

**Devon and Cornwall Police and  
Crime Panel**

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## **DEVON AND CORNWALL POLICE AND CRIME PANEL**

Friday 8 July 2022

10.30 am

Council Chamber, Council House

**Members:**

Councillors Alvey (Cornwall Council), Atiya-Alla (Torbay Council), Biederman (North Devon Council), Chopak (Cornwall Council), Croad (Devon County Council), Dewhirst (Teignbridge District Council), Fitter (Cornwall Council), Hackett (Torridge Council), Hopwood (South Hams District Council), Knowles (Mid Devon District Council), Loudoun (East Devon Council), Mrs Pengelly (Plymouth City Council), Rodger (Isles of Scilly), Penberthy (Plymouth City Council), Samuel (West Devon Council), Tilbey (Cornwall Council), Towill (Cornwall Council), Wright (Exeter City Council).

Independent Members: Sharon Minty (Cornwall), one vacancy (Devon).

Members are invited to attend the above meeting to consider the items of business overleaf.

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**Tracey Lee**  
Chief Executive

## Devon and Cornwall Police and Crime Panel

**1. Appointment of the Chair for Municipal Year 2022 - 2023:**

**2. Appointment of the Vice-Chair for Municipal Year 2022 - 2023:**

**3. Apologies**

To receive apologies for non-attendance submitted by Members.

**4. Minutes**

To sign and confirm as a correct record the minutes of the meeting held on 28 January 2022.

**5. Declarations of Interest**

Members will be asked to make any declaration of interest in respect of items on this agenda.

**6. Public Questions**

To receive questions from (and provide answers to) members of the public that are relevant to the panel's functions.

Questions should be no longer than 100 words and sent to Democratic Support, Plymouth City Council, Floor 3, Ballard House, West Hoe Road, Plymouth, PL1 3BJ or [democratic.support@plymouth.gov.uk](mailto:democratic.support@plymouth.gov.uk)

Questions must be received at least 5 complete working days before the meeting.

- 7. Commissioners Update Report: (Pages 1 - 18)**
- 8. Police and Crime Plan Scorecard: (Pages 19 - 38)**
- 9. Police and Crime Plan: Road Safety Profile: (Pages 39 - 46)**
- 10. Draft Annual Report 2021 - 2022: (Pages 47 - 74)**
- 11. Complaints against The Police and Crime Commissioner received under The Police Reform and Social Responsibility Act: (Pages 75 - 76)**
- 12. Work Programme: (Pages 77 - 78)**

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## **Devon and Cornwall Police and Crime Panel**

**8<sup>th</sup> July 2022**

### **COMMISSIONER'S UPDATE REPORT Safe, Resilient and Connected Communities**

This is a report of the Police and Crime Commissioner, Alison Hernandez, drawing the Police and Crime Panel's attention to a number of matters that have arisen, or progress that has been made, since the last Panel meeting in January 2022.

#### **Chief Constable's Retirement**

At the end of April 2022 the Chief Constable of Devon and Cornwall Police, Mr Shaun Sawyer QPM formally announced that he would be leaving Devon and Cornwall Police after nine years of service with his last day being in mid-August 2022.

Mr Sawyer has led the force since 2012, and before that served as Deputy Chief Constable. During his tenure the force has been consistently one of the lowest crime areas in the country and is on target to reach record police officer numbers.

I wish to formally record my thanks to the Chief Constable for his years of exceptional service, for his support in delivering the strategic aims of my Police and Crime Plan and for his unrelenting focus on delivering world class policing. Devon and Cornwall is the largest policing area in England; whilst many of our communities benefit from comparatively low crime rates, they also face many unique problems. The Chief Constable has understood those challenges and led a number of changes to create a force that is in good shape to rise to them.

One of my statutory duties is the appointment of a Chief Constable and I have commenced the recruitment process for Mr Sawyer's successor. Mr Sawyer will continue as Chief Constable until mid-August, after which time Deputy Chief Constable James Colwell will be Temporary Chief Constable until a new Chief Constable is appointed.

Note: The recruitment process for a Chief Constable is prescribed by regulations and College of Policing Guidance. This process will run over the summer months and at the point that the Police and Crime Commissioner selects a preferred candidate then this triggers the Police and Crime Panel to hold a confirmation hearing. The confirmation hearing is scheduled to occur on Friday 16<sup>th</sup> September 2022.



## **1. SAFE**

### **1.1 Operation Scorpion**

In March, the other four South West PCCs and I launched one of the biggest and most significant drug operations of my time in office to date.

Op Scorpion is a huge joint project which will see the entire South West of England become a hostile environment for anyone trying to deal drugs.

This ambitious project has come to fruition thanks to close working with my fellow Police and Crime Commissioners and their respective Chief Constables in Devon and Cornwall, Dorset, Avon and Somerset, Wiltshire and Gloucestershire, as well as the British Transport Police, South West Regional Organised Crime Unit and CrimeStoppers.

Op Scorpion is about tackling this issue head on by disrupting drug networks and county lines operations through intelligence, technology, joint innovation and robust policing to hit drug dealers where it hurts. However, it is also about identifying and offering help to the people who get caught up in the poisonous web of exploitation, drugs and addiction.

The police have been building their intelligence picture and identified community hot-spot areas of anti-social, problematic drug using and taking that are causing the most community concern. Op Scorpion coordinates the arrest of local dealers, disrupts anti-social behaviour and provides prevention advice/referral where appropriate. In the first Op Scorpion phase we have had some incredible results in Devon and Cornwall, with officers seizing more than £432,000 worth of drugs and arresting 172 people. They have also seized money, weapons and vehicles belonging to those involved in the supply of drugs and helped to safeguard 297 vulnerable people.

People in Devon, Cornwall and the Isles of Scilly, as well as throughout the entire South West can expect to see more hard-hitting operations like this over the coming months.

### **1.2 Operation Medusa**

As part of its commitment to tackle my Police and Crime Plan priority of 'drugs', Devon and Cornwall Police is working with Merseyside Police's County Lines Task Force to reduce the drugs supply from that force area into ours, disrupt street level dealing and offer treatment solutions and support to drug users. The task force consists of a team of policing officers with additional Home Office funding and additional specialist capabilities. They have a focus on detecting and disrupting activity related to 'county lines' drug dealing activity emanating from the Liverpool area. This is a significant trade, with Devon and Cornwall ranked eighth in terms of force areas importing drugs from Merseyside.

The task force has run two operations in the Devon and Cornwall Police area in recent months supported and planned by Devon and Cornwall Police officers and using both covert and overt tactics. The first, from March 1 to 2, focused on Plymouth and South Devon. A total of 46 arrests were made with significant amounts of suspected class A drugs and weapons including imitation firearms, knives and crossbows seized. The second operation focused on Torquay and Teignbridge and took place on June 14 and 15; 40 people were arrested and items seized included: multiple kilograms of suspected class A and B drugs in a range of forms (heroin, cocaine and amphetamines), electronic scales, multiple bladed weapons, mobile phones, a significant quantity of cash and 12 vehicles. I accompanied officers on operations in Torquay and my office provided communications and engagement support to both operations to reassure the public and explain the high levels of police activity to our communities. This support resulted in widespread media coverage including in the Times newspaper, which in turn led to considerable positive feedback from these communities.

The operations brought to my attention areas of technical capability within the task force that are not currently held by Devon and Cornwall Police. I hope to make available additional Home Office monies so these tools are permanently available to Devon and Cornwall Police officers.

### **1.3 Vision Zero South West**

The Vision Zero South West Road Safety Partnership continues to go from strength to strength with increased enforcement from roads policing officers combined with education from our theme lead partners.

Since our last Panel meeting, I am delighted to report that the core employees of Vision Zero South West have now been appointed.

Natalie Warr, who has been involved in the partnership since its conception as Local Transport & Road Safety Lead for Cornwall Council, has been appointed as project coordinator. Natalie will oversee the work of the other permanent employees – Joel Cooper (Communications and Engagement Coordinator), Candice Gerken (Strategic Analyst) and Helen Galligan (Project Support Officer).

The team have been working with the Cabinet Office's Behavioural Science Team to learn more about Behaviour Change techniques which will guide all of Vision Zero's education and communication work moving forward.

They have also been supporting partners with the launch of Devon and Cornwall Police's Summer Drink Driving campaign, promoting Cornwall Council's advanced training scheme for motorcyclists and assisting with a multi-agency plan to help reduce motorcyclist deaths on our roads following a spate of tragic recent incidents.

Most recently, my team went to Westminster for a Vision Zero South West showcase event which allowed us to demonstrate some of the great work we are doing to reduce road deaths in Devon and Cornwall to MPs, ministers, members of the Transport Select Committee and the Parliamentary Advisory Council for Transport Safety (PACTS).

### **1.4 Community Speedwatch events**

Enhancing Community Speedwatch (CSW) is one of the key commitments in my Police and Crime Plan so I was pleased to meet dozens of our CSW volunteers at recent engagement events. The events were organised by Devon and Cornwall Police and held in Exeter on 14<sup>th</sup> April and Wadebridge on 17<sup>th</sup> May. CSW co-ordinators from across the two counties gathered together to hear of the recent developments to improve support for CSW volunteers and hear about how their volunteering fits in to the wider effort to reduce the harm on our roads.

Talks were given by members of the Op Snap, No Excuse and CSW teams to keep co-ordinators updated on the investments being made by the police to enhance CSW and provide better back-office support. I spoke to the community on the importance of road safety and personally thanked the co-ordinators for their contribution and their hard work particularly during the pandemic which impacted their work significantly. I was also able to present certificates to a number of our co-ordinators in recognition of those schemes that had carried out one hundred or more deployments over the last twelve months.

Devon and Cornwall Police is planning to run similar events for all CSW volunteers later in the year.

### **1.5 Town centre safety, Torquay**

In partnership with Torbay Council and their Community Safety Partnership to support their focus on anti-social behaviour and substance misuse South Devon residents were asked to complete a short survey to help shape future priorities for making Torquay town centre a safer place. My office and Torbay Council teamed up to pose nine questions about whether people feel safe in Torquay and what could be done to make them feel more secure.

The work is being done on behalf of Torbay's Community Safety Partnership, who are keen to ensure their efforts respond to the issues that matter most to people.

Survey participants were asked about their experiences in Torquay town centre during the day and night.

I continue to work with local authorities and others across Devon and Cornwall to help secure significant improvements to our towns and cities. I have already made available £200,000 to help Torbay Council and the local police to tackle anti-social behaviour and crime in Torbay.

As well as shaping future plans and work, the survey results will also influence how the Torbay Community Safety Partnership bids for funds. The survey ran from Thursday 28th April until Friday 17<sup>th</sup> June, with interim results extracted to support our bid for Safer Streets monies.

A total of 801 people took part in the survey. Noteworthy results were as follows:

- When asked how safe they felt in Torquay town centre during the day 10% said 'very unsafe'. This increased to 45% when they were asked how safe they felt at night.
- A total of 83% of respondents cited 'signs of drug use' as a reason for feelings of unsafety – the most selected reason from a list of 10
- 'Castle Circus', 'High Street' and 'car parks' were selected as the three areas people most felt unsafe.
- A total of 90% of respondents said they had experienced threatening and intimidating behaviour when visiting the town.
- 'Seeing police officers/street marshals or enforcement officers' was the most popular choice, from a list of 10, when participants were asked 'What makes you feel safer when visiting Torquay town centre?' with 71% selecting it.

### **1.6 Launch of Exeter's Safety of Women at Night (SWaN) Charter**

In December 2021, my office worked in collaboration with organisations across Exeter City Centre, including Exeter University, Exeter City Council and CoLab to successfully obtain £72,565 in additional funding from the Home Offices' Safety of Women at Night Fund (SWAN). The money has helped to deliver a number of initiatives to help tackle Violence Against Women and Girls (VAWG) in Exeter City Centre, particularly at night. This includes the development of a Women and Girls Safety Charter, which asks businesses and licensed premises to pledge a long-term commitment to preventing violence and to safeguard women in their establishments. In March 2022 the Safety Charter was launched at an event held by Exeter University at which I was delighted to speak. Partners and organisations from across Exeter City Centre discussed the importance of the Charter, which asks businesses to prioritise women's safety through 7 key pledges. These include; supporting and training staff to respond to and report violence, encouraging organisations to appoint a 'Champion' for women's safety and supporting the public by creating clear routes for reporting unacceptable behaviour while using services or spaces at night. Further information about the Charter can be found at <https://exeter.gov.uk/clean-safe-city/community-safety/safety-of-women-at-night-charter/>.



The Safety Charter was informed by a survey of 1,566 people who use the city centre. An overwhelming number of respondents were women (97.8%). The results showed that many people feel unsafe when alone in Exeter at night, with 42.5% stating they would feel 'unsafe' or 'very unsafe' in a pub on their own and 86.3% stating they would feel 'unsafe' or 'very unsafe' walking down a street or alley by themselves.

We must listen to the voices of women and girls, who continue to be at the forefront of these issues. I look forward to understanding how the SWAN project and the Safety Charter will continue to promote the safety of women in Exeter and to working with partners across Exeter to make our public spaces safer for everyone.

### **1.7 Safer Streets Fund 4**

As the Panel are aware from my previous updates, the Safer Streets Fund seeks to invest in the delivery of place-based crime prevention plans. My office has worked alongside Torbay Council, Cornwall Council and North Devon District Council to develop and submit bids for Torquay, Truro and Barnstaple. All three bids aimed to reduce VAWG crimes and ASB incidents to improve feelings of safety in public spaces and also sought benefits for a number of secondary crime types, including wider violence against the person, public order, criminal damage, theft and robbery.

Round 4 of the Safer Streets Fund has a broader focus than previous rounds, allowing bids to focus on neighbourhood acquisitive crime (burglary, vehicle theft etc), violence against women and girls (VAWG) in public spaces and anti-social behaviour. The total funding for this round is £75 million, with maximum bids of £750,000 over the entire delivery period which ends in September 2023. The bidding window was open for 10 weeks from March and closed on 13th May 2022. The Home Office is currently in the process of assessing the submitted bids. The announcement of successful bids and the distribution of grant agreements to successful bidders for signature are expected sometime this month.

### **1.8 Violence Against Women and Girls**

I was really pleased to see the publication of the Plymouth Commissions report into Male Violence Against Women and Girls. This is a huge step forward in Plymouth recognising the challenges of violence which women and girls face but more importantly makes recommendations to start to tackle this issue. My team gave evidence to the Commission and already have a strong relationship with the Community Safety Partnership in Plymouth who will be driving much of this work forward. Through my convening role under the new prevention of serious violence duty which comes into effect later this year, I will continue to prioritise this area of work across Devon, Cornwall and the Isles of Scilly.

### **1.9 Operation Soteria**

Op Soteria is a collaboration between criminal justice practitioners to develop a new operating model for the investigation and prosecution of rape cases with the ultimate aim of improving outcomes. The programme operates through expensive work in pathfinder areas with the support of academic evaluation. The key elements of Op Soteria are:

1. A suspect focused investigation;
2. Disrupting and challenging repeat offenders;
3. Using procedural justice to underpin victim engagement;

4. Placing investigators knowledge, learning and wellbeing at the heart of improvements;
5. Systematic use, analysis and exploitation of the data.

There were originally four areas piloting this approach and these have been expanded into an additional fourteen of which Devon and Cornwall is one such area. Plymouth is the geographic area piloting this approach which will inform both the national programme and local improvements to better support victims of rape and bring perpetrators to justice.

### **1.10 Keyham Recovery**

Through the additional funding that the Plymouth Recovery Board was successful in obtaining from the Home Office and our own additional funding from the Ministry of Justice for victim care my team and Devon and Cornwall Police continue to support the recovery efforts in Keyham.

I attended the Strategic Recovery Workshop on 10th June in Keyham along with partners to ensure that the recovery plans remain on track and we continue to support the communities affected. The Safer Keyham Project Manager, Becki Parsons (OPCC staff member) has submitted a proposal into the Home Office seeking an extension of funding for the Keyham Community Policing Team (KCPT) to cover the period of December 2022 – March 2023. It is vital that the Keyham Community Policing Team remain in place during the inquest period to provide continued community reassurance and maintain legitimacy. The total amount requested from the Home Office is £104,000.

### **1.11 HMICFRS and HM Crown Prosecution Service Inspectorate's (HMCPPI) joint thematic inspection of the Police and Crown Prosecution Services Response to Rape Phase 2**

Since the last Police and Crime Panel, the Criminal Justice Joint Inspection have published the second and final part of the joint inspection by HMICFRS and HM Crown Prosecution Service Inspectorate's (HMCPPI) of the investigation and prosecution of rape in England and Wales.

[A joint thematic inspection of the police and Crown Prosecution Service's response to rape – Phase 2: Post-charge \(justiceinspectorates.gov.uk\)](https://www.justiceinspectorates.gov.uk/cjsji/phase-2-post-charge/)

The first part (Phase 1) was published in July 2021 and examined cases from the point when they were reported to the police through to the decision (either by the police or the CPS) to take no further action. This part (Phase 2) examines cases from the point of charge and the case going to court, including the outcome.

Inspectors from HMICFRS and HMCPPI jointly reviewed and assessed 54 police and CPS case files from five police forces (Devon and Cornwall not referenced) and six CPS Areas in which the cases were charged. This included cases resulting in conviction, in jury acquittal, and where no evidence was offered, or the case was withdrawn. Inspectors conducted interviews and focus groups with police and CPS staff, as well as organisations providing support to victims, they also carried out two bespoke surveys to inform the report: one of rape victims/survivors; and a second of support services who support rape victims/survivors.

The combined findings from parts one and two of this inspection provide a comprehensive assessment of the criminal justice system's current approach to rape, and an account of victims' experiences of the system. The overall conclusion is that the criminal justice system is failing to provide a satisfactory level of service to victims of rape. This report makes for concerning reading and continues to highlight that the criminal justice system is failing the victims of this life changing

crime. I have been absolutely clear in all my statements on this matter that action by the police and CPS to improve the service provided to victims of rape is critical.

HMICFRS and HMCPSI have jointly made nine recommendations in the second phase of their inspection, three of which are aimed at police forces. Some of the inspectorates' joint recommendations include significantly improving communications with victims from the point of charge onwards, setting set up specialist rape offence courts to help clear the backlog of cases, and for the Home Office and the Ministerial Lead for Rape and Serious Sexual Offences to consult on the benefits of a commissioner for tackling rape and serious sexual offences.

I have published my formal response to this report and recommendations on the [OPCC Website](#)

### **1.12 Prisoners building eco-homes to help tackle the South West housing crisis**

As Chair of the South West Reducing Reoffending Partnership (a cross agency partnership of leaders from across the region, including the South West Police and Crime Commissioners), I am pleased to announce that we have launched a pioneering new project which involves prisoners working with modular housing providers to build low carbon, environmentally friendly modular homes for local communities and vulnerable people across the South West. It provides an opportunity to reduce reoffending by ensuring prisoners have the skills they need to help secure employment upon their release, whilst addressing the housing crisis in the South West.

I funded a successful proof of concept trial in Torquay and I am delighted the scheme is now being rolled out on a larger scale.

Under the leadership of professional tradespeople, prisoners have been learning a range of modern construction skills while also gaining valuable work experience, supporting their rehabilitation in readiness for their release. This is having a profound impact on prisoners who, in addition to learning new skills, have gained confidence and flourished.

The eco pod homes offer more than much needed, quality, affordable accommodation for those that need it in the community. They are also easy to relocate, built using low carbon methods and offer high energy efficiency to reduce energy bills for the occupants.

I am fully behind this project; it is important to help people who have been in the prison system and make sure they have purpose both in prison and outside. I want to see people succeed and contribute positively to society and this is a huge opportunity to help achieve that common goal. This project is about keeping people busy and giving them a purpose while providing a service that is really useful to our society. Not only does it equip prisoners with valuable skills and a great work ethic, it also creates essential housing for those who are most in need.

Please watch this short video to find out more: <https://youtu.be/blAqOJPEeM0>

### **1.13 Commissioner's Community Grant Scheme 2022**

In January 2022 I updated the Panel on the launch of the second round of my community grants scheme which is operated by Cornwall Community Foundation and Devon Community Foundation. The focus was on projects that were aimed at raising awareness of the risks around drug use or which divert young people and adults from becoming involved in illegal drugs activity. I am pleased to advise the Panel that to date this round of funding has delivered £140,000 to projects across the peninsula. In Cornwall we have been able to support 13 projects (7 fully funded and 6 part funded) providing over £48,000. In Devon to date 11 projects have benefited from funding with over £92,000 distributed (10 fully funded and 1 part funded project) with the final round of applications due to be considered by the funding panel in early July.

I am also pleased to announce that the next round of PCC Community Grants will be for projects which focus on tackling anti-social behaviour or diverting individuals and groups from anti-social behaviour in their local communities. This round will make over £140,000 available to communities to help them to tackle this important issue (£48,450 in Cornwall and £93,925 in Devon). The fund launched in Cornwall on 24<sup>th</sup> June and will close on 15<sup>th</sup> August 2022. Details on how to apply can

be found at [Commissioner Community Grant Scheme - Cornwall Community Foundation](#). Devon Community Foundation's bidding process is expected to open in September 2022 and will be publicised by my office once it is launched.

## **2 RESILIENT**

### **2.1 Victim Support Survey**

Last year I signed the most significant contract to provide services for those affected by crime outside London, with national charity Victim Support becoming my strategic partner. There is some really interesting work going on at the moment, based on the foundation principle that the victim should be placed at the centre of the system and bespoke services tailored to their needs. A victim of violence could, for example, choose to take part in restorative justice, communicating with the perpetrator of the crime in an attempt to understand the offence more. They might also take up opportunities for counselling to help them recover.

Victim services have improved and diversified hugely over the years, and those affected can now be directed to any number of effective, high-quality services.

One of the biggest challenges is that the availability of these services is not as widely understood as it could be with victims not always realising that free support is available to them regardless of whether they wish to report the issue to the police. Victim Support undertook a survey recently, asking residents of the Devon and Cornwall area to answer a few questions about the kind of search terms they might use if they were looking for support and the people or agencies they might reach out to. This data will tell the charity where it should invest communications resource and ultimately put more people in touch with those who can help.

### **2.2 North Devon Criminal Justice Hub**

I have temporary arrangements in North Devon in terms of the police estate, and we are actively seeking a long-term solution. As part of these discussions with North Devon MP Selaine Saxby we have considered the possibility of creating a North Devon Criminal Justice Hub.

I am pleased to say that we have been successful in securing funding to scope the opportunities for a North Devon Criminal Justice Hub from the One Public Estate (OPE) programme. The OPE programme have appointed a company called Avison Young to develop a business case. Avison Young recently convened a multi-agency meeting to discuss the project, its scope and the potential amongst the public sector. Whilst it is early days, there is a lot of good will to support the initial scoping work and we will keep you updated as the plans develop.

### **2.3 2022/23 Domestic Abuse Perpetrator Provision**

The Home Office have recently made a provisional offer of funding for perpetrator intervention work up to the value of £417,395 to continue to deliver the Domestic Abuse Perpetrator projects which have been funded across Devon and Cornwall over the past 2 years. There is also a strong indication from the Home Office that there will be a shift to multi-year funding, which signals a welcome commitment to addressing harmful behaviours. The details of this longer-term funding are yet to be published.

As a result of this latest funding, my office and Local Authorities have come together to discuss priorities for future funding. The following local principles and priorities have been established:

- Equity of provision across Devon, Cornwall and the Isles of Scilly

- A shift in dialogue and culture to understand why those who cause harm do so
- A priority of upskilling the wider workforce
- Committing to a whole family support approach which is needs led
- Trauma informed and trauma responsive
- Open and available to all
- Supported by a coordinator

In addition, the Drive Partnership has recently carried out a piece of short-term consultancy (funded by the Home Office) to understand our approach to perpetrators across Devon and Cornwall and give recommendations for future strategy and delivery. As a result of these recommendations, and following consultation with Force leads and my office, a decision has been made to create a strategic post that will enable the development of a regional strategy, embed effective strategic collaboration and ensure a consistent approach to perpetrators of Domestic Abuse across Devon and Cornwall.

Proposed plans for the 2022/23 funding are as follows:

Cornwall: Continue Tier 3 Behaviour Change Work	£72.8k
Devon: Continue Tier 3 Behaviour Change Work	£85.8k
Plymouth: Continue Tier 3 Behaviour Change Work	£62.4k
Torbay: Develop Tier 3 offer (slightly higher than is proportionate due to current lack of provision)	£50k
Medium Risk provision to fill identified gaps	£30k
Workforce development: region wide training offer	£50k
Coordinator: viewed as essential in delivery and implementation of Drive recommendations	£39k
Strategic Lead: part time post to lead on strategy development and partnership approach	£27k

#### 2.4 Maritime PCSO in Ilfracombe

A new Police Community Support Officer (PCSO) has started work in Ilfracombe with the specific remit of policing the town's harbour. This new dedicated role is part of a 12-month pilot project, the first of its kind in Devon and Cornwall.

The post has been jointly funded by North Devon Council, who own and operate Ilfracombe Harbour, and my office, which has provided money through the money allocated in the Bluelight Fund which aims to promote innovative new ways to providing policing support.

During the summer tourist season, when Ilfracombe's population swells, the harbour sees a rise in anti-social behaviour including street drinking and people jumping into hazardous areas of the sea, known as tombstoning.

The Maritime PCSO, is located at Ilfracombe Harbour Master's Office, will work as part of the Neighbourhood Policing Team to provide an important, visible presence for the Harbour and to help prevent incidents of ASB.

Trialling new ways to create a uniformed presence in some of our remote rural and coastal locations is precisely why I created the Bluelight Fund some years ago, with the support of council taxpayers. We have already expanded our Tri-Service Safety Officers in Cornwall and Firefighter/Specials in South Devon, so this latest innovation in North Devon feels like an obvious progression.

Working in partnership is the only solution to solving ASB in the long term, which is why I was so keen to work with the Harbourmaster to pilot this Maritime PCSO post.

## 2.5 Funding for victims services

In June the Ministry of Justice published a new Victim Funding Strategy ([Victims Funding Strategy \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)). The Strategy, which was published alongside the draft Victims Bill has three strategic aims:

- **Fund the victim support sector more strategically:** to simplify funding processes, where appropriate, to reduce the complexity of the landscape for those providing critical services for victims of crime. It includes adopting a strategic approach across government departments who have responsibilities for victim funding and commissioning of support services. In particular, government has committed to the principle of multi-year funding for core victim support services, recognising the importance of sustainable service
- **Remove barriers to access:** introducing national commissioning standards, across all victim support services, to ensure a baseline quality of support for all victims. This includes reviewing and refreshing existing commissioning guidance across government, so that it reflects updated priorities and funding. These new standards will complement the joint statutory duty on relevant agencies in the draft Victims Bill, which will require them to work together when commissioning support services to ensure victims of sexual and domestic violence and serious violence get the joined-up support needed.
- **Implement clear and consistent outcomes:** introducing a set of core metrics for all departments, commissioners and services to collect, and a set of core outcomes for commissioners and services to deliver against. This will ensure that across government, they can build a strong baseline for measuring impact, and ensure that funding is being used effectively to support victims.

