



**AVON &
SOMERSET**
POLICE & CRIME
COMMISSIONER

Performance Report

Quarter ending March 2024 (Q4 2023/24)

4P – prepare, prevent, protect, pursue – a nationally recognised policing strategy for dealing with crime.

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.](#)

Complaint Review – most police complaints are handled by the force being complained about, however the [more serious cases are referred to the Independent Office for Police Conduct](#) (IOPC). At the resolution of the complaint, if the complainant is dissatisfied they can request a review. The more serious cases will be reviewed by the IOPC whereas the less serious cases will be reviewed by the PCC’s office. The review looks at whether the complaint was handled in a “*reasonable and proportionate*” way rather than re-investigating the grounds of the complaint. If a complaint review is upheld this means the way in which the complaint was handled did not meet the standard expected. More information is available on the [IOPC website](#).

County lines – is a term used when drug gangs from big cities expand their operations to smaller towns, often using violence to drive out local dealers and exploiting children and vulnerable people to sell drugs. These dealers will use dedicated mobile phone lines, known as ‘deal lines’, to take orders from drug users.

CPS – [Crown Prosecution Service](#).

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

Disproportionality – shows the rate at which a police power is used, when comparing people of the specified ethnicity to people who are White. A disproportionality of 2 would mean people of that ethnicity had the power used against them at twice the rate of White people.

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

Drug trafficking – these are drug offences, other than simple possession offences, such as drug supply.

Freedom of Information Request – an official request to see recorded information held by public authorities. Compliance is based on responding within the set time-frame.

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.

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](#).

Public confidence – this is measured through a quarterly local telephone survey of 750 residents (3000 a year). This shows the percentage of people who said they “tend to agree” or “strongly agree” when asked if they “have confidence in the police in this area”.

RASSO – rape and serious sexual offences.

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

SOC – Serious and Organised Crime

Stop and search positive outcomes – in addition to crime positive outcomes (charge/summons or out of court disposal), this also includes arrest, voluntary attendance, drugs warnings and seizure of items.

Subject Access Request – an official request to access a person’s own information held by an organisation. Compliance is based on responding within the set time-frame.

National Police and Crime Measures

(Priorities for Policing)

Contribution of Avon and Somerset Police

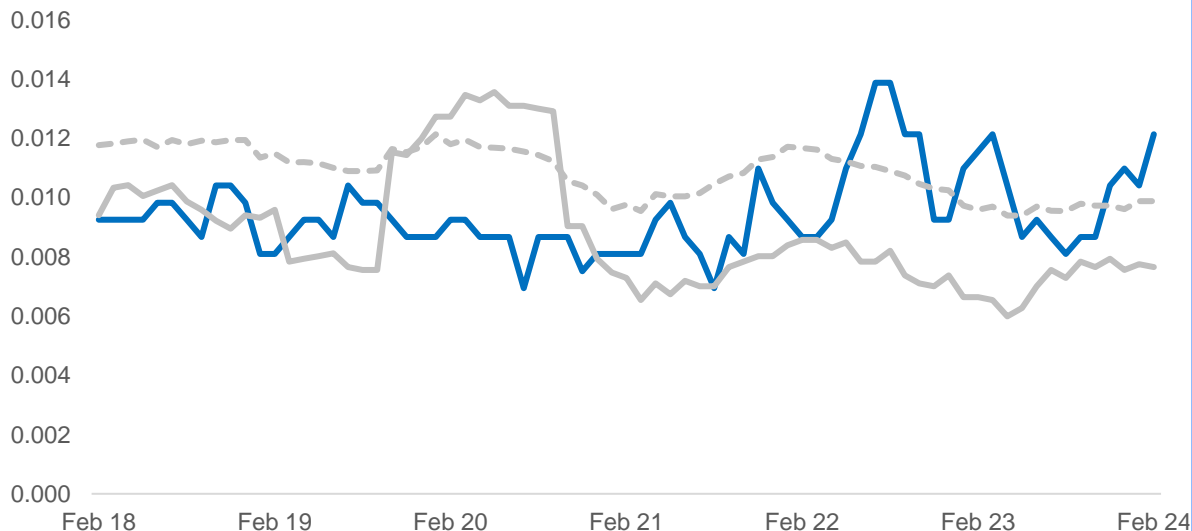
Reduce Murder and Other Homicide

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Police recorded Homicide offences	Stable	7th/8 MSG (above MSG average rates)

Homicide - 12 Month Rolling Rates per 1000 Residents

— Avon & Somerset — MSG - - - National



Planned Action to Drive Performance

1. Strategic Homicide Suppression Plan in place based on the 4Ps of prepare, prevent, protect, pursue.
2. ASP will be supporting the national Walk Away campaign. This is a campaign created by the Home Office and NPCC with a focus on preventing homicides related to the night-time economy and alcohol consumption. This campaign featured heavily in other forces over the Christmas period and has recently been adopted by Wiltshire.
3. Continued homicide debriefs using guidance and template from the National Homicide Prevention Strategy from the NPCC.

