

**Devon and Cornwall Police and
Crime Panel**

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 24 November 2023

10.30 am

Council Chamber, Council House

Members:

Councillor Towill, Chair

Councillor Haydon, Vice Chair

Councillors Alvey, Chopak, Croad, Ewings, Goodman-Bradbury, Hackett, Kennedy, Leaver, Loudoun, Penberthy, Rodger, Thomas, Tilbey, Toms, Tyerman and Wright, Independent Member for Cornwall vacancy and one Independent Member for Devon vacancy.

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 - 10)

To sign and confirm as a correct record the minutes of the meeting held on 15 September 2023.

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. Action Log: (Pages 11 - 14)

6. Public Engagement: Improving police contact services: (Pages 15 - 24)

7. Operation Scorpion - Regional Drugs Policing: (Pages 25 - 38)

8. Police and Crime Plan 2021 - 25 Scorecard: (Pages 39 - 66)

9. Commissioners Update Report: (Pages 67 - 76)

10. Complaints Against the Commissioner: (Pages 77 - 78)

11. Work Programme: (Pages 79 - 80)

Devon and Cornwall Police and Crime Panel

Friday 15 September 2023

PRESENT:

Councillor Towill, in the Chair.

Councillors Alvey, Coker, Croad, Ewings, Hackett, Leaver, Penberthy, Thomas, Toms, Towill, Tyerman and Wright.

Also in attendance: Alison Hernandez (Devon, Cornwall and the Isles of Scilly Police and Crime Commissioner), Nicola Allen (Treasurer), Felicity Ridgway (Assistant Chief Executive), Ross Jago (Head of Governance, Performance and Risk, Plymouth City Council), Hannah Whiting (Democratic Advisor), Jake Metcalfe (Democratic Advisor), Pierre Doutreligne (Policy and Projects Officer) and Emma Butler-Jones (Devon and Cornwall Police).

The meeting started at 10.30 am and finished at 1.39 pm.

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.

13. Minutes

Councillor Penberthy raised the following points from Section 6 of the minutes on Devon and Cornwall Firearms Licensing;

- a) 6q was regarding the processing applications against the income received and it was explicitly asked and agreed by the commissioner that she would see if that could be provided to us so we could lobby on behalf of the police;
- b) 6p was regarding being sent the Commissioners draft response to the consultation, which did not occur;
- c) In the previous report, the Commissioner talked about Devon and Cornwall issuing more temporary licenses than any other area, the agreement is that the Commissioner would speak to the Chief Constable about whether that practice could be stopped and if people were late in applying for temporary licenses, their guns could be surrendered until a license can be issued.

Councillor Penberthy asked for:

- a) Minute 6i to include a suggestion from the panel that people should surrender their firearms whilst waiting for a new licence, to try and limit the number of temporary licences;

b) Minute 6q to be more explicit as the Panel had requested data from the Devon and Cornwall Police and Crime Commissioner on the cost of possession firearms applications compared to income received.

It was later explained that the request relating to information to be included in 6q, was already contained within the minutes in point 6h.

Councillor Towill proposed the following:

d) The previous meeting was an emergency meeting due to a cancelled meeting in early July; it was important to have substitutes available when you cannot attend a meeting and due to this, it had been suggested that the Chair, Vice Chair and some of the officers were given delegated authority to communicate with the Councillors or Councils which made up the committee.

The Committee agreed to give delegated authority to the Chair, Vice Chair and some of the officers to communicate with the Councillors or Councils that made up this committee.

The minutes from the meeting held on 28 July 2023 were agreed as a correct record.

14. **Declarations of Interest**

No declarations of interest were made.

15. **Public Questions**

There were no questions from members of the public.

16. **Anti-Social Behaviour Policing and Operation Loki**

Alison Hernandez (Devon and Cornwall Police and Crime Commissioner) introduced the item and highlighted the following points:

- a) Anti-social behaviour had come out at a top issue in public surveys;
- b) The report by the Local Government Ombudsman, 'Out of Order', discussed how many Councils had failed in their duty regarding anti-social behaviour and the responsibility that Councils had in addressing such behaviour in their communities, even when another agency needed to be referred to for handling it; the oversight must have come from the Local Authority;
- c) Operation Loki is a 4 week sustained campaign aimed at addressing anti-social behaviour in the Safer Streets areas (Exeter, Plymouth, Barnstaple, Truro, Falmouth and Torquay) to enhance existing environmental improvements, including the installation of CCTV and street lighting.

Superintendent Emma Butler-Jones (Head of Prevention Department and Lead for Neighbourhood Policing) added:

- d) In July 2023, the Chief Constable committed a further Police Sergeant and five Police Officers to each basic command unit within Devon and Cornwall which totalled an additional 24 officers to support neighbourhood policing;
- e) PCSO numbers had been maintained with the understanding of the integral role they play in engaging with communities;
- f) A recruitment exercise had recently concluded with 19 PCSOs having graduated, and another phase of recruitment having commenced;
- g) In March and April 2023, Operation Loki, a targeted neighbourhood policing operation, was led in partnership with the Safer Streets areas, focusing on strategic objectives that involved proactive engagement with partners and key stakeholders, visible and proactive policing that utilized intelligence and information to influence policing tactics, with an emphasis on directed action related to Violence Against Women and Girls (VAWG) and anti-social behaviour, whilst also providing an opportunity to engage and connect with local communities to improve public confidence;
- h) Anti-social behaviour had decreased in the target areas but was accompanied by some displacement to surrounding areas;
- i) Acquisitive crime decreased in the target areas without causing displacement to surrounding areas;
- j) In a public survey, 40% of the public had noticed the increase in policing presence on the streets;
- k) Engagement was a fundamental part of the operation with 27,000 members of the public estimated to have been engaged with, not including 1.5 million people reached on Facebook and 400,000 reached on Twitter;
- l) Operation Loki had been adopted as an operation as the response to anti-social behaviour throughout the force;
- m) An OPCC commissioned van has been used to hold pop up police stations in key areas, this was a valuable asset and tactic in terms of getting to the hearts of the towns and cities and would be a tactic to be deployed in rural communities also;
- n) A bid has been submitted through OPCC's office to secure funding for two more pop up police stations;

- o) The Community Alert 4 app has given an improved understanding of what is occurring in local areas;
- p) Anti-social behaviour training occurred for both police and partners, with an emphasis on internal training, and the Chief Constable authorised two trainer posts dedicated to neighbourhood training to reinforce this effect.

Alison Hernandez (Devon and Cornwall Police and Crime Commissioner) added:

- q) Drug seizures reported during the duration of Operation Loki showed cocaine and cannabis being identified of the highest value;
- r) Despite making 156 arrests, the priority was not to arrest but to prevent anti-social behaviour from happening or escalating; success was measured through safeguarding and the reduction of drugs on the street, rather than the number of arrests made;
- s) The plan was to explore how to sustain the Operation year-round, an idea was to identify a task force that could be deployed to areas where there had been a spike in anti-social behaviour;
- t) The implementation and enforcement of Public Space Protection Orders (PSPOs) posed a challenge, as the relationship between the force and councils was undefined regarding responsibilities and whether collaboration would assist in further addressing this issue.

In response to questions, it was explained:

- u) Reporting anti-social behaviour has been challenging because responsibility for noise nuisance, dog fouling, and litter lies with the local authority, while vandalism, graffiti, and aggressive begging were under the jurisdiction of the police, leading to a lack of clarity about whom to report such incidents to;
- v) The Commissioner confirmed the best practice for reporting anti-social behaviour to the police would be to report it centrally and to let the PSCO know, if you could, that it had been reported centrally;
- w) Although 500 officers and PSCO's had been trained in tools to use for anti-social behaviour the Commissioner agreed that she would look at the Commissioning Attention Plan around what more needed to be done to help with reporting anti-social behaviour;
- x) Devon and Cornwall Police had been considering the investment in an anti-social behaviour lawyer to assist with handling cases and taking them to court, as well as obtaining banning orders;
- y) To encourage business engagement, there was an understanding that a single portal would be beneficial, and DISC proved to be a valuable asset, saving time and offering the capability to upload CCTV footage and

reports swiftly for businesses;

- z) Evidence from Operation Scorpion showed street drinkers played an active part in attracting young people into their drug and drinking culture;
- aa) To sustain Operation Loki, new officers would have to undergo training because recourse had been previously diverted from other areas during the four weeks that Operation Loki was in force, which was noticed by local residents;
- bb) The government had a strategy in place called 'Clear, Hold and Build' around drug use (clearing it, holding the line to prevent its return and building from that within the community) however this strategy had not yet made a significant impact;
- cc) Clear Hold Build national project was being piloted in Cornwall;
- dd) Local policing teams were often pulled into emergency responses, ensuring 999 responses, which meant they were not always available to stay on top of local community matters.

The Committee agreed to note the report.

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

In response to questions raised it was reported:

- a) There was a national issue with the way the police conducted their Drug Threat Assessments which were focused on drug-related deaths which linked to heroin, rather than addressing other drugs in the market where there was a lack of compliance with the law;
- b) The Commissioner had been unable to oversee the Combating Drugs Partnerships within Devon and Cornwall because there were four of them, so they were overseen by Local Authority Public Health Directors;
- c) The spread of drug use outlined in the report did not indicate an increase in drug use but rather an improved understanding of the drug trafficking taking place;
- d) The Commissioner recommended a presentation about the drugs challenges being faced as it would be a good way of pulling together the information from the Combating Drugs Partnerships, the Regional Organised Crime Unit and Operation Scorpion;
- e) Due to new guidance from the National Police Chiefs College non-crime hate incidents were no longer required to be recorded;

- f) A homicide review officer would be funded through the Serious Violence Programme to increase the speed of which the situation is reviewed;
- g) The ongoing issue with reporting domestic violence due to the new crime recording system in November 2022 was reported by the Commissioner to Her Majesty's Inspectorate of Constabulary, the National Police Chiefs Council and The Home Office;
- h) Crime Stoppers had been funded and promoted because anonymity aided in drug reporting, functioning effectively for that specific type of crime, also they had been responsive on the phone and had established strong relationships with each police force, reinforcing the police's commitment to this issue to the general public;
- i) Devon and Cornwall Police had reached number one in the country in August 2023 for the fastest answering of 999 calls;
- j) The abandonment rate for 101 was poor because it was difficult to articulate why the calls had been abandoned, given the myriad of possible reasons for this occurrence including going online or using the chat facility;
- k) The new control room system AACCC7 had been implemented and had been stable and had helped with doing the call-backs for the people who could not get through, there had been a lot of positive feedback about this service;
- l) The Commissioner agreed to bring the information regarding call-backs and abandonment to the next meeting;
- m) Triage had been introduced 101 to reduce distress levels for the public on the phone by reassuring them they were through to the police;
- n) Priority One (P1) and Priority Two (P2) used voice recognition to funnel the caller into a particular queue to determine the urgency of the call, that system had been changed so everyone would speak to a human at the switchboard triage;
- o) Call-back function was introduced and given as an option rather than saying on the line;
- p) Analysis of waiting times for 101 would be brought to the next panel for discussion.

The Committee agreed to note the report.

18. **Police and Crime Plan Drugs Profile**

In response to questions raised it was reported:

- a) Drug deaths had risen for those in treatment higher than ever before signifying that older users of drugs lost their lives due to complications;
- b) The Commissioner agreed to find out where the information regarding drug deaths was sourced.

The Committee agreed to note the report.

19. **Police and Crime Plan ASB Profile**

The Committee agreed to note the report.

20. **Commissioner's Update Report**

In response to questions raised it was reported:

- a) The National Police Chiefs Council agreed to visit every burglary victim, Greater Manchester police accomplished this and the Chief Constable had been putting a plan together about how this would be implemented in Devon and Cornwall;
- b) The Commissioner agreed to bring back information regarding visiting every burglary victim and the recourse it would take to do this to the Commissioner's Update in the next meeting;
- c) Philip Wilkinson (Police and Crime Commissioner for Wiltshire) and Rob Hansen (Chief Constable for Gloucestershire) had put a proposal forward on how to fund the intelligence function that linked to rural crime and updates to this would be brought forward in the next Commissioner's Update;
- d) Devon and Cornwall, along with the help of Partners, submitted a report on rurality, sparsity and seasonality to the government which led to the Policing Minister stating in Parliament that tourism should be a factor in the funding formula;
- e) A review of police custody had taken place around where the Healthcare provision failed;
- f) The Prisoners Building Homes project had been introduced to build eco-homes to aid with the police, firefighters and NHS staff who had struggled to find housing appropriate for them in North Devon;
- g) The production of the LEPH Link had been created under the Serious Violence Programme and helped eradicate the challenge around police officers spending time signposting the public to the correct resource, including services for mental health and drug and alcohol use;
- h) The Commissioner advised for businesses and the British Association for Shooting and Conservation (BASC) to get into contact if there had been a

delay for a long period of time;

- i) The government had introduced a national scheme Right Care Right Person which would pinpoint the appropriate recourse for the individual and would not waste police time;
- j) The Commissioner agreed to take the issue around A Place of Safety (APOS) in North Devon back to Chief Constable Glenn Mayhew;
- k) In the 2018 budget, 27 neighbour police officers were added to every sector.

The Committee agreed to note the report.

21. **Hate Crime Scrutiny**

Alison Hernandez (Devon and Cornwall Police and Crime Commissioner) introduced the item and highlighted the following points:

- a) 73% satisfaction rate regarding the support victims of hate crime had received;
- b) Race and sexual orientation experienced the highest levels of hate crime in local communities with stalking and harassment being the predominant elements;
- c) People would not be more likely to have a violent attack on them because of who they were in Devon and Cornwall;
- d) The importance of community cohesion and ensure people could live their lives freely was outlined and an understanding of how this had occurred was provided in the report.

In response to questions, it was explained:

- e) Barriers to hate crime reporting included the public struggling to get through to 101, investigations taking a prolonged time causing frustration for victims, and a lack of empathy from police officers towards victims;
- f) The police and local councils have been working closely together regarding local tensions around housing asylum seekers or refugees;
- g) Respect was acknowledged in Her Majesty's Inspectorate of Constabulary's thematic report on misogyny, sexism, and policing and it highlighted Devon and Cornwall conducting a cultural audit on how officers and staff related to people with protected characteristics;
- h) Training and workshops has been held for police officers and staff to understand the effect of language and the impact of attitude.

The Committee agreed to note the report.

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

The Committee agreed to note the report.

23. **Work Programme**

The following additions were suggested for the work programme:

1. Broader understanding of rural and urban anti-social behaviour;
2. Rural Crime;
3. Detailed understanding of current drug use.

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Devon and Cornwall Police and Crime Panel – Tracking Decisions 2023/24

| Minute No. | Resolution | Target Date, Officer Responsible and Progress |
|--|--|---|
| Minute 6 Devon and Cornwall Firearms Licensing 28 July 2023 | The Devon and Cornwall Police and Crime Commissioner would share her draft response on the firearms consultation to provide members with her thoughts on firearms licence fees, and to give members the chance to endorse her response. | Date Due: ASAP Person Responsible: Alison Hernandez Progress: Complete |
| Minute 6 Devon and Cornwall Firearm Licensing 28 July 2023 | The Devon and Cornwall Police and Crime Commissioner would inform the panel on whether administrative roles had been filled since the publication of the response. | Date Due: ASAP Person Responsible: Alison Hernandez Progress: |
| Minute 6 Devon and Cornwall Firearm Licensing 28 July 2023 | The feedback from customers had been that the service had been worse since the alliance between Devon and Cornwall, and Dorset, and so the process had begun it was due to end in September 2023, and the Commissioner would update the panel at the next meeting. | Date Due: 16 November 2023 Person Responsible: Alison Hernandez Progress: A formal report had not been received for the meeting on 15 September 2023, but the Commissioner confirmed it would be included in the Commissioner's Update Report for the meeting on 24 November 2023. |

Devon and Cornwall Police and Crime Panel – Tracking Decisions 2023/24

| | | |
|---|---|--|
| <p>Minute 13</p> <p>Minutes</p> <p>15 September 2023</p> | <p>A letter would be sent to the Leader’s and Chief Executives of the relevant local councils who attend the Panel from the Chair and Vice Chair of the Panel. The letter would reiterate of the importance of the meetings and the need to find a substitute if they are unable to attend.</p> | <p>Date Due: 29 September 2023</p> <p>Person Responsible: Councillor Towill & Councillor Haydon</p> <p>Progress: Ross Jago would draft a letter to share with the Chair and Vice Chair.</p> |
| <p>Minute 16</p> <p>Anti-Social Behaviour Policing and Operation Loki</p> <p>15 September 2023</p> | <p>Commissioner to look into the issues for residents reporting Anti-Social Behaviour and share information with members.</p> | <p>Date Due: 29 September 2023</p> <p>Person Responsible: Alison Hernandez</p> <p>Progress:</p> |
| <p>Minute 16</p> <p>Anti-Social Behaviour Policing and Operation Loki</p> <p>15 September 2023</p> | <p>Councillor Toms to share community initiative on tackling anti-social behaviour with the Devon and Cornwall Police and Crime Commissioner and panel members.</p> | <p>Date Due: 29 September 2023</p> <p>Person Responsible: Councillor Toms</p> <p>Progress: This would be able to be shared following the next Full Council meeting of Cornwall Council.</p> |
| <p>Minute 17</p> <p>Police and Crime Plan 2021-25 Scorecard</p> | <p>Reporting on 101 phone line to be updated to explain what the data sets are and why they have been included.</p> <p>Any changes to the data set to be explained.</p> | <p>Date Due: 16 November 2023</p> <p>Person Responsible: Alison Hernandez</p> <p>Progress:</p> |

Devon and Cornwall Police and Crime Panel – Tracking Decisions 2023/24

| | | |
|---|--|--|
| 15 September 2023 | Abandonment data on 101 phone line to be included in the Police and Crime Plan 2021-25 Scorecard data at future meetings, beginning at the next meeting. Data on the other ways in which crimes can be reported to be included in the report. | |
| Minute 20 Commissioner's Update Report 15 September 2023 | Update in Commissioner's Update Report for November to include how rural crime will be tackled as a priority for the region. | Date Due: 16 November 2023 Person Responsible: Alison Hernandez Progress: |
| Minute 20 Commissioner's Update Report 15 September 2023 | Commissioner to look into access for Councillors to LEPH Link app to enable them to signpost. | Date Due: 29 September 2023 Person Responsible: Alison Hernandez Progress: Complete |
| Minute 20 Commissioner's Update Report 15 September 2023 | Would speak to Assistant Chief Constable Mayhew on North Devon safety point. | Date Due: 29 September 2023 Person Responsible: Alison Hernandez Progress: |

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Devon and Cornwall Police and Crime Panel

24th November 2023

Public Engagement: improving police contact services

Context

This paper provides analysis of Devon and Cornwall Police's contact services performance and the steps that the Police and Crime Commissioner has taken to drive improvements and increase the accessibility of policing services for the public. This paper follows a request by the Panel to be provided with additional performance information relating to contact services after changes to internal processes and therefore reporting and monitoring data.

