



Devon and Cornwall Police and Crime Panel

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 25 November 2022

10.30 am

Council Chamber, Council House, Plymouth

Members:

Councillor Croad, Chair

Councillor Towill, Vice Chair

Councillors Alvey, Atiya-Alla, Biederman, Chopak, Croad, Dewhirst, Fitter, Hackett, Hopwood, Knowles, Loudoun, Penberthy, Mrs Pengelly, Rodgers, Samuel, Tilbey, Towill and Wright and Sharon Minty (Cornwall Independent Member).

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. Apologies

To receive apologies for non-attendance submitted by Members.

2. Minutes

(Pages 1 - 4)

To sign and confirm as a correct record the minutes of the meeting adjourned on the 16 September and reconvened on the 21 September 2022.

3. Declarations of Interest

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

4. 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

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

5. Involvement of the IOPC in Police Legitimacy: (Pages 5 - 6)

6. Contact Services Within Devon and Cornwall Police: (Pages 7 - 16)

7. Commissioners Update Report: (Pages 17 - 26)

8. Police and Crime Plan 2021 - 2025 Scorecard: (Pages 27 - 48)

9. Police and Crime Plan Violence Profile: (Pages 49 - 58)

10. Complaints Against the Police and Crime Commissioner Received Under the Police Reform and Social Responsibility Act: (Pages 59 - 60)

11. Work Programme: (Pages 61 - 62)

Devon and Cornwall Police and Crime Panel

Wednesday 16 September 2022 & 21 September 2022

PRESENT:

Councillor Croad, in the Chair.

Councillor Towill, Vice Chair.

Councillors Alvey, Arnott (substituting for Councillor Loundoun), Chopak, Hopwood, Penberthy, Mrs Pengelly, Samuel, Tilbey, and Wright.

Also in attendance: Alison Hernandez (Devon and Cornwall Police and Crime Commissioner), Frances Hughes (Chief Executive Officer for the OPCC), Nicola Allen (Treasurer and Chief Finance Officer for the OPCC), Felicity Ridgway (Director of Operations for the OPCC) & Ross Jago (Head of Governance, Performance and Risk for PCC).

The meeting started at 10:00 on 16 September and was adjourned at 10:01. The meeting recommenced on 21 September at 16:00 and finished at 17:57.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

94. **Minutes**

The minutes from 8 July 2022 were agreed as a true and accurate record.

95. **Declarations of Interest**

There were no declarations of interest.

96. **Public Questions**

There were no public questions.

97. **Confirmation Hearing for the Proposed Appointment Of Chief Constable Of Devon and Cornwall Police**

Alison Hernandez, Devon and Cornwall Police and Crime Commissioner presented the report to the Panel and highlighted the following key points:

- a) Will Kerr OBE is the Police and Crime Commissioners preferred candidate for the role of Chief Constable for Devon and Cornwall Police;
- b) The process had been carried out correctly, in a robust and transparent way;

- c) The Commissioner thanked Frances Hughes (Chief Executive Officer of the Office of the Police and Crime Commissioner), Karime Hassan (Chief Executive and Growth Director of Exeter City Council), Mark Shelford (Police and Crime Commissioner for Avon and Somerset), Angela Cossins (South West Regional Probation Director) and Kate Kennally (Chief Executive of Cornwall Council) for their involvement in the recruitment process;
- d) The Commissioner thanked all members on the panels and all partners, police officers, police staff and community members, as well as the Leaders and Councillors involved in the process.

Members discussed:

- a) Representation of rural areas in the interview process;
- b) The strengths that were looked for in a candidate to meet the challenges of policing;
- c) The Tri-Service officer in Cornwall, its continuation and possible expansion;
- d) Community Engagement and Community Policing moving forward;
- e) Increase in hate crime and the relationship between the police and protected characteristic communities;
- f) Importance of actively listening to local communities and being as present as possible, with advocates in organisations too;
- g) The importance having police officers who know local areas and working efficiently to deliver the best service;
- h) Confidence in policing starts from within the police force itself and the importance of accepting responsibility;
- i) Importance of social media and innovative working.

The Panel agreed to pass a resolution under Section 100a (4) of the Local Government Act 1972 to exclude the public and press from the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part 2 of Schedule 12a of the Local Government Act 1972 as amended by the Freedom of Information Act 2000.

Following consideration by panel members, the Panel agreed to the proposed appointment of Will Kerr OBE as the Chief Constable for Devon and Cornwall Police.

98. Involvement of the IOPC in Police Legitimacy

The Chair confirmed that due to the adjournment of this meeting from 16 September to 21 September 2022, the IOPC had been unable to present this item and it would therefore be deferred to the next meeting of the Police and Crime Panel.

99. Commissioners Update Report

Alison Hernandez, Devon and Cornwall Police and Crime Commissioner provided an update to the panel and highlighted the following key points:

- a) The Commissioner thanked Chief Constable Shaun Sawyer for his service for Devon, Cornwall and the Isles of Scilly and wished him well in his retirement;
- b) A new anti-social behaviour victim service was available and went live on 1 August 2022;
- c) Cornwall Community Foundation had been open to grants for funding to tackle anti-social behaviour, giving community groups and charities the chance to apply for funding provided by the Office of the Police and Crime Commissioner for Devon and Cornwall, with Devon's open until 2 November 2022;
- d) The Office of the Police and Crime Commissioner for Devon and Cornwall had managed to secure a further £200,000 for therapeutic support for children who have been exploited or abused;
- e) Safer Streets had been successful in helping Plymouth, Exeter, Torbay, North Devon and Cornwall secure funding from Central Government to fight crime hotspots;
- f) The Home Office had called for evidence for seasonality and sparsity in relation to their funding formula review. The Office of the Police and Crime Commissioner for Devon and Cornwall would be submitting a response and the Association of Police and Crime Commissioners would submit a joint response.
Nicola Allen, Treasurer and Chief Finance Officer added that infrastructure and productivity needed to reach more sparse areas and have evidenced that the seasonality in demand for the region was over 8-12 weeks not just for specific events.

In response to questions raised it was reported that:

- a) Within the report in section 8 of the report, Violence against Women and Girls Commission for Plymouth, actions would be added to the annual report based on the recommendations;

- b) SWAN (Safety of Women At Night) had been launched in Exeter in partnership between Exeter City Council and the University of Exeter which extended CCTV coverage across the city, upgraded CCTV equipment, provided a “safe place bus” and bystander training.
- c) There were difficulties in prosecuting vehicles with excessive vehicle noise. Work was underway to progress ways in which vehicles with excessive noise could be prosecuted.

The Panel agreed to note the report.

100. **Police and Crime Plan 2021-25 Scorecard**

Alison Hernandez, Devon and Cornwall Police and Crime Commissioner introduced this item to the Panel.

In response to questions raised it was reported that:

- a) There were concerns over the increasing wait times for the emergency contact numbers. The Police and Crime Commissioner for Devon and Cornwall Police acknowledged the issues around the phone lines, particularly around the 101 number and that it was a priority to improve the service;
- b) A report into the issues had been requested to be presented at the Devon and Cornwall Police and Crime Panel meeting in November 2022.

The Panel agreed to note the report.

101. **Complaints against The Police and Crime Commissioner received under The Police Reform and Social Responsibility Act**

Frances Hughes, Chief Executive for the Office of the Police and Crime Commissioner reported that no new complaints had been received since the last Panel meeting on 8 July 2022.



Devon and Cornwall Police and Crime Panel

25th November 2022

Involvement of the IOPC in Police Legitimacy

Representatives from the Independent Office for Police Conduct (IOPC) will be in attendance at the Police and Crime Panel to give a brief overview of their work, how they investigate police complaints and how it contributes to overall public confidence.

The IOPC are independent of the police, government and interest groups and investigate the most serious and sensitive incidents and allegations involving the police in England and Wales. They also provide independent scrutiny to a significant number of cases investigated by the police.

Over time, their remit covering police forces has been extended to include:

- Police and Crime Commissioners and their deputies
- the London Mayor's Office for Policing and Crime, and his deputy
- certain specialist police forces (including the British Transport Police, the Ministry of Defence Police and the Civil Nuclear Constabulary)
- Her Majesty's Revenue and Customs (HMRC)
- staff who carry out certain border and immigration functions who now work within the UK Border Force and the Home Office
- the National Crime Agency (NCA)
- officers carrying out certain functions at the Gangmasters and Labour Abuse Authority (GLAA)

Most complaints about the police are dealt with by the relevant police force. Each force has a separate department that oversees complaints. These are generally called 'professional standards departments' (PSDs).

By law, all forces must refer certain matters to the IOPC. These include:

- certain complaints made to their force – such as those that include an allegation of serious corruption or serious assault
- indications that police officers or staff may have committed misconduct – for example, any suggestion that a criminal offence has been committed or that a serious injury has been caused
- if someone had direct or indirect contact with the police when, or shortly before, they were seriously injured or died. However, forces only need to refer cases where the contact may have caused or contributed to the death or injury



The IOPC can also direct forces to record incidents and then 'call them in'. They can also consider incidents that have not been referred by police forces, and decide whether and how they will investigate them.

Contact for further information:

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Governance Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

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Report prepared on: 15th November 2022



Devon and Cornwall Police and Crime Panel

25th November 2022

Contact Services Within Devon and Cornwall Police

1. Introduction

- 1.1. This report provides the Panel with additional information regarding the key actions taken by the Police and Crime Commissioner in relation to contact services within Devon and Cornwall Police following the Police and Crime Panel meeting in September 2022. This report covers investment and scrutiny activities over the Commissioner's term of office and future planned activity.
- 1.2. As the Panel are aware the delivery of contact services is a responsibility of the Chief Constable of Devon and Cornwall Police who has operational independence in law. The role of the Police and Crime Commissioner is to set the strategic priorities for policing through the Police and Crime Plan and to hold the Chief Constable to account for the delivery of an effective and efficient police service.
- 1.3 In October 2021, the Commissioner published her second Police and Crime Plan 2021-2025. The Plan includes a recommitment to improving connectivity between the public and the police and making as many channels of contact available as possible.
- 1.4 Delivery towards the objectives in the Police and Crime Plan is reported through the Plan scorecard which is presented to each Police and Crime Panel meeting. The scorecard reports on and includes assessments of
 - Number of customer contacts (999, 101, Online)
 - 999 wait time
 - 101 (P1 and P2) wait times.

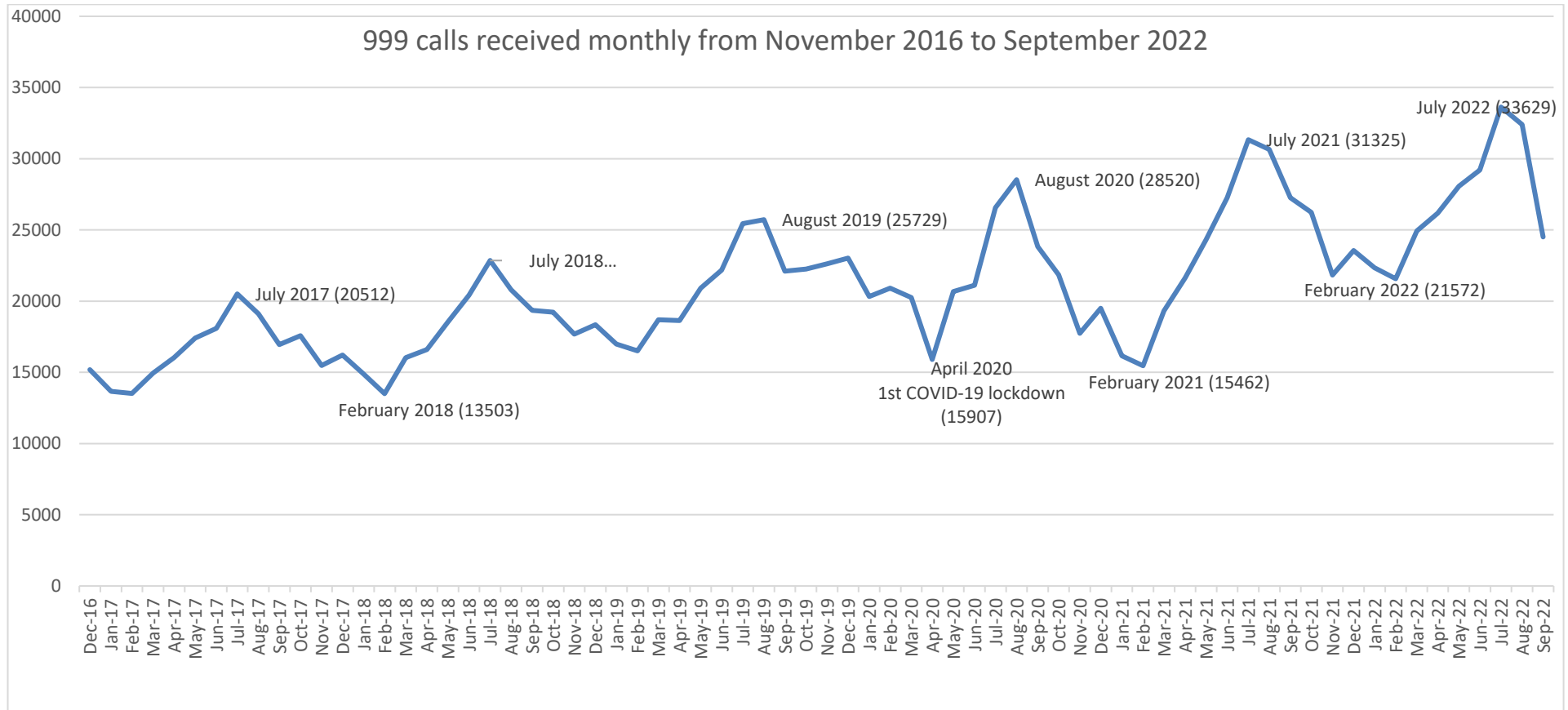
2. Background

- 2.1 The provision of efficient and effective public contact management by the police is fundamental to meeting public expectations, providing good customer service and to the delivery of core police services. For many members of the public, contacting the police through the non-emergency number may be the only interaction they have with the police service and their experience may affect the confidence they have in the police and their likelihood of choosing to contact the police again.



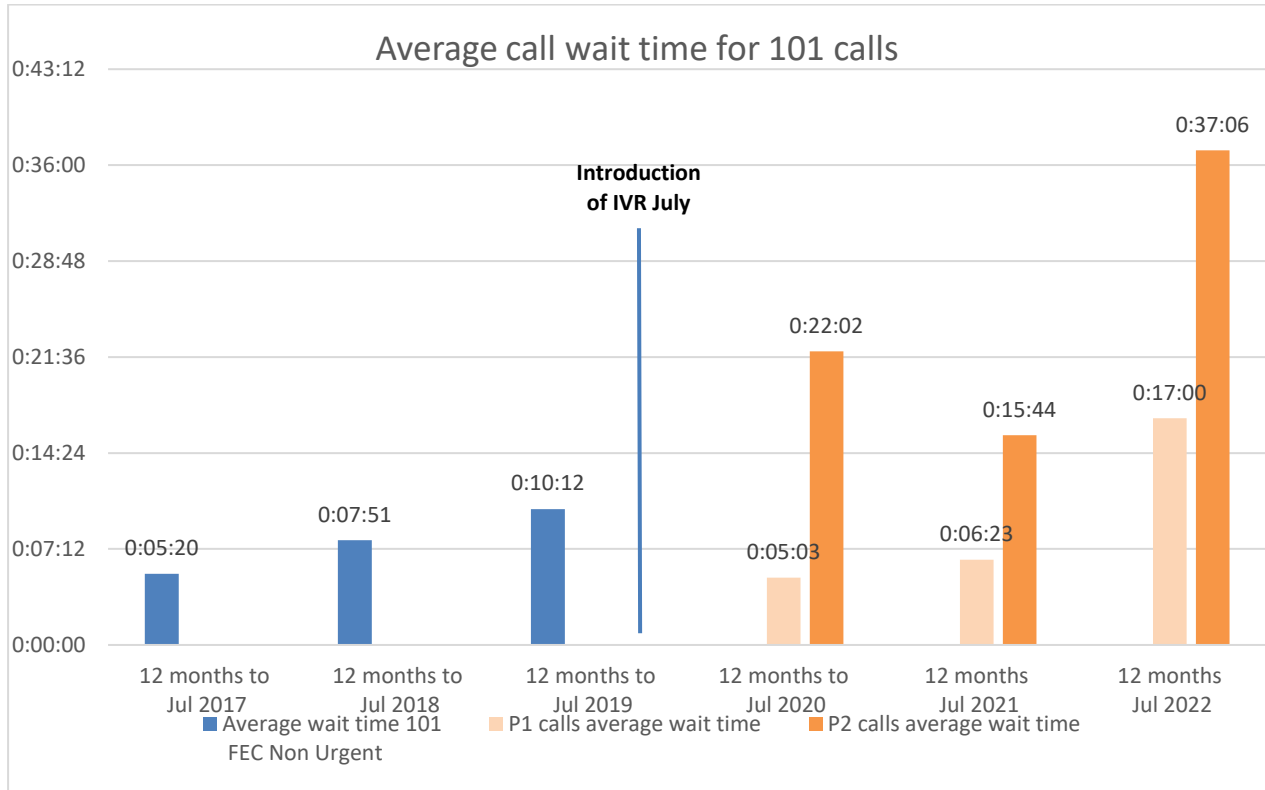
- 2.2 Call management is one of the areas of police service delivery that has received the most scrutiny and attention from the Commissioner, the Panel and the public. However, despite this focus, additional investment and repeated activity to improve and maintain service standards, waiting times performance has remained inconsistent and at times poor. There have been periods of considerable improvements in waiting times, albeit with seasonal peaks, but it has not been stable or consistent. The introduction of new and alternative contact methods such as webchat and online reporting have not led to significant reductions in the levels of calls to the 101 non-emergency line or helped to reduce or stabilise waiting times. It should be recognised that the quality of service that callers receive when contacting the 101 non-emergency service is generally considered to be high but the persistent challenge has been the length of time that people must wait to get through to someone. Information on waiting times for 101 non-emergency calls is provided in this report at Graphs 2 and 3.
- 2.3 In considering 101 non emergency services (which includes webchat, 101 email and online reporting as well as telephone calls) it is important to recognise that this service does not occur in isolation but is part of an integrated service with emergency 999 calls and resource dispatch. As the Panel are aware from previous reports and from the performance report provided to this meeting, the volume of 999 calls to Devon and Cornwall Police has been continuing to increase over recent years. This increased volume impacts both answer times for 999 calls and the performance of 101 non-emergency services given the need to prioritise the answering of 999 calls. The public expect policing to be available in an emergency.
- 2.4 Recent months have seen the volume of 999 call services continue to grow placing further pressure onto contact services for both emergency and non-emergency calls as highlighted by Graph 1 below. In the year to July 2022 there were 82,322 more 999 calls received than in the 12 months to June 2019 – an increase of over 35%.
- 2.5 The Commissioner has regularly scrutinised performance of contact services during her term of office, raising issues and public concerns with the Chief Constable in a range of forums including the Policing and Crime Joint Executive and in annual budget discussions. The Commissioner has consistently provided additional targeted investments to support and enable Devon and Cornwall Police to seek to address the challenges within the service and investments and key activities are detailed in the timeline in section 3 of this report.
- 2.6 In 2020/21 the Commissioner conducted a public scrutiny review of 101 to consider how the service was meeting the needs of the public and engaged the Panel in this process. The scrutiny resulted in 12 recommendations being made to the Chief Constable which were published and reported back to the Panel.

