

2024–2029

**AVON &
SOMERSET
POLICE &
CRIME
PLAN**

SAFE AND SECURE COMMUNITIES



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Priority 1 – Strengthen neighbourhood policing to provide a visible police presence, engage with communities, and tackle ASB

Neighbourhood policing is essential to provide a visible police presence, to engage with communities and to work with individuals and organisations to help prevent crime and anti-social behaviour (ASB). The importance of neighbourhood policing is recognised nationally and it is why the government has a policy to recruit 13,000 more neighbourhood police officers, police community support officers (PCSO's) and special constables across the country.

The public regularly tell me how important visible policing is to them. My Police and Crime Survey of local residents and academic research shows that people have greater confidence in the police when they have seen them more recently. Visible policing also plays an important part in making people feel safe.

Being visible is not enough though. It is important that Neighbourhood Police Teams get to know the communities in which they police. They need to talk to and listen to the people they serve. These interactions need to happen on an ongoing basis and not just at times of crisis, when the police are responding to crimes. This proactive engagement builds trust in the police and allows neighbourhood policing to identify problems earlier and find solutions that work. The community engagement that Neighbourhood Police Teams do should be supported by other parts of Avon and Somerset Police to engage through traditional media, social media and events. When Neighbourhood Police Teams do this well they help bring different people together, tackling hate crime and helping to support community cohesion.

Anti-social behaviour (ASB)

Anti-social behaviour causes distress to too many residents across our area. ASB is defined as behaviour that causes, or is likely to cause, harassment, alarm or distress to any person; or behaviour capable of causing nuisance or annoyance. ASB may also include criminal offences such as criminal damage and fly-tipping. There are many incidents where a crime has been committed in the context of wider ASB.

There are almost 72,000 ASB incidents recorded each year by Avon and Somerset Police. ASB can have a devastating impact on the lives of individuals and whole communities. It can make life difficult or scary on a daily basis.

By being visible, engaging with people and adopting a problem-solving approach Neighbourhood Police Teams are ideally positioned to be able to respond to and prevent ASB.

Priority 1 – Strengthen neighbourhood policing to provide a visible police presence, engage with communities, and tackle ASB

Our draft objectives include:

- Fewer crimes.
- Fewer incidents of ASB.
- Increased feelings of safety.
- More confidence in the police.
- Greater satisfaction with the service provided by the police.
- Victims of ASB receiving a better service from the police and partners.

Here are some of the ways in which we could achieve these objectives:

- More visible policing patrols.
- More time for proactive policing.
- Increased engagement with and from communities.
- Increased reporting of crimes to the police and increased ‘intelligence’ received from communities.
- Better understanding and identification of ASB.
- A response to retail crime that meets the standards set out in the national action plan[1].

Here are examples of the actions we can take:

- Specialist training for neighbourhood policing in community engagement, problem-solving and partnership working.
- Reducing the time neighbourhood police officers spend on reactive policing.

Priority 2 – Reduce violent crime, with a specific focus on male violence against women and girls and serious youth violence

There are nearly 40,000 violence offences each year in Avon and Somerset, over a quarter of all recorded crime. In the year to May 2024 this included 22 homicides. Violent crime can have a profound, long lasting and devastating impact on the victims, their families and local communities. These offences need to be addressed in general but I am focusing on two areas here which, while they overlap, can be quite different in the context in which they happen.

Male violence against women and girls refers to acts of violence or abuse that disproportionately affect women and girls. This includes rape and other sexual offences, domestic abuse, stalking, 'honour'-based abuse (including female genital mutilation, forced marriage, and 'honour' killings), as well as many others, including offences committed online. This type of violence can often be hidden and happen in private spaces.

While the term 'male violence against women and girls' is used this does not mean male victims should receive a lesser service. However, these crimes do not happen in isolation and are part of the gender inequality and misogyny that still exists in our society. Given that the police are the public and the public are the police, this misogyny also exists within policing. Offences are perpetrated by and against people who work in policing. But more broadly the less overt misogyny that exists within the police culture can undermine the service provided.

Domestic abuse makes up a significant proportion of male violence against women and girls. This is where a person is abusive to somebody they are in an intimate personal relationship with or their relatives. The abuse includes physical or sexual violence; threatening, controlling or coercive behaviour; economic abuse; psychological and emotional abuse.

