

**AVON AND SOMERSET POLICE AND CRIME PANEL  
11<sup>th</sup> JUNE 2014**

**REPORT OF THE POLICE AND CRIME COMMISSIONER**

**POLICE AND CRIME ANNUAL REPORT 2013-14**

- 1.1 The Police and Crime Commissioner has a duty under section 12 of the Police Reform and Social Responsibility Act 2011 to produce an annual report after the close of each financial year. This report should provide details of the exercise of the Commissioner's functions in each financial year and progress that has been made in meeting the objectives set out in the Commissioner's police and crime plan.
- 1.2 The annual report (attached at Annex A) details progress made between April 2013 and March 2014 and marks the Commissioners first full financial year in office. As a four year plan, progress against each of the objectives set out in the plan during year one is varied. The Commissioner is pleased to report, however, that progress has been made across all objectives set out in the Police and Crime Plan, with 29 felt to have been satisfactorily achieved during the year, 18 in progress and none falling short of the expectation in year one.
- 1.3 Furthermore, seven of the Police and Crime Plan performance indicators are on track, with only service satisfaction amongst victims of ASB and serious sexual offence detection rates<sup>1</sup> falling short of the aspiration in year one. Performance has been particularly strong in the areas of public confidence in the police, burglary reduction/detection and victim satisfaction – all of which are on track to position Avon and Somerset as a top ten performer nationally by 2017.
- 1.4 The Commissioner presents the Annual Report to the Police and Crime Panel in compliance with the requirements of the PRSR Act 2011 and will provide responses to any report or recommendations made by the panel.

**Contact Officer:**

Dan Howitt, Strategic Planning and Performance Officer  
Tel: 01275 816067

**Attachments**

**Annex A – Annual Report of the Avon and Somerset Police and Crime Commissioner 2013/14**

<sup>1</sup> While the serious sexual offence detection rate has reduced, the absolute number of detections has increased by 5% reflecting an increase in confidence to report these crimes



**ANNUAL REPORT  
OF THE AVON AND SOMERSET  
POLICE AND CRIME COMMISSIONER**

**2013 / 14**

**Published June 2014**

## FOREWORD

---



We have made great strides in making Avon and Somerset a safer place, connecting the police with local people and increasing public confidence in policing over the last year, but I recognise that there is still much to do.

My first year in office has been a challenging but rewarding one. We have seen satisfaction levels amongst victims of crime increase to the highest level ever recorded locally, risk of burglary reduce to one of the lowest in the country and public confidence in police rise to become one of the strongest performing forces in England and Wales.

A strong focus on my Police and Crime priorities and the commitment and dedication of local officers, staff, partner organisations have been instrumental in delivering these improvements.

So too has our work with the Constabulary in ensuring that Avon and Somerset Police is an open and accessible organisation that is receptive to your needs and priorities.

I have worked hard to understand what local communities want from their police. An extensive programme of community engagement events, a new Police and Crime survey and the many contacts that I receive from local people have all helped to shape my priorities, plans and the decisions I make. I have been particularly keen to hear from the quiet voices and will continue to listen and respond to the important issues you raise.

I have begun to forge strong relationships with local authorities, the Police and Crime Panel, voluntary sector organisations and business communities across Avon and Somerset. I look forward to strengthening those relationships further in 2014/15 as we develop more joined up ways of supporting victims of crime and ASB, safeguarding vulnerable people and embedding partnership working through arrangements such as the Business Crime Forum, Rural Crime Partnership and Community Speedwatch.

While we are already well on track to achieving the aspirations set out in my Police and Crime Plan, we are by no means complacent. I have highlighted a range of areas for improvement in this report which I will be working to address over the next year. Most notably, these include making improvements in the way we support and manage cases of Domestic Abuse and the way we identify and safeguard repeat and vulnerable victims of crime and anti-social behaviour.

2014/15 will be a critical year for Avon and Somerset Police and our partner organisations. It will be marked, once again, by ongoing budget reductions, organisational reform and the introduction of new delivery arrangements and service providers. We have become adept at responding to change and the opportunities it presents and remain committed to maintaining and improving the services you receive. Through a focus on collaboration, partnership working, prevention and early intervention I will be working to ensure that the residents of Avon and Somerset receive the effective, visible and accessible services they deserve.

A handwritten signature in black ink that reads "Sue Mountstevens".

**Sue Mountstevens**  
**Avon and Somerset Police and Crime Commissioner**

## CONTENTS

---

1. Introduction.....	3
2. Statutory Responsibilities.....	3
3. Grants and Commissioning.....	5
4. Delivery against the Police and Crime Priorities.....	7
5. Connecting the Police with Local People.....	15
6. Improving Transparency and Accountability.....	17
7. Effectiveness, Efficiency and Value for Money.....	19
8. Active Citizenship.....	20
9. National Policing Requirements.....	21
10. Police and Crime Plan Performance Indicators – 2013/14.....	22
Annex 1. Community Safety Grant Allocations 2013/14.....	23
Annex 2. Public and Partner Engagement Schedule.....	24

## 1. INTRODUCTION

- 1.1 Sue Mountstevens was elected as Avon and Somerset's first Police and Crime Commissioner in November 2012. In the months that followed, Sue:-
- Issued a Police Crime Plan which set the strategic direction for policing between 2013 and 2017
  - Set the strategic priorities of tackling antisocial behaviour, domestic and sexual abuse, burglary and putting victims at the heart of the criminal justice system
  - Set the policing part of the council tax precept
  - Appointed Chief Constable Nick Gargan
- 1.2 This report<sup>1</sup> sets out the progress that the Police and Commissioner has made between 1<sup>st</sup> April 2013 and 31<sup>st</sup> March 2014 in discharging her statutory responsibilities and delivering her Police and Crime Plan. It also includes areas for improvement for the year ahead.
- 1.3 The report also provides an indication of progress in year one against each of the police and crime objectives set out in the four year Police and Crime Plan. Progress is indicated by the following symbols:-

: Achieved / Achieving       : In progress       Fallen short of expectation

## 2. STATUTORY RESPONSIBILITIES

### 2.1 *Setting the policing part of the Council tax Precept*<sup>2</sup>



In February 2014, the Commissioner set a 1.99% increase in the policing part of the council tax for 2014/15, which was supported by the Police and Crime Panel. This equated to an increase of £3.34 per year for the average (Band D) household. The decision was informed by extensive public consultation and an understanding of the considerable financial savings that the Constabulary is required to make over the coming years.

*"I am very aware that many households are struggling with household bills and this is not a decision I took lightly. I was out all summer speaking to people about the policing part of the council tax and 75% of the 3,000 people we consulted told us they would support an increase"*  
PCC Sue Mountstevens

### 2.2 *Setting the strategic direction of Avon and Somerset Constabulary*



The Commissioner issued her statutory plan in March 2013, alongside six non-statutory local plans which covered each top tier local authority area in Avon and Somerset. The plans shared a focus on the overarching priorities of tackling and reducing ASB, domestic and sexual abuse and burglary and putting victims at the heart of criminal justice and set out a series of objectives against which progress continues to be monitored and reported. Further details of progress made in these areas can be found in section 4.



<sup>1</sup> Annual Report is a statutory duty for Police and Crime Commissioners (Police Reform and Social Responsibility Act 2011)

<sup>2</sup> The PCC has a legal duty to decide the police budget, allocating assets and funds to the Chief Constable and setting the council tax precept for the Avon and Somerset area under section 40 of the Local Government Finance Act 1992

The plans were revised and updated in March 2014 to take account of organisational change and changes in the local environment. This work was informed by public consultation findings and the Partnership Police and Crime Needs Assessment. Nine local plans were also developed covering each of the district and unitary authority areas in Avon and Somerset. This reflected a need for more locally focused responses to the Police and Crime priorities that can be better tailored to the diverse needs of different communities.

*"Since launching my plan in 2013, I have been overwhelmed by the level of energy, enthusiasm and commitment that it has received – and by the progress we have made"*

*PCC Sue Mountstevens*

## 2.3 Collaboration and Partnership Working<sup>3</sup>



The Commissioner set a joint vision with the Constabulary to improve the integration of local services working alongside local partner agencies. 2013/14 saw strong progress in achieving this, particularly through the North Somerset Hub, integrated services in Weston, Clevedon and Nailsea and through participation in public, private and voluntary sector partnership initiatives such as Shape Mendip.

The Commissioner set out her commitment to supporting the priorities of responsible authorities and initiatives that can have a significant impact upon community safety as part of her Plan and continues to be represented on a wide range of Boards and Steering Groups that are working to this aim. This includes multi-agency initiatives such as the Integrated Offender Management Programme and the Sexual Assault Referral Centre (SARC).

A self-assessment conducted in March 2014 found partnership perceptions of the Commissioner's progress to date to be generally positive. Amongst the 22 organisations surveyed, feedback was particularly strong with regard to the Commissioner's leadership, profile, planning and decision making. The exercise also identified areas for improvement in terms of engaging and supporting community and voluntary sector organisations, which is being addressed in 2014/15.

### **Partnership Self-Assessment 2014**

*82% of agencies surveyed felt that...*

- *The PCC is strongly supported by partner agencies in delivering her plan*
- *The PCC is open and accessible to all partner organisations and communities*

The Commissioner adopted an inclusive and collaborative approach to commissioning, consultation, planning and review activity in 2013/14, which recognised shared commitments to improving outcomes with regard health, housing, safety and safeguarding, education, employment and drugs and alcohol. The Commissioner's focus on mental health issues, in particular, helped to secure a four bed health-based place of safety unit in March 2014 for people detained under S.136 of the Mental Health Act. The number of people being detained in police custody under S.136 subsequently fell from 47 (March 2012) and 31 (March 2013) to only 5 in March 2014.