I would also like to bring to the Panel's attention two recent additional funding developments for victims of sexual violence and domestic abuse. In line with the new strategy both of these funding announcements cover a three year period which is important in providing greater stability to providers and better enabling them to support victims of these crimes.

- an additional £6m per annum funding for the next 3 years is being provided to Police and Crime Commissioners nationally for services supporting victims of sexual violence and domestic abuse. Devon, Cornwall and the Isles of Scilly has been awarded just over £600,000 per annum and my Office is now working to put in place appropriate mechanisms for the distribution of this funding and is engaged with partners across the peninsula in this work. I will update the Panel further on this progress in the autumn.
- in addition to the continuation of existing ISVA and IDVA provisions across Devon, Cornwall and the Isles of Scilly I am pleased to advise you that additional funding has been allocated by the Ministry of Justice to add a further 6 ISVA/IDVAs to the cohort within our area. This includes a particular focus on the securing of specialist children and young persons' ISVAs.

## 2.6 LCJB Update

### 'Getting Court'

As Chair of the Local Criminal Justice Board I have commissioned Young Citizens to deliver a Court awareness project for young people in Devon and Cornwall, 'Getting Court', which is based on initiatives previously introduced within Gloucestershire and Oxfordshire. The programme seeks to raise public confidence and understanding in the Criminal Justice system and will:

- Provide an understanding of how the criminal justice system works, including how the police bring a prosecution case to court and how they support victims and witnesses, the role of the judge and how they determine sentences, the role of prosecution and defence, the role of probation and pre-sentencing reports, and how legal aid works.

- Enable opportunities to learn about career opportunities within the criminal justice system, what it's like to work with victims and witnesses, what a role of a barrister entails, and what it's like to be a judge.
- Give an insight into the consequences of crime, including how it impacts on life choices, what a criminal conviction will mean for a person's future opportunities, travel; higher education (entry to university for some subjects), job prospects, social stigma, and the dangers of county lines, knife crime and drugs.

I am also commissioning an independent evaluation of the initiative so that we can truly understand the benefits and value of this investment.

### Victims' Code of Practice

I am also proud to report that Devon and Cornwall are the first Local Criminal Justice Board (LCJB) to successfully develop and implement an agency wide scrutiny process designed to identify good practice and areas for learning, to better understand gaps and demands on services and influence changes in policy and working practices to improve service delivery to victims. The scrutiny panel is made up of representatives from the Courts, Youth Justice Service, Police, Crown Prosecution and Probation Service. The panel 'dip-samples' criminal cases that have been finalised through the criminal justice system to explore whether or not the 12 victim rights have been fulfilled, assessing the level of service given to each case.

The VCoP Scrutiny Terms of reference have been shared with our colleagues within the Ministry of Justice who are keen to share best practice with other LCJBs also seeking to introduce the process. To date, two panels have taken place which have reviewed Domestic Abuse and Rape cases to enable us to have greater insight into the service provided to those victims across all agencies within the criminal justice system.

## **3 CONNECTED**

### **3.1 Opening of front offices**

After years of austerity which resulted in the closure of many police stations to the public I am pleased to announce that a schedule for the opening of six police station front offices during 2022 has been agreed with the Chief Constable. This is in addition to the reopening of Truro which closed during the pandemic as it was on a site shared with partners. This is a significant step forward. However, I aim to increase the provision of front offices to more than twenty over the next three years.

The reopening of police front offices is one of the priorities in my Police and Crime Plan. This announcement sets out the commitment to enable a better service to the public by providing greater connectivity and accessibility to the public whilst underlining the police service's roots in the community. In this first phase it also creates 48 new jobs for local people.

The schedule is as follows:

- From November 2022: Truro, Newquay, Penzance, Falmouth, Tiverton and Newton Abbot and Bude
- From June 2023: Okehampton and Tavistock
- From June 2024: Ivybridge, and Ilfracombe
- From June 2025: Exmouth (replacement police station already announced)

Plans are for each front office to be open Monday to Saturday from 10.00am to 3.00pm.

Staff recruitment will commence shortly. I am aware of requests from others for the police station in their town to reopen to the public. A list of these is being maintained by my office and the above



schedule will be subject to review and further prioritisation in line with the financial envelope available.

### **3.2 999 Emergency call handling figures published by the Government**

Figures published by the Government this week reveal that Devon and Cornwall Police received a total of 81,899 emergency 999 calls between 1st January and the end of April.

It equates to an average of 666 emergency calls every single day, or 27 an hour. Every two minutes someone is calling Devon and Cornwall Police about something which requires an emergency response from the police – where someone is in danger, or their life or property could be under threat, or they could be involved in an accident and in immediate need of police assistance.

The dedicated people answering those calls, those considering how best to respond and those organising that response do a brilliant job – often under the highest of pressure and, I would ask that anyone studying these ‘league tables’ considers this when doing so.

These figures do not include non-emergency calls to 101 (which are much higher) and just goes to show the pressure that the police emergency control room is under even though we remain one of the safest areas in the country.

The figures for emergency call waiting times are available for anyone to view at the [police.uk](https://www.police.uk) website and are updated every month but were highlighted this week when the Home Office published, for the first time, a list of how long it takes to answer a 999 call.

We have a shared ambition to drive up standards in our incredible emergency services even further, so that the public can have every confidence in the police’s ability to save lives and keep our streets safe. I hope that publishing the 999 league tables will reconnect the police with the public, holding individual forces to account and helping identify previously unknown issues, with the goal of driving up performance.

This performance data demonstrates the demand for policing. The public quite rightly expect the police to respond swiftly to 999 calls in good time, so I will be using this data to continually monitor performance and ensure members of the public who need emergency assistance are receiving an efficient and effective response when they call 999.

As the public’s voice in policing, I am also very keen to better understand their experiences when contacting their local forces, which is why I am supporting the Association of Police and Crime Commissioners’ [national survey on contact management](#) launched earlier this month to help identify any challenges around where the public report crime through both 101 and 999 services.

### **3.3 Survey on 101 and 999 services**

Residents of Devon and Cornwall have been invited to take a few minutes to tell police chiefs about their experiences when contacting the 101 and 999 services, as well as share their preferences for future modes of contact.

The survey is being run by the Association of Police and Crime Commissioners and will help better inform the police force, the Home Office and myself on the challenges around reporting to the police and assist in forming plans for the future. I am fully aware that reporting to 101 and 999 remains a challenging area of business for the force and we must prioritise those most in need which means contact about routine items is sometimes not responded to as quickly as people would like.

As the voice of the public in policing, I am very keen to better understand their views on these



issues and will be watching the results with interest to build on my own scrutiny in this area. The survey closes at midnight on Sunday 24<sup>th</sup> July. I would ask all Panel members to raise awareness of the survey within their communities and to encourage their residents to complete it. The survey can be found at <https://www.smartsurvey.co.uk/s/crimereporting-national-public-contact-survey-apcc>.

### **3.4 Public contact with policing**

Control room recruitment is significantly more challenging than traditional contact centre recruitment and retention of staff in a buoyant job market is difficult. To give an idea of how challenging recruitment and retention is, I was interested to share the following information with you:

- In January we had 30 training places and 14 started.
- In March it was 30 training places and 22 started.
- There are currently 36 new starters scheduled for July.
- The next cohort of recruitment for September has yielded 102 candidates for interview, to enable us to meet our target of an additional 20.
- We also have a pool of 24 applicants for Resource Deployment Officers, and we need 15.

In general, it is much easier to recruit in Plymouth than Exeter. However, we are limited for space at Plymouth. Retention is also challenging, although most of the leavers (about 60%) stay in the organisation and move to other roles. This has been particularly prevalent during the recent officer uplift.

### **3.5 Statement of Accounts**

In June I published our annual Statement Of Accounts. This is part of our transparency requirements and the opportunity for the public to see how policing is funded and how the money is spent. This is a critical document for us and the Force and is [available on our website](#).

## **4 National Updates**

### **4.1 The Queen's Speech**

The Queen's Speech on 10<sup>th</sup> May set out the government's legislative agenda for the new parliamentary term. This includes a number of Bills which are of particular interest to policing, community safety and criminal justice which I have highlighted below.

#### **Draft Victims Bill**

The draft Bill was published on 25<sup>th</sup> May for pre-legislative scrutiny. It follows the Government's recent public consultation on the contents of a future Victims Law which I have previously updated the Panel on. The Draft Bills aims to amplify victims' voices and confidence in the criminal justice process, strengthen transparency and enhance the accountability of criminal justice agencies in the services they deliver to victims, including:

- Enshrining the Victims' Code of Practice (and its 12 rights for victims) in law.
- Increasing the transparency and oversight of the services that criminal justice agencies provide to victims, including a new duty on Police and Crime Commissioners with regards to reviewing compliance with the Victims Code of Practice and a greater focus on joint inspections looking at victim experiences across the criminal justice system.

- Introducing a new duty on Police and Crime Commissioners, local authorities and Integrated Care Boards to collaborate locally in commissioning services for victims of sexual violence, domestic violence and serious violence
- Creating a more formalised approach to Independent Sexual Violence Advisors (*ISVA's*) and Independent Domestic Violence Advisors (*IDVA's*) including setting out more clearly their role and expectations on how agencies should engage with them as well as training, accreditation and best practice.

The Justice Select Committee is currently taking evidence on the draft Victims Bill and I have submitted a response to the Committee to inform its work which will be published on the Parliament website. I am supportive of the proposals for the Bill but in particular have highlighted to the Committee the potential opportunities to go further in enshrining a wider right to advocacy services for other victims of crime and the opportunities presented by the Victims Surcharge to deliver a further step change in support to victims of crime.

### Levelling Up and Regeneration Bill

The Levelling Up Bill was introduced in Parliament on the 11<sup>th</sup> May and has now entered the Committee Stage. The Bill takes forward the key ambitions set out in this year's *Levelling Up White Paper* and the *Planning for the Future White Paper* which was published in August 2020; including:

- Setting out in statute the government's Levelling Up missions with annual reporting on progress.
- Creating a new model of combined authority; the 'County Deal', which will provide local leaders with powers to enhance local accountability, join up services and provide transparent decision making to rejuvenate their communities.
- Unlocking new powers for Local Authorities to bring empty premises back into use and instigate rental auctions of vacant commercial properties in town centres and high streets.

### Modern Slavery (Amendment) Bill

As the Chair of the Strategic Oversight Board for the national Modern Slavery and Organised Immigration Crime Programme I recognise the importance of a continued robust response to these horrific crimes and the important role that businesses can play in preventing modern slavery.

This Bill seeks to reinforce the protection and support for victims of human trafficking and modern slavery and increase the accountability of companies and other organisations to drive out modern slavery from their supply chains. The Bill will strengthen requirements on businesses with a turnover of £36 million or more to publish an annual modern slavery statement, including greater specification of the contents of those statements and financial penalties for non-publication. It will also include measures to enhance Slavery and Trafficking Prevention Orders and Slavery and Trafficking Risk Orders which enable conditions to be placed on an individual in order to prevent and disrupt modern slavery crimes which will be supported by criminal sanctions.

### Public Order Bill

The Public Order Bill was introduced in Parliament on 11<sup>th</sup> May. The Bill has completed Committee Stage and will report back into the House of Commons in the next few weeks. The Bill will create new criminal offences in relation to certain protest tactics, including offences related to locking-on and going equipped to lock-on; obstructing major transport works; and interfering with key national infrastructure such as railways, airports and printing presses. The Bill also seeks to extend police stop and search powers in relation to articles related to protest-related offences and to introduce new Serious Disruption Prevention Orders, to target protestors who repeatedly inflict disruption on the public.

## **4.2 Police, Crime, Sentencing and Courts Act 2022**

The Police, Crime, Sentencing and Courts Act 2022 (the Act) received Royal Assent in April 2022.

I have previously updated the Panel during its passage through the House. It is an extensive piece of legislation (at over 330 pages) and covers a wide range of policing and the wider criminal justice matters. The commencement of the provisions in the Act will be staggered with some of the more complex areas such as the new serious violence duty and changes to arrangements for out of court disposals and pre-charge bail not expected to be commenced until late 2022 and early 2023.

A significant number of the provisions in the Bill came into effect on 28<sup>th</sup> June. This included many of the provisions relating to sentencing, including increased penalties for assault and manslaughter of emergency workers and for certain road traffic offences. It has also included the commencement of some key new powers related to policing protests, new offences including those related to unauthorised encampments and changes to the time limits for prosecution of common assault or battery in domestic abuse cases. Some of the key provisions, including the new Offensive Weapons Homicide Reviews and the new Serious Violence Reduction Orders will be subject to pilots before wider national roll-out.

I have provided a brief outline of the matters covered by the Act below and Panel members can find further information on these provisions in the series of factsheets published by the government: [Police, Crime, Sentencing and Courts Act 2022: factsheets - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/collections/police-crime-sentencing-and-courts-act-2022-factsheets). I would however draw the Panel's attention to four specific areas of interest:

### Serious Violence:

The Act delivers on the Government's commitment to reducing serious violence via the following statutory measures:

- Additional duties on key authorities (including the police and local authorities) to ensure that they collaborate to prevent and reduce serious violence by sharing data, intelligence and production of a strategy. Commissioners will have an important convening role and may request certain information from those authorities, monitor their work to prevent serious violence and report any findings to the Home Secretary.
- The introduction of New Serious Violence Reduction Orders which give the police the target those already convicted of an offence where a knife and offensive weapon was used or was present, giving them the automatic right to stop and search these offenders.

The Serious Violence Prevention Partnership established jointly by the Chief Constable and myself in 2020 is taking a lead role in ensuring that preparations are in place across the peninsula for implementation which is expected to take place in the first half of 2023. The investment in our programme, for which I am grateful for the Panel's support has put us in a good position with a considerable level of collaboration already taking place across partners under a shared vision. To further support preparations for the new duty, I have provided dedicated grant funding for serious violence prevention to community safety partnerships across Devon, Cornwall and the Isles of Scilly.

### Unauthorised encampments:

The Act introduces a new offence aimed at those residing on private or public land with vehicles without consent. This will operate alongside existing processes, powers (civil and criminal) and arrangements and comes into effect on 28<sup>th</sup> June 2022. It applies when a person refuses to leave without reasonable excuse when asked to do so and where they have caused, or are likely to cause, significant damage, disruption or distress. The Act also provides the police with additional powers including in relation to unauthorised encampments on a highway and the seizure and forfeiture of vehicles which cause significant damage. Guidance on the operation of the new powers and offences related to unauthorised encampments is still awaited from the Home Office.

Cautions:

The Act triggers major change to existing out of court disposals by introducing a new two-fold statutory framework which consists of Diversionary and Community cautions. These will formally replace current adult out of court disposals of Simple Cautions, Cannabis / Khat Warnings and Penalty Notices for Disorder. My Office and I will continue to monitor and assess the potential impacts that these changes may have on the existing arrangements in place within Devon and Cornwall (Pathfinder), including the community remedy arrangements. These new arrangements are not expected to come into effect until early 2023.

Road Safety:

The Act provides for increased sentences for death by dangerous or careless driving and causing serious injury. It also makes changes to the arrangements for the setting of fees for educational diversion courses from road traffic offences such as speeding. This includes the introduction of a new national framework for the operation of courses and also confirmation in statute that surplus funding from such courses can be used to fund road safety initiatives. These are important developments for our collective road safety endeavours under the Vision Zero South West partnership. The detail of changes to the operation of courses has not yet been specified and will be contained in regulations which are expected to be developed over the coming months. I will be working closely with the Chief Constable, local authorities and wider partners under Vision Zero to ensure that we are engaged in that work and are prepared for any subsequent changes.

#### **4.3 National Funding Opportunities for Community Safety**

As part of its Levelling Up agenda the government has recently launched two key rounds of funding for local authorities which are of particular relevance to community safety: the UK Shared Prosperity Fund and Round 2 of the Levelling Up Fund. Alongside the Safer Streets Fund these provide an important opportunity for investment in areas such as street lighting, CCTV and measures to tackle anti-social behaviour.

*UK Shared Prosperity Fund:* The 3 year £2.6bn UK Shared Prosperity Fund seeks to restore a sense of community, local pride and belonging by focusing on three key areas for investment; improving communities and place, people & skills, and supporting local business. The communities and place strand of the fund has a particular relevance to community safety with the prospectus specifically citing the potential for investment in measures such as CCTV, street lighting and action to tackle anti-social behaviour. The fund launched on 13<sup>th</sup> April and Local Authorities will need to submit investment plans to the Department of Levelling Up, Housing and Communities by 1<sup>st</sup> August 2022.

*Levelling Up Fund Round 2:* The Levelling Up Fund seeks to address regional disparities across the UK, reduce crime in the worst-affected areas, and transform the UK economy by generating higher paid, higher skilled jobs and new investment. Round 2 will focus on the same three investment themes as the first round: Transport investments; Regeneration and town centre investment; and Cultural investment. Bids that are focused on regeneration and town centre investment provide an opportunity to include investment in measures to help improve community safety and prevent crime which is explicitly recognised in the prospectus. Round 2 of the Levelling up Fund is a total amount of £4.8 bn and every local authority can submit bids worth up to £20 million (or up to £50 million for Transport & Culture). The application window opened on 31<sup>st</sup> May and bids must be submitted by 6<sup>th</sup> July 2022.

I have written to Council Leaders within Devon and Cornwall to highlight the opportunities that both

of these funds present for strengthening community safety and to encourage them to fully explore how these funding streams can be used to support public realm investment in community safety. I have also been engaging with the Chairs of our Community Safety Partnerships to ensure that they are engaged in these funding discussions. Panel members may wish to explore within their own local authority how community safety is being considered within these funding discussions.



**Alison Hernandez**

Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly

**Contact for further information:**

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Report prepared on: 23rd June 2022

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**Devon and Cornwall Police and Crime Panel  
8 July 2022**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT:  
Police and Crime Plan 2021-25 Scorecard**

1. The Police and Crime Plan 2021-25 sets out the Commissioner's vision for 'safe', 'resilient' and 'connected' communities, delivered through four community priorities; violence, anti-social behaviour (ASB), drugs and road safety.
2. The Police and Crime Plan Scorecard monitors the performance metrics set out in the Plan and is presented to the Panel at each meeting. The scorecard includes the National Crime and Policing Measures, as well as local indicators for each priority area.
3. In January 2022 the Panel recommended that the Commissioner introduces a performance assessment system to help monitor progress against the measures. Therefore, the updated scorecard has introduced a RAG rating (Red, Amber Green) system. The application of the new assessment system aims to provide greater clarity and transparency on the progress towards delivering the Police and Crime Plan outcomes by indicating a preferred direction of travel and applying a RAG assessment where possible.

**Performance Assessment**

4. The new performance assessment systems includes:
  - a preferred direction of travel
  - a RAG assessment based on levels of variance from the baseline period and the preferred direction of travel (Variances detailed in Table 1 below).
5. The direction of travel indicates whether success is considered to be an increase or decrease in the metric where a preference is identifiable. For some metrics it is not possible to assess whether an increase or decrease is preferable. For example, an increase in domestic violence crime could be interpreted as a positive reflection of victims' confidence in reporting. Conversely, an increase in reports could reflect a 'real' increase in victimisation and therefore a negative outcome. Similarly, an increase in drug related offences may appear to be a negative outcome, but is also influenced by proactive policing and positively takes more drugs and dealers off our streets. These metrics are identified in blue notifying that a trend status has not been assigned.

Table 1:

Direction Of travel	Variance compared to baseline
△ ▽	2.5%+/- than baseline
▷	= to baseline and less than 2.5% higher or lower than baseline

Table 2:

Interpretation of trend	
Indicative of positive trend	
Indicative of stable trend	
Indicative of negative trend	
Trend status not assigned	

### Key updates from last Panel

6. The most significant changes in trends since last reported in January 2022 are outlined below:
- An increase of 297 (130.3%) organised drug disruptions (reflective of targeted drug disruption operations but also changes in recording practices)
  - A decrease of 3725 (10.2%) anti-social behaviour incidents
  - An increase of 2786 (9.1%) violent offenses
  - A decrease of 4972 (6.2%) victim based crimes
  - An increase in waiting times for 999 and 101
    - 999 wait times increased by 2 seconds
    - 101 P1 increased by 3 minutes 21 seconds
    - 101 P2 increased by 7 minutes 53 seconds

### Contact for further information

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Report prepared on 23<sup>rd</sup> June 2022



# Police and Crime Plan Scorecard

Direction of Travel	Variance compared to baseline
▽ ▲	2.5%+/- than baseline
▶	= to baseline or less than 2.5% higher or lower than the baseline
<b>Change from last Panel:</b>	
⬆ = increase	➡ = no change
⬇ = decrease	

Interpretation of trend	
	Indicative of positive trend
	Indicative of stable trend
	Indicative of negative trend
	Trend status not assigned

**Abbreviations:** NM = National Measure FTE = Full time equivalent  
 \* Figure not reported due to change in definition since last reported to Panel

## VIOLENCE

Performance Measure	Baseline	Preferred direction of travel	Reported to Jan 22 Panel	Reported to Jul 22 Panel	Change from last Panel	Change from Baseline
Homicides (NM)	20	▽	19	19	➡	▼
Hospital admissions of under 25s for assault with a sharp object (NM)	15		15		➡	▶
Offences involving the discharge of a firearm (NM)	66	▽	61	61	➡	▼
Violent crime (all)	30,866	▽	30,554	33,340	⬆	▲
Violent crime (DA)	10,859		11,258	11,898	⬆	▶
Victim satisfaction (DA)	85.3%	▲	85.2%	85.2%	➡	▶

## ANTI-SOCIAL BEHAVIOUR

Number of ASB incidents recorded by the Police	39,026	▽	36,601	32,876	⬇	▼
Recorded number of public order offences	7,061		8,054	8,479	⬆	▶

## DRUGS

Drug possession offences	3,315		3,356	3,170	⬇	▼
Drug trafficking offences	981		1,294	1,053	⬇	▶
Organised drug disruptions	69	▲	228	525	⬆	▲

## ROAD SAFETY

Number of fatal casualties	58	▽	*	47	*	▼
Number of serious casualties	791	▽	*	647	*	▼
Deaths or serious injuries by high-risk driving behaviour	36	▽	33	24	⬇	▼
Number of active Community Speedwatch schemes	42	▲	33	41	⬆	▶

## SAFE

ONS crime rate	61.4	▽	53.1	54.9	⬆	▼
Victim based reported crime	91,042	▽	80,185	85,157	⬆	▼
Number of police officers (FTE)	2,944	▲	3,334	3,396	⬆	▲
Number of recorded hate crimes	1,764		2,309	2,494	⬆	▶
Number of recorded neighbourhood crimes (NM)	9,436	▽	*	5,793	*	▼

## RESILIENT

Number of young people who are victims of crime	8,692	▽	8,487	9,114	⬆	▲
Amount of additional funding brought into Devon and Cornwall by the Police and Crime Commissioner	£238,228	▲	N/A	£3,829,262	⬆	▲
Overall victim satisfaction (NM)	72.0%	▲	76.6%	74.1%	⬇	▲

## CONNECTED

Number of customer contact points open to the public	10	▲	10	10	➡	▶
Number of customer contacts (999, 101, Online)	993,666		956,306	954,807	⬇	▼
999 wait time	8 sec	▽	15 secs	17 secs	⬆	▲
101 P1 wait time	5m 3s	▽	8m 59s	12m 20s	⬆	▲
101 P2 wait time	22m 2s	▽	20m 26s	28m 19s	⬆	▲
Levels of public confidence in the police	76.2%	▲	77.5%	77.5%	➡	▶
Number of reports made to Devon and Cornwall Police from Crime Stoppers	3,386		4,206	4,458	⬆	▶

# 1. Violence

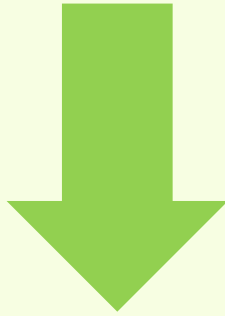
## 1.1 Homicides (National Measure)

12 months to  
Jun 2019

**20**

12 months to  
Dec 2021

**19**



In the 12 months to December 2021, there were 19 homicides in Devon and Cornwall. This is 1 fewer homicide than reported in the 12 months to June 2019. Whilst the likelihood of becoming a victim of homicide in Devon and Cornwall is extremely low, the Commissioner recognises that one homicide is far too many.

Based on the latest ONS release of police recorded crime covering the period 12 months to December 2021, Devon and Cornwall's homicide rate is 1.1 crimes per 100,000 population. This is lower than the national rate of 1.2 but higher than the SW Region rate of 0.9. When Devon and Cornwall's homicide rate is compared against its most similar force groups areas, it has the third lowest homicide rate.

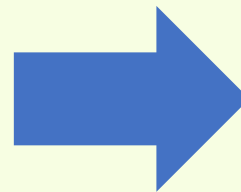
## 1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure)

12 months to  
March 2019

**15**

12 months to  
March 2021

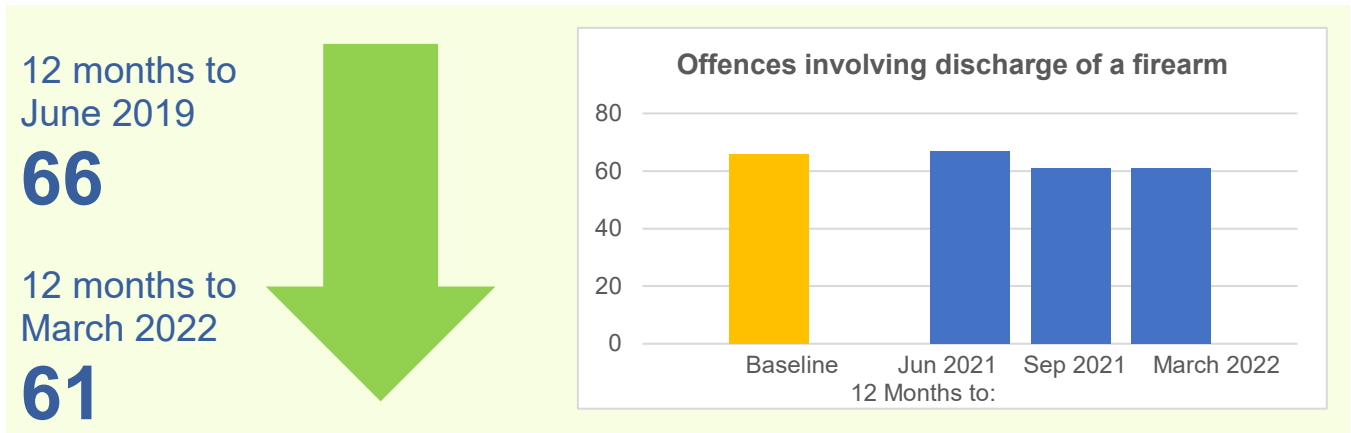
**15**



Hospital admissions data is published annually and therefore no update is available for this measure since the last Panel meeting. In the 12 months to March 2021, 15 hospital admissions of under 25's for assaults with a sharp object were recorded in Devon and Cornwall. This is the same number of admissions recorded two years prior.

