



**AVON &
SOMERSET**
POLICE & CRIME
COMMISSIONER

Performance Report

Quarter ending September 2022 (Q2 2022/23)

Abandonment rate – this is the proportion of 999 calls that were not answered by Avon and Somerset Police. However this does not mean the call was genuinely abandoned as in most cases the call will have been diverted to another police force to answer.

Action Fraud – is the UK's national reporting centre for fraud and cybercrime where victims should report fraud if they have been scammed, defrauded or experienced cyber crime in England, Wales and Northern Ireland.

ASP – Avon and Somerset Police

Charge – the formal accusation of an offence, put to a suspect after an initial investigation; this is the start of the prosecution and they will then have to appear at court. [The police can make the decision to charge in less serious offences where the case would be dealt with at Magistrates Court.](#)

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

CPS – [Crown Prosecution Service.](#)

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

MSG – [Most similar groups.](#) These are groups of police forces that have been found to be the most similar to each other based on an analysis of demographic, social and economic characteristics which relate to crime. They are designated by Her Majesty's Inspectorate of Constabulary Fire & Rescue Service (HMICFRS). The forces 'most similar' to Avon & Somerset are Derbyshire, Essex, Hampshire, Hertfordshire, Kent, Staffordshire and Sussex.

Neighbourhood Crime – defined in the national [Beating Crime Plan 2021](#) as vehicle-related theft, domestic burglary, theft from the person and robbery of personal property.

Patrol – the department of Avon and Somerset Police which has most uniformed officers; these officers attend more incidents than any other department. They are the very front line policing and will be the department which are mostly likely to attend 999 calls.

Project Bluestone – is the Avon and Somerset Police response to Rape and Serious Sexual Offences. A transformative pathfinder approach being rolled out nationally as part of the cross-governmental improvement plan Operation Soteria.

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

SLA – Service Level Agreement which means target response times as follows: Immediate is 15 minutes (urban) or 20 minutes (rural); Priority is 1 hour; Routine is 12 hours.

Visibility – is measured through the Avon and Somerset Police and Crime Survey. This is the proportion of respondents who said they had seen an officer or PCSO "Today / Yesterday", "In the last seven days" or "In the last month".

National Police and Crime Measures

(Priorities for Policing)

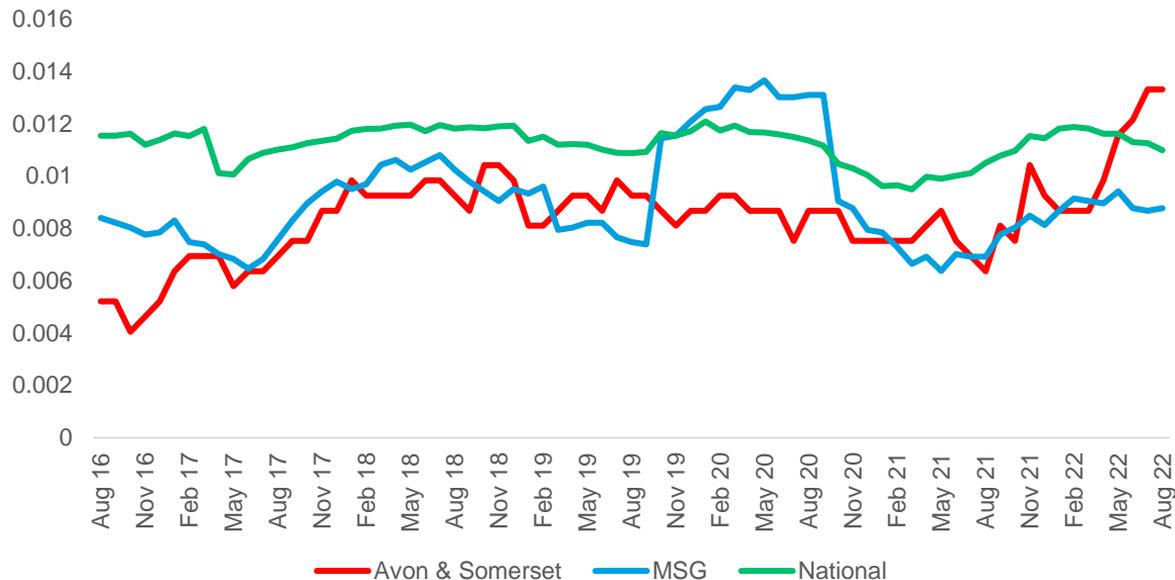
Contribution of Avon and Somerset Police