In Avon and Somerset each year there are about 23,000 domestic abuse crimes recorded: about 15% of all recorded crime. There are also 6,000 recorded sexual offences each year of which nearly 2,500 are rapes. This only shows a small part of the problem. It is estimated that only about one in five victims of domestic abuse report it to the police, and that one in five women are victims of sexual assault (or attempted assault) in their lifetime.

Priority 2 – Reduce violent crime, with a specific focus on male violence against women and girls and serious youth violence

Serious youth violence, particularly involving knife crime, has become an increasingly concerning issue in Avon and Somerset. The rise in incidents where young people are either victims or perpetrators of knife-related offences highlights a troubling trend that demands urgent attention. Knife crime not only endangers lives but also sows fear and insecurity within our communities. Victims are more often male and the crimes can be more visible, happening in public spaces. Addressing this complex issue requires a coordinated effort to prevent further violence, support those affected, and ensure that our young people have safe and positive pathways for their future.

Serious youth violence, in particular knife crime, is often, but not always, connected to the criminal exploitation of our young people, who have been drawn into wider criminality such as drug supply. Knife crime is often a symptom of other problems in that person's life. They may have been or continue to be a victim themselves, being a victim or being an offender are not mutually exclusive. These crimes often involve young people at a critical stage of their development and at cross-roads in their life, which means the impact can ruin the life chances of all the people involved.

There were nearly 1,600 violent offences involving a knife in Avon and Somerset for the year ending May 2024. This has gone up by a third since the previous year. There were also over 600 offences of knife possession.

Something that these crimes have in common is that the perpetrators of this violence are predominantly male. Males were responsible for almost three quarters of recorded domestic abuse and sexual offences and four in every five knife violence offences in Avon and Somerset.

As well as the types of violent crime focussed on here there are other areas of violence which should be tackled such as those related to serious and organised crime, violence in the night-time economy, violence against emergency workers, and violence against retail workers.

Priority 2 – Reduce violent crime, with a specific focus on male violence against women and girls and serious youth violence

Our draft objectives include:

- Fewer violent crimes.
- Fewer crimes of male violence against women and girls.
- Reduction in the carrying and use of knives to commit crime.
- Children and vulnerable adults are protected from criminal exploitation.
- More confidence in the police, especially among women and girls.
- Increased feelings of safety, especially among women and girls.
- A night-time economy which is safer for people to enjoy.
- A reduction in misogyny within the policing culture.

Here are some of the ways in which we could achieve these objectives:

- Quicker investigations and more positive outcomes for violent crime.
- Increased reporting of crimes to the police, especially hidden crimes such as male violence against women and girls and violence against young people.
- Tackle and divert the most harmful and prolific male offenders of violence against women and girls.
- Improve the response to children living with domestic abuse at home.
- Better identification of those at risk of being harmed or causing harm – recognising that people can be both at risk of being a victim and a perpetrator.
- Diversion of young people away from harm including through the Violence Reduction Partnerships.
- Agencies working together and with communities and young people to understand the causes of knife crime and to implement solutions that reduce the risk of young people becoming involved in these crimes.
- Putting a spotlight on the link between school exclusions and child exploitation.
- Close working with Local Authorities, Education, other agencies and the voluntary and charitable sector.

Priority 2 – Reduce violent crime, with a specific focus on male violence against women and girls and serious youth violence

Here are examples of the actions we can take:

- Perpetrator-focused investigations in line with the proven approach taken to rape and serious sexual violence through Operation Soteria Bluestone[2].
- Better use and enforcement of prevention orders.
- Educate children and young people about healthy relationships.
- Closer working between Violence Reduction Partnerships and safeguarding partnerships.
- Educate children and young people about exploitation and knife crime and help them build skills and resilience to keep themselves safe.

Priority 3 – Prevent crime by working together with other organisations and the public to build safer communities

“Prevention is better than cure”, and this is particularly true when it comes to crime. I want Avon and Somerset to be a safe place to live, work and visit. The best way to achieve this is by preventing crime, not just responding to it. There is a strong connection between this priority and the first two priorities of this plan. Neighbourhood policing is essential to be able to prevent crime and many of the ways of working and issues described in this priority will apply equally to Priority 2.

