

REPORT OF THE POLICE AND CRIME COMMISSISONER

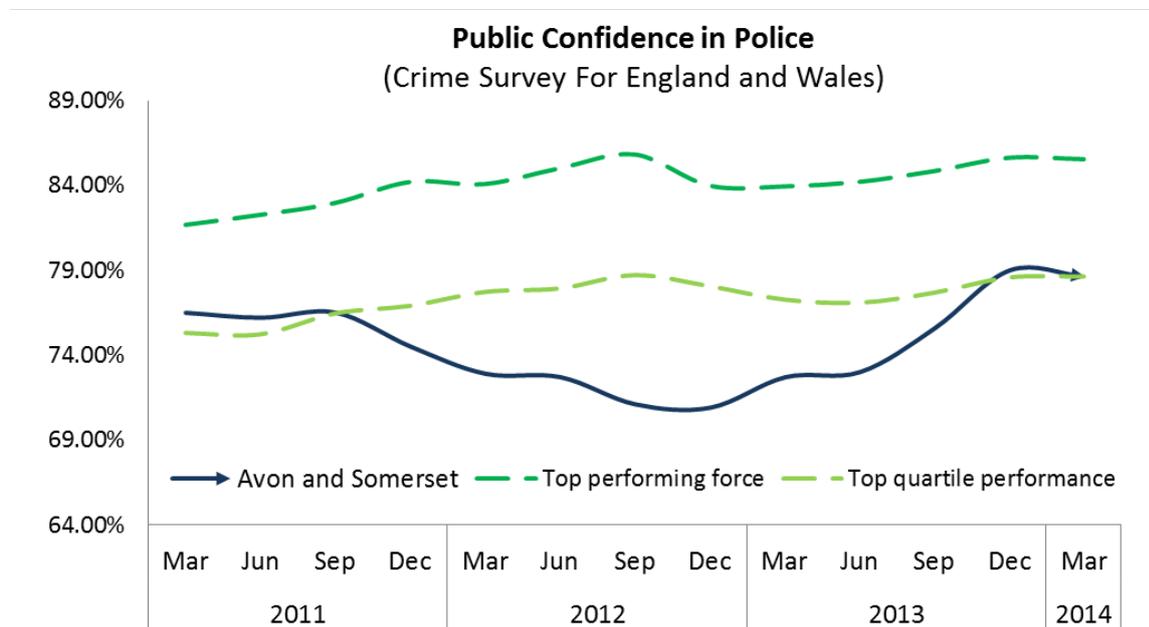
AVON AND SOMERSET POLICE AND CRIME PLAN: HALF YEARLY PERFORMANCE UPDATE

30 OCTOBER 2014

The Avon and Somerset Police and Crime Plan was launched in March 2013 setting out the Police and Crime Commissioner’s aspirations for 2013-17. This included a range of police and crime objectives and nine numerical performance aspirations. This paper provides an update on the progress made towards delivering the aspirations of the Police and Crime Plan, with a particular focus on the period April to September 2014.

Public Confidence

Public confidence in policing locally, as measured by the Crime Survey for England and Wales, increased from 71% to 78.6% between December 2012 and March 2014 and is maintaining a top quartile national position when compared to the 42 other police forces nationally. Data up to the end of June 2014 is due for release in mid-October.