Graph 1: 999 Emergency Call Volumes from 2016 – 2022



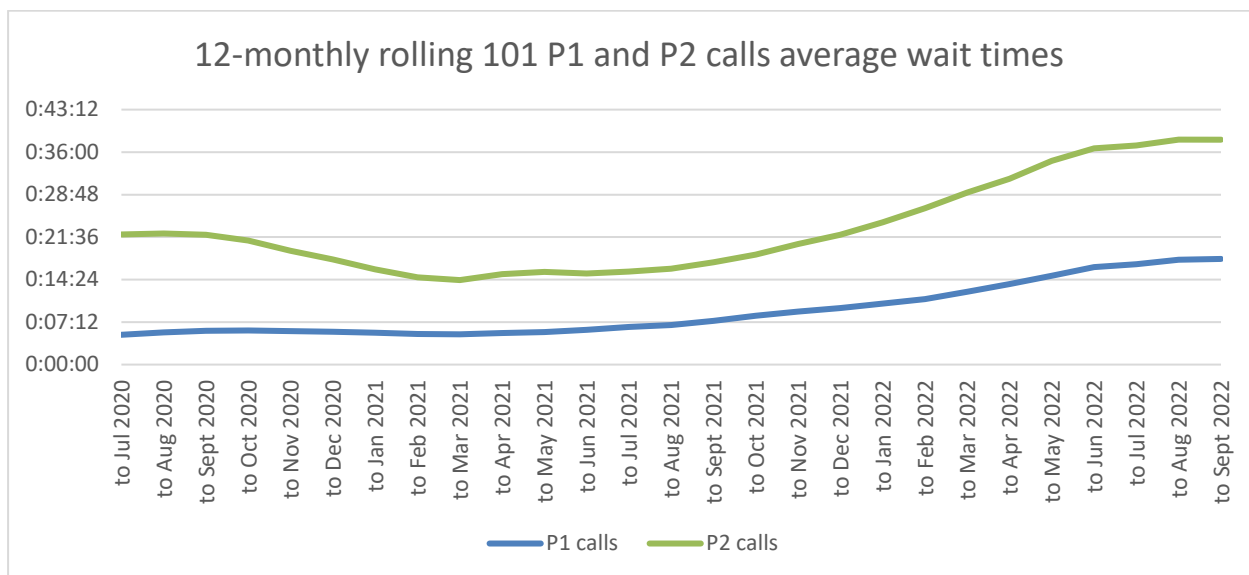
Graph 2: Average waiting times on 101 non-emergency line since July 2016

Please note: Prior to the introduction of Interactive Voice Recognition (IVR) in Summer 2019 the average waiting time related to the time waiting for an answer from the Force Enquiry Centre (FEC) after an initial triage by the switchboard operator. At the introduction of IVR callers routed themselves into call lines rather than speaking with the operator. Devon and Cornwall Police has recently begun to re-introduce triage by the switchboard operator in Force Contact Centre prior to being placed in a call line.

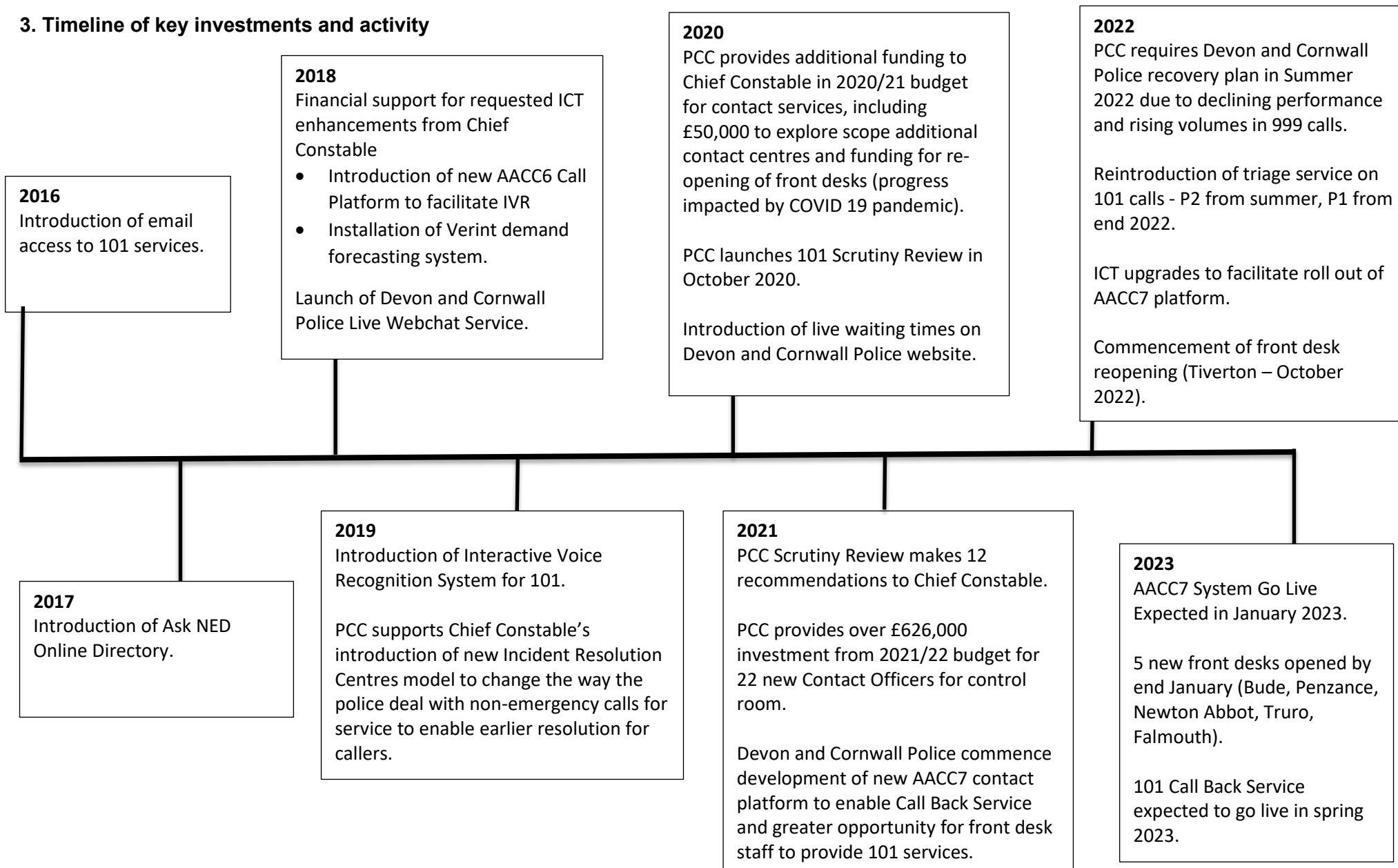


Graph 3: Average waiting times for 101 non-emergency P1 and P2 call lines

P1 call lines include the dedicated call lines for domestic abuse, sexual violence, missing persons, road traffic incidents and hate crime. P2 call lines are the lines for all other reports.



3. Timeline of key investments and activity



4. Police and Crime Commissioner's Thematic Scrutiny of the 101 Service 2020/21

- 4.1 In autumn 2020 the Commissioner launched a thematic scrutiny review of the 101 non-emergency service due to her continued concerns about waiting times. The scrutiny review terms of reference were presented to the Police and Crime Panel in September 2020 and amendments were made to the terms of reference in response to the Panel's views.
- 4.2 The OPCC convened a bespoke panel which brought together the Commissioner, OPCC scrutiny panel members, Victim Support and councillor advocates. The review was carried out in November and December 2020. The findings of the scrutiny review were published and presented to the Police and Crime Panel in February 2021.
- 4.3 The review made 12 recommendations to the Chief Constable.

The public's experience of the 101 telephone service	
<p>Recommendation 1. The Panel recommends that the Chief Constable reviews the existing service standard of 20 minutes for P2 calls by 31st March 2021 and considers setting a revised service standard of 10 minutes or less for all call types and a clear, costed plan of action to support its delivery of service standards. Service standards on waiting times should be focused on the percentage of callers answered in that time period not the average waiting time.</p>	<p>Status: The Chief Constable did not accept this recommendation and retained the service standard level at 20 minutes for P2 calls.</p>
<p>Recommendation 2. The Panel recommends that the Chief Constable considers by 31st March 2021 whether the IVR is adding value in its current format and whether changes should be made to the IVR system to re-introduce a triage assessment at the start of the call, in particular for the P2 line.</p>	<p>Status: The Chief Constable concluded that triage services would not be widely introduced but established a system for temporary use of triage at periods of peak summer demand in 2021. This position has now altered and triage services on 101 non emergency calls has been introduced from Summer 2022 on the P2 line and are due to commence on the P1 line by January 2023.</p>
<p>Recommendation 3. The Panel recommends that the Chief Constable consider by 31st March 2021 revising Devon and Cornwall Police's service standards for victims to include a clear time period within which victims can expect to receive an update after initial contact with the police and that this expectation is communicated to the public and performance against it is measured and published.</p>	<p>Status: Victim service standards were not altered by the Chief Constable. The Commissioner will be discussing Devon and Cornwall Police's approach to victim services with the incoming Chief Constable on his arrival.</p>
Understanding and managing demand for the 101 Service and Wider Public Contact	
<p>Recommendation 4. The Panel recommends that Devon and Cornwall Police build a clear evidence base on the nature of calls to 101 and that this information is used to inform discussions with partners to seek to reduce the volume of unnecessary calls coming into the system and with the public to help direct them to the right services.</p>	<p>Status: The volume of calls that come into the 101 non-emergency service which relate to matters that are not for the police remain high. Communications campaigns to advise the public on the correct reporting pathway for issues are undertaken by Devon and Cornwall</p>

	Police but there remains further analytical work to do in this area which is underway.
<p>Recommendation 5. The Panel recommends that Devon and Cornwall Police develop a force-wide, community orientated and evidence informed Public Contact Strategy which brings together all aspects of its public contact, including the role of corporate communications, victim care, investigating officers, local policing and front desks in providing contact services to the public.</p>	<p>Status: a new Digital Contact Strategy has been put in place by Devon and Cornwall Police. This strategy is focused on digital contact channels in line with the NPCC Digital Contact Strategy and does not bring together all aspects of public contact as recommended.</p>
<p>Recommendation 6. That Devon and Cornwall Police should ensure it fully explores the potential that public enquiry offices and their staff can play in providing 101 services to the public.</p>	<p>Status: Investment for the reopening of front desks has been provided by the Commissioner and 6 new front desks will be open by the end of January 2023. These desks are staffed by Public Enquiry Officers who will also carry out key 101 non-emergency contact duties, including 101 email and online contact forms.</p>
Investment: staffing, skill retention and technology	
<p>Recommendation 7. The Panel recommends that the Chief Constable considers by 31st March 2021 re-prioritising work under the PRISM programme to speed up the introduction of the upcoming service improvements which have the biggest potential to improve the public's experience (the Call Back Service, in call messaging and the Voice Activated Directory).</p>	<p>Status: The speeding up of key services by Devon and Cornwall Police was not feasible ahead of the introduction of the new AACC7 contact system as the current AACC6 system did not support those functions. The delivery of AACC7 by Devon and Cornwall Police has been subject to delays due to a range of factors, including national supply issues. The AACC7 system will go live in January 2023. Call Back services have been prioritised for early adoption and are expected to be in place in Spring 2023.</p>
<p>Recommendation 8. While longer term technological changes may reduce levels of demand for 101 the Panel recommends that interim solutions, including an increase in staffing, should be considered by the Chief Constable and, if budgetary pressures allow, be included within the 21/22 budget.</p>	<p>Status: The Commissioner provided over £626,000 in funding to the Chief Constable to deliver an additional 22 contact staff in the 2021/22 budget. Funding has also been utilised through the £400,000 annual Op Marnow summer funding allowance to provide additional resources into the contact centre.</p>
<p>Recommendation 9. The Panel recommends that Devon and Cornwall Police consider what options might exist to reduce turnover within the 101 contact centre, including the opportunity provided by remote sites to cover a wider labour market.</p>	<p>Status: Options for new locations have been explored alongside remote working options once the relevant technology is available.</p>
Public information and communications	
<p>Recommendation 10. The Panel recommends that Devon and Cornwall Police gives much greater priority to communicating</p>	<p>Status: Devon and Cornwall Police do undertake regular communications campaigns</p>

regularly with the public about 101, using traditional media, advertising campaigns and community networks and local publications. The focus of engagement should be: to improve awareness about what can be dealt with by 101 and what should be 999 or another agency, to inform them of the levels of service they should expect to receive (including waiting times) and performance against these standards: and to guide them towards alternative contact channels.	regarding contact services focused on peak times of the year. However there remains considerable scope in the view of the Commissioner for greater action to inform the public and reduce pressures on the system.
Recommendation 11. The Panel recommends that a formal assessment is carried out by 30 th June 2021 to compare the relative costs, benefits and merits for the public and for policing, of the existing Devon and Cornwall website and the new national policing single online home platform.	Status: Devon and Cornwall Police are adopting Single Online Home and the system is expected to go live in early 2023 as part of the planned national roll-out timeline of the service.
Recommendation 12. The Panel recommend that a survey and assessment of Ask NED is carried out by 30 th June 2021 to understand how the system is being used by the public and whether it is meeting their needs.	Status: The directory services provided by Ask NED will be addressed in the roll-out of Single Online Home in line with Recommendation 11 above.

4.4 The Commissioner will be discussing the scrutiny review findings, progress in delivery and additional steps within Devon and Cornwall Police with the incoming Chief Constable on his arrival.

5. Going forward

5.1 In February 2022 the Commissioner's budget proposals set out an updated position on 101.

"It is clear that the Force have not been able to keep pace with the public expectation of (the 101 non-emergency telephone service) and although substantial investments have been made in this contact service the anticipated improvements have not been realised quickly enough. The public need the police, and their calls for service are not reducing. I am supporting a structured financial approach with the Force to facilitate additional resources to the Chief Constable in the coming year to provide additional capacity into the contact centre."

5.2 In the early summer of 2022, waiting time performance declined, impacted by a large number of staff absences and increased demand (including rising volumes of 999 emergency calls). Detailed discussions between the Commissioner and the Temporary Chief Constable resulted in an action plan being developed and a commitment of the Temporary Chief Constable to take remedial action.

5.3 In October 2022, His Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) announced that it had moved Devon and Cornwall Police into an enhanced level of monitoring, known as "engage". Public contact was one of three areas identified by HMICFRS <https://www.justiceinspectors.gov.uk/hmicfrs/news/news-feed/devon-and-cornwall-police-moved-into-enhanced-monitoring/>. As part of the response to HMICFRS's findings the Temporary Chief Constable is developing an improvement plan – which includes the Call Management and Communications Unit. The Commissioner has also written to the Temporary Chief Constable setting out her clear expectations for urgent attention in advance

of any formal reporting mechanisms with HMICFRS. The Commissioner has been explicit that she does not expect frontline resources to be impacted by these immediate changes.

- 5.4 As noted in 5.2 above the Commissioner raised concerns in summer 2022 with the Temporary Chief Constable about waiting times and required a series of actions to be undertaken. This included the introduction of an external specialist company to review the processes employed by the Contact Centre. The aim of this work was to get an understanding of how processes are working currently, to identify pinch points and opportunities for change, and to model potential efficiency savings. The findings from this review were presented to the Force earlier this month and are under active discussion.
- 5.5 The Temporary Chief Constable is also taking a number of further immediate steps to enhance contact services. These include the introduction of a switchboard triage service for 101 non-emergency calls before they are routed into call lines. It also includes the deployment of a new “rapid response model” which includes 19 officers posted to the Contact Centre by end November 2022. This model will enable trained Contact Officers to focus on answering 999 calls, reduces the number of process exchanges on any one incident between the call handlers and resource dispatch officers to and frees up capacity. Recruitment campaigns have been prioritised for January and March with vetting and onboarding also prioritised for Contact Services. It is also intended to replace the email system with online reporting forms from March 2023 when “Single Online Home” is enabled to help reduce repeat email traffic by ensuring that key information is provided at first point of contact.
- 5.6 These initial steps which will be enhanced by a more detailed action plan over the coming weeks which will be presented to the Commissioner and to HMICFRS.

6. Conclusion

- 6.1 Waiting times within the Contact Centre continue to be disappointing and unstable. The staff working within the Contact Centre do a fantastic job of providing a front-line response to members of the public in distress which is recognised by the Commissioner and HMICFRS. However, the escalations in demand for 999 and continued system challenges in 101 non-emergency contact have exceeded the ability for Devon and Cornwall Police to deliver the improvement needed at pace.
- 6.2 The Commissioner is grateful to the Panel for its continued attention to this important area of policing and welcomes its continued scrutiny and support in relation to her actions in respect of the 101 non-emergency service to assist in delivering improved performance in this critical area.

Contact for further information:

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Report prepared on: 15th November 2022

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Devon and Cornwall Police and Crime Panel

25th November 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 September 2022.

1. PEEL Inspection Report

On 14th October 2022 Devon and Cornwall Police was moved into an enhanced level of monitoring by the police inspectorate. His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) continuously monitors the performance of all police forces in England and Wales.

The monitoring process consists of two stages: Scan and Engage. All police forces are in the Scan phase by default but may be escalated to Engage. The Engage process provides additional scrutiny and support.

The inspection report has not yet been provided to the Commissioner or Chief Constable, and therefore the detailed findings are not yet known. This report is expected in December 2022. Pending the detailed findings being published, His Majesty's Inspector of Constabulary provided feedback which highlighted a number of strengths in the organisation alongside area of concern as published by HMIC.