Reduce Murder and Other Homicide

Measures Summary

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

Homicide - 12 Month Rolling Rates per 1000 Residents



Planned Action to Drive Performance

1. Co-ordinated high intensity policing activity in serious violence hotspots, across Avon and Somerset, utilising [Home Office Grip funding](#). This will be intelligence driven and combined with problem-solving approaches.
2. A local Homicide Suppression Strategy is in place and reviewed on a regular basis. In support of the National Strategy, all forces are required to have a homicide prevention problem profile. Requirements for this will be provided by the College of Policing and it is anticipated that it will be created in 2023.
3. Improve the stalking and harassment risk assessment process so officers and staff can better identify risk associated with reports of stalking and harassment, and to ensure compliance with the national stalking protocol.
4. Update sudden death procedural guidance, ensuring the thorough completion of investigative actions at the scene of every sudden death, and the early identification of any associated criminality.
5. Review of the force's Risk to Life or Threats of Serious Harm procedure to ensure the force responds adequately to protect those at risk of serious harm or death.

Comments

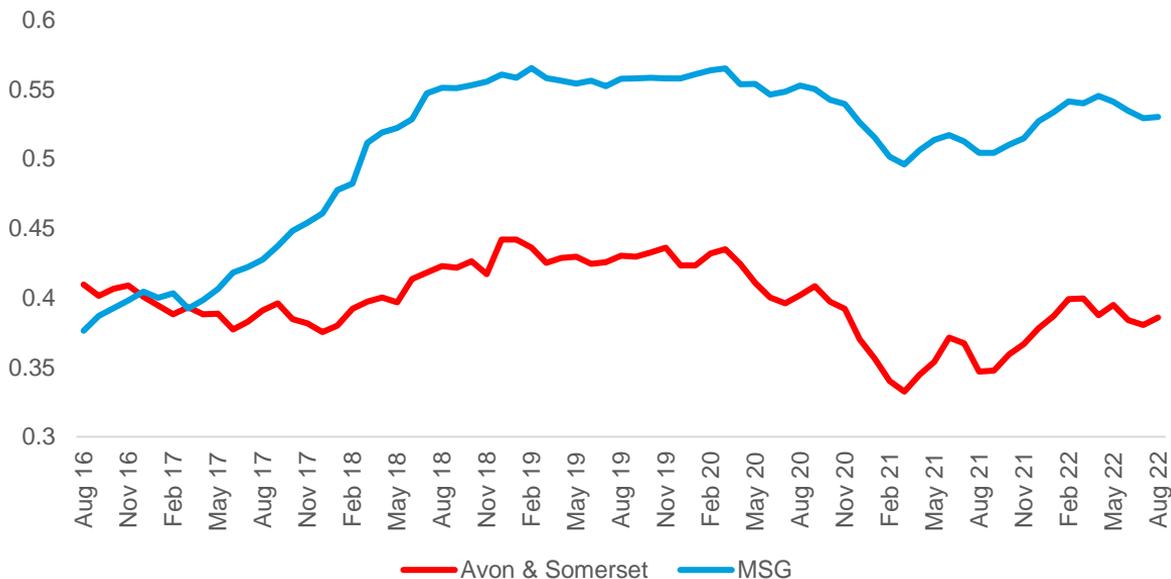
1. Between the period of April – August 2022, there were 10 recorded homicides across Avon and Somerset. This volume accounts for the recent noted increase in rate per 1000 residents.

Reduce Serious Violence

Measures Summary

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

Serious Violence - 12 Month Rolling Rates per 1000 Residents



Planned Action to Drive Performance

1. Co-ordinated high intensity policing activity in serious violence hotspots, across Avon and Somerset, utilising [Home Office Grip funding](#).
2. Increase the capability in intelligence and tasking, to improve the understanding of and operational response to intelligence surrounding serious and organised crime, and serious violence.
3. Improve allocation guidance to ensure decision making for serious violence offences are made within CID and that serious violence cases are appropriately allocated to and managed by specialist investigators. This will be overseen by the Investigative Standards forum.
4. Multi-agency working between Violence Reduction Units and local partners to identify and review young people at risk of committing serious violence, making appropriate interventions utilising uplift staff to drive activity.
5. Roll-out of the 'Domestic Abuse Matters' training to improve the initial response, towards both the victim and for early investigative opportunities, to domestic abuse and serious sexual offences. This will support the safeguarding and early identification of victims to reduce serious violence.