Comments

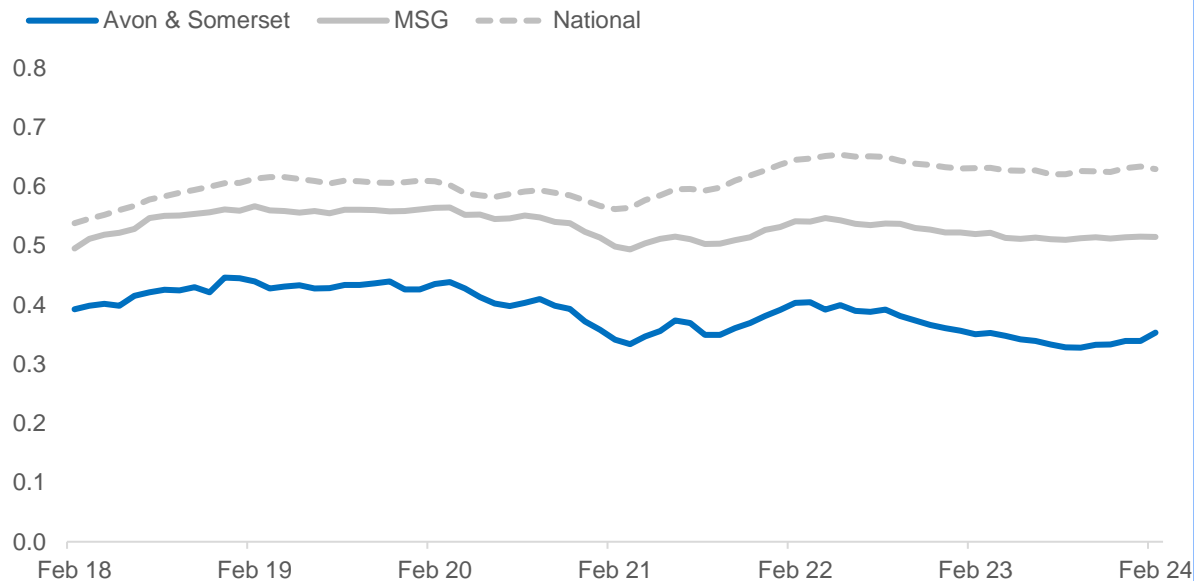
1. Over the last 6 years there were on average 1.4 homicides a month in Avon & Somerset. In the first two months of 2024 alone there were 7 homicides. One tragic incident period saw the death of three children in an isolated incident within a family.

Reduce Serious Violence

Measures Summary

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

Serious Violence - 12 Month Rolling Rates per 1000 Residents



Planned Action to Drive Performance

1. Publication of local SOC profiles to inform neighbourhood policing and working with partners to tackle the issues identified. Part of Home Office 'Clear, Hold, Build' programme.
2. Publication of a new local SOC strategy and strategic intent document following the release of a new Government strategy.
3. Training for Lead Responsible Officers and Intelligence Managers for the identification and assessment of Organised Crime Groups.
4. Ongoing work with Bristol Safer Options team who link in with VRPs and the most vulnerable SOC offenders in East Bristol.
5. Developing use of Serious Crime Prevention Orders and expecting to see an increase in applications of around 30% in the next quarter. Includes a new process to be put in place to allow for greater visibility and management of the orders.
6. Ongoing work with businesses and local authorities to supply and train night-time economy stakeholders (e.g. door staff, street pastors) with advanced bleed kits. The charity Rapaid are also introducing basic bleed kits to 40 taxis in Bristol city centre.

Comments

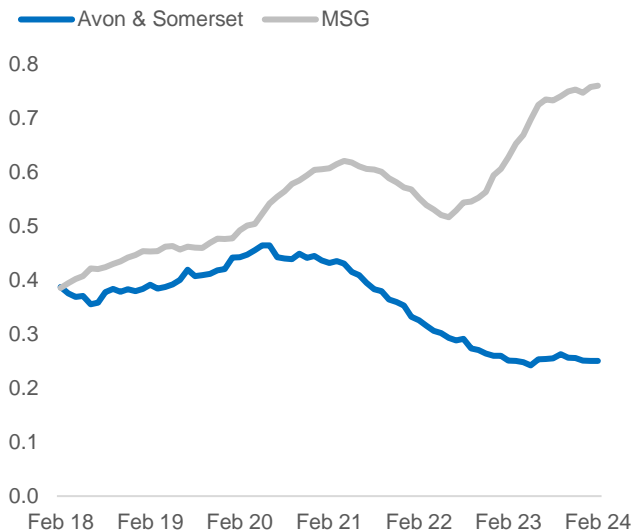
1. ASP benchmark well against the MSG group of forces, based on rates of serious violence per 1,000 residents.

Disrupt Drugs Supply and County Lines

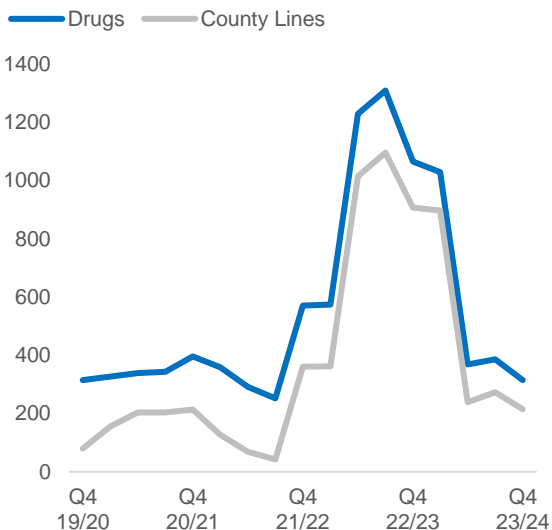
Measures Summary

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)

Drug Trafficking Crime - 12 Month Rolling Rates per 1000 Residents



Drugs and County Lines Disruptions - 12 Month Rolling Rates



Planned Action to Drive Performance

1. 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.
2. Proactive work by Op Remedy dedicated County Lines team, supported by local intelligence teams to identify and target drugs lines and developing intelligence.
3. Surge funding from Op Scorpion to enhance the intelligence picture using powers to obtain bulk messaging and drugs line phone numbers to inform the next County Lines and Drugs Operations.
4. Finalisation of an Operational Inclusion document for partner agencies that will allow for more timely information sharing of proactive jobs and pre-planning of resources – still currently awaiting creation of this by partner agencies.
5. Training and Continuous Professional Development packages for ASP to help identify County Lines and understand support is available to them. A child-centred approach to County Lines is important in the context of exploitation that is used in County Lines.