The areas of strength were:

- the force has a good understanding of the needs and expectations of its communities
- the force identifies and engages with diverse groups
- the force focuses well on vulnerability with a good understanding of its nature and scale
- there is a good understanding of safeguarding needs by the workforce
- the force actively seeks opportunities to improve services through collaboration

The areas of concern were:

- the force's crime recording has deteriorated since the last inspection and does not always record crimes against vulnerable victims, particularly violent or behavioural crimes, and antisocial behaviour
- the force does not answer, or respond to, emergency or non-emergency calls within adequate timeframes, and too many calls are abandoned. Identification of repeat and vulnerable callers is missed, and callers are not always given the appropriate advice on preservation of evidence or crime prevention
- the force is unable to adequately manage registered sexual and violent offenders which means an increasing risk of further offending may not be identified



In response to the published areas of concern, the Temporary Chief Constable and his team are developing an action plan which will form the basis of further discussions between the Force, myself and the HMICFRS to take urgent corrective action.

I have set a series of minimum improvement requirements in advance of the first Policing Performance Oversight Group at the end of this month which is Chaired by Chief HMI Andy Cooke and both the Temporary Chief Constable and I will be attending this meeting in London. I will continue to update the panel on this process as more information becomes available following the Policing Performance Oversight Group and when the inspection report is published. I will also report to the Panel regularly on my oversight of the force's performance improvement activity.

2. Councillor Advocate seminar on Antisocial Behaviour

The third councillor advocate seminar of 2022, focusing on my Police and Crime Plan priority of antisocial behaviour, was attended by 39 councillors, and held in Plymouth's Guildhall in September. There were presentations by His Majesty's Prison and Probation Service on Community Payback, Devon and Cornwall Police's Antisocial Behaviour approach, a new mechanism for police retrieval of CCTV, the Community Trigger mechanism for reviewing antisocial behaviour cases and the new antisocial behaviour youth outreach service, which I have commissioned. Information given to councillors was designed to help them and their communities access these important services. Feedback has been extremely positive, and I would like to thank partner agencies including Plymouth City Council, His Majesty's Courts and Tribunals Service and Devon Youth Services Ltd for giving their time to support this event. Seminars on my Police and Crime Plan priorities of reducing violence and drug misuse were held prior to this event and the fourth and final seminar of the year, on 7th December, will focus on road safety.

3. Commissioner's Community Grant Scheme – ASB Cornwall

The Community Grant Scheme, administered on behalf of the OPCC by Cornwall Community Foundation, has awarded a total of £49,565.22 to a broad range of sixteen community groups across Cornwall to help prevent and address antisocial behaviour, with grants ranging from £1,500 to £5,000.

I am delighted to have been able to make funding available to some fantastic organisations across Cornwall and am confident that the projects they will deliver will make a substantial difference to the communities they work with. Our community groups can do so much with relatively small sums of money and it is often residents of our towns, villages and cities who have the clearest idea of what makes a difference and where funding is most likely to give positive results. I very much look forward to finding out more about these projects and watching them develop.

Of particular note is the grant of £5,000 which was awarded to KSBK Performing Arts CIC, a community project based in Bodmin. KSBK aims to reach young people in one of the most deprived and under-resourced areas. The group have become an open and accessible space for children and families that come from financial and social deprivation. The grant will help to create a youth centre with an inclusive and supportive atmosphere to young people, enabling them to thrive and exceed socially in society. KSBK aims to keep young people off the streets and out of harm, helping to tackle antisocial behaviours across Cornwall.

4. Vision Zero South West Award

As Chair of the Vision Zero South West partnership, I am delighted to announce that Vision Zero South West has won the Chartered Institute of Public Relations' award for the best transport/automotive campaign of the year for its work promoting Operation Snap. This is a thoroughly deserved recognition of the excellent work the Vision Zero South West team are doing with the support of local authority and emergency service partners from across the peninsula. Operation Snap is the facility allowing members of the public to upload video footage of dangerous driving to the police for review and consideration for enforcement action. The number of submissions to Operation Snap has grown significantly over the last 12 months, thanks to raising awareness amongst the public and this award is in recognition of that. Actual videos submitted to Operation Snap are used in the promotional campaign which has been broadcast on regional TV news and radio as well as online and in-print via the numerous local and regional press outlets. Each monthly video reaches over 50,000 people through our own social media channels.

My particular thanks to Joel Cooper, the Vision Zero South West Communications and Engagement Co-ordinator for leading on this campaign.

5. Serious Violence

On 11th October the Serious Violence Prevention Programme held a national showcase event on the theme 'Devon & Cornwall's response to serious violence'. The event was held in conjunction with the criminal justice consultancy, Crest Advisory, and outlined the steps taken over the past two and half years under the programme to build a public health approach in violence prevention. The showcase is timely as the Home Office Serious Violence Duty guidance is soon to be finalised. The meeting aimed to provide central and local government, police forces and OPCCs with an update following requests for briefings on our approach. The event was attended by over 120 participants including representation from 18 police forces and 26 local authorities alongside a range of criminal justice colleagues, universities, OPCCs and the third sector. The event generated deep discussion around the role of policing in leading and shaping the Serious Violence Duty and provided delegates with in-depth detail on the steps and stages to developing a partnership model for violence prevention. Home Office officials, who spoke at the event, commended our approach.

The programme also presented at the global Evidence Based Policing Conference taking place in the U.K., New Zealand and Australia outlining how policing can be bold in delivering a public health programme. The event can be viewed [here](#).

6. Keyham Funding Update

The community recovery programme in Keyham, Plymouth, continues with the past two months focusing on engagement with young people. The Keyham Community Policing Team in conjunction with Plymouth City Council have been focused on engaging young people to understand how they feel about safety through youth groups and schools. Additionally, following a community recommendation, a dedicated Mini Police programme has launched to bring this successful model to home-schooled children, a first for Devon and Cornwall Police and, potentially, a first nationally. As updated at the last Panel meeting, my office has been successful in obtaining further Home Office funding to ensure the dedicated policing team can remain in Keyham until at least March 2023.

7. Operation Scorpion Phase 3

In October, I met with the Police and Crime Commissioners from Dorset, Avon and Somerset, Gloucestershire, and Wiltshire to prepare for the next phase of Operation Scorpion which is focusing on drug users and night-time economy. Our focus on this phase shifts on to drug users rather than dealers and is targeted at those who think that taking these party drugs is just a fun thing to do. The message is about making it clear that if you are engaging in illegal drug activity then you are helping support criminal networks that run county lines, which exploits vulnerable children by involving them in the storing and transportation of drugs.

Operation Scorpion activity in the region has, to date, resulted in 127 arrests and 465 disruptions to drugs lines. More than £180k, weapons and drugs have been seized. A total of 297 people have been safeguarded and offered support. Phase 3 of Operation Scorpion is due to commence later this month.

8. Visit to Turning Corners

In early November, I visited Turning Corners, a project designed to engage with young people on the streets of South Devon to steer them away from antisocial behaviour.

I helped secure £500k of Home Office money for Turning Corners phase 1 and due to its success, phase 2 has been commissioned by my office through the Serious Violence Prevention Programme, providing a further four years of funding worth £250k. It was an honour to be able to meet the team, some of the parents and young people that have been involved in the scheme and I am delighted to see that the programme is showing great results. To date, Turning Corners has helped a total of 727 young people, engaging with 91 families.

9. South West Reducing Reoffending Partnership

As you are aware, I chair the South West Reducing Reoffending Partnership (SWRRP), which is a cross-agency partnership of leaders from across the region, including the five Police and Crime Commissioners from the region. I am pleased to provide you with an update on our collaborative work under this Partnership.

Prisoners Building Homes for Local Communities Programme

At July's Panel meeting I updated you on this terrific programme in which prisoners are helping to tackle the housing by building environmentally-friendly 'eco-pod' homes. This is a pioneering new project supported by all five South West Police and Crime Commissioners, which illustrates how Devon and Cornwall is at the forefront of innovative work to reduce reoffending. The scheme is summarised in [this short video](#).

I submitted this scheme for discussion at the Association of Police and Crime Commissioners (APCC) and National Police Chiefs' Council (NPCC) summit on 10th November, which gives leaders the opportunity to showcase innovative and exciting practice to delegates. There were a wealth of submissions from Forces and PCCs across the country and following discussion by a panel of experts the scheme was awarded second place at the summit. My congratulations to everyone involved.

Addressing the harm caused by substance misuse

The SWRRP are driving work to address the harm caused by substance misuse (disrupting supply; providing effective treatment and support; and reducing demand through early intervention and prevention work). On 3rd November the Partnership held a very successful substance misuse event, attended by 178 people from across the region and from all criminal justice agencies, health colleagues, commissioners, service providers and people with lived experience. We heard why children and adults turn to substance misuse and what we can do to intervene early to address the underlying causes linked to trauma.

Guest speakers from Devon and Cornwall featured heavily at this event, which showcased best practice and truly excellent collaborative working. The Partnerships will be holding another event in 6 months' time to explore some of the recurring themes that emerged.

Tackling the supply of illegal drugs coming into our prisons; understanding the treatment and support provided for people with a substance misuse need in our prisons

On 20th October the partnership met at HMP Bristol, where we heard from guest speakers from the Prison Service and Police about the challenges our prisons face with illegal drugs coming into our prisons. We also heard about some excellent work to effectively support prisoners to access suitable treatment and support both in the prison and on release. There is much more we can do to support our colleagues with this work, and we shall be exploring this as a partnership. We also heard about initiatives introduced with funding from the government to implement ADDER – piloting work across Addiction, Diversion, Disruption, Enforcement, and Recovery, which highlighted some excellent work we would wish to replicate across the region.

10. Commissioning Update

Service for people affected by a fatality or serious injury on the roads

In September, the Vision Zero South West Board agreed the funding to establish a new support service for people affected by a fatality or serious injury on the road in Devon and Cornwall. This new service, with an allocation of £100k a year, will support the emotional and practical needs of those affected and will be their advocate through criminal justice processes. The support will be holistic and focused on individual need. The service will also establish a peer support offer, trauma resilience courses and be able to work with specific individual needs. I anticipate that the new service will be available in the spring of 2023 once the procurement processes have been conducted. The work to establish the service was heavily influenced and informed by our partners and people with lived experience who all acknowledged the need for the service to be established. I am grateful for the time that people gave to help make this new service possible.

Additional investments in Domestic Abuse and Serious Violence Support

The Ministry of Justice recently awarded additional funding for Domestic Abuse/Serious Violence support. The total amount allocated to Devon and Cornwall was £617k a year for three years. My team divided this into five lots, prioritising support for children and young people affected by sexual abuse and exploitation.

I am pleased to report that the peninsula-wide contracts have been awarded and mobilisation is underway. The contracts are as follows:

Lot	Description	£ per annum	Successful Bidder	Partner Organisations
1	Child Sexual Exploitation Service Intensive support with young people who have experienced or are at significant risk of exploitation. Includes work with partners, schools, local authorities.	£200k	Barnardo's	N/A
2	Child and Young Person Therapeutic Support Range of therapeutic interventions for young people who have experienced sexual abuse. Where appropriate, this includes family interventions.	£200K	Children's Society	First Light Devon Rape Crisis CLEAR Women's Centre Cornwall
3	Peer Support (Men)	£50k	First Light	MoMENTum Operation Emotion
4	Peer Support (Women)	£50k	Women's Centre Cornwall	Trevi Devon Rape Crisis
5	Adult Therapeutic Support Range of therapeutic interventions for adults who have experienced sexual abuse/violence (acute and historic).	£100k	CLEAR	Devon Rape Crisis First Light SAND Women's Centre Cornwall

11. Economic Overview

The international and national economic climate is the subject of daily debate in the media. The volatility around inflation and the Bank of England base rate has been widely discussed. The current inflation rate is 11.1% (9.1% higher than the government target of 2%) and the base rate is 3% (up from 0.1%). The overall budget for Devon and Cornwall has been affected with higher than anticipated pay awards and energy prices set to increase significantly in 2023/24.

The Autumn Statement is due to be announced on 17th November. Due to the date for publishing of this report, a verbal update will be provided at the meeting.

12. Liveable Exeter Place Board

I am pleased to have been invited to join the Liveable Exeter Place Board, overseeing the delivery of Exeter's Vision 2040. In broad terms, Exeter's Vision 2040 is categorised as achieving the following for the city:

- Innovative and analytical city
- Healthy and inclusive
- The most active city in the UK
- Accessible world-class education
- Liveable and connected
- A leading sustainable city
- A city of culture

The Board comprises a diverse range of leaders from across education, business, council, the faith community, politics, health, sport, transport, and the arts.

The most recent meeting of the Board in October discussed the city’s new draft Exeter Plan which sets out the blueprint for the development of the city for the next twenty years. The plan is currently out for public consultation.

Policing and community safety is a fundamental importance to the city’s plans for the future and I was happy to share with the Board the investments made recently and for the future. These include the uplift in police officer numbers, investment into the city’s CCTV provision, bringing in Safer Streets money to increase public safety and proposals to develop the former Heavitree Road police station site.

13. Reopening of Police Enquiry Offices

My programme to reopen police station enquiry desks that were closed in 2014 has made significant progress. Tiverton’s reopened two days a week on 10th October - extending to six days a week from 21st November. The programme has attracted significant publicity, with a BBC feature on the work of a Police Enquiry Officer broadcast in September and bespoke communications plans drawn up for the individual stations. The programme has resulted in the creation of 26 part time roles in police contact, and these will help to reduce waiting times for the 101 non-emergency service because they can respond to email contact while not dealing directly with members of the public. Further publicity is planned to ensure the public understand the full range of services available at these offices. The provisional reopening timetable is as follows:

Station	Initial opening date and times	Full opening date
Tiverton	10 October. Mon/Tue 10am to 3pm.	21 November. Mon – Sat 10am to 3pm.
Truro	21 November. Mon/Tue/Wed 10am to 3pm	January 2023
Falmouth	TBC	February 2023
Bude	TBC	February 2023
Newton Abbot	21 November. Mon/Tue 10am to 3pm.	January 2023
Penzance	21 November. Mon/Tue/Wed/Thur/Fri 10am to 3pm.	January 2023

14. Cornwall All Member Briefing

I welcomed the opportunity to brief members of Cornwall Council on the wide range of activity my team and I are progressing to deliver the Police and Crime Plan. The briefing on 21st October included updates on the four Plan priorities of antisocial behaviour, drugs, serious violence and road safety, as well as important recent developments including the appointment of Will Kerr as our new Chief Constable, and headline actions since the HMICFRS inspection.

The briefing also gave me time to expand on matters with a particular focus on Cornwall and its residents and the opportunity to take questions on new advances, for example the Youth ASB Outreach, police officer uplift and front desk re-openings.

15. Road Safety – Mobile Phone and Seatbelt Enforcement

Vision Zero South West has acquired, for a trial period, a ground-breaking camera system which uses artificial intelligence to catch drivers using mobile phones behind the wheel. The technology, which can also detect whether drivers are wearing a seatbelt, is being rolled out on select routes across the two counties over the next two months. The trial, funded by Vision Zero South West and overseen by Devon and Cornwall Police, is part of wider efforts to deter drivers from distractions which can result in serious and fatal collisions.

Images captured by the cameras are processed using artificial intelligence to determine if motorists were using a handheld mobile phone or if drivers and passengers were without a seat belt. It can also determine the speed at which a vehicle was travelling at the time. Any images in which a potential offence is detected are then reviewed by a human. If an offence has been correctly identified, the driver will either be sent a warning letter or a notice of intended prosecution, depending on the severity.

In the first two sessions, the camera detected 140 seatbelt offences and 18 people on mobile phones. Devon and Cornwall is the first area of the country to use this technology for enforcement purposes and is being trialled for a number of weeks to test its effectiveness for increasing compliance with the law and detecting offences.

The trial also responds to the concerns of the public who write to me regularly about road laws being flouted. In 2020 a national road safety survey commissioned by my office found that over half of the 66,000 people who responded said they witnessed road traffic offences such as using a mobile phone or not wearing a seatbelt daily.

16. The West Country Women Awards – ‘Combatting Violence Against Women and Girls’ category sponsored by the PCC

This summer I sponsored the award for the category of ‘Combatting Violence Against Women and Girls’ at this year’s West Country Women Awards 2022. Award events give a fantastic platform to highlight and congratulate the work that is being carried out across the region in an area that falls under my policing priority of serious violence prevention. My office received approximately 20 applications and it was a difficult task to select six semi- finalists which were announced at a publicised award ceremony in September. Three finalists who were shortlisted at a event in

Powderham Castle in October at which I was represented by my Criminal Justice, Partnership and Commissioning Manager.

My three finalists are: Andie Clift who works with First Light (a domestic abuse and sexual violence recovery service), WAVES (domestic abuse) counselling and her own accessible and affordable private counselling service, Hannah Shead CEO of Trevi (a children's charity based in South West England which provides a safe space for women in recovery) and finally, Collette Eaton-Harris who leads in a role which is one of a kind in the country for NHS Devon as Interpersonal Trauma and Violence for the safeguarding team. The winner will be announced at the Grand Finals at the Crowne Plaza in Plymouth on 1st December.

17. Association of the Police and Crime Commissioners/National Police Chiefs' Council Partnership Summit 2022

On 9th and 10th November 2022, I joined policing leaders from across the country at the Association of the Police and Crime Commissioners/National Police Chiefs' Council Partnership Summit 2022. The focus of this year's summit were two key issues which face policing currently: cutting crime and building public confidence. The summit included several important discussions on issues such as increasing charging and prosecution rates, tackling racism, improving police culture, and enhancing the policing response to violence against women and girls. The summit was an opportunity for policing leaders to come together and alongside the discussion around these issues, attendees at the summit also had the opportunity to learn more about two key programmes operating within Devon and Cornwall: modern slavery and the Prisoners Building Homes Programme. The programme for the summit can be viewed [here](#).

18. HMICFRS inspection of vetting, misconduct, and misogyny in the police service

At the beginning of November, HMICFRS released a report examining the vetting and counter-corruption practices in policing across England and Wales. This included looking at the ability to detect and deal with misogynistic and predatory behaviour within policing. Devon and Cornwall Police were one of the police forces included as part of this thematic review. The report is available [here](#).

The inspectorate concluded that *"a culture of misogyny, sexism and predatory behaviour towards female police officers and staff and members of the public still exists and is even prevalent in many forces"*. It is important to note that HMICFRS inspectors recognised the outstanding work to understand and influence police force culture led by our Temporary Chief Constable Jim Colwell. Indeed, one of the report's recommendations is that other forces learn from this work. I will publish my formal response to the report and that of the Chief Constable in due course.



