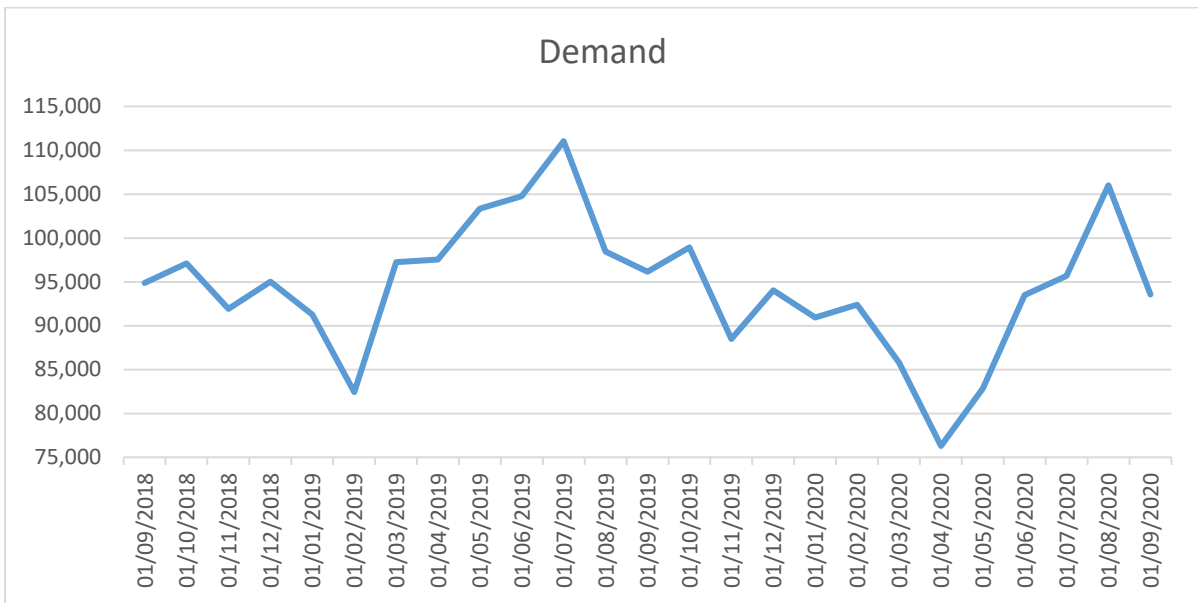
The 999 abandonment rate is unchanged and continues to exceed expectations. However the 101 abandonment rate has increased by 2.4% points; this is still within the expected performance range but shows a moderate downward trend over the last year. These two measures should be seen together, as they are both dealt with by the call handling team, and naturally priority is given to servicing 999 calls which consistently has some of the best performance in the country. However the 101 abandonment rate will continue to be monitored closely.



The above graph shows the percentage of calls responded to within the SLA (see Appendix 1 for more information). As can be seen in the above graph all three grades of calls were responded to in a less timely manner with Immediate and Priority High now below expectations.

The previous report mentioned the new triage system which was introduced to recognise where desktop investigation was more appropriate than an officer responding in person. This new area of business has had some staffing issues throughout quarter two which has resulted in the drop in response timeliness directly for priority standard calls but also for the other two grades as the 'knock on' effect is that more calls are held for officer response instead increasing their overall workload. These staffing issues are beginning to be resolved with the recruitment of additional police staff investigators which were funded through the council tax precept increase.

In quarter three the Constabulary have just introduced a new call grade, in line with national standards, with the intention of being able to better prioritise workload and take into account callers needs as to when they can be seen. Much like the triage system the expectation is that this will allow a more timely response to the more urgent priority high and immediate calls.