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 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. This paper therefore represents the way in which the Commissioner is monitoring performance and improvement in contact in her regular oversight and scrutiny activities.

The Commissioner has invested significantly in contact services and called on the Chief Constable to put in place a number of mitigations to address poor performance. The key introductions of switchboard triage and a callback function are already delivering improvements, and the force is now focusing on consolidating improvement activity and maximising productivity.

Background

The Panel last received a full report on contact services in January 2023, followed by interim reporting data in the Police and Crime Panel scorecard in September 2023.

In February 2023 His Majesty's Inspectorate of Constabulary and Fire & Rescue Services published the 2021/22 PEEL assessment of Devon and Cornwall Police, which found the force to be inadequate in the field of responding to the public. The assessment recommended that "the force should improve the time it takes to answer emergency and non-emergency calls for service and reduce its abandonment rate".

The Chief Constable has recognised and accepted the findings of HMICFRS, and acknowledged that the Force has an enduring issue with the time taken to answer calls from the public. The main causes have been assessed as multi-factorial and include shortages in



staffing numbers as a result of ongoing recruitment challenges and high staff turnover, high sickness absence, associated challenges with facilitating training, limitations of outdated computer systems and lengthy processes and procedures.

In response to these findings, a significant programme of work continues to operate under the leadership of the Chief Constable and Deputy Chief Constable. The focus of this work is to deliver clear and sustainable improvements across contact services and includes a priority focus on improving the speed at which 999 calls are answered. It should be noted, however, that the need for improvement had already been identified before the inspection, and has been monitored by the Commissioner consistently, as demonstrated in her [2020 scrutiny of 101](#) reported to the Panel.

The Commissioner receives regular updates on progress on improving contact services through formal reports to the Policing and Crime Joint Executive Board, attendance by the OPCC Executive Team at Force improvement boards and through her regular bilateral discussions with the Chief Constable.

As reported to the Panel earlier this year, in November 2022 the Commissioner wrote to the Chief Constable to confirm her clear expectations for service improvement in four areas:

- i. 90% of 999 calls should be answered within 10 seconds by the end of 2022
- ii. All 101 calls (P1 and P2) should be triaged by the end of November 2022
- iii. A 101 callback function must be delivered as a top priority
- iv. Re-opening of front desks with a new plan for the next six locations

Although additional work is required to deliver the level of service that the Commissioner expects on behalf of the public, the Chief Constable has demonstrated improvements in all four areas.

| | |
|--|--|
| 90% of 999 calls should be answered within 10 seconds by the end of 2022 | Achieved ✓ 90% was achieved in December 2022. Progress has been made within 2023 with over 90% achieved since August 2023. |
| All 101 calls (P1 and P2) should be triaged by the end of November 2022 | Achieved ✓ The triage function went live in November 2022. |
| A 101 callback function of AACCC7 must be delivered as a top priority | Achieved ✓ The call back function went live in September 2023 |
| Re-opening of front desks with a new plan for the next six locations | Achieved ✓ 6 front desks were re-opened in 2022/23 and a further 6 are being opened in 2023/2024 |

999

999 national rankings

National performance rankings for 999 were introduced in October 2022, and are [published on Police.uk](#).

Devon and Cornwall Police were ranked 38th out of 44 forces (where 1st is best performing) in October 22, and dropped to 41st in November 2022. In August 2023 Devon and Cornwall were ranked as the best performing force in the UK with 88% of calls answered within 10 seconds.

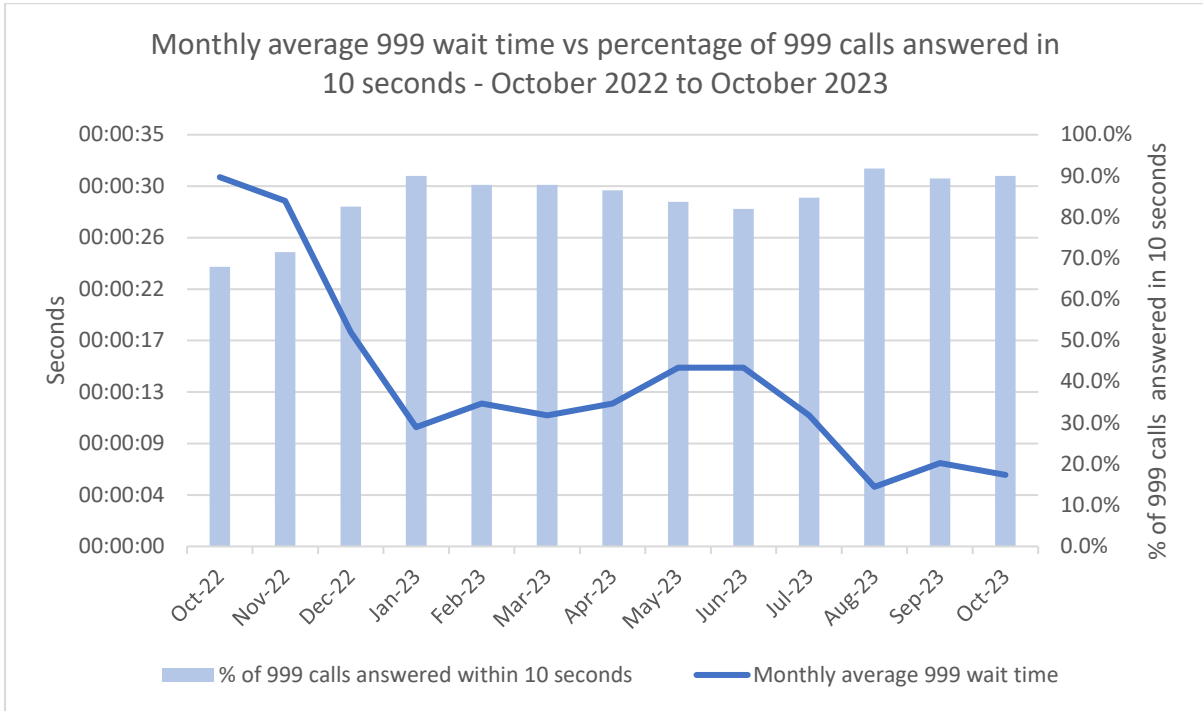
| National League Position for D&C | |
|---|------|
| Oct-22 | 38th |
| Nov-22 | 41st |
| Dec-22 | 37th |
| Jan-23 | 33rd |
| Feb-23 | 28th |
| Mar-23 | 25th |
| Apr-23 | 27th |
| May-23 | 28th |
| Jun-23 | 10th |
| Jul-23 | 15th |
| Aug-23 | 1st |
| Sep-23 | 28th |

In September 2023 Devon and Cornwall Police dropped to 28th position and 76.5% of calls answered within 10 seconds. This was due to a technical IT fault, which means that the automated transferred of data from the BT 99 hub to Devon and Cornwall’s contact centre has been disrupted and a verbal handover of the caller details therefore has to take place, taking around 2-5 seconds before the call can be fully transferred to Devon and Cornwall Police and counted as answered. This fault is ongoing with significant work being undertaken to resolve it with the IT supplier.

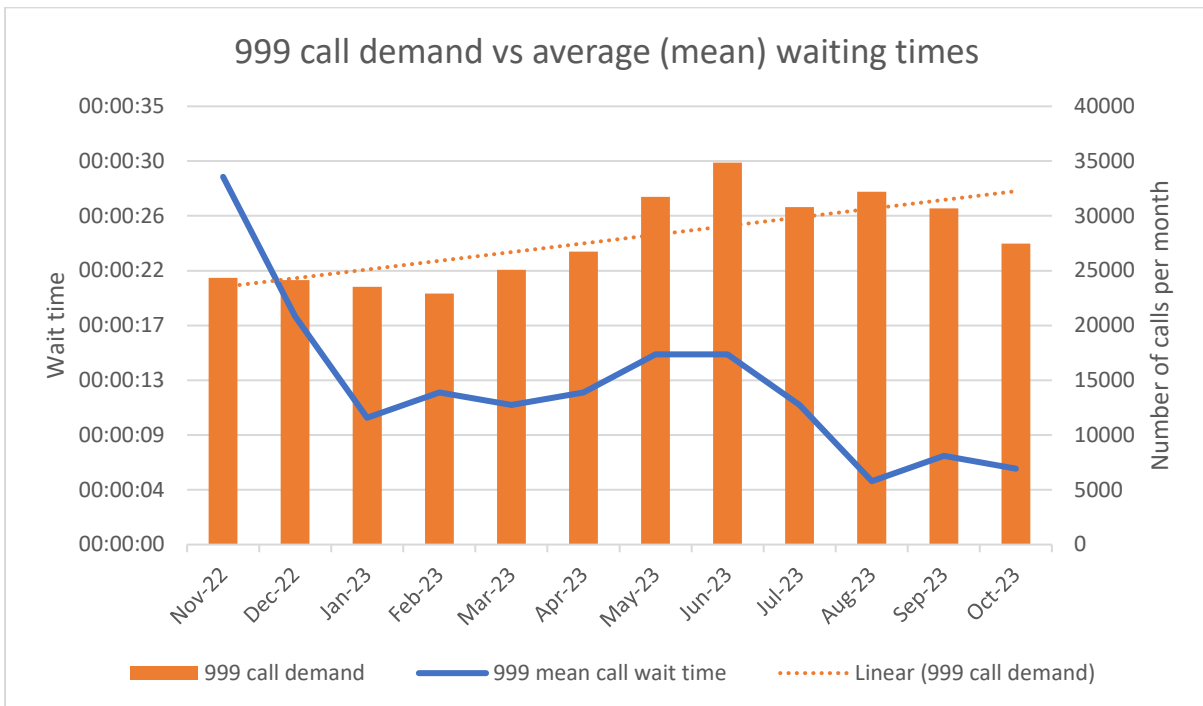
999 average wait time

In October 2023 the average (mean) wait time for a 999 call to be answered by Devon and Cornwall Police was 6 seconds¹. This is a reduction of 25 seconds since a peak at 31 second answering times in October 2022.

¹ The mean answer time on Police.uk is recorded as 15.19 seconds in September 2023 and 10.01 seconds in August 2023. This is because Police.uk includes the time taken for BT to answer and transfer the call to Devon and Cornwall Police. This time period is not within the control of the Devon and Cornwall Police contact centre and therefore out of scope of the Commissioner’s scrutiny.

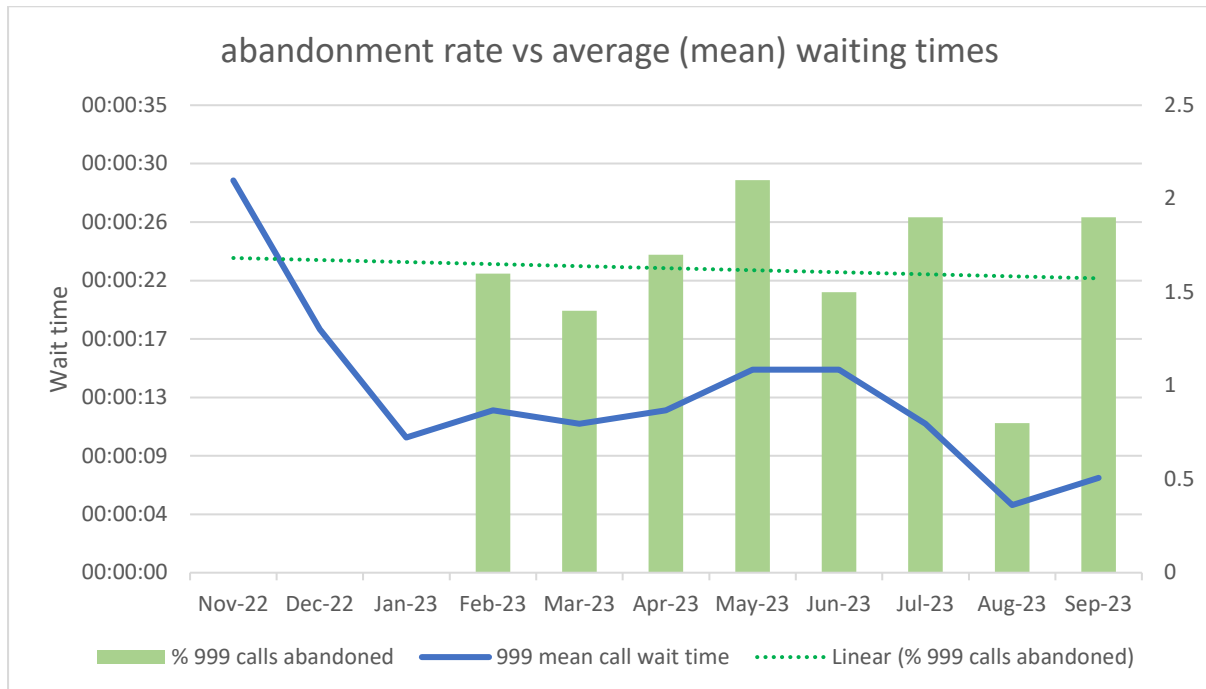


During 2023 the number of 999 calls has increased, with a peak of 34,861 in June 2023. Call handling times have continued to reduce overall, despite this increase.



999 abandonment rates

The percentage of 999 calls abandoned has averaged 1.6% in 2023 with a peak of 2.1% in May 2023, and a low 0.8% in August. This has increased to 2.4% in October, which is likely to be linked to the technical fault and verbal handover. There has been no demonstrable correlation between wait times and abandonment rates in 2023.



101

101 process and system changes

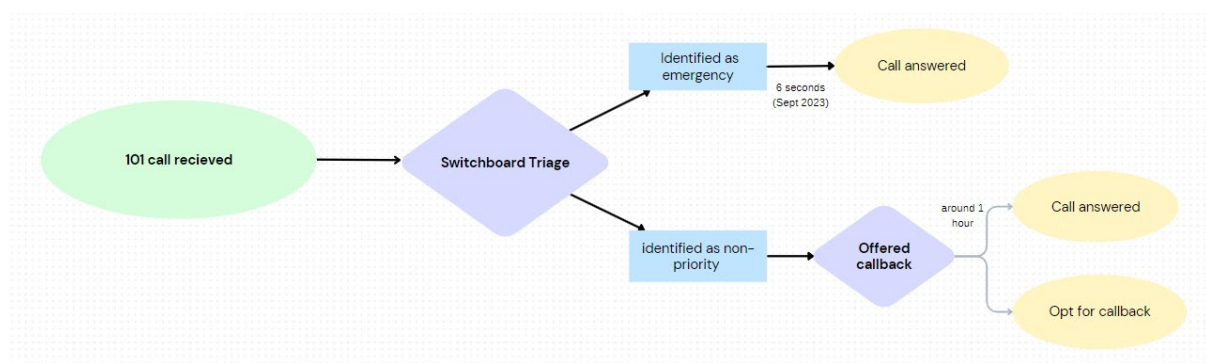
Following prolonged periods of poor performance, as reported to the Police and Crime Panel in the scorecard and performance report, the Commissioner and Chief Constable agreed that significant change was required to improve contact services. In addition to ‘back office’ changes in process, technology, shift patterns, management and training, two key customer focused changes were agreed:

- i. The introduction of a switchboard ‘triage’ for 101 calls
- ii. The introduction of a call back function for 101 calls

The new switchboard triage service for 101 calls was implemented for all 101 calls in September 2022 meaning that every caller will speak to an operator. The aim is to answer all switchboard calls within 30 seconds, although the latest average (mean) wait time is currently 1 minute 17 seconds (as at August 2023) with 77% being answered within 30 seconds. The switchboard operator will consider whether the call is an emergency or a vulnerable person and refer these calls to be answered as a priority. In October 2023 these calls were answered in an average of 13 seconds from transfer from switchboard.

In May 2023 the interactive voice response (IVR) menu was simplified to improve the customer experience and simplify the customer journey. Prior to this point the customer would self-identify whether their call met the definition of a priority 1 (P1) or priority 2 (P2) call using an interactive voice response (IVR) menu. Depending on the self-identified

definition the customer would be placed into a P1 or P2 queue, with P1 calls being answered significantly faster than P2.



Since May 2023, following triage all non-emergency calls are placed in a single queue to be answered, with the average (mean) wait time at just under 47 minutes in October 2023. A review is taking place to ensure public satisfaction and effectiveness in demand management.

In addition to the amalgamation of 101 lines, Devon and Cornwall Police updated their telephony platform to a new system called AACC7 in the September 2023. This updated platform provides additional technological solutions that have enabled the option for customers to receive a call back on non-priority 101 calls (rather than waiting in a queue) as well as greater operational control systems to allow for agile management of call volumes.