Alison Hernandez

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

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Report prepared on: 15th November 2022



**Devon and Cornwall Police and Crime Panel
25th November 2022**

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

1. Police and Crime Plan Scorecard

- 1.1. 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.
- 1.2. 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 Police and Crime Measures (see section 2 of this report), as well as local indicators for each priority area.
- 1.3. The scorecard outlines the latest performance against the agreed Key Performance indicators for the plan, alongside a preferred direction of travel (where possible) and a RAG assessment based on levels of variance from the baseline period and the preferred direction of travel (Variances detailed in Table 1 below).
- 1.4. 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 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	

2. Key updates from since last Panel

2.1. Some of the most significant changes in data trends since last reported in September 2022 are outlined below:

- ASB: reported incidents continue to decrease; 5% fewer incidents than reported to the September panel
- Hate crime: reports continue to rise; increase of 4.5% since the report to September panel
- Young victims of crime: continues to increase; 5% more young victims of crime than reported to panel in September
- 999 wait times: continue to increase, now at 25 seconds which is 2 seconds longer than was reported to the September Panel
- 101 P1 wait time: continues to increase, now at 17 minutes 54 seconds, almost 1 minute longer than was reported to the September Panel
- 101 P2 wait time: continues to increase, now at 38 minutes 6 seconds, 1 minute longer than was reported to the September Panel

Contact for further information

Pierre Doutreligne

Governance Officer

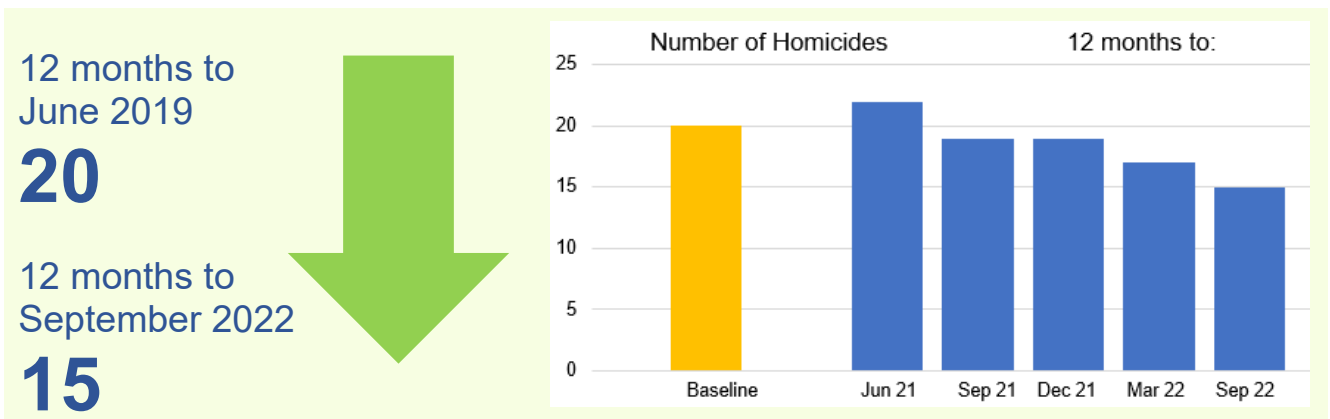
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Report prepared 15th November 2022



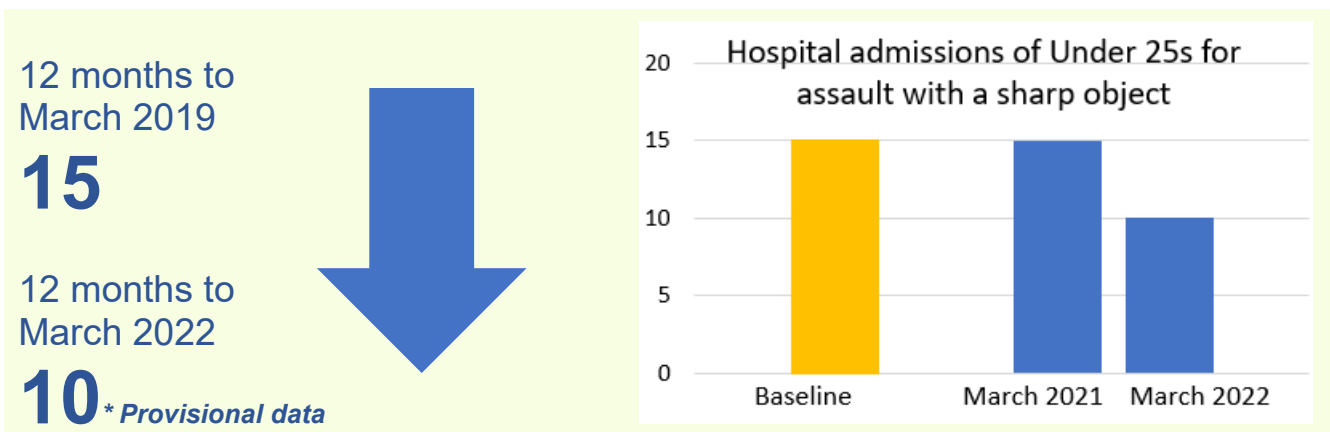
1.1 Homicides (National Measure)



In the 12 months to September 2022, there were 15 homicides in Devon and Cornwall. This is 5 fewer homicides than reported in the 12 months to June 2019.

Based on the latest ONS release of police recorded crime covering the period 12 months to June 2022, Devon and Cornwall's homicide rate is 0.7 crimes per 100,000 population. This is lower than the national rate of 1.1 and the SW Region rate of 1.0. When Devon and Cornwall's homicide rate is compared against its most similar force groups areas, it has the second lowest homicide rate.

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



Provisional data published from NHS Digital shows that in the 12 months to March 2022, 10 hospital admissions of under 25's for assaults with a sharp object were recorded in Devon and Cornwall. This is the same figure that was reported to the Panel in September as an update has yet to be published by NHS digital. The provisional data is indicative of a slight decrease in the number of under 25 hospital admissions for assault with a sharp object compared with the baseline year (12 months to June 2019).

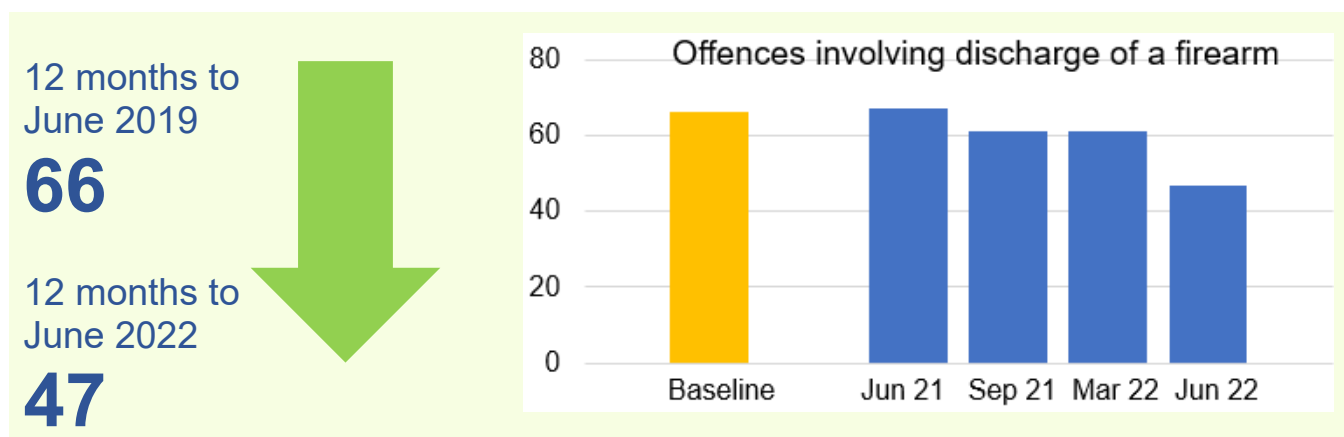
The Home Office and police forces are rolling out a new methodology for identifying recorded offences involving knives or sharp instruments (knife-enabled crime). Currently 37 forces including Devon and Cornwall Police have switched to the National Data Quality Improvement Service

(NDQIS) data collection methodology. The new NDQIS methodology provides a more accurate reflection of knife crime, and this data will therefore be reported to the Panel in future to provide wider context around knife crime performance.

In the 12 months to June 2022, there were 751 knife or sharp instrument offences recorded by Devon and Cornwall Police for selected offences (which include Attempted murder; Threats to Kills; Assault with injury and assault with intent to cause serious harm; Robbery; Rape and sexual assault and Homicide). 3% of these selected serious offences involved a knife which is half of the national average (6%). This represents a 7% increase compared with the same period last year and is consistent with the national trend where there was an 8% increase in the number of offences involving a knife or sharp instrument over the same period.

The rate of offences involving a knife or sharp instrument at 42 offences per 100,000 resident population is half the rate of the national average (84 offences per 100,000 population).

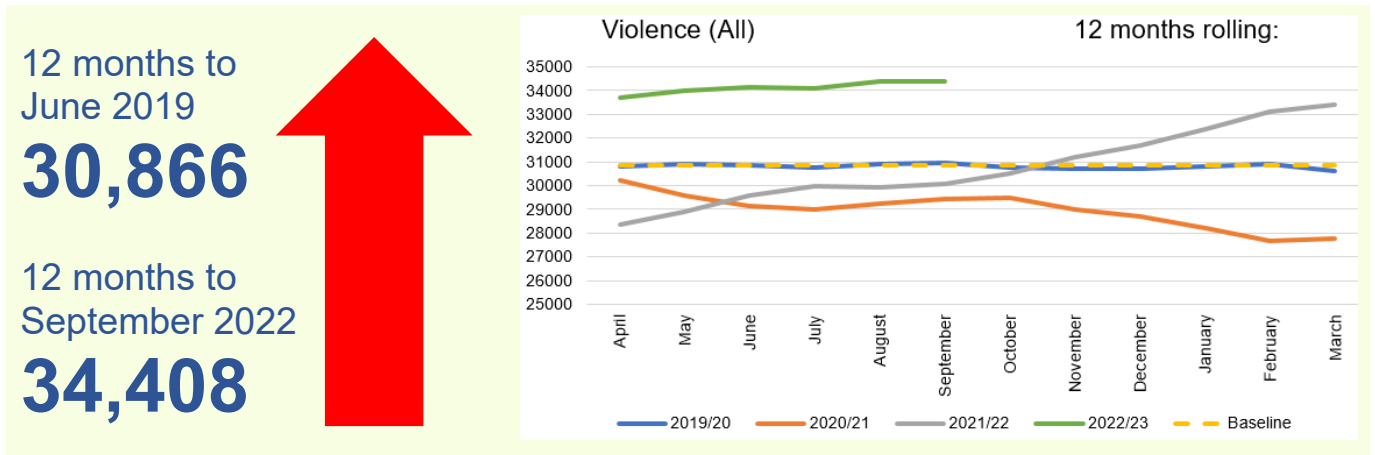
1.3 Offences involving discharge of a firearm (National Measure)



In the 12 months to June 2022, 47 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 19 fewer offences and represents a 28.8% decrease when compared to the baseline year (12 months to June 2019).

At September's Panel meeting, it was reported that 35 offences involving the discharge of a firearm were recorded in the 12 months to June 2022 - this was incorrect as it did not include offences that were recorded between April to June 2022. The latest data reflects the revised data received from Devon and Cornwall Police for this time period.

1.4 Violent Crime (All)

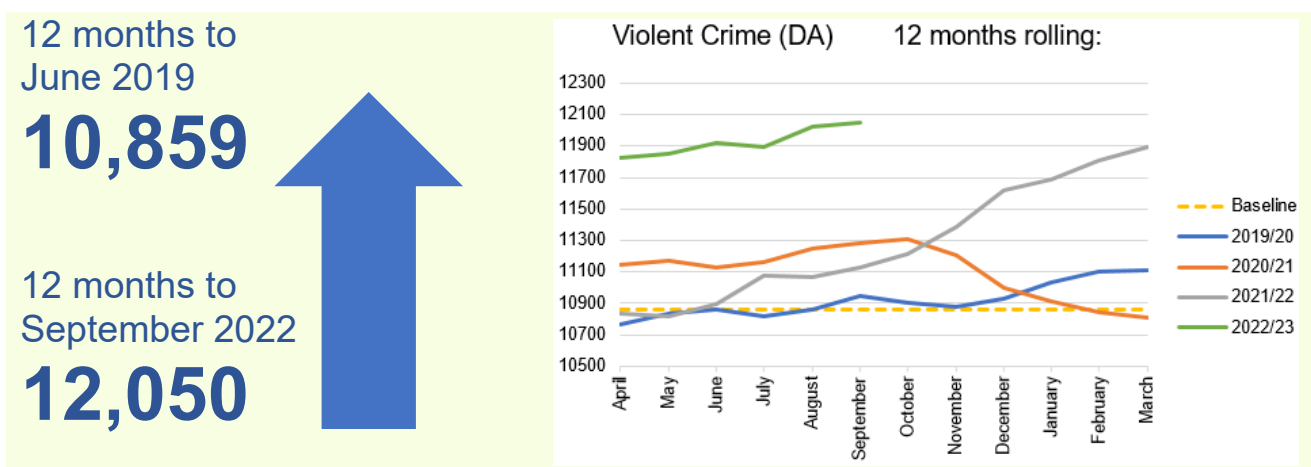


In the 12 months to September 2022, 34,408 violent offences were recorded in Devon and Cornwall. This is an increase of 11.5% (+3,542) compared to the baseline year (12 months to June 2019) and represents an increasing trend since April 2021. This coincides with the lifting of Covid-19 restrictions following 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. The majority of the increase in violent crime is being driven by increases in violence without injury offences.

The Commissioner recognises that whilst the increase in violent crime is in line with national trends, the levels have numbers of reported violent crimes have increased to an unacceptable level. She is assured that the force are contributing to the national priority of reducing serious violence through the continued partnership work outlined in the Violence Priority Profile presented to panel, but is not assured that the required improvements have been achieved to date.

Whilst the Commissioner will be looking to seek reassurance from the police on their activity, it is worth highlighting to the panel that the level of violent crime in Devon and Cornwall is still considerably below the national rate. The rate of violent crime in Devon and Cornwall is 19.1 per 1000 population. This is 1.2 times lower than the national rate of 23.5. (Source: ONS, 12 months to June 2022).”

1.5 Violent Crime (Domestic Violence)

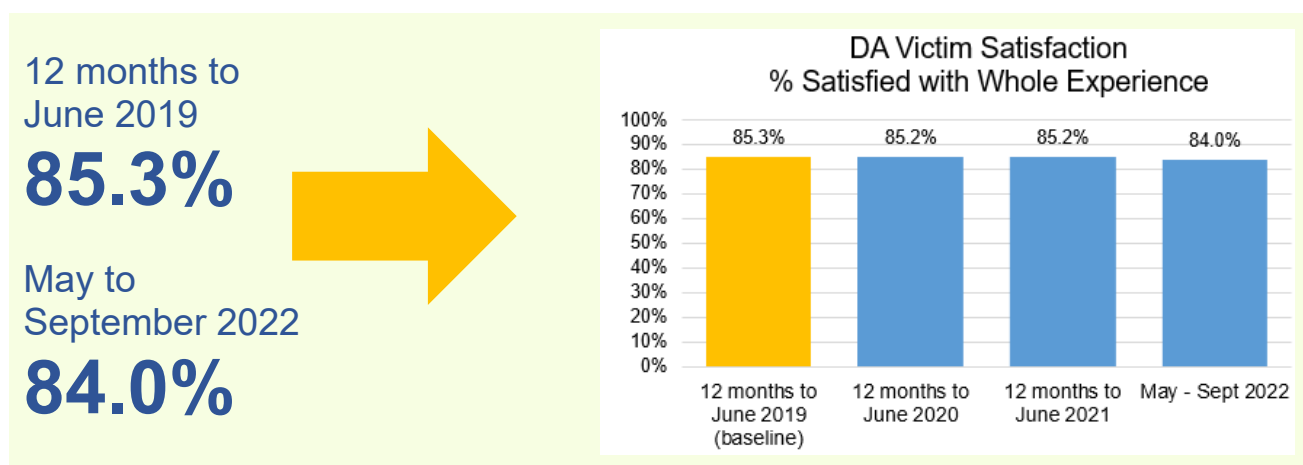


Domestic abuse is often a hidden crime that is not reported to the police so data held by the police can only provide a partial picture of the actual level of domestic abuse experienced. It is therefore

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 September 2022, 12,050 violent offences were flagged as related to domestic violence. This is a 11% increase (+1,191) when compared to the baseline year (12 months to June 2019). This trend is consistent with increases seen nationally.

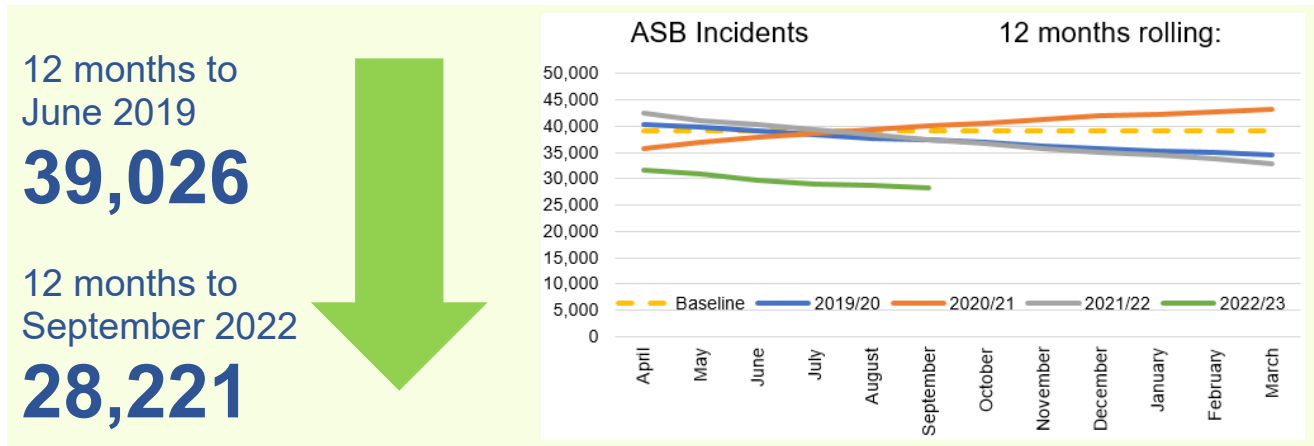
1.6 Victim Satisfaction (Domestic Abuse) (National Measure)



Devon and Cornwall Police have made changes to the way they conduct the surveying of victims of crime and now uses the external market research organisation SMSR that undertakes surveys on behalf of a number of forces across the country. They are able to deliver considerably more surveys at a reduced cost than Devon and Cornwall Police's in-house team was able to. The force are continuing to build towards 12 months-worth of data which will deliver a rolling 12-month figure of at least 1,000 surveys for DA.