# 1. Violence

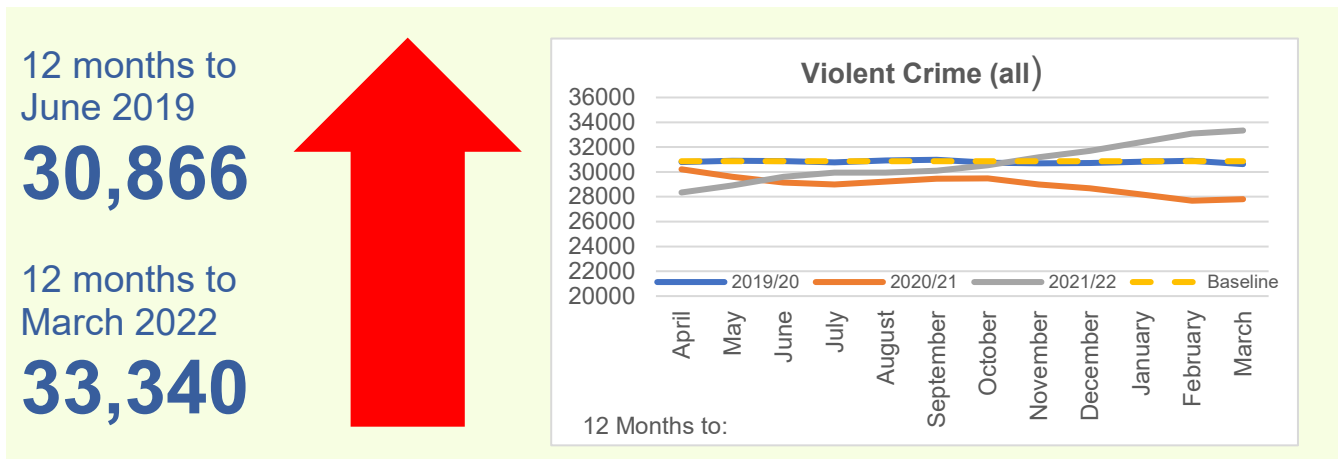
## 1.3 Offences involving discharge of a firearm (National Measure)



In the 12 months to March 2022, 61 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 5 fewer offences and represents a 7.6% decrease when compared to the baseline year (12 months to June 2019). Overall a stable trend appears to be evident.

These offences make-up a very small proportion of total police recorded crime in Devon and Cornwall (0.06%).

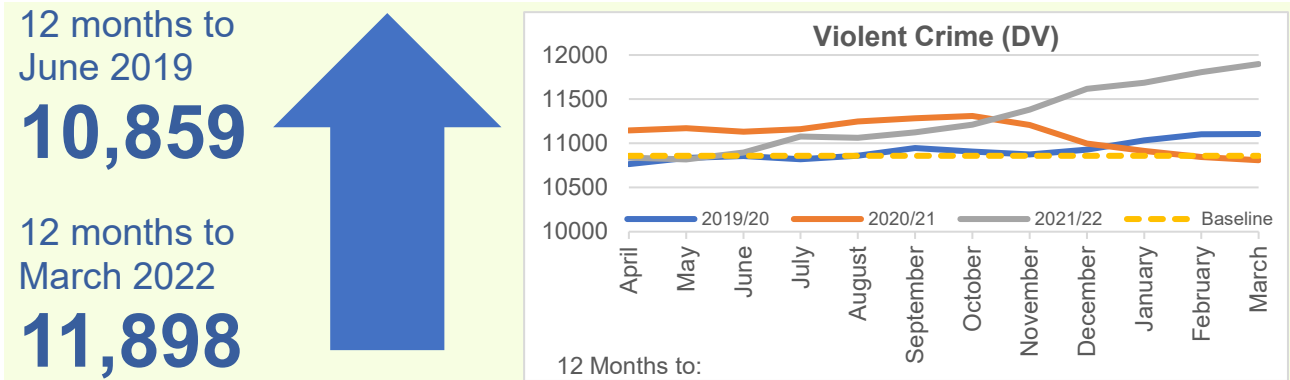
## 1.4 Violent Crime (All)



In the 12 months to March 2022, 33,340 violent offences were recorded in Devon and Cornwall. This is an increase of 8% (+2,474) compared to the baseline year (12 months to June 2019) and represents an increasing trend since April 2021. This coincides with the lifting of Covid-19 restrictions following the third national lockdown in early 2021. Local police recorded crime data indicates that reported violent crime is now exceeding the levels seen before the pandemic, which is consistent with national trends. This is likely linked to the lifting of Covid-19 restrictions and the re-opening of the night-time economy has likely contributed to the increase in violent offences.

# 1. Violence

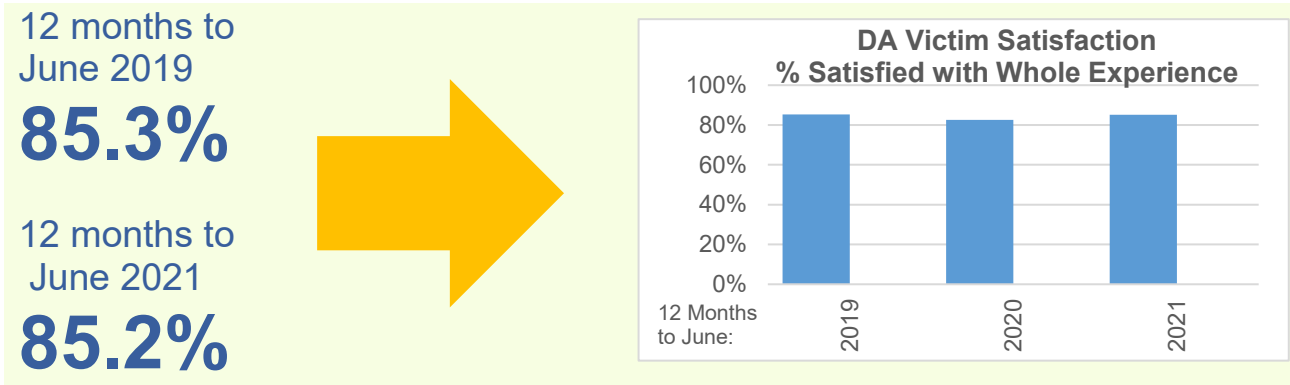
## 1.5 Violent Crime (Domestic Violence)



Domestic abuse is often a hidden crime that is not reported to the police so data held by the police can only provide a partial picture of the actual level of domestic abuse experienced. It is therefore difficult to make objective inferences about performance based on increases or decreases in domestic abuse crimes. For instance, an increase in domestic violence crime could be interpreted as a positive reflection of victims’ confidence in reporting. Conversely, an increase in reports could reflect a ‘real’ increase in victimisation and therefore a negative outcome. The levels of reporting, victim support and victim satisfaction are closely monitored by the Commissioner to inform performance assessments in this area.

In the 12 months to March 2022, 11,898 violent offences were flagged as related to domestic violence. This is a 9.6% increase (+1,039) when compared to the baseline year (12 months to June 2019). This trend is consistent with increases seen nationally.

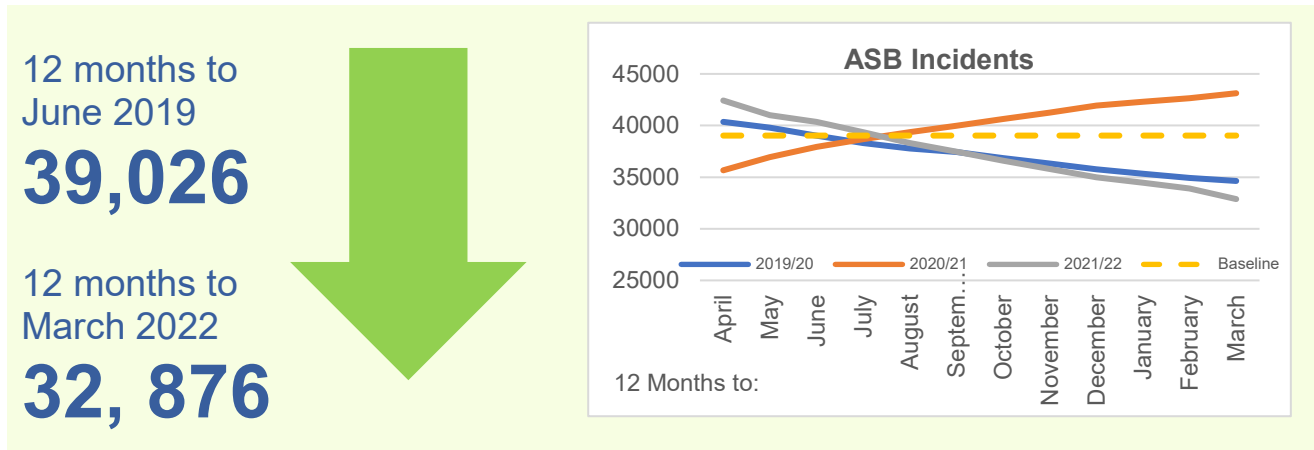
## 1.6 Victim Satisfaction (Domestic Abuse)



No update is available for this measure since the last Panel meeting. As stated in the previous report, in the 12 months to June 2021, 85.2% of domestic abuse victims stated they were satisfied with the overall service they received from Devon and Cornwall Police. This shows stable performance when compared to the baseline year (12 months to June 2019). Devon and Cornwall Police have recently commissioned additional resource to understand the victims’ experience and have appointed an external provider to conduct the surveying of victims on their behalf. Previously, this activity was conducted by a small team of police staff. The new approach is expected to yield more responses. Survey activity is already underway and robust sample sizes are expected later in the summer and an update will be available then.

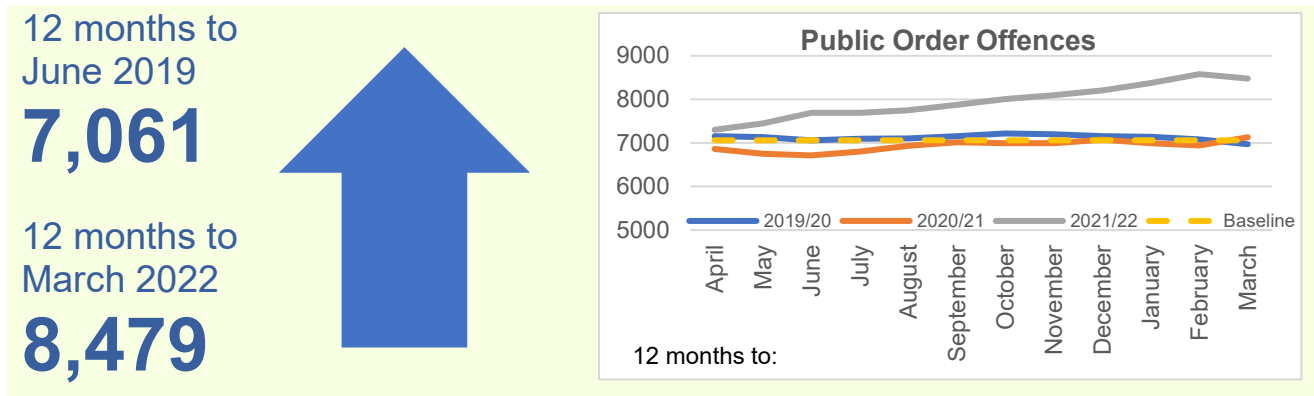
# 2. Antisocial Behaviour

## 2.1 Number of ASB Incidents recorded by the Police



In the 12 months to March 2022, 32,876 ASB incidents were recorded by Devon and Cornwall Police. This is a 15.8% decrease (-6,150) on the baseline year the (12 months to June 2019). Levels of ASB were higher during much of 2020/21 due to the additional reporting of Covid19 restriction breaches. The number of ASB incidents recorded by the police in 2021/22 is similar to that of the pre-coronavirus year 2019/20. Trends in ASB data need to be interpreted with caution, a decrease in reported ASB incidents doesn't necessarily reflect a real decrease in levels of ASB as it is possible that some incidents are not reported.

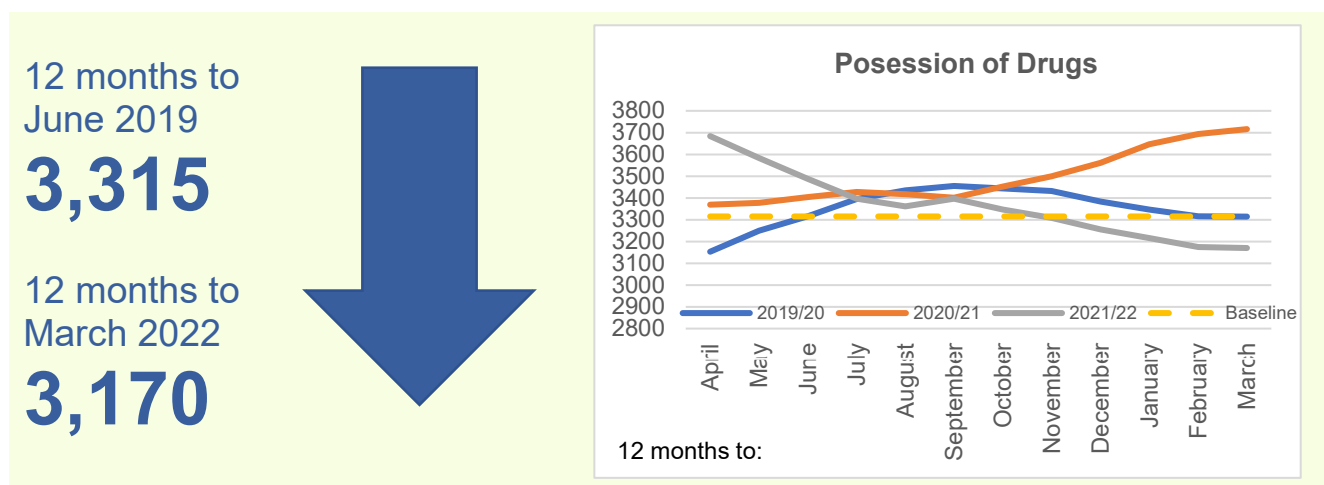
## 2.2 Recorded number of Public Order Offences



In the 12 months to March 2022, 8,479 public order offences were recorded across Devon and Cornwall. This is a 20.1% increase (+1,418) on the baseline (12 months to June 2019) and the level of public order offences across Devon and Cornwall are higher than the pre-coronavirus year 2019/20. The increasing trend is consistent with the national and regional picture. Typically public order offences are a product of pro-active policing activity, much of which is associated with the policing the night-time economy.

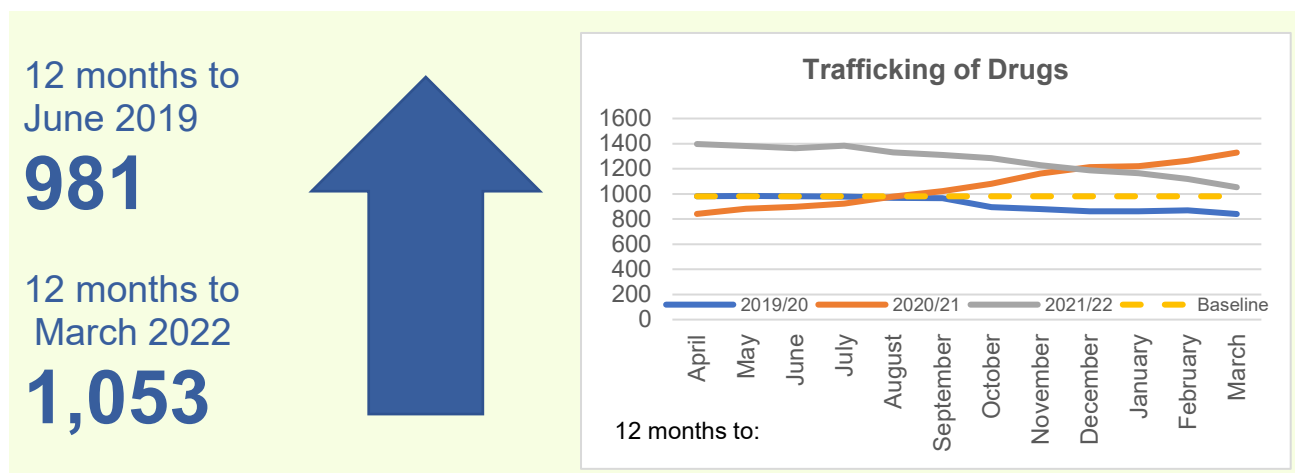
Based on the latest ONS release of police recorded crime covering the period 12 months to December 2021, Devon and Cornwall's public order rate is 4.6 crimes per 1,000 population. This is lower than both the national rate of 9.7 and the SW Region rate of 7.1. Devon and Cornwall have the lowest rate of public order offences in the SW Region and when compared with its most similar force group areas. Nonetheless, the Commissioner will continue to monitor public order trends closely.

## 3.1 Possession of Drugs Offences



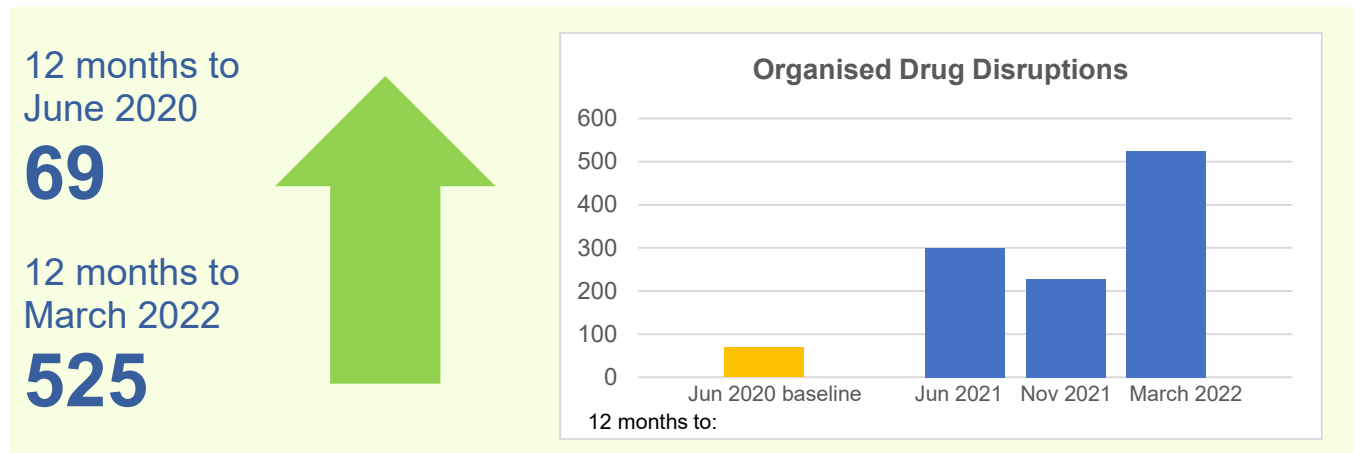
In the 12 months to March 2022, 3,170 possession offences were recorded across Devon and Cornwall. This is a slight decrease of 4.4% (-145) compared with the number of offences recorded in the baseline year (12 months to June 2019). The levels of drug possession offences were higher during most of the first half of 2021/22 than the same periods in 2019/20 and 2020/21 and have been steadily declining for the second half of 2021/22 when compared with the same periods in 2019/20 and 2020/21.

## 3.2 Drug Trafficking Offences



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to March 2022, 1,053 drug trafficking offences were recorded across Devon and Cornwall. This is a 7.3% increase (+72) on the number of offences recorded in the baseline year (12 months to June 2019). Whilst the number of offences continues to exceed the baseline year, the increasing trend which was previously seen has steadily decreased in the second half of 2021-22. The increase in drug offences seen during the Covid-19 lockdown periods is unlikely to be driven by higher drug activity, but reflective of pro-active policing and the result of increased ease to identifying drug related activity when 'stay at home' advice was in place.

## 3.3 Organised Drug Disruptions



In the 12 months to March 2022, 525 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks. This is a 660.9% increase (+456) on the number of disruptions carried out in the baseline year (12 months to June 2020). Whilst there has been an increase in the number of disruptions since the baseline year, some of the increase is also attributed to changes in recording – the data now includes multiple disruptions for each organised crime group, where previously multiple disruptions for the same organised crime group were only counted once in the period.

The Commissioner has praised police for a hugely successful collaborative operation which has disrupted county lines drug supply within the South West. This is part of the wider efforts in the region under the banner Op Scorpion with the other South West Police and Crime Commissioners to make the entire region a hostile area for drug dealers. During the two-day operation in Plymouth in March, local officers worked with the Project Medusa team - a Merseyside-led initiative set up to tackle County Lines drug dealing and child criminal exploitation, much of which stems from Liverpool and the surrounding area. In total 46 people were arrested during Operation Medusa. Seized drugs amounted to more than a kilo of crack, powdered cocaine worth £4,300, heroin worth £8,000 and £5,000 worth of cannabis. These are now safely off our streets and will be destroyed. An imitation firearm, two crossbows (one of which was pointed at officers as they entered a property) three knives and a baseball bat were also seized, along with Rolex watches worth an estimated £60,000, 11 cars and nearly £10,000 in cash. Large parts of our community are considerably safer because this operation, which saw Devon and Cornwall officers work with a new Home Office funded team from Merseyside Police who are dedicated to tackling ‘county lines’ a method of drug distribution which is an abuse to our communities, often targeting young or vulnerable people.



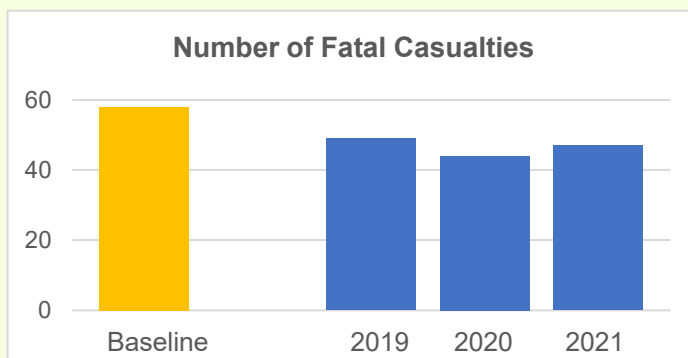
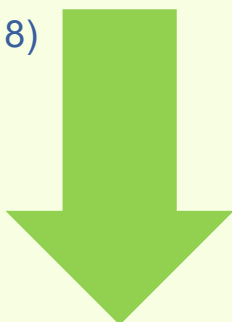
## 4.1 Number of Fatal Casualties

Baseline  
(Average 2016-2018)

**58**

12 months to  
December 2021

**47**



The baseline period and the data being reported on has changed. Following review the Commissioner will now be presenting. Following review the Panel will now receive data from the Vision Zero South West (VZSW) partnership which has been fully validated. This data excludes fatalities which are later identified as medical episodes, suicides, death after 30 days and fatalities on private roads.

47 fatalities were recorded on Devon and Cornwall's roads in the 12 months to December 2021; 11 fewer fatalities than the baseline year. The reduction in road traffic during much of the Covid-19 pandemic contributed to a decrease in fatal casualties. As we emerged from the pandemic and road usage increased, the number of people killed on Devon and Cornwall's roads increased by 6.8% compared with 2020, which means that 3 more people lost their lives on our roads in 2021. Compared with 2019 the number of fatalities remain lower.

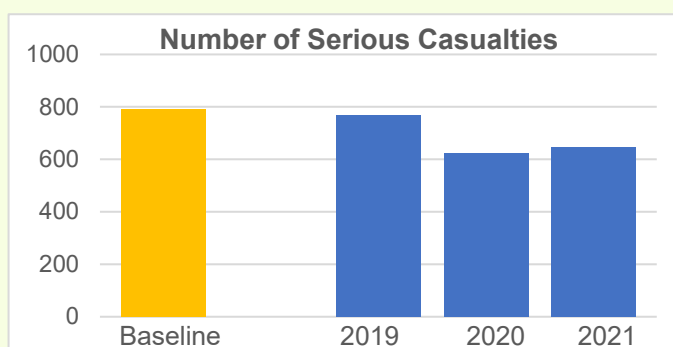
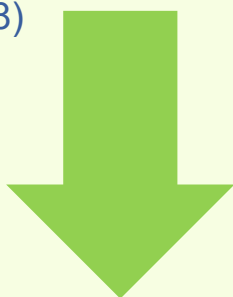
## 4.2 Number of Serious Casualties

Baseline  
(Average 2016-2018)

**791**

12 months to  
December 2021

**647**



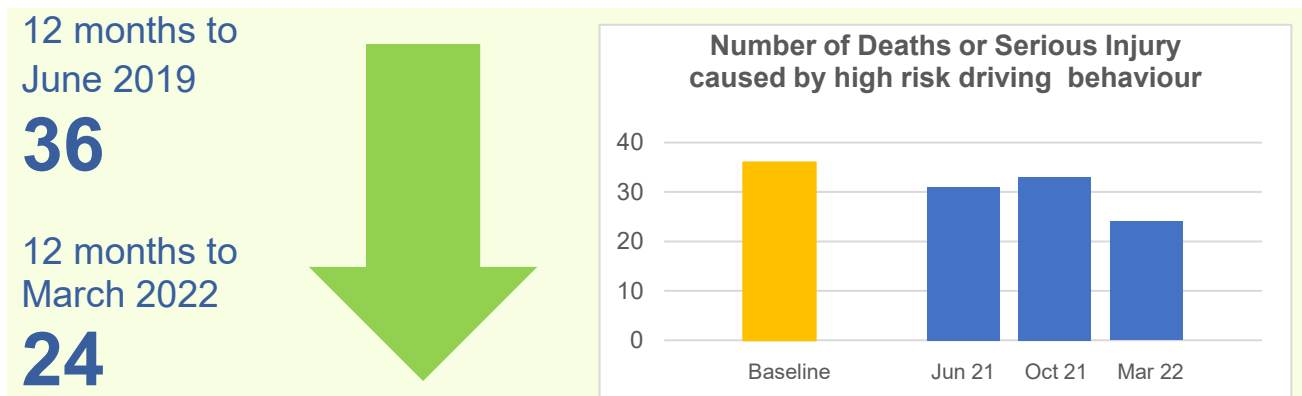
The reporting of the seriously injured casualties has also been updated to align with Vision Zero South West validated data. 647 people were seriously injured on Devon and Cornwall's roads in the 12 months to December 2021. This represents a 18.2% decrease (-144) when compared to the baseline period of 2016-18.