The National Policing Prevention Strategy[3] identifies three levels of prevention:

- Primary – preventing or minimising the risk of harm to individuals through a focus on large populations e.g. a public health approach[4].
- Secondary – targeting those individuals at high risk of offending, to divert them from involvement e.g. an early intervention approach.
- Tertiary – reducing or preventing existing reoccurring problems by tackling the vulnerability of the victim or location, or reducing the motivation of the offender to readdress the situation e.g. problem solving and community engagement.

The police, and broader criminal justice system, primarily operate in the tertiary level of prevention because their powers and duties come into action when a person has, or is suspected to have already committed a crime. Reducing reoffending is about preventing those, who have committed crimes already, from going on to commit further crimes. About 80% of all crime is committed by those reoffending[5], the national cost of this is estimated to be £18.1 billion.

5% of offenders commit about half of all crime, therefore rehabilitating this small cohort would have a significant impact on making communities safer. Integrated Offender Management is important in this respect as this is where the police work with probation and other agencies to manage the most harmful or prolific offenders in order to help stop them reoffending.

Priority 3 – Prevent crime by working together with other organisations and the public to build safer communities

There are seven recognised pathways to reduce reoffending behaviour[6],[7],[8]:

- Accommodation
- Education, skills and employment
- Health
- Drugs and alcohol
- Finance, benefit and debt
- Children and families
- Attitudes, thinking and behaviour

Of these pathways drugs are a particular focus for the police and partners. In addition to the harm caused to the users and those around them, there is a very dangerous drugs market involving serious and organised crime that is violent and exploitative. “Half of all homicides and half of acquisitive crimes are linked to drugs. People with serious drug addiction occupy one in 3 prison places.”[9]

In addition to the tertiary level there has been more focus on the police working with other organisations and people to try and get ahead of the issues and move into the secondary and primary levels and address the root causes.

Addressing these root causes, and improving people’s life chances, requires the services and support of many organisations and people: across the public sector, including education; the voluntary, community and social enterprise sector; and communities themselves.

Road related crimes should not be overlooked when we think of crime prevention. The harm caused on our roads is considerable: in Avon and Somerset one person dies every week as a result of a road traffic collision. The ‘fatal five’ are the five most common factors that contribute to fatal and serious injury collisions in this country:

- Speeding
- Not wearing a seatbelt
- Distractions – using a mobile phone or a hand-held or hands-free device
- Alcohol and drugs
- Careless driving

These factors are criminal offences which we must also try to prevent, which in turn will reduce the lives lost and harmed on our roads.

Priority 3 – Prevent crime by working together with other organisations and the public to build safer communities

Our draft objectives include:

- Fewer crimes.
- Less reoffending.
- Reduction of direct and indirect harm from illegal drugs.
- Improved life chances, especially for young people, that make communities safer.
- Fewer traffic collisions – especially those that result in death and serious injury.

Here are some of the ways in which we could achieve these objectives:

- Strengthened neighbourhood policing.
- Improved local multi-agency response to prevention and community safety, for example via a more central role for Community Safety Partnerships (CSPs) and improved safeguarding partnerships.
- Strengthened Integrated Offender Management.
- Effective and ethical data sharing between agencies to deliver joined up services.
- Better detection of and action against the ‘fatal five’ offences.
- Successful diversion of young people away from court through the Chance to Change programme[10].

Here are examples of the actions we can take:

- Continued and extended use of Clear, Hold, Build[11].
- Police working with other non-policing agencies with enforcement powers in order to tackle and disrupt offending e.g. Trading Standards, Fire & Rescue Services or the RSPCA.
- A Child First[12] approach to policing and criminal justice.
- Funding of crime prevention initiatives and programmes such as The Commissioner’s Crime Prevention Fund[13].

Priority 4 – Support victims to ensure they get the help they need when they need it

There were 92,500 victims of crime recorded by Avon and Somerset Police in 2023/24. In the same year the Crime Survey for England and Wales estimated that 16.1% of people aged 16 and over were victims of crime (including fraud and computer misuse); this would equate to 230,000 victims in Avon and Somerset that year.