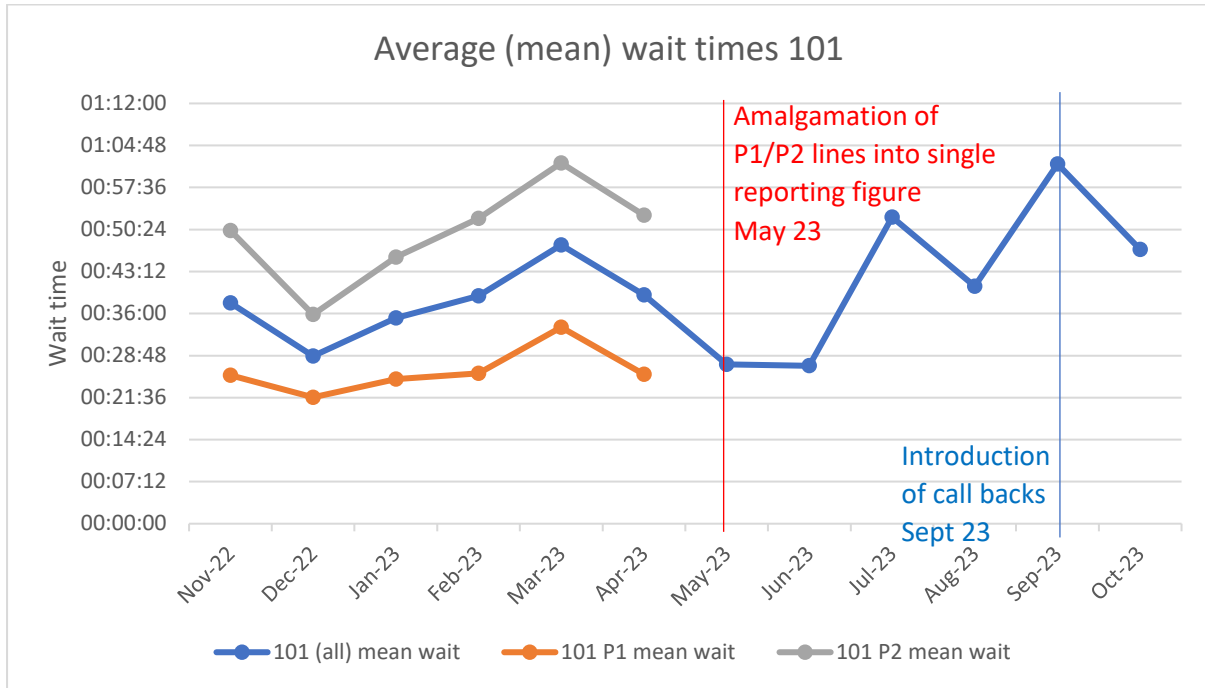
Call backs are currently offered between 0800 and 1800hrs each day. All callers will be contacted the same day before 2200 and most callers will be contacted within one or two hours.

Since callbacks were first implemented 5,082 have been offered. The take up rate has been 99% and in excess of 98% of call backs are successful (i.e. the original caller accepts the return call). Since call backs have been implemented the weekly 101 performance has shown positive indicators with a week on week reduction in abandonment and increase in % calls answered.

101 performance: average wait times

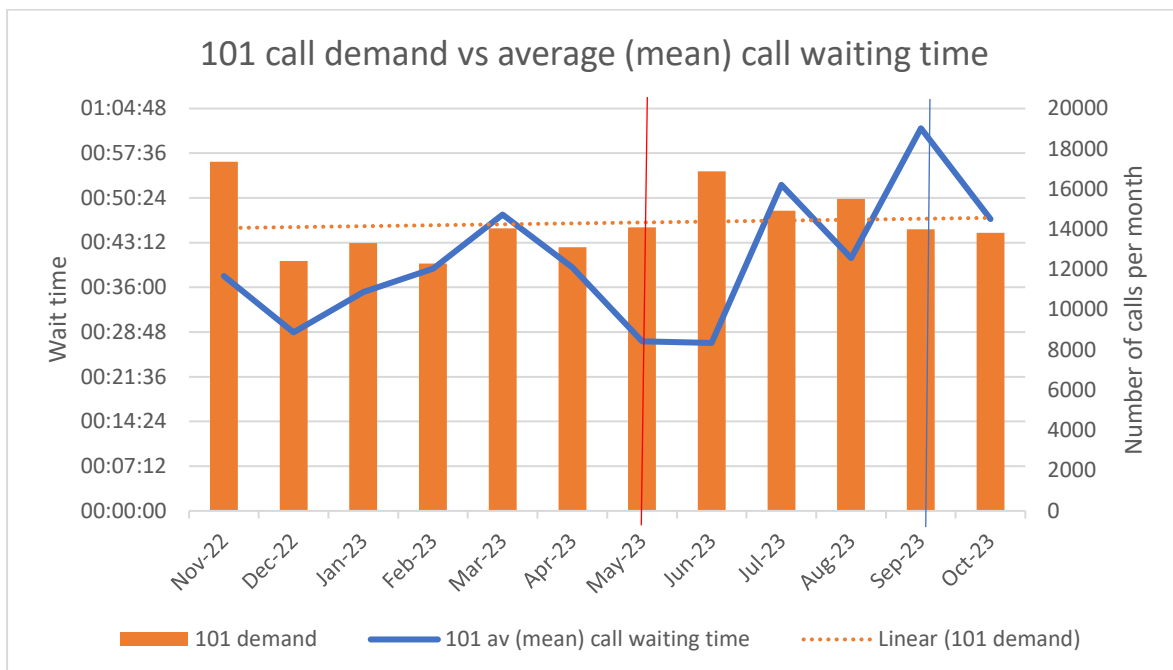
Following the amalgamation of P1 and P2 lines into a single 101 answering system the average wait time initially appeared to be similar to the previous P1 wait times, suggesting an improved customer experience overall. However, more recently the average call waiting time has increased to comparable to previous P2 wait times, indicating an overall decrease in customer experience².

² The average overall 101 times prior to March 2023 have been calculated using the mean call waiting time for P1, P2 and calls identified as emergency. These calculations have not been weighted by P1 and P2 demand and therefore should be treated as an indicative estimate for the purpose of comparison only.

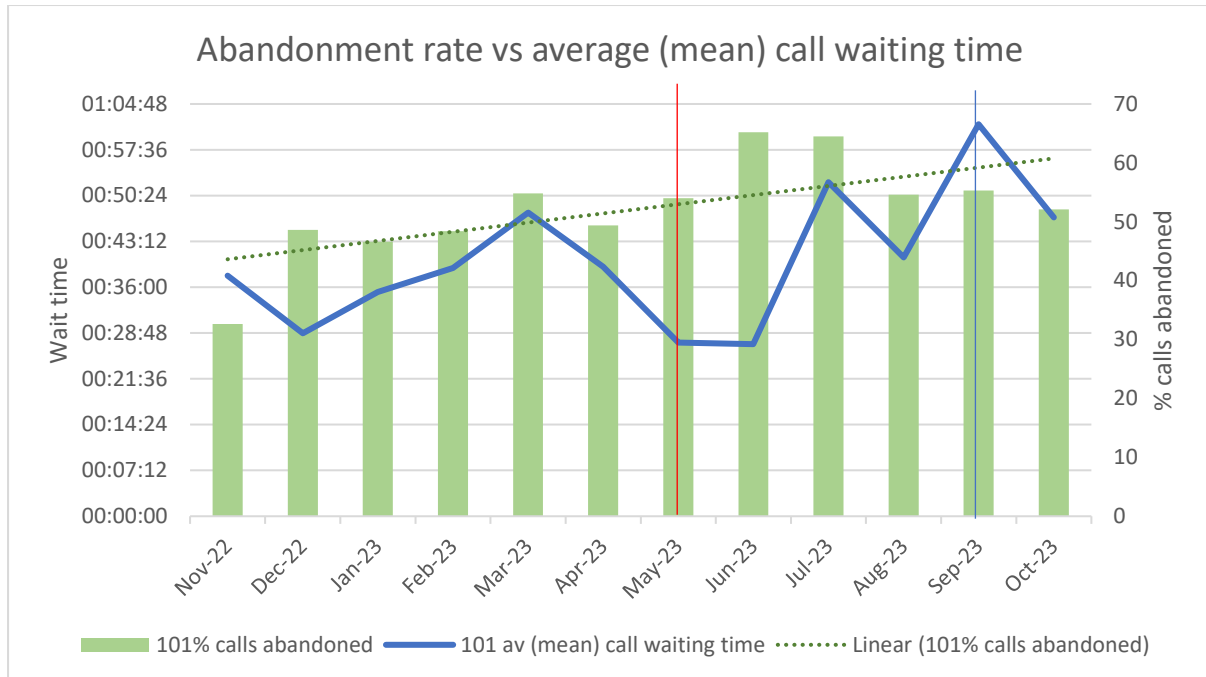


In October 2023 the average (mean) call waiting time was 46 minutes and 59 seconds. However, it should be noted that call handling resource is distributed across both 101 and 999 lines, and call handlers will be transferred to 999 when required in order to prioritise emergency calls and ensure public safety. The increase in average call handling time on 101 coincides with the increased pressure on the 999 from September 2023 due to the technical IT fault.

Call demand for 101 has remained relatively static over the last year. Demand decreased in September despite average wait times increasing significantly. This is likely to be because of call handlers being diverted to support 999.



The rate of abandoned calls has increased over the last year, although a reduction in the number of abandoned calls has been seen since a peak in summer 2023. The % of abandoned calls has broadly risen in line with the increasing call waiting time.



Devon and Cornwall Police is undertaking additional analysis to develop a better understanding and insight into call abandonment and repeat caller behaviours. For example, some abandonments are likely to be positive acts by callers who hear the in-hold messages and opt to use other methods of contact (such as webforms) or are signposted to an alternative service. However, some abandonments and repeat callers remain likely to be due to the time taken to answer 101 calls once in a non-priority queue.

It is not possible to assess the impact of the introduction of call backs on abandonment rates yet, but this will be closely monitored as trends are established.

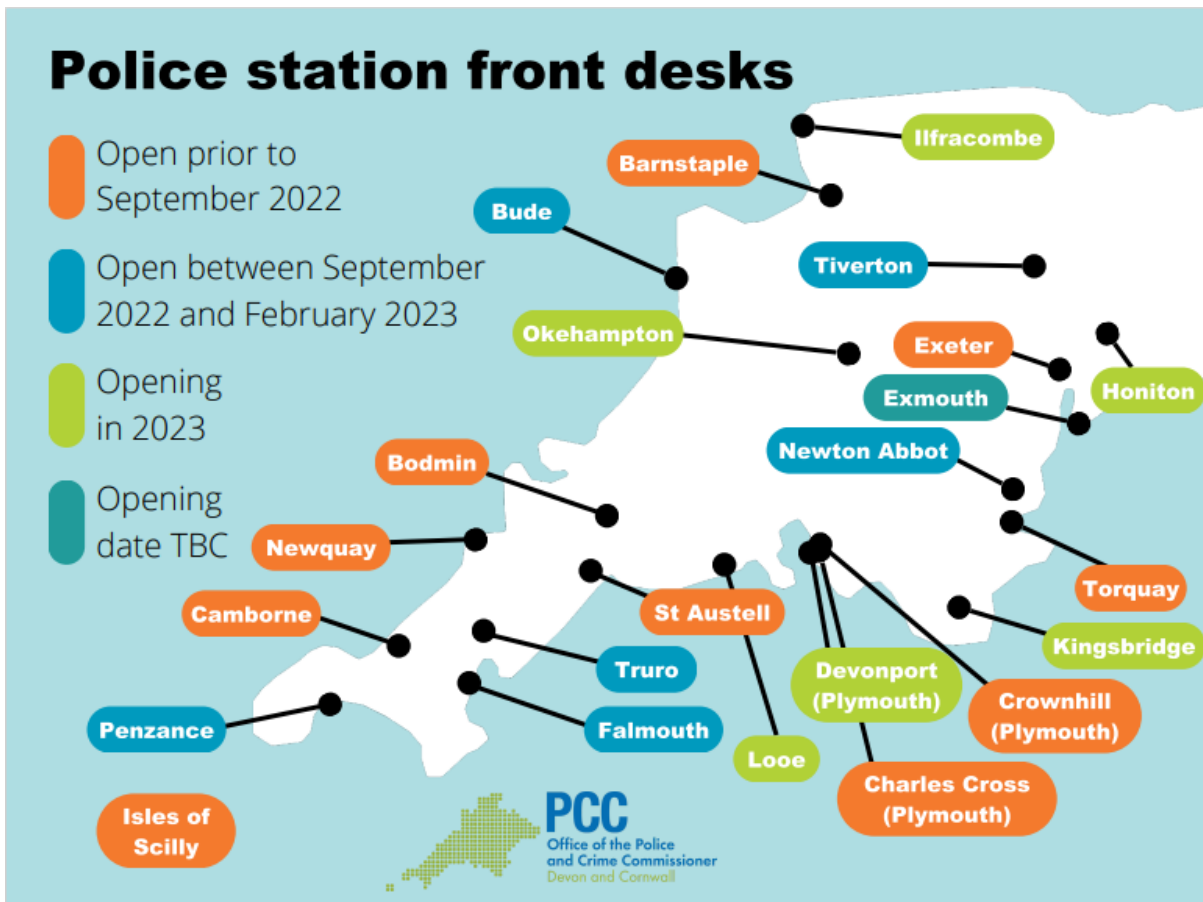
Public Enquiry Offices

As previously updated to Panel, 6 public enquiry offices (PEOs) were successfully re-opened in 2022/23 in Penzance, Falmouth, Truro, Bude, Newton Abbott and Tiverton.

The next phase the Commissioner’s project to reopen police enquiry offices will see stations reopened to the public in Devonport (Plymouth), Looe, Ilfracombe, Honiton, Okehampton and Kingsbridge in the 12 months to April 2024.

The force was among those to close ‘front desks’ during public sector cuts following the 2009 financial crisis. Across Devon and Cornwall 11 were shut their doors to the public in 2014, although the stations remained in use as operational bases.

A total of 17 front desks are being reopened under the project, taking the total number of PEOs across the force area to 26. So far £1.5m has been earmarked for investment in the project. In addition, Exmouth Police Station in East Devon is being rebuilt and the new stations is to include a functioning front desk.



The Commissioner has made connectivity with the public a cornerstone of her Police and Crime Plans, arguing that face to face contact with the public helps victims and provides a long-term solution to rebuilding confidence in policing.

Twenty-four new police enquiry officer posts have already been created and more staff are now being recruited in the new locations. New technology means that when not dealing with face-to-face enquiries they can reduce demand to the police contact unit by dealing with emails and web enquiries.

A further two PEOs will be opened in 2024/2025, with an additional two the following year. The Commissioner welcomes representations from the Panel to inform the locations of the further 4 PEO sites.

Conclusion

The Commissioner has access to a range of performance data which is being carefully monitored to understand contact performance and the impact of system changes on customer experience.

The Commissioner welcomes the clear and sustained improvement in 999 call waiting times, and recognises the importance of prioritising 999 emergency calls. The Commissioner is content with the mitigation measures put in place by the Chief Constable to improve 101 performance, and has particularly welcomed the introduction of callbacks alongside the fact that every caller now speaks to a call handler within two minutes. The Commissioner will continue to monitor performance with a focus on consistency in 999 call wait times and the

reduction of 101 abandonment rates following the introduction of callbacks as strategic measures of success, and will provide a further report to the Panel in due course.

Contact for further information:

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Report prepared on 16th November 2023



Devon and Cornwall Police and Crime Panel

24th November 2023

Operation Scorpion – Regional Drugs Policing

Tackling drugs is one of the four priorities in the Commissioner’s Police and Crime Plan, because drugs can have a devastating social impact on community life and on those who are dependent upon them.

To tackle drugs effectively it is important to address the supply of drugs into our communities. In October 2021 the Police and Crime Commissioners and Chief Constables from the five forces in the South West committed to regional activity to make the region a hostile environment for drug supply. The five forces in the South West that joined this commitment are Devon and Cornwall, Dorset, Avon and Somerset, Wiltshire and Gloucestershire.

The collective commitment to work together to put a ‘ring of steel’ around the South West to prevent the trafficking and supply of drugs into and across the region is called Operation Scorpion. The appended presentation details the activity associated with Operation Scorpion and the results from the six operational phases to date.

The illegal supply of drugs is a multi-billion-pound international crime business that is felt across the peninsula. Devon and Cornwall, as a largely rural area with many coastal and market towns, is a net importer of Dangerous Drugs Networks using the County Lines model, the majority of which originate in Merseyside, the West Midlands and London. There are typically up to 20 active County Lines in Devon and Cornwall at any one time, not including other classes of Dangerous Drugs Networks. To date, across the five force areas Operation Scorpion has resulted in:

- 627 arrests
- 389 children and adults safeguarded
- Over £7.5 million worth of drugs seized

Operation Scorpion is delivered alongside existing drugs policing in Devon and Cornwall and wider collaborative partnership work to tackle drugs harm. In December 2021 the Government published “From harm to hope: A 10-year drugs plan to cut crime and save lives”. This strategy required the establishment of local dedicated Combating Drugs Partnerships to bring together action and oversight. Across the peninsula we have four Combating Drugs Partnerships led by the four upper-tier local authorities. Alongside this the Commissioner has established a peninsular-wide drugs reference group in order to facilitate a shared partnership space to collaborate on the policing and criminal justice aspects of tackling drugs across the two counties.



The Commissioner's Strategic Intentions Plan for tackling drugs can be found [here](#).

A wider update on the Commissioner's activity to support delivery of the Police and Crime Plan Priority to tackle drugs was [shared with the Police and Crime Panel in September 2023](#).

Contact for further information:

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Report prepared on 16th November 2023

Operation Scorpion

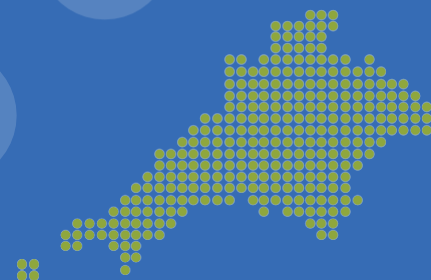
November 2023 summary

Op Scorpion

South West



#NoPlaceForDrugs

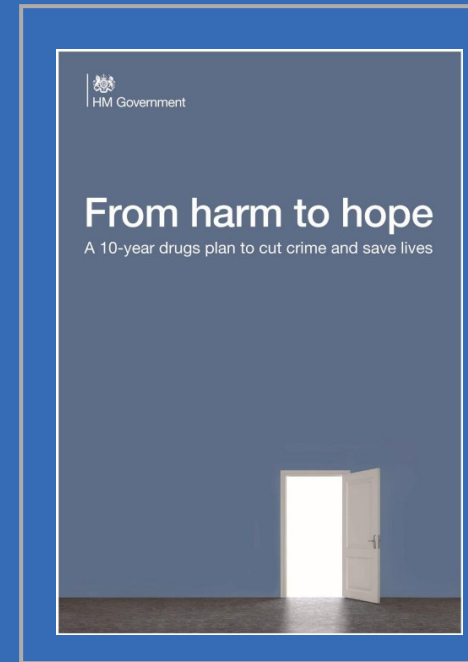


PCC

Office of the Police and
Crime Commissioner
Devon and Cornwall

Background

- In 2021 the Government published its From Harm to Hope plan, 'a 10-year plan to cut crime and save lives'. It required Combatting Drugs Partnerships to be established. Four were created in the South West, the OPCC is represented in each.
- In October 2021 Police and Crime Commissioners and Chief Constables from five forces committed to regional activity to make the South West a hostile environment for drug supply as a response to the plan and demand from their communities.
- Co-ordinated activity would take place regularly across all force areas at a regional and local level, with each iteration of Operation Scorpion targeting a different drugs supply issue.
- Multiple partners, including CrimeStoppers, British Transport Police, the Regional Organised Crime Unit and Ministry of Defence Police would join forces.