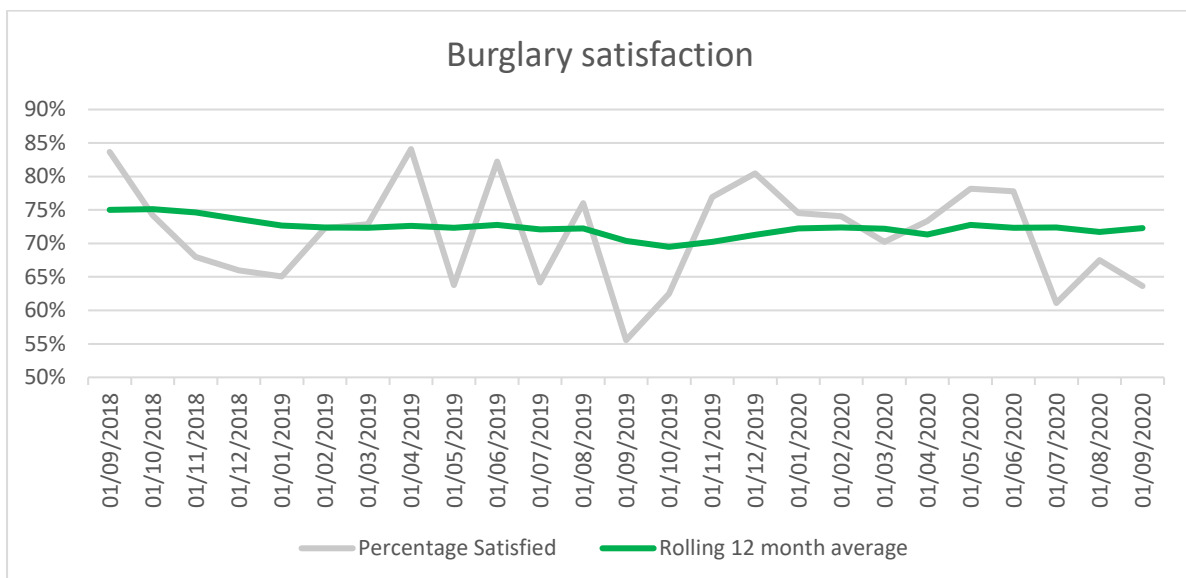
As expected crime and demand increased significantly in quarter two compared to the previous quarter. Both were at very similar levels to quarter two last year: approximately 3.5% less. Quarter two has been particularly challenging in terms of overall crime demand returning to almost normal levels overall and with the additional demand created by the enforcement of COVID-19 regulations.

Op Remedy Priority Crime Types – Recorded Crime and Positive Outcome Rate						
Quarter	Burglary - Residential		Drug Trafficking ²		Knife Crime	
	Crime	PO rate	Crime	PO rate	Crime	PO rate
Q1 2018/19	1,806	4.7%	141	73.9%	639	19.8%
Q2 2018/19	1,616	4.0%	210	79.1%	658	29.2%
Q3 2018/19	1,675	5.0%	140	76.7%	623	26.8%
Q4 2018/19	1,581	3.6%	152	68.6%	708	25.6%
Q1 2019/20	1,582	4.4%	157	68.9%	741	24.8%
Q2 2019/20	1,503	10.2%	193	78.1%	723	31.5%
Q3 2019/20	1,523	6.8%	145	77.4%	724	25.1%
Q4 2019/20	1,521	9.0%	185	73.6%	776	24.7%
Q1 2020/21	1,148	8.6%	175	76.9%	677	29.6%
Q2 2020/21	1,255	6.5%	155	75.3%	796	23.6%
Year						
2018/19	6,678	4.4%	643	75.2%	2,628	25.7%
2019/20	6,129	7.6%	680	75.3%	2,964	26.6%
2020/21 (Q1-2)	2,403	7.5%	330	76.2%	1,473	26.6%
2 Year Trend	Moderate downward	Stable	Stable	Stable	Stable	Stable

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

The positive outcome rate for all three crime types has seen a reduction this quarter compared to the previous quarter; this is in line with the reduction seen at the force level.