Comments

1. ASP benchmark well against the MSG group of forces, based on rates of serious violence per 1000 residents.

Disrupt Drugs Supply and County Lines

Measures Summary

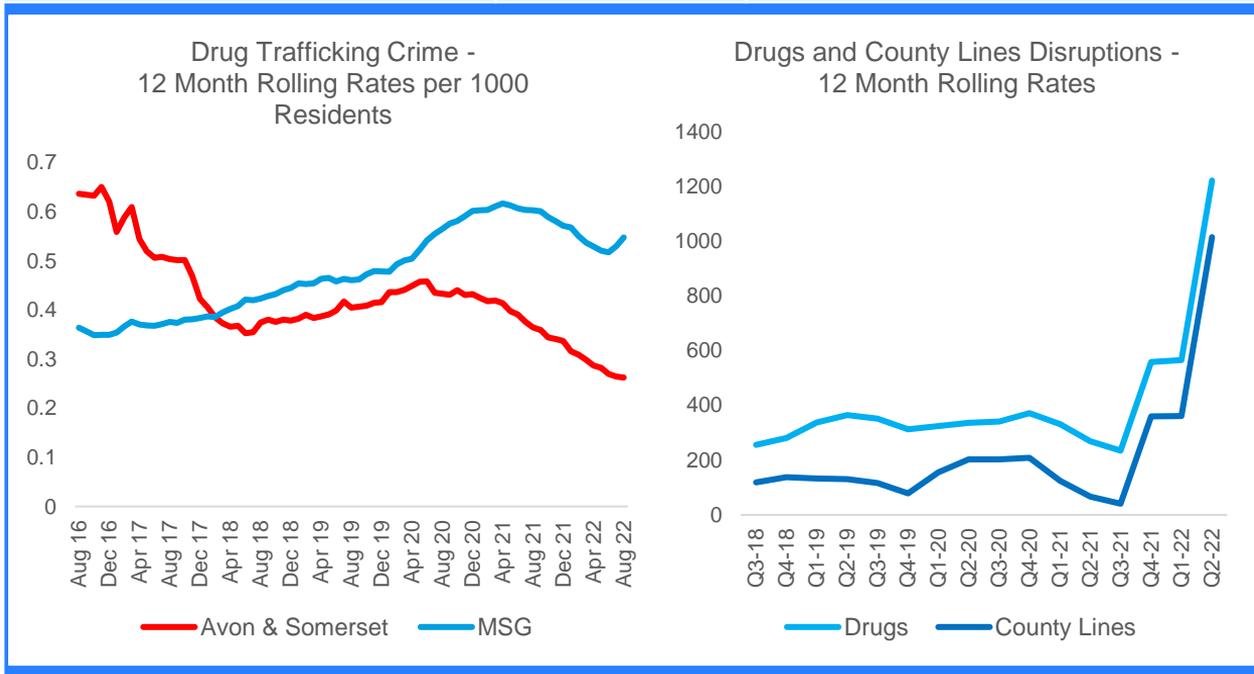
Local Measures	Trend / Outlook	Benchmark
Number of all drugs disruptions	Stable	Not available
Number of county lines disrupted	Stable	Not available
Number of drug trafficking offences	Reducing	8th/8 MSG (below MSG average rates)

Planned Action to Drive Performance

1. Grow and improve the proactive capability within Remedy, to ensure that drugs supply and county lines across Avon and Somerset are effectively disrupted.
2. Implementation of the 'Intel Portal' to improve intelligence and tasking functions and processes, to better identify and respond to emerging trends and inform daily proactive tasking in relation to drugs and County Lines offences.
3. Continued proactive policing activity in the way that adults, who are at risk of exploitation through county lines criminality, are identified and safeguarded.
4. Operation Scorpion: Co-ordinated regional disruption activity to proactively disrupt county lines criminality; protecting communities from criminals engaged in drugs activity and improving community confidence through multi-agency partnership work.
5. Improvements in the collection and analysis of data to assess the impact of Operation Scorpion. This will enable the evidence-based identification of successful policing approaches, in reducing reoffending and improving community confidence surrounding drugs crime.

Comments

1. The force has a lower rate of drug trafficking offences, compared to the MSG forces. This may indicate less proactive identification of the offending.
2. There was a significant increase in recorded disruptions in the last two quarters linking to intensification as part of [Op Scorpion in March and July 2022](#).



Reduce Neighbourhood Crime

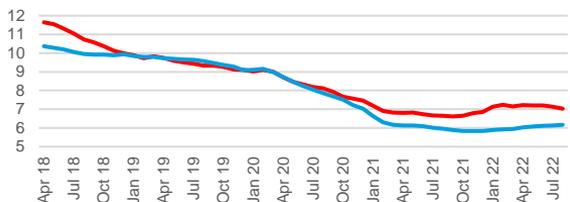
Measures Summary

Local Measures	Trend / Outlook	Benchmark
Police recorded residential burglary offences	Stable	7th/8 MSG (higher than MSG average rates)
Police recorded vehicle crime offences	Stable	4th/8 MSG (similar to MSG average rates)
Police recorded personal robbery offences	Stable	8th/8 MSG (higher than MSG average rates)
Police recorded theft from the person offences	Stable	2nd/8 MSG (similar to MSG average rates)