Phase one – March 2022

Focused on county lines dealing, this resulted in **109** arrests. **Four** children and **34** adults were safeguarded.

Police seized

- **£90,000 in cash**
- **33kg of drugs**
- **Two firearms**



Phase two – July 2022

Focused on community-related drugs issues like antisocial behaviour, this phase resulted in **127** arrests and **237** adults and young people being safeguarded.

Police seized:

- **613 cannabis plants**
- **10,401 ecstasy doses**
- **£180,000 in cash**



1,165
Disruptions



Phase three – December '22

Focused on the evening and night-time economy. It led to **70** arrests. **12** children and **10** adults were safeguarded.

- **Police seized 5kg of drugs**
- **One firearm**
- **£51,000 in cash**



Phase four – April 2023

Focused on drugs-related violence. **162** arrests were made, **34** adults and children were safeguarded:

Police seized:

- **11kgs of drugs**
- **15 firearms**
- **£514,065 in cash**

523
Disruptions





Phase five – July 2023

This round focused organised crime groups (OCGs) involved in cannabis cultivation. Across the region there were **58** raids on commercial cannabis growing operations. It led to **67** arrests. Police seized:

- **Cannabis worth £6.5 million (164kg)**
- **A 9mm handgun**
- **£73,000 in cash**

109
Disruptions



Phase six – October 2023

Timed to coincide with the national County Lines Intensification Week. This round led to **94** arrests. **26** children and **32** adults were safeguarded. Police seized:

- **Drugs worth £245,699**
- **Three luxury watches**
- **£45,774 in cash**
- **Four cars**
- **Five laptops**
- **22 mobiles**



Operation Scorpion results to date

| | |
|--------------------|---------------------|
| Total disruptions | 3,272 |
| Total arrests | 629 |
| People safeguarded | 350+ |
| Firearms seized | 19 |
| Drugs seized | >213kg |
| Cash seized | >£950,000 |

Phase seven

Operation Scorpion Seven will take place in Spring 2024 and be led by Dorset Police.

Any questions?



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Devon and Cornwall Police and Crime Panel
24th November 2023

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, antisocial 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. Performance reporting and data quality challenges

2.1. As reported to the last Police and Crime Panel meeting, in November 2022 Devon and Cornwall Police implemented a new crime recording and information management system called Niche, which will improve the police's ability to record and report crime and incident data. Since the implementation of this system a range of challenges have limited the ability of Devon and Cornwall Police to provide publicly accessible and publishable data. In the first part of this year, the force has maintained an ethical position of releasing data only when data quality is of a sufficient standard, to reduce the risk of misleading decision-makers, partners and interested parties. This resulted in the Panel not receiving a performance update in July 2023, and a partial report only being provided in September 2023.

2.3. During this period performance monitoring did not stop and crime data was available to ensure the safe and effective delivery of policing. The Commissioner has had oversight of performance throughout and has ensured scrutiny of force performance through regular monitoring and oversight meetings and discussions with the Chief Constable and force executive.

2.4. Work to resolve data quality issues has been ongoing, and the Commissioner is now able to provide the Panel with updated information on most areas of force performance.

Unavailable data

2.5. Whilst the majority of data is now available to Panel, and will be shared with all community safety partnerships, there remain some fields where data cannot be currently provided by Devon and Cornwall Police.

2.6. Devon and Cornwall Police is not able to produce reliable data to support the following measures:

- No. offences involving the discharge of a firearm
- No. young people under 18 identified as victims of crime

2.7. However, the Commissioner has included in the performance scorecard today an alternative measure of 'incidents involving a firearm' which includes gunshots being heard and attended to, people using air rifles, licensing, possession, as well as incidents where a firearm was discharged. A baseline and historical data have also

been included so that this trend can be observed over time as a proxy measure in the absence of the 'offences involving the discharge of a firearm' data.

2.8. Due to ongoing data reliability issues, victim satisfaction surveys have been temporarily paused and therefore Devon and Cornwall Police are also unable to report on:

- Overall victim satisfaction
- Victim satisfaction - domestic abuse victims

2.9. However these issues are continuing to be addressed and victim surveying began again in September 2023.

2.10. The most recent available data for all of these measures is contained in the attached report.

2.11. Unfortunately, one of the most challenging data quality issues remaining for Devon and Cornwall Police is location data, which means that the force is currently unable to provide Police.uk with neighbourhood level crime data. In the last report to the Panel it was highlighted that these issues were planned to be resolved by September 2023, however it is now likely that reporting to Police.uk will not resume until the first quarter of 2024. As part of the Commissioner's responsibility in holding the force to account on behalf of the people of Devon and Cornwall, scrutiny of the force's 'roadmap to recovery' for data analysis and publication will be monitored through the monthly Policing and Crime Joint Executive Board and a further update will be provided to the Police and Crime Panel in January 2024

3. Reporting of 101 performance

3.1. Previously the Police and Crime Plan Scorecard has measured and reported on the average wait time for P1 (or Priority 1) non-emergency calls (those calls that are identified as high priority, including calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety). The scorecard has also measured and reported the average wait time for P2 (or Priority 2) non-emergency calls (those calls identified as less urgent such as calls regarding antisocial behaviour or requesting updates about ongoing investigations).

3.2. As part of Devon and Cornwall Police's work to reduce 101 wait times and provide an improved service for the public, significant changes have been made including a new switchboard triage service (fully implemented at the end of November 2022) and the introduction of a call back service (introduced early July 2023).

3.3. These changes to the way that 101 calls are managed mean that the Commissioner cannot report on the original measures of P1 and P2 average wait times as the P1 and P2 lines are no longer being used. Further detail about these

changes and 101 performance is included the standalone contact management report, also presented to the Panel today.

3.4. The Commissioner has included in the performance scorecard two new measures which best represent the experience of the public when calling 101. The first is the 'switchboard triage average wait time', which provides an indication of how long the public can expect to wait before they speak to a contact officer who will either be able to assist at that first point of contact or will transfer the call to the secondary crime and incident lines within the Force Contact Centre.

3.5. In addition the report also provides the Panel with average 101 wait times. This measure most closely aligns to the previously reported P1 and P2 measures as a combined measure and is most reflective of the public experience of the 101 service. This measure provides the average wait time a caller to the 101 non-emergency service can expect to wait if their call has not been resolved at switchboard triage and their call is transferred to either the secondary crime or incident lines.

3.6. Following feedback from the Panel at September's meeting, the report also includes a baseline for this measure to track progress and improvements to the 101 service the public receives. The baseline has been set at the 12 months to July 2020 to align with the previously reported P1 and P2 baselines.

4. Key updates since last Panel

4.1. Some of the most significant changes in data trends since last reported in September 2023 are outlined below:

- While 999 wait times still remain 6 seconds above the baseline figure, in the most recent reporting period (12 months to September 2023), there has been a 4 second decrease in the average wait time when compared to the figure last reported to the panel.
- The alternative measure of 'incidents involving a firearm' shows an increase of 9% (+44) when comparing the most recent reporting period of 12 months to September to the baseline year.
- 23.5% (-618) fewer hate crimes were recorded for the 12 months to September 2023 when compared with the same period last year.
- There has been a further increase in the number of offences related to death or serious injury caused by high-risk driving behaviour, rising by 10 when compared to the previous panel meeting, or by 26 when compared to the baseline.
- The number of PEOs continues to increase, with a front desk now open at Devonport.

Contact for further information

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Report prepared on 16th November 2023

Police and Crime Plan Scorecard

| Direction of Travel | Variance compared to baseline |
|--------------------------------|---|
| ▽ ▲ | 2.5%+/- than baseline |
| ▶ | = to baseline or less than 2.5% higher or lower than the baseline |
| 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 |

VIOLENCE

| Performance Measure | Baseline | Preferred direction of travel | Reported to Sept 23 Panel | Reported to Nov 23 Panel | Change from last Panel | Change from Baseline |
|---|----------|-------------------------------|---------------------------|--------------------------|------------------------|----------------------|
| Homicides (NM) | 20 | ▽ | 14 | 17 | ⬆ | ▽ |
| Hospital admissions of under 25s for assault with a sharp object (NM) | 15 | | * | * | * | * |
| Incidents involving a firearm (New measure Nov 23) | 488 | ▽ | * | 532 | * | ▲ |
| Violent crime (all) | 30,866 | ▽ | 32,845 | 33,455 | ↔ | ▲ |
| Violent crime (DA) | 10,859 | | 11,057 | 10,909 | ↔ | ▶ |
| Victim satisfaction (DA) | 85.3% | ▲ | * | * | * | * |

ANTI-SOCIAL BEHAVIOUR

| | | | | | | |
|--|--------|---|--------|--------|---|---|
| Number of ASB incidents recorded by the Police | 39,026 | ▽ | 24,518 | 23,318 | ⬇ | ▽ |
| Recorded number of public order offences | 7,061 | | 7,577 | 7,323 | ⬇ | ▶ |

DRUGS

| | | | | | | |
|----------------------------|-------|---|-------|-------|---|---|
| Drug possession offences | 3,315 | | 2,871 | 2,880 | ↔ | ▼ |
| Drug trafficking offences | 981 | | 978 | 974 | ↔ | ▶ |
| Organised drug disruptions | 69 | ▲ | 1,204 | 1,448 | ⬆ | ▲ |

ROAD SAFETY

| | | | | | | |
|---|-----|---|-----|----|---|---|
| Number of fatal casualties | 58 | ▽ | 47 | * | * | * |
| Number of serious casualties | 791 | ▽ | 739 | * | * | * |
| Deaths or serious injuries by high-risk driving behaviour | 36 | ▽ | 52 | 62 | ⬆ | ▲ |
| Number of active Community Speedwatch schemes | 42 | ▲ | 63 | 66 | ⬆ | ▲ |

SAFE

| | | | | | | |
|--|--------|---|--------|--------|---|---|
| ONS crime rate | 61.4 | ▽ | 58.4 | 57.7 | ↔ | ▽ |
| Victim based reported crime | 91,042 | ▽ | 86,306 | 87,436 | ↔ | ▽ |
| Number of police officers (FTE) | 2,944 | ▲ | 3,600 | 3,563 | ↔ | ▲ |
| Number of recorded hate crimes | 1,764 | | * | 2,011 | * | ▲ |
| Number of recorded neighbourhood crimes (NM) | 9,436 | ▽ | 6,345 | 7,175 | ⬆ | ▽ |

RESILIENT

| | | | | | | |
|---|----------|---|-------|---|---|---|
| Number of young people who are victims of crime | 8,692 | ▽ | * | * | * | * |
| Amount of additional funding brought into Devon and Cornwall by the Police and Crime Commissioner | £238,228 | ▲ | £5.5m | * | * | * |
| Overall victim satisfaction (NM) | 72.0% | ▲ | * | * | * | * |

CONNECTED

| | | | | | | |
|---|--------------------|---|---------|----------------------|---|---|
| Number of customer contact points open to the public | 10 | ▲ | 16 | 17 | ⬆ | ▲ |
| Number of customer contacts (999, 101, Online) | 993,666 | | 920,176 | 905,813 | ↔ | ▼ |
| 999 wait time ¹ | 8 sec ² | | 18 secs | 14 secs ³ | ⬇ | ▲ |
| Switchboard triage average wait time (new measure) | 1m 5s | | 1m 51s | 1m 48s | ⬇ | ▲ |
| 101 average wait time | 16m 47s | ▽ | 35m 51s | 41m 48s | ⬆ | ▲ |
| Levels of public confidence in the police (ONS) | 76.2% | ▲ | * | * | * | * |
| Number of reports made to Devon and Cornwall Police from Crime Stoppers | 3,386 | | 5,495 | 5,559 | ↔ | ▶ |

¹ The performance assessment has been removed for this measure as additional detail on 999 performance is included in a separate paper.

² The 8 seconds baseline refers to the performance in the 12 months to June 2019 - the target to answer 999 calls is 10 seconds.

³ The latest performance of 14 seconds represents the average wait time over the 12 months to September 2023. The average wait time in the month of October 2023 was 6 seconds (latest available monthly data).

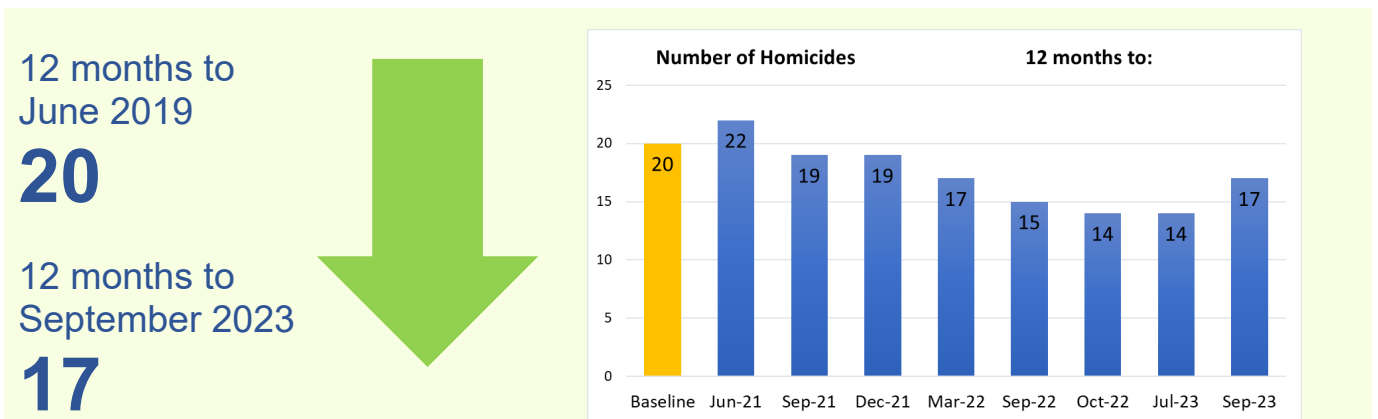
Abbreviations:

NM = National Measure

FTE = Full time equivalent

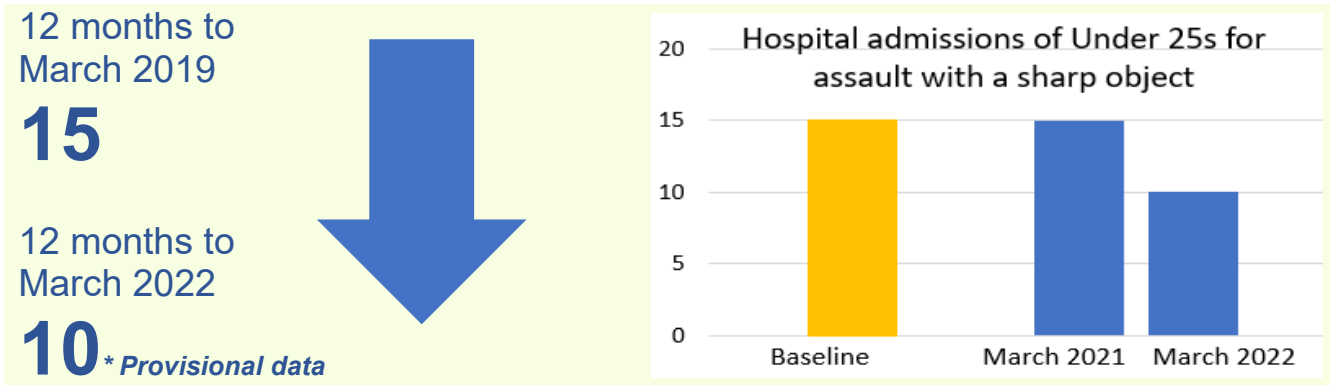
* Figure not changed /available since last reported to Panel

1.1 Homicides (National Measure)



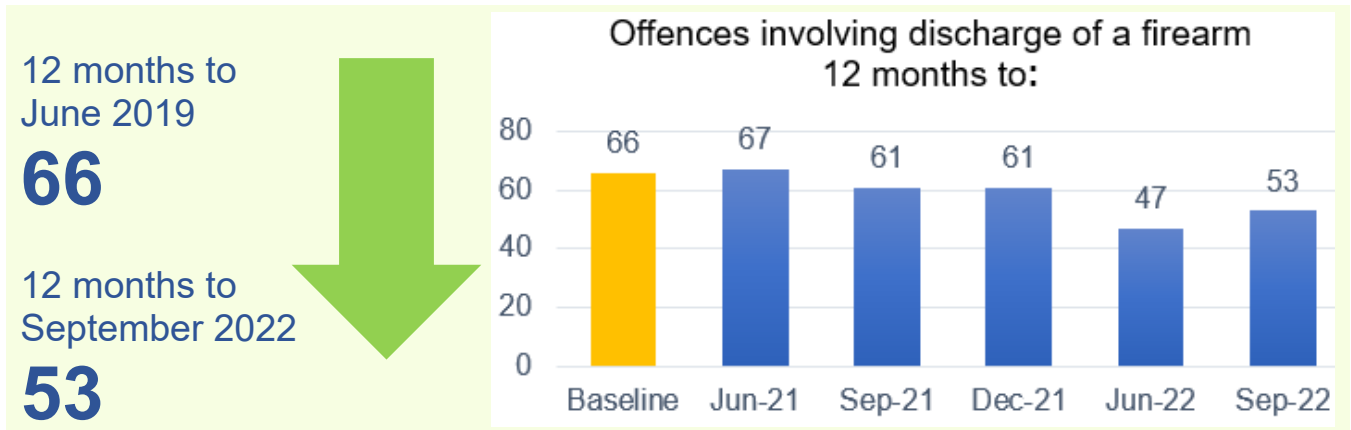
In the 12 months to September 2023, there were 17 homicides in Devon and Cornwall. This is 3 fewer homicides than reported in the 12 months to June 2019. Based on the latest ONS release of police recorded crime covering the 12 months to June 2023, Devon and Cornwall's homicide rate was 0.7 crimes per 100,000 population. This is lower than both the national (1.0) and the South-west region (0.8) rates.