Comments

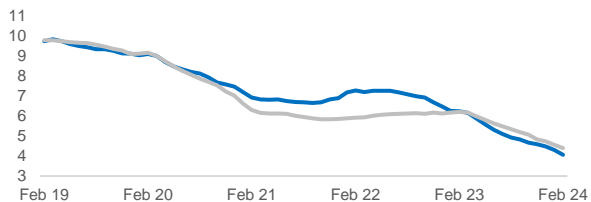
1. The force has a lower rate of drug trafficking offences per 1000 residents, compared to the MSG forces. This may indicate less proactive identification of the offending, however ASP are also looking into their crime recording process to understand if this is leading to lower rates.

Reduce Neighbourhood Crime

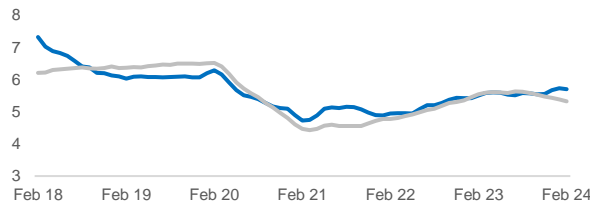
Measures Summary

Local Measures	Trend / Outlook	Benchmark
Police recorded residential burglary offences	Reducing	3rd/8 MSG (lower than MSG average rate)
Police recorded vehicle crime offences	Reducing	6th/8 MSG (higher than MSG average rate)
Police recorded personal robbery offences	Stable	8th/8 MSG (higher than MSG average rate)
Police recorded theft from the person offences	Stable	2nd/8 MSG (similar to MSG average rate)

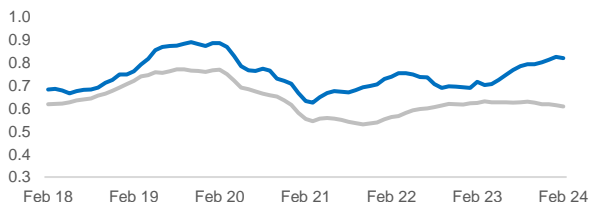
Residential Burglary - 12 Month Rolling Rates per 1000 Households



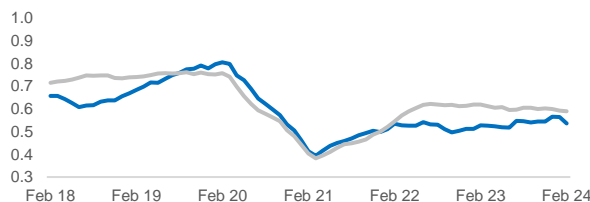
Vehicle Offences - 12 Month Rolling Rates per 1000 Residents



Personal Robbery - 12 Month Rolling Rates per 1000 Residents



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



Planned Action to Drive Performance

1. Implementation of a new action plan focussed on Neighbourhood Crime and problem-solving. Includes the delivery of bespoke Neighbourhood Craft training sessions for all neighbourhood staff and the alignment of an Inspector, Sergeant and 4 PCs from the Evidence-Based Policing Team to directly assist in the further assurance and local engagement around problem solving.
2. Ongoing development of an interactive training platform structured around the six pillars of Neighbourhood Policing: Engagement, Problem Solving, Safeguarding, Offender Management, Responding and Investigating. ASP has been accepted as a pilot site for the development and testing of a new national Neighbourhood training framework.
3. Sign off and implementation of 4P plans for burglary and robbery. New vehicle crime lead now appointed who will develop a 4P plan specific to vehicle crime, which continues to be ongoing.
4. A force Crime Prevention Steering Group is reviewing preventative advice around NH Crime with new leads now in place.

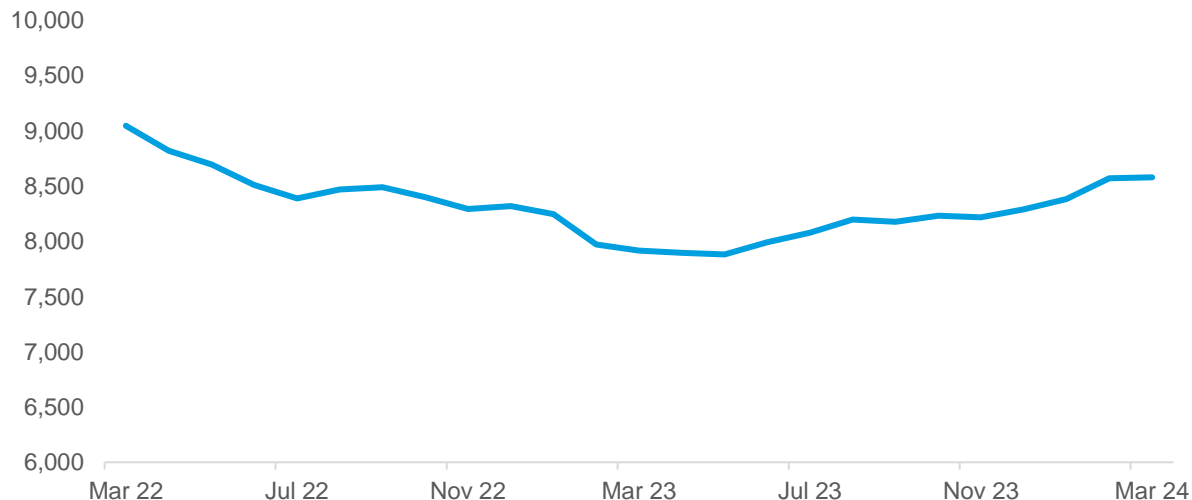
Comments

1. Recorded neighbourhood crimes saw large reductions during the COVID-19 lockdown periods with the exception of robbery which remained more stable. However, since then neighbourhood crime has been increasing, with the exception of burglary.