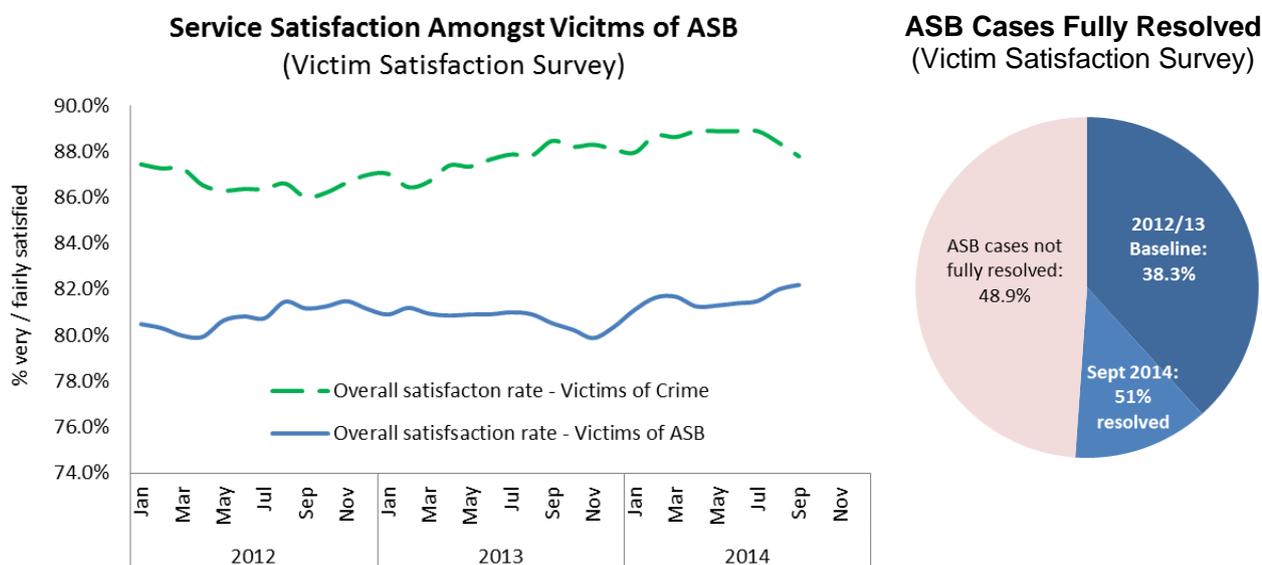


While it is not possible to identify the individual factors that have supported these improvements, the last year has seen a sustained focus on openness, transparency and improving local accountability. Work continues to improve levels of engagement with local communities, particularly in promoting and supporting the Partners and Communities Together (PACT) process.

At a national level, public confidence in policing has seen a gradual upward trend, despite issues relating to professional standards, data integrity, and the management of vulnerable people which have received widespread media attention.

Anti-social Behaviour

Anti-social behaviour victim satisfaction¹ has increased by a marginal 1% point during 2014, while the gap between ASB and crime victim satisfaction has narrowed from 8.4% to 5.6% since November 2013 – this is largely on account of a recent deterioration in overall satisfaction amongst victims of crime over recent months.



The Constabulary is working to improve victim satisfaction in cases of ASB, with a focus on providing feedback and taking appropriate action. This has resulted in improvements in the proportion of ASB cases fully resolved – which have increased from 38% to 51% since the Police and Crime Plan was launched in March 2013.

The Community Trigger was launched in October 2014, enabling victims of ASB to require action, starting with a review of their case. The Trigger aims to ensure agencies are working in a joined up way to solve local issues and has been supported by learning from a Community Trigger pilot in Mendip District Council and Somerset County Council.

¹ The Constabulary’s victim satisfaction survey does not include vulnerable victims of ASB as the telephone-based methodology is considered inappropriate for this group. It is therefore unlikely that the provision of enhanced support for the most vulnerable victims of ASB will be reflected in the survey findings. Alternative methods are being explored for assessing satisfaction amongst vulnerable victims as part of the reconfiguration of local services.