1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure) (not updated)



The NHS have still not yet published their 2023 data and therefore this measure has not been updated since September 2022. Provisional data published by 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 suggests a slight decrease when compared to the baseline year (12 months to March 2019).

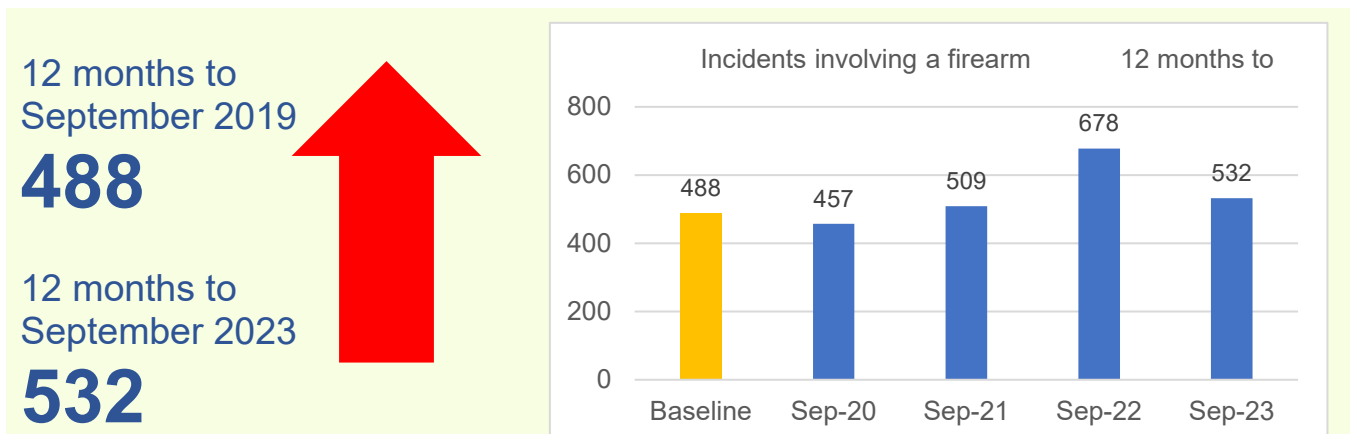
1.3.1 Offences involving discharge of a firearm (National Measure) (not updated)



This measure has not been updated since the Panel meeting in January 2023. The Commissioner and her team are acutely aware of the importance of this measure and are working with the force to ensure that appropriate, timely data is provided when requested, to enable relevant mechanisms to be put in place to hold the force to account as appropriate.

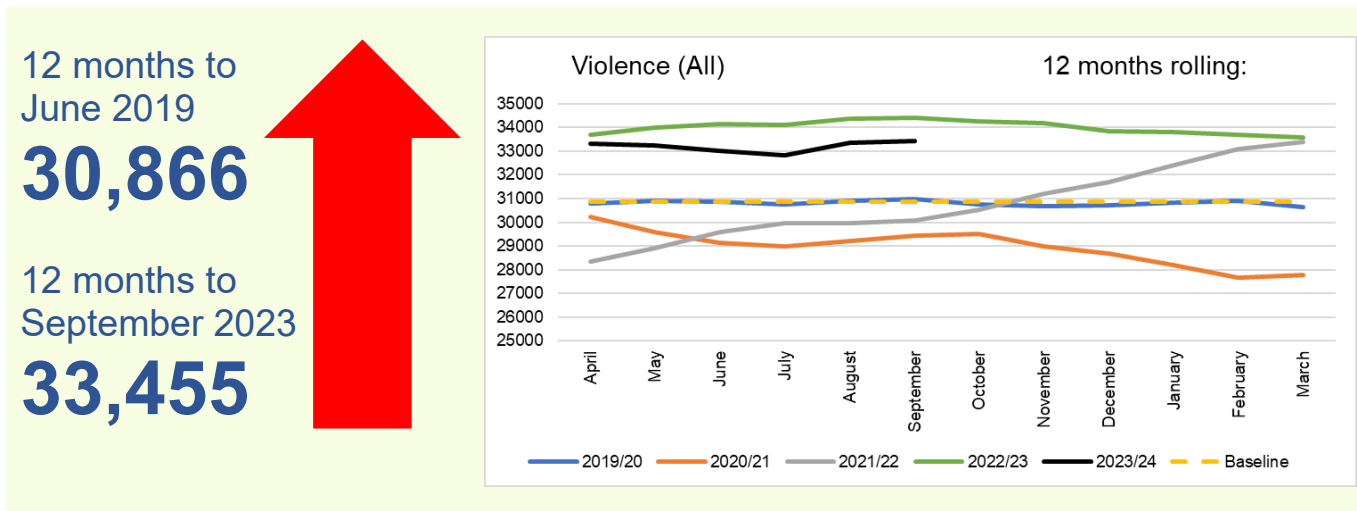
In the 12 months to September 2022, 53 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 13 fewer offences and represents a 19.7% decrease when compared to the baseline year (12 months to June 2019).

1.3.2 Incidents involving a firearm (alternative measure)



The alternative measure of 'incidents involving a firearm' covers a range of things for example, gunshots being heard and attended to, people using air rifles, licensing, possession, as well as incidents where a firearm was discharged. In the 12 months to September 2023 there were 532 incidents involving a firearm recorded by Devon and Cornwall Police. This is 44 more offences and represents a 9.0% increase when compared to the baseline year (12 months to June 2019).

1.4 Violent Crime (All)

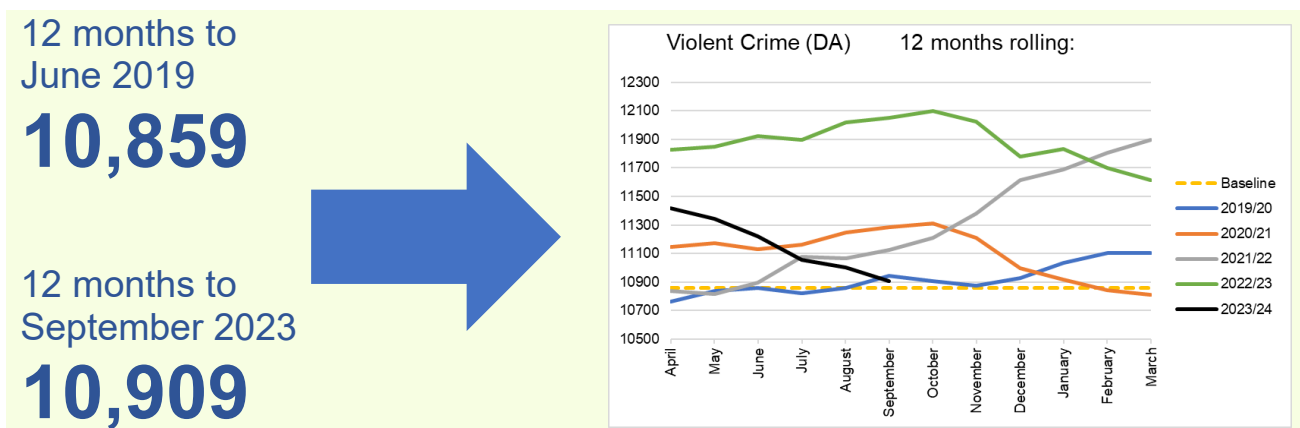


In the 12 months to September 2023, 33,445 violent offences were recorded in Devon and Cornwall. This is an increase of 8.4% (+2,579) when compared to the baseline year (12 months to June 2019). There has been an increase in reported violence since April 2021, following the lifting of Covid-19 lockdown restrictions. Levels of reported violence are now exceeding those seen before the pandemic and most of the increase is being driven by increases in violence without injury offences.

The Commissioner recognises that violent crimes have increased to an unacceptable level. However, the Commissioner is assured that the increases are consistent with trends seen nationally and that the rate of violence in Devon and Cornwall remains considerably below the national average. In the 12 months to June 2023, 18.8 violent crimes were recorded per 1000 population in Devon and Cornwall, which is 1.3 times lower than the national rate (23.5).

The Commissioner and her team continue to work with the force on the governments national priority of reducing serious violence through continued partnership work, as outlined previously to the Panel in the Violence Profile presented in November 2022, and more recently through the Commissioner’s update report.

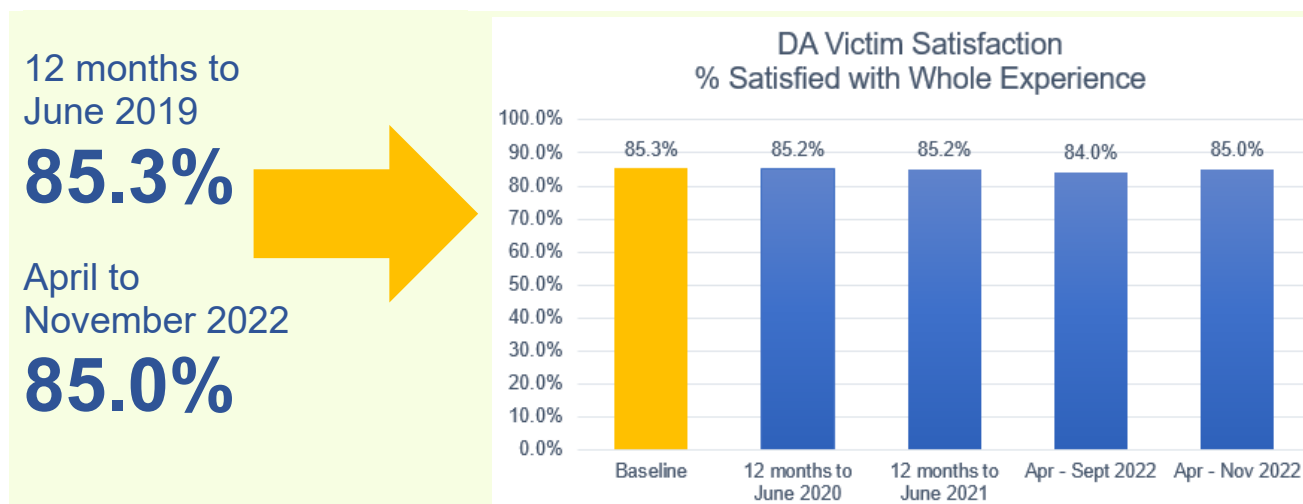
1.5 Violent Crime (Domestic Violence)



Domestic abuse is a hidden crime that is often not reported to the police. Therefore, police data only provides a partial picture of domestic abuse, and it is difficult to make objective inferences about performance based on increases or decreases in domestic abuse crimes. For instance, an increase in domestic abuse crimes could be interpreted as positive, if more victims feel confident to report. Conversely, an increase could also be interpreted as negative, as it may reflect a 'real' increase in victimisation. As such, the Commissioner uses a number of resources to inform performance assessments in this area, including levels of reporting, victim support intelligence and victim satisfaction.

In the 12 months to September 2023, 10,909 violent offences were flagged as related to domestic violence. This is a slight decrease of 1.3% (-148) when compared to the baseline year (12 months to June 2019). There have been consistent decreases in the number of recorded offences since November 2022. Devon and Cornwall Police have noted some data quality issues with domestic abuse data following their adoption of a new crime record management system in November 2022. Any new trends should therefore be interpreted with caution and the Commissioner will continue to monitor this data closely as data quality improves.

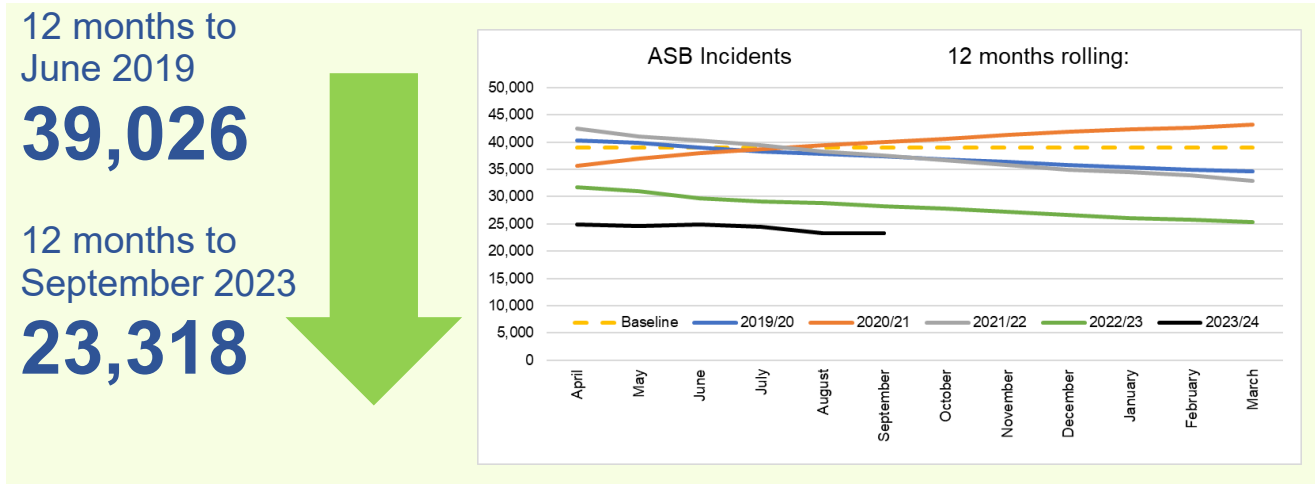
1.6 Victim Satisfaction (Domestic Abuse) (National Measure) (not updated)



This measure has not been updated since the Panel meeting in January 2023.

Between April and November 2022, 605 victims of domestic abuse were surveyed about their experience of Devon and Cornwall Police. 85% stated they were satisfied with the overall service they received. 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 2023, 23,318 ASB incidents were recorded by Devon and Cornwall Police. This is a 40.3% decrease (-15,708) on the baseline year (12 months to June 2019). Levels of ASB were higher during much of 2020/21 due to the reporting of Covid-19 lockdown breaches and there have been continued decreases in ASB over the most recent financial years, which is consistent with national trends.

Trends in ASB data need to be interpreted with caution, as a decrease in reported ASB incidents does not necessarily reflect a real decrease in levels of ASB. It is possible that some incidents are not reported to the police.

2.2 Recorded number of Public Order Offences

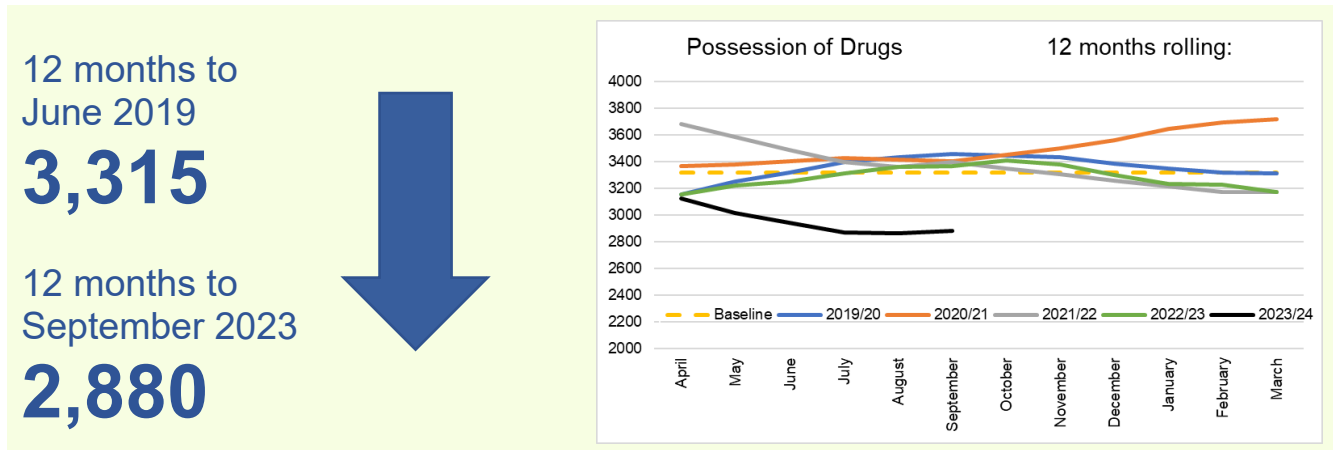


In the 12 months to September 2023, 7,323 public order offences were recorded across Devon and Cornwall. This is a 3.7% increase (+262) on the baseline year (12 months to June 2019). Typically, public order offences are a product of pro-active policing activity, much of which is associated with policing the night-time economy. Whilst the volume of public order offences is higher than the baseline year, there has been a decrease compared with last year, which is consistent with the trend seen regionally and nationally.