As with fatalities, the Covid-19 pandemic resulted in a reduction in casualties. As we emerged from the pandemic last year and road usage increased, the number of people seriously injured on Devon and Cornwall's roads has increased by 3.9% compared with 2020, which means that 24 more people were seriously injured on our roads in 2021. Compared with 2019 and earlier years (2016-18), the number of seriously injured casualties remain lower.



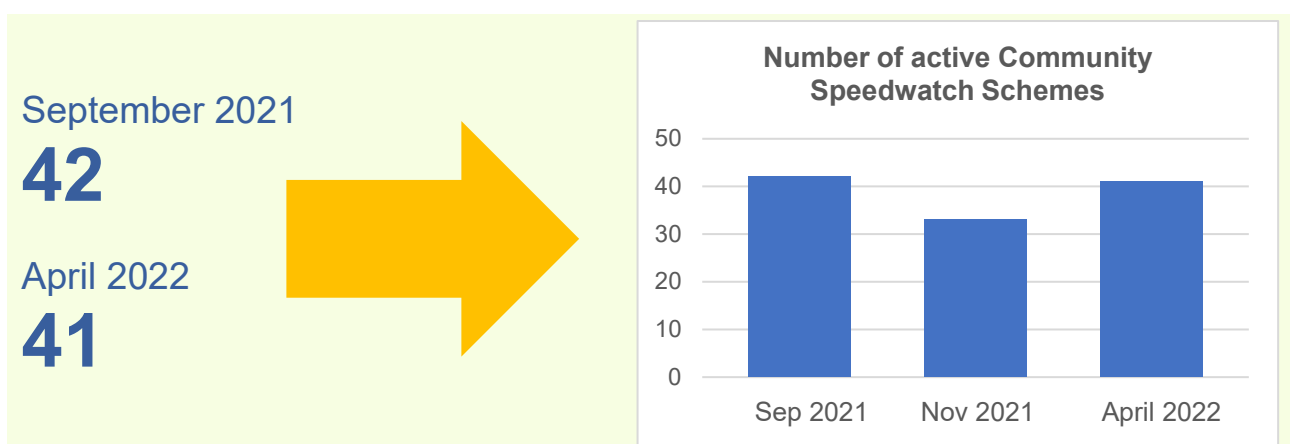


## 4.3 Number of offences related to death or serious injury caused by high risk driving behaviour



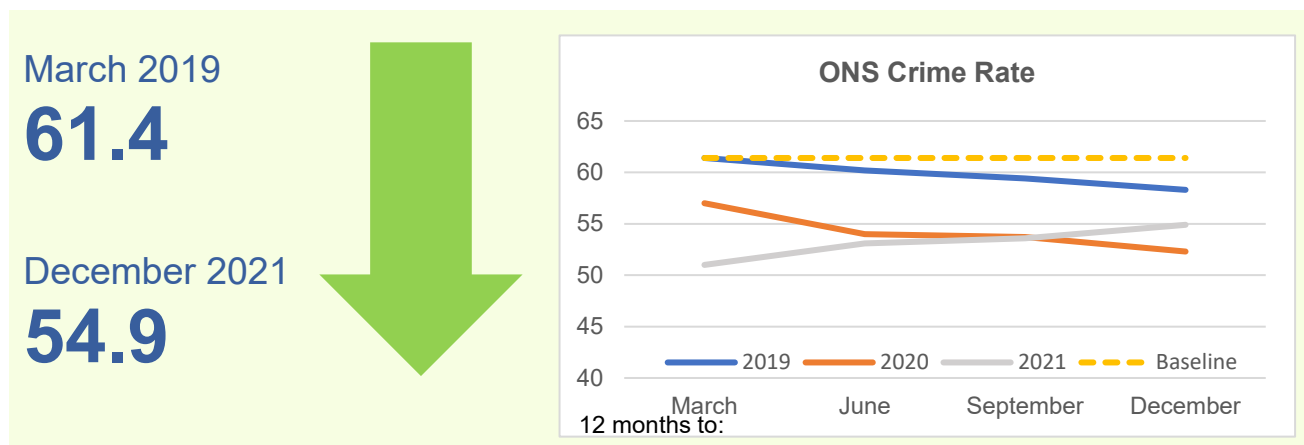
24 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to March 2022. This is a 33.3% decrease (-12) on the number of offences recorded when compared to the baseline year, the 12 months to June 2019. The current data remains below the baseline year and a decreasing trend is evident.

## 4.4 Number of active Community Speedwatch Schemes



During April 2022, there were 41 active Community Speedwatch (CSW) Schemes out of 156 CSW Schemes in total. This is 8 more active schemes than reported in November 2021 (33 active schemes). Devon and Cornwall Police's CSW policy states that Speed Watch can only take place in 'good visibility during daylight hours and must not take place in adverse weather conditions'. The improving weather and increase in daylight hours are likely to explain the increase in active schemes. The Commissioner is expecting the number of active CSW schemes to increase throughout the summer and is also encouraged that the number of schemes signed up to CSW continues to increase – 7 more since November 2021 (149 Schemes) and 17 more schemes since last September (139 schemes).

## 5.1 ONS Crime Rate Devon and Cornwall

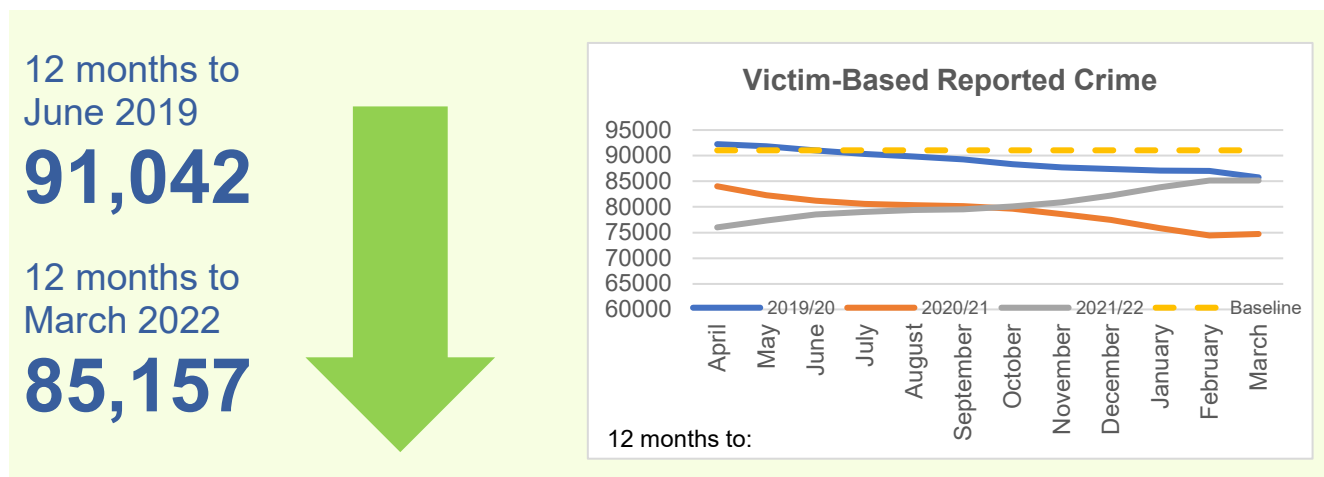


Patterns of crime over the last two years have been substantially affected by the coronavirus (COVID-19) pandemic and government restrictions on social contact. Since restrictions were lifted following the third national lockdown in early 2021, police recorded crime data shows indications that certain offence types are returning to or exceeding the levels seen before the pandemic. Violence, public order and sexual offences recorded by the police have exceeded pre-pandemic levels, while theft offences remain at lower levels.

Total recorded crime remains lower than 2 years ago but as expected is steadily on the increase and consistent with national, regional and most similar force group trends. The latest ONS data for the 12 months to December 2021 shows that Devon and Cornwall's crime rate has increased to 54.9 crimes per 1,000 population which equates to 98,078 recorded crimes in the year. Despite the increase, Devon and Cornwall continues to have the 3<sup>rd</sup> lowest crime rate nationally, which is significantly lower than the England and Wales average of 85.5 crimes per 1,000 population.

Devon and Cornwall's crime rate for this period (54.9) remains 1.1 times lower than the baseline year (12 months to March 2019) and a long-term declining trend is still evident.

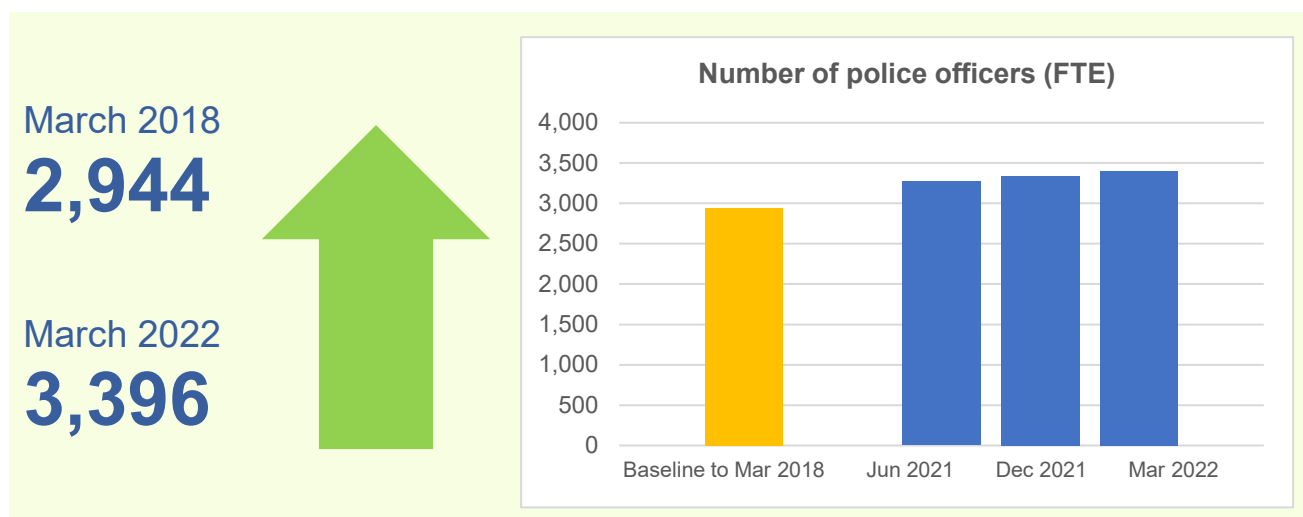
## 5.2 Victim-based reported crime



Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage and arson. In the 12 months to March 2022, 85,157 victim-based crimes were recorded in Devon and Cornwall. This is a 6.5% decrease (-5,885) when compared to the baseline year (12 months to June 2019).

The decrease in victim-based crimes is likely attributable, in part, to the COVID-19 pandemic and the varying lockdown restrictions throughout this period. This created significant reductions in social interaction and decreased opportunities for crime. However, as expected with the continued easing of COVID-19 restrictions there has been a steady increase in victim-based crimes since April 2021. The latest data shows that there has been a 14% increase in victim-based crime compared with last year and levels have nearly returned to where they were two years ago.

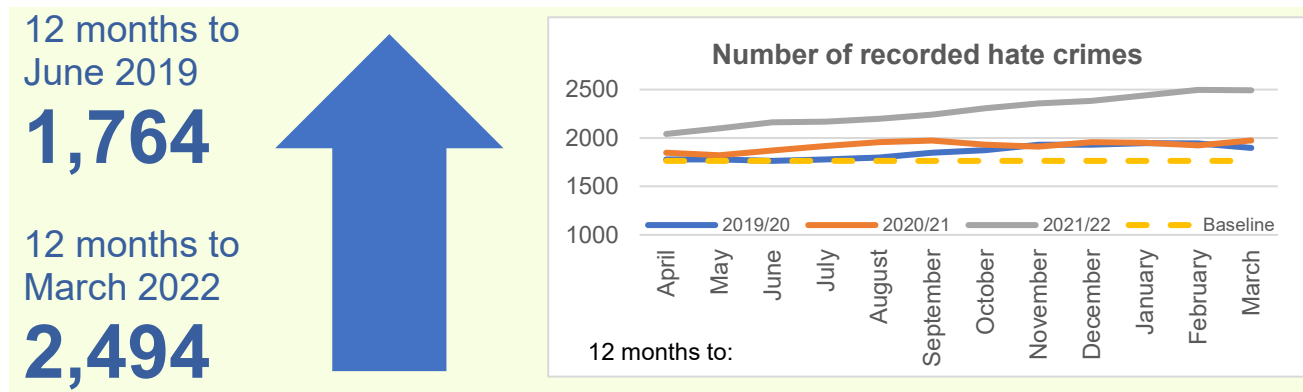
## 5.3 Number of Police Officers (FTE)



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of March 2022 was 3,396, 28 under budget. An extra-ordinary and unexpected surge of retirements was seen in March. The officer headcount was projected to be 3,489 at the end of the year, which is 90 above the uplift target of 3,399 and therefore secures the receipt of the 2021/22 uplift grant as part of the national programme.

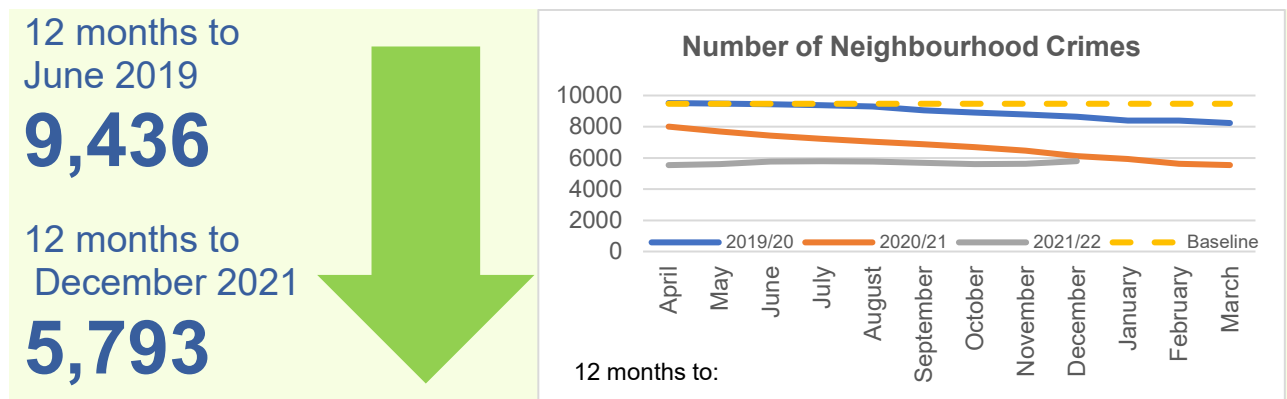
Compared with the baseline year (12 months to March 2018), there has been a 15.4% increase which equates to an additional 452 FTE officers.

## 5.4 Number of Recorded Hate crimes



2,494 hate crimes were recorded in the 12 months to March 2022. This is a 41.4% increase (+730) when compared to the baseline year, the 12 months to June 2019. Despite the observed increase, it is difficult to make objective inferences about performance based on increases or decreases in hate crime. For instance, an increase in offences could be interpreted as positive, because victims may be more confident to report to the police, or the police may have made recording improvements when identifying hate offences. Conversely, the trend could also be interpreted as negative because it could be reflective of a 'real' increase in victimisation. The Commissioner will continue to monitor trends in hate crime closely to understand the offence types that are contributing to the increase and the force's response to victims.

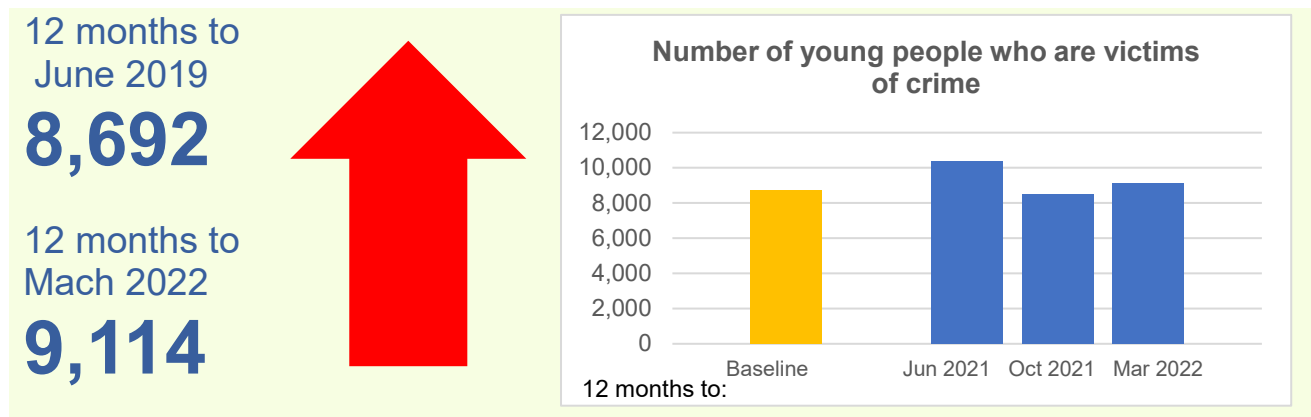
## 5.5 Number of Neighbourhood Crimes (National Measure)



Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to December 2021, 5,793 neighbourhood crimes were recorded across Devon and Cornwall. This is a 38.6% decrease (-3,643) when compared to the baseline year (12 months to June 2019). The number of neighbourhood crimes previously reported to the Panel included burglary non-dwelling offences. To align with the national measure, the number of recording burglary non-dwelling offences are no longer included as part of this measure and account for the variation to the baseline of the 12 months to June 2019.

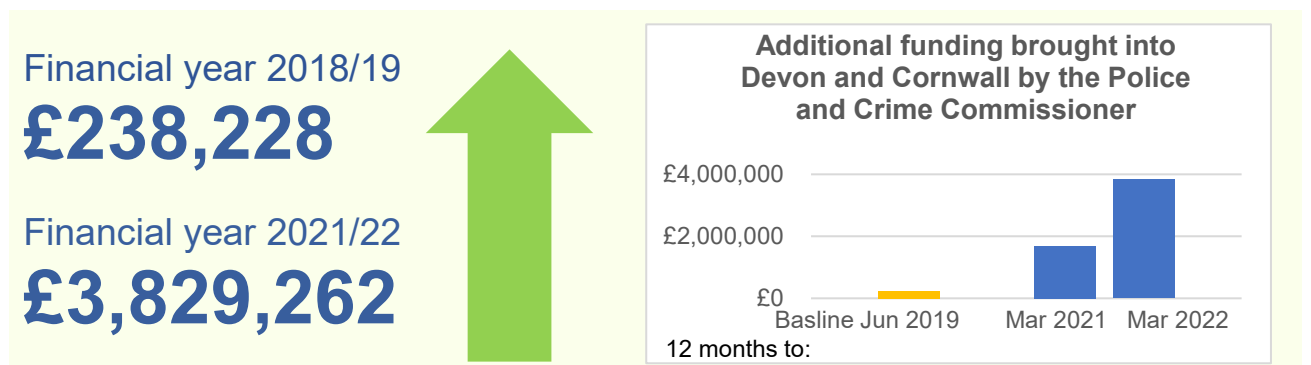
Much of the decrease may be attributable to the Covid-19 pandemic, including restrictions on social interactions, limitations on movements and the increased time that people have spent in their homes. In recent months, small increases in neighbourhood crimes have been evident but levels remain below pre-pandemic levels. Devon and Cornwall continue to have the lowest rate of residential burglary in England and Wales of 0.9 crimes per 1,000 population compared with the national average of 3.1.

## 6.1 Number of Young People who are victims of crime



In the 12 months to March 2022, 9,114 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is 4.9% more victims (+422) when compared to the baseline year (12 months to June 2019) and higher than the number reported to the Panel in January. The increase is not surprising given the trend in victim-based crime over the same period. The Commissioner will monitor the number of young people who are victims of crime and understand if there are particular offences groups where an increase in young victims is evident.

## 6.2 Amount of Funding bought into Devon and Cornwall by the Police and Crime Commissioner

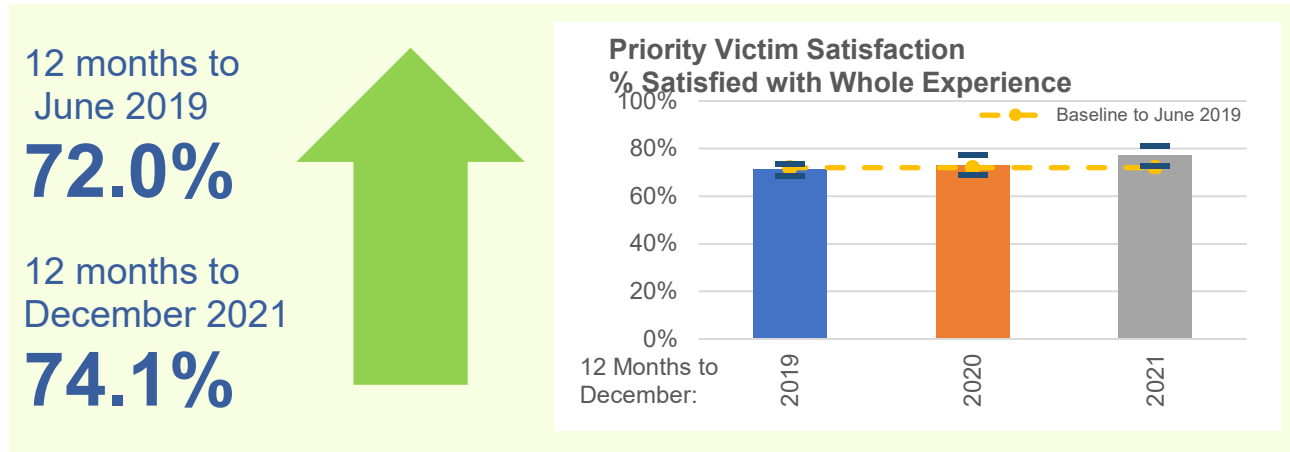


The Commissioner has secured £3,829,262 of additional funding in the financial year 2021/22 to help tackle crime and support victims. This figure includes the additional funding the OPCC has secured, as well as funding the OPCC has supported partners in securing.

The Commissioner has secured £1,591,513 of additional funding which has primarily supported victims of domestic abuse and sexual violence. This figure also includes funding to support Keyham victims.

The OPCC has supported partner bids across Devon and Cornwall helping to secure an additional £2,237,749 of funding. This includes Safer Streets funding to tackle neighbourhood crime and violence against women and girls, Pathfinder for adult victims and survivors of sexual assault and abuse with complex trauma related mental health needs, Changing Futures (a 3-year programme to support people facing multiple disadvantage), Visible Policing and Community Safety in Keyham and a project focused on the safety of women at night (SWAN) in Exeter.

## 6.3 Percentage (%) of victims that were satisfied with the overall service they received from Devon and Cornwall Police



This survey is based on priority victim satisfaction. Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable or intimidated.

In the 12 months to December 2021, 74.1% of priority victims of crime were satisfied with the overall service they received from Devon and Cornwall Police. This is +2.1% higher than the baseline year (72.0%). This is the same figure that was reported to the Panel in November 2021 and an improving trend is evident.

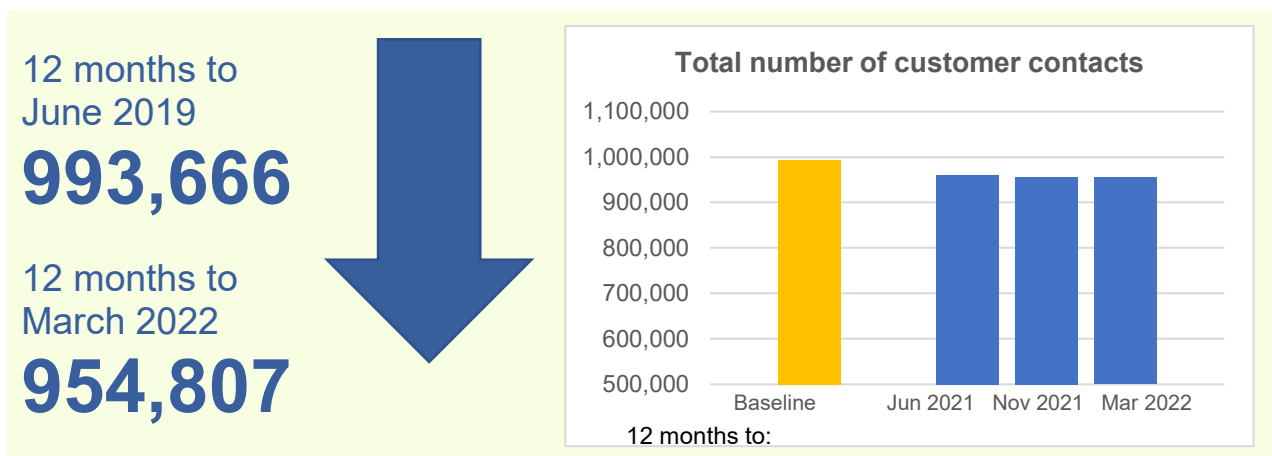
## 7.1 Number of Customer Contact points Open to the Public



Monitoring the number of customer contact points open to the public – for instance, via front desks – will be one way of helping the Commissioner to evaluate connectivity. As of March 2022, there were 10 customer contact points open to the public across Devon and Cornwall and there has been no change since the last report to Panel in January.

Four front desks are planned to be reopened by November 2022. These are Falmouth, Penzance, Tiverton and Newton Abbot. The opening hours are planned to be Monday to Saturday, 10am -3pm. In addition, the existing Enquiry Offices operated by the force will benefit from extended opening hours of 8am-6pm on the same days.