The Commissioner led and supported a range of multi-agency initiatives during the year, which brought local stakeholders together to discuss and develop solutions to issues of concern and empower communities to help themselves. This included hosting a Road Safety Summit (December 2013) and a Mental Health Crisis Care Conference (April 2014), and launching a Business Crime Forum and Rural Crime Strategy. Further information regarding the Commissioner's approach to partnerships with communities and regional partners can be found in sections 8 and 9 respectively.

### Areas for improvement in 2014/15:

- Further develop Blue Light Collaboration opportunities
- Continue to improve the integration and co-ordination of local services
- Further improve engagement with Voluntary and Community Sector organisations

<sup>3</sup> The Commissioner has a duty to work in partnership with other statutory agencies to reduce crime and disorder

### 3. GRANTS AND COMMISSIONING

---

3.1 The Commissioner issued grants to a range of projects and services in 2013/14 which supported the delivery of her plan. Grants included Youth Crime and Substance Misuse (£211,200), 'Positive Futures' youth diversionary projects (£202,000), the arrest referral and test on arrest aspects of the drug intervention programme (£1,201,000), the Independent Sexual Violence Advisor Service (£88,000), a Community Safety Grant (£650,000) supporting 23 local initiatives and a Community Action Fund (£194,500) supporting 60 voluntary and community sector projects.

3.2 The OPCC also conducted extensive work in preparation for new commissioning arrangements in 2014/15. This has included an innovative single commission for drug and alcohol arrest referral services that brings together the work of 5 separate services in Avon and Somerset from April 2014 in line with new custody arrangements. Through this approach it is anticipated that a more consistent and effective service will be provided that will lead to more offenders being referred into treatment, less re-offending and savings of around £300,000. The OPCC has also been engaged in an extensive review of victim needs and service landscape to inform an integrated victim care approach from October 2014. More information about this can be found in section 4.4.

The Police and Crime Plan set objectives in 2013/14 to:

3.3 *Ensure resources are distributed fairly and equitably and are matched to need*

The Commissioner issued a Commissioning and Grants Strategy which set out her approach to commissioning and grant funding in 2013/14. In 2013, the Commissioner introduced a needs-based formula for Community Safety Grant allocations which was reviewed and agreed by key stakeholders. The approach is being rolled out to the Youth Justice Diversion Fund in 2014/15.

3.4 *Keep you informed about how we are spending your money*

The Commissioner's statement of accounts and delivery against allocated grants is reported on a quarterly basis and via the Annual Report which is available on the OPCC website.

3.5 *Agree and monitor activity and delivery outcomes*

A monitoring framework was agreed with partners in receipt of grants awarded by the OPCC in 2013/14. A wide range of positive outcomes were delivered as a result of this funding, including:-

- Around 4,500 criminal justice clients were tested for drug misuse needs, with 1,789 testing positive and 1,184 being taken onto the Drug Intervention Programme caseload for treatment. Less than 14% re-presented to drug treatment services within 6 months
- 360 victims of hate crime were supported across Bristol, BaNES and South Gloucestershire, including victims of race hate, disability and homophobia related crime
- 71 community justice cases were delivered across Bristol and Somerset, which led to high levels of victim satisfaction and a number of sanctions – such as Acceptable Behaviour Contracts
- Over 200 Street Pastors in Somerset supported over 4,500 individuals in the night time economy and attended around 220 separate incidents

Grants were also issued to support research, pilot projects and developmental work in the area which helped to improve capacity, infrastructure and learning in 2013/14. This included enhancements to the CCTV network in Somerset, pilot domestic abuse perpetrator (Somerset) and racially motivated offending (Bristol) projects and research into the prevalence of Female Genital Mutilation (Bristol).

3.6 *Maximise our positive social and environmental impact in delivering services*

The Commissioner continues to support the Carbon Reduction Programme which set the stretching target of a 30% reduction in carbon emissions by 2016. The programme has helped to reduce emissions

associated with the Constabulary's operational fleet and business travel by 1,378 tonnes in 2013/14 compared to 2009/10, while emissions from our headquarters site alone fell by 482 tonnes over the same period<sup>4</sup>. Work to develop four highly-energy efficient and sustainable buildings as part of our Private Finance Initiative (PFI) programme has also provided 30 apprenticeship placements, 22 job opportunities for ex-offenders and 34 school/college visits. More than 75% of orders placed with sub-contractors as part of the project have been within Avon and Somerset.

Despite this activity, the Commissioner recognises that more can be done to maximise the positive social and environmental impact in delivering our services more broadly.

#### Summary of Grants Issued in 2013/14

GRANT	RECIPIENT	SERVICE / PROJECT
Drug Intervention Programme (Test on Arrest): £355,000	Avon and Somerset Constabulary	Drug intervention: Providing drugs testing on arrest service and consumables across Avon and Somerset
Drug Intervention Programme (Arrest Referral): £846,000	Drug & Alcohol Action Teams Bath and NES £ Bristol £653,339 North Somerset £33,306 Somerset £82,501 South Gloucestershire £71,640	Drug and Alcohol arrest referral supporting treatment referrals amongst criminal justice intervention clients in police custody who are identified to be misusing drugs and alcohol
Youth Crime and Substance Misuse: £245,000	Youth Offending Teams Bath and NES £15,626 Bristol £49,788 North Somerset £19,245 Somerset £39,959 South Gloucestershire £16,523	Provide specialist services for young people across Avon and Somerset
Community Safety Grant: £650,000	Community Safety Partnerships Bath and NES £60,000 Bristol £240,000 North Somerset £75,000 Somerset £193,000 South Gloucestershire £82,000	Supporting various Community Safety projects which contribute towards delivery of the Commissioner's Police and Crime priorities. See Annex 1.
Positive Futures: £202,000	Diversionsary Projects Youth Moves £75,422 Riverside Project £62,070 Positive Engagement £64,508	Supporting youth diversionary projects in Bristol.
Independent Sexual Violence Advisor Service: £88,000	Safe Link	Centrally commissioned service providing confidential emotional and practical support to all victims of rape or sexual assault
Community Action Fund: £200,000	Community and Voluntary Organisations	Community and Voluntary Sector projects which contribute towards delivery of the PCC's priorities.
TOTAL: £2,586,000		

#### Areas for improvement in 2014/15:

- Improve consistency & reporting capability across youth diversion and community justice projects
- Aligning service delivery for vulnerable victims with the new Integrated Victim Care approach
- Improve consistency and capacity of the Drug Intervention Programme through new commission

<sup>4</sup> These aggregate savings equate to the cost of employing nine and a half PCSOs

## 4. POLICE AND CRIME PRIORITIES

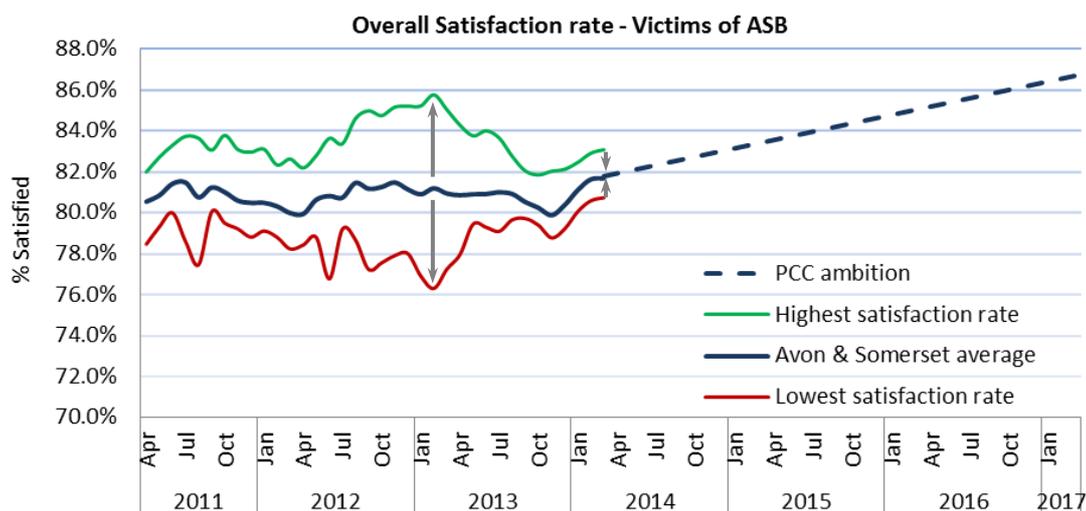
*“We have made a promising start in delivering against the priorities of the Police and Crime Plan. Our performance in terms of victim satisfaction, burglary reduction and public confidence in policing has never been stronger – but there is still much to do”*

### 4.1 REDUCING THE IMPACT THAT ANTI-SOCIAL BEHAVIOUR HAS IN OUR COMMUNITIES

The Commissioner appointed an ASB Champion to lead this area of work, which includes oversight of partnership delivery plans. The 2013-17 Police and Crime Plan included objectives to:-

#### 4.1.1 *Improve the quality and consistency of our response to ASB*

We have made steady progress in improving services for victims of ASB which will gain momentum in 2014/15 as part of a new integrated approach to supporting victims. Overall satisfaction rates amongst victims of ASB increased to 82% but fell marginally short of the aim for the year (83%). Variation in levels of satisfaction across Avon and Somerset reduced significantly, indicating that a more consistent service is now being delivered. The proportion of ASB cases fully resolved increased from 38% to 43%.



#### 4.1.2 *Establish a strategic ASB Review Group to capture learning and share best practice*

The Commissioner and Constabulary convened a new partnership ASB Delivery Group in 2013/14 which has strengthened governance arrangements and re-invigorated the ASB Partnership action plan. The new plan has been informed by targeted consultation with victims of ASB.