363 victims of domestic abuse were surveyed between May and September 2022. 84% of domestic abuse victims stated they were satisfied with the overall service they received from Devon and Cornwall Police. This indicates stable performance when compared to the baseline year (12 months to June 2019).

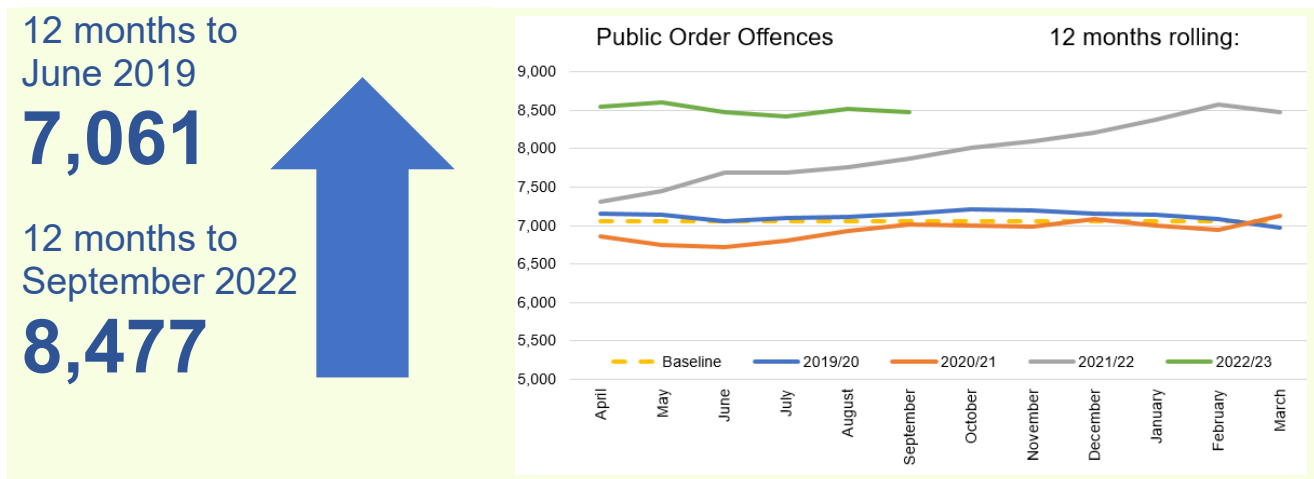
2.1 Number of ASB Incidents recorded by the Police



In the 12 months to September 2022, 28,221 ASB incidents were recorded by Devon and Cornwall Police. This is a 27.7% decrease (-10,805) 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 Covid-19 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 does not necessarily reflect a real decrease in levels of ASB as it is possible that some incidents are not reported. This trend is consistent with decreases seen nationally.

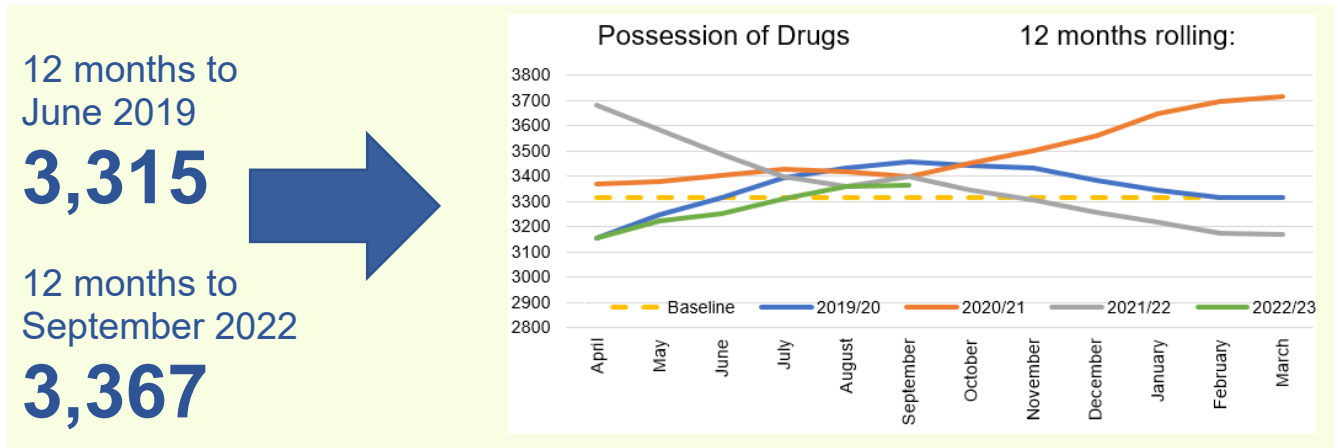
2.2 Recorded number of Public Order Offences



In the 12 months to September 2022, 8,477 public order offences were recorded across Devon and Cornwall. This is a 20.1% increase (+1,416) 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 policing the night-time economy.

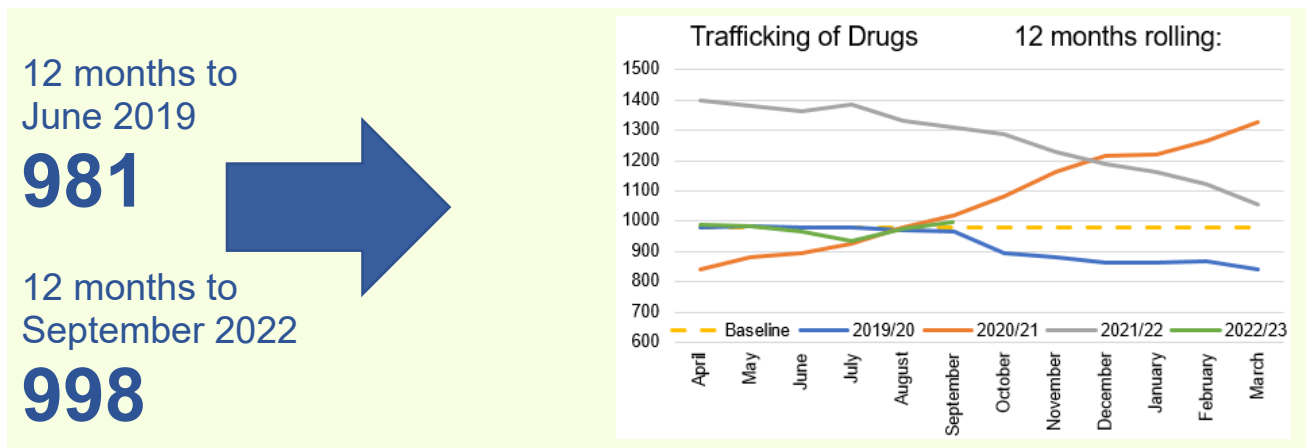
Based on the latest ONS release of police recorded crime covering the period 12 months to March 2022, Devon and Cornwall’s public order rate is 4.7 crimes per 1,000 population. This is lower than both the national rate of 10.1 and the SW Region rate of 7.7 Devon and Cornwall have the lowest rate of public 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



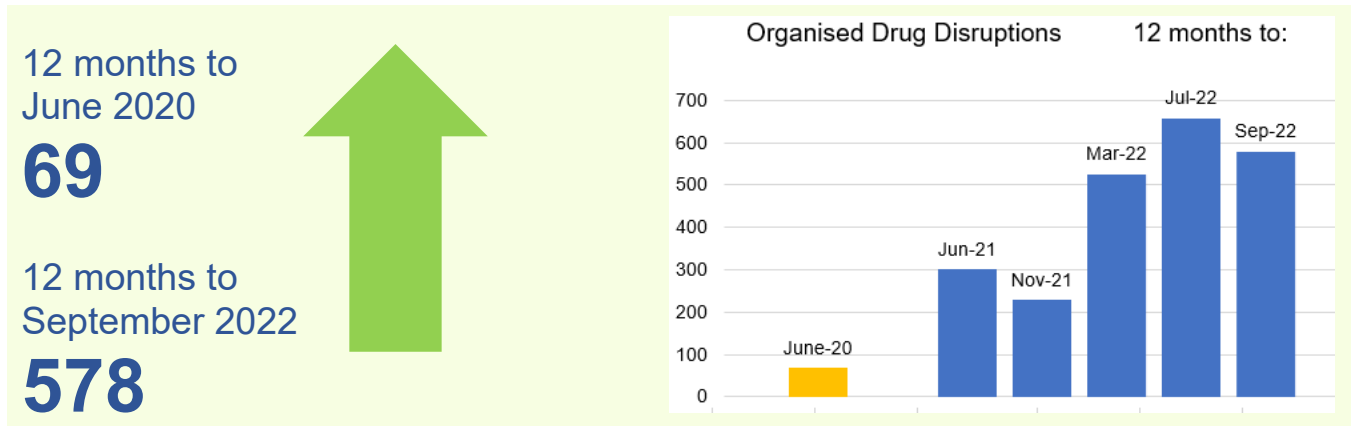
In the 12 months to September 2022, 3,367 possession offences were recorded across Devon and Cornwall. This is a slight increase of 1.6% (+52) compared with the number of offences recorded in the baseline year (12 months to June 2019). The increasing trend which was previously seen has steadily decreased 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.

3.2 Drug Trafficking Offences



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to September 2022, 998 drug trafficking offences were recorded across Devon and Cornwall. This is a slight increase of 1.7% (+17) on the number of offences recorded in the baseline year (12 months to June 2019). 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 identify drug related activity when 'stay at home' advice was in place.

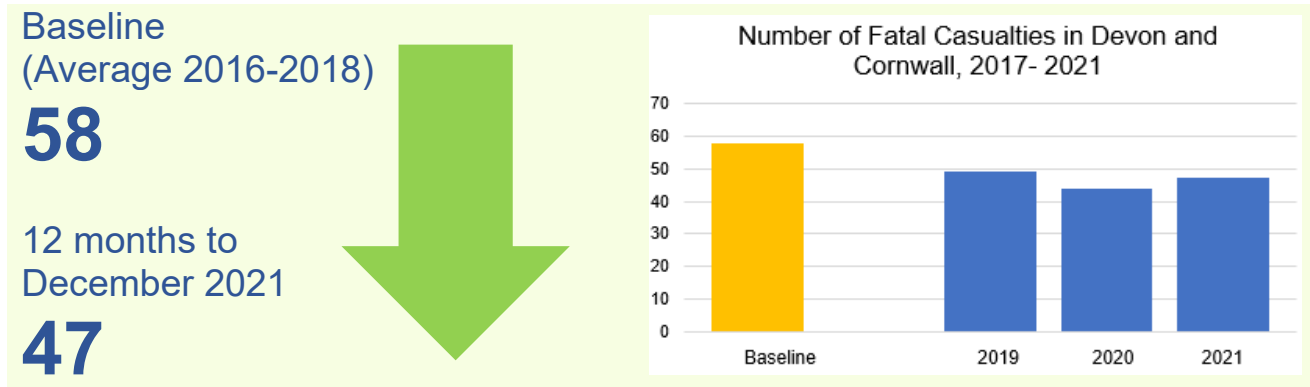
3.3 Organised Drug Disruptions



In the 12 months to September 2022, 578 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks and 736 arrests were made. This is an increase of 737.7% (+509) 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.

Operation Scorpion, launched in March 2022, is one example of drugs disruption activity, and has seen police forces across the South West work together in joint operations to tackle drugs. The project has had great success in targeting organised criminals involved in the supply of drugs and in removing illegal substances from our streets. To date, Operation Scorpion has resulted in 127 arrests and 465 disruptions to drugs lines. More than £180,000, weapons and drugs have been seized and a total of 297 vulnerable people have also been safeguarded and offered support.

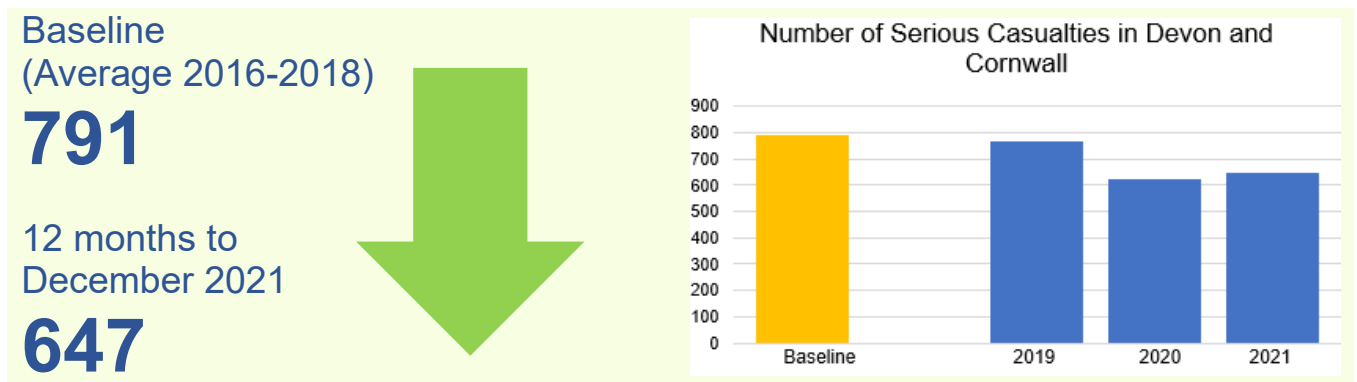
4.1 Number of Fatal Casualties



This measure has not been updated since the July Panel meeting. The number of fatal casualties will now be updated annually on receipt of fully validated data from the Vision Zero South West partnership. This data excludes fatalities which are later identified as medical episodes, suicides, death after 30 days and fatalities on private roads.

As stated in the previous report 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



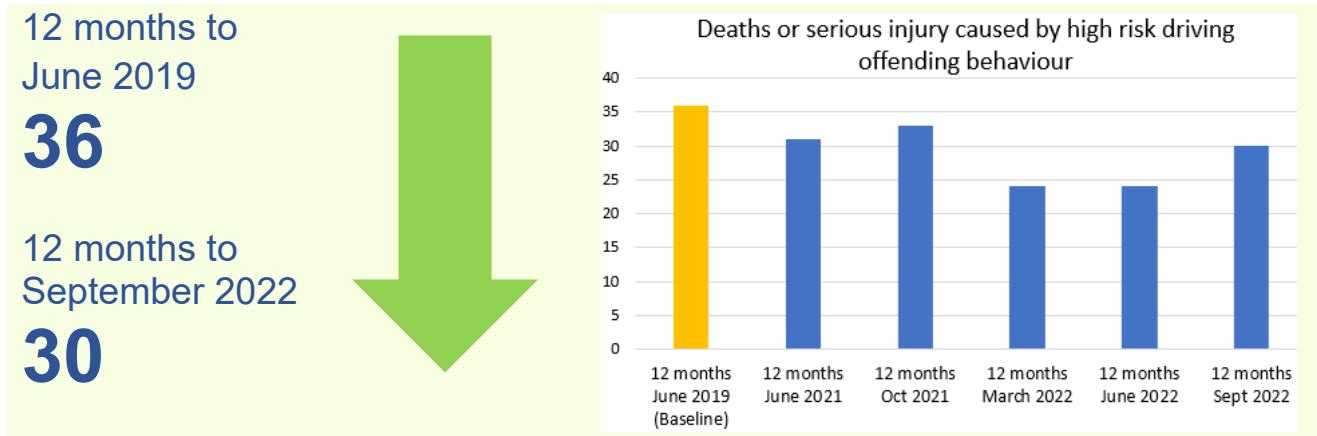
This measure has not been updated since the July Panel meeting. The number of serious casualties will now be updated annually to align with Vision Zero South West partnership validated data.

As stated in the previous report 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

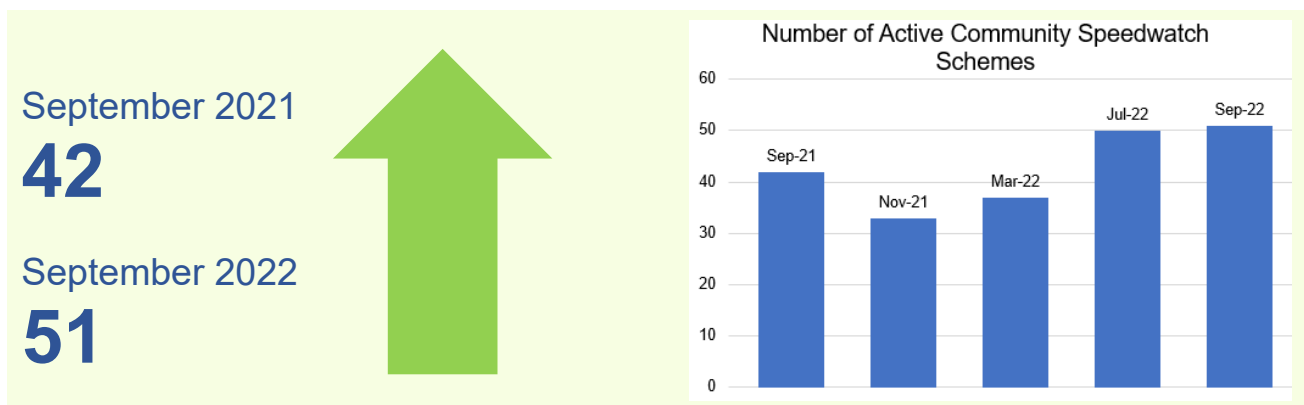
more people were seriously injured on our roads in 2021. Compared with 2019 and earlier years (2016-18), the number of seriously injured casualties remain lower.

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



30 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to September 2022. This is a 16.7% decrease (-6) 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, although an increase is evident in the latest period compared with the figure reported to the Panel in September (24, in the 12 months to June 2022).