## 7.2 Number of Customer Contacts (999, 101, Online)



In the 12 months to March 2022 Devon and Cornwall Police’s Contact Centre received just over 954,800 contacts. This consisted of the following activity:

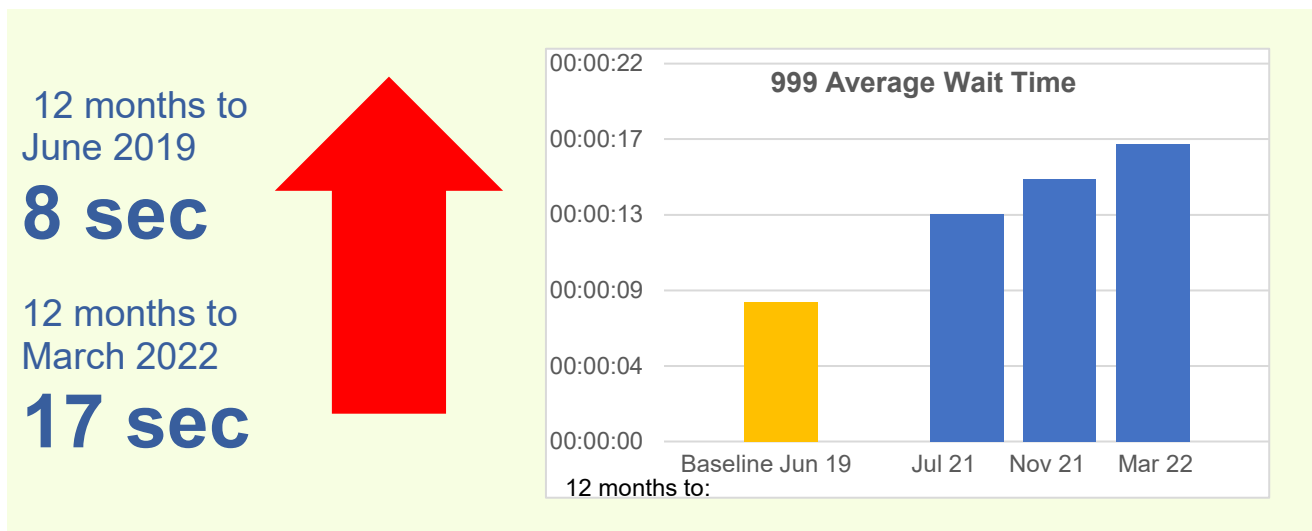
- 999 calls: 302,928
- 101 calls: 447,284
- 101 Emails and texts: 133,959
- 101 Webchat: 70,636

This indicates that fewer contacts have been received compared to the baseline year of the 12 months to June 2019. A reduction in the number of all 101 calls received has contributed to the decrease. All other contact types, including 999 emergency calls and 101 alternative contact methods (including Email, Text and Webchat) have increased.

The number of emails and texts received has increased by approximately 41% (or 39,185 more emails and texts received) and the number of Webchats received has increased by 75% (or 62,326 more Webchats received). The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of these alternative contact methods.

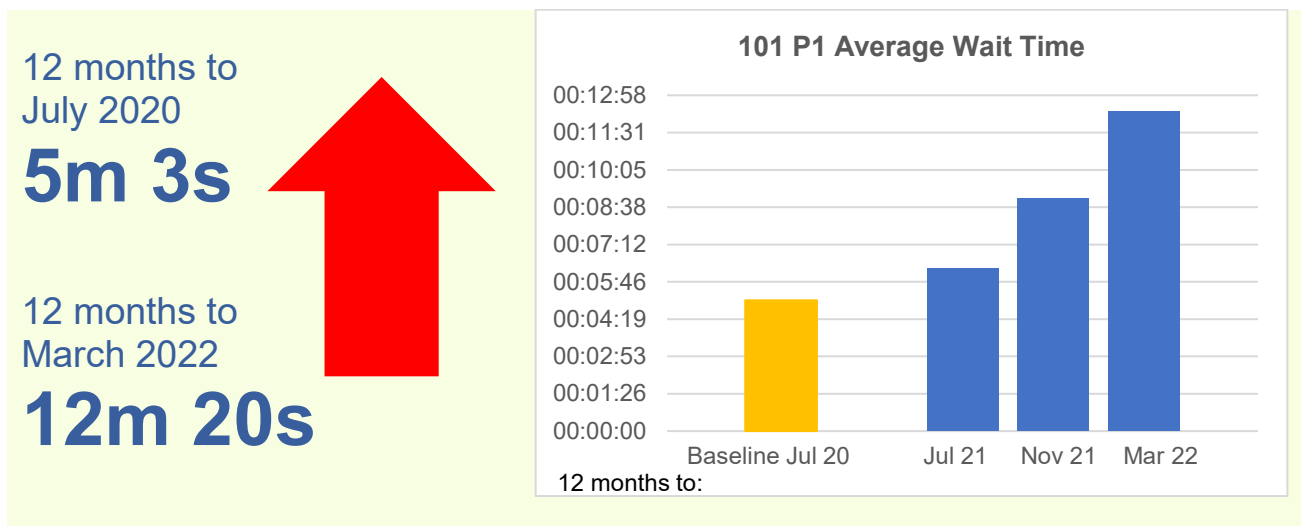


## 7.3 101 and 999 call wait times: 999 average wait time



The average answer time for 999 emergency calls has increased by 9 seconds in the 12 months to March 2022 when compared to the baseline year (the 12 months to June 2019). This has taken the average wait time for 999 calls to 17 seconds. When compared to the figure last reported to Panel (for the 12 months to November 2021) the average wait time has increased by 2 seconds. More calls have been received and answered in the latest period – there has been a 30.5% increase in 999 calls received (+70,762) and a 25.7% increase in the number of 999 calls answered compared with the baseline year, the 12 months to June 2019.

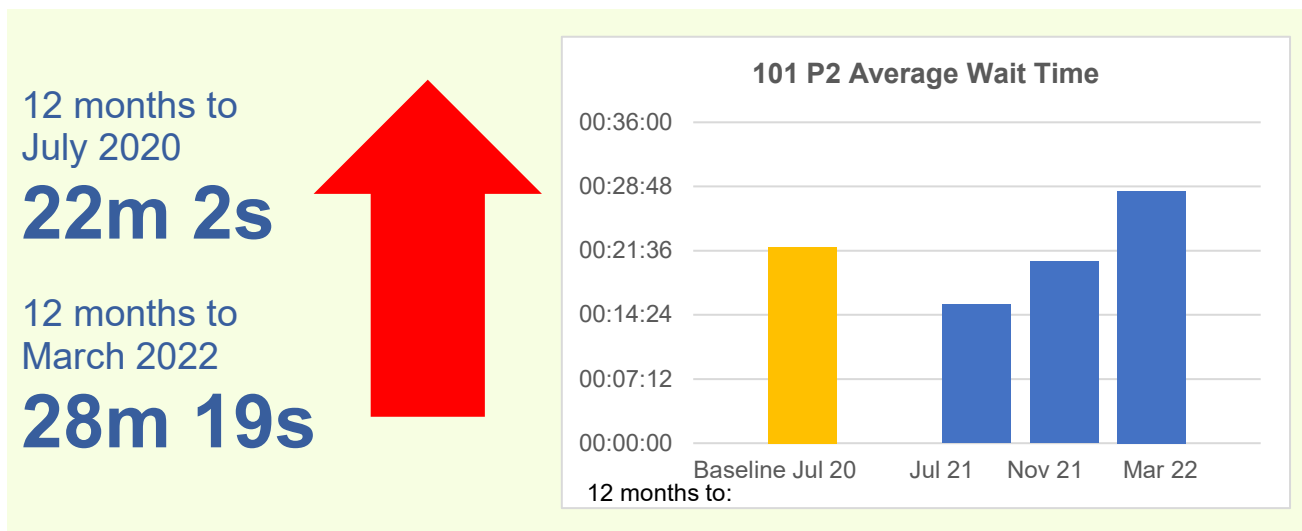
## 7.4 101 and 999 call wait times: 101 P1 average wait time



P1 (or Priority 1) non-emergency calls are those calls that are identified by the Interactive Voice Response (IVR) system as high priority. These include calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety. In the year to March 2022, the average wait time on the P1 line was 12 minutes 20 seconds. This is an increase of 7 minutes 17 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure last reported to the Panel, for the 12 months to November 2021, the average wait time has increased by 3 minutes 21 seconds. More calls have been received in the latest period, fewer answered and a higher abandonment rate is evident.



## 7.5 101 and 999 call wait times: 101 P2 average wait time



P2 (or Priority 2) non-emergency calls relate to all 101 calls that are not identified as urgent by the IVR system. This could include calls regarding anti-social behaviour or callers requesting updates about ongoing investigations. The average wait time on the P2 line in the 12 months to March 2022 was 28 minutes 19 seconds. This is an increase of 6 minutes 17 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure reported to the Panel in the last meeting – for the 12 months to November 2021 – the average wait time has increased by 7 minutes 53 seconds and an upward trend is evident in recent periods. Fewer calls have been received and answered in the latest period and a higher abandonment rate is evident.

## 7.6 Levels of Public Confidence in the Police

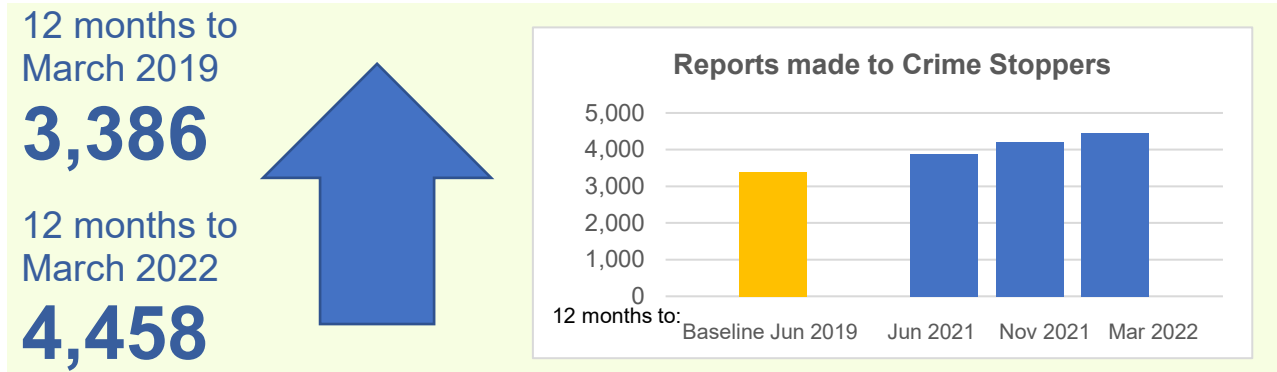


Historically, data measuring public confidence has been taken from the Crime Survey for England and Wales (CSEW). It was reported in the last Panel paper that in the year to March 2020, 77.5% of Devon and Cornwall’s residents agreed with the statement that, ‘taking everything into account, [they] have confidence in the police in [Devon and Cornwall]’. This was a 1.3% increase on the baseline year, the 12 months to March 2019.

Since the last Panel meeting Devon and Cornwall Police conducted public surveying in February / March to explore public confidence. A total of 500 surveys were conducted via telephone, representative of the demographic profile within the force area.

Whilst the results are based on a small sample size, the first wave of public surveying indicates that almost nine in ten (87%) agree with the statement “taking everything into account I have confidence in the police in this area” compared with 77.5% in March 2020. However, due to differing methodologies these results cannot be directly compared with the last CSEW data in 2020.

## 7.7 Reports made to Devon and Cornwall from Crime Stoppers



Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which Crime Stoppers deem useful to the police is passed onto the respective local police force. In the 12 months to March 2022, 4,458 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 31.7% increase (+1072) on the number of reports received in the baseline year - the 12 months to March 2019. An upward trend in the number of reports continues to be evident and the Commissioner welcomes this increase in the number of reports.



**Devon and Cornwall Police and Crime Panel  
8 July 2022**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT:  
Police and Crime Plan Road Safety Profile**

1. The Police and Crime Plan 2021-25 includes four community priorities: including violence, anti-social behaviour (ASB), drugs and road safety.



2. In addition to the regular reporting of the Police and Crime Plan Scorecard to the Police and Crime Panel, the Commissioner has committed to providing a profile on one of the four community priorities at each Police and Crime Panel meeting. These are intended to provide more detailed data and evidence, as well as an update on activity to deliver the commitments in the Police and Crime Plan, providing qualitative monitoring of outcomes.
3. The first priority profile presented to the Panel covers Road Safety. This will be followed by subsequent profiles on violence, ASB and drugs.

**Contact for further information**

**Pierre Doutreligne**

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Report prepared on 23<sup>rd</sup> June 2022

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# Police and Crime Plan Road Safety Profile

## Introduction

Road Safety is one of the most important matters for the community and a key priority in the Police and Crime Plan 2021-2025. People should be free to go about their day to day business free from fear and risk of being harmed. In a largely rural area like Devon and Cornwall with limited public transport, people should be able to use roads and pavements safely.

Each year in Devon and Cornwall an average of 53 people are killed and a further 726 are seriously injured (From 2016-2021 Source: VZSW (local validated data)). This is unacceptable. The Police and Crime Commissioner is the foremost leader for road safety improvement in Devon and Cornwall. The PCC will use her mandate as the only elected representative stretching across the whole of the Devon, Cornwall and Isles of Scilly to bring partners together through Vision Zero South West to re-energise efforts to improve safety and lead the ambition to eradicate death and serious injury from the roads.

### The Police and Crime Plan measures:

- ✓ Encourage the trialling of new initiatives to improve road safety.
- ✓ Work with our communities to enable them to play a part in making our roads safer through schemes such as Operation Snap and Community Speedwatch.
- ✓ Play a leading role in the Vision Zero Partnership to reduce death and serious injuries on our roads.
- ✓ Work with partners to deny criminals and those intent on causing harm the use of our roads, including disrupting serious organised criminals using our road networks.



Direction of Travel	Variance compared to baseline
▽ ▲	2.5%+/- than baseline
▶	= to baseline or less than 2.5% higher or lower than the baseline
Change from last Panel	
▲ = increase	➡ = no change
▼ = decrease	

Interpretation of trend	
	Indicative of positive trend
	Indicative of stable trend
	Indicative of negative trend
	Trend status not assigned

	2016-2018 Baseline (Future revisions expected)	Preferred direction of travel	2019	2020	2021
Number of Fatal Casualties	58	▽	49 ▼	44 ▼	47 ▼
Number of Seriously Injured Casualties	791	▽	768 ▼	623 ▼	647 ▼

Source: Validated local Vision Zero data, June 2022

Performance Measure	Baseline	Preferred direction of travel	Reported to Jan 22 Panel	Reported to Jul 22 Panel	Change from last Panel	Change from Baseline
Deaths or serious Injuries by high-risk driving behaviour	36 <small>(12 months to June 2019)</small>	▽	33 <small>(12 months to October 2021)</small>	24 <small>(12 months to March 2022)</small>	▼	▼
Number of active Community Speedwatch schemes	42 <small>(September 2021)</small>	▲	33 <small>(November 2021)</small>	41 <small>(April 2022)</small>	▲	▶

The reduction in road traffic during much of the Covid-19 pandemic contributed to a decrease in fatal and seriously injured casualties during much of 2020. As we emerged from the pandemic last year and road usage increased, the number of people killed or seriously injured on Devon and Cornwall's roads has increased. Based on validated Vision Zero South West local data in the 12 months to December 2021:

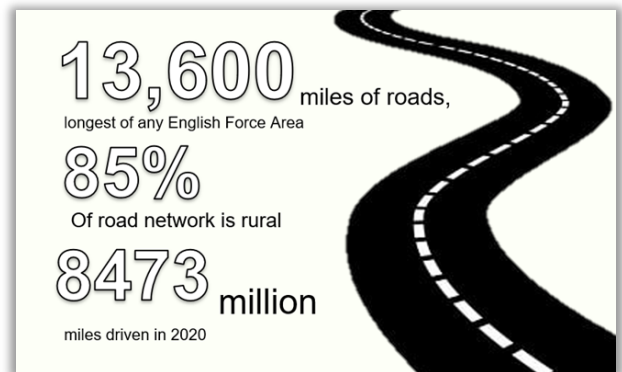
- 47 people were killed on our roads, 6.8% increase, or 3 more fatalities, when compared to the year prior.
- 647 people were seriously injured in a collision. This is a 3.9% increase, or 24 additional casualties, when compared to the previous year.

Compared with 2019 and earlier years (2016-18), the number of fatalities and seriously injured casualties remain lower, seeing a reduction in killed and serious casualties overall.

## Crime types, risks and challenges

Devon and Cornwall is a largely rural area with the vast majority of roads being B roads, country lanes and lanes. Despite hundreds of thousands of visitors each year, 94% of casualties in Devon or Cornwall are resident here compared to the national average of 70% of local resident casualties.

In particular, young adults (16-24) from more deprived areas are over-represented than the national average. Devon and Cornwall's resident young driver involvement rate of 393.0 per 100,000 population is 4% higher than the overall GB rate (381.2), and 7% higher than the South-West region rate of 363.4.



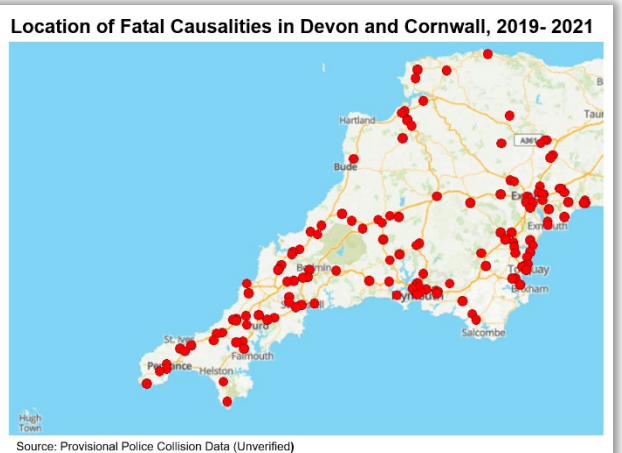
Road User Type	Casualties in 2020	Change from previous 5 year average	10 year trend
Car Drivers 16-24 years	32	↓	↓
Car Drivers 25-64 years	116	↓	↑
Car Drivers 65+	33	↓	↑
Car Passenger	81	↓	↑
Small Motorcycle (<125 cc)	70	↓	↑
Large Motorcycle (>125cc)	122	↑	↑
Pedestrian	96	↓	↑
Cyclist	78	↓	↑
Light Goods	19	↑	↑

The peninsula resident casualty rate is 12% lower than the national rate, however, it is 5% higher than the South-West regional risk rate. Within Devon and Cornwall, Torbay has the highest rate of 262.5, followed by Eastern Cornwall with a rate of 257.9. Exeter has the lowest rate (171.2). Generally, the number of cyclists killed or seriously injured on our roads (KSIs) are lower in Devon and Cornwall than the national average with the exception of Exeter which has higher levels of casualties.

Collisions overall on urban roads have decreased over the last 10 years by 23% but KSI's have increased from 9% of collisions in 2010 to 19% of collisions in 2019.

On rural roads, collisions have decreased over the last decade by 12% but KSI's have increased from 15% of collisions in 2010 to 25% in 2019.<sup>1</sup>

In village lanes, collisions have decreased over the last 10 years by 22% but KSI's have increased from 16% of collisions in 2010 to 22% of collisions in 2019.



<sup>1</sup> Agilysis, 2021, Peninsula Area Profile (produced for Vision Zero)



# Police and Crime Plan Road Safety Profile

## Enforcement

As of March 2022, Devon and Cornwall Police had 70 dedicated roads policing officers, 128 armed response vehicles (ARVs), 12 dedicated no excuse officers and 12 speed detection officers.



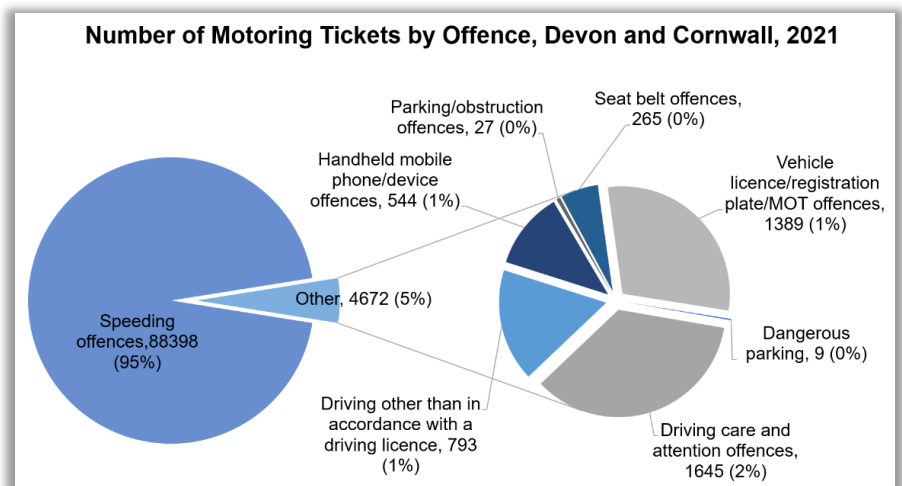
The 'No Excuse' road safety campaign was launched to reduce the numbers killed and seriously injured on roads. The no excuses team are dedicated to policing the 'fatal 5' driving behaviours: speeding, not wearing a seatbelt, driving carelessly, driving whilst under the influence of drugs or alcohol and using a mobile device whilst driving.

Between 04/02/22- 20/06/22, these operations led to 1584 traffic offence reports, 176 arrests and officers seized a total of 375 vehicles being driven illegally in Devon and Cornwall. This reflects active enforcement activity on the roads, and that ensuring the safety of road users continues to be a priority.

## Motoring Tickets

In Devon and Cornwall in 2021, a total of 93,070 motoring tickets were issued by Devon and Cornwall Police.

The majority of these tickets related to speeding offences in 2021 Devon and Cornwall Police issued 88,398 tickets to speeding drivers. This is an increase of 25,585 tickets issued compared to 2019 figures (+41%), reflecting efforts to target speeding drivers.



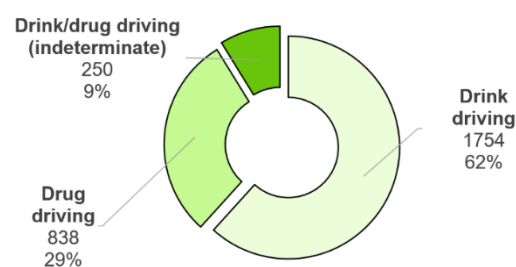
In 2019 Speeding offences contributed to 94% of all motoring tickets issued in Devon and Cornwall, higher than the national figure of 85% (2019, UK Gov). Some drivers receiving speeding tickets are offered the chance to attend a speed awareness course if they have not done so before instead of receiving points on their licence. In 2021 in Devon and Cornwall 35,000 drivers attended speed awareness courses. Notably, 1,645 tickets were issued for driving without due care and attention in Devon and Cornwall in 2021. This is an increase of 1,162 tickets issued since 2019 (+241%), reflecting efforts to target careless drivers.

## Drink and Drug Driving

In Devon and Cornwall in 2021, a total of 2,842 drink or drug driving arrests were made on the region's roads. This is a slight reduction (-4%) on 2019 levels. 1,754 arrests were made for drink driving, 838 were made for drug driving, and a further 250 arrests were made for indeterminate drink and drug driving offences.

Of these arrests, a total of 1,825 resulted in charge (64% of arrests resulting in charge). The charge rate for drunk driving was notably higher than for drug driving. 1,192 charges were made for drink driving (68% arrests resulted in charge), and 426 charges were made for drug driving (51% arrests resulting in charge).

Number of Drink/Drug Driving Arrests in Devon and Cornwall, 2021



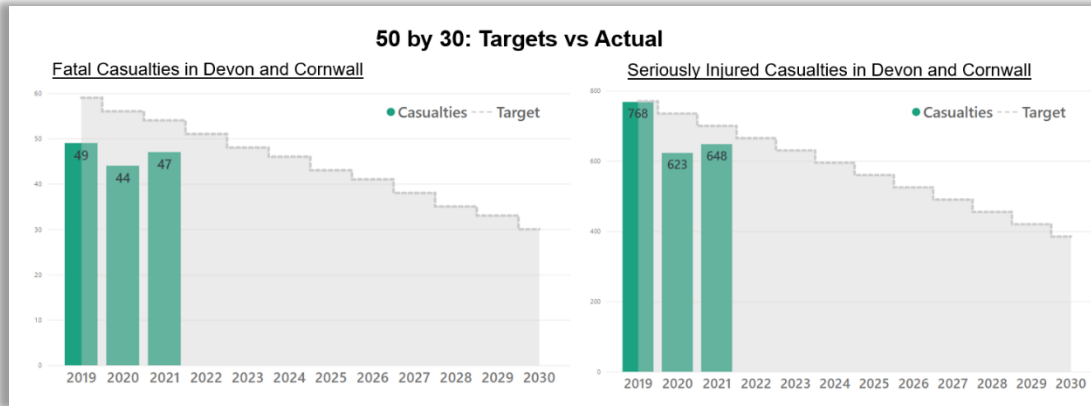
# Police and Crime Plan Road Safety Profile

## Vision Zero Partnership

'Our shared vision is for the road network of Devon, Cornwall and the Isles of Scilly to be free from death and serious injury.'

Vision Zero South West (VZSW) is combined ambition of multi-agency partners from across Devon and Cornwall to commit to eradicating death and serious injury from our roads. VZSW adopts the Safe System approach to road safety that asserts that everyone should be able to use our roads and pavements free from injury or the fear of injury.

To help achieve these long-term ambitions, the partnership has set a target of reducing deaths and serious injuries on Devon and Cornwall's roads by 50% by 2030. Based on current trends, we are on track to meet or exceed these targets.



A new VZSW governance structure was adopted in August 2021, formalising the partnership arrangements for the future with a new Memorandum of Understanding. Since then we have already achieved:

- ✓ MoU agreed
- ✓ VZSW Annual Road Safety Delivery Plan 2022/2023 approved
- ✓ VZSW Financial Plan 2022/2023 approved at £1.2m
- ✓ Recruitment into VZSW roles inc. data analyst
- ✓ New area road risk profile prepared
- ✓ Promotion of changes to the Highway Code



Commitments met -

- ✓ Play a leading role in the Vision Zero Partnership to reduce death and serious injuries on our roads.

## Call for Ideas

In September 2021, VZSW launched a Call for Ideas for a share of £100,000\* to deliver small-scale community road safety schemes. 82 applications were received of which 34 were supported. The Board then took the decision to increase the total funding available to £153,000 to allow all eligible, supported bids to be funded. This included funding 33 Mobile Vehicle Speed Activation Signs, supporting 2 applications for Reflective Collars for Livestock on Dartmoor and 1 application for Reflective stickers for School Children, improved signage and a Volunteer Parking Enforcement scheme.