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	Stable	Not available

Action Fraud offences disseminated to Avon and Somerset Police - 12 Month Rolling



Planned Action to Drive Performance

1. Promotion of fraud-awareness, linking to national campaigns, to increase public understanding of offending methods and to deliver appropriate crime prevention advice. This includes the use of the Cyber Escape Room experience.
2. Engagement in the launch of a national database of Cyber volunteers (ASSEMBLE) to ensure that specialist skills are available across policing. This includes the recent recruitment of Fraud volunteers with specific industry expertise.
3. Increased focus on Cryptocurrency with continued training across ASP. In particular the use of new powers contained in the Economic Crime and Corporate Transparency Act 2023 giving enhanced ability to seize cryptocurrency believed to be the proceeds of crime or to be used to facilitate crime.
4. ASP will be a pilot an App to guide front line officers through forensic extraction of digital data using the most appropriate methods.
5. Recruit Digital Media Advisor to provide specialist knowledge and advice around all investigations.
6. Regional collaboration to prepare for and ensure compliance with ISO standards and new Forensic Science Regulator's Code of Practice.

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'.

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

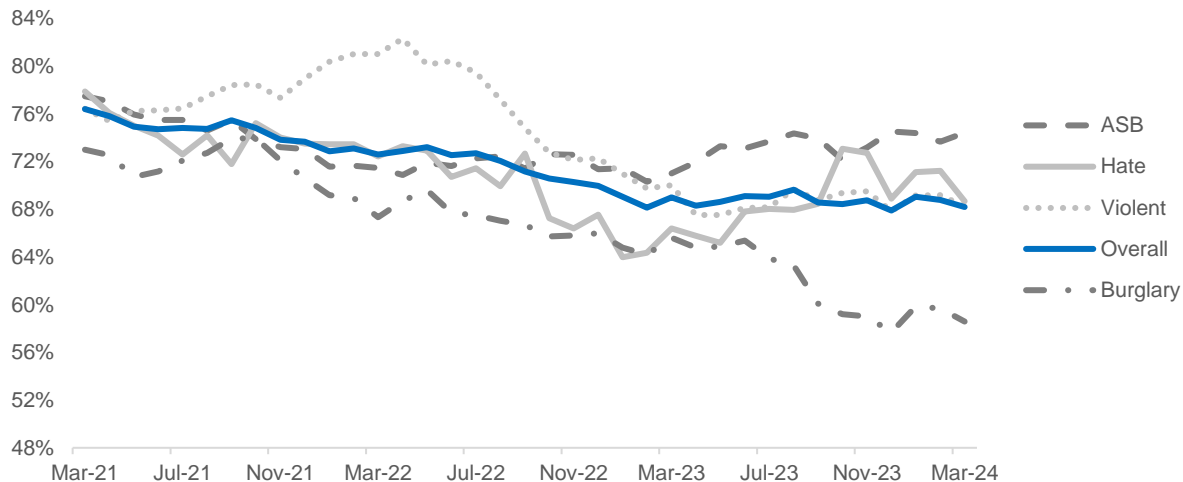
Measures Summary

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

Planned Action to Drive Performance

1. Project Bluestone (see below slide). This will support victims of domestic abuse-related RASSO.
2. Improve the management, monitoring and enforcement of all protective orders, including Domestic Violence Protection Orders, Non-Molestation and Restraining Orders. Includes identifying national best practice and understanding if this can be implemented locally.
3. Recruitment of two additional Disclosure Officers to support the Domestic Violence Disclosure Scheme, to reduce backlogs and service the increasing requests.
4. Learning from joint NFA (no further action) Panel to be discussed and actioned. This panel is attended by ASP leads for RASSO, DA and Stalking, along with the CPS and Independent Sexual/Domestic Violence Advisors (ISVAs/IDVAs).
5. Ongoing testing and monitoring of data for further insight into Outcomes 14 & 16 where a victim declines to prosecute but a suspect has been identified to continue.
6. Co-locating ISVAs in police premises to enable closer working with police and improved victim services.

Victim Satisfaction - 12 Month Rolling Rate



Comments

1. Dwelling burglary shows higher satisfaction levels than all burglary (80% vs 59%).
2. There is no existing domestic abuse victim satisfaction survey currently in place in Avon and Somerset.

Better Criminal Justice Outcomes for Rape Cases

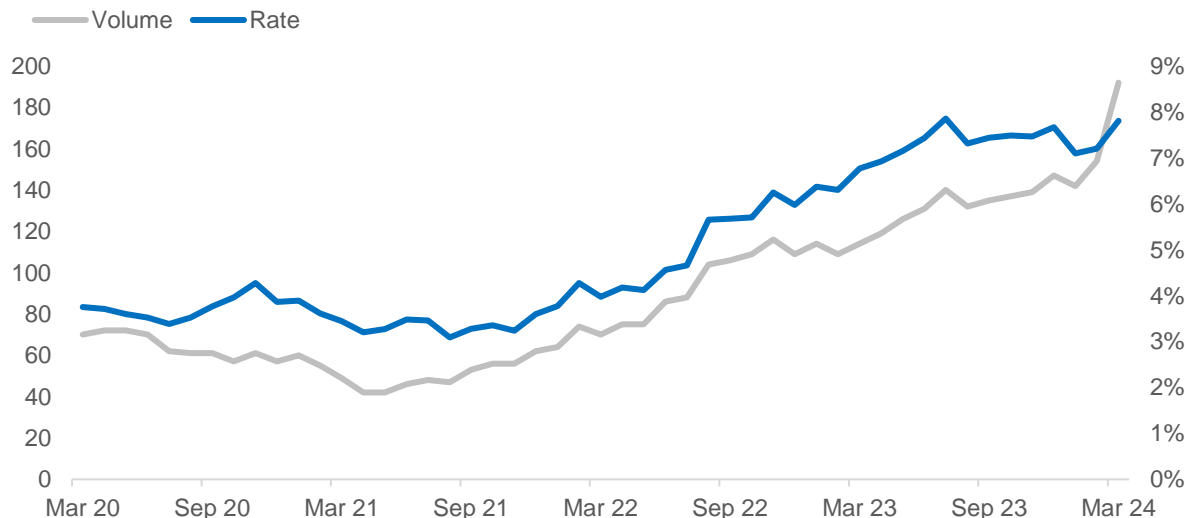
Measures Summary

Local Measures	Trend / Outlook	Benchmark
Charge volumes for rape offences	Increasing	Not applicable
Charge rate for rape offences	Increasing	5th/8 MSG (below MSG average rates)