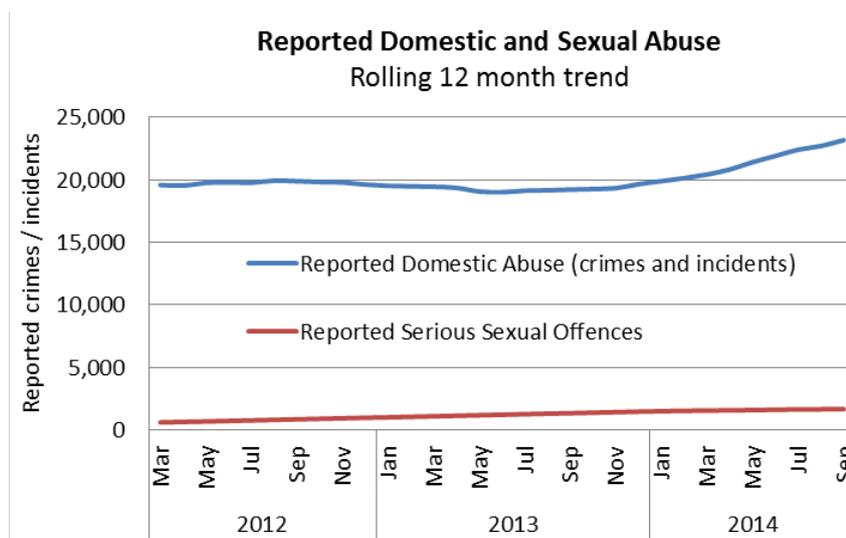
The Police and Crime Plan set objectives to improve awareness and access to the services available for victims of ASB. The Commissioner's Police and Crime Survey indicates that:-

- 39% of residents are aware of opportunities to have their say about policing, having seen no significant change over the last 15 months
- 50% of residents feel well informed about what is being done to tackle crime and ASB in their area, which has fallen marginally from 53% over the last 15 months

The Commissioner continues to support a range of initiatives via the Community Safety Grant and Community Action Fund that aim to tackle and reduce ASB across Avon and Somerset. These include youth diversion schemes, ASB Multi-agency Risk Assessment Conferences (MARAC) processes and targeted initiatives in the night time economy.

Domestic and Sexual Abuse

The Commissioner has set an aspiration to increase confidence amongst victims to report incidents of domestic and sexual abuse, recognising that a substantial proportion of cases go unreported to the police and other agencies.



Although levels of recorded sexual offences and domestic incidents have seen marked increases since April 2013, it is not clear to what extent that this has been affected by local activity to increase confidence to report victimisation.

Reported sexual offences have increased by 20% during the first six months of 2014/15, continuing a sustained upward trend. Equivalent increases have been seen at a national level and are thought to have been heavily affected by the Operation Yewtree investigations – which have resulted in more victims coming forward to report historic and current abuse.

The increase in reporting has placed greater pressure on the Constabulary's Public Protection Teams and investigation capacity, with detection rates for serious sexual offences having fallen from 33.3% in 2012/13 to 26.1%. Most police forces have experienced similar reductions in SSO detection rates, with Avon and Somerset maintaining the 11th highest detection rate for these offences nationally.

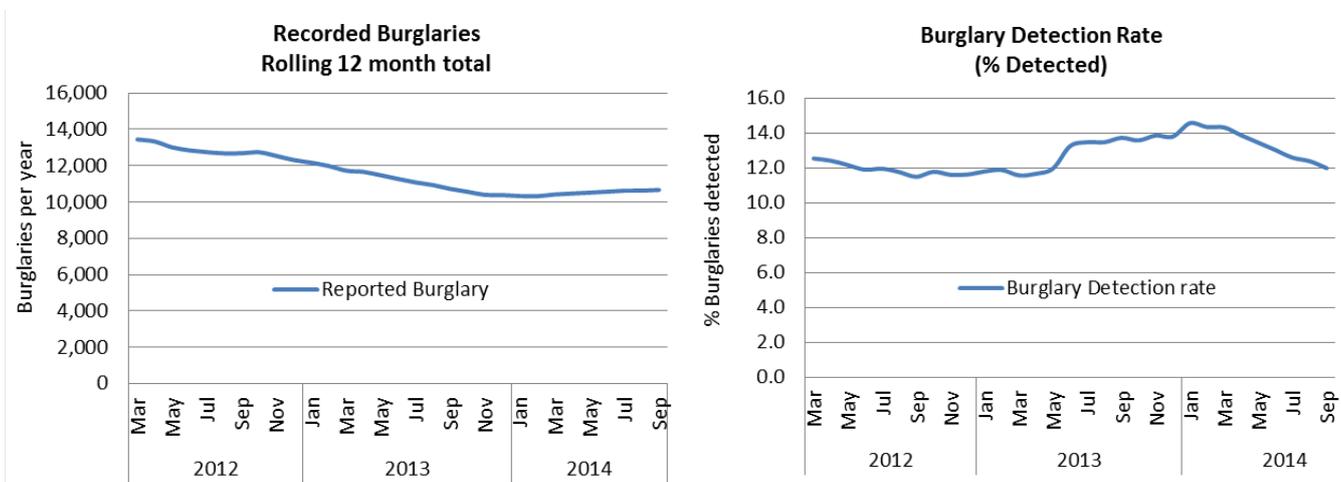
Recorded domestic abuse (crimes and incidents) have increased sharply (+20%) since October 2013, coinciding with improvements in crime and incident recording standards. Improvements in the identification of domestic abuse in cases of 'malicious communications' in particular has been a significant driver in increasing the number of victims identified and supported. It is not known to what extent confidence amongst victims to report abuse has increased over this period.