It is well documented that the impact of crime on victims can be far reaching, including physical and emotional injury, long-term psychological and mental health effects, the ability to trust, a sense of fear and feelings of being unsafe. All of these can impact on various aspects of a victim's life, such as housing, employment, finance, and relationships.[14]

Research has found that over half of victims report substantial psychological harm, with nearly a quarter describing having to change their daily routine, and 10% indicating negative repercussions on their family. Unsurprisingly, victimisation is more likely to have a detrimental impact for individuals who already experience existing mental or physical health problems.⁹ Following a violent crime, between 21%–33% of victims developed post-traumatic stress symptoms.[15]

The Victims' Code of Practice[16] (VCOP) is a national code that sets out a minimum standard of service that must be provided to victims of crime by the police and the Criminal Justice System. Victims have the following rights:

1. To be able to understand and to be understood.
2. To have the details of the crime recorded without unjustified delay.
3. To be provided with information when reporting the crime.
4. To be referred to services that support victims and have services and support tailored to your needs.
5. To be provided with information about compensation.
6. To be provided with information about the investigation and prosecution.
7. To make a Victim Personal Statement.
8. To be given information about the trial, trial process and your role as a witness.
9. To be given information about the outcome of the case and any appeals.
10. To be paid expenses and have property returned.
11. To be given information about the offender following a conviction.
12. To make a complaint about your Rights not being met.

Priority 4 – Support victims to ensure they get the help they need when they need it

VCOP is the minimum victims should expect. Victims should also have access to expert support from specialist organisations available. I commission a number of victim support services and there are others available across Avon and Somerset.

Police and Crime Commissioners (PCCs), local criminal justice agencies, and local authorities play a crucial role in supporting victims of crime. PCCs are responsible for ensuring that the voices of victims are heard and that their needs are prioritized within policing and criminal justice strategies. PCCs use their role to convene partners locally and nationally to address crime and community safety issues. PCCs are also responsible for allocating funding to victim support services and working to improve the overall response to victims. Local authorities provide community-based support services, including housing, counselling, and advocacy, to help victims recover and rebuild their lives after experiencing crime.

As PCC I chair the Avon and Somerset Criminal Justice Board, which brings together senior leaders from across the system - including the police, courts, youth offending team, prisons and probation services - to improve the experience of victims of crime and prevent reoffending. This Board plays a key role in coordinating and improving the efficiency and effectiveness of the end-to-end criminal justice system within the region.

Together, these bodies work to create a coordinated and victim-centred approach to justice and support. However, changes in crime reporting, needs relating to mental health, post-COVID challenges including the cost of living crisis and delays in the criminal justice system are all impacting services' ability to meet the demand they face.

Priority 4 – Support victims to ensure they get the help they need when they need it

Our draft objectives include:

- Victims understand their rights, including the Victims' Right to Review[17], [18].
- Victims should have their needs considered and met irrespective of their personal characteristics or circumstances.
- Increased victim satisfaction.

Here are some of the ways in which we could achieve these objectives:

- Compliance with the service standards set out in VCOP.
- A police and criminal justice service that puts the needs of the victim at the heart of their response, from the first point of contact throughout the life of the case.
- Adequate provision of specialist and effective support services to meet the practical, emotional and therapeutic needs of victims across Avon and Somerset.
- Efficient and effective services that work collaboratively to identify and meet the needs of victims who report to the police – as well as those who don't – ensuring a coordinated response that keeps the experience of the victim at the heart of any processes or functions.

Here are examples of the actions we can take:

- Consistent identification and recording of victims entitled to “enhanced” rights[19] under VCOP.
- Increased funding for victim services.
- Proactively listening to and learning from the ‘voice of the victim’ to improve the service delivered.

Priority 5 – Improve standards of policing so that people receive a fair and effective service

Providing an effective police service and doing core elements of policing well – such as responding to calls and investigating crime – are essential in maintaining and improving public confidence in the police. The service provided needs to be effective for all the people they serve and it is especially important that the police protect and help people who are vulnerable.

Responding to calls for service

Helping people when they need it and responding to and investigating crime are at the heart of what the police do. To do their job police officers are given specific legal powers that other people and organisations do not have.