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). Finalise the roll-out of the RASSO Investigative Skills Development with 95 trained (surpassing the nationally set target of 54). Progress accreditation against the advanced Specialist Sexual Assault Investigators Development Programme. Specialisms within this will then be addressed to meet engagement within marginalised and disadvantaged communities.
2. Ongoing analysis and understanding of victim survey responses from the national academic team to identify key areas of interest and learning.
3. Information on approximately 200 cases that have been closed as 'no further action' has been gathered and will be analysed by ASP to better understand victims and their needs.

Rape - Charge & Summons Volume and Rate - 12 Month Rolling



Comments

1. There has been a sustained improvement in the number and volume of charge and summons since the end of 2021. This is directly attributable to Project Bluestone.
2. There has been a recent increase in the volume of rape offences recorded and finalised by ASP – this is attributable to improved crime recording. The effect of this is that an increase in charges does not equate to an increase in rate. In the year ending July 2023 140 charges was a rate of 7.9% whereas the most recent year had 192 charges but only a rate of 7.8%.

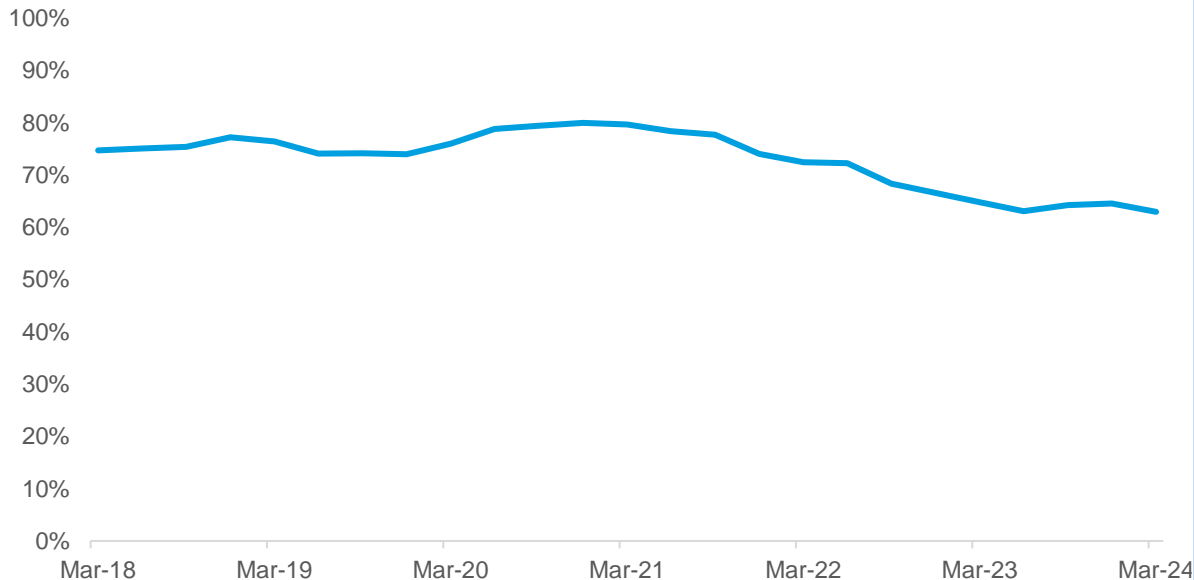
Avon and Somerset Police and Crime Plan 2021-2025

**Contribution of Avon and Somerset Police
Priority 4 – Increasing the legitimacy of,
and public confidence in, the police and
criminal justice system**

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Public confidence	Decreasing	27 th /42 (above national average)

Public confidence - 12 Month Rolling Rate



Planned Action to Drive Performance

British policing is based on the idea that the power of the police comes from the common consent of the public, as opposed to the power of the state: 'policing by consent'.

For this model to work public confidence in the police is critical. That's why as a measure, public confidence is arguably the most important. The reason there is not a specific set of actions against this measure is because it would be too broad.

These performance reports demonstrate action against national policing priorities as well as the Avon and Somerset Police and Crime Plan. Taken in their totality improved performance against these plans should lead to increased public confidence.

As well as improving police performance it is essential that this is communicated to the public (engagement forms part of Priority 2 of the plan). ASP have enhanced their Corporate Communications team and a new Director of Communications & Engagement provides strategic leadership on this.