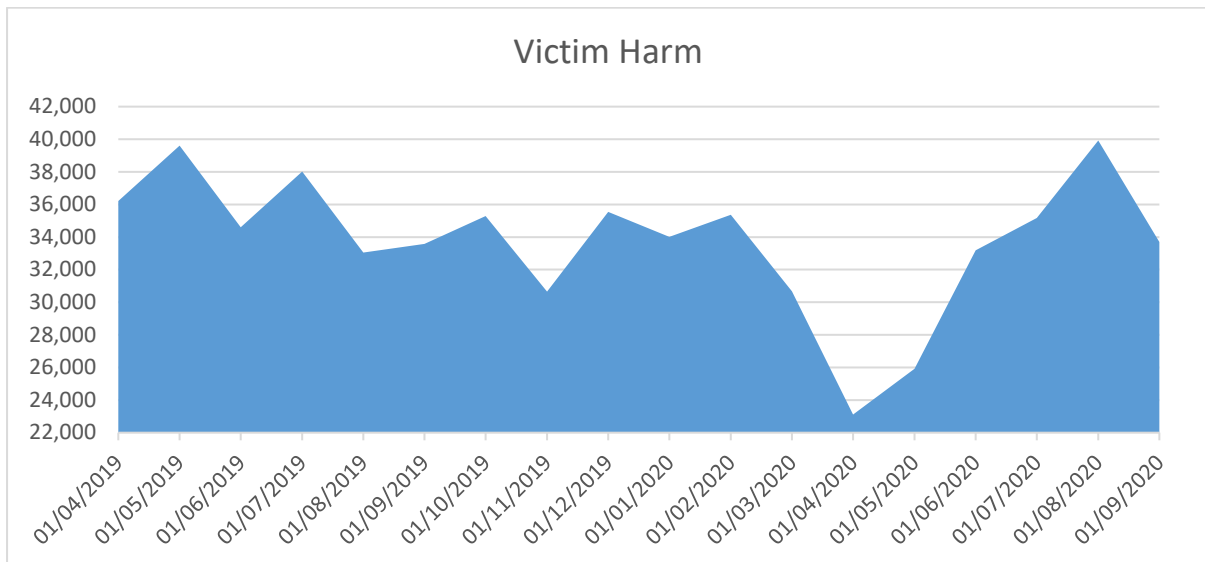
As expected recorded crime for both residential burglary and knife crime have increased from the lows caused by lockdown in quarter one. Conversely drug trafficking offences have reduced this quarter but drug trafficking recorded crime was not affected in the same way as most crime types in quarter one.



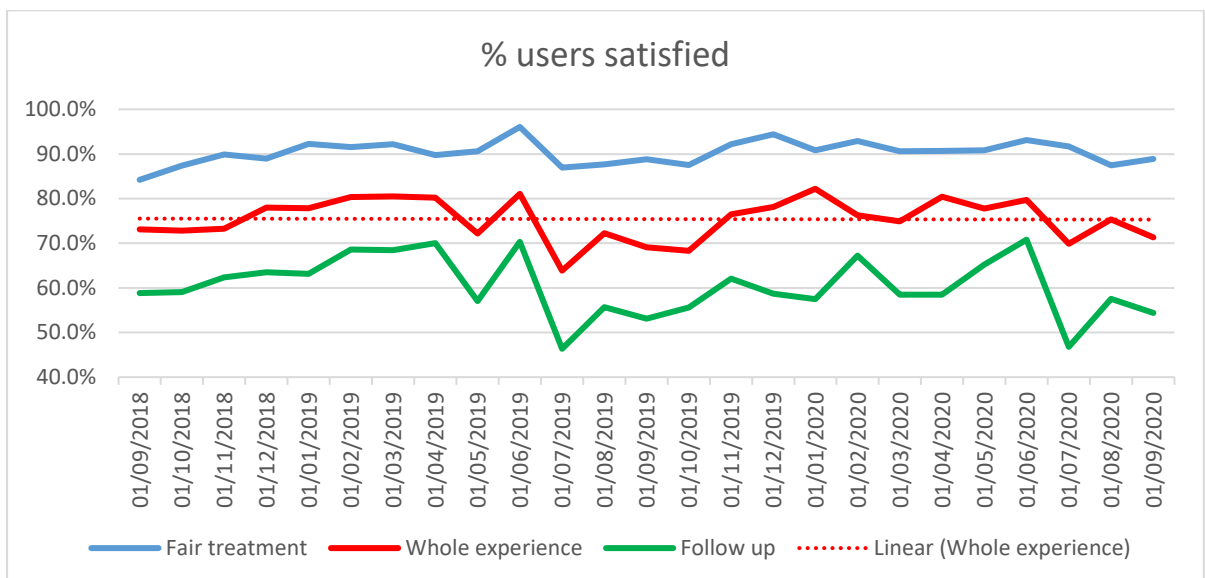
Another objective of Op Remedy was to improve victim satisfaction of burglary. As the above graph shows this has remained stable over the last two years. There was a negative direction of travel until October 2019 but this has been reversed and over the last year shows a moderate upward trend. However there is still improvement need to return to the levels seen two years ago.