The Commissioner will continue to work with partners and communities to increase confidence to report domestic and sexual abuse amongst victims and third parties. The Commissioner has also set out a commitment to improving understanding and awareness of domestic and sexual violence, improving the effectiveness of Public Protection Teams and local domestic violence services, and strengthening the focus on perpetrators of violence.

The Commissioner centrally commissioned the Independent Sexual Violence Advisor (ISVA) services in April 2013 in order to provide continuity and stability to this important service. Of those accessing ISVA services, 100% felt supported in improving their wellbeing and in progressing their case through the criminal justice system.

Burglary

The number of recorded burglary offences across Avon and Somerset has been slowly rising since February 2014, largely due to increases in non-domestic burglary, such as sheds, garages and commercial properties. This follows a period of long term



reduction over the previous twelve

years.

Detection rates for burglary increased to 14.6% in January 2014 following improvements in processes, attendance (officer and CSI) and follow up. This resulted in a shift in the Constabulary's performance position for burglary detections – rising from 29th highest detection rate to 11th highest nationally.

Detection rates have, however, fallen to 12% during 2014 resulting in a slip in the relative national position to 16th highest. Performance has in part been affected by interim reductions in attendance times, intelligence and follow-up as the Constabulary re-configures its service through the new Operating Model. Trends will be monitored closely throughout October as Phase One of the Operating Model goes live.

The Commissioner has also set Police and Crime objectives to tackle burglary hotspot locations, improve integrated offender management and criminal justice outcomes and improve the access to information available to the public. The Commissioner continues to engage extensively with local communities to understand their concerns, including attendance and engagement at a number of Neighbourhood Watch and PACT meetings. Results from the Commissioner's 'active citizens' survey are currently being analysed and are expected to provide new insight on perceptions and satisfaction amongst 'Watch' schemes, such as Neighbourhood Watch and Community Speedwatch.

The PCC commissioned a new Arrest Intervention and Referral Service (AIRS) in April 2014 which, through a single provider, is identifying problematic drug using offenders and referring them on the treatment providers in a more consistent way. The Commissioner has also issued Community Safety Grants to support an alley gating initiative in Bristol and a range of crime prevention initiatives across Avon and Somerset.