Comments

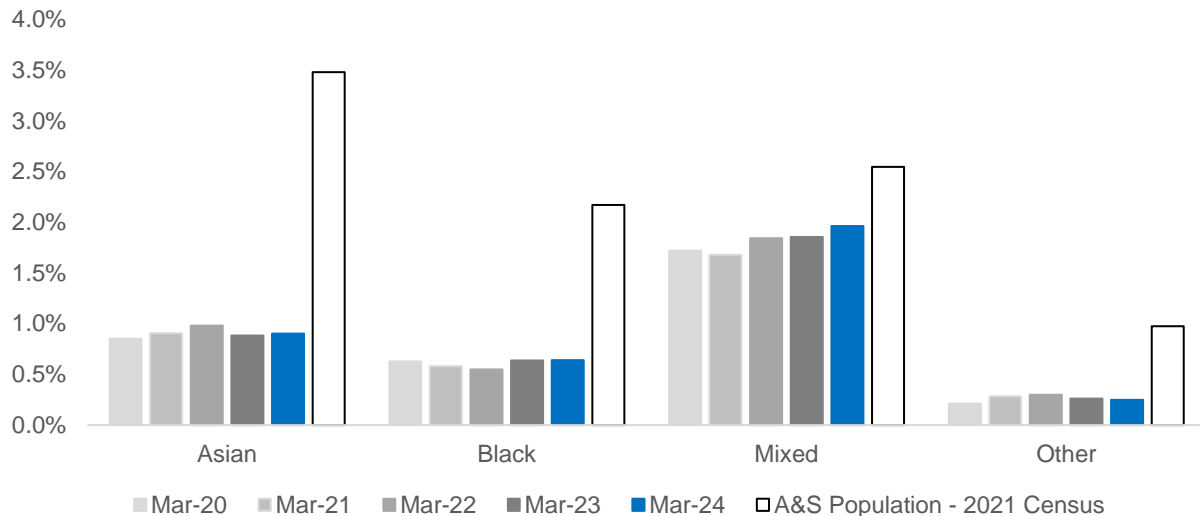
1. The Crime Survey for England & Wales (CSEW) provides a national comparison. To note the data is 3 months older than the local survey data (to year ending December 2023).
2. Based on the latest CSEW results confidence in ASP was 65.6% compared to 65.3% nationally. Confidence has decreased nationally as well as in ASP.

Representative workforce

Measures Summary

Local Measures	Trend / Outlook	Benchmark
% of the workforce who identify as Asian	Stable	Not available
% of the workforce who identify as Black	Stable	Not available
% of the workforce who identify as Mixed	Increasing	Not available
% of the workforce who identify as Other	Stable	Not available

Workforce ethnicity



Planned Action to Drive Performance

1. Implementation of HR recommendations from the [Identifying Disproportionality in the Avon and Somerset Criminal Justice System](#) report in conjunction with work to deliver outcomes in Represented Pillar of the [Police Race Action Plan](#).
2. Analysis of the recruitment process for officers and staff has been carried out to understand where different people are exiting the process. The findings from these will feed into action plans to improve.
3. The Outreach team continue to work to identify and break down barriers that may prevent people from under-represented communities from joining the Police, and offering support to those who do apply.
4. Re-launch 'Safe to Say' campaign, which looks at equality declarations across the workforce to support ASP to attract the best talent from a diverse pool of candidates, and ensure people feel safe and confident to disclose their diversity identities.
5. Ongoing development of Staff Networks to ensure collaboration, consistency and alignment to support the force strategy. Focus also on Staff Network representation within relevant governance structures to incorporate and reflect representation within meetings relating to people and estates.

Comments

1. There has been very small increase in the number and proportion of the workforce who Asian, Black Mixed and Other. However, these increases are likely to be smaller than the comparable increases in the overall population i.e. the population is likely to be diversifying at a faster rate than the workforce.

Inequality and disproportionality

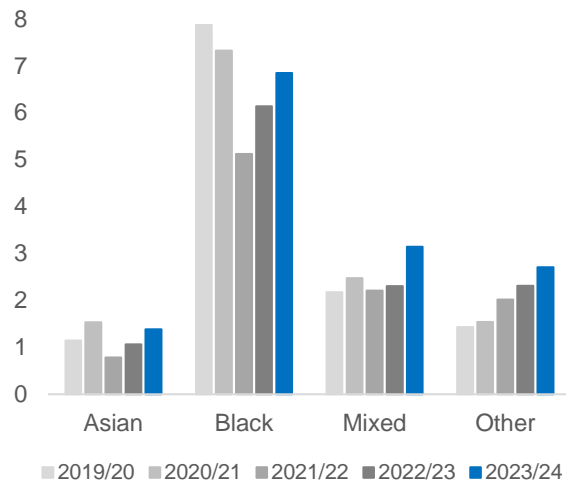
Measures Summary

Local Measures	Trend / Outlook	Benchmark
Stop & Search – Disproportionality	Stable	See comments
Use of force – Disproportionality	Stable	See comments

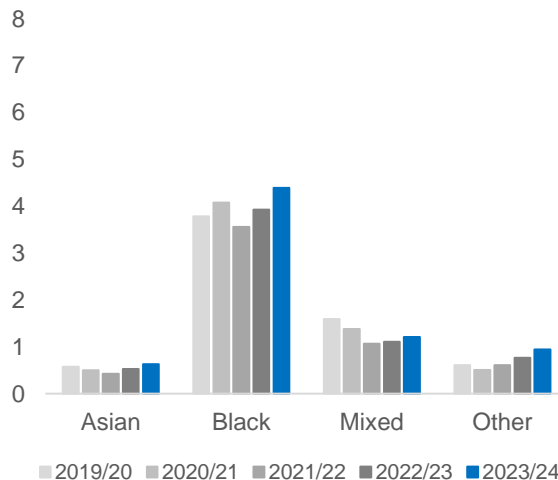
Planned Action to Drive Performance

1. Implementation of recommendations from the [Identifying Disproportionality in the Avon and Somerset Criminal Justice System](#) report in conjunction with work to deliver outcomes in the [Police Race Action Plan](#).
2. New Stop and Search policy is being finalised. This has involved detailed analysis of S&S data and insights from the workforce. It has also included community consultation.
3. A feedback form and QR code has been developed that officers will be able to provide to anyone they have stopped and searched during the course of their duties. This will be launched with the new policy.
4. Race Matters continuous professional development programme being delivered to people in front-line roles. Includes local expertise and lived experience input.
5. Proposal of an advisory and scrutiny function to help ASP to become an anti-racist organisation.