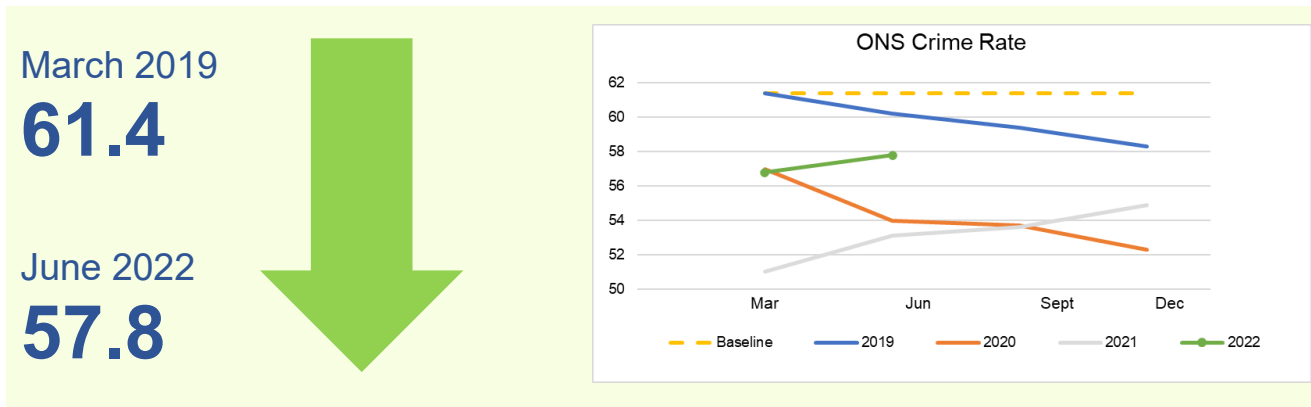
4.4 Number of active Community Speedwatch Schemes



During September 2022, there were 51 active Community Speedwatch (CSW) Schemes out of 176 CSW Schemes in total. This is 9 more active schemes than first reported in September 2021 (42 active schemes). Devon and Cornwall Police’s CSW policy states that Speedwatch can only take place in ‘good visibility during daylight hours and must not take place in adverse weather conditions’. The Commissioner is encouraged that the number of active groups continued to increase during the spring/summer months and that there remains a strong presence of active schemes in September. In addition, the number of schemes signed up to CSW continues to increase – 5 more since June 2022 (171 schemes); 27 more since November 2021 (149 Schemes) and 37 more schemes since last September (139 schemes).

5. Safe

5.1 ONS Crime Rate Devon and Cornwall

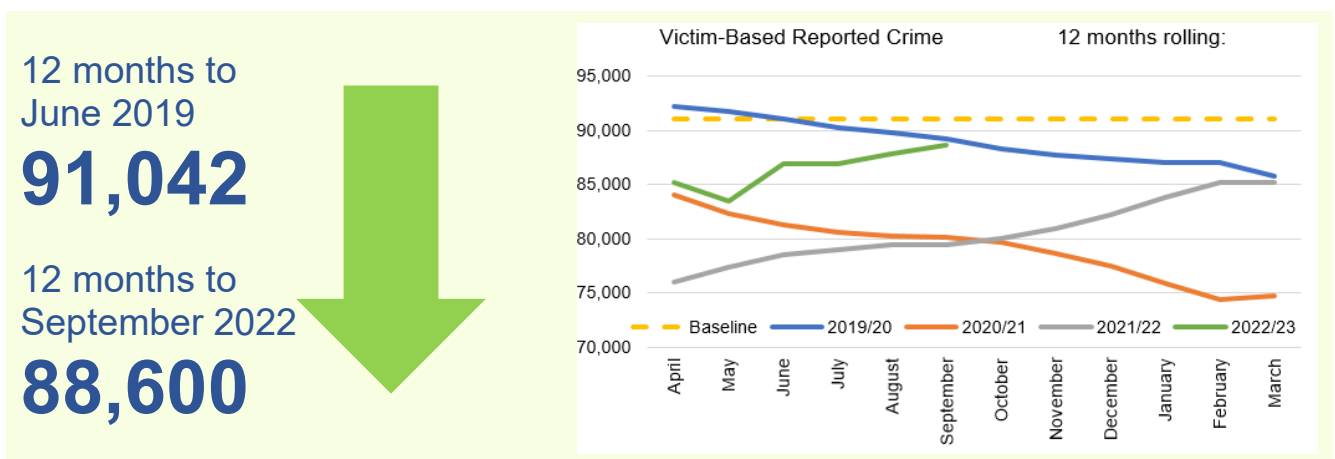


Patterns of crime over recent years have been substantially affected by the coronavirus (COVID-19) pandemic and government restrictions on social contact. Since restrictions were lifted following the third national lockdown in early 2021, police recorded crime data shows indications that certain offence 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 3 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 June 2022 shows that Devon and Cornwall’s crime rate has increased to 57.8 crimes per 1,000 population which equates to 103,166 recorded crimes in the year. Despite the increase, Devon and Cornwall has the 3rd lowest crime rate nationally, which is significantly lower than the England and Wales average of 91.3 crimes per 1,000 population.

Devon and Cornwall’s crime rate for this period (57.8) 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

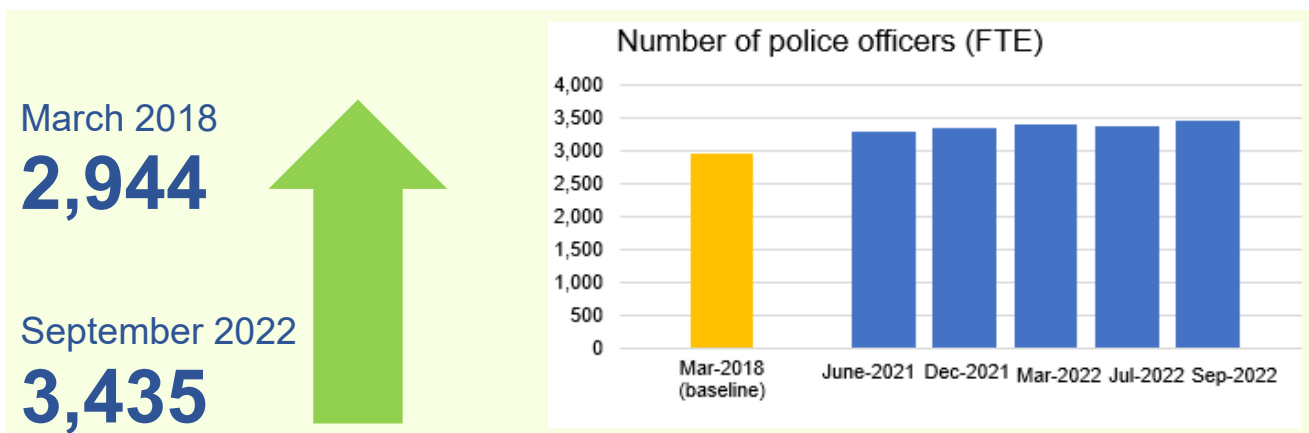


Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage and arson. In the 12 months to September 2022, 88,600 victim-based crimes were recorded in Devon and Cornwall. This is a 2.7% decrease (-2,442) when compared to the baseline year (12 months to June 2019).

5. Safe

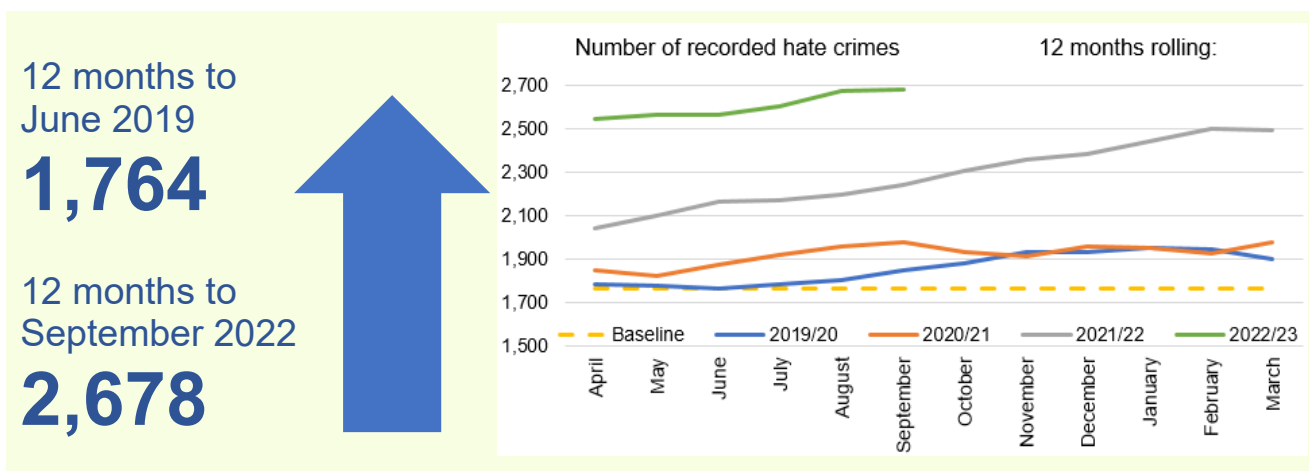
The decrease in victim-based crimes is likely attributable, in part, to the COVID-19 pandemic and the varying lockdown restrictions throughout this period. This created significant reductions in social interaction and decreased opportunities for crime. However, as expected with the continued easing of COVID-19 restrictions there has been a continued increase in victim-based crimes since April 2021. The latest data shows that there has been a 11.9% increase in victim-based crime compared with last year and a 10.6% increase compared with two years ago. However, victim-based crime still remains slightly lower than 3-years ago. Decreases across theft offence categories are the main contributors to the continued downward trend which is evident for victim-based crime when compared to the baseline year.

5.3 Number of Police Officers (FTE)



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of September 2022 was 3,435. Compared with the baseline year (12 months to March 2018), there has been a 16.7% increase which equates to an additional 491 FTE officers.

5.4 Number of Recorded Hate crimes



2,678 hate crimes were recorded in the 12 months to September 2022. This is a 51.8% increase (+914) 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.

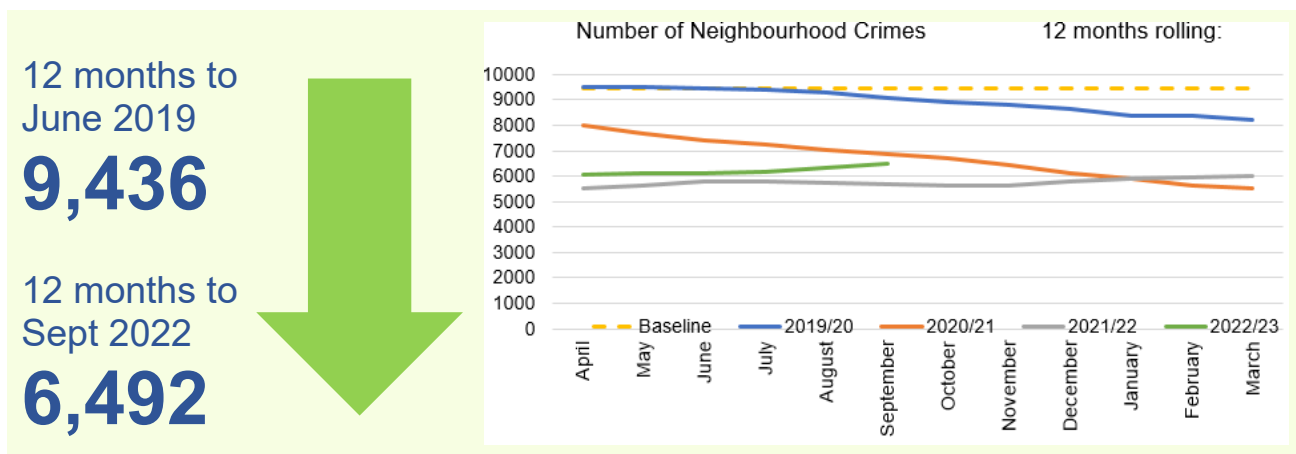
5. Safe

Hate related crime accounts for 2.5% of total crime recorded in Devon and Cornwall. Of the 2,678 hate crimes recorded in the last year, 42.1% were public order related hate crime offences, and these were predominately racially or religiously aggravated public fear and public fear or distress offences. Stalking and harassment related hate crime offences (20.4%) make up the second highest proportion of all hate crime and have increased compared with three years ago – a high proportion of which relates to malicious communication offences.

The majority of hate crime reports across Devon and Cornwall in the last year were racially motivated, followed by sexual orientation and disability related hate crimes – all of which have increased over the last three years.

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. In addition, the Commissioner has recently launched a scrutiny inquiry to examine the force's overall approach to tackling hate crime. The findings of this inquiry will be brought to a future meeting of the Panel.

5.5 Number of Neighbourhood Crimes (National Measure)



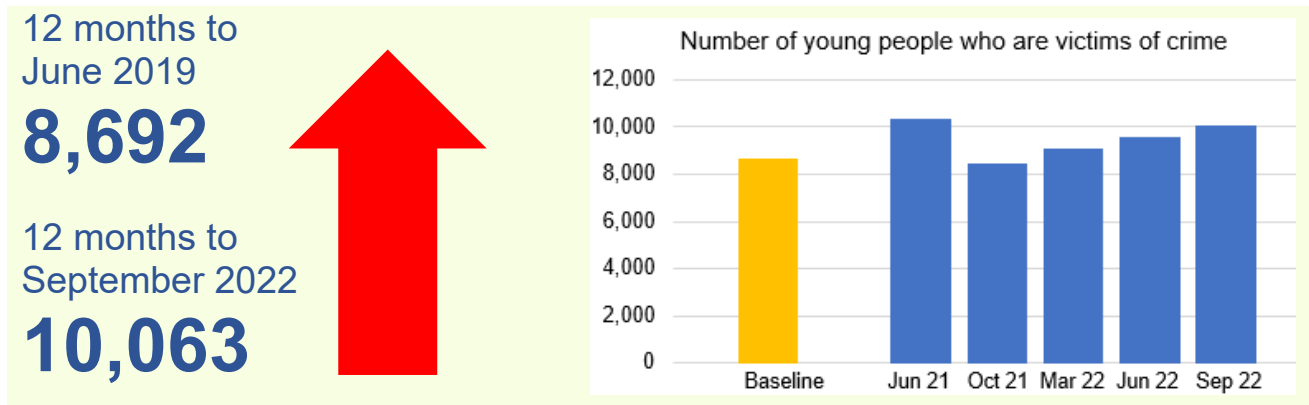
Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to September 2022, 6,492 neighbourhood crimes were recorded across Devon and Cornwall. This is a 31.2% decrease (-2,944) when compared to the 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 recorded 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 during 2020/21 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 however, 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 3.3.

Whilst the Commissioner is assured that the force continues to work hard to reduce neighbourhood crime in line with the national measure, the recent findings of HMICFRS in relation to crime data integrity may mean that not all neighbourhood crime is being recorded. The Commissioner is therefore seeking further assurance from the T/Chief Constable CC through continuous improvement activity and additional scrutiny from her office.

6. Resilient

6.1 Number of Young People who are victims of crime



In the 12 months to September 2022, 10,063 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is 15.8% more victims (+1,371) when compared to the baseline year (12 months to June 2019) and higher than the number reported to the Panel in September.

There has been a significant increase in the number of offences where the victim was recorded as under 18. That increase is above the increase in overall crime and is greater than the increases seen in other age categories.

Looking at trends over time it is evident that with each successive lockdown, the number of offences where the victim was recorded as under 18 reduce significantly. As we emerged from each lockdown the trends increased to levels above the baseline.

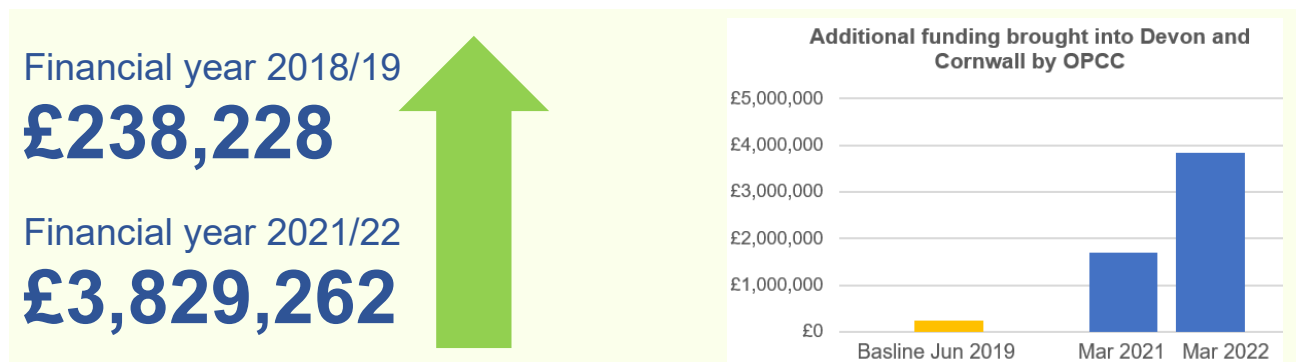
Specific offence types that have particularly increased include:

- Stalking & harassment +50.6%
- Public order offence +41.9%
- Rape +35.7%
- Violence without injury +22.9%
- Other sexual offences +17.9%
- Violence with injury +14.3%

With the exception of violence with injury, the increases in these offence types are consistent with increases in overall crime trends and consistent with national trends in overall crime. Violence without injury increases are being driven by greater awareness of the counting rules regarding behavioural offences and malicious communications. Increases in rape and serious sexual offences are linked to greater awareness and confidence to report. The increases in public order offences are linked to greater propensity for disorder as we have emerged from the pandemic. These drivers have all been well documented nationally and Devon and Cornwall's experience is in line with the national.

6. Resilient

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



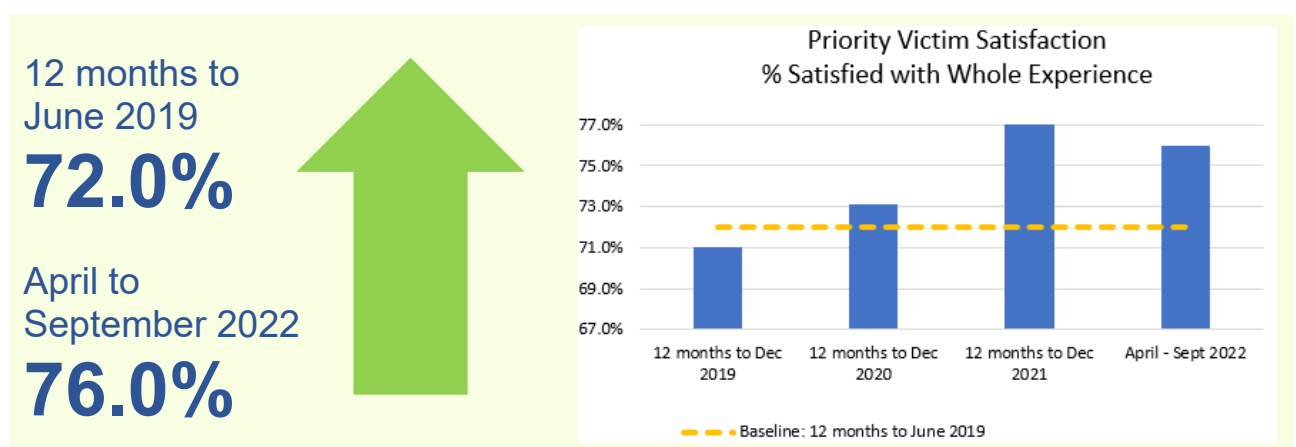
This measure will not be updated again until the end of the 2022/23 financial year. There has been no change to the figure which was reported to the Panel in July 2022.

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.