#### 4.1.3 *Improve the way agencies identify vulnerability at the first point of contact*

The Commissioner has supported the development of new methods for identifying vulnerable victims of ASB using ‘predictive analytic’ techniques. This has led to improvements in the way the Constabulary manage and follow up ASB cases which is directly scrutinised by the Commissioner via her regular Performance portfolio meetings. Opportunities to enhance risk management processes by making use of multi-agency data will be further explored in 2014/15.

The Commissioner issued a community safety grant to support Multi-Agency Risk Assessment Conferencing (MARACs) for ASB in North Somerset – which aims to ensure that the right agencies are aware of and dealing effectively with cases involving vulnerable people. The MARAC received 29 referrals in 2013/14.

4.1.4 Improve awareness of and access to services for victims of ASB, particularly the quiet voices

The Commissioner and Constabulary have been reviewing the way they engage with local people and victims of ASB and are working to develop a joint Engagement Strategy. A number of victim focus groups were also held to help shape how services are configured and promoted.

*Still only 39% of residents are aware of opportunities to have their say about policing issues in their area.*  
*Police and Crime Survey 2013/14*

Avon and Somerset also piloted the 'Community Trigger' in Mendip in 2013/14. This process helps to empower victims and communities by giving them the right to demand that agencies deal with persistent anti-social behaviour. Plans to roll out the initiative across Avon and Somerset are being considered subject to evaluation.

4.1.5 Prevent and reduce ASB caused by the most problematic individuals and families

The Commissioner issued grants to support youth diversion schemes across Avon and Somerset in 2013/14 totalling over £553,000. Outcomes included:-

- Risk of offending<sup>5</sup> amongst people receiving Youth Offending Team (YOT) interventions fell amongst 53% of clients overall, while recorded offending amongst young people<sup>6</sup> fell by 19%
- 2,070 contacts with vulnerable young people across the 'Positive Futures' funded areas of Bristol, with offending reducing across those areas by 7% and bucking the Bristol-wide trend
- Targeted work with over 650 young people in South Gloucestershire (Outreach Project) and Keynsham, Radstock and Midsomer Norton (Project 28)
- A range of safeguarding activity, specialist drug treatment referrals, multi-agency training and awareness raising

Further work will be developed in 2014/15 to map need for youth diversionary activities and support the Troubled Families Initiative across Avon and Somerset.

4.1.6 Reduce the impact of alcohol-related ASB in communities and the night time economy

The Commissioner also issued community safety grants in 2013/14 to support targeted initiatives in the night time economy and CCTV in Somerset which totalled around £109,000. This contributed to 212 Street Pastors working in Chard, Wellington, Bridgwater, Minehead, Yeovil and Taunton who collectively supported 4,500 individuals in the night time economy and attended around 220 separate incidents.

Almost £100,000 of Community Safety funding was also used to support improvements in the CCTV network in the Yeovil, Bridgwater, Burnham-on-Sea and Watchet areas of Somerset. This enabled the police to gain better quality recordings and remotely access systems 24 hours a day, thereby improving efficiency and effectiveness and helping to improve charging, detections and evidence gathering.

Further work will be taken forward in 2014/15 to develop partnership and business-led responses to violence and anti-social behaviour in the Bristol night time economy as part of the 2014/15 Community Safety Grant.

Areas for improvement in 2014/15:

- Improve awareness of opportunities for residents to have their say and local activity to tackle ASB
- Improve agency responses to vulnerable ASB victims through an Integrated Victim Care approach
- Support all agencies in making best use of their tools and powers in light of the ASB Act 2014

<sup>5</sup> As measured by changes in the ASSET and ONSET assessments

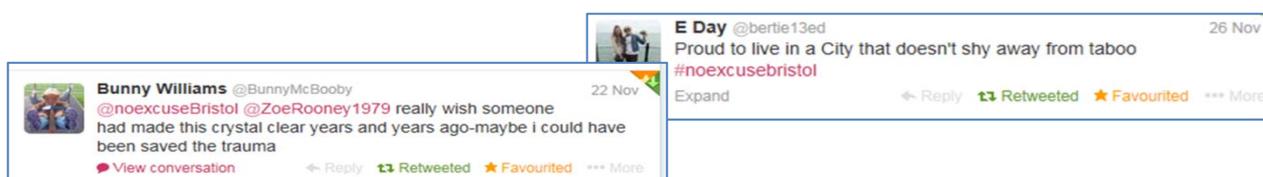
<sup>6</sup> Young people aged 10 to 17 – crimes based on police detected suspects

## 4.2 TACKLING DOMESTIC AND SEXUAL ABUSE

The Commissioner has appointed a Champion to lead this area of business, which includes oversight of Constabulary delivery plans and representation on the Avon and Somerset Strategy Group. The Police and Crime Plan included objectives to:-

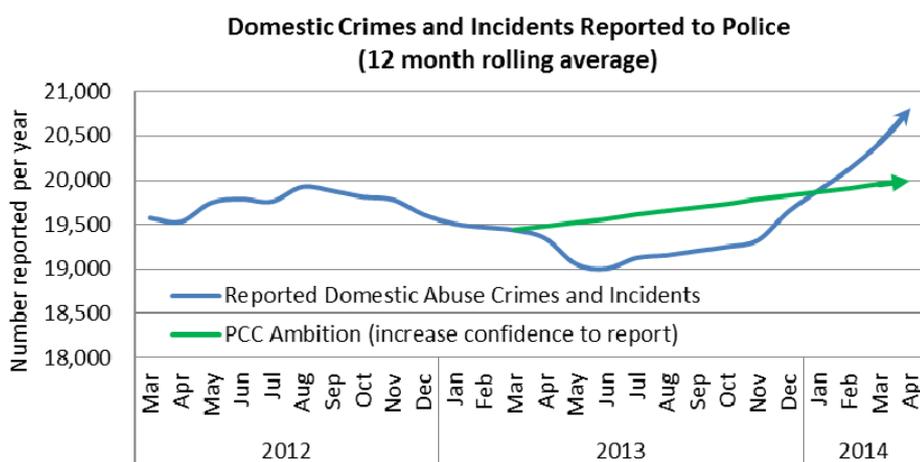
### 4.2.1 Build confidence amongst all victims and witnesses of domestic and sexual abuse to report

The Commissioner has worked extensively to draw attention to the issues of domestic and sexual abuse and increase confidence to report incidents to the police and other agencies through her priority setting, engagement with victims and service providers and commissioning activity. The Commissioner provided grant funding to support rape, sexual assault and domestic abuse awareness campaigns in 2013/14. The 'this is not an invitation to rape me' and 'this is not an excuse to abuse me' saw over 1,500 posters and 6,000 postcards circulated to over 100 partner agencies and settings, with strong support from Bristol University, the press, BBC and ITV TV news and an active Twitter community:-



Reporting of serious sexual offences increased by 39% in Avon and Somerset during 2013/14, reflecting trends nationally. The Operation Yewtree investigations are widely thought to have been a major factor in increasing confidence to report victimisation for current, recent and historic cases both locally and nationally. While the overall number of serious sexual offence detections increased by 15%, the *rate* of detections fell to 28% as a result of the increased levels of reporting and the lag between reporting and charging perpetrators while offences are being investigated.

The number of domestic abuse offences recorded by police also increased by around 5% in 2013/14. It should be noted, however, that improvements in recording practices have primarily driven this increase as opposed to any clear evidence that confidence to report victimisation is increasing.



### 4.2.2 Support, monitor and oversee improvements in the consistency, quality and stability of services

The Commissioner has been working to improve the consistency, quality and effectiveness of local services for victims of domestic sexual abuse and continues to oversee delivery of the Violence Against Women and Children Action Plan. The OPCC centrally commissioned Independent Sexual Violence Advisor (ISVA) services in April 2013 in order to provide continuity and stability to this important service. Advisors worked with 584 referrals during 2013/14 and supported 64 survivors through criminal justice trials, which resulted in combined sentences of over 224 years. All referrals felt that

they had been supported in terms of improving their general wellbeing and progressing through the Criminal Justice System 75% of survivors felt safer and protected as a result of the services received.

The Commissioner also issued grants to support the Southside Independent Domestic Violence Service in BaNES and a Domestic Violence Empowerment Group in South Gloucestershire. Together, these services worked with around 319 survivors of domestic abuse to improve their safety and living circumstances and rebuild their lives during the year.

Her Majesty's Inspectorate of Constabulary (HMIC) inspected Avon and Somerset Constabulary on their response to domestic violence and abuse<sup>7</sup> in 2013/14. This found that while the Constabulary are committed to and effective in identifying and conducting initial investigations into reports of domestic abuse, improvements need to be made in the areas of investigation, management of serious and serial offenders and management of lower risk cases. The Commissioner has committed to driving and overseeing improvements in these areas during 2014/15.

#### 4.2.3 Continue to develop prevention and education activity, innovate and implement good practice

The Commissioner has supported the Constabulary in developing an evidence base to support the Domestic and Sexual Abuse Action Plan – which is informed by recognised good practice. The Avon and Somerset Independent Sexual Violence Advisor survey was itself recognised as best practice as part of the Home Office Violence Against Women and Girls Action Plan. The Commissioner also continues to support the 'Only Yes Means Yes' education and awareness raising programme across local schools in the area. Despite this activity, the Commissioner recognises that more can be done in this area.

#### 4.2.4 Strengthen our multi-agency focus on perpetrators of abuse

The Commissioner has supported work to develop an Integrated Offender management approach to perpetrators of serious violence and sexual crimes, known as IRIS (Integrated Service, Integrated Response). This has been supplemented with work to improve the identification of outstanding named suspects in the area. The Commissioner also provided grant funding to support the 'Make the Change' Domestic Abuse perpetrator project in Somerset during 2013/14. This pilot project worked with a small number of domestic violence perpetrators in challenging attitudes and behaviour with regard to domestic abuse. Further work with perpetrators is being scoped and considered for 2014/15.