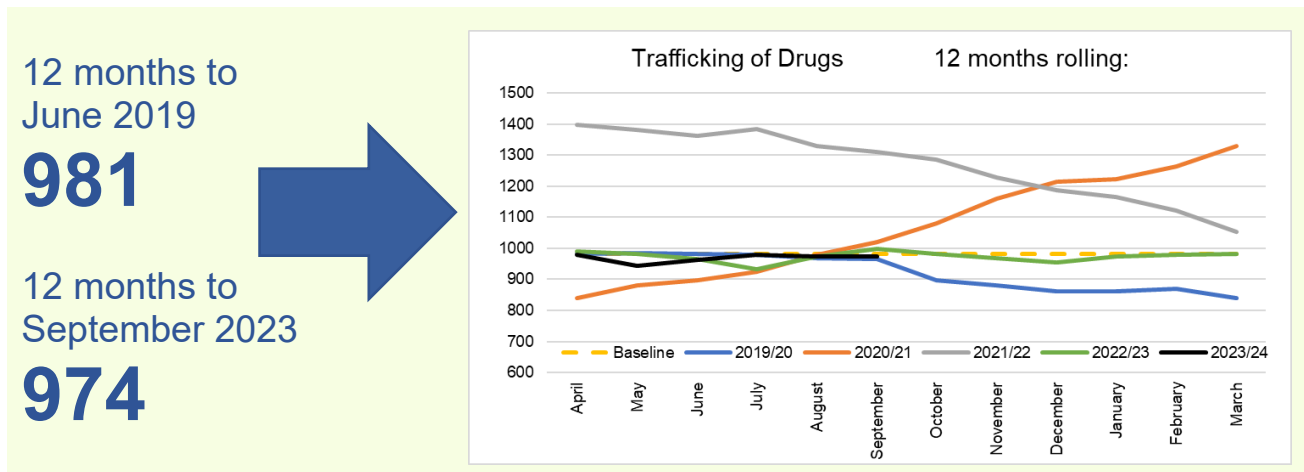
Based on the latest ONS release of police recorded crime covering the period 12 months to June 2023, Devon and Cornwall's public order rate is 4.3 crimes per 1,000 population. This is lower than the national rate (9.7) and Devon and Cornwall have the lowest rate of public order offences in the South-west region.

3.1 Possession of Drugs Offences



In the 12 months to September 2023, 2,880 drug possession offences were recorded across Devon and Cornwall. This is a 13.1% decrease (-435) compared with the number of offences recorded in the baseline year (12 months to June 2019).

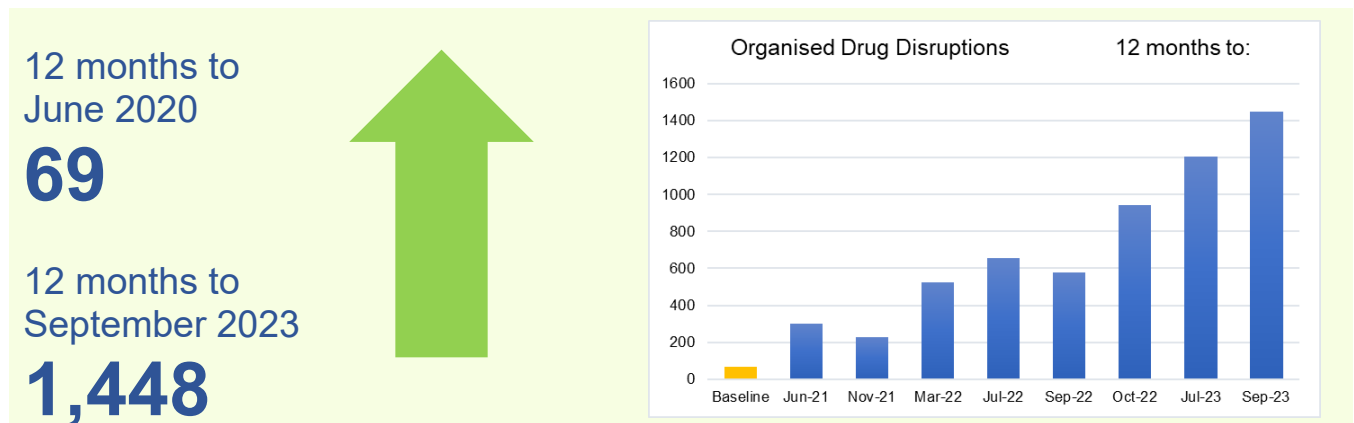
3.2 Drug Trafficking Offences



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to September 2023, 974 drug trafficking offences were recorded across Devon and Cornwall. In the latest 12-monthly period the volume of drug trafficking offences shows very little change compared with the baseline year (12 months to June 2019) – with 7 fewer offences recorded.

There was a noticeable increase in recorded drug trafficking offences in 2021-22. This was largely due to increased pro-active policing throughout the Covid-19 lockdown and greater ease in identifying offenders when ‘stay at home’ orders were in place.

3.3 Organised Drug Disruptions

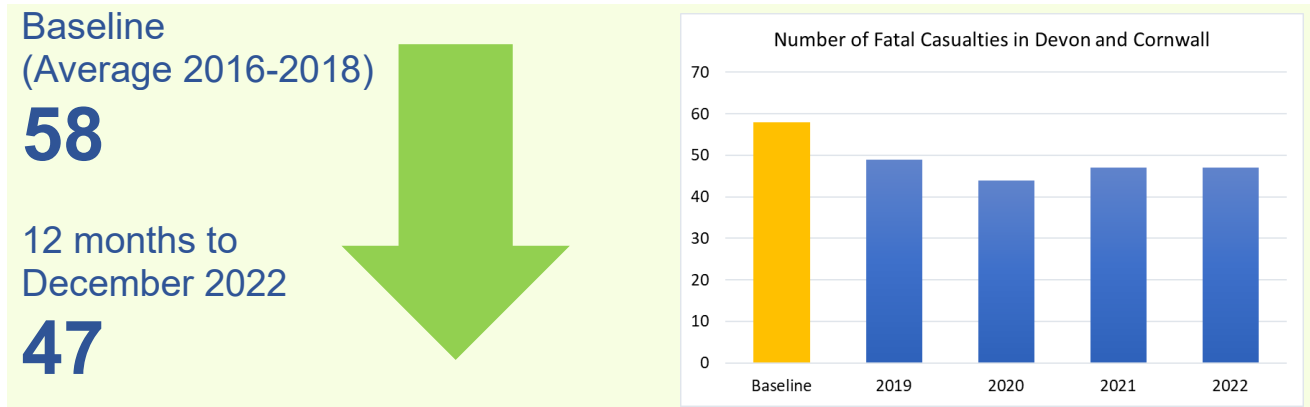


In the 12 months to September 2023, 1,448 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks. This is an 1,998.6% increase (+1,379) on the number of disruptions carried out in the baseline year (12 months to June 2020). Whilst there has been a significant 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, whereas previously, multiple disruptions for the same organised crime group were only counted once.

Operation Scorpion, launched in March 2022, is one example of drugs disruption activity which 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. Operation Scorpion has recently completed its sixth iteration since inception, this was timed to coincide with a national intensification focused on county line drug dealing which ran from 9 to 15 October 2023. In Devon and Cornwall, the results were as follows: 36 disruptions; 36 arrests; 9 charges; over £90,000 worth of drugs seized; £54,800 cash seized; 12 mobile phones seized; 14 weapons seized; 2 vehicles seized; 10 children and 6 adults safeguarded.

4. Road Safety

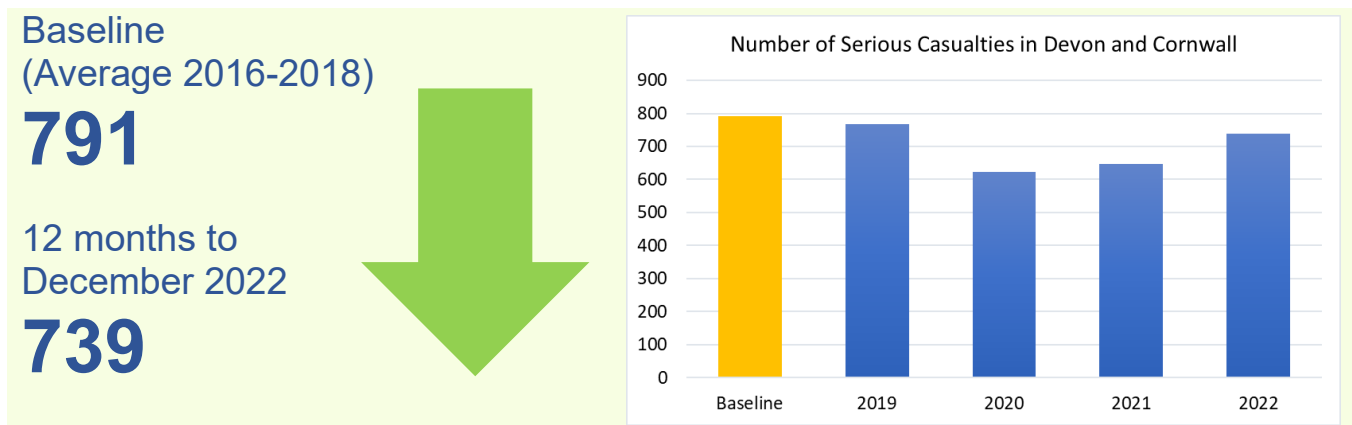
4.1 Number of Fatal Casualties (not updated)



This measure has not been updated since the September Panel meeting as the number of fatal casualties is updated annually on receipt of fully validated data from the Vision Zero South West partnership. Data for the year ending 2023 will not be available until later next year. 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 2022. This is 11 fewer fatalities than was recorded in the baseline year. The Commissioner works closely with the Vision Zero South West partnership to help co-ordinate preventative activity for road traffic collisions.

4.2 Number of Serious Casualties (not updated)



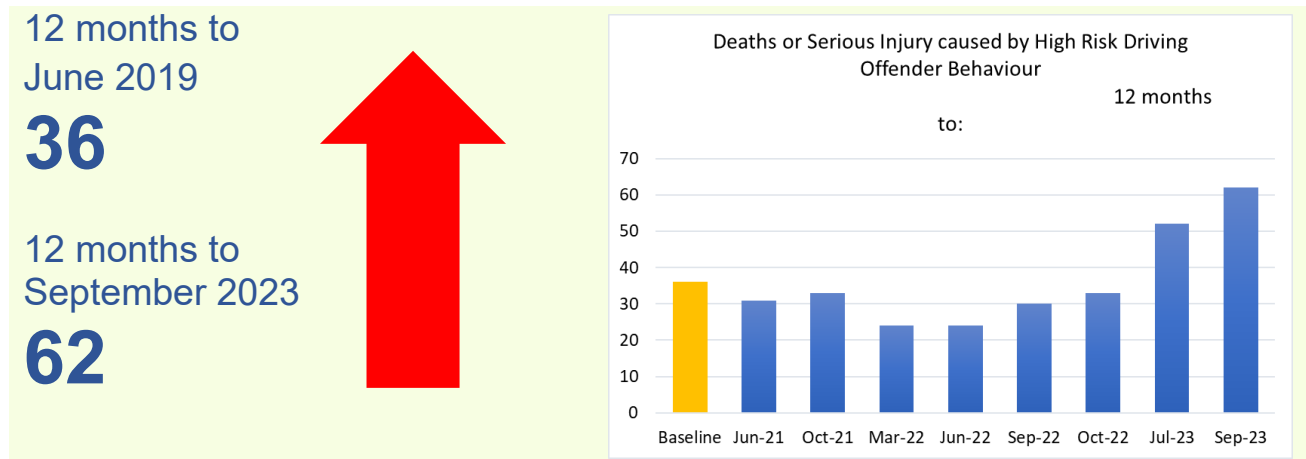
This measure has not been updated since the September Panel meeting. The number of serious casualties is updated annually to align with Vision Zero South West partnership validated data. Data for the year ending 2023 will not be available until later next year.

As stated in the previous report, 739 serious casualties were recorded on Devon and Cornwall's roads in the 12 months to December 2022. This is 52 fewer casualties than was reported in the baseline year. The number of reported casualties was lower during 2020 and much of 2021 due to decreased traffic volumes following travel restrictions and stay-at-home orders throughout the Covid-19 pandemic. The most recent years data, covering 2022, shows that the number of casualties has increased to levels seen prior to the lockdown periods.

4. Road Safety

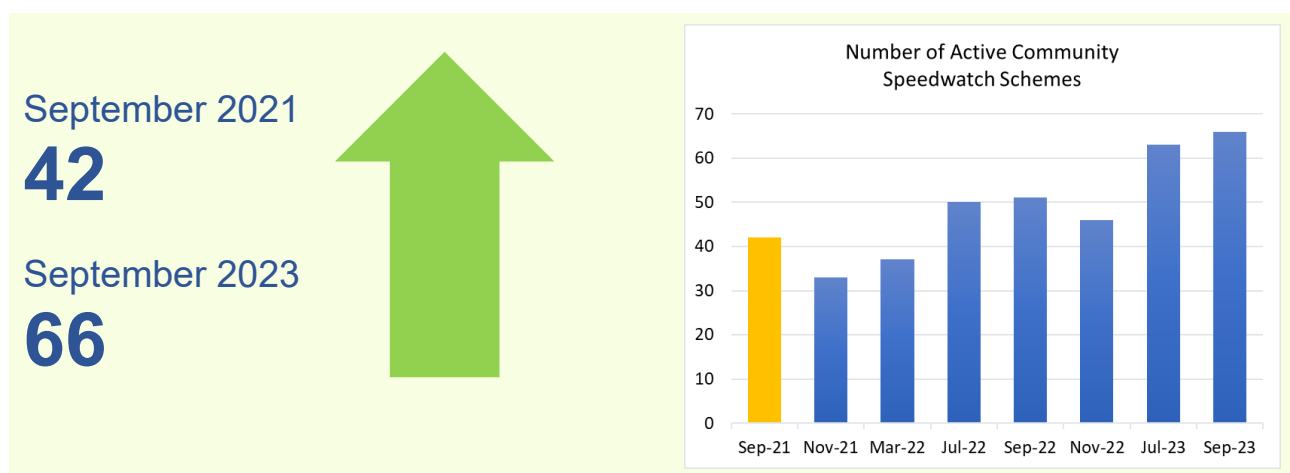


4.3 Number of offences related to death or serious injury caused by high risk driving behaviour



62 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to September 2023. This is a 72.2% increase (+26) on the number of offences recorded in the baseline year (the 12 months to June 2019). There have been consistent increases in the number of offences since June 2022 and a 'red' RAG rating remains evident. The increase in the number of offences could be due to several factors, including increased traffic volumes as we have emerged from the pandemic, or improved detection of offences by the police. The Commissioner will continue to monitor this concerning trend closely over the coming months.

4.4 Number of active Community Speedwatch Schemes



During September 2023, 66 Community Speedwatch (CSW) schemes undertook monitoring activity out of 230 teams in total. This is 24 more active schemes compared with the baseline year. There has been a general increase in the number of active schemes operating across the force area since 2021. 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', so seasonal peaks and troughs are expected, with activity generally higher during the summer months. The Commissioner is also encouraged that the total number of schemes signed

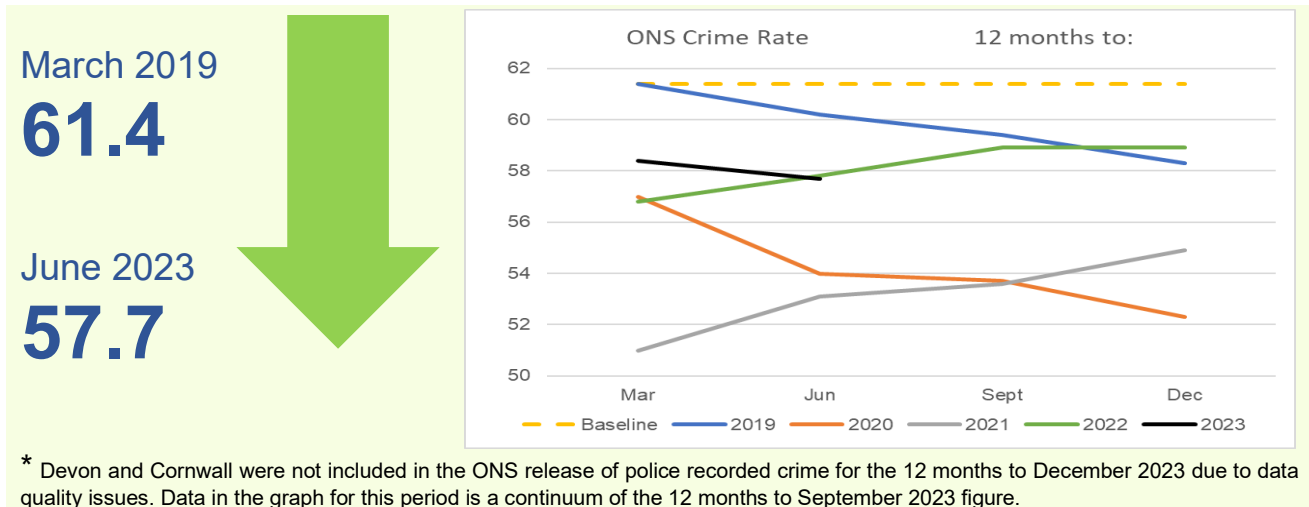
4. Road Safety



up to CSW continues to increase. In September 2021 there were 139 schemes in total, compared to 230 in September 2023 (+91).

5. Safe

5.1 ONS Crime Rate Devon and Cornwall

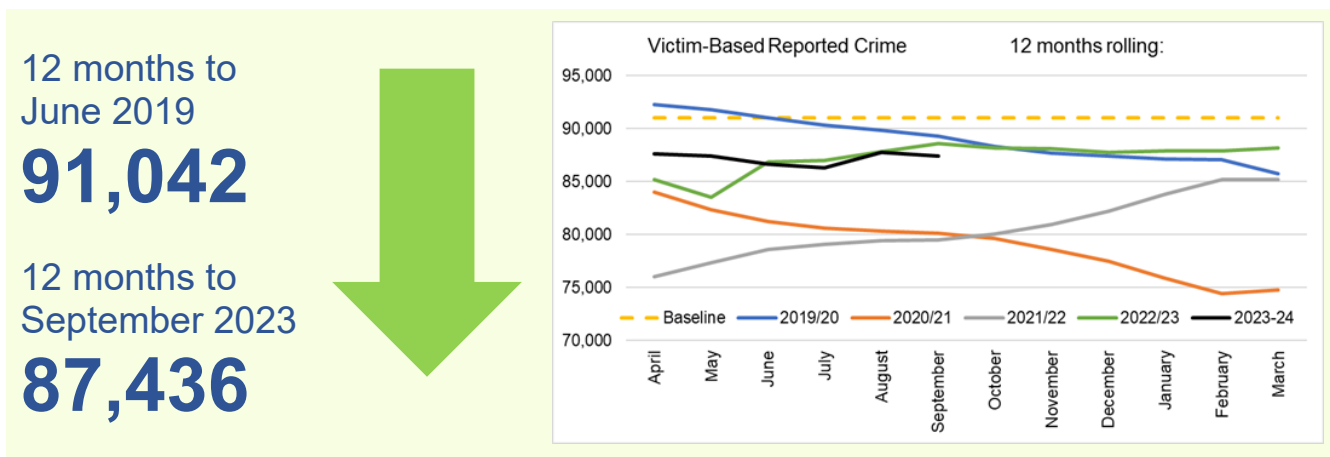


Patterns of crime over recent years have been substantially affected by the coronavirus (Covid-19) pandemic and government restrictions on social contact. Since restrictions were lifted in 2021, police recorded crime data shows that certain offence types are returning to or exceeding the levels seen before the pandemic. Violence and sexual offences recorded by the police have exceeded pre-pandemic levels, while theft offences remain at lower levels. However, in the most recent ONS publication of police recorded crime covering the 12 months to June 2023, theft offences overall have increased by nearly 16% compared with last year. Forces across the country are experiencing similar increases and the cost-of-living crisis is likely to be contributing to this trend.