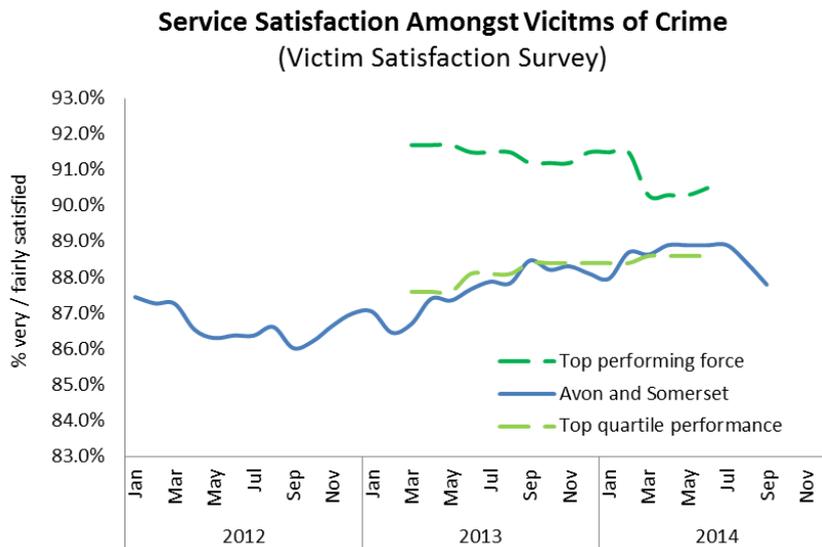
Victim Services

Overall victim satisfaction² increased steadily throughout 2013, bringing satisfaction rates within the top quartile of police forces nationally at around 89% satisfied. Improvements were supported by a focus on service follow up and providing appropriate and timely feedback to victims on the progress of their case.

September and October 2014, however, have seen a marginal reduction in the proportion feeling very or fairly satisfied with the service they received – having

² Home Office Mandated Victimisation Survey based on victims of burglary, vehicle crime, violent crime and racist/religiously aggravated incidents

fallen to 87.8%. This reduction coincides with changes in the configuration of victim focused roles within the Constabulary, including Victim Advocacy roles, as the organisation implements the new Operating Model and the Lighthouse Integrated Victim Care Approach. Trends will be monitored closely throughout October as Lighthouse and Phase One of the Operating Model go live.



The PCC is in the process of commissioning and re-commissioning a range of victim advocacy and support services, including an emotional support service for victims of crime and ASB, the Independent Sexual Violence Advisor service and advocacy for young people, people with cultural or identity related needs relating to their victimisation and vulnerable adults.

The Commissioner has also issued community safety grants that will contribute towards improving victim care across Avon and Somerset, which include Neighbourhood Justice Panels and a range of hate crime services. Details of progress made in these areas are reported quarterly and are available on the Commissioner's website.

Successful criminal justice outcomes amongst those that reach the magistrates and crown courts have increased from 80% to 87% during the first six months of the year, but remain below average when compared to other police force areas nationally (Magistrates 30/43, Crown 33/43). Dedicated training in response to the national HMIC/HMCPS inspection 'Stop the Drift 2' has also resulted in a sharp increase in the proportion of police case files meeting all 43 quality standards – this rose from 25% to 73% during the first six months of 2014.

Police and Crime Plan Scorecard 2014/15 – Quarter 2

		2012/13 Baseline	12 Month Rolling Position			Ambition	
			Current	Change on baseline	National Position	2016/17 Ambition	On track to meet ambition?
Public Confidence	% that have confidence in their local police	70.9%	78.6%	+7.7%	10/43	National top 10	YES
Anti-social Behaviour	Overall satisfaction amongst victims of ASB	80.9%	82.2%	+1.3%	n/a	In line with crime	NO
	Percentage of ASB cases fully resolved	38.3%	51.1%	+12.8%	n/a	Increase	YES
Domestic and sexual violence	Reported domestic and serious sexual offences	20,336	24,462	+20.3%	n/a	Increase	YES
	- Reported Domestic Violence	19,366	23,164	+19.6%	n/a		YES
	- Reported Serious Sexual Violence	1,128	1,667	+47.8%	n/a		YES
	Detection rate for serious sexual violence	33.7%	26.1%	-7.6%	11/43	National top 10	NO
Burglary	Police recorded burglary	11,729	10,670	-9.0%	17/43	National top 10	NO
	- Recorded domestic burglary	5,056	4,240	-16.1%	18/43		NO
	- Recorded non-domestic burglary	6,673	6,430	-3.6%	20/43		NO
	Police detected burglary	11.6%	12.0%	+0.4%	16/43		NO
	- Detected domestic burglary	14.1%	14.2%	+0.1%	28/43		NO
	- Detected non-domestic burglary	9.7%	10.6%	+0.9%	10/43		YES
Victim services	Overall satisfaction amongst victims of crime	86.7%	87.8%	+1.1%	7/43	National top 10	YES
	Successful criminal justice outcomes	80.3%	86.7%	-6.4%	30/43		NO