#### 4.2.5 Increase awareness and understanding of domestic and sexual abuse, including FGM and CSE

The Commissioner also provided funding to support research into the prevalence and impact of FGM in Avon and Somerset and a project to tackle Child Sexual Exploitation (CSE) in Somerset through a new multi-agency process. The number of child protection cases recorded by Avon and Somerset Constabulary increased by almost 50% during the year, while the number of Female Genital Mutilation (FGM) incidents identified rose from 3 to 17. These trends reflect improvements in intelligence, investigation and risk management processes, but are also likely to reflect improvements in awareness and understanding amongst communities, agencies and victims.

##### Areas for improvement in 2014/15:

- Improve awareness and consistency of responses to domestic and sexual abuse
- Increasing confidence to report domestic abuse
- Strengthening our focus on perpetrators of abuse

<sup>7</sup> Everyone's Business: Improving the response to domestic abuse, HMIC, March 2014 (<http://www.hmic.gov.uk/wp-content/uploads/2014/03/avon-and-somerset-approach-to-tackling-domestic-abuse.pdf>)

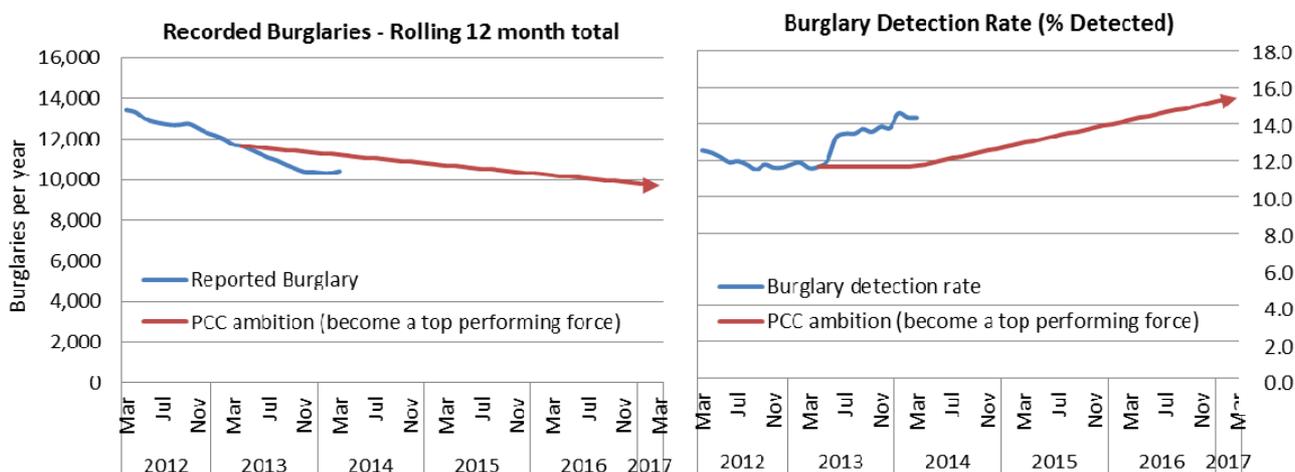
### 4.3 PREVENT AND REDUCE BURGLARY AND FEAR OF BURGLARY

The Commissioner has appointed a Burglary Champion to lead this area of business which includes oversight of the Constabulary's Burglary Delivery Plan and the IMPACT Integrated Offender Management programme.

#### 4.3.1 Improve police and partnership responses to burglary

The Commissioner set the stretching ambition to become a top ten performing force nationally in terms of reducing and detecting burglary offences. In doing so, Police and Crime objectives were set to tackle burglary hotspot locations, improve integrated offender management and criminal justice outcomes and improve access to information available to the public.

Performance in this area outstripped expectations in 2013/14. There were 1,344 fewer burglary offences than during previous year and Avon and Somerset's national position improved from 23/43 to 16<sup>th</sup>. The proportion of burglary cases resolved increased from 11.6% to 14.7% resulting in the national position shifting from 22/43 to 11<sup>th</sup>.



Performance improvements have largely been achieved as a result of a strong organisational focus and commitment to delivering against this priority which also led to improvements in the quality and effectiveness of many processes, such as officer and CSI attendance, forensic detections and investigative standards. Victim satisfaction with overall service and follow up service for domestic burglary also increased and remains higher than the national average at 93.4% and 88.5% respectively.

#### 4.3.2 Work in partnership to prevent burglary and tackle long term priority locations and people

The Commissioner issued community safety grants to tackle burglary across a number of hotspot locations in Bristol during 2013/14. This saw 426 vulnerable properties 'target hardened' with improved security along with advice and reassurance messages. It also saw 14 locations benefit from an Alleygating scheme, with gates being installed in the areas of Southmead, Southville, Kingswood, Bishopston, Knowle, Brislington, Southmead, Easton, Whitchurch, Frenchay, Barton Hill, Brislington and the City Centre.

The Commissioner also supported a Targeted Technical Solutions (CCTV) initiative in Bristol which helped to support some sensitive operations and protect some of our most vulnerable victims. A total of 69 incidents were captured in 2013/14 which included critical evidence in relation to an offender who was subsequently charged with 5 offences (including burglary) after targeting a 98 year old female.

The Constabulary's approach to burglary prevention was strengthened in 2013/14 as part of a revised burglary plan. This included work to promote the national 'immobilise' property registering initiative, mobile tracking software and property marking. Further activity to promote these initiatives is planned for 2014/15.

The Constabulary and OPCC conducted an initial review of the Bobby Van Service in 2013 which supports the most vulnerable victims of burglary, ASB and domestic and sexual abuse in 2013/14. This led to a programme of work to improve consistency, resilience, risk assessment and referral processes for the scheme as part of the Integrated Victim Care model.

#### 4.3.3 Deliver continued improvements in the Integrated Offender Management approach

The number of cases being managed via the Integrated Offender Management scheme levelled off at around 700 statutory and 400 non-statutory cases in 2013/14. Re-offending levels amongst the IMPACT cohort of offenders continued to fall throughout 2013/14, reaching a rate that was in line with the predicted rate of re-offending (10%). This was exceeded in BaNES where only 8% of offenders re-offended.

The OPCC has also been in regular liaison with the Ministry of Justice and key partners represented on the Avon and Somerset Criminal Justice Board in order to plan changes in the offender management landscape brought about by the 'Transforming Rehabilitation' agenda.

#### 4.3.4 Improve criminal justice outcomes for victims of burglary – including quality of case files

Improvements in the quality and timeliness of key processes such as officer attendance, CSI attendance and investigative standards have also supported improvements in criminal justice outcomes over the last year, with the percentage of successful criminal justice outcomes for burglary (convictions) rising from 86.3% to 90.1%. This exceeds the national average of 85%. Local and national<sup>8</sup> audits and inspections, however, indicate that there are still significant areas for improvement in custody and criminal justice processes, including case file quality, which the Commissioner has committed to driving and overseeing during 2014/15.

#### 4.3.5 Work with partners to tackle organised criminality, including drugs and stolen goods markets

The five Police and Crime Commissioners of the South West region have worked together to oversee regional capability in response to serious and organised crime via the Regional Organised Crime Unit alongside local operations to disrupt and dismantle organised criminality in Avon and Somerset. The Commissioner recognises that there is much more that agencies can do in partnership to tackle serious and organised crime and, in response to the new Government Strategy, will develop a new Serious and Organised Crime Partnership Board in 2014/15.

##### Areas for improvement in 2014/15:

- Further co-ordinate, engage and promote partnership burglary prevention activity
- Support effective transition of offender management arrangements (Transforming Rehabilitation)
- Continue to improve the quality and consistency of service to vulnerable victims of burglary

<sup>8</sup> Stop the Drift 2: HMIC and HMCPSI, June 2013 ([www.hmic.gov.uk/publication/stop-the-drift-2/](http://www.hmic.gov.uk/publication/stop-the-drift-2/)) and Getting Cases ready For Court, HMIC, July 2013 ([www.hmic.gov.uk/publication/getting-cases-ready-for-court/](http://www.hmic.gov.uk/publication/getting-cases-ready-for-court/))

#### 4.4 PUTTING VICTIMS AT THE HEART OF THE CRIMINAL JUSTICE SYSTEM

The Commissioner appointed a Victims Champion to lead this area of business and make preparations for the commissioning of victim services in 2014/15.

##### 4.4.1 Improve understanding and influence of the views of victims in shaping local services

The OPCC conducted extensive work in obtaining the views of victims to shape local services in Avon and Somerset. This has included a Victim Experience Survey to obtain feedback on the experience victims had at every stage of their journey through the criminal justice system - as well as focus groups to improve understanding of the needs of specific groups of victims, such as young people and victims with learning difficulties. The findings informed an Assessment of the Needs of Victims in Avon and Somerset which is being used to help shape a new Integrated Victim Care approach in 2014/15.

Satisfaction rates amongst victims of crime in Avon and Somerset saw further improvements during 2013/14, reaching 89% and moving close to becoming one of the top performing forces in England and Wales. Improvements have been supported by the implementation of the revised Victims Code of Practice, consultation with victims and extensive activity to assess need and scope victim services in preparation for new victim commissioning arrangements in 2014/15.



Restorative and community justice approaches have been effective in improving victim satisfaction. The Commissioner allocated grant funding to Community Justice Projects in Bristol and Somerset in 2013/14 which together dealt with over 70 cases. The Commissioner also appointed Restorative Solutions to work with partners during summer 2014 to map and evaluate current restorative justice provision and design future services. The Commissioner has made £287,000 available in 2014/15 to support the development of this work and a further £365,000 in 2015/16.