Commitments met -

- ✓ Encourage the trialling of new initiatives to improve road safety.



# Police and Crime Plan Road Safety Profile

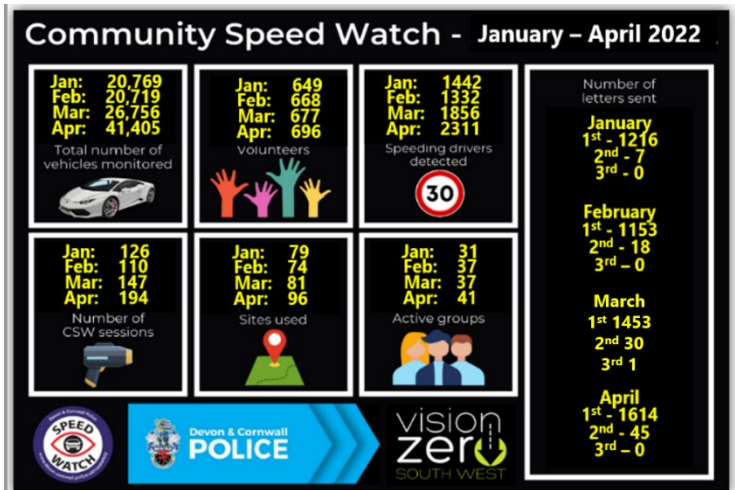
## Community Speedwatch

This scheme allows members of the community to volunteer to monitor the speeds of traffic in their community. Community Speedwatch is managed by the police and has seen investment and new staff to help administer the scheme and support the volunteers. Engagement with scheme members will improve now that new staff are in post with the capacity to provide regular updates and host seminars to scheme co-ordinators.

CSW is welcoming more members each month with 696 volunteers on the books as of April 2022 – an increase of 286 on April 2021.

So far in 2022, 577 CSW sessions have taken place, monitoring a total of 109,609 drivers, and catching 6941 drivers speeding. As a result, a total of 5537 letters have been delivered.

Later this year, enforcement will take place at selected CSW locations. Speed Detection Officers will attend CSW sites based on the data returns provided by the volunteers. This will help elevate the status of the scheme and provide additional reassurance to the community that speeding will not be tolerated in the community.

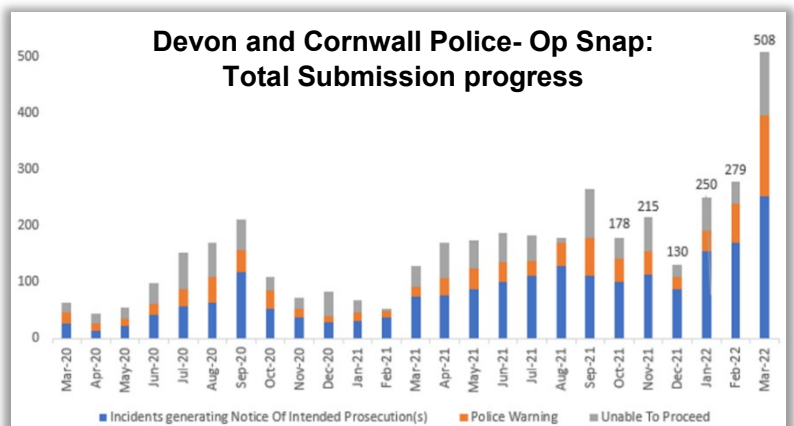


## Op Snap

Op Snap is the facility that allows members of the public to upload camera footage of dangerous road manoeuvres to the police when captured on dashcams and other recording devices. The police will review the footage to assess whether it meets an actionable threshold and if the vehicle is identifiable. Officers have been working with representatives of cycling and horse riding communities to support them and ensure submissions to Op Snap meet the necessary eligibility thresholds.

In 2021, VZSW set up a scheme to hand 170 state-of-the-art dashcams handed out completely free to businesses and organisations in Devon and Cornwall to aid enforcement and help make our roads safer.

- ✓ Submissions continue to grow as the facility becomes better known to the public thanks to the comms that VZSW put out, and as a result of targeted messaging to certain groups – particularly cyclists
- ✓ Agreement for dedicate Op Snap back-office team to improve capacity and expertise
- ✓ Direct feedback to cycling groups on submitted data



### Commitments met -

- ✓ Work with our communities to enable them to play a part in making our roads safer through schemes such as Operation Snap and Community Speedwatch.
- ✓ Encourage the trialling of new initiatives to improve road safety.

## Denying criminals the use of the roads

Roads policing officers play an important role in tackling criminality that takes place on the road network across Devon and Cornwall. Apprehending drug dealers, people traffickers and others who rely on transport to exploit the vulnerable can uncover driving offences and remove unlicensed or uninsured vehicles from the roads thereby making the public safer.

Scorpion is one such operation aimed at disrupting drug networks and county lines operations through intelligence, technology, joint innovation and robust policing to hit drug dealers where it hurts. March 2022 saw the start of this ambitious regional project thanks to close working with my fellow Police and Crime Commissioners and their respective Chief Constables in Devon and Cornwall, Dorset, Avon and Somerset, Wiltshire and Gloucestershire, as well as the British Transport Police and South West Regional Organised Crime Unit.



In only the first two weeks of action we have had some incredible results in Devon and Cornwall, with officers seizing more than £432,000 worth of drugs and arresting 172 people. They have also seized money, weapons and vehicles belonging to those involved in the supply of drugs and helped to safeguard 297 vulnerable people.

### Commitments met -

- ✓ Work with partners to deny criminals and those intent on causing harm the use of our roads, including disrupting serious organised criminals using our road networks.



# Annual Report

2021-22

Draft



Safe, resilient and connected communities  
in Devon, Cornwall & the Isles of Scilly



**PCC**  
Office of the Police and  
Crime Commissioner  
Devon and Cornwall



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Creating safe, resilient and connected communities supported by world class sustainable policing



# PCC on YouTube

Five videos that explain some of the Devon and Cornwall Police and Crime Commissioner's work in 2021-22 to deliver safer, resilient and connected communities.

## Prisoners start work on affordable homes

Prisoners are building eco-homes in the south west, learning skills and reducing homelessness in a project piloted by the Commissioner.



.....  
"Doing the work that they do here and then seeing the end result will give them a huge sense of personal wellbeing and knowing what the project is all about as well it will also give them a sense of giving back..."  
.....



Scan the QR code to watch the video

## Working to make the south west #NoPlaceForDrugs

The Commissioner is partnering with five other forces and commissioners in the south west on Operation Scorpion to crack down on the drug dealers who exploit the vulnerable for their own profits.



Scan the QR code to watch the video



## The force gets its first maritime PCSO

Andy Bailey, Devon and Cornwall Police's first maritime Police Community Support Officer, is working with Ilfracombe harbourmaster Captain Georgina Carlo-Paat MBE in a project funded by the Commissioner.

.....  
"Having the visual presence of authority here has never been done so we have great hopes for the benefits this will bring for everybody."  
.....



Scan the QR code to watch the video





### Vision Zero South West runs Call for Ideas

The road safety partnership created by the Commissioner committed £150,000 to community-led projects, working hand in hand with residents to reduce the number of people killed and seriously injured on our roads.

.....  
 "Every road death on a road is one death too many and anything we can do to actually slow down vehicles must be a good thing."  
 .....



Scan the QR code to watch the video

### Helping thousands of victims of crime

The Commissioner's new deal with a strategic partner delivered practical and emotional help and support for thousands of victims of crime. Our video explains how one service, restorative justice, put together a Devon shopkeeper with the man who robbed him at knifepoint.



Scan the QR code to watch the video





# Section one

## Police and Crime Plan performance



## Foreword from Alison Hernandez

Commissioners are required to produce such a plan under the Police Reform and Social Responsibility Act 2011. The 2021-25 Devon and Cornwall Police Plan sets out the Commissioner's police and crime objectives, informs decisions on commissioning of services and provides a strategic framework and delivery plan for Devon and Cornwall Police and is the basis for how I hold the Chief Constable to account.

In developing the plan my team drew upon a wide range of information from public surveys and crime data.



The Commissioner, flanked by Treasurer Nicola Allen and Chief Executive Frances Hughes, is elected to a new term of office in May 2021

The onset of a new police and crime commissioner term of office in May 2021 required a new Police and Crime Plan to be developed.

A wide range of partners were consulted and given the opportunity to influence its development. These included community safety partnerships, local authorities, diverse community representatives and criminal justice partners to ensure it reflects the police and crime issues which are most affecting Devon, Cornwall and the Isles of Scilly.

The plan has at its heart the principles of creating safe, resilient and connected communities and policing services that ran through the previous plan.

It sets out how the Commissioner will focus on tackling the four priorities which emerged as the issues that residents of the force area most wanted dealing with. These are drugs, antisocial behaviour, violence and road safety. The following pages summarise progress against these objectives in 2021-22.

The plan, which can be read online at the OPCC website or requested from our office, also sets out how progress against these priorities will be measured.

The year covered in this report identifies just how pressing these priorities are for our communities. Tragic cases like the shooting of five innocent people in Keyham, Plymouth, and the murder of Bobbi-Anne McLeod shocked the nation. Sadly violence remains a reality for far too many people in our communities. Yet more avoidable deaths and serious injuries occurred on our roads, and our antisocial behaviour and drugs continued to bring misery to some of those we serve. This report explains the work undertaken to deliver on my priorities and deliver safer, more connected and resilient communities.

**Alison Hernandez**  
Police and Crime Commissioner,  
Devon, Cornwall and the Isles of Scilly



# Drugs

Residents of the force area have made it absolutely clear that they will not tolerate the harm caused to their communities by drug dealing.

Substance misuse is often linked to an individual's response to a past trauma or other unmet needs. There are clear links between substance misuse and other priorities set out in the Police and Crime Plan, highlighting the significance of drugs as a cross-cutting theme in crime, policing and criminal justice.



Undercover officers detain a suspected county lines drug dealer in Plymouth

This includes links to organised crime, victims, serious violence, child exploitation, road safety and business crime and means many lives are adversely affected by drugs.

To tackle drugs effectively, communities must address both the issues of supply and demand for those drugs, aim to give people the confidence and tools to report offences, as well as working to break the cycle of addiction.

Up until 2021 the Office of the Police and Crime Commissioner (OPCC) investment to support drug treatment services was delivered by grant to community safety partnerships (CSPs).

Cornwall contributed £130,456 of its overall grant to fund drugs and alcohol services while Plymouth contributed £95,575 to its work with individuals in the criminal justice system.

Safer Devon Partnership contributed £60,472 to YSMART – a service which works with young people involved with or at risk of using drugs.

This year the OPCC has changed its approach to funding these services which aims to identify and fund projects and approaches that help deliver the Police and Crime Plan for its duration (as outlined in the Commissioning Intentions Plan) while retaining a similar level of support in grant funding to Cornwall, Devon and Plymouth to maintain the contribution drug and alcohol services.

This approach encourages longer-term impact to issues related to alcohol or drug misuse.

By commissioning the delivery of services needed to tackle drug demand and supply, by raising awareness of the county lines threat and supporting collaborative and multi-agency approaches to the sharing of intelligence and best practice, the police can disrupt the organised crime gangs that poison communities, trafficking will be discouraged, addiction reduced, and, above all, there will be fewer victims.

## Drugs performance data

During 2020-21, drug trafficking and drug possession was arguably more visible than ever. As the nation still felt the effects of Covid-19 lockdown restrictions, with limits on travel and movement, those engaged in the supply and sell of drugs became more noticeable. This is especially when drug dealers used road or rail networks to sell or acquire drugs. It is no surprise, therefore, that in 2020-21, Devon and Cornwall Police recorded a 21.5% increase in drug crime when compared to 2019-20.

In the 12 months to March 2022, as lockdown restrictions eased, there was a reduction in the number of drug offences recorded by police compared to the previous year.

**Devon and Cornwall Police still undertook a significant number of organised drug disruptions in the 12-month period though, with 525 disruptions having links to county lines and dangerous drug networks.** This included the first coordinated drugs disruption activity in the south west region of its kind, Operation Scorpion, in March 2022, which in its first two weeks seized £432,000 worth of illegal drugs and arrested 172 suspects.





# Antisocial behaviour

Persistent antisocial behaviour (ASB) is a very visible sign of disorder in our communities. It can lead to community tensions and have a significant impact on people's health, wellbeing and their daily quality of life.

The police, local authorities, other agencies and our communities need to work together to find solutions and stop persistent and severe ASB from blighting our communities.

**The OPCC is working to reclaim town centres for the public from those undertaking ASB and rebuild confidence:**

- To make our city, town and village centres more resilient to ASB.
- Ensure that victims of persistent and severe ASB in our communities are heard and know how to get help.
- Increase visible foot patrols to deter ASB in our communities.
- Working with policing and partners to deliver a robust and targeted partnership approach, using the range of powers available to all partners.

The Commissioner has made available £200,000 to tackle ASB behaviour and substance misuse in Torbay and is supporting the partnership bid for additional Government funds under the Safer Streets programme.

## ASB performance data

During the Covid-19 pandemic, the police were responsible for enforcing public health restrictions, including limits on social gatherings and social movement. Any breaches against these restrictions were recorded as ASB incidents and subsequent increases were recorded across the force area.

As we emerge from the pandemic in the past year, and social restrictions have eased, levels of ASB have decreased and now align with those seen before lockdown.

.....  
↓  
.....  
In the 12 months to March 2022, 32,876 ASB incidents were recorded across Devon and Cornwall, a **23.8%** decrease on the previous year.  
.....

However, other types of antisocial conduct have increased. Public order offences (including violent disorder, drunk and disorderly behaviour and breach of the peace) increased by 18.9% in the 12 months to March 2022, rising to 8,479 crimes. This coincides with the re-opening of public spaces and licensed premises over the last 12 months.



The Commissioner at the signing of the ASB Help pledge in Plymouth in March 2022



# Road Safety

The Commissioner is working with other organisations in the region to address road safety from every angle, establishing and chairing the Vision Zero South West partnership in.

The partnership advanced significantly during 2021-22, with several high-profile events, operations and publicity campaigns.

In a poignant collaborative display, officers and vehicles from all the south west emergency services formed a convoy along the A38 in September to launch the Project Edward (Every Day Without A Road Death) national road trip. This joint initiative served as a stark reminder of our collective power and responsibility.



The Commissioner takes part in Project Edward 2021

The Vision Zero board also approved its first Road Safety Delivery Plan with innovative projects, schemes, pilots and publicity campaigns set to reach an expected audience of millions.

The board also launched its first small grants fund called the 'Call For Ideas'. As a result, the partnership has allocated more than £150,000 to be spent improving road safety in communities across Devon and Cornwall.

Vision Zero, supported by the OPCC has launched several successful media campaigns with a strong emphasis on changing the behaviour of road users. This includes projects such as Op Snap, Road Safety Week, Drink Driving Awareness and the recent Changes to the Highway Code – all of which attracted significant media interest.

The partnership has helped publicise Devon and Cornwall's first 20mph speed camera, hosted Community Speedwatch seminars to promote this valuable scheme and helped promote innovative operations such as Op Decker in which officers spot mobile phone use from the vantage point of a bus.

With the recent appointment of permanent specialist officers, Vision Zero South West will continue to thrive and innovate – with the vision to make our roads completely free from all death and serious injury.



Vision Zero South West partners in a show of solidarity

## Road safety performance data

The reduction in road traffic during much of the Covid-19 pandemic contributed to a decrease in fatal and seriously injured casualties during much of 2020. As we emerged from the pandemic last year and road usage increased, the number of people killed or seriously injured on Devon and Cornwall's roads increased.

### Based on the Department for Transport annual provisional estimates<sup>1</sup> in the 12 months to December 2021:

.....  
 48 people were killed on our roads, **9.1%** increase, or four more fatalities, when compared to the year before.  
 .....

.....  
 647 people were seriously injured in a collision. This is a **3.7%** increase, or 23 additional casualties, when compared to the previous year.  
 .....

The number of fatalities has remained static compared with 2019 and the number of serious casualties remains lower, seeing a reduction in killed and serious casualties overall – (695 in 2021 compared with 816 in 2019 – represents a 14.8% decrease or 121 fewer casualties).

Excess speeding is routinely recognised as a risk factor for road traffic collisions. Community Speedwatch is one mechanism which can help to drive down excess speeds. The scheme involves local community members monitoring and reporting incidents of speeding from the roadside. Where speeding is reported, warning letters are handed out to drivers by Devon and Cornwall Police.

In March 2022, speed monitoring activity was undertaken by 37 Community Speedwatch teams across Devon and Cornwall. This was four more active teams when compared to November 2021.



During the G7 conference the OPCC highlighted the tragic consequences of road collisions on the force area with a sand art tribute to those killed in a single year

<sup>1</sup>Department for Transport Provisional Estimates for 2021 published in May 2022



# Violence

The Commissioner is taking action against violence that blights many of our communities by funding the Serious Violence Prevention Partnership (SVPP).

This £4m programme, established in 2020, is run by the Commissioner and the Chief Constable. It adopts a public-health approach to tackling violence, treating it as a preventable consequence of a range of factors, such as adverse early-life experiences, harmful social or community experiences and influences.

The overarching objective continues to be breaking the cycle of violence. The partnership seeks to do this by focusing on three strategic priorities; **People, Partners and Places.**

The Serious Violence Prevention Partnership has matured rapidly over time, developing a clear goal and outcomes. Working with partner, Crest Advisory, it has built a strategic needs assessment and gained a better understanding of the problem which we have shared with partners across the peninsula to assist them in their own new prevention of serious violence duties. This work has received national attention.

**Much work has been undertaken under the priority of violence, some notable highlights include:**

- **Supporting 700 young people:** the partnership has engaged with young people identified as being most at risk of becoming involved in violence.
- **A Safer Keyham:** Home Office funding of £850k was secured to help recovery from the tragic murders of five people by a gunman who then took his own life. This funding includes an additional £50,000 to meet demand for community-led activities through the Keyham Community Sparks Showcase.
- **Senior leaders event:** The January event engaged a range of partners and was attended by over 100 stakeholders. It received excellent feedback nationally, regionally and locally and laid the foundations for a strategy and concordat to be adopted across the peninsula.

## The Serious Violence Prevention Programme Budget Summary for 2021-22

Total budget allocation	£1.282m
Actual spend to date	£608k
Committed spend	-
Carry forward	£669k
Balance	£5k

## Current commissioned services include:

**Out-of-court disposal panels:** These panels can give a young person who has committed an offence a solution which keeps them out of the criminal justice system, instead directing them towards an appropriate intervention to prevent them becoming part of a reoffending cycle. **298 young were (people were) engaged in such support in 2021-22.**

**Turning Corners:** Turning Corners is an intervention aimed at improving resilience and life chances of young people through parent support groups, outreach activities and school transition support. **166 young people and 10 parents were supported in 2021-22.**

**Pathfinder Enhanced Offer:** An enhanced scheme for 18-25 year olds and care leavers which provides an in-depth needs assessment and bespoke services, managed by key workers with youth work experience.

**U+ Programme:** Elemental UK and the Dracaena Centre work in partnership through the U+ programme to provide a preventative and aspirational youth work approach for vulnerable young people. **62 young people were supported in 2021-22.**

**Restorative Family Work:** Two restorative justice workers have been recruited to run group conferences with families who want things to change. During these sessions harm is acknowledged and responsibility accepted. **50 families were supported in 2021-22, including 35 young people.**

**StreetGames** – 131 young people engaged through the medium of sport in this diversionary scheme.



The Commissioner and Chief Constable meet local partners from schools and activity centres at The Dracaena Centre in Falmouth





**New local partnership funds have been targeted for investment through:**

**Safer Devon:** Young person behaviour change IDVA; Domestic violence and abuse recovery interventions; Lived experiences work with young people.

**Safer Cornwall:** Children affected by parental imprisonment referral pathway; Co-designed youth violence reduction project; Serious violence provision scoping exercise.

**Safer Plymouth:** Family support for young people known to the youth justice system; A referral pathway for young people vulnerable to exploitation into youth justice system.

**Safer Communities Torbay:** Independent Domestic Violence Advisor upskilling programme; Mentorship programme for violence prevention; StreetGames community programme

\* Wider OPCC Commissioning Intentions have been considered \*\* Community Safety Partnerships will also be given funding through the CSP Serious Violence Investment \*\*\*

**Violent crime performance data**

During much of 2020-21, violent crime was lower than previous years due to the Covid-19 pandemic. People spent increased amounts of time in their homes and away from settings that can exacerbate violence, such as the night-time economy. As we emerged from lockdown restrictions and social contact resumed, violent crime increased across Devon and Cornwall and has slightly exceeded pre-pandemic levels.

.....  
In the 12 months to March 2022, 33,340 violent offences were recorded, a **20%** increase on the previous year. A total of 11,788 offences related to domestic abuse, also an increase on the previous year **(+7.8%)**.  
.....



.....  
Serious violence increased, with 489 Section 18 offences were recorded in the 12 months to March 2022, including grievous bodily harm and wounding with intent. This was a 4% increase on 2020-21 levels.

Homicide also increased in the year period (2021-22), increasing by five crimes to a total of 17 offences.





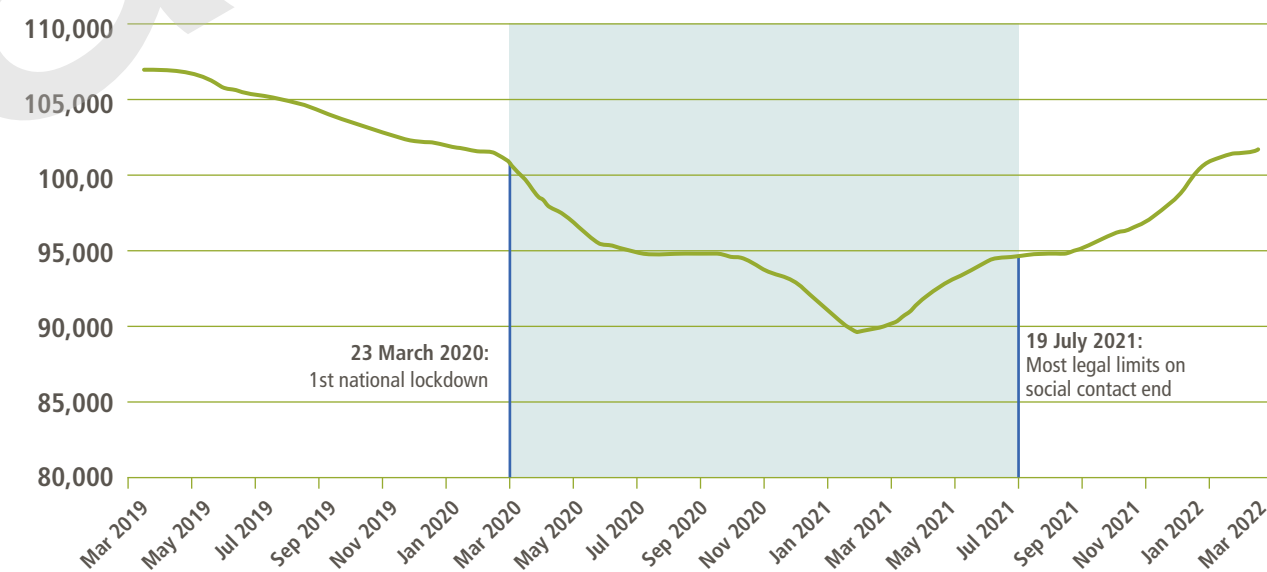
# Performance data linked to Police and Crime Plan Principles (Safe, resilient and connected)



## Safe

Levels of crime over the past two years have been substantially affected by the Covid-19 pandemic and associated restrictions on social contact. Since government restrictions were lifted in early 2021, police data shows that overall crime has increased with many crime types returning to, or exceeding, the levels seen before the pandemic.

**Overall number of crimes recorded in Devon and Cornwall, 12 month rolling totals**

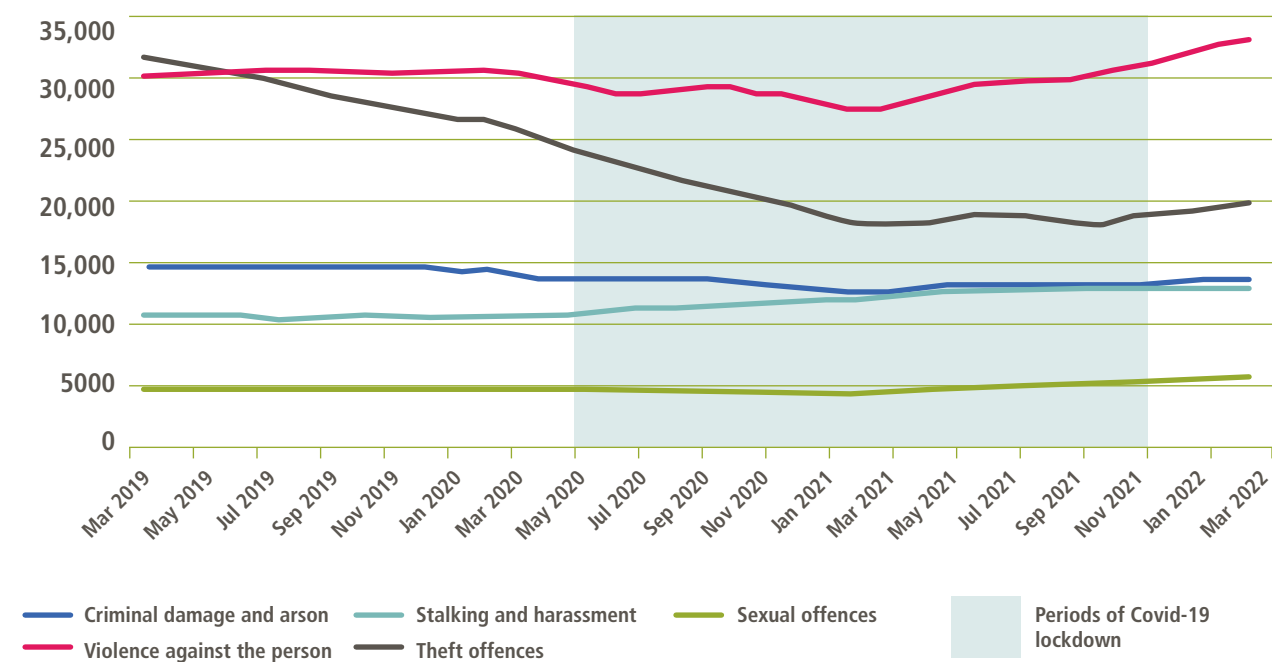


The latest official data, as published by the Office for National Statistics (ONS) for the 12 months to December 2021, showed that Devon and Cornwall had a crime rate of 54.9 crimes per 1,000 population. This equates to 98,078 recorded crimes in the year, a 6% increase when compared to the year before.