Vulnerable people/victims are protected and supported

Measure	Current performance	Trend	Grading
Harm score victims	108,783	Stable	<i>Diagnostic</i>
Victims aggregate measure	N/A	N/A	Meets expectations



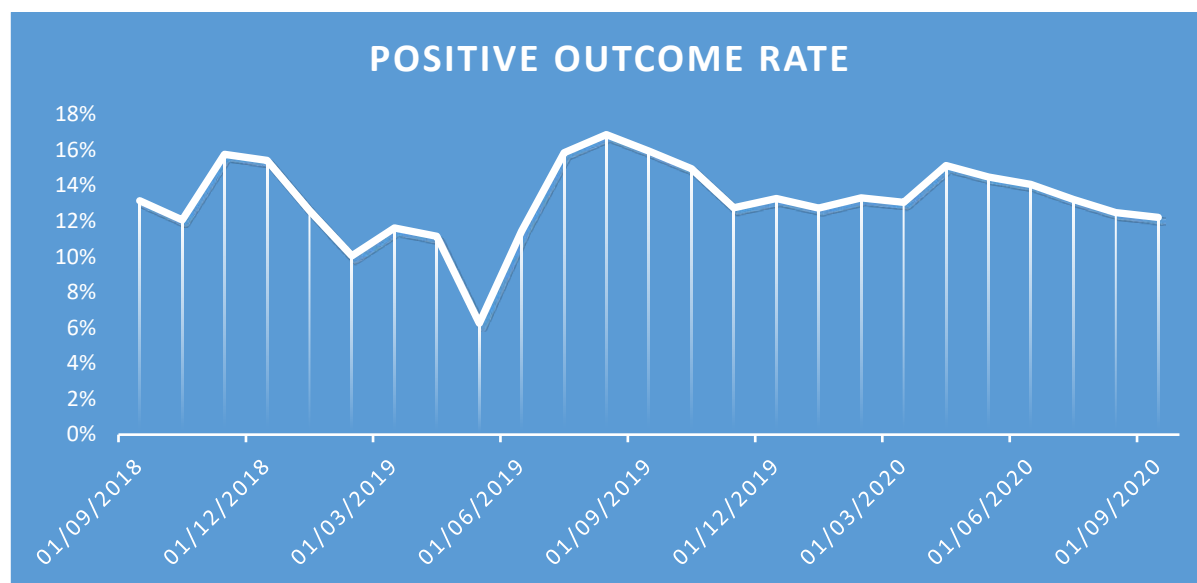
The overall pattern of victim harm has followed that of crime and demand discussed above which has increased in July and August then decreased again in September; quarter two is in line with previous years having returned from the lockdown low.



The quarter two satisfaction results are slightly lower than previously and more in line with the same quarter last year. Overall the three topics are stable and within the expected performance ranges. The overall satisfaction levels for the current 12 months compared to the previous 12 months are still 0.6% points higher.