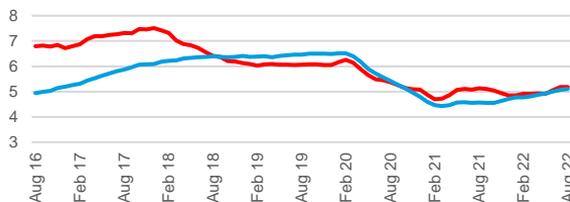
Planned Action to Drive Performance

1. Develop problem-solving data analytics, methods and guidance to enable the effective identification and target neighbourhood crime issues, and to risk assess possible perpetrators.
2. Audit of Problem Solving Plans to identify best practice and ensure consistency in the response to neighbourhood crime.
3. Improve the existing proactive and reactive capabilities within Remedy, through structural and process improvements, to reduce neighbourhood crime in local communities.
4. Development of rural affairs team as part of the delivery plan, to improve the recording of and operational response to neighbourhood crime; specifically in rural communities with a focus on target hardening and crime prevention activities.
5. Increased capability of Integrated Offender Management, through process improvements and police officer uplift investment; thereby better managing neighbourhood crime offenders, and reducing reoffending.

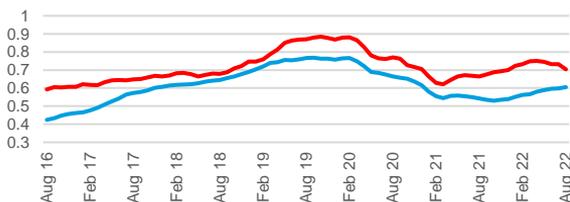
Residential Burglary - 12 Month Rolling Rates per 1000 Households



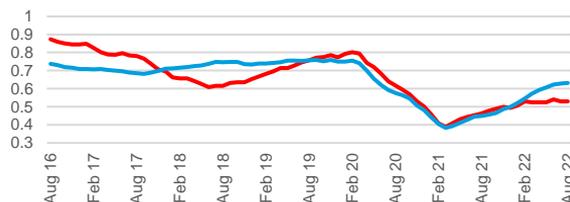
Vehicle Offences - 12 Month Rolling Rates per 1000 Residents



Personal Robbery - 12 Month Rolling Rates per 1000 Residents



Theft from the person - 12 Month Rolling Rates per 1000 Residents



Comments

1. Recorded neighbourhood crimes were impacted significantly during the COVID-19 lockdown periods, and as a result saw large reductions. Crimes are anticipated to return to normal levels and therefore the outlook is based on 'pre-COVID-19' trends.

Tackle Cybercrime

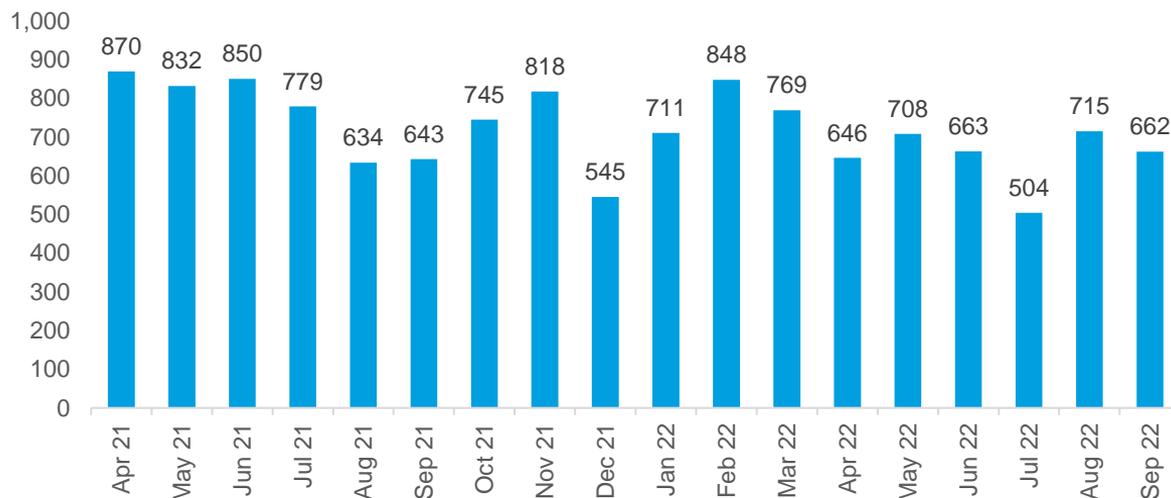
Measures Summary

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

Planned Action to Drive Performance

1. Delivery of cybercrime prevention advice and specialist victim support, through the cybercrime protect officer capability.
2. Promotion of fraud-awareness, linking to national campaigns, to increase public understanding of offending methods and to deliver appropriate crime prevention advice.
3. Embedding crypto-currency training within financial investigation, fraud and cyber teams; equipping staff with better skills and capabilities for the seizure and investigation of offences associated with crypto-currencies.
4. Recruitment and establishment of additional investigation capacity to support asset and monetary seizures in financial investigations.