Sadly, people generally contact the police because a harmful or dangerous situation is occurring or is about to occur, either to them or to someone else. Calls to the police often come during moments of crisis for individuals and communities.

In 2023/24 Avon and Somerset Police received nearly 1 million calls on 999 and 101. Compared to 2019, 101 calls have reduced 13% but 999 calls have increased 44%. This resulted in 410,000 recorded incidents.

Investigating crime

In 2023/24 Avon and Somerset police recorded 150,000 crimes. Offenders will not be brought to justice unless the police conduct effective investigations that are perpetrator focused. The police are the start of the criminal justice process and their work is essential to secure justice both for victims of crime and for society more broadly.

Priority 5 – Improve standards of policing so that people receive a fair and effective service

Strategic Policing Requirement (SPR)[20]

The SPR defines seven national threats that require a cross-boundary policing response. This is either because the threat itself crosses force boundaries or because the response required to a local incident can exceed the capacity of a local force, and resources from other forces need to be deployed.

- Violence Against Women and Girls
- Terrorism
- Serious and organised crime (SOC)
- National cyber security incident
- Child sexual abuse (CSA)
- Public disorder
- Civil emergencies

The SPR sets out the outcomes, capabilities, capacity, consistency and standards, collaboration and connectivity with partners that are needed to respond to these national threats.

The police workforce

Policing is all about people. This Plan is rightly focussed on the people receiving the service but we must not overlook the people delivering the service. The police are a service that never stops and their work is often incredibly difficult. Police officers suffer a significant amount of trauma throughout their careers; they are the people who run towards danger.

Therefore, we need to ensure that the police workforce are looked after and supported to deliver the best service they can.

Priority 5 – Improve standards of policing so that people receive a fair and effective service

Fair and professional police service

All the people of Avon and Somerset have a right to be treated fairly, regardless of who they are. The police must recognise, understand and respond to disproportionality whenever it occurs. Disproportionality is when a group of people with a shared characteristic are over or underrepresented in a particular set of data or outcomes, when compared to the make-up of the population as a whole.

Equality covers all different people and identities and a common way to define this is by the legally 'protected characteristics'[21]: race including colour, nationality, ethnic or national origin; sex; gender reassignment; disability; sexual orientation; religion or belief; age; being married or in a civil partnership; being pregnant or on maternity leave.

Given that the police are the public and the public are the police, the misogyny that exists in society also exists within policing. Male violence against women and girls is perpetrated by and against people who work in policing. The less overt misogyny that exists in society also exists in the police culture and this impacts the service provided. The inequality faced by women and girls – and how we can help tackle this – is discussed in Priority 2 of this Plan.

In 2023 Chief Constable Sarah Crew publicly acknowledged that Avon and Somerset Police is institutionally racist[22]. The evidence demonstrates that some ethnic minority groups have police powers used against them at a much higher rate than White people. Also, the level of service and protection a person receives can vary based on their ethnicity. Black people, in particular, have been found to be over-policed and under-protected. This results in different ethnic minority groups often having lower levels of confidence in and engagement with the police. It is clear this situation has to be addressed.

An important aspect to help ensure equality of service is to have a workforce that is representative of the communities it serves. Aside from being uniquely important to policing – for the above reasons – there is also evidence that inclusive and diverse teams perform better overall and this is a benefit to policing and society as a whole.

Priority 5 – Improve standards of policing so that people receive a fair and effective service

We need to ensure that the right people join and serve in the police and that there is a positive culture, which has the values of being caring, courageous, learning and inclusive at its heart.

The police must uphold the highest standards, especially as they have the legal power to do things which are intrusive and coercive. Where standards are breached officers and staff should be supported to improve their conduct and improve the service delivered; or where the breach is sufficiently serious the person should be dismissed from the service quickly.

It is only by upholding these high standards that we can maintain and improve trust and confidence in the police and preserve the British model of policing by consent.

Priority 5 – Improve standards of policing so that people receive a fair and effective service

Our draft objectives include:

- More confidence in the police.
- Greater satisfaction with the service provided by the police.
- Improved morale and wellbeing of the police workforce.
- A police service that is equitable for all people.
- An inclusive police workforce that is representative of the communities it serves and where all employees are treated fairly.