Stop & Search - Disproportionality compared to White people



Use of Force - Disproportionality compared to White people



Comments

1. For the year ending March 2023 ASP had a Stop & Search disproportionality rate for people who are other than white of 2.8, compared to 2.5 nationally.
2. For the year ending March 2023 ASP had a Use of Force disproportionality rate for people who are other than white of 1.6, compared to 1.4 nationally.

Use of police powers

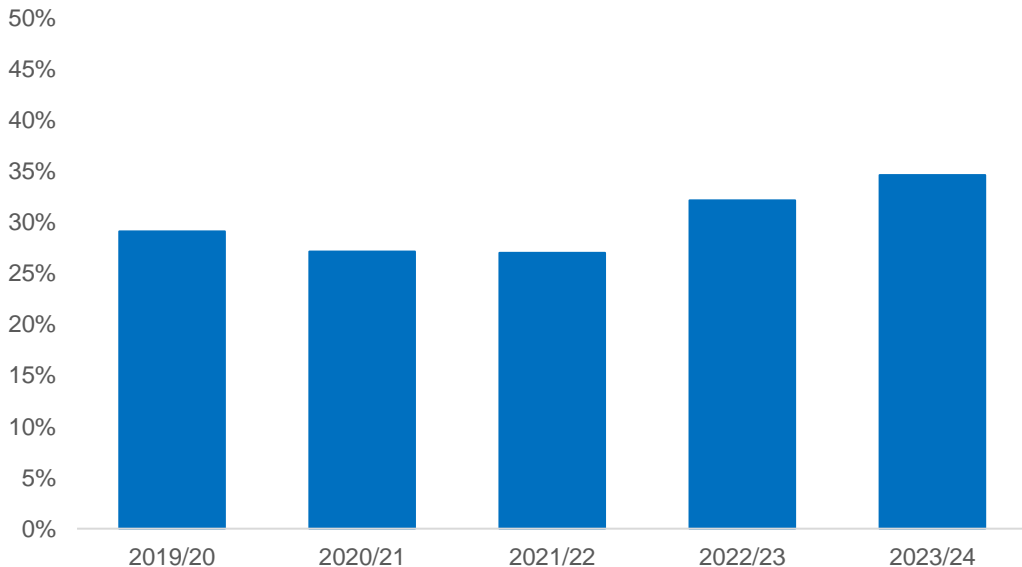
Measures Summary

Local Measures	Trend / Outlook	Benchmark
Stop & Search - % resulting in positive outcomes	Stable	Not available

Planned Action to Drive Performance

1. The new Stop and Search policy (discussed above) aims to improve the legitimacy and effectiveness of the power when used.
2. Ongoing review of use of force training to ensure this reflects topical issues and trends arising from scrutiny panel findings and recommendations.
3. Police Powers Situational Training has been piloted and ASP have had this signed off by the College of Policing. The Outreach team have been supporting the training and ASP are exploring how to include local lived experience.
4. A task and finish group will review the use of compliant handcuffing within ASP.
5. Implementation of recommendations from the inspectorate [Report on an inspection visit to police custody suites in Avon and Somerset Police](#).

Stop & Search - Proportion resulting in positive outcomes



Comments

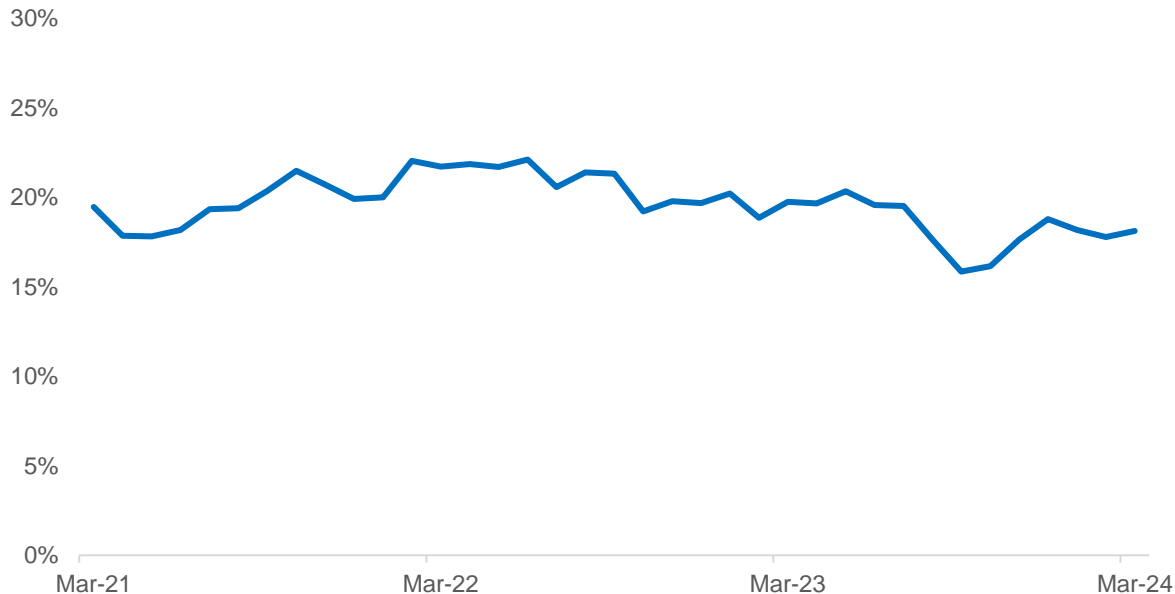
1. There has been another increase in the proportion of stop searches resulting in a positive outcome, this is the highest in seven years.
2. In 2022/23 the proportion of stop searches that resulted in arrest was 12.9% for ASP, compared to 13.5% nationally. This is not a direct comparison because positive outcomes are broader than just arrest.