Action Fraud offences disseminated to Avon and Somerset Police



Comments

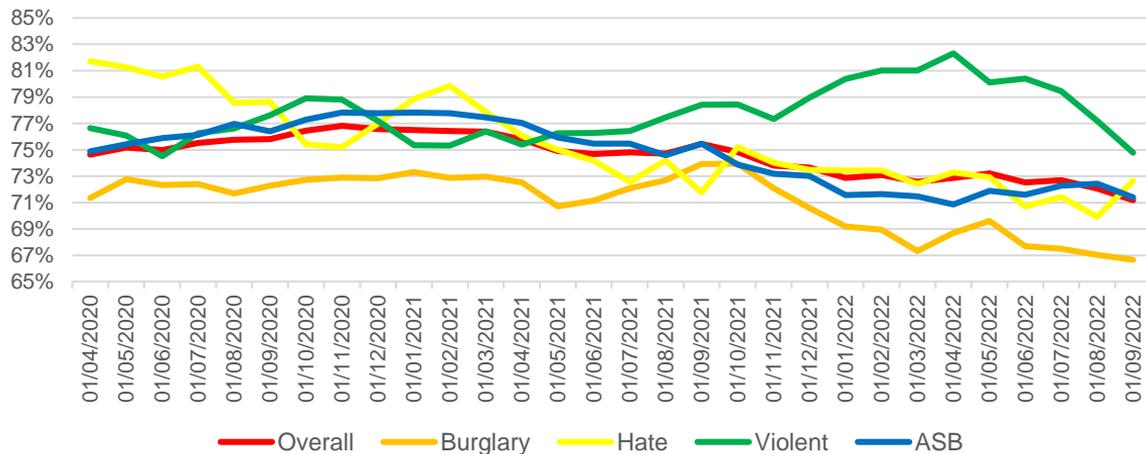
1. There is no local measurement similar to the national measures, which focus on 'Confidence in the law enforcement response to cyber crime' and 'the percentage of businesses experiencing a cyber breach or attack'. Both of these measures are captured at a national level.

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

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Overall victim satisfaction rate	Reducing	Not available
Burglary victim satisfaction rate	Reducing	Not available
Hate crime victim satisfaction rate	Reducing	Not available
Violent crime victim satisfaction rate	Stable	Not available
ASB victim satisfaction rate	Reducing	Not available

Victim Satisfaction -
12 Month Rolling Rate



Planned Action to Drive Performance

1. Implementation of the new local [violence against women and girls framework](#) (which includes domestic abuse).
2. Project Bluestone (see below slide). This will support victims of domestic abuse-related RASSO.
3. Implementation of comprehensive domestic abuse training ('DA Matters') for all staff who deliver front-line policing services.
4. Focused improvements on the consistent delivery of investigative updates for all victims of crime.
5. Creation of new victim information packs to ensure that victims of crime are provided with relevant information, guidance and support.
6. Increase victim survey provision, to ensure that victim experiences are better captured and responded to, including work with universities to understand how to reach out to more victims .
7. Collation and analysis of feedback collected by Independent Sexual Violence Advisors (ISVAs) to identify best practice and improvements.
8. Improve the monitoring and management of protective orders, including Domestic Violence Protection Orders, to evaluate their effectiveness and ensure breaches are dealt with properly.