##### 4.4.2 Bring partners together to focus on supporting victims through integrated approaches

Significant progress has been made in bringing partners together to strengthen services for victims in the area. An integrated Victims Strategy has been published following a Victims Roundtable Event hosted by the Commissioner in May 2013 and work commissioned by the Avon and Somerset Criminal Justice Board. The strategy sets out the contribution that partners across the criminal justice system, community safety, health and voluntary and community sector, can make to transform services for victims. A multi-agency Integrated Victims Board has also been established to drive the Integrated Victim Care Programme. This will see the development of co-located teams bringing together Police victim contact functions and other partners, to provide more coordinated, end-to-end care.

4.4.3 Support and challenge partners to reshape services to reflect the Victims Code of Practice

The Commissioner has worked with the Constabulary and criminal justice partners to ensure effective implementation of the revised Victims Code of Practice, which came into effect in December 2013. These new measures give victims a greater voice in the criminal justice process, including the opportunity to have their Victim Personal Statement read out in Court, and more robust arrangements for dealing with complaints - including those that involve a number of agencies.

4.4.4 Ensure a consistent approach to victim care

The development of Integrated Victim Care teams from October 2014 is intended to provide greater ownership of the whole journey of a victim and provide a 'single point of contact' approach for victims. Work is underway with partners and victim service providers to develop a Common Needs Assessment to assess the needs of victims at an early stage and ensure that they have access to appropriate support. Commissioning proposals for 2014/15 are intended to ensure consistent practical, emotional and advocacy support to victims across Avon and Somerset as well as providing specialist support as appropriate and in light of existing service provision.

The Commissioner provided grant funding for a range of victim services, including hate crime services across Avon and Somerset in 2013/14. This included:-

- S.A.R.I. who supported over 360 victims of hate crime across Bristol, BaNES and South Gloucestershire
- The EACH 'On Demand' homophobic / transphobic incident reporting service in which provides support and advice to police officers and staff in cases of homophobia and transphobia
- A joint Police/Council ASB and hate crime drop-in service which was introduced at the council/police gateway in Weston-super-Mare town hall

"S.A.R.I. have given us our home back. We can enjoy our lives and daily routine whilst feeling safe"

"They helped us both emotionally and physically and provided services to make us feel safer"

**Service User Feedback**

4.4.5 Put in place services to provide practical and emotional support for victims

Work has also been conducted to map existing victim service provision with support from the University of the West of England and partners to assess need across Avon and Somerset to inform future commissioning decisions. An Initial Assessment of the Needs of Victims in Avon and Somerset was published in February 2014, alongside Commissioning Intentions on proposals for commissioning of victim services to commence in April 2015. Consultation on commissioning of victim services will run until end May 2014.

4.4.6 Make innovative use of technology to ensure staff and staff have the tools they need

Avon and Somerset has pioneered the use of technology to enable victims to keep up to date with progress online through Track My Crime. A new and improved version of Track My Crime was launched in Autumn 2013, and further improvements are planned to include courts data so that victims are able to track their case to conclusion.

The Criminal Justice Efficiency Programme has also driven significant improvements in the digital gathering of evidence and electronic case files. New custody buildings, due to open in Summer 2014, have been fitted with live link technology to enable video links to court. An online directory of services is in development to improve access for victims to support services according to need.

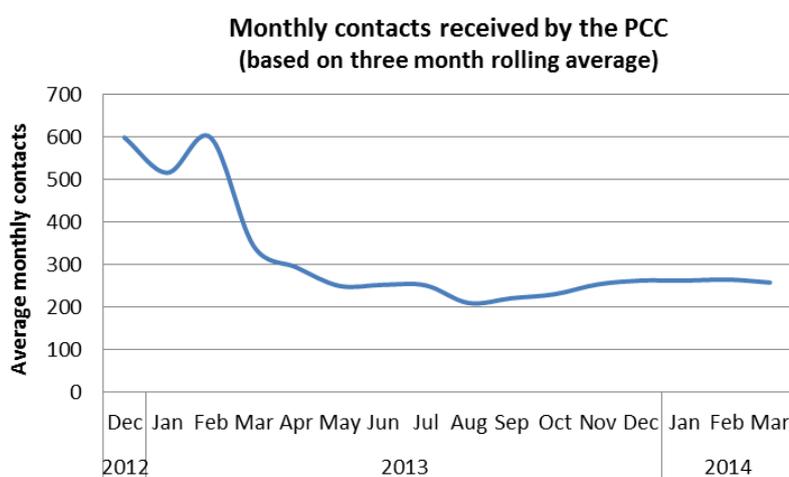
Areas for improvement in 2014/15:

- Implementation of Integrated Victim Care Teams from October 2014
- Commissioning of support services for victims to commence in April 2015
- Developing the restorative justice landscape and commissioning RJ services from April 2015

## 5. CONNECTING THE POLICE WITH LOCAL PEOPLE

*“I am committed to building strong relationships between communities and the agencies that serve them, particularly in listening to the ‘quiet voices’ who do not shout the loudest, but often have the most to say”*

- 5.1 The Commissioner has been working together with the Constabulary to embed an open and accessible approach to engaging with local communities and responding to their needs and concerns. This has been manifested in an extensive programme of community engagement, an active print, television, radio and social media presence and pro-active communications with local residents through newsletters, PACT, Neighbourhood Watch and other community meetings and forums.
- 5.2 The Commissioner continued to receive a high volume of correspondence from local residents and organisations during 2013/14. After an initial wave of public contacts during the Commissioner’s first three months in office, the number levelled off at around 260 per month (2,972 over a year). This remains substantially higher than the level of public contacts received under previous Police Authority arrangements<sup>9</sup> and reflects the increased profile of the Commissioner’s role, high levels of public engagement and improvements made in contact handling systems and processes.



- 5.3 In 2013/14, the Commissioner held a series of public meetings in the areas of Somerset<sup>10</sup>, Bristol (June), South Gloucestershire (September), B&NES (November), North Somerset (January) in which local officers, chief officers and the Commissioner listened and responded to local issues and concerns. The meetings were well promoted, webcast and typically featured live tweeting. A transcript of the questions and answers is available on the Commissioner’s website along with presentations and video content where available.
- 5.4 The OPCC also organised the annual Neighbourhood Policing Awards in November in which local residents are invited to nominate police officers, staff and volunteers for recognition of their achievements in Neighbourhood Policing in Avon and Somerset.

- 5.5 Spend at least one day a week in the community, listening to local concerns

The Commissioner’s programme of ‘Out and About’ community engagement events commenced 23<sup>rd</sup> November 2012, with a focus on visiting small projects and under-represented groups to hear and respond to the needs of the ‘quiet voices’, including refuges, community groups and PCC funded projects. The programme of weekly visits enables the Commissioner to engage with a range of voluntary and community groups and have helped to inform the development of the Police and Crime Plan. The Commissioner’s engagement schedule for 2013/14 included over 100 events and contact with over 2,500 residents across Avon and Somerset. An overview can be found in Annex 2.

<sup>9</sup> Police Authority received an average of 26 contacts per month – around 312 per year

<sup>10</sup> Frome (April 2013), Minehead (March 2014)

5.6 Improve opportunities for engaging young people and minority communities

The Commissioner appointed a dedicated Youth Champion to lead on youth engagement in 2013/14 and supported a series of consultation events which explored the priorities of around 500 young people. A number of young people have undertaken specific pieces of work with support from and on behalf of the PCC, including the development of a young victim's focus group and a peer to peer consultation project looking at young people's relationship with the police. The results of this work have informed the development of the Constabulary Engagement Strategy and the commissioning of victim services. In November 2013, a small group of young people were invited into the OPCC as part of the national Children's Commissioner Takeover Day and were invited to share their views on PCC priorities. The session helped to generate ideas on how to improve OPCC engagement with other young people.

The Commissioner has also worked to improve engagement with a range of other specific and minority groups. This has included BME Focus Groups, round table events for young people to explore issues of concern, the development of a Business Crime Forum and a rural crime forum and PCC representation on a range of Independent Advisory Groups across the area.

5.7 Ensure communities have access to the information they need to be safe and feel safe

The Commissioner has pro-actively published performance information on delivery against her police and crime priorities on a quarterly basis during her term in office, while also supporting the Constabulary in improving the quality and level of information provided to Neighbourhood Watch Co-ordinators in the area. The Commissioner recognises that there is still much to do in this area, particularly in promoting the police.uk 'crimemapper' tool, information made available via the Constabulary website and pro-active publication of safety and security information.

5.8 Improve safety and security for all road users

Following extensive engagement with communities to identify their issues and concerns, the Commissioner introduced road safety as an additional component of her Police and Crime Plan in 2013/14. In December 2013, the Commissioner held a joint Road Safety Summit<sup>11</sup> with Bristol City Council to listen to and work in partnership to respond to concerns from local communities, interest groups road users and service providers. The event was attended by over 130 people and web-streamed by over 900 people.

A culmination of multi-agency work in 2013/14 resulted in the introduction of 20mph zones and the re-commissioning of fixed speed cameras across a number of areas of Avon and Somerset. The Commissioner also continues to support and promote Community Speedwatch initiatives and work with the Constabulary to bring greater coverage and consistency to the scheme (see section 8).