Offenders are brought to justice

Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	12.7	Stable	Meets expectations
Conviction rate % of all court cases	89.4	Stable	Exceeds expectations

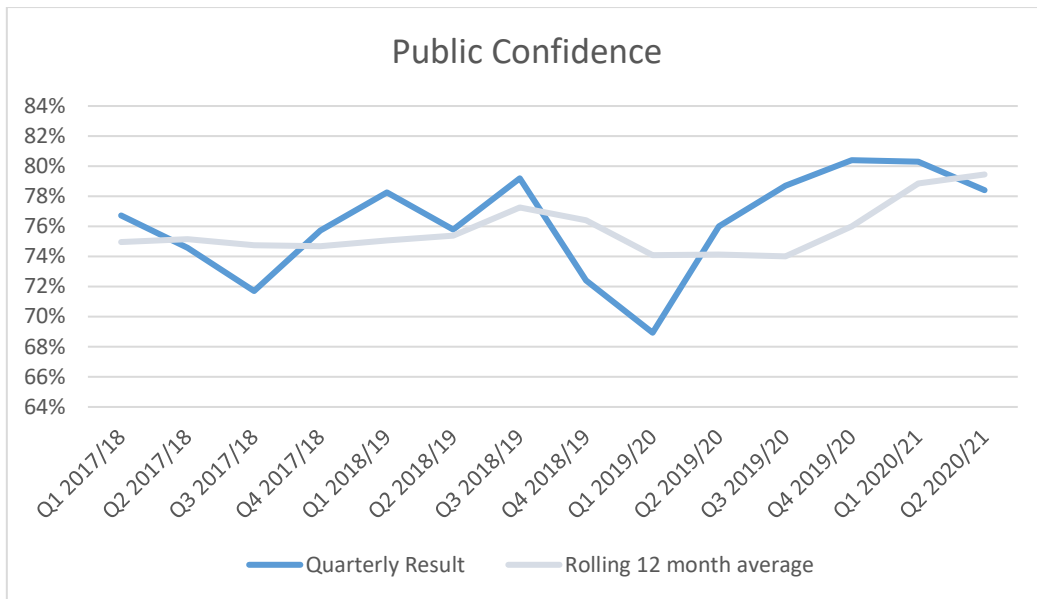


The quarter two positive outcome rate has decreased 1.9% points on the last quarter but the trend remains stable overall. A breakdown of positive outcome rates can be seen in appendix four.

The conviction rate has increased by 9.7% points compared to quarter one; this recovers the position back to pre-lockdown levels and is actually the highest rate for two years.