Here are some of the ways in which we could achieve these objectives:

- Respond to calls promptly and within the Service Level Agreements.
- Deploy to calls and incidents in line with the defined policies and standards.
- Increase positive outcomes from reported crime.
- The police are able to respond to the national threats identified in the SPR. This requires having the right number of people with the right skills and working with other emergency services and partner organisations. This includes planning and preparing their response and testing and exercising these plans with other organisations.
- A police workforce that is well trained to deliver against local and national priorities.
- A trauma-informed police workforce that delivers a trauma-informed service.
- An ethical police working culture that adheres to the standards of professional behaviour especially when using police powers.
- Strengthen standards of vetting to ensure the right people work in policing.

Priority 5 – Improve standards of policing so that people receive a fair and effective service

Here are examples of the actions we can take:

- Efficient and appropriate use of police officer time to enable officers to focus on tasks that cannot be done by support staff or other agencies.
- Improve investigative standards.
- Address inspectorate recommendations and areas for improvement in a timely and meaningful way.
- Maintain a robust misconduct process to ensure people learn from their mistakes and to remove people from the service where appropriate.
- A Professional Standards Department that proactively identifies risky and harmful behaviour and responds robustly to these threats.
- A police service that listens to and learns from public feedback and independent scrutiny.
- The continued use of Trauma Risk Management (TRiM) to support officers and staff.
- Continue the Race Matters work started by Avon and Somerset Police and the development of the multi-agency response to the Identifying Disproportionality Report[23].

Roles and Responsibilities

The Police and Crime Commissioner

As PCC I am democratically elected to act as the voice of the communities of Avon and Somerset. In addition to this there are a number of legal duties I have which are described below.

- Securing an efficient and effective police service.
- Setting the strategic direction for policing in Avon and Somerset.
- Publishing a Police and Crime Plan, in consultation with the Chief Constable and local people.
- Setting the budget for the police.
- Setting the policing part of the council tax precept.
- Holding the Chief Constable to account for delivering policing.
- Appointing, and if necessary, dismissing the Chief Constable.
- Supporting and challenging police performance.
- Engaging with communities, including with victims.
- Commissioning victim support services and awarding grants for wider work.
- Working with partners in the areas of criminal justice and community safety.

The Chief Constable

The Chief Constable is operationally independent of my role and their key duties are described below:

- Responsible for day-to-day operational policing.
- Directs and controls the officers and staff of Avon and Somerset Police.
- Maintains the King's Peace.
- Keeps the communities of Avon and Somerset safe.
- Delivers the Police and Crime Plan.
- Personally sets and promotes high standards of professional conduct.
- Leads by example to create and uphold a quality service to local people.

Roles and Responsibilities

The Police and Crime Panel

The role of the Panel is to scrutinise, challenge and support the PCC in the effective exercise of my functions. The roles and responsibilities of the Police and Crime Panel are set out in the Police Reform and Social Responsibility Act 2011. The Panel is made up of 14 councillors from the five Local Authorities in the area, plus three independent members. It reflects the political representation in the area and has a geographical balance. The Panel scrutinises the work of the PCC by:

- Reviewing the Police and Crime Plan and Annual Report.
- Scrutinising (and potentially vetoing) the proposed council tax precept for policing.
- Holding confirmation hearings for the PCC's proposed appointments of a Chief Constable, Chief Executive, Chief Finance Officer (and Deputy PCC where applicable). The Panel may also veto the Chief Constable appointment.
- Scrutinising the actions and decisions of the PCC.
- Considering complaints against the PCC that are not criminal in nature.

Further information on the role and work of the Panel can be found at:
<https://www.avonandsomerset-pcc.gov.uk/about/police-and-crime-panel/>

Partners

Police and crime issues frequently require action beyond just the police. Throughout this Plan you will see I am committed to working closely with partners who share statutory responsibilities, including criminal justice, local authorities, health, and education. The voluntary, community and social enterprise sector also provide important services to local people and I will work with these organisations as well. I will actively seek opportunities to align funding and jointly commission services to address local priorities, where it makes sense to do so. Recognising that while some policing issues are applicable in all areas, I will ensure that the needs and challenges of specific communities are met and strategic priorities are aligned with partners.