These increases are not unexpected given the lifting of lockdown restrictions. **Devon and Cornwall force still had the third lowest crime rate in the country and is 1.5 times below the average for England and Wales (85.5 crimes per 1,000 population).**

In line with increases in total crime, victim-based crime - including violence, sexual offences, stalking, harassment, theft, criminal damage and arson also increased over the year. In the 12 months to March 2022, 85,157 victim-based crimes were recorded in Devon and Cornwall. This is up by 14.0% compared to the previous year and all crime types, apart from theft, either returned to, or exceeded, levels seen two years ago.

### Number of victim-based crimes recorded in Devon and Cornwall, 12 month rolling totals



Hate crime increased too, 2,494 hate crimes were recorded in the 12 months to March 2022, up by 26.2% compared to the previous year. Devon and Cornwall Police has made great strides in increasing public awareness of hate crime.

Neighbourhood crime – including burglary dwelling, theft of and from a vehicle, robbery and theft from the person – also increased after substantial falls during periods of the Covid-19 pandemic.

In the 12 months to March 2022, 5,982 neighbourhood crimes were recorded across Devon and Cornwall, an **8%** increase on the previous year.

However, neighbourhood crimes were still substantially below (-27.3%) levels reported two years ago and did not return to rates seen before the pandemic.





# Resilient

Priority victims are those who are victims of serious crimes - including domestic abuse, hate crime, sexual offences and attempted murder - as well as victims who are persistently targeted, vulnerable or intimidated.

It is crucial that all victims, particularly those with enhanced vulnerabilities, receive a good service from our police force. This is not only to assist them in seeking justice, but to ensure they have the support they need to cope and recover.

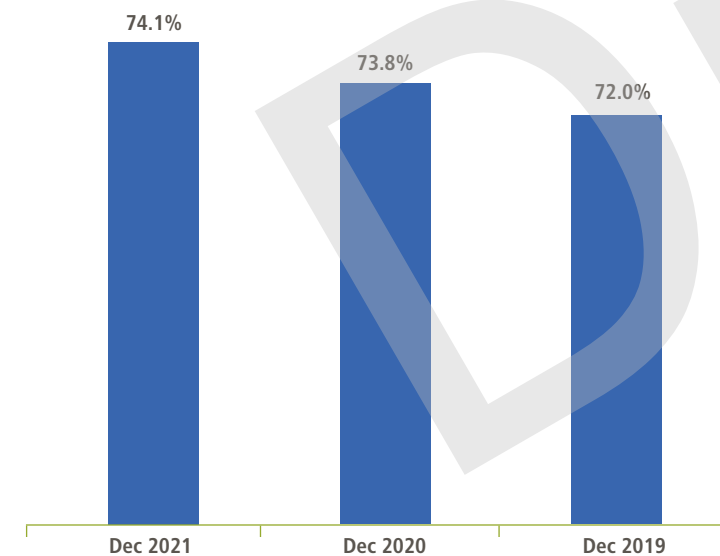


Despite the observed increases in victim-based crime over the past 12 months, the police continue to provide a good service to priority victims.



According to data for the year to December 2021, **74.1%** of priority victims were satisfied with the overall service they received from the force. This is **+0.3%** higher than the figure reported the year previous and **+2.1%** higher than reported in December 2019.

**Percentage (%) of priority victims that are satisfied with their whole experience of Devon and Cornwall Police**



To aid the community's resilience to crime the Commissioner continued to invest in victim support services and crime prevention. In 2021-22 the OPCC secured an additional £3,829,262 in funding for Devon and Cornwall. This includes £1,591,513 of additional funding to support victims of violence, including those impacted directly or indirectly by the fatal shooting in Keyham (August 2021) and wider victims of domestic abuse and sexual violence.

**This further includes the money the OPCC, has helped partners in Devon and Cornwall to secure. In the 12 months to March 2022, the OPCC helped to secure an additional £2,237,749 in funding for the peninsula, including:**

- Funding for Safer Streets initiatives to prevent neighbourhood crime and violence against women and girls
- Changing Futures project work; a three-year programme to support people facing multiple disadvantage in Devon and Cornwall
- Visible policing and community safety in Keyham
- A project focused on the safety of women at night (SWaN) in Exeter



The Safety of Women at Night (SWaN) partnership

# Connected

## Ensuring members of the public can contact the police whenever they need them, in a timely and efficient manner, is vital for maintaining public confidence.

Some people may prefer to speak to a police officer or member of police staff in person. As of March 2022, there were 10 police enquiry offices open across the force area which now benefit from extended opening hours of 8am-6pm on the same days.

Most people who need to contact the police, however, do so through digital methods, including by phone, webchat and email. In the 12 months to March 2022, the force contact centre received nearly 955,000 contacts.

### This consisted of:

- 999 calls: 302,928
- 101 calls: 447,284
- 101 Emails and texts: 133,959
- 101 Webchat: 70,636

There remain significant variations in call answering times due to calls being prioritised on a threat, harm, and risk assessment. This leads to those calls assessed as having the lowest risk taking longer to be answered, particularly when calls for service are high. Improvements in call handling times are continually sought by the OPCC.

### 999 emergency calls

The number of 999 calls received has increased by 22.8% compared with 2020-21. It is likely that the coronavirus pandemic and associated restrictions on communities had an impact on the number of calls received. The number of 999 calls received is also higher compared to two years ago.

- Nearly 80% of 999 calls were answered within the service standard aim of 10 seconds which is below last year's attainment.
- The average answer time for 999 calls was 17 seconds, which is an increase compared with last year.

The increase in emergency calls received is likely to be one of the contributing factors to the decrease in performance this year.

### 101 non-emergency calls for service

In July 2019 the force introduced an interactive voice response (IVR) service for 101 non-emergency calls. It provides an automated routing system for callers to the service.

101 non-emergency calls which are identified as high priority include calls relating to domestic abuse; hate crime; missing persons; roads; sexual offences.

The latest service standards cite an aim to answer these calls within five minutes. These calls are consistently being answered more quickly and dealt with at the first point of contact. However, the average wait times for 101 high priority calls increased compared with the previous year and the proportion of calls answered within the service standard decreased.

- The average call wait time for 101 high priority lines was 12 minutes and 20 seconds.
- 45.2% of 101 high priority calls were answered in five minutes.

For all other non-emergency calls, the force aims to answer in 20 minutes. This may include calls regarding antisocial behaviour or callers requesting updates about ongoing investigations. The average wait time for these 101 calls increased compared with the previous year and the proportion of calls answered within the service standard decreased.

- In the 12 months to March 2022, the average wait time to provide a new report, or to receive an update on a previously reported crime or incident was 28 minutes and 19 seconds.
- 52.7% of all other non-emergency calls which were answered reached a contact officer within 20 minutes.

- While phone calls remain the primary form of contact for members of the public, efforts to improve options to report crimes or concerns are in place. There were 133,959 emails, texts, and online form submissions to 101 this year. In addition, there continues to be an increase in the number of people using webchat with positive feedback received. There was a 38.7%<sup>2</sup> increase in the number of webchats received this year compared with last – 70,636 people spoke to Devon and Cornwall Police via this method in 2021-22, with an average talk time of 17 minutes and 29 seconds.

Public confidence has remained stable over the past year, which is testament to the hard work and dedication of those working throughout the police service.

In March 2020, according to the Crime Survey for England and Wales (CSEW), of 77.5% of Devon and Cornwall's residents stated that *"taking everything into account, [they] have confidence in the police in this area"*.

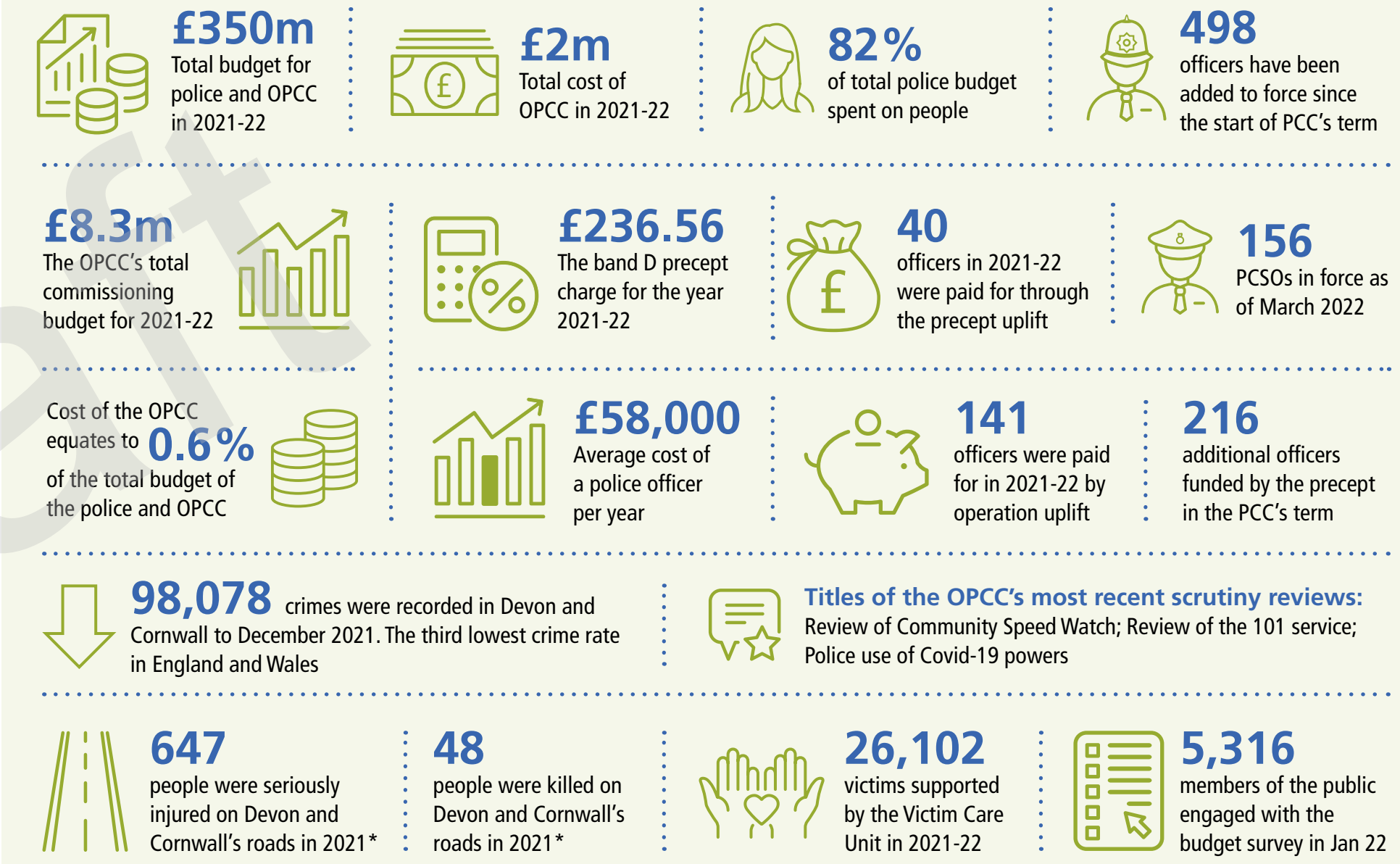
The CSEW has been unavailable for the past two years, so measuring public confidence has proved challenging. Nevertheless, in February and March 2022, the force conducted telephone surveys with 500 respondents across the force area. The results indicate that almost nine in ten (87%) people agreed with the same statement asked by the CSEW, inferring a potential increase in public confidence.

Whilst both surveys differ in methodology and directly comparing results should be considered in that context, this is an early indication that confidence in the force continues to grow.



# Section two

## Finance, resources and estate



\* provisional DfT estimate



# Finance and Resources

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2022.

It also provides a general guide to the financial situation of the OPCC as at March 31, 2022, full details are provided in the Statement of Accounts 2021-22 which can be found by scanning the following QR code or visiting:

<http://www.devonandcornwall-pcc.gov.uk/about-us/what-we-spend/>



The overall financial settlement for policing for 2021-22 saw a 5.7% increase in central Government funding. Although this represented a cash increase in funding this was provided in order to continue the process of recruiting an additional 20,000 officers nationally. No account of any potential future formula funding review was taken in the projections.

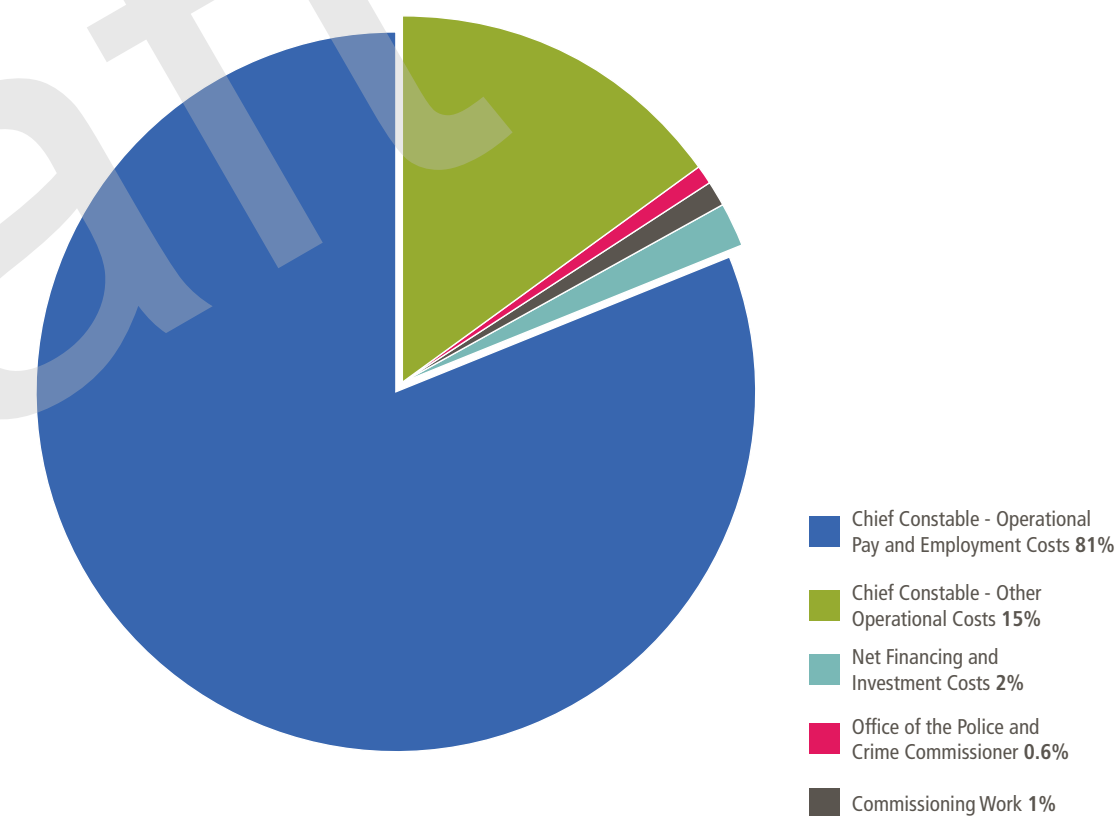
As part of the 2021-22 overall central Government funding settlement the council tax flexibility provided to police and crime commissioners was set at a maximum of £15 per Band D equivalent property before a referendum was required. The Commissioner, in consultation with the Police and Crime Panel, increased the council tax element for policing by £14.92 (6.73%) so services to the public could not only be maintained but enhanced. Council tax was set at £236.56 for a band D property.

The impact of the Covid-19 pandemic significantly impacted on council tax with a reduction in the tax base and an increase in those needing support to pay.

Additional measures and support were put in place by central government. The overall impact of increases to the Home Office core grant and special grant, the council tax increase, the decrease to the tax base and surplus was a net increase in funding in 2021-22 of £18.2m more than received in 2020-21. The overall revenue funding for 2021-22 comprised 59% central grant and 41% council tax. This increase was allocated to the national and local police uplift (£4.8m), pay award and inflation (£6.5m), other pressures (£3.4m) and investments of £3.5m which included violent crime prevention, summer policing and blue light collaboration. To achieve these investments savings of £1.9m were identified.

A budget of planned expenditure is agreed by the Commissioner in order to set the council tax level for 2021-22. For 2021-22 the final outturn position for the combined budget for the Commissioner and the Chief Constable of £349.7m was an underspend of £745k against this budget. This represents 0.2% of the overall budget.

Analysis of Net Revenue Expenditure 2021-22



## What has been achieved during the year?

The year 2021-22 brought a great many challenges to the financial plan. The continuing Covid-19 pandemic restrictions further impacted on the targets and investments planned when setting the Medium Term Financial Strategy. Additional funding was announced by central Government at short notice to support communities, victims and witnesses. This was in addition to the commissioning intentions already planned for the year.

An operationally busy year, coupled with difficulties around recruitment and scheduling delays meant some projects did not gain as much momentum as had been hoped. The year started with the G7 event in June 2021 and was followed by a number of significant and impactful major operations. G7 in St Ives required significant work and planning to ensure a successful event. This further impacted on the plans and investments for the year. The planning for the G7 Summit spanned a 12-month period and involved a great many officers and staff in the process. The financial risk was managed by regular engagement with the Home Office.

However, wherever possible progress has been made to ensure that plans were developed.

### We said we would...

Improved customer service in contact centres – increasing the staff numbers by 22 in the contact centres to have a positive impact on waiting times.

Improvement in police technology relating to drones – to improve public safety and provide a more responsive service for searches, public order events and evidence gathering.

Improvement in crime investigation – to fund 29 police staff investigators to resolve crimes more quickly and have a positive impact on violent and sexual crime offenders and victims. This will also provide improvements for investigations that relate to proactive pursuits and serious and organised crime.

Improvements to professional standards – to provide additional resources to the teams that deal with the relatively new Conduct and Complaint Regulations 2020. This will improve the timeliness and frequency of hearings and appeals.

Enhancing data reliability, accuracy and security – to improve the quality of the information held to drive crime prevention and public safety.

Blue light collaboration – further enhance opportunities to collaborate with other emergency services to include coastal and maritime settings.

Further innovate and support the role and activities of the Special Constabulary which could include further benefits following the enhanced allowance pilot scheme.

Local increase in police officer numbers – to further increase the number of officers recruited to Devon and Cornwall. This would see a further 40 officers recruited over and above the national uplift target of 141 announced by the Home Office.

### We have...

- Invested £636k
- All new posts were filled to schedule. However, there were a number of vacancies elsewhere in the contact centres

- Invested £300k
- The purchase of drones has been delayed and will now be undertaken in 2022-23. This will take advantage of the advancement of technological solutions
- The Devon and Cornwall drone team is recognised as a national lead

- Investment of £1.15m
- Increase in police staff investigators achieved. However, recruitment issues have meant that temporary appointments have been required

- Invested £316k
- Additional resources achieved
- The backlog of conduct and complaints has reduced

- Invested £850k
- A slight delay due to recruitment but now fully functioning

- Invested £150k
- The first collaborative post with the harbourmaster in Ilfracombe
- Additional tri service safety officers in Cornwall

- Invested £80k
- Paid specials were piloted as part of the G7 response.
- Additional support provided with equipment and training

- Invested £551k
- Increased by 40 the number of neighbourhood beat managers

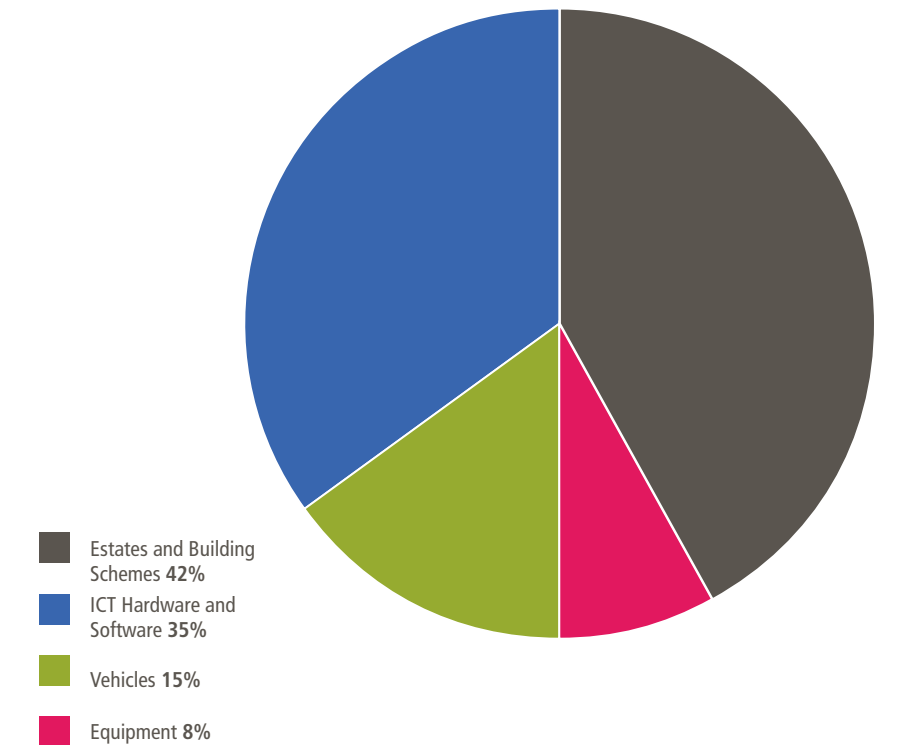
### Staffing

Staff and employment costs make up almost 81% of the overall budget. The full time equivalents (FTE) at the start and end of the year are shown below.

	As at 31 March 2017	As at 31 March 2018	As at 31 March 2019	As at 31 March 2020	As at 31 March 2021	As at 31 March 2022
<b>Police officers</b>	2,900	2,940	2,982	3,094	3,257	3,396
<b>Police community support officers (PCSOs)</b>	312	263	227	197	167	156
<b>Police staff</b>	1,636	1,866	1,713	1,770	1,891	1,984
<b>Office of the PCC</b>	35	25	27	26	29	30
<b>Total</b>	<b>4,883</b>	<b>5,094</b>	<b>4,949</b>	<b>5,087</b>	<b>5,344</b>	<b>5,566</b>

### Capital expenditure

Capital expenditure of £11.4m was incurred during 2021-22. The chart below highlights the major areas of spend with estate and building schemes being the largest area of spend.



## Reserves and balances

Reserves have increased by £11.7m between April 1, 2021, and March 31, 2022. This includes an increase in earmarked reserves by £10.1m covering the decision to move the Vision Zero South West reserve of £4.7m from Cornwall Council to the OPCC, along with an increase in the budget management reserve of £3.4m to cover approved carry forwards and a smoothing adjustment for the 2022-23 financial year to facilitate the increase in new police officers.

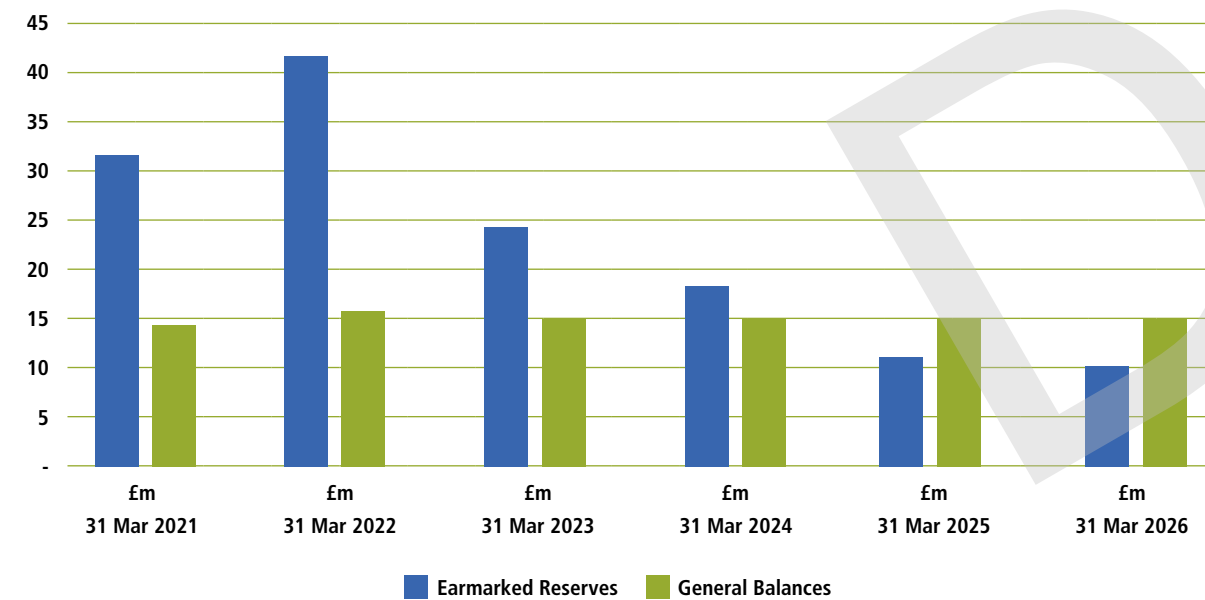
The remaining £2m relates to a capital receipt received during the year along with an increase in the capital financing reserve. The capital strategy states that capital receipts are not recognised until they are realised. There has been an increase in general balances of £1.6m which are now 4.29% of the net revenue budget.

The increase is in line with the reserves strategy which states they must be between **3%** and **5%** of the net revenue budget.

Reserves balances are healthy and increasing which at this time of financial volatility and uncertainty is welcomed. This strong position can provide, if necessary, mitigation for higher than anticipated pay awards and the extraordinary inflation currently being experienced. Although

reserves are one off, they can provide time to identify savings to fund on going expenditure. The chart below shows the level of reserves and how we plan to reduce them over the next five years as they support the capital programme for Devon and Cornwall Police.

### Reserve Balances



## Managing financial risks and opportunities

The current Medium Term Financial Strategy (MTFS) covering 2022-23 to 2025-26 indicates a balanced position. Work is now ongoing to assess the impact of new and emerging risks, including:

- The impact of the pandemic on policing and the way in which the officers and staff have worked during this period
- The volatile economic situation including inflationary pressures and supply issues
- The growing pressure around areas of criminal justice

### Buildings and estate

As well as business as usual the buildings and estate team secured dozens of properties to support the policing of the G7 Summit

The 2021-22 year was an extremely busy one for the buildings and estate team managed by the Commissioner.

Hosting the G7 world leaders summit posed a significant challenge and the department, which worked around the clock to provide everything from catering to custody for one of the largest security operations in recent memory.