Comments

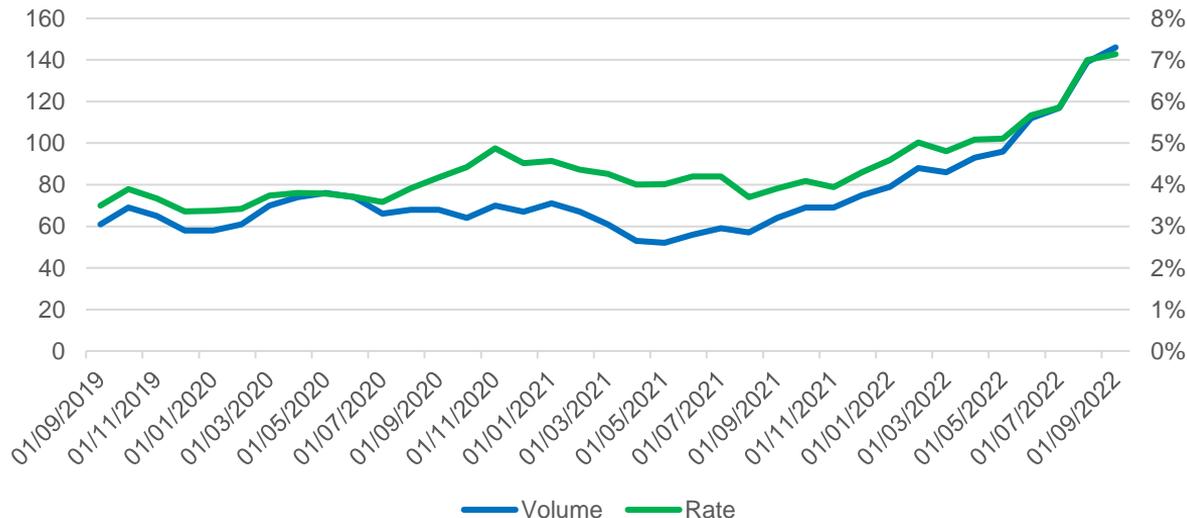
1. Victim satisfaction has been reducing in the last two years with the exception of violent crime offences.
2. There is no existing domestic abuse victim satisfaction survey currently in place in Avon and Somerset.

Better Criminal Justice Outcomes for Rape Cases

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Charge volumes for rape offences	Increasing	Not available
Charge rate for rape offences	Stable	4th/8 MSG (below MSG average rates)

Rape - 12 Month Rolling
Charge & Summons Volume and Rate



Planned Action to Drive Performance

1. Delivery of Project Bluestone, and the recruitment and implementation of specialist teams dedicated to the investigation of rape and serious sexual offences (RASSO). (Project Bluestone proposed the development of a 'gold standard' framework for the investigation of RASSO, using specialist investigators to improve victim contact and disrupt persistent offenders).
2. Focused improvements for case file quality and the increased use of early advice from the Crown Prosecution Service, in order to improve criminal justice outcomes for RASSO.
3. Focused improvements in the accessibility and service provision of Independent Sexual Violence Advisors (ISVAs) to victims of sexual violence.
4. Assurance activity focussed on supervisor reviews to assess and monitor the quality of supervisory direction and investigative action-setting.
5. Continued joint training with CPS and ISVAs to improve partnership working for a better joined up approach to support victims through the criminal Justice System.

Comments

1. There has been a recent strong increase in both the volume of police charges and the rate.

Avon and Somerset Police and Crime Plan 2021-2025

Contribution of Avon and Somerset Police Priority 3 – Leading the police to be efficient and effective*

*An area of focus in Priority 3 is the Strategic Policing Requirement (SPR). Oversight of this is achieved through a 6 monthly self-assessment. Information from that report is not suitable to be shared in the public domain. Therefore the SPR will not be covered in this performance report.

Recruiting officers and capability

Police officer uplift – headcount targets and progress

Current officers	3,255
Target officers	3,291
Temporary uplift target	3,331
Current officers as % of target	97.7%

Comments

1. All police forces were given a target number of officers to recruit as part of the national uplift of 20,000 officers.
2. In Avon and Somerset this equated 456 extra officers which meant a headcount of 3,291 by 31st March 2023.
3. However, as Avon and Somerset Police predicted they will surpass this original target they were able to secure extra funding for a temporary uplift of an additional 40 officers, meaning the new target is 3,331.
4. This considers the total number of officers, representative workforce will be discussed under Priority 4 in the Quarter 3 Performance Report.
5. In terms of capability, the workforce survey is an essential source of performance information. At the time of writing the 2022 data is unavailable so this will be also be covered in the Quarter 3 Performance Report.