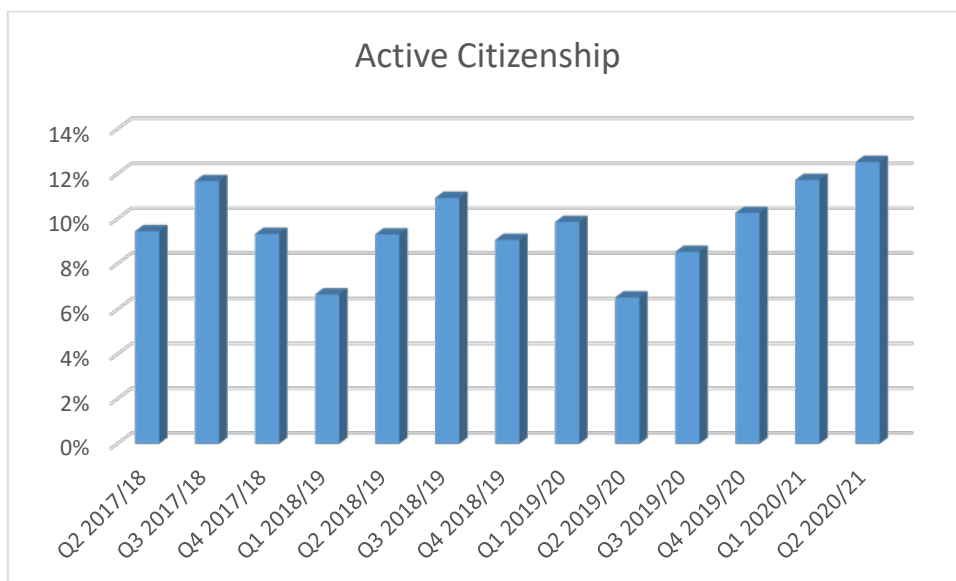
People trust the police

Measure	Current performance	Trend	Grading
Confidence in the Police (Local measure) % agree	78.4	Stable	Meets expectations
Active Citizenship % of people engaged	12.5	Stable	Exceeds expectations
Workforce representativeness % BAME	3.5	Strong upward trend	Exceeds expectations
Complaints of incivility	39	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity	4.2	Stable	<i>Diagnostic</i>
Legitimacy aggregate measure	N/A	N/A	Meets expectations



The local confidence measure has decreased 2% points to 78.4%. This brings it back within the performance range but the rolling 12 month average is still 79.5% which is the highest it has been in five years. This public confidence has held up despite some of the negative online and media attention that has been received around public events such as protests and raves as well as the divisive issue of policing COVID-19 regulations. The survey also asked for people’s agreement (or not) with the following statement “the police handling of COVID-19 has increased my confidence in the police in this area”. Half of respondents neither agreed nor disagreed but 35.1% agreed or strongly agreed with this statement.

Two measures in this outcome category have been removed: *public confidence (national measure)* and *dealing with community priorities*. These results were based on the Crime Survey for England and Wales but that survey will no longer be producing results disaggregated to police force areas.



The number engaged in active citizenship has increased again, by 0.8% points this quarter and is now above the performance range.

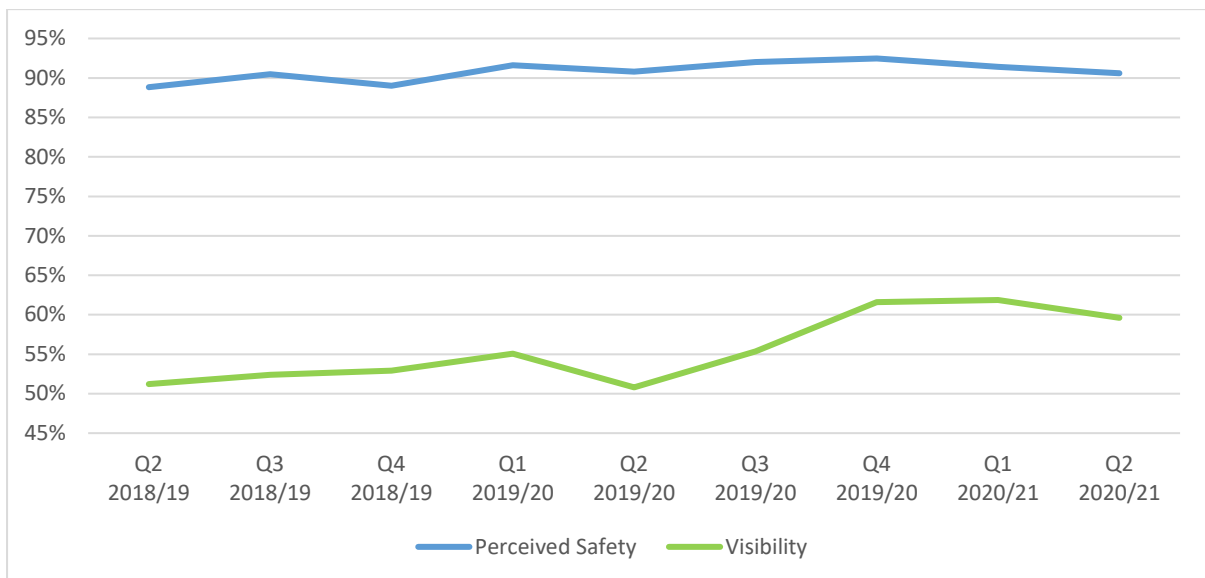
The percentage of the workforce that are BAME is the same as the previous quarter at 3.5%.