6. Resilient

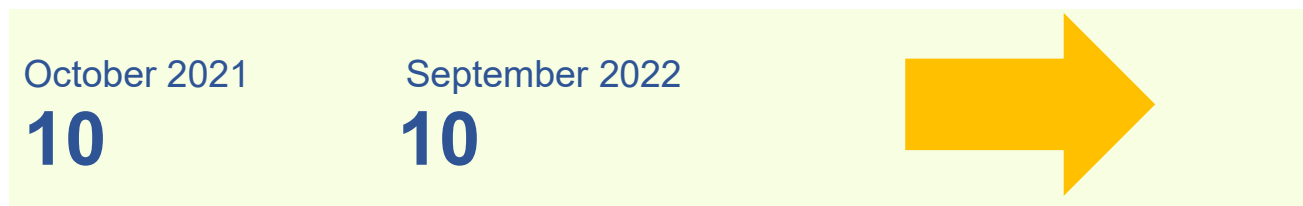


Devon and Cornwall Police have made changes to the way they conduct the surveying of victims of crime and now uses the external market research organisation SMSR that undertakes surveys on behalf of a number of forces across the country. They are able to deliver considerably more surveys at a reduced cost than Devon and Cornwall Police's in-house team was able to. The Force are continuing to build towards 12 months-worth of data which will deliver a rolling 12-month figure of at least 1,000 surveys for priority victims.

407 priority victims were surveyed between April and September 2022. 76.0% of priority victims of crime were satisfied with the overall service they received from Devon and Cornwall Police. This is +4% higher than the baseline year (72.0%) and indicates an improving trend.

7. Connected

7.1 Number of Customer Contact points Open to the Public



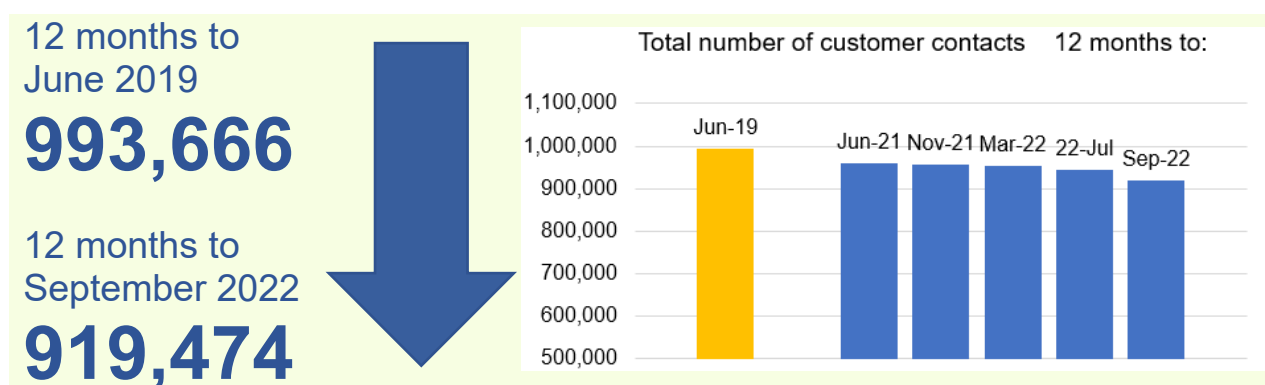
Monitoring the number of customer contact points open to the public – for instance, via front desks – will be one way of helping the Commissioner to evaluate connectivity. As of September 2022, there were 10 customer contact points open to the public across Devon and Cornwall and there has been no change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

As previously reported to the Panel, the Commissioner has made the investment to re-open six front desks, the first one of which is has now been opened. For the first time in eight years Tiverton Police Station's Public Enquiry Office, in Lowman Green, is open to the public on Mondays and Tuesdays between 10am and 3pm. It will be open six days a week, from Monday to Saturday, from November 21 once new staff have completed training. While the station has never been closed for use by officers, staff and volunteers, the front desk was 1 of 12 in Devon and Cornwall which were shut in the 2014 austerity cuts.

The remaining front desks in Falmouth, Penzance, Newton Abbot are due to be open in November and Bude and Truro are expected to be open by January 2023.

The opening hours are planned to be Monday to Saturday, 10am-3pm, however opening hours/days may be reduced initially while sufficient staff are recruited and trained. In addition, the existing front desks 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 September 2022 Devon and Cornwall Police's Contact Centre received 919,474 contacts. This consisted of the following activity:

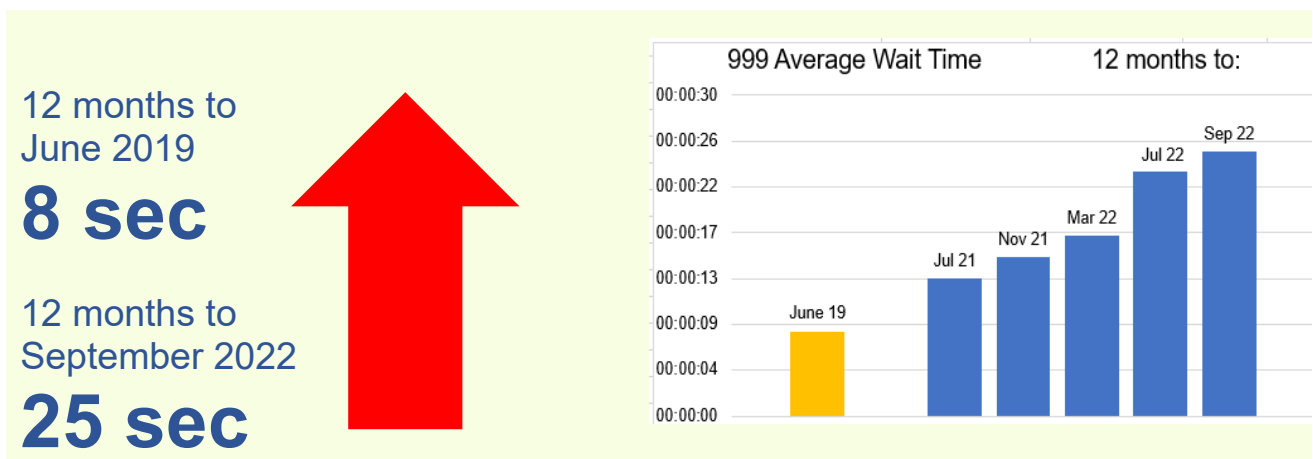
- 999 calls: 314,488
- 101 calls: 401,259
- 101 emails and texts: 135,049
- Webchat: 68,678

7. Connected

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.

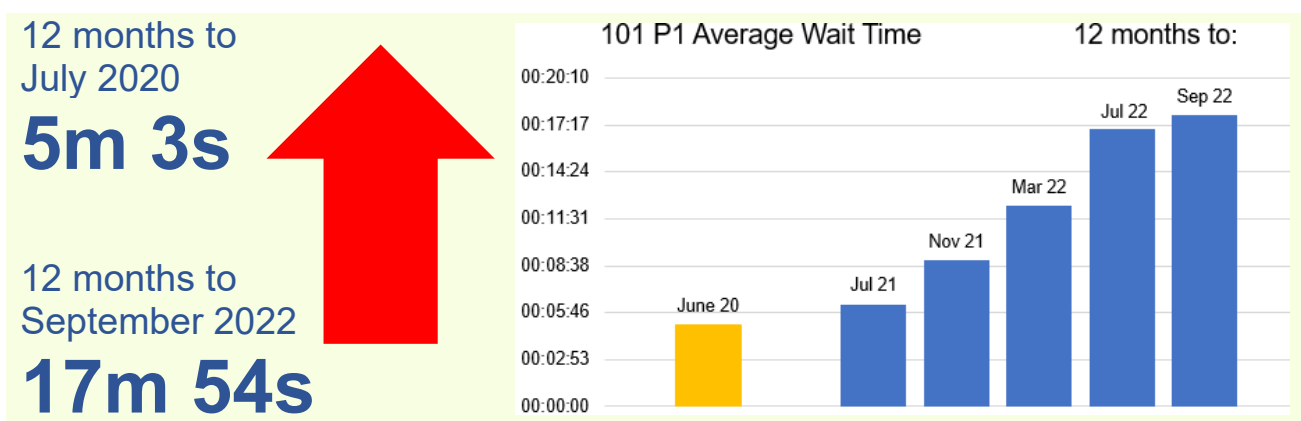
The number of emails and texts received has increased by approximately 43% (or 40,275 more emails and texts received) and the number of Webchats received has increased by 726.5% (or 60,368 more Webchats received). The increase in email and text volumes is not unexpected given the communications from 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 17 seconds in the 12 months to September 2022 when compared to the baseline year (the 12 months to June 2019). This has taken the average wait time for 999 calls to 25 seconds. When compared to the figure last reported to Panel (for the 12 months to July 2022) the average wait time has increased by 2 seconds. More calls have been received and answered in the latest period – there has been a 35.5% increase in 999 calls received (+82,322) and a 30.3% 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

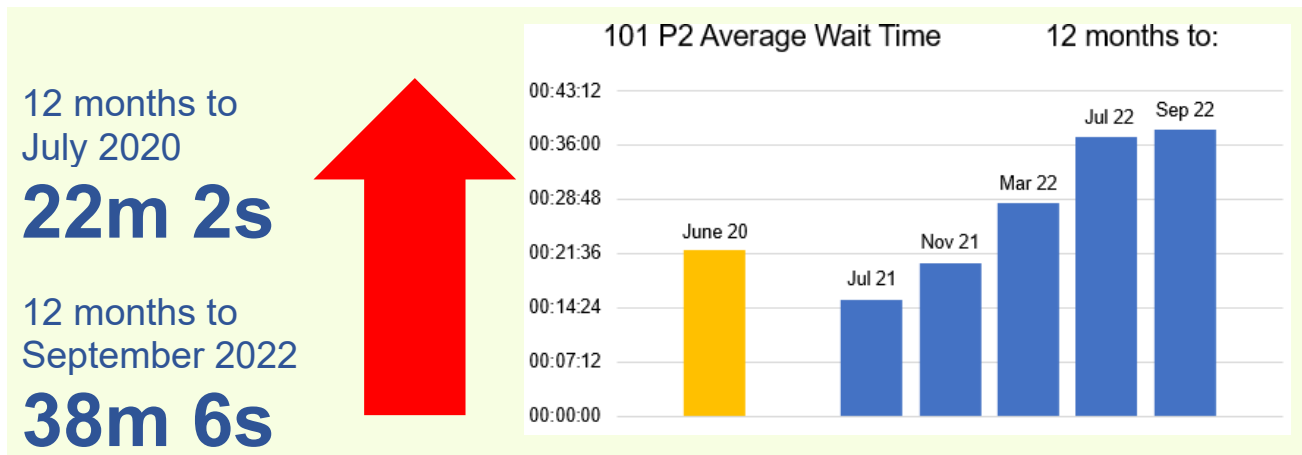


P1 (or Priority 1) non-emergency calls are those calls that are identified by the Interactive Voice Response (IVR) system as high priority. These include calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety. In the year to September 2022, the

7. Connected

average wait time on the P1 line was 17 minutes 54 seconds. This is an increase of 12 minutes 51 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 July 2022, the average wait time has increased by 54 seconds. Fewer 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 September 2022 was 38 minutes 6 seconds. This is an increase of 16 minutes 4 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 July 2022 – the average wait time has increased by 1 minute and an upward trend continues to be evident. 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.

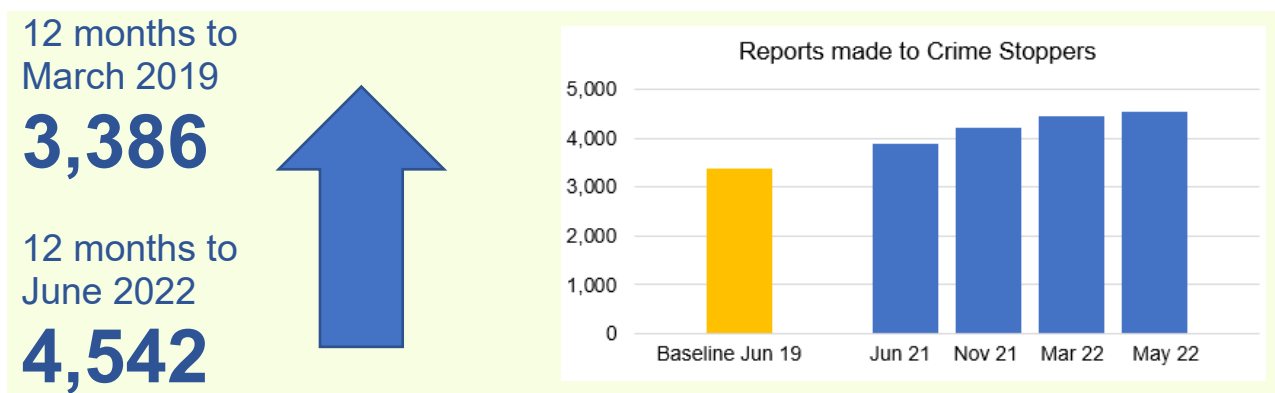
In the continued absence of survey results for Devon and Cornwall from the Crime Survey for England and Wales (CSEW), Devon and Cornwall Police are conducting public surveying to explore public confidence. Like with the surveying of victims, the Force are also using SMSR the external Market Organisation to do this on their behalf. The Force are continuing to build towards

7. Connected

12 months' worth of data which will deliver a rolling 12-month figure of at least 2,000 surveys for public confidence which will deliver a robust sample size.

So far this year, a total of 1000 surveys have been conducted via telephone. This is representative of the demographic profile within the force area. 500 surveys were conducted between March and April and 500 between July and August. The results show that 82% of respondents agree with the statement: "Taking everything into account, I have confidence in the police in this area" compared with 77.5% in March 2020. Whilst the CSEW and Force survey use differing methodologies and the results cannot be directly compared, they indicate a stable / improving trend in public confidence in Devon and Cornwall Police. The Commissioner will continue to monitor this measure closely as the sample size of survey respondents continues to grow.

7.7 Reports made to Devon and Cornwall from Crime Stoppers



This measure has not been updated since the September Panel meeting. An update will be provided at the next Panel meeting following receipt of an updated performance report from Crimestoppers.

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 June 2022, 4,542 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 34.1% increase (+1156) 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.

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**Devon and Cornwall Police and Crime Panel
25th November 2022**

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

1. The Police and Crime Plan 2021-25 includes four community priorities: including violence, antisocial 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 (Road Safety) was presented to the Panel in July 2022. The second priority profile presented to this Panel covers Violence. This will be followed by subsequent profiles on ASB and drugs.

Contact for further information

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Report prepared on 15th November 2022



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Introduction

Tackling violence is one of the four priorities in my Police and Crime Plan, because we continue to have unacceptable levels of inherent violence across our communities, including serious violence and violence against women and girls (VAWG). Whilst Devon and Cornwall remains one of the safest areas in the UK to live, levels of reported violence have continued to rise nationally and locally and now exceed the levels seen before the pandemic.

We know that supporting families and young people affected by violence reduces the chances of those people becoming victims or perpetrators of violence later in life. Working with the Chief Constable I have established the £4m Serious Violence Prevention Programme which 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.

Alongside this, my office has invested in both victim and perpetrator programmes to prevent future crimes and ensure that the needs of victims are understood and met. As Chair of the Local Criminal Justice Board, I am focused on securing improvements across the criminal justice system to bring more offenders to justice, provide meaningful rehabilitation of offenders and support victims throughout their journey.

Police and Crime Plan Measures and Indicators

- ✓ Actively tackle violence against women and girls through Safer Street approaches and by continuing to address both the causes and consequences of domestic and sexual violence.
- ✓ Break the cycle of violence by focusing our efforts on prevention and early intervention and building on innovative support programmes like Operation Encompass and Turning Corners.
- ✓ Provide high quality support to victims of violence through commissioning specialist services and helping more victims remain within the justice system.
- ✓ Prepare the Serious Violence Prevention Programme to support local authorities and partners to fulfil their forthcoming Serious Violence Duty through sharing accountability, data and expertise.

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

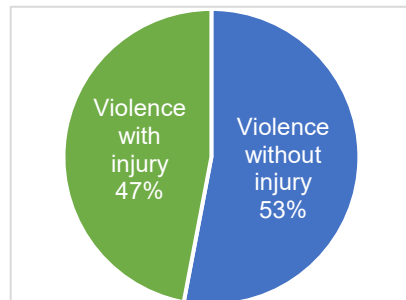
Performance Measure	Baseline	Preferred direction of travel	Change from last Panel	Change from Baseline
Homicides (NM)	20	▽	▼	▼
Hospital admissions of under 25s for assault with a sharp object (NM)	15		➡	▼
Offences involving the discharge of a firearm (NM)	66	▽	▲	▼
Violent crime (all)	30,866	▽	➡	▲
Violent crime (DA)	10,859		➡	▲
Victim satisfaction (DA)	85.3%	▲	➡	▶

Understanding Violence

Violent crime is when someone physically hurts or threatens to hurt someone and covers a variety of offences, including 'violence with injury' and 'violence without injury' offences (but not sexual violence which is counted separately).

In the last year, 34,408 violent offences were recorded in Devon and Cornwall, which is around 3,500 more crimes than the year before the pandemic. This is consistent with national trends, which show 2.1 million violent crimes were recorded by the police in England and Wales - up over 20% on pre-pandemic levels.

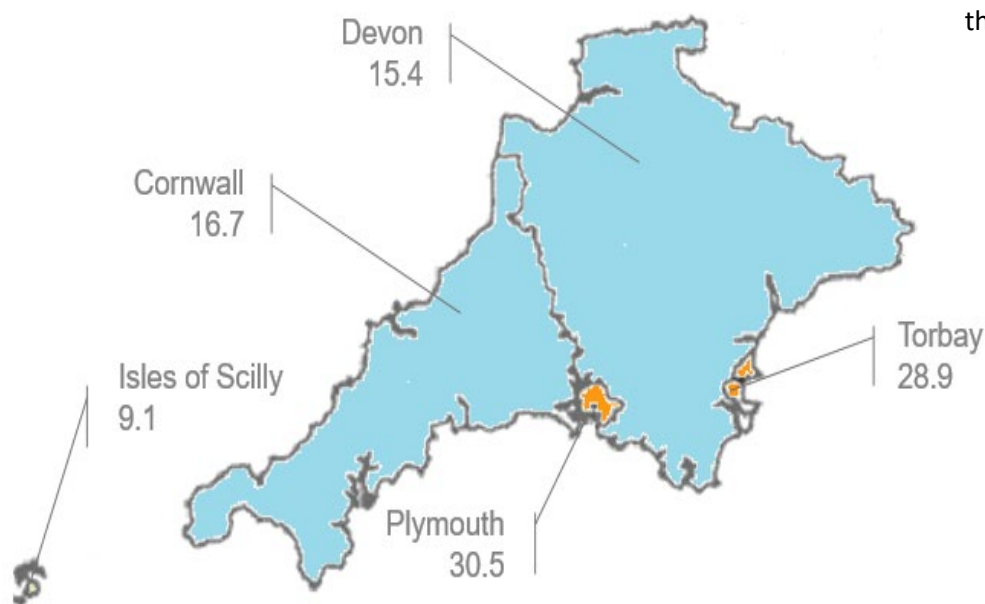
- Of the 34,408 violent offences recorded, 53% related to violence without injury and 47% to violence with injury.
- Devon and Cornwall's violence with injury crime rate is similar to the national average, with 9.1 crimes per 1,000 resident population, compared to 9.7 across England and Wales. Violence without injury is lower than nationally, at 10.0 crimes per 1,000 resident population, compared with 13.9.
- The majority of offences are assault – nearly 90% of both violence with and without injury reports.