Areas for improvement in 2014/15:

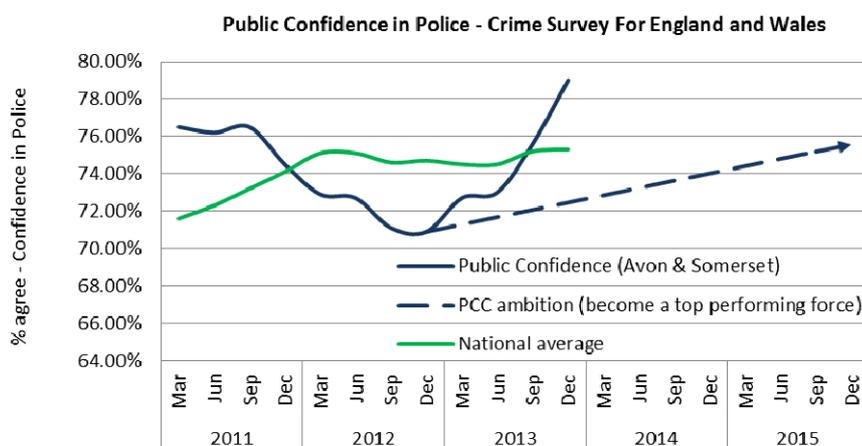
- Improve awareness of opportunities to have your say
- Improve awareness of PCC role and Police and Crime Priorities
- Improve access to information residents need to be safe and feel safe

<sup>11</sup> <http://www.avonandsomerset-pcc.gov.uk/Openness/Bristol-Road-Safety-Summit.aspx>

## 6. IMPROVING TRANSPARENCY AND ACCOUNTABILITY

*“It is important to me that communities have trust and confidence in the crime and community safety services they receive. Good governance, openness and transparency will help us to ensure that this is the case”*

- 6.1 The Police and Crime Panel has a statutory responsibility to scrutinise the decisions, policy making and performance of the Commissioner on behalf of local authorities in the area and the general public. The OPCC has actively engaged with the panel, having established joint agenda briefings, a joint work programme for 2013/14 and link panel members for core areas of business.
- 6.2 The Panel met five times between April 2013 and March 2014 to review the council tax precept, Police and Crime Plan and Annual Report, performance outcomes and specific topics of public interest. The Commissioner maintains an open and transparent approach in providing regular updates to the Panel and involving panel members in relevant engagement activities where appropriate. Further information about the Panel, including their Annual report for 2013/14 can be found at:- <http://www.bristol.gov.uk/page/council-and-democracy/avon-and-somerset-police-and-crime-panel>
- 6.3 The Police and Crime Panel’s role in handling complaints against the Commissioner has been delegated to the Chief Executive and Monitoring Officer for the OPCC who produces a regular report to the Panel for review. The Panel also conducts routine dip sampling of complaints.
- 6.4 The Commissioner set an aspiration for the residents of Avon and Somerset to have the highest level of confidence in their police service by 2017. Measures contained within the Crime Survey for England and Wales provide an indication of the extent to which this is being achieved. Levels of public confidence in Avon and Somerset Police began to increase in December 2012, and continued to rise during 2013/14, to become one of the highest performing forces nationally.



- 6.5 Facilitate an independent residents panel to dip-sample complaints

The Commissioner recruited ten independent volunteers in summer 2013 to be part of a scrutiny panel that dip samples completed police complaint case files and highlights good practice as well as any areas of concern. The panel meets quarterly to review complaint files on a chosen theme and meets monthly to review cases where the complainant has submitted an appeal. Avon and Somerset’s approach was recognised in a Guardian list of ‘best ideas’ in November 2013 as part of an article on PCCs.

- 6.6 Monitor complaints made against the police and handle complaints against chief constable

The Commissioner continues to oversee complaints made against the police via a monthly performance report, regular meetings with the Chief Officer for Professional Standards and Head of Professional Standards. The Commissioner also independently reviewed specific complaint cases to ensure they adhere to relevant complaint handling legislation in 2013/14. Further information can be found on the Commissioner’s website.

## 6.7 Pro-actively publish quality, compliance and standards information



The Commissioner has endeavoured to ensure that key decisions are made in an open and transparent way. The OPCC website is fully compliant with the Specified Information Order 2011 including details of office holders, salaries, expenses and register of interests, organisational budget and asset information, register of decisions and policies.

The Commissioner received and responded to 100 Freedom of Information Requests between April 2013 and March 2014, with the rate of requests remaining relatively consistent throughout the year. Further details can be found on the PCC website at <http://www.avonandsomerset-pcc.gov.uk/Openness/Openness.aspx>

The OPCC continues to manage the statutory Custody Visiting Scheme for Avon and Somerset, which provides an independent check on the operation of rules governing the welfare of people in custody<sup>12</sup>. In 2013/14 the Commissioner was instrumental in securing a new dedicated 4 bed place of safety in February 2014 and approved the development of three new custody units at Gloucester Road (Patchway), Ashmead Road (Keynsham) and Express Park (Bridgwater). The Commissioner also reviewed an extensive custody business case, opting for a robust and well developed in-house solution. The Annual Report for the scheme can be found on the Commissioner's website at <http://www.avonandsomerset-pcc.gov.uk/Openness/Reports-meetings-decisions.aspx>

HMIC conducted a thematic inspection of the use of stop and search powers<sup>13</sup> across England and Wales in 2013/14. This found that use these powers can be often ineffective in tackling crime and procedurally incorrect - thereby threatening the legitimacy of the police. In Avon and Somerset, the Commissioner continues to maintain oversight of the use of stop and search via quarterly meetings with the Chief Officer lead for Professional Standards. The Commissioner has also committed to pro-actively publishing this information on her website to enable greater transparency and public scrutiny.

HMIC also initiated a program of all force inspections of compliance with crime recording in 2013/14. Although Avon and Somerset were not visited as part of the first tranche of inspections, HMIC's interim report<sup>14</sup> indicated that around 20% of crimes could be going unrecorded nationally as a result of poor knowledge of the counting rules, inadequate training, poor management and supervision amongst other factors. The Commissioner has overseen improvements in crime recording standards in Avon and Somerset via a dedicated 'Gold Group'. Overall compliance with crime recording standards has increased from 87% to around 94% over this period. The Commissioner has committed to pro-actively publishing this information on her website to enable greater transparency and public scrutiny.

## 6.8 Hold regular performance review meetings with the Chief Constable



The Commissioner held 6 weekly performance scrutiny meetings with the Assistant Chief Constable lead for performance and local policing during 2013/14 and reviewed progress against her police and Crime Plan via a monthly performance scorecard. A quarterly summary of this information is made available on the Commissioner's website. The Commissioner also holds Police and Crime Plan oversight meetings with Chief Officers on a quarterly basis.

Areas for improvement in 2014/15:

- Pro-active publication of stop and search rates and outcomes and crime recording compliance
- Strengthen arrangements for response and follow up to HMIC inspections and recommendations
- Review our complaints handling process with the Constabulary and implement best practice

<sup>12</sup> Section 51 of the Police Reform Act 2002 places a statutory duty on PCCs to make arrangements for detainees to be visited by independent custody visitors, to keep these arrangements under review, and revise them as required

<sup>13</sup> Stop and Search Powers, HMIC, July 2013 ([www.hmic.gov.uk/publication/stop-and-search-powers-20130709/](http://www.hmic.gov.uk/publication/stop-and-search-powers-20130709/))

<sup>14</sup> Crime Recording: A Matter of Fact (Interim report), HMIC, April 2014 (<http://www.hmic.gov.uk/publication/crime-recording-a-matter-of-fact-interim-report/>)

## 7. EFFECTIVENESS, EFFICIENCY AND VALUE FOR MONEY

*“The Constabulary has conducted an extensive review of the way it operates. This measured and strategic approach will stand the organisation in good stead for the financial challenges that lie ahead”*

7.1 The Commissioner has supported and overseen the Constabulary in making around £35m savings since 2010/11. This has been achieved through an extensive restructure of the way it operates and natural attrition. The Commissioner set a 1.99% increase in the policing part of the council tax precept in February 2014 which will help to offset further reductions in government funding in 2014/15.

7.2 A thematic HMIC report<sup>15</sup> tracked how forces are making savings to meet budget reductions as part of the Valuing the Police Programme in 2013. The report concluded that police forces are rising to the financial challenge of the spending review, but highlighted risks to neighbourhood policing and disappointing progress on collaboration. The Commissioner continues to closely monitor these risks.

7.3 Secure efficient, effective and modern police and criminal justice services

The Commissioner worked closely with the Chief Constable to agree changes in the way the organisation delivers its services. A set of guiding principles were agreed to govern this change program and the Commissioner remained closely involved in all proposed strategic changes.

The Commissioner is represented on and has worked closely with the local Criminal Justice Board in delivering the CJ Efficiency Programme. This has included work to secure additional places of safety under s136 of the Mental Health Act 1983 and make preparations to review the use of community impact statements, victim personal statements and scrutiny of out of court disposals.

7.4 Invest in technology to ensure that our officers are mobile, accessible, visible and responsive

The Commissioner has agreed a significant investment program in IT and communications technology (“ICT”) with the Constabulary to support efficient and effective policing and deliver a better service to local people. The capital program has set aside £15 million for ICT over the next two years, funded from capital reserves and capital receipts. These investments will support the operating model with more efficient digital collection, input and management of data in key areas of crime, intelligence, case and custody. The programme will also improve mobile working and enable better collaboration.

7.5 Reduce unnecessary bureaucracy and encourage innovative thinking to free up police time

The new operating model has been based on a thorough review of how calls for service are addressed by the Constabulary and has been designed to streamline processes, remove inefficiency and improve the delivery of services. The Commissioner also received Innovation Funding following three successful bids made to the Home Office in 2013/14. This will support innovation in the use of body worn cameras, improving citizens’ access to services via mobile devices and collaboration with other forces. The Commissioner made seven further bids to the Home Office innovation fund for 2014/15 and led an additional regional bid. These include bids to improve storage and management of digital evidence; using predictive analytics to aid crime prevention and integrated service delivery with local partners.