Planned Action to Drive Performance

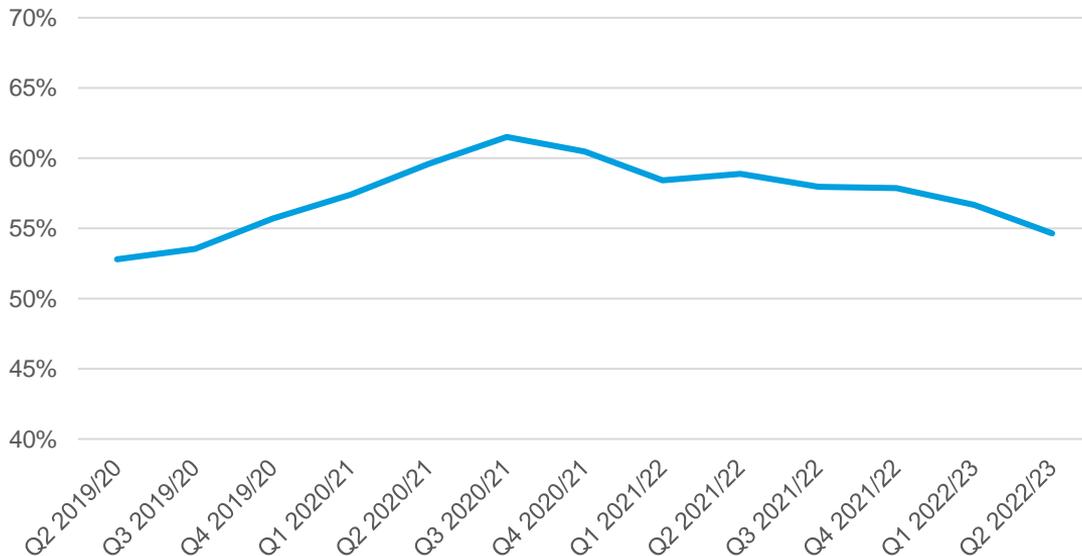
1. Workforce planning continue to actively map and allocate new recruits in line with uplift posts with a clear balance around reactive, proactive and prevention roles.
2. Review of vetting processes to identify opportunities to improve efficiency in support of the recruitment process.
3. Realisation of investigations transformation review recognising challenges around capability from “growing pains” of rapid growth. Ongoing work to ensure all vacancies are filled with appropriate accreditation levels; recruitment pathways are reviewed, refined and defined in order to optimise the pipelines into the directorate.
4. Workforce planning oversight and mapping of training requirements for new recruits along with abstractions to university to maintain resilience in key Patrol frontline operational roles.
5. Key skills and training with ongoing identification for priority roles such response driver courses for frontline officers, identifying skill gaps and ensuring appropriate balance across the force.
6. Increased focus on wellbeing, particularly around support to mental health for managers, reducing pressures in workload. All directorates to have wellbeing leads and progress will be overseen through the People Committee.
7. Ongoing development of the Leadership Academy to provide skills and crucial support for leaders in achieving performance priority areas and appropriate staff support.
8. Currently reviewing conditions of Police estate to ensure they are cost effective, energy efficient and fit for policing purposes.
9. Analysis of 2022 workforce survey to identify and respond to areas for improvement.

Demand management to increase visible policing and time to fight crime

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Police visibility	Stable	Not available

Police Visibility - 12 Month Rolling Rate



Planned Action to Drive Performance

1. Recruiting, training and retaining additional police officers.
2. Build on 'creating capacity' work recently completed in Patrol encouraging employee ideas, and identifying improvement areas around areas such as equipment, systems and processes.
3. Ongoing assessment of our Deployment and Allocation guidance to ensure serious and complex crime is investigated by appropriate staff, releasing capacity for frontline staff.
4. Better understanding of our mental health demand to build on initiatives such as mental health triage and support officer roles, working with partners to ensure appropriate support for people in crisis and creating capacity for frontline officers.
5. Development of High Intensity User project to enable better oversight and visibility of these high intensity users that place significant demand on the organisation, ensuring appropriate agencies have plans in place.
6. Development of our existing internal governance framework to provide increased oversight of demand and capacity including lessons learned from this year's summer demand plans.

Comments

1. Although there has been a decrease in visibility from the peak in Q3 2020/21, it is stable across a three year period.

Crime recording and response to calls for service

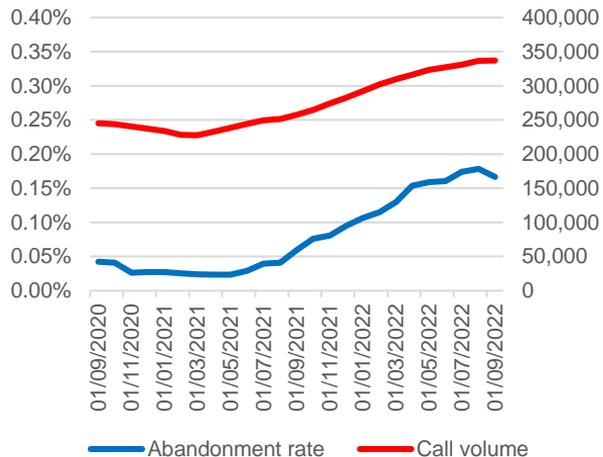
Measures Summary

Local Measures	Trend / Outlook	Benchmark
999 abandonment rate	Increasing	Not available
SLA compliance – immediate calls	Reducing	Not available
SLA compliance – priority calls	Stable	Not available
SLA compliance – routine calls	Reducing	Not available