35%

of violence is alcohol related

- Alcohol is a factor in 35% of all violent offences.
- Violence rates vary across the peninsula: in the largely urban areas of Torbay and Plymouth, the rate of violent crime is much higher, with rates of violence almost double what is recorded in the local authorities of Devon and Cornwall. The Isles of Scilly records the lowest rate of violent crime in the peninsula.



[Rates of violent crime per 1,000 population across the peninsula]

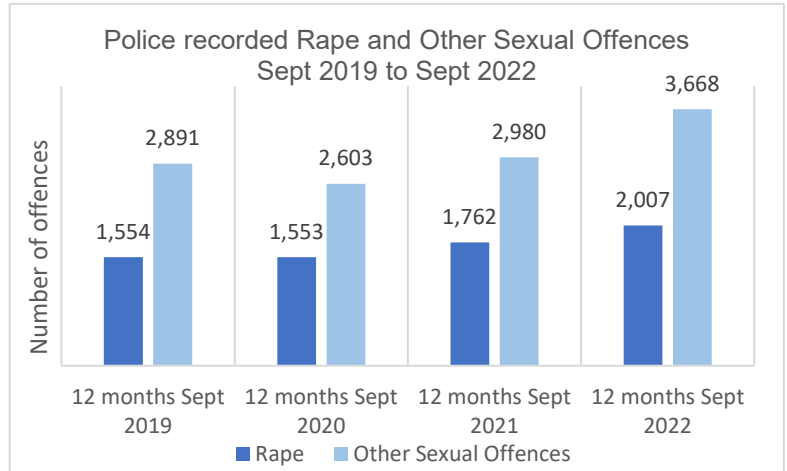
Sexual Violence and Violence Against Women and Girls (VAWG)

The number of sexual offences reported to the Police has increased by 28% since 2019 and reported rape offences increased by 29%.

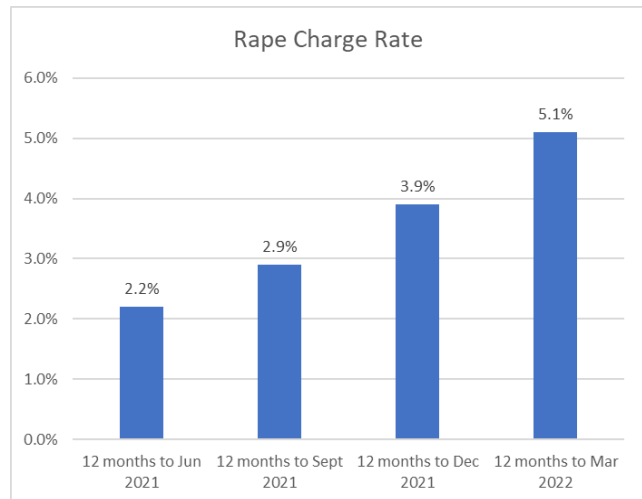
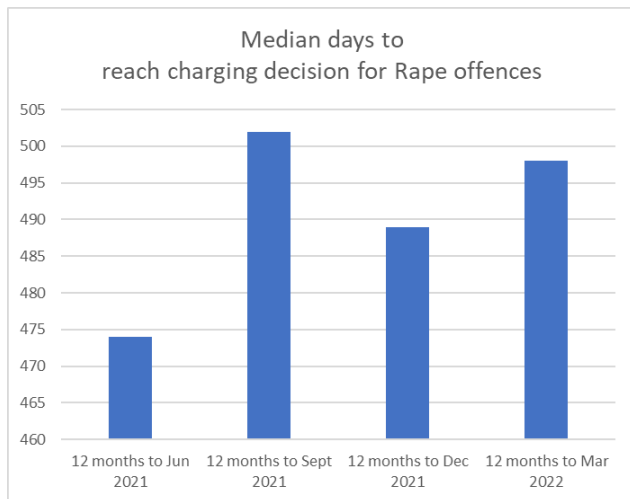
Other sexual offences increased by 27% to 3,668, compared with 2,891 in the 12 months to September 2019.

The charge rate for rape offences is increasing, with recent data showing 5.1% of reports resulting in a decision to charge - higher than the national average of 3.7%.

However, the median number of days to record a charge is higher than the national average – at 498 compared to 349 days.



Source: Devon and Cornwall Police Qlikv 1



Domestic Violence

In the 12 months to September 2022, 12,050 violent offences were flagged as related to domestic abuse and accounted for 35% of all violent crime recorded. Since 2019 there has been a 11% increase in police recorded domestic violence which equates to an additional 1,191 crimes.

54% of all domestic abuse crimes were violent offences

In the last year 54% of all domestic abuse crimes were a violent offence - 47% of which related to violence with injury offences and 53% related to violence without injury offences. This increasing trend in police recorded domestic violence is consistent with the national picture. The latest national data shows that 723,164 violence against the person offences were flagged as domestic abuse-related - a 15% increase compared with 2020.

What are we doing?

Supporting the Devon and Cornwall Police Violence Against Women and Girls delivery plan

In June 2022, Devon and Cornwall Police published its Violence Against Women and Girls Delivery Plan, which had been developed in consultation with stakeholders¹. It's focused on building trust and confidence, relentless perpetrator pursuit and creating safer spaces - in public, online and at home.

Soteria Bluestone is an approach pioneered by Avon and Somerset Police and is now being rolled out in our area. It aims to bring together criminal justice agencies and academics, in order to deliver a more victim focused and responsive approach, based on six key pillars of action.



Ahead of the introduction of Soteria Bluestone, D&C has launched Operation Gemstone in Plymouth. This six-month pilot is based on the findings of Soteria Bluestone, which provides four specialist investigative teams focused on rape and serious sexual offences within the city. The specialist teams have received bespoke additional training, benefitted from improved supervision and undertaken enhanced engagement with the CPS and partners, including Independent Sexual Violence Advocates.

Addressing perpetrator behaviours in domestic abuse

- We've secured £417,000 in funding from the Home Office for 2022/23 to support projects across the peninsula, working with people who cause harm to address their offending behaviours and prevent future victimisation. This funding is enabling us to continue to support Community Safety Partnerships to deliver behaviour change programmes, working closely with people who cause harm, to help them address their own behaviours and to ensure they can access vital support, e.g. for mental health issues, drug and alcohol addiction or financial stress.
- We've recruited a new-Domestic Abuse Behaviour Change Strategic Lead to deliver an 18 month project developing a new partnership strategy. This will bring together partners in collaboration and improve the peninsula-wide approach to working with people who cause harm by domestic abuse.

Work to prevent sexual offending

We currently commission two services that work with sexual offence perpetrators

- We've funded Circles SW since 2015 to work with those individuals considered most at risk of reoffending. Circles SW provides an internationally acclaimed community approach to work with sex-offenders by creating a team (circle) of community members who support and challenge the referred individual as they move post-conviction to being reintegrated into society. 75 circles have been funded to date.
- The SW Community Chaplaincy service work with sex offenders who no longer fall under the auspices of the National Probation Service. This is a mentoring service which provides practical help, as well as behavioural challenge to these individuals, who are referred directly by Devon and Cornwall Police. the force.

¹ [Violence against women and girls | Devon and Cornwall Police \(devon-cornwall.police.uk\)](https://www.devon-cornwall.police.uk/violence-against-women-and-girls)

Taking a Safer Streets Approach

Since 2020 over £4.7M in investment by the Home Office has been secured for 11 Safer Streets Fund and Safety of Women at Night Fund Projects. This includes:

- **Safer Streets Fund 3:** Projects operating in Plymouth City Centre and Falmouth have delivered a range of bespoke local initiatives, backed by £600,000 in Home Office funding. These have included new CCTV and street lighting, innovative new help-points in Plymouth and bystander awareness training in the night-time economy.
- **Safety of Women at Night Fund:** Exeter University worked with partners across the city supported by £72,000 in Home Office funding. Its work included bespoke training and awareness projects with both night time economy workers and women and girls, plus development of a new Safety Charter.
- **Safer Streets Fund 4:** Five bids to the Home Office were successful across Devon, Cornwall and the Isles of Scilly, delivering over £3M in funding, focused on addressing VAWG and anti-social behaviour. Projects are now live in Torquay, Truro, Barnstaple, Exeter and Plymouth. Initiatives include increased CCTV and street lighting, a new VAWG rapid response police car in Torquay and development of new safety charters for venues in our night-time economies.

Commitments met -

- ✓ Actively tackle violence against women and girls, through Safer Streets approaches and by continuing to address the cause and consequences of domestic and sexual violence.

Supporting victims of violence, domestic abuse and sexual violence through investing in high quality support services

In 2022/23 a total of £4.9M has been invested in securing high quality support services to assist victims of crime.

The Commissioner’s new ten year, £20 million, strategic partnership with Victim Support is focused on delivering long term stability for victims and for the sector - identifying gaps and investing to meet those needs. This year work has included the recommissioning of a new child and family victim of crime service and transforming the service model to ensure every victim of crime can access an Independent Victim Advocate (IVA). This will put victims front and centre - delivering the right support, at the point of need.

In 2021/2022:

6,455 victims of sexual violence supported

27,028 victims of domestic abuse supported

3,429 victims of child sexual abuse supported

Over this period:

41.5% increase in the number of referrals to therapeutic support services for **sexual violence**
= 380 extra referrals over the year

89.4% increase in the number of referrals to therapeutic support services for **Domestic Abuse**
= 11,505 extra referrals over the year

- ✓ Data shows that fewer DA victims disengaged from support in 2021-22, compared to the previous year

In 2022/23 local investment in support services for victims of sexual violence and domestic abuse has been increased and totals just over £3.7 million. This investment is helping to secure access to ensure trauma informed, therapeutic services for victims of reported and non-reported crimes, including:

£1 Million +

for ISVA and IDVA provision

£883,000

to support medium and high-risk victims of domestic abuse

£687,000

to support victims of sexual violence

This year's investment also includes new services to support children and young people who are victims of sexual violence and to enhance therapeutic and peer support services for adult victims, through bespoke commissioned services from Barnardo's, CLEAR, First Light, Women's Centre Cornwall and the Children's Society. This investment is for three years and is supported by an additional £612,000 per annum in funding from the Ministry of Justice.

In its role as Strategic Delivery Partner, Victim Support has commissioned **'We Matter'** - a new digital service providing specialist support to children and young people who've experienced and witnessed domestic abuse in the home. This service provides an eight-session group programme for 8–17-year-olds, who are no longer living with the alleged perpetrator.

Commitments met -

- ✓ Provide high quality support to victims of violence through commissioning specialist services to help them cope and recover, plus help more victims remain within the justice system

Serious Violence Prevention

“The key to success with Devon and Cornwall's Serious Violence Prevention Partnership is the collective will and ambition” (Temporary Chief Constable, Jim Colwell)

This £4m programme, established in 2020, is overseen by the Commissioner and the Chief Constable in alliance. The overarching objective is to break the cycle of intergenerational violence through an evidenced programme of specialist early-intervention schemes that aim to keep young people out of the criminal justice system and improve safety in our local communities.

The Serious Violence Prevention Partnership directly delivers and externally commissions a range of services aimed at supporting vulnerable young U25 aged people, to help break the cycle of violence and improve our communities. Since launch:



1,400 young people have been supported

140 parents and wider family engaged

42 projects run – all focused on serious violence prevention in under 25s

The SVP Partnership is also supporting new and enhanced local services, including:

- Award nominated restorative work in Plymouth and Torbay with Restorative Justice Family Practitioners, using family group conferences to work with families who are seeking change.
- The U+ programme in Cornwall led by Elemental UK and the Dracaena Centre, who work together to provide a preventative and aspirational youth interventions for vulnerable young people.
- Healing Together programme in Torquay where Operation Encompass is leading trauma informed programmes in schools, day care settings and pre-schools for children affected by domestic abuse.

Case study: Turning corners

Turning Corners in South Devon is an example of a successful specialist service, delivering ground-breaking youth intervention work, and providing the blueprint upon which the original SVP vision was founded nearly three years ago.

Turning Corners - key achievements

- ☑ **Zero permanent exclusions** in Year 7 from either school participating in the Moving Up Together scheme
- ☑ **Parental peer support:** Parents have started to run independent support groups and are introducing new parents to structured PSGs
- ☑ **Communities are responding positively to young people** engaging in structured activities through the outreach team



**Commissioner’s visit to Turning Corners
November 2022**

The SVP Programme has provided £640,000 of additional funding to Community Safety Partnerships for 2022/23 and 2023/24, to help them deliver new projects aimed at reducing serious violence and protecting young people in their local communities.

Safer Cornwall £160,000	<ul style="list-style-type: none"> • Children affected by parental imprisonment (CAPI) referral pathway • Co-designed youth violence reduction project • Serious violence local provision scoping
Safer Devon £195,200	<ul style="list-style-type: none"> • Domestic violence and abuse family recovery interventions • Lived experiences work with young people • Mentorship programme for violence prevention (closely aligned with Torbay) • Let’s Talk Teenagers, a Devon CSP led project
Safer Communities Torbay £121,600	<ul style="list-style-type: none"> • Mentorship programme for violence prevention (closely aligned with Devon) • Serious violence scoping and partnership development project • Young person’s substance misuse project worker (co-funded with Public-Health) • Domestic abuse and risk assessment for children partnership training (DARAC) • Young person’s violence advisor, hosted within the youth justice system
Safer Plymouth £163,200	<ul style="list-style-type: none"> • Family support for young people known to the youth justice system • Referral pathway via the youth justice system for YP vulnerable to exploitation

Commitments met -

- ✓ Break the cycle of inter-generational violence by focusing our efforts on public health prevention and early intervention, including building on existing innovative support programmes like Operation Encompass and Turning Corners.

Supporting peninsula wide preparations for the new Serious Violence Duty

The Police, Crime, Sentencing and Courts (PCSC) Act 2022, places a legal obligation on specified agencies, namely local authorities, health and criminal justice bodies, to work together in order to reduce serious violence. Police and Crime Commissioners play a vital role in supporting partners in their preparations. The duty is expected to come into law in early 2023 and a range of activities are already underway, including:

- Leading peninsula wide preparations with a dedicated Task and Finish Group bringing together health, local authorities and CSPs to collectively prepare for the new duty and explore co-commissioning opportunities
- Providing £160,000 in seed funding to Community Safety Partnerships in 2022/23 to help them prepare for implementation of the new duty in their local areas
- Developing, with partners, a wider programme of work to deliver the duty via stewardship of £1M in additional Home Office funding, until 2024/25.

Commitments met -

- ✓ Prepare the Serious Violence Prevention Programme to support local authorities and partners to fulfil their forthcoming Serious Violence Duty through sharing accountability, data and expertise.

Plymouth Violence Against Women and Girls Commission

In November 2021 Plymouth Council announced a multi-agency Commission to tackle male violence against women and girls. My office will be joining Plymouth Council's conference on 29th November with other stakeholders to discuss how we are collectively responding to the recommendations made by the Commission. This profile sets out the many activities being led by my office which contribute to the specific Plymouth recommendations:

<p><i>To drive the culture change needed to challenge male violence against women and girls</i></p>	<ul style="list-style-type: none"> ✓ Secured new funding to support DV perpetrator projects (p.4) ✓ Continuing to fund Plymouth Community Safety partnership to deliver behaviour change programmes (p.4) ✓ Development of a new peninsula wide DV perpetrator strategy (p.4) ✓ Funding Circles SW and SW Community Chaplaincy service work with sex offenders (p.4) ✓ Altered not Defined campaign present to Plymouth VAWG commission and adopted by Plymouth Herald journalists
<p><i>To better support women and girls who have been subjected to male violence and abuse</i></p>	<ul style="list-style-type: none"> ✓ Continued provision of victim support services through the Victim Support Partnership (p.8) ✓ Continued investment in SARCs and support services including ISVA and IDVA resources (p.6) ✓ New services for victims of child sexual abuse and the provision of therapeutic and peer support for victims backed by an extra £612,000 per year for 3 years (p.6)
<p><i>To create safe places and spaces</i></p>	<ul style="list-style-type: none"> ✓ Supporting delivery of Safer Streets Fund 3 and 4 projects in Plymouth backed by over £1M in government funding (p.5) ✓ Working with Police to deliver the VAWG delivery plan (p.4) ✓ Delivery of Operation Gemstone pilot in Plymouth (p.4)
<p><i>To ensure the building blocks are in place to enable real change to happen</i></p>	<ul style="list-style-type: none"> ✓ Delivery of the Serious Violence Prevention Programme (p.6) ✓ Supporting preparations for the new Serious Violence Duty (p.8) ✓ Sponsoring the West Country Women's award Violence Against Women and Girls awards in Plymouth category (December 2022)



Devon and Cornwall Police and Crime Panel

25th November 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 11th May 2021 is shown in the table below. This report covers the period up to 7th November 2022.
2. No formal complaints were received against the Police and Crime Commissioner in the last reporting period.

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

* Resolved through the Chairman of the Panel

Contact for further information

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Report prepared on 7th November 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	Confirmation Hearing for the Appointment to Chief Constable	
	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
25 November 2022	Involvement of the IOPC in Police Legitimacy	
	Contact Services within Devon and Cornwall Police	
	Police and Crime Plan Violence 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
27 January 2023	Precept	
10 February 2023	<u>Only if Precept is vetoed</u>	

Future Items

Agenda items to be scheduled	Action
Neighbourhood Watch	
Firearms Licensing	
Annual complaint report	
Recruitment Plan	
Serious and Organised Crime	
Police, Crime, Sentencing and Courts Bill including a Traveller Legislation Update	
Neighbourhood teams; Councillor Advocate Scheme and Community youth projects	
County Lines	
Items to be monitored	
101 and recommendations	