Areas for improvement in 2014/15:

- Successful implementation of the new Operating Model
- Roll out of the innovation work supported by the Home Office fund bids
- Continue to develop options for savings to address future funding challenges post 2016

<sup>15</sup> Policing in Austerity: Rising to the Challenge, HMIC, July 2013 ([www.hmic.gov.uk/publication/policing-in-austerity-rising-to-the-challenge/](http://www.hmic.gov.uk/publication/policing-in-austerity-rising-to-the-challenge/))

## 8. ACTIVE CITIZENSHIP

---

*“I aim to ensure that people have real and practical opportunities to shape their policing and community safety services and I want to build upon the energy and innovation I have seen”*

The Police and Crime Plan set objectives to:-

### 8.1 Encourage innovative partnerships with the voluntary and community sector

The Commissioner agreed a Voluntary Sector charter in 2014 which set out her commitment to working closely with Voluntary and Community Sector (VCS) representatives across Avon and Somerset in delivering the aspirations of her Police and Crime Plan. The Commissioner recognises, however that more work needs to be done in this area. Responses to a Partnership Self-Assessment exercise in 2014 indicated that not all voluntary sector partners feel that their contribution, knowledge and expertise are acknowledged and inform the Commissioner’s decision making.

### 8.2 Encourage the development of volunteer opportunities focused towards my priorities

The Commissioner continues to support and promote a wide range of volunteer opportunities in delivering her statutory duties and police and crime priorities. These include roles in Custody Visiting and the Independent Residents Panel. Avon and Somerset Constabulary had over 150 volunteers in roles ranging from community safety, roads policing, cadets, administration, advocates and co-ordinators. The Commissioner has set an ambition to increase this number to at least 1,000 by 2017.

The Commissioner also established the ‘Pride Awards’ in 2013 in recognition of the achievements of the silent stars of the community who go above and beyond what is expected of them.

### 8.3 Increase participation of younger people and minority communities in policing

The Commissioner has been supportive of the Constabulary’s drive to increase the number of young people participating in policing via the Voluntary Police Cadets Scheme, From the first trial unit which opened in 2011 in South Gloucestershire, the scheme has developed with over 200 young people now engaged across 8 units covering the whole force area. Cadets are given a real insight into the workings of the police service and many units have gone on to provide invaluable support in their local communities by providing support at events, fundraising or becoming involved in initiatives such as the Somerset flood relief programmes.

### 8.4 Empower communities to tackle the issues that most affect them

The Commissioner launched her Community Action Fund of £200,000 in May 2013 to support local voluntary and community groups in responding to the Police and Crime priorities. The Commissioner sought advice from VCS umbrella organisations on the application process and arranged for grants advisors to be at the launch event in order to support potential applicants.

60 grants totalling £194,500 were issued in 2013/14, which included youth diversionary projects, therapeutic support and counselling services for victims of abuse, education and awareness raising and crime prevention activity. The Commissioner also continues to support and promote local schemes such as Neighbourhood Watch and Community Speedwatch.

Areas for improvement in 2014/15:

- Further improve engagement with Voluntary and Community Sector organisations
- Continue to develop and promote the roll out of Community Speedwatch
- Continue to encourage the development of volunteer opportunities focussed towards my priorities

## 9. NATIONAL POLICING REQUIREMENTS

---

*“Together with my regional Police and Crime Commissioner counterparts, we share a vision to improve services and resilience to crime across the South West Region”*

The Police and Crime Plan set objectives to:-

### 9.1 Ensure we have the capability and capacity to tackle major challenges to public safety

The Commissioner has overseen the Constabulary’s response to the Home Secretary’s Strategic Policing Requirement (SPR)<sup>16</sup> via portfolio meetings with the Chief Officer lead for Specialist Operations and representation on the Constabulary’s Specialist Operations Leadership Board. The Commissioner has gained assurance that Avon and Somerset has the capacity and capability to respond to significant national threats to public safety - which was supported by an independent HMIC review<sup>17</sup> in 2014.

The Commissioner is also the lead PCC for the Regional Organised Crime Unit (ROCU) in the south west and has responsibility for the ROCU budget and allocation of Home Office grants to tackle serious and organised crime. Activity, budgets and performance is overseen via South West Regional Governance and Management Boards.

### 9.2 Continue to tackle new and emerging threats, including cyber and serious and organised crime

The Commissioner has been working with partners to develop responses to the threat of organised crime, which has included scoping for a new Organised Crime Partnership<sup>18</sup>, funding research into the prevalence of Female Genital Mutilation and supporting a Somerset Child Sexual Exploitation Project via her Community Safety Grant. The Commissioner has also supported the South West Organised Crime Unit (Zephyr) and Bournemouth University in identifying solutions to cyber-crime for businesses, parents and young people and set an objective to support agencies in building capacity and resilience this threat as part of her 2014/15 plan.

### 9.3 Support regional collaboration wherever it is in the interests of our local communities

The Commissioners continue to govern, oversee and drive improvements through the South West Regional Efficiency Programme, having achieved significant efficiencies in the areas of Organised Crime investigation, forensics, learning and development and procurement.

The five regional Police and Crime Commissioners have also been working to build capability, capacity and resilience across a number of these areas, including the expansion of an existing Special Branch collaboration, scoping opportunities with in relation to Major Crime and launching Tri-Force Specialist Operations between Avon and Somerset, Gloucestershire and Wiltshire for firearms, dogs and roads policing.

Areas for improvement in 2014/15:

- Support new local and regional collaboration projects and the national capabilities programme
- Support developments in capacity and capability to tackle the threat of cyber crime
- Develop and implement a new Serious and Organised Crime Partnership Board

---

<sup>16</sup> The SPR requires forces to demonstrate that they have the capability and capacity to respond to significant threats to public safety such as terrorism, civil emergencies, organised crime, threats to public order and large scale cyber incidents

<sup>17</sup> The Strategic Policing Requirement, HMIC, April 2014 (<http://www.hmic.gov.uk/publication/an-inspection-of-the-arrangements-that-police-forces-have-in-place-to-meet-the-strategic-policing-requirement/>)

<sup>18</sup> Response to new responsibilities under the Home Office’s new Serious and Organised Crime Strategy

## 10. PERFORMANCE INDICATORS 2013/14

- 10.1 The Commissioner set the aspiration of becoming a top performing force nationally across each of her priority areas by 2017 and agreed nine high level indicators to help monitor progress in achieving this ambition. 2013/14 saw a promising start, with seven out of the nine ambition areas showing marked improvement.

Police and Crime Plan Performance Indicators 2013/14: Position Nationally and Outturn

	2012/13 Baseline		2013/14		2016/17 Ambition	On track?
	Position	(Outturn)	Position	(Outturn)		
1. % feeling confident in the police (CSEW)	35/43	71%	21/43	76%	Top 10 performer	✓
2a. Service satisfaction - victims of ASB (Victim Survey)	-	81%	-	82%	In line with crime	✗
2b. ASB cases fully resolved (Victim Survey)	-	38%	-	43%	Improve	✓
3a. Reported domestic & sexual violence (Recorded crime)	-	20,336	-	21,583	Increase	✓
3b. Serious sexual offence detection rate (Recorded crime)	11/43	34%	13/43	28%	Top 10 performer	✗ *
4a. Burglary rate (Police recorded crime)	24/43	12,174	16/43	10,408	Top 10 performer	✓
4b. Burglary detection rates (Police recorded crime)	28/43	12%	11/43	14%	Top 10 performer	✓
5a. Service satisfaction - victims of crime (Victim Survey)	12/43	87%	13/43	89%	Top 10 performer	✓
5b. Successful Criminal Justice Outcomes (CPS)	33/43	85%	17/43	86%	Top 10 performer	✓

\* While the detection rate for serious sexual offences reduced, it should be noted that the absolute number of detections for serious sexual offences actually increased by 5% - reflecting the notable increase in confidence to report these incidents

- 10.2 Most notably, levels of public confidence in Avon and Somerset police increased consistently throughout the year, with the national position shifting from 35<sup>th</sup> out of 43 forces to 21<sup>st</sup>. This is measured via the Crime Survey for England and Wales, which is an independent survey managed by the Office for National Statistics.
- 10.3 Levels of burglary fell to their lowest rate on record in Avon and Somerset, with the area having the 16<sup>th</sup> lowest burglary rate nationally. Similarly, detection rates for burglary rose steadily to 14% - the 13<sup>th</sup> highest level nationally.
- 10.4 Satisfaction amongst victims of crime increased to 89% - the 13<sup>th</sup> highest level nationally, while successful criminal justice outcomes saw similar improvements during the year.
- 10.5 The proportion of ASB cases successfully resolved increased to around 43%. While service satisfaction amongst victims of ASB improved slightly, the gap between ASB and crime victim satisfaction is yet to close.
- 10.6 The Commissioner will continue to monitor progress against these ambitions in 2014/15, alongside additional sources of assurance from inspection findings, audits, evaluation and qualitative information to ensure that our organisations are delivering high quality victim-focused services to local people.