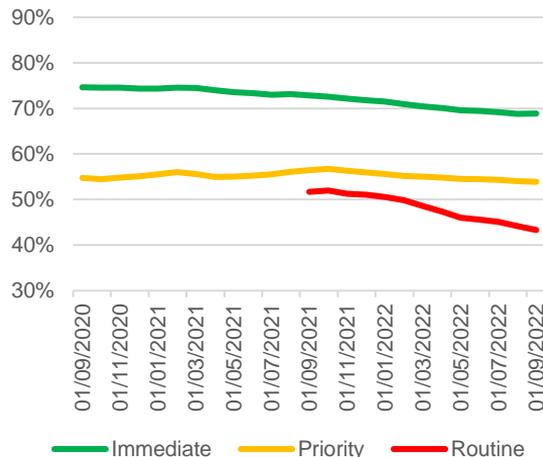
Planned Action to Drive Performance

1. Increased focus and scrutiny on the recording of outcome decisions to ensure compliance with National Crime Recording Standards.
2. Increased monthly assurance reporting on core crime data integrity themes to provide increased scrutiny and ensure appropriate recording.
3. Crime Data Integrity and response timeliness are both performance priorities ensuring ongoing focus and oversight.
4. Recruiting, training and retaining additional police officers.
5. Ongoing analysis and review of demand to ensure resources better match demand in terms of time and geography.

999 abandonment rate and call volume - 12 month rolling



Response time SLA compliance - 12 month average



Comments

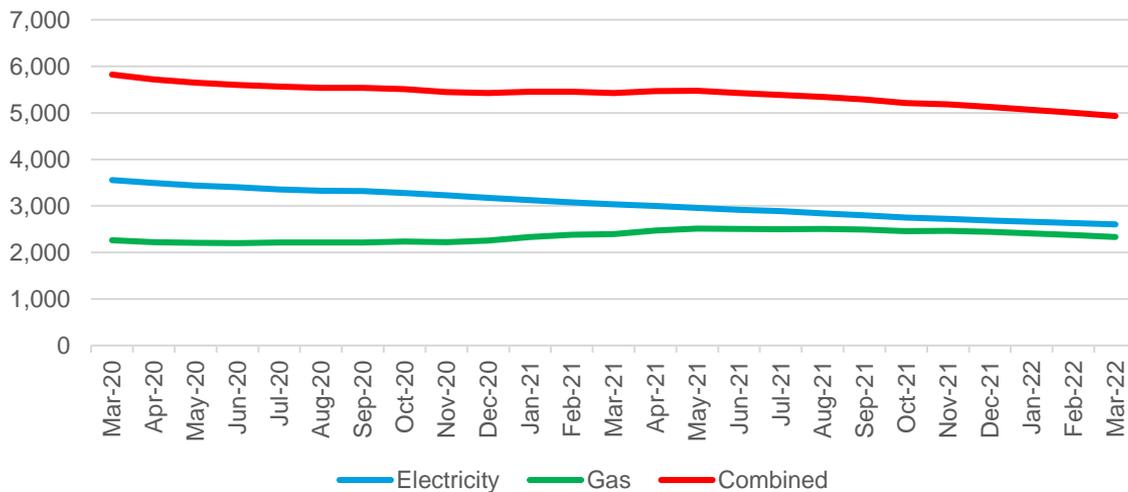
1. 999 abandonment rate has increased but is extremely low in volume; even at the peak this is fewer than 2 in 1000 calls. This increase is in line with increasing volumes of 999 calls
2. The routine grade was only introduced in October 2020 so the 12 month average only begins a year after this.
3. The decrease in response timeliness is in part due to the high volume of student officers that need to be tutored and they all spend time in Patrol which is the primary 'response' area of policing.

Environmental impact

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Carbon emissions – electricity	Reducing	Not available
Carbon emissions – gas	Increasing	Not available
Carbon emissions – combined	Reducing	Not available

Carbon Emissions (tonnes of CO2) from Electricity and Gas - 12 Month Rolling



Planned Action to Drive Performance

1. Working with College of Policing to better integrate sustainability into the current PCDA curricula and any other training and leadership opportunities.
2. Commissioning of a comprehensive waste audit across our sites to better understand what contributes to our waste organisationally and how to reduce total tonnage.
3. Publication and governance of 2021-2026 Sustainability Plan (2022 update).
4. Collaborating regionally with other force to develop a sustainable procurement policy and sustainability data performance framework.
5. Exploring opportunities to raise awareness of our sustainability ambitions and environmental impact internally through training and engagement activity.
6. All estates works consider environmental impact and making buildings more energy efficient is considered as part of business cases for investment.

Comments

1. Although there has been a small increase in carbon emissions from gas use that has been more than offset by the reduction in electricity.
2. It should be noted that it is difficult to attribute cause and effect between actions taken in Avon and Somerset and the impact on total carbon emissions.