In the 12 months to June 2023 total crime in Devon and Cornwall has remained relatively static compared with the previous year, seeing a slight increase of just 0.4% compared with a 2% increase nationally despite this the volume of crime remains lower than 4 years ago. Devon and Cornwall's crime rate now stands at 57.7 crimes per 1,000 population, equating to 103,510 recorded crimes in the year, which is lower than the baseline year (61.4).

Devon and Cornwall also have the lowest crime rate nationally, which is significantly lower than the England and Wales average of 93.4 crimes per 1,000 population.

5.2 Victim-based reported crime



5. Safe

Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage, and arson. In the 12 months to September 2023, 87,436 victim-based crimes were recorded in Devon and Cornwall. This is a 4.0% decrease (-3,606) when compared to the baseline year (12 months to June 2019). Decreases across theft offences is the main contributor to the decrease in victim-based crime when compared to the baseline year.

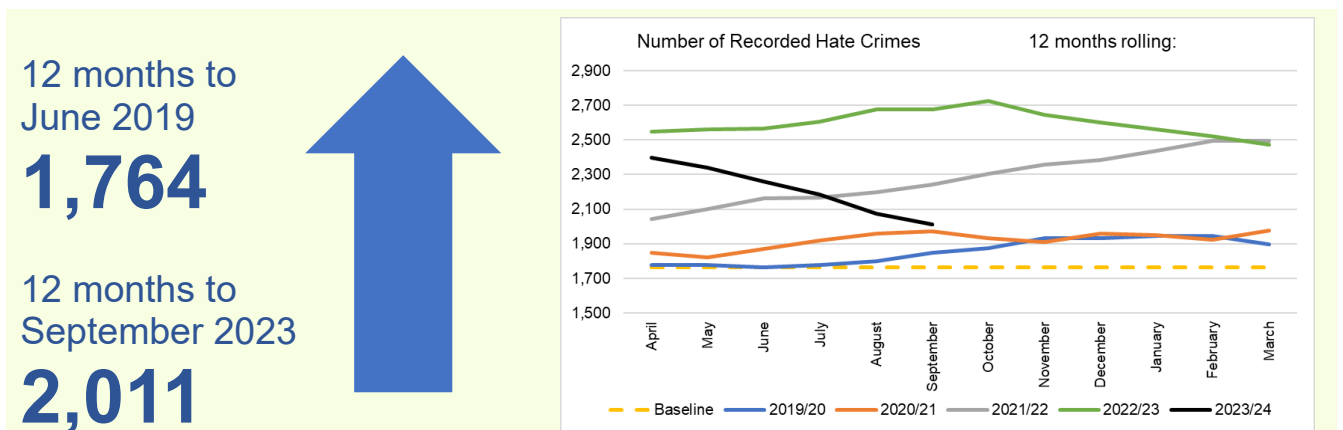
Victim-based crimes decreased significantly throughout the Covid-19 lockdown periods, due to reductions in social interaction and decreased opportunities for crime. However, as expected, with the continued easing of restrictions there were increases in victim-based crimes between April 2021 – May 2022. The latest data shows that these increases may be stabilising. There was a 1.2% decrease in victim-based crime in the 12 months to September 2023 compared with the previous 12 months.

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 2023 was 3,563. Compared with the baseline year (12 months to March 2018), there has been a 21.0% increase which equates to an additional 619 FTE officers.

5.4 Number of Recorded Hate crimes



Data for this measure has not been reported to the Panel since January 2023 as Devon and Cornwall Police were not able to provide this information following the implementation of their new

5. Safe

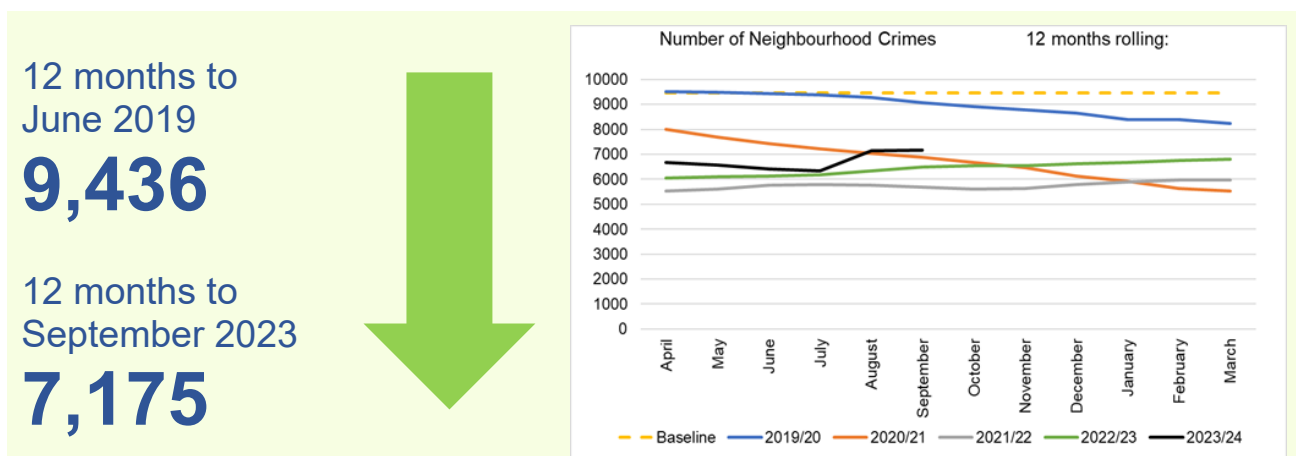
crime recording system Niche. The data has been provided for the first time since then and we are able to respectively provide 12-monthly rolling data beyond the last reported period of the 12 months to October 2022 which was reported at the panel meeting in January.

2,011 hate crimes were recorded in the 12 months to September 2023. This is a 14.0% increase (+247) when compared to the baseline year, the 12 months to June 2019. Whilst the number of reported hate crimes continues to be higher than the baseline year, recorded hate crime is 23.5% (-618) lower than the same period last year. Recorded hate crime has steadily decreased since the 12-months to October 2022.

As previously highlighted to the Panel, it is difficult to make objective inferences about performance based on increases or decreases in hate crime data. 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. Decreases in hate crime could indicate that victims are not reporting to the police, or they are not being recorded as a hate crime by the police.

In addition, the decrease seen this year may also be representative of changes in recording standards and/or changes in recording practices rather than a genuine reduction in hate crime. Any new trends identified at this stage therefore should be interpreted with caution. The Commissioner will continue to monitor hate crime closely as more consistent data becomes available.

5.5 Number of Neighbourhood Crimes (National Measure)



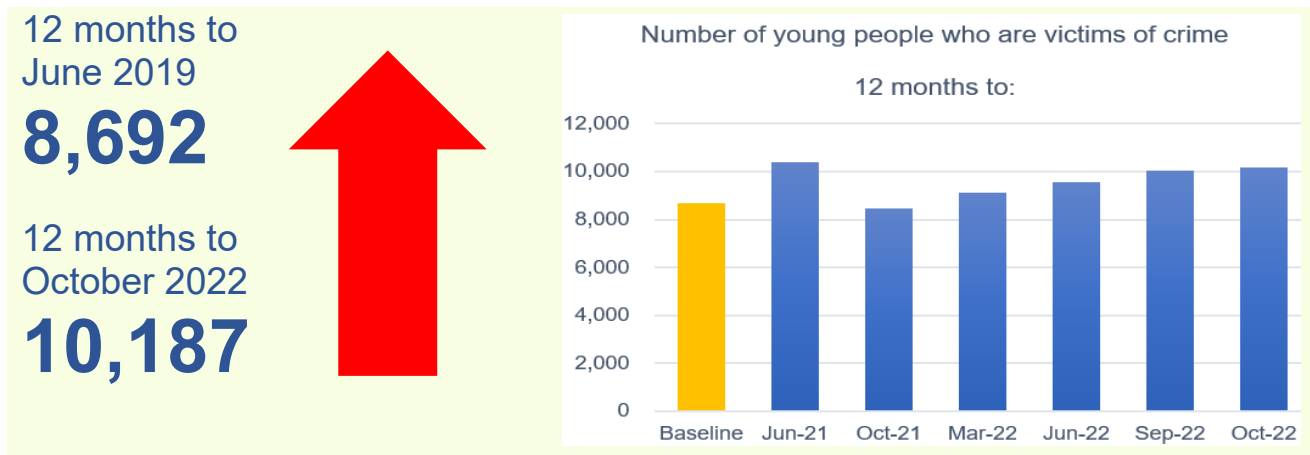
Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to September 2023, 7,175 neighbourhood crimes were recorded across Devon and Cornwall. This is a 24.0% decrease (-2,261) when compared to the baseline year (12 months to June 2019) and a downward trend continues to be evident.

Sharp decreases in neighbourhood crime were evident in 2020/21, which may be attributable to the Covid-19 pandemic and lockdown periods, with people spending increasing periods of time in their homes. Recent data shows that neighbourhood crimes remain below pre-pandemic levels and Devon and Cornwall continue to have the lowest rate of residential burglary in England and Wales at 1.0 crimes per 1,000 population compared with the national average of 3.2.

6. Resilient

6.1 Number of Young People who are victims of crime

(not updated)



This measure has not been updated since the Panel meeting in January 2023.

In the 12 months to October 2022, 10,187 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is 17.2% more victims (+1,495) when compared to the baseline year (12 months to June 2019). The increases in crime against young victims 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 reduced significantly. As we emerged from each lockdown, the trends increased to levels above the baseline. Specific offence types that have particularly increased include:

- Stalking and harassment
- Public order offences
- Rape
- Violence without injury
- Other sexual offences
- Violence with injury

With the exception of violence with injury, the increases in these offence types are consistent with increases in overall crime, both nationally and locally. 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 national trends.

6. Resilient

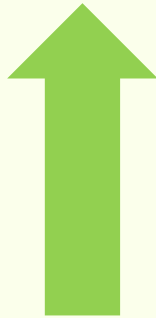
6.2 Amount of Funding bought into Devon and Cornwall by the Police and Crime Commissioner (not updated)

Financial year 2018/19

£238,228

Financial year 2022/23

£5,500,000



This measure has not been updated since the last Panel meeting as it is only provide once yearly following the end of the previous financial year.

In the financial year 2022/23, the Commissioner has secured £5,500,000 of additional funding to help tackle crime and support victims in Devon and Cornwall. This figure includes the additional funding the OPCC has secured, as well as funding the OPCC has supported partners in securing. This equates to an additional £5,261,772 in funding when compared to the baseline year (2018/19).

Projects that were supported by the additional funding in 2022/23 include, £3.1 million to support local crime prevention activity across Truro, Torquay, Barnstaple, Plymouth and Exeter through successful bids to the Home Office's Safer Streets Fund. This is an addition to a £789,295 boost in funding for local victim support services, £417,395 to work with domestic abuse perpetrators to address their behaviour and £359,100 to support serious violence prevention activity throughout Devon and Cornwall.

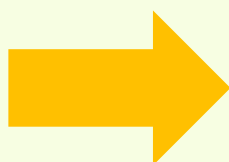
6.3 Percentage (%) of victims that were satisfied with the overall service they received from Devon and Cornwall Police (not updated)

12 months to
June 2019

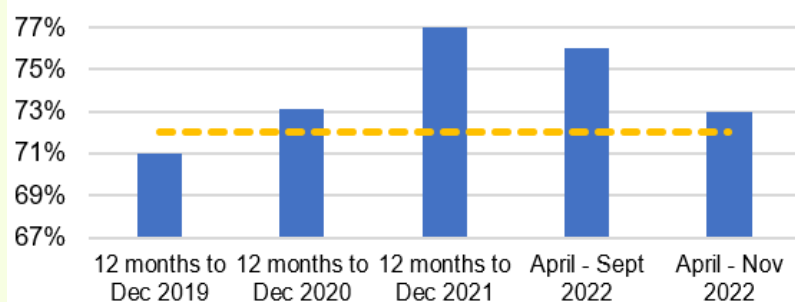
72.0%

April to
November 2022

73.0%



Priority Victim Satisfaction - % satisfied with whole experience



--- Baseline: 12 months to June 2019

6. Resilient



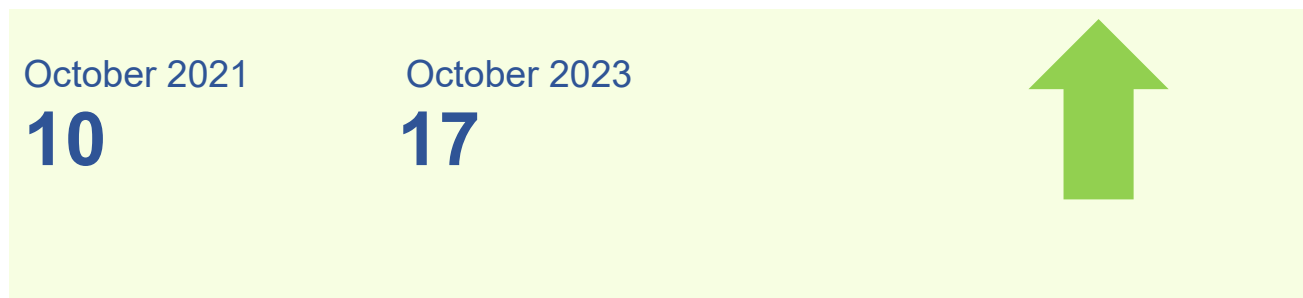
This measure has not been updated since the Panel meeting in January 2023.

To measure victim satisfaction, Devon and Cornwall Police conduct a survey with victims. The 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.

681 priority victims were surveyed between April and November 2022 and 73.0% said they were satisfied with the overall service they received from Devon and Cornwall Police. The results suggest victim satisfaction levels are 1% higher compared with the baseline year (72.0%), which implies a stable trend. The Commissioner will monitor trends closely as the survey size continues to grow.

7. Connected

7.1 Number of Customer Contact points Open to the Public



Monitoring the number of customer contact points open to the public – via front desks – is one way of helping the Commissioner to evaluate connectivity. As of October 2023, there were 17 customer contact points open to the public across Devon and Cornwall. This is an increase of 7 compared to the baseline of October 2021.

Additional front desks are now open in Tiverton, Newton Abbot, Penzance, Truro, Newquay, Bude and Falmouth and the latest addition to the list is Devonport. Devonport front office opened to the public on Monday the 9th of October. It will initially be open for three days a week on Monday, Tuesday, and Wednesday. It is expected to be open for six days per week from early next year. The Commissioner is committed to opening more front desks throughout the remainder of her term. Police enquiry offices in Looe, Okehampton, Kingsbridge, Ilfracombe and Honiton are scheduled to reopen before March 2024.

Enquiry Offices in Cornwall & Isles of Scilly:

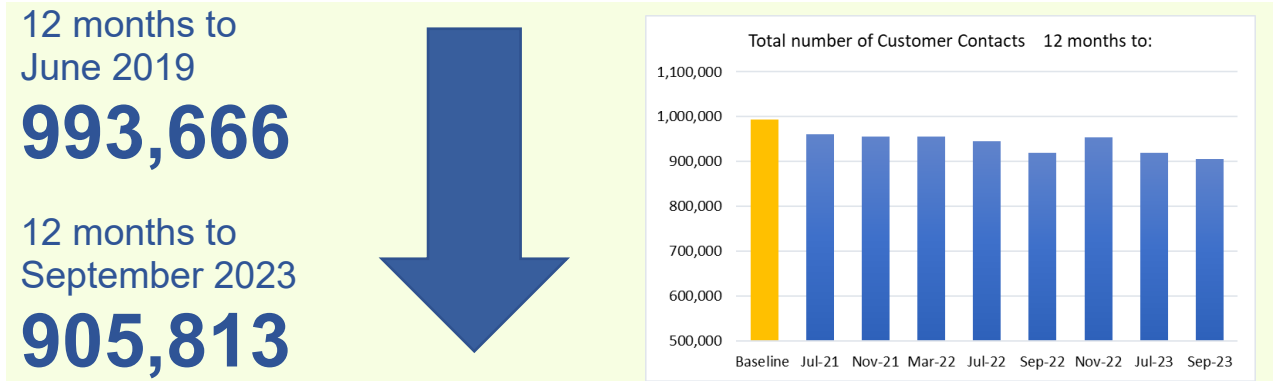
- Bude
- Camborne
- Bodmin
- Falmouth
- Isles of Scilly
- Newquay
- Penzance
- St Austell
- Truro

Enquiry offices in Devon:

- Barnstaple
- Exeter
- Newton Abbot
- Plymouth (Charles Cross)
- Plymouth (Crownhill)
- Plymouth (Devonport – opened to the public 9 October 2023)
- Tiverton
- Torquay

7. Connected

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



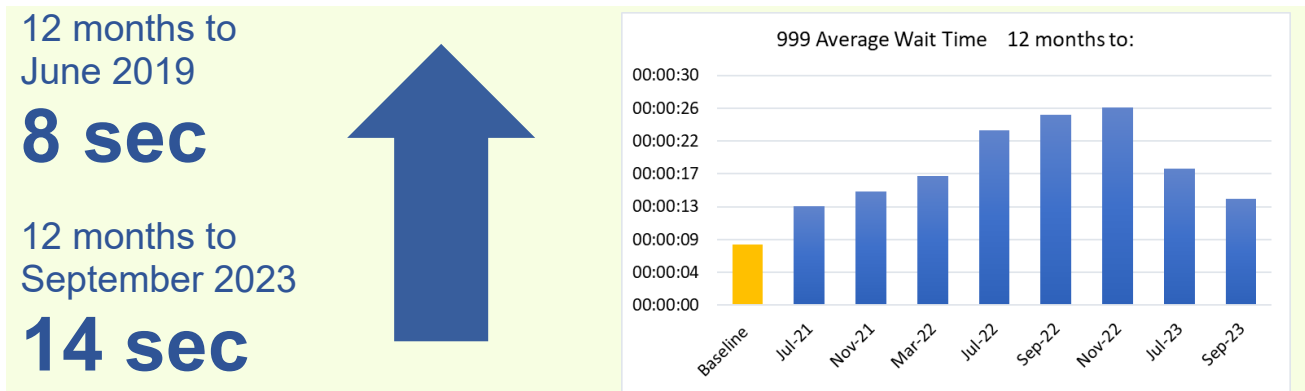
In the 12 months to September 2023, Devon and Cornwall Police’s Contact Centre received 905,813 contacts.