## ANNEX 1. COMMUNITY SAFETY GRANT 2013/14: SUMMARY OF COMMUNITY SAFETY PROJECTS

PROJECT	DETAILS
<b>BATH AND NORTH EAST SOMERSET</b>	
Independent Domestic Violence Advisor Service: £30,000	Providing immediate crisis support to anyone experiencing domestic abuse or sexual violence.
Young People's substance misuse service: £15,000	Outreach advice and support service for young people using, recreational drugs in rural areas of BaNES (Midsomer Norton and Keynsham)
Integrated service supporting vulnerable Victims: £15,000	Supporting a single integrated service for victims of crime.
<b>BRISTOL</b>	
Female Genital Mutilation Prevalence Report: £35,000	Research on prevalence of Female Genital Mutilation in Bristol and activity to raise awareness of the issue.
Domestic & Sexual Violence and Abuse Campaign: £20,000	A year-long campaign to prevent and raise public awareness of domestic and sexual violence
Hate Crime – Victim / Service User Support: £35,000	To develop and victim / service user base that would lead to the creation of a service user forum for victims of hate crime.
Neighbourhood Delivery Team (NDT) Burglary Fund: £25,000	Support for work of multi-agency Neighbourhood Delivery tasking teams for burglary work
Young Person's Substance Misuse Service: £65,000	Work with young people who are misusing drugs and alcohol or whose parents are doing so and provide specialist support
Targeted technical solutions to reduce Burglary/ASB: £15,000	Purchase of CCTV cameras & equipment for covert deployment in locations identified as potential for repeat victimisation for burglary & ASB
Neighbourhood Justice Project: £10,000	To support Restorative Justice Conferences which deal with low level criminal matters and ASB
Alleygating: £10,000	Match funding to encourage community led alley gating schemes in hotspot areas for burglary and ASB
Reducing Racially Motivated Perpetrating: £20,000	Working with young people who are expressing racist or prejudicial views, behaviour or offending (RJ, mediation and awareness raising programmes)
<b>NORTH SOMERSET</b>	
Integrated Community Safety Services: £75,000	Supporting the integration and co-location of services to provide a more effective, streamlined and cost effective victim and offender services.
<b>SOMERSET</b>	
Street Pastors: £10,000	Supporting the development of street pastor schemes through additional training and resources
CCTV enhancement: £98,000	Supporting the installation and redeployment of CCTV in various locations in Somerset
Tackling Child Sexual Exploitation: £35,000	Improving intelligence in relation to the prevalence and patterns of child sexual exploitation in Somerset and specialist support to child victims
Make the Change programme: £30,000	Supporting delivery of a voluntary perpetrator programme for perpetrators of domestic abuse
Dreamscheme: £9,886	Increasing awareness of the current 'Dreamschemes' in Somerset and increasing the number in operation
Community Justice Panel: £10,114	Co-ordinating a Restorative Justice Panel for the Community, Police and Housing Associations. Cases referred are facilitated by a network of trained local volunteers
<b>SOUTH GLOUCESTERSHIRE</b>	
Domestic Violence Empowerment Group: £6,075	Supporting delivery of an empowerment group for women who have been victims of domestic violence
Hate Incidents Response Service: £20,513	Extending the service for victims of race hate incidents to include support for disablist and homophobic hate crime and signposting for age and gender hate crime
Youth Outreach: £16,767	Supporting outreach youth work with young people on the streets of South Yate
£38,645	<i>Drug and alcohol project</i>

## ANNEX 2. ENGAGEMENT ACTIVITY – 2013/14

DATE	EVENT / PROJECT	LOCATION
04/04/2013	Bristol City Community Trust	Ashton Gate
04/04/2013	Chandos House	Redland
04/04/2013	BCfm	Redfield
04/04/2013	One25	St Pauls
04/04/2013	Young Bristol	Avon Club for Young People
05/04/2013	Street Pastors	Weston-super-Mare
09/04/2013	Safe Links	Queen Square
09/04/2013	Bristol Women's Voice AGM	Bristol
10/04/2013	Bristol Drugs Project	Bristol
11/04/2013	Opening Ceremony Town Hall	Weston-super-Mare
11/04/2013	Addaction Arrest Referral Centre	Weston-super-Mare
11/04/2013	Bristol Restore Trust Birthday	Horfield
16/04/2013	PCC Forum / Public Engagement Event	Frome
24/04/2013	Radstock Parish Forum	Radstock
25/04/2013	Public Engagement	Yate Library
25/04/2013	1625 Independent People	Patchway
25/04/2013	St Mary Magdalene Church Luncheon Club	Stoke Bishop
25/04/2013	'Be Safe' Children's Programme	Kingswood
25/04/2013	Brent Knoll House Making the Changes	Cribbs Causeway
29/04/2013	Chapel Allerton parish Council	Stone Allerton
30/04/2013	Federation of Small Businesses (FSB)	Frome
01/05/2013	Commissioner's Community Action Fund	Colston Hall
02/05/2013	Public Services Students	Somerset College
02/05/2013	RSPCA	West Hatch, Taunton
02/05/2013	YMCA	Bridgwater
02/05/2013	Somerset Rural Youth Project	Bridgwater
29/05/2013	Family Day	Kingswood
30/05/2013	Bath and West Show	Shepton Mallet
30/05/2013	Raven	Taunton
01/06/2013	Bath and West Show	Shepton Mallet
15/06/2013	Chipping Sodbury Festival	Chipping Sodbury
20/06/2013	NSPCC Centre, Old Market	
20/06/2013	Prince's Trust	
20/06/2013	Empire Amateur Boxing Club	
20/06/2013	Youth Moves	Bristol
22/06/2013	Weston Air Show	Weston
25/06/2013	PCC Public Forum / Engagement Event	Bristol
25/06/2013	PCC Public Forum / Engagement Event	South Gloucestershire
06/07/2013	St Paul's Carnival	Bristol
13/07/2013	Keynsham Summer Fun Day	Keynsham
13/07/2014	Bristol Pride	Castle Park, Bristol
27/07/2013	Bristol Harbour Festival	Bristol
03/08/2013	Taunton Flower Show	Taunton
10/08/2013	Balloon Fiesta	Bristol
14/08/2013	Minehead Festival	Minehead
25/08/2013	Islamic Cultural Fayre	Bristol
13/09/2013	Crewkerne Community Safety Event	Crewkerne
14/09/2013	Frome Cheese Show	Frome
25/09/2013	Bridgwater Fair	Bridgwater
03/10/2013	North Somerset Magistrates	North Somerset
03/10/2013	The Women's Project	Weston-Super-Mare

DATE	EVENT / PROJECT	LOCATION
08/10/2013	SARI meeting with victims	Charlotte Street, Bath
08/10/2013	Meeting with university students	Bath
08/10/2013	Drop in Session - Rose Cottage Café	Twerton
08/10/2013	BANES IAG	
16/10/2013	Operation Torque Launch	Brislington
16/10/2013	Chinese Women's Association,	St Paul's
16/10/2013	City of Bristol College meeting	College Green, Bristol
16/10/2013	CAADA	Bristol City Centre
16/10/2013	Walkabout the BRI (IDVA)	Park Row, Bristol
16/10/2013	Avon Club for Young People	Lawrence Weston
16/10/2013	Community Forum	Clifton
22/10/2013	Hanham Surgery	Hanham
22/10/2013	Coniston toddler group	Patchway
22/10/2013	Drop in session - Coniston community Centre	Coniston
22/10/2013	Community Juice Project	Cadbury Heath
29/10/2013	Chard Town Hall	Chard
29/10/2013	Chard Youth Centre	Chard
29/10/2013	10 Communities Youth Project	Wiveliscombe
26/11/2013	Bridge Learning Campus	Hartcliffe
26/11/2013	ABLAZE, BCL	Hartcliffe
26/11/2013	Bristol Base Project, Banardo's	Old Market, Bristol
27/11/2013	PCC Public Forum / Engagement Event	B&NES
11/12/2014	Road Safety Summit	College Green, Bristol
19/12/2013	Drop in Session - Yate Library	Yate
19/12/2013	Disability Equality Network	Yate
19/12/2013	The Southmead Project	Southmead
09/01/2014	Chaplaincy about town	Weston-super-Mare
09/01/2014	Drop in session- Healthy Living Centre	Weston-Super-Mare
09/01/2014	Lighthouse Project	Weston-super-Mare
09/01/2014	Youth Offending Services	Filton
16/01/2014	Safer Somerset	Wells
16/01/2014	Community Trigger Launch	Wells
16/01/2014	Aster Communities walkabout	Hillmead
16/01/2014	Visit to victim of distraction burglary	Shepton Mallet
28/01/2013	PCC Public Forum / Engagement Event	North Somerset
03/02/2014	Easton and Lawrence Hill Forum	Easton
04/02/2014	Cadet meeting	Henbury
15/02/2014	Orchard Shopping Centre	Taunton
19/02/2014	Bath & Bristol Science Park	Emerson's Green
19/02/2014	Compass Project	Staple Hill
19/02/2014	St Mungos Project	St Jude's
06/03/2014	Parish Council	Puxton
11/03/2014	Drop in session- Café Grounded	Brislington
11/03/2014	South Gloucestershire Youth Board	Kingswood
12/03/2014	Canalside Meeting	Moorlands
13/03/2014	FLAG Somerset	Burrowbridge
19/03/2014	Somerset Badger Patrol	Williton
19/03/2014	Drop in session - Priorswood Resource Centre	Taunton
19/03/2014	BCHA	Taunton
19/03/2014	Parish Council	Street
25/03/2014	Exmoor National Park Authority	Wheddon Cross
25/03/2014	Exmoor Search and Rescue Team	Williton
25/03/2014	PCC Public Forum / Engagement Event	Minehead

## **STAY INFORMED**

To sign up for a monthly newsletter and local news bulletins for your area register via our website:

[www.avonandsomerset-pcc.gov.uk](http://www.avonandsomerset-pcc.gov.uk)

Follow us on Twitter **@AandSPCC**

**@ASPolice @SuMountstevens**

## **OFFICE OF THE POLICE AND CRIME COMMISSIONER**

**Telephone:** 01275 816377

**Facsimile:** 01275 816388

**Email:** [pcc@avonandsomerset.pnn.police.uk](mailto:pcc@avonandsomerset.pnn.police.uk)

**Address:** Valley Road, Portishead, Bristol BS20 8JJ