Complaints

Measures Summary

Local Measures	Trend / Outlook	Benchmark
Complaints Reviewed by the OPCC - Upheld	Stable	See comments

Complaints Reviewed by the OPCC - % Upheld - 12 Month Rolling Rates



Planned Action to Drive Performance

1. Ongoing improvement and assurance work by Professional Standards Department. This includes development of Qlik data analysis to monitor quality and performance including understanding any disproportionality within the complaints process.
2. Lived experience advisor role being used regularly in all discrimination investigations, where appropriate, to provide support and guidance around PSD matters.
3. Development of robotic process automation in the complaint handling processes to improve efficiency and reduce demand on staff.
4. Strengthening understanding and increasing use of the Reflective Practice Review process relating to staff conduct matters across the wider organisation, leading to prevention by identifying themes and learning. Includes development of a toolkit for practitioners.
5. Preparing for and implementing changes, made nationally, to the misconduct regime.

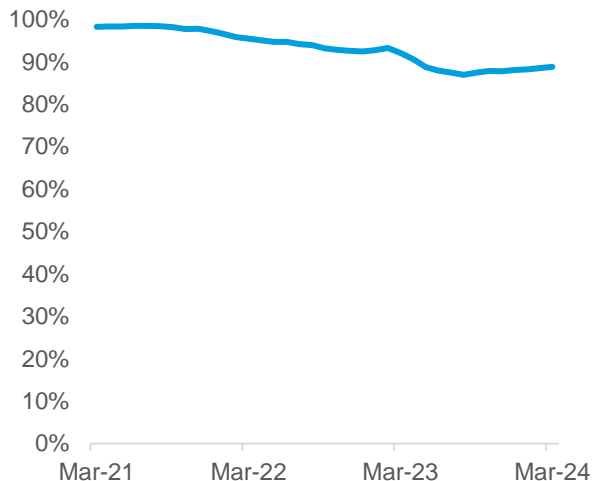
Comments

1. Further information about complaint handling performance can be found on the website of the Independent Office for Police Conduct <https://www.policeconduct.gov.uk/police-force/avon-and-somerset-constabulary>

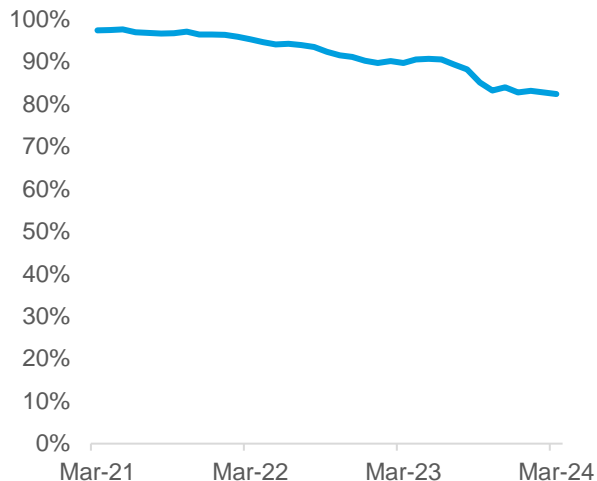
Measures Summary

Local Measures	Trend / Outlook	Benchmark
Freedom of Information Request Compliance	Reducing	See comments
Subject Access Request Compliance	Reducing	Not available

FOI Compliance -
12 Month Rolling Rates



SAR Compliance -
12 Month Rolling Rates



Planned Action to Drive Performance

1. Launch a new Case Management System to improve the management of Subject Access Requirements.
2. Implement a new Information Governance Framework that will allow self-service for users where low risk criteria are identified, and escalate medium and high risk criteria to a specialist team for advice, guidance and support. Also includes guidance to Information Asset Owners on their responsibilities around data ethics and provide training to support this.
3. Development of an Artificial Intelligence (AI) Strategy, along with supporting guidance, to understand and respond to the opportunities and risks of AI.
4. The Data Quality group continues to focus improvement activity around crime recording, file quality, duplicates and unusable information. This includes the development of supporting Qlik Apps and use of automation. The team are also working with neighbouring forces to ensure best practice is shared, as well as focussing on feedback and learning to instil a culture that data quality is everyone's responsibility.

Comments

1. Across all government monitored bodies, 81% of FOI requests were responded to in time, down from 86% in 2022. The performance for ASP was higher at 88% and 92% respectively.

Scrutiny, performance and learning

Measures Summary

There are no numerical measures that currently represent how good scrutiny is or how well performance is managed or if learning is successfully implemented.

Planned Action to Drive Performance

1. The Constabulary has introduced an Organisational Learning process built around the ability of the wider organisational to submit examples of organisational learning for assessment and communication. Organisational Learning is a standing agenda item for all Force Governance Framework Meetings. Records are managed through a central Organisational Learning Register by the Portfolio Management Office. Our local approach is also informed by participation in a national Organisational Learning Working Group to understand examples of best practice.
2. A review of scrutiny and scrutiny panels was completed in 2023 and a new cross-vulnerability scrutiny panel started in 2024 which includes CPS and other independent partners as well as police. This will allow learning across the board covering all findings and observations and all learning is recoded and tracked internally. This builds on the best practice model developed within Op Bluestone/Soteria. The first panel reviewed NFA cases across 3 different themes; RASSO, DA and Stalking and Harassment. The next panel takes place in May 2024.
3. Rollout of a First Line Leaders programme to ALL line managers to develop the skills of leadership, including a section on culture and the skills needed to promote positive working environments in the workplace.
4. Publish a new joint Use of Force and Stop Search data report on the ASP website to increase visibility and transparency.
5. The Performance & Accountability Board and Governance & Scrutiny Board are currently the primary forums where the PCC holds the Chief Constable to account. With the election of a new PCC these processes will be reviewed.
6. A new Police & Crime Plan will be developed and this will include the process by which performance will be monitored and overseen.