Additional Information

The Avon and Somerset area

- 4,800 square kilometres
- 1.74 million residents which grew by 9% in 10 years between Censuses
- 734,000 households
- 23% of the population live in rural areas
- 160,000 residents from Asian, Black, Mixed or Other ethnic minority backgrounds (9.2% of the population)
- 5 local authorities
- 5 Magistrates Courts and 2 Crown Courts
- 4 prisons and a Secure Children's Home
- 7 NHS Trusts and 3 Integrated Care Boards
- 2 Fire and Rescue Services

Useful contacts

Avon and Somerset Police	www.avonandsomerset.police.uk 999 in an emergency 101 non-emergency
Make a complaint about the police	www.avonandsomerset.police.uk/updates-and-feedback/complaints/how-to-make-a-complaint
Lighthouse Safeguarding Unit	lighthousevictimcare.org (includes a range of support services for victims of crime and anti-social behaviour)
Support service for victims of crime and ASB (independent of the police)	victimsupport.org.uk 0808 16 89 111 (Supportline)
Crimestoppers	crimestoppers-uk.org 0800 555 111
Avon and Somerset Police and Crime Commissioner	avonandsomerset-pcc.gov.uk 01278 646188

Additional Information

Further information related to the plan

You can visit my website for more information about the following topics:

- [Resources and budget](#)
- [Performance](#)
- [The Office of the Police and Crime Commissioner](#)
- [Grants and Commissioning](#)
- [Volunteering with the Office of the Police and Crime Commissioner](#)
- [Volunteering with Avon and Somerset Police](#)
- [Community Schemes and Watches](#)

Footnotes

- [1] [National Police Chiefs' Council – Retail Crime Action Plan \(2023\)](#)
- [2] [National Police Chiefs' Council – Operation Soteria – Transforming the Investigation of Rape \(2023\)](#)
- [3] [National Police Chiefs' Council – National Policing Prevention Strategy \(2021\)](#)
- [4] [Association of Police and Crime Commissioners – A Guide to Taking a Public Health Approach for Police & Crime Commissioners and their Offices \(2023\)](#)
- [5] [Home Office – Beating crime plan \(2021\)](#)
- [6] [Ministry of Justice – Strategic Plan for Reducing Re-offending 2008-11: Working in partnership to reduce re-offending and make communities safer: A Consultation \(2007\)](#)
- [7] [University of Bristol – Social Exclusion Unit – Reducing re-offending by ex-prisoners \(2002\)](#)
- [8] [Some organisations recognise nine pathways to reduce reoffending for women. The two additional pathways are: support for women who have been abused, raped or who have experienced domestic violence; and support for women who have been involved in prostitution.](#)
- [9] [gov.uk – Review of drugs part two: prevention, treatment, and recovery \(2021\)](#)
- [10] [Avon & Somerset Police – New Chance to Change scheme promises better outcomes for young adults \(2024\)](#)
- [11] [College of Policing – Clear, hold, build \(2023\)](#)
- [12] [gov.uk – Putting Child First into practice \(2022\)](#)
- [13] [Avon and Somerset Police & Crime Commissioner – Prevention Funds](#)
- [14] [TONIC – Avon and Somerset Victims Needs Assessment \(2023\)](#)
- [15] [Victim Support – Understanding victims of crime, The impact of the crime and support needs \(2017\)](#)
- [16] [Ministry of Justice – Code of Practice for Victims of Crime in England and Wales \(2020\)](#)
- [17] [Avon & Somerset Police – Victims' Right to Review](#)
- [18] [Crown Prosecution Service – Victims' Right to Review](#)
- [19] [Victims entitled to enhanced rights are those who are considered vulnerable or intimidated, are a victim of the most serious crime \(including a bereaved close relative\) or have been persistently targeted. For a full definition see the Code of Practice for Victims of Crime \(Endnote 16 above\).](#)
- [20] [Home Office – The Strategic Policing Requirement \(2023\)](#)
- [21] [gov.uk – Discrimination: your rights](#)
- [22] [Avon & Somerset Police – Action after words: One year since Avon and Somerset Police declared institutionally racist \(2024\)](#)
- [23] [Avon and Somerset Police & Crime Commissioner – Identifying Disproportionality in the Avon and Somerset Criminal Justice System \(2022\)](#)