Complaints of incivility have decreased this quarter with more stable monthly figures in line with previous years.

Disproportionality of Stop Search has decreased this quarter from 4.5 to 4.2; this is broadly in line with figures over the last two years. The use of Stop Search is scrutinised through the independent Scrutiny of Police Powers Panel; which consists of local residents. The Constabulary also publish a quarterly [Stop and Search Bulletin](#), with more detailed information, for public view.

People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	90.6	Moderate upward trend	Exceeds Expectations
Police Visibility % Agree	59.6	Strong upward trend	<i>Diagnostic</i>



Perceived safety has decreased 0.8% points from last reported but is still continuing the moderate upward trend and is still above the top of the performance range.

Police visibility has decreased 2.3% points this quarter but still shows a strong upward trend over the last three years.

Interestingly the results for safety and visibility were also slightly lower in quarter two last year so there may be some element of seasonality to this. Although recognising results may be very different this year because of COVID-19 and the subsequent restrictions.

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 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 – this is based on the local Police and Crime Survey which is a telephone survey of 750 Avon and Somerset residents each 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 <i>Immediate</i> % attended within SLA	76-78.99
Timeliness of attendance of calls graded as <i>Priority High</i> % attended within SLA	52-57.99
Timeliness of attendance of calls graded as <i>Priority Standard</i> % attended within SLA	58-61.99
Positive Outcome rate % of all offences	10-15.99
Conviction rate % of all court cases	83-87.99
Confidence in the Police (Local measure) % agree	70-79.99
Active Citizenship % of people engaged	9-11.99
Workforce representativeness % BAME	2.9-3.4
Perceived Safety % Feel safe in local area	85-88.99

Appendix 3 – Recorded crime by offence group

Quarter	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
Q1 2018/19	3,741	2,627	755	470	212	4,894	313	1,143	7,700	2,725	11,059	35,639
Q2 2018/19	3,847	2,536	766	519	229	4,728	383	1,138	7,485	2,495	11,174	35,300
Q3 2018/19	3,916	2,522	728	409	183	3,967	423	965	7,155	2,807	10,269	33,344
Q4 2018/19	3,783	2,399	711	509	214	3,794	372	1,056	6,801	2,480	10,454	32,573
Q1 2019/20	3,853	2,329	871	512	252	5,122	452	1,273	7,390	2,697	11,093	35,844
Q2 2019/20	3,837	2,263	917	464	255	5,380	419	1,042	7,386	2,521	11,545	36,028
Q3 2019/20	3,971	2,246	978	454	231	4,421	519	1,004	6,595	2,768	11,176	34,364
Q4 2019/20	3,855	2,211	909	617	233	4,549	478	1,067	6,281	2,643	11,302	34,141
Q1 2020/21	3,049	1,611	1,078	630	250	4,722	364	886	4,135	1,587	10,784	29,092
Q2 2020/21	3,918	1,748	828	532	237	5,631	483	1,050	5,631	2,109	12,581	34,747
Year	Arson & Criminal Damage	Burglary	Drug Offences	Miscellaneous Crimes Against Society	Possession of Weapons	Public Order Offences	Robbery	Sexual Offences	Theft	Vehicle Offences	Violence Against the Person	Total
2018/19	15,287	10,083	2,956	1,906	838	17,382	1,491	4,275	29,142	10,507	42,952	136,819
2019/20	15,513	9,049	3,636	2,048	969	19,471	1,870	4,386	27,651	10,629	45,098	140,316
2020/21 (Q1-2)	6,967	3,359	1,906	1,162	487	10,353	847	1,936	9,766	3,696	23,365	63,839
2 Year Trend	Stable	Moderate downward	Stable	Stable	Stable	Stable	Stable	Stable	Moderate downward	Stable	Stable	Stable