As well as business as usual the buildings and estate team secured dozens of properties to support the policing of the G7 Summit

The response won the team a national police estate group top prize for a non-construction project.

The team also developed a new estate strategy for 2022 to 2030, aligned to the force's sustainability strategy.

Several new projects were advanced or finalised in the year. A £3m contract to develop a new sports hall at police headquarters to support operational training was signed and work commenced on site with the delivery of a new £6m evidential property and information facility.

The value of the property managed by the team – which includes 146 buildings – increased by **20%** to £178m.

There was time for personal development too, with the team undertaking additional formal training qualifications and examinations through the National Examination Board in occupational safety and health for construction and P405 management of asbestos in buildings.

The head of estate continued to influence on a national level to ensure policing is considered when new build estates are created, holding a position as national police estate lead in relation to reforming the planning system to recognise the emergency services. This work has resulted in the new Levelling-up and Regeneration Bill, including two key requests, namely, recognition that the emergency services are included within the definition of 'infrastructure' and that secondly, that this is not just restricted to buildings.

The team also agreed and mobilised new forcewide grounds maintenance and waste contracts.



# Section three

## Supporting victims and reducing reoffending



## Aligning spending with strategic objectives

On April 1, 2021, the Commissioner began a 10-year contract with Victim Support as her strategic delivery partner for victim services.

In the first year of this contract the partnership was able to establish many strong relationships with other commissioners and service providers, making improvements in quality assurance, service sustainability, victim engagement and the availability of support.

Tested almost immediately in August by the shootings in Keyham, Plymouth, the partnership proved its value by standing up an immediate community response, providing coordination for longer term support and successfully bidding for additional funding to support those affected by the traumatic incident.

The partnership drew on the experience of Victim Support which has responded to many other major incidents of harm nationally, implementing tried and tested working practices immediately for the benefit of those impacted in the community.

In the first year the partnership also worked with current providers and new providers, as well as commissioners to lay the foundation for domestic abuse and sexual violence support services being in scope for the partnership in 2022-23. With a clearer vision for the future of victim support services and a greater understanding of what our core support offer should be, the partnership is looking forward to delivering several new services to help those affected by crime.

In this coming year the partnership will be launching a new service for children who have witnessed domestic abuse and recommissioning a fully integrated support service for children affected by crime in Devon and Cornwall.



# Securing funding to build safer communities in Devon and Cornwall

The 2021-22 financial year moved the OPCC further away from short-term grants towards longer term co-commissioning in preparation for the full implementation of strategic commissioning in 2022-23.

During the year, the OPCC launched a new Commissioner's Community Grant Scheme in partnership with the respective community foundations in Devon and Cornwall. The first round of funding which focused on community recovery following the Covid-19 pandemic awarded grants to 22 community organisations.

During the year the OPCC also facilitated additional funding of £1,500,000 for services supporting people affected by domestic abuse and sexual violence as a result of three rounds of additional funding from the Ministry of Justice, as well as funding from the Home Office to continue our scheme of work to prevent perpetrators of domestic abuse causing harm.

Despite this increase in funding, suppliers continued to report increased demand for their support throughout the year, which we saw in the numbers of referrals which increased by 23% from our Victim Care Unit to support services.

Of note, the OPCC was also engaged in over 10 partnership bids for additional investments for Devon and Cornwall, successfully supporting an increased investment of around £3m. The OPCC commissioning team also established a new support service with the Community Chaplaincy, which is supporting the police and working with convicted sex offenders on licence to prevent them reoffending and causing further harm.



# Keyham response



The panel reviewed the Commissioner's response to the shootings in Keyham, Plymouth

These events were directly witnessed by up to 300 people with 3,000 residents living in the immediate vicinity of the shootings. Since the tragedy and trauma of the events the OPCC has actively supported recovery efforts across Keyham and, more broadly, across Plymouth.

In the immediate aftermath of the shootings, partners from across all agencies came together with Plymouth City Council, the OPCC and the police to provide support to all affected and start rebuilding the confidence of the community and its capacity to recover.

The OPCC led discussions with the Home Office and Ministry of Justice to secure funding for recovery support for the residents of Keyham.

On Thursday, August 12, in the Keyham area of Plymouth, a gunman shot and killed five people and injured two others before fatally shooting himself.

## Investment overview

- **Community policing** – a visible neighbourhood presence - £514,092 (Home Office) OPCC / D&C Police
- **Safer Places** – strengthening community safety - £308,360 (Home Office) Plymouth City Council
- **Victim Support** – providing support to victims and witnesses - £182,721 (MoJ) OPCC / Victim Support

Together, this represents additional investment of **£1,005,173 secured by the Commissioner for improving the recovery of Keyham.**

## Overview of recovery workstreams

### Community policing – a visible neighbourhood presence

**Purpose:** To provide community reassurance through a visible policing presence. Patrol routes and locations are informed by community and partnership engagement, with a view to having a sustained presence at locations across Keyham to enhance feelings of community safety and deter crime.

### Safer Places – strengthening community safety

**Purpose:** Restore feelings of safety through the provision of physical, situational crime prevention measures such as improved CCTV, environmental improvements and target hardening of properties. Interventions are expected to improve feelings of community safety and strengthen Keyham, resulting in increased community ownership, as well as preventing some neighbourhood crimes and ASB from taking place or being dispersed from neighbouring areas.

### Victims Support – providing support to victims and witnesses

**Purpose:** To commission services to provide additional services to support victims and witnesses affected by the mass shooting event in Keyham and ensure they receive the specialised support they need to recover.

The OPCC and partners remain dedicated and committed to working together ensuring that every activity and pound invested will help the community of Keyham and all affected heal and recover.

# Safer Streets Fund applications

The last 12 months has seen the real benefit from investment via the Government's Safer Streets fund begin to emerge.

The previous year's successful Stronger North Stonehouse (SNS) project, which saw over £400k spent on delivering infrastructure and community projects in one of Plymouth's most deprived areas, saw further investment from the OPCC and Plymouth City Council.

This money was aimed not just at finishing off some projects which had not quite been completed in the initial period – it was there to create a lasting legacy for the project by helping form a Stronger North Stonehouse 'board' to act as a fulcrum between all the different community organisations which are already established in this vibrant part of the city.

This work continues to develop and the recent appointment of a chair for the Stronger North Stonehouse 'board' is a major step forward.

Exeter's Safer Streets project differed greatly from Plymouth's not just because of demographics but also the greater number of businesses within the bid area.

Exeter also had two specific pots of funding, over £400k for major infrastructure projects such as better street lighting and improved CCTV under the Safer Central Exeter banner, and around £70k which was won by Exeter University for what was known as the Safety of Women at Night (SWaN) project.

Both projects were delivered on time and in budget and are already making a contribution towards making Exeter a safer and more vibrant place to work, live and play.

In November 2021 Plymouth City Council, supported by the OPCC, secured over £500k from the Safer Street fund and that project is ongoing – its key aim to reduce violence against women and girls and make public space safe for everyone.



The Commissioner brings Devon and Cornwall Police, Exeter City Council and business leaders to discuss antisocial behaviour and drug dealing

# Restorative justice

In Devon, Cornwall and the Isles of Scilly the charity Shekinah is contracted by the Commissioner, via Victim Support, to supply restorative justice services via its Make Amends service.

Make Amends consists of a team of restorative justice practitioners and volunteers. It creates opportunities for those who have been affected by crime and conflict to come together into communication with those who are responsible for the harm, to get answers to their questions and to explain the effect the incident had on them.

Restorative justice gives those who accept responsibility for the harm that they have caused, an insight into the real impact their actions have had upon the person affected, their friends and family or the community. It also attempts to find ways in which those who have caused the harm can make amends for what they have done. The process aims to help everyone move on and be able to 'cope and recover' from harm.

All Make Amends practitioners have undergone specialist training and work to the standards set by the Restorative Justice Council. The team is passionate about repairing harm and strongly believe in the principles of restorative practice. Its aim is to support participants to find resolution and to make the experience as positive as possible.

**In the year 2021-22 Make Amends worked with 185 harmed people and 122 harmers.**

**The following provides comments from some of the harmed which we received feedback from:**

*'I found the conversation helpful and constructive. It was good to see (harmer) in good health, accepting help and making improvements in his life. He clearly showed remorse for his actions and it was nice to hear that he had been considering my feelings.'*

*'I thought the process from the initial contact to the follow up to meeting with the person responsible for the harm was treated in a very professional and empathetic way'*

*'Having been involved in a violent attack in august of 2021, I felt deep feelings of embarrassment and frustration. Make Amends has helped me to work through this and gave me closure'*

*'I enjoyed it and it has benefited me greatly, but I found it confusing at the start. I think because it was all new to me, I didn't know what to do or what to say or what was going to happen and how I would feel about everything that has gone on.'*

**The following provides comments from some of the harmers which we received feedback from:**

*'It was a positive experience, it was good.'* Comment from Mum, *'It has been a really good experience. I'm pleased my daughter did it. She hasn't been in any trouble since completing RJ. There haven't been any negatives for me and I was really pleased with how Jess and Charlotta worked with us.'*

*'It was a good and positive experience which definitely helped with the communication in our house, Charlotta always replied quickly to any messages I sent and was extremely helpful'*

*'Very positive, I feel other offenders could benefit from this process. Really happy with the outcome and the feedback received for my letter.'*

*'I was apprehensive to start with but once I gained an insight into RJ I was happy to have a meeting and resolve this'*



# Section four

## Police and partners



Police and Crime Commissioner,  
Alison Hernandez

## Working across the south west

Effective collaboration and co-operation across the south west criminal justice system is fundamental to improving the service that is provided to victims of crime and communities within Devon, Cornwall and the Isles of Scilly and this year saw an increased focus and additional investment to make sure this happens.

The South west Reducing Reoffending Partnership has continued to drive forward a range of key projects to help break the cycle of offending and make communities across the region safer. In May 2021 the Commissioner took over the chair of this key partnership which brings together policing, probation, prisons, courts, health and other partners such as local authorities and the youth justice board.

The partnership has continued to drive forward key projects to deliver an improved approach to the treatment of women within the criminal justice system, driven forward its innovative prisoner built homes programme – providing useful employment and skills to prisoners whilst also providing low cost housing for vulnerable or at risk individuals.

The partnership has also led work to roll out access to the mental health treatment requirement across the region to ensure offenders with mental health

problems who receive community orders are able to access appropriate treatment, with the south west becoming the first region in the country to deliver full roll out.

With respect to policing, the five police and crime commissioners across the region have been working in partnership to drive forward their shared ambition to drive drugs and drug related crime out of the region.

The launch of Operation Scorpion has seen all five police forces come together- working in unison to identify, target and drive out drug dealers and this work will continue as we move through the next few years.

The Commissioner has committed to working much more closely with her regional counterparts to deliver other shared ambitions such as reducing road deaths and improving road safety and to ensure that important regional policing collaborations like the Regional

Organised Crime Unit and the forensics collaborations deliver for the communities that they serve. A new shared regional policy and research officer across the five PCC offices will support the commissioners in this work from March 2022.





# Working in Westminster and nationally

Again, our work with Westminster over the year looked very different to previous years as a result of the continued challenges presented by the Covid-19 pandemic.

Instead of face-to-face meetings and pop up events in parliament the focus has been on making the best possible use of technology and our networks to ensure that the Commissioner and the Chief Constable were able to keep MPs up to date on policing challenges and to ensure that MPs could raise issues of concern for their communities with them.

Throughout the year the Commissioner has continued to work with the 18 MPs across Devon, Cornwall and the Isles of Scilly to serve constituents. Supporting MPs to raise important issues in Parliament including court capacity, road safety, tackling violence against women and girls, steps required to improve the support for victims of all crimes and the tragic shootings in Keyham in August 2021.

The Commissioner has continued to work closely with police and crime commissioners from across the country to ensure that the needs of communities and victims of crime are front and centre of government policy on policing and community safety. It has been

an incredibly busy year, from the publication of the Beating Crime Plan in July 2021 to the passage of the Police, Crime, Sentencing and Courts Bill and new policy approaches on tackling violence against women and girls, landmark reforms to victims' rights.

As the vice-chair of the Association of Police and Crime Commissioners and the national lead for all commissioners on road safety and on key local policing issues such as ASB, neighbourhood policing and public contact the Commissioner has continued to work to champion these and other issues with Ministers and Parliament, highlighting where greater action and investment is needed.

As we move into the coming year the national focus on policing will continue as we see significant changes to the role of police and crime commissioners to better enable them to hold the wider criminal justice system to account for how it performs and the support it provides to victims and witnesses.



# Complaint reviews

As part of statutory responsibilities placed on Police and Crime Commissioners (PCCs) in 2021, information must be published on how police forces perform.

This includes a narrative setting out how the PCC is holding the Chief Constable to account, and the PCC's assessment of their own performance, in carrying out their complaints handling functions.

Commissioners must also publish the most recent Independent Office for Police Conduct (IOPC) quarterly complaints data for their force and the IOPC annual statistics report.

Administrative arrangements the Commissioner has put in place to hold the Chief Constable to account for complaints handling during the reporting period include a quarterly complaints and police misconduct performance meeting chaired by the Deputy Chief Constable and attended by the Commissioner's director of operations.

## The complaints and misconduct performance meetings include discussions regarding:

- Current process and performance issues
- Numbers of complaints / allegations
- Upcoming Misconduct meetings / hearings
- Outstanding police appeal tribunals
- Customer journey and potential improvements
- Complaint reviews undertaken and identified issues
- Structural / staffing changes

Through the Deputy Chief Constable the Policing and Crime Joint Executive Board receives a quarterly report to provide oversight and assurance.

More information about the Commissioner's oversight of complaint handling performance can be found on the OPCC website. You can view it by scanning the following QR code or visiting:

<https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/police-complaints-and-conduct-performance/>





# Communications and engagement

The OPCC communications and engagement team aids transparency and understanding around the Commissioner's work, decisions and commissioned services by engaging with the media and partners and publishing material such as press releases, a council tax leaflet and an annual report.

This assists the Commissioner in her duty to seek the views of the public and in 2021 assisted in the delivery of Safer Streets projects, working with partners to encourage public engagement with these projects.

It includes the facilitation of the Commissioner's innovative councillor advocate scheme, which engages around 370 members of local authorities in Devon, Cornwall and the Isles of Scilly, helping them build relationships with policing teams and partners towards a goal of creating safer, more resilient and connected communities.

The Commissioner and her team engage with a wide range of partners and community groups from across Devon, Cornwall and the Isles of Scilly in a variety of contexts. This engagement helps to influence decision making and drives real change in policing approaches through the development and delivery of the Police and Crime Plan.

In 2021-22 4,130 members of the public took part in a quantitative survey on policing priorities. Combined

with the results from two focus groups, this assisted the Commissioner in her decision-making around the police precept – the element of funding made up from council tax bills. The team liaised with 12 local authorities to distribute information about this levy to 874,000 households via the council tax leaflet.

In a year when Violence Against Women and Girls dominated the national news agenda the team also worked with a lived experience advisor to create an approach called "Altered Not Defined", a set of documents for journalists and public sector communicators designed to help create more trauma informed campaigns and communications around sexual violence.

Face-to-face public engagement was at times restricted by Covid-19 but 15 talks and events including the Devon County Show were attended by the team.

The team also lent its support to Victim Support in the wake of the tragic shootings in Keyham, Plymouth, assisting with staffing, a public engagement vehicle

and leaflets to improve awareness of the service to those affected by the incident.

Devon Together, a publication to improve residents' health, wellbeing and safety during the pandemic, received two industry accolades, it was named Best Publication in the Chartered Institute of Public Relations South West awards 2021 and highly commended in the Drum awards for Social Purpose.



Altered Not Defined encourages professional communicators to consider the trauma experienced by victims of sexual violence





# Independent custody visiting

Independent custody visiting is the well-established system whereby volunteers attend police stations to check on the treatment of detainees and the conditions in which they are held and that their rights and entitlements are being observed.



Custody visits were made to temporary custody facilities created for the G7 world leader's summit

## What they do

Independent custody visitors volunteer their time to visit people held by police. The main role is to check detainees' rights, entitlements and conditions are being met and to ensure they are being treated properly. Custody visitors check if a detainee understands the rules police must follow, that they have access to free legal advice, and if someone has been contacted on their behalf to be informed of their whereabouts.

They also check if the detained person has received any medical attention necessary as well as safeguards and the support of Appropriate Adults (if they are children or vulnerable adults). Other safeguards may include support from social services and mental health professionals.

Visitors will raise any initial issues with the custody officer. If these are not remedied immediately or are of a serious nature or require ongoing attention, they are referred to the OPCC. Visits are unannounced, and can occur day or night, and visitors can speak to anyone who is detained in the custody suite, or for that matter,

anywhere a person is held in custody by the police (for example, vans or temporary custody buildings).

## Who they are – the volunteers

In March 2022 there were 16 custody visitors, visiting 6 suites across the force area.

## Summary of Detainees 2021-2022

Male Adult Detainees	Female Adult Detainees	Unknown Adult Detainees	Male Juvenile Detainees	Female Juvenile Detainees	Unknown Juvenile Detainees
15,109	3,088	1	820	210	1

## Summary of visits

Visits made:	Detainees Visited:
175, including 6 to G7 triage sites	497, including 48 observed (visitors observe rather than visit detained persons if they are asleep or represent a risk, this is noted on their report)

## Issues this year

ICVs who visited custody observed examples of good practice in custody, including a pilot project to install Oxyhealth monitoring equipment at Charles Cross (Plymouth) and Exeter. It is a life-sign monitoring system. When the detainee is lying down, it detects breathing and heart rates. If levels fall, an alarm alerts custody office who can immediately intervene. This even works under clothing and a blanket.

Visitors continued to report when detainees were not provided face-to-face legal advice, including those detainees who were assessed as vulnerable (adults with learning difficulties). They monitored the effect of driver shortages and subsequent transportation issues this year as well as the impact of virtual court hearings.

Intervention by custody visitors has led to improvements to storage of clinical waste. Good standard of care observed despite low staff levels.

Visitors reported good examples of appropriate safeguarding and care of detained persons.

Reports show a widespread use of distraction items, pens, pencils, footballs, books to alleviate boredom.

Pilot scheme observed for veterans in custody with links to a charity that supports housing and employment needs.

Custody visitors report that vulnerable detainees are given additional support, visits from mental health professionals, placed in quieter detention areas, provided extra blankets. Reports show a wide choice of meals available, including vegan food, 'sausage rolls' etc.



# Police and Crime Panel

Police and Crime Panels were created in each force area under the Police Reform and Social Responsibility Act 2011.

Devon and Cornwall's Police and Crime Panel consists of nine members from the local authorities of Devon, one from Torbay, two from Plymouth, five from Cornwall, one from the Isles of Scilly and two independent non-councillors from Devon and Cornwall.



The Commissioner addresses the Devon and Cornwall Police and Crime Panel

**The panel is coordinated by Plymouth City Council and directly funded by the Home Office and has the following statutory responsibilities:**

- To review the Police and Crime Commissioner's Police and Crime Plan;
- To hold the Police and Crime Commissioner to account for the delivery of the Police and Crime Plan – the panel has powers to request any necessary information from the Commissioner on her decisions ;
- To review and report on the appointment of the Chief Constable and other senior appointments – the Panel has powers to veto the appointment of the Chief Constable;
- To review the Commissioner's proposed police precept – the panel has powers to veto the precept;
- To support and challenge the Police and Crime Commissioner in the performance of her duties;
- To consider complaints against the Police and Crime Commissioner.

**The panel has had a busy year and highlights have included receiving reports into:**

- The Police and Crime Commissioner's response to the mass shooting in Keyham, Plymouth;
- An end-to-end rape review and support for victims of sexual violence;
- A Government review of police and crime commissioners;
- Devon and Cornwall Police performance.

The Panel's Chairman has continued to oversee on behalf of the panel, responses to the complaints against the Commissioner of a non-criminal nature.

# Directory

**Contact the Office of the Police and Crime Commissioner for Devon & Cornwall**

Office of the Police and Crime Commissioner for Devon & Cornwall, Alderson Drive, Exeter, EX2 7RP.

**Email:** [opcc@devonandcornwall.pnn.police.uk](mailto:opcc@devonandcornwall.pnn.police.uk)

**Tel:** 01392 225555

**Report a crime or a suspicion to Devon and Cornwall Police (non-emergency)**

**Email:** [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)

**Tel:** 101

**Online and WebChat:** [www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/](http://www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/)

**Police enquiry office:** [www.devon-cornwall.police.uk/contact/police-enquiry-offices](http://www.devon-cornwall.police.uk/contact/police-enquiry-offices)

Report a crime anonymously to CrimeStoppers

**Online:** [crimestoppers-uk.org](http://crimestoppers-uk.org)

**Tel:** 0800 555 111

**The Devon and Cornwall Victim Care Unit**

If you have been a victim of crime contact the Devon and Cornwall Victim Care Unit

**Online:** [victimcaredevonandcornwall.org.uk](http://victimcaredevonandcornwall.org.uk)

**Tel:** 01392475900

**247 live webchat:**

[victimcaredevonandcornwall.org.uk/Help-and-Support/](http://victimcaredevonandcornwall.org.uk/Help-and-Support/)

**Neighbourhood Watch**

Contact Devon and Cornwall Community Watch Association (DaCCWA)

**Online:** [www.daccwa.org](http://www.daccwa.org)

**Email:** [DaCCWA@devonandcornwall.pnn.police.uk](mailto:DaCCWA@devonandcornwall.pnn.police.uk)

**Tel:** 07725 222306 or 07703 46862

**Rural crime**

For information about rural crime including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK visit: [www.devon-cornwall.police.uk/advice/your\[1\]community/rural-crime](http://www.devon-cornwall.police.uk/advice/your[1]community/rural-crime)

**Report safeguarding concerns to adult services**

You can find details of local adult services contacts on the Devon and Cornwall Police website.

**Online:** [devon-cornwall.police.uk/advice/your\[1\]community/adults-at-risk/reporting-abuse](http://devon-cornwall.police.uk/advice/your[1]community/adults-at-risk/reporting-abuse)

Accessing the Child Sex Offender

Disclosure Scheme (Sarah's Law)

**Email:** [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)

**Tel:** 101

**Reporting safeguarding concerns to Children's Services**

You can find details of local Children's Services contacts on the Devon and Cornwall Police website

**Online:** [www.devon-cornwall.police.uk/advice/threat\[1\]assault-abuse/child-sexual-exploitation](http://www.devon-cornwall.police.uk/advice/threat[1]assault-abuse/child-sexual-exploitation)

**For children and young people - reporting online sexual contact to Child Exploitation and Online Protection Command (CEOP)**

**Online:** [ceop.police.uk/safety-centre](http://ceop.police.uk/safety-centre)  
Or Childline

**Online:** [childline.org.uk](http://childline.org.uk)

**Tel:** 0800 1111

**Devon, Cornwall and the Isles of Scilly Sexual Assault helpline**

**Tel:** 0300 3034626

**Police and Crime Panel**

For further information on the Police and Crime Panel contact: Jamie Sheldon, Senior Governance Advisor, Chief Executive Office, Plymouth City Council

**Email:** [jamie.sheldon@plymouth.gov.uk](mailto:jamie.sheldon@plymouth.gov.uk)

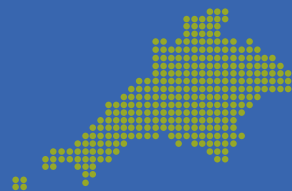
Draft

**Telephone:** 01392 225555

**Email:** [opcc@devonandcornwall.pnn.police.uk](mailto:opcc@devonandcornwall.pnn.police.uk)

**Post:** The Office of the Police and Crime Commissioner  
Andy Hocking House  
Alderson Drive  
Exeter  
EX2 7RP

**Privacy Notice:** The OPCC's privacy policy explains how we collect, use and protect your personal data.  
Find out more on the OPCC's website: <https://www.devonandcornwall-pcc.gov.uk/privacy/>



**PCC**  
Office of the Police and  
Crime Commissioner  
Devon and Cornwall

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## DEVON AND CORNWALL POLICE AND CRIME PANEL

8<sup>th</sup> July 2022

### COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER RECEIVED UNDER THE POLICE REFORM AND SOCIAL RESPONSIBILITY ACT

1. The number of complaints received and handled since the PCC's re-election on 11<sup>th</sup> May 2021 are shown in the table below. This paper covers the period up to 20<sup>th</sup> June 2022.
2. One formal complaint was received against the Commissioner in the last reporting period. This complaint was discussed with the Chair of the Police and Crime Panel who agreed that local resolution was an appropriate way of handling the complaint. A letter was sent to the complainant by the Chief Executive and the complaint has now been finalised.

Dates	Complaints received	Number of Complaints recorded	Number of Complaints unrecorded	Total	Complaints forwarded to IOPC by the OPCC	Complaints resolved
11 <sup>th</sup> May – 7 <sup>th</sup> September 2021	0	0	0	0	0	0
8 <sup>th</sup> September – 20 <sup>th</sup> October 2021	0	0	0	0	0	0
21 <sup>st</sup> October - 15 <sup>th</sup> December 2021	1	1	0	1	0	1
16 <sup>th</sup> December 2021 – 14 <sup>th</sup> June 2022	1	1	0	1	0	1*
			<b>Grand total</b>	<b>2</b>	<b>0</b>	<b>2</b>

\* Resolved through the Chairman of the Panel

#### Contact for further information

**Pierre Doutreligne**

Governance Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

[pierre.doutreligne@devonandcornwall.pnn.police.uk](mailto:pierre.doutreligne@devonandcornwall.pnn.police.uk)

Report prepared on 20<sup>th</sup> June 2022



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# Devon and Cornwall Police and Crime Panel

## Work Programme 2022 - 23

Please note that the work programme is a 'live' document and subject to change at short notice.

Date of Meeting	Agenda item	Action
8 July 2022	Draft Annual Report	
	Police and Crime Plan: Road Safety Profile	
	Police and Crime Plan 2021 – 2025 Scorecard	Standing Item
	Police and Crime Commissioners Update – PCSC update	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item
16 September 2022		
11 November 2022		
27 January 2023	Precept	
10 February 2023	<b><u>Only if Precept is vetoed</u></b>	

## Future Items

Agenda items to be scheduled	Action
Neighbourhood Watch	
Firearms Licensing	
Police Legitimacy	
Recruitment Plan	
Serious and Organised Crime	
Public contact; 101 and reopening of front desks	

<b>Agenda items to be scheduled</b>	<b>Action</b>
Police, Crime, Sentencing and Courts Bill including a Traveller Legislation Update	
Neighbourhood teams; Councillor Advocate Scheme and Community youth projects	
County Lines	
<b>Items to be monitored</b>	
101 and recommendations	