This included:

- 999 calls: 333,269
- 101 calls: 423,109
- 101 emails and texts: 121,005
- Webchats: 28,430

There has been an 8.8% decrease in the number of contacts received (-87,853) when compared to the baseline year (12 months to June 2019). A reduction in 101 calls has driven most of the decrease. 999 demand continues to increase, with 18,781 additional calls received in the 12 months to September 2023 when compared to the previous year.

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



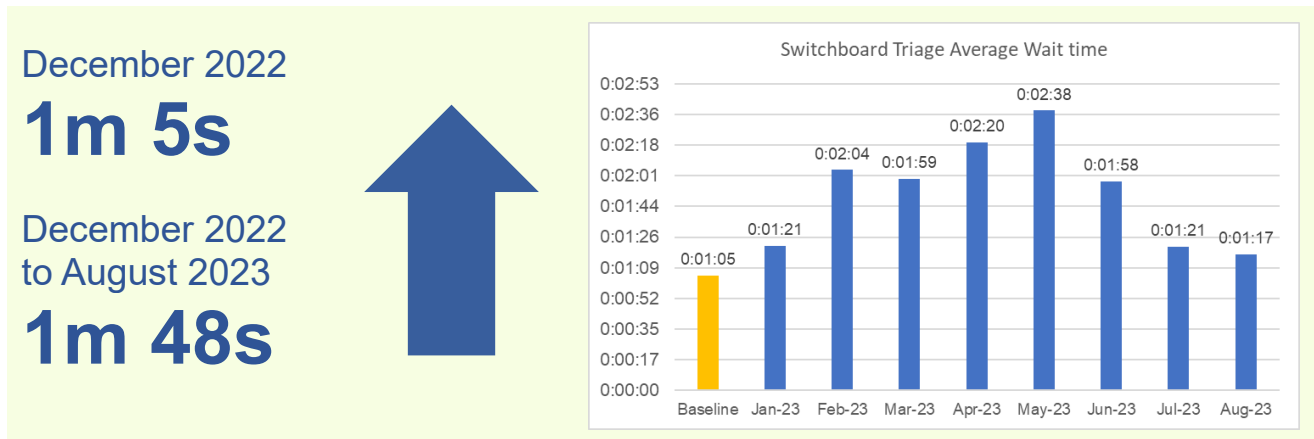
The average wait time for 999 emergency calls in the 12 months to September 2023 was 14 seconds. This is an increase of 6 seconds when compared to the baseline year (the 12 months to June 2019), however a decrease of 4 seconds when compared to the 18 seconds that was reported at the panel meeting in September (the 12 months to July 2023), where it was highlighted that this had been the lowest 999 wait time reported since March 2022.

7. Connected

However, it should be noted that since August 2023 the force has achieved a month on month improvement in 999 call waiting times resulting in an average of 6 seconds waiting time in the last three months.

The Commissioner will continue to monitor these recent improvements and challenge the Force to sustain and further improve 999 call wait times.

7.4 101 and 999 call wait times: Switchboard triage average wait time (new measure)



This new 101 measure has been selected by the Commissioner following process changes to call handling by Devon and Cornwall Police. From the 28th of November 2022 all 101 calls are first triaged by a contact officer on switchboard.

This measure provides an indication of how long the public can expect to wait before they speak to a contact officer who will either be able to assist at that first point of contact or will transfer the call to the secondary crime and incident lines within the Force Contact Centre. Callers are also given the option of a call back service at this point, which would be an appealing option if the caller is advised that the police are dealing with a high volume of calls and are likely to experience longer wait times.

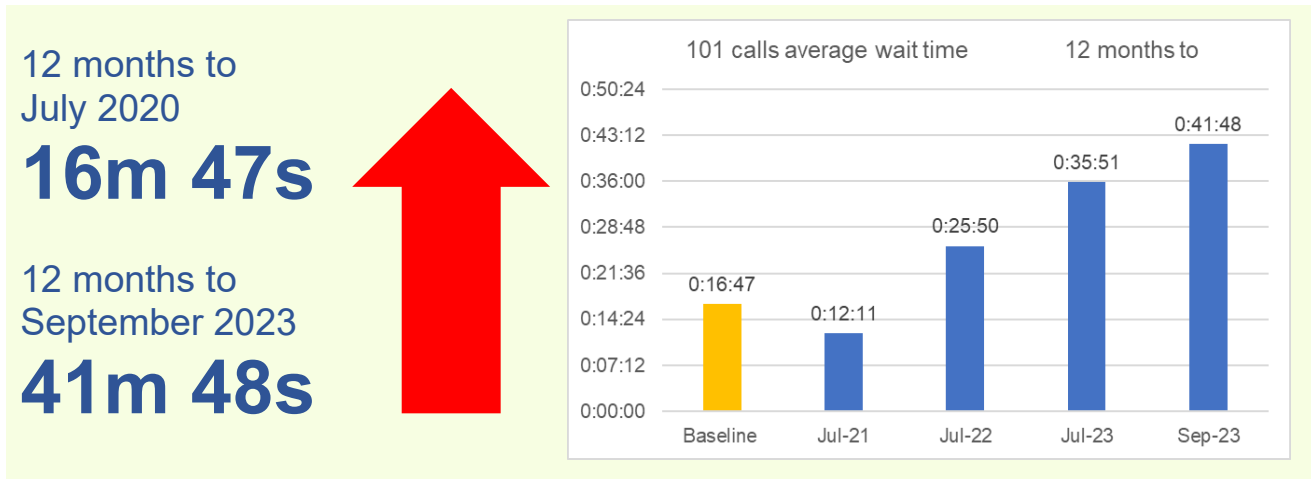
On reflection of the feedback from the Panel at September's meeting, the Commissioner has added a baseline for this measure to track progress and provide greater transparency to the public. The baseline has been set at December 2022 at the start of the full implementation of switchboard triage for all 101 calls. The Panel will be provided with the overall average wait time from December 2022 until the most recent month available, as well as provided with monthly data which will be relevant to the wait times the public are currently experiencing.

The average wait time between December 2022 and August 2023 to speak to a contact handler on switchboard was 1 minute 48 seconds, this is 3 seconds lower than reported at the panel meeting in September (1 minute 51 seconds Dec 22 – Jul 23), however the average switchboard wait time remains above the baseline of 1 minute and 5 seconds. Monthly performance data for July 2023 and August 2023 show signs of reduced wait times with 1 minute and 21 seconds and 1 minute and 17 seconds respectively.

7. Connected



7.5 101 and 999 call wait times: 101 average wait time (new measure)



This new 101 measure has been selected by the Commissioner following process changes to call handling by Devon and Cornwall Police. This measure most closely aligns to the previously reported P1 and P2 measures as a combined measure and is most reflective of the public experience of the 101 service. This measure provides the average wait time a caller to the 101 non-emergency service can expect to wait if their call has not been routed post IVR (interactive voice response) or resolved at switchboard triage and their call is transferred to either the secondary crime or incident lines.

Following feedback from the Panel at September’s meeting, the Commissioner has also added a baseline for this measure to track progress and improvements to the 101 service the public receives. The baseline has been set at the 12 month to July 2020 to align with the previously reported P1 and P2 baselines.

In the 12 months to September 2023, the average wait time for a 101 call (after switchboard or IVR routing) was 41 minutes and 48 seconds. This is an increase of 25 minutes 1 second 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 2023, the average wait time has increased by 5 minutes 57 seconds.

7.6 Levels of Public Confidence in the Police (not updated)



7. Connected

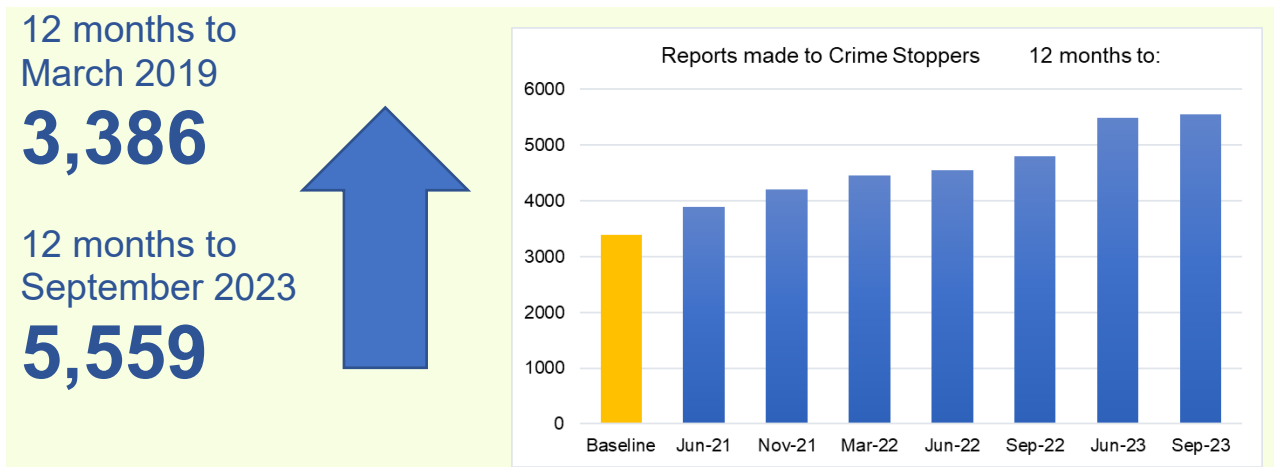
Data for this measure has not been updated since the last meeting.

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 CSEW, Devon and Cornwall Police are conducting public surveying to explore public confidence. Data for the 12 months to September 2023, indicates that 78% of respondents agree with the statement: "Taking everything into account, I have confidence in the police in this area".

Whilst the CSEW and Force survey use differing methodologies and the results cannot be directly compared, they indicate a stable trend in public confidence in Devon and Cornwall Police. The Commissioner will continue to monitor this measure closely.

7.7 Reports made to Devon and Cornwall from Crime Stoppers



Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which Crime Stoppers deem useful to the police is passed onto the respective local police force. In the 12 months to September 2023, 5,559 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 64.2% increase (+2,173) on the number of reports received in the baseline year (the 12 months to March 2019) and an upward trend continues to be evident.



Devon and Cornwall Police and Crime Panel

24th November 2023

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 2023.

1. Police Enquiry Offices



When I started my programme of opening/reopening Police Enquiry Offices (PEOs) in 2020 there were nine open in the Devon and Cornwall Police area. This figure now stands at 18 and I intend it to rise to 26 by the end of the 2024-25 financial year. The programme continued on October 18 when councillors, police staff and officers reopened Devonport Police Station's Police Enquiry Office, which is now welcoming in the public for the first time since this building was completed in 2012. This building has never hosted a PEO before and was not one of those closed under austerity measures by the previous Commissioner. I have worked with local politicians including MP Luke Pollard to create this policing presence in a part of the city that was much affected by the tragic shootings in Keyham on August 12, 2021.

Initial reports from the force indicate that not only are the new PEOs attracting a good number of visitors, but the new staff in PEOs are successfully able to respond to 101 emails between customer visits, significantly reducing the average wait time for email contact. Looe PEO is next in line to open



on November 23; Okehampton, Honiton, Ilfracombe and Kingsbridge will be reopened on various dates before the next financial year. PEOs provide a vital space for the public to report crime and for victims to seek help and support.

2. Ten Devon and Cornwall children safeguarded in sixth round of Operation Scorpion

Operation Scorpion is a joint intervention by the five Police and Crime Commissioners and their respective police forces to send the clear message that the South West is No Place For Drugs. The recent sixth round of Operation Scorpion focused on so-called 'County Lines' drug dealing, which involves organised criminal gangs exploiting young and vulnerable residents to establish drug supplies networks. There were two phases of the operation. The first phase involved appealing to members of the public to spot the signs of county lines drug dealing, and the second phase, during a national week of county lines intensification work, involved operational enforcement activity by forces. In Devon and Cornwall 36 arrests were made, drugs worth more than £90,000 were seized, £54,800 worth of cash was seized and 10 children were safeguarded. Across the South West drugs worth more than £250,000 and £74,441 in cash was seized as well as property including cars, luxury watches and mobile phones. Much of the activity was made possible as a direct result of information supplied by the public. Operation Scorpion will continue to send the message to our communities and exploitative criminals will not be tolerated in our region.

3. National recognition and awards

Prisoners Building Homes

I am delighted to announce that our Prisoners Building Homes (PBH) Programme won a prestigious national award at a ceremony in Westminster on September 26. This innovative scheme which sees prisoners gaining skills and helping solve the housing crisis by constructing affordable eco homes is backed by the South West Police and Crime Commissioners. The Government Property Awards recognise excellence and innovation in public-sector property management. The award was for innovative 'Collaboration' for bringing together public and private sector partners to unlock land and deliver affordable, high-quality, low carbon, sustainable modular homes nationally; while creating job opportunities for serving prisoners and prison leavers to enable them to turn their lives around and reduce the cycle of reoffending.



The ambitious programme started life in the South West, when prisoners at HMP Leyhill in Gloucestershire constructed the panels of an eco-home which were then assembled on site in Torbay with the assistance of an ex-offender. The programme comes under the auspices of the South West Reducing Reoffending Partnership and is supported by One Public Estate which is a partnership between the Office of Government Property in the Cabinet Office, the Local Government Association and the Department for Levelling Up, Housing and Communities.

By the end of 2023 the ambition is to have over 40 serving or recently released prisoners in full time employment either on day release or post-release; and another 40 employed by opening disused prison workshops. Nine prisons across the country will benefit from the programme, with plans under way to involve more. The programme is on track to deliver 82 homes across 12 sites, with further pipeline sites under review.

Programme Delivery Manager Sophie Baker (pictured above with Cabinet Office Regional Programme Manager Chris Watts and Director General & Government Chief Property Officer) said: “Being recognised for our work to build affordable homes, helping to solve our housing crisis and support those most in need, whilst developing future work opportunities to enable ex-offenders to turn their lives around is heartening. Working with all the different partners to make this happen has definitely been a collaboration worth pursuing.”

I am so pleased that this programme is gaining the recognition it deserves. If you are interested in supporting the Programme or have sites please contact: sophie.baker@dc-pcc.gov.uk.

Operation Scorpion award



My office’s Communications and Customer Engagement team won top prize in the ‘issues and reputation management’ field at the South of England and Channel Islands Chartered Institute of Public Relations. This campaign drew the link between so-called recreational drugs and the supply chain of exploitation and violence that lies behind them. It achieved significant national press and broadcast coverage. Judges said the campaign had: “A clear strategy, implemented with a very modest budget which demonstrated an understanding of media challenges, providing clear solutions, delivering solid outcomes and exceeded its own objectives.”

4. Customer service

All customer feedback is valuable as it helps me to assess the overall performance of Devon and Cornwall Police. The correspondence which my office's customer contact team receives enables me to gain an understanding of the current issues members of the public are concerned about. Since the last Police and Crime Panel, data from August 25 to September 13, shows that conduct, road safety, antisocial behaviour, and service delays are themes which commonly arise within the customer contact arena. Queries or concerns regarding officer conduct are usually referred to the Devon and Cornwall Police Professional Standards Department as a complaint. Most of the correspondence received relating to firearms referencing the delays that are experienced when applying for a licence, certificate or renewal. In terms of queries and concerns relating to Police and Crime Plan priorities, road safety generated the most, followed by antisocial behaviour, violence and drugs. My office also received queries or concerns regarding problems with contacting the force, such as calls to 101 and 999. These mostly referenced the difficulties of the wait times. The frequency of correspondence regarding contact that my office receives has decreased significantly since the last Police and Crime Panel meeting. This decrease may be due to the new callback system that has been put in place within the contact centre, leading to more members of the public being satisfied with the service they have received. My team strives to resolve queries and concerns from the public at the first point of contact. By analysing correspondence trends I can commit to ensuring my priorities are aligned with the views of the public and scrutinise the force on areas which the public raise concerns over.

5. Rural Crime Week



I was pleased to support the Devon and Cornwall Police Rural Crime Team during Rural Crime Awareness Week. I would like to recognise the outstanding work PC Martin Beck (pictured with me at Exeter Livestock Market) has done over a number of years to promote crime prevention approaches among residents of our rural counties. During the summer months Commissioners across the South West surveyed residents to gain a deeper understanding of rural crime, the impact it has on victims and their understanding of measures which could be taken to mitigate against it.

The survey was heavily promoted by my team with the result that Devon and Cornwall generated 473 responses.

The top five issues (of 29) respondents from Devon and Cornwall had experienced were:

1. Fly tipping (18%)
2. Sheep worrying/dog attacks (6%)
3. Heritage crime (6%)
4. Illegal hunting (5%)

A total of 61% of respondents from Devon and Cornwall who had experienced a rural crime said they had not reported it to police.

Much progress has been made by the Devon and Cornwall Police Rural Crime Team in terms of prevention, yet this survey tells me more needs to be done to encourage trust and confidence in policing across what is one of England and Wales's most rural forces.

6. Seeking views of residents of the police force area

I am launching my annual survey to inform my decisions around investment priorities in policing and understand residents' views about their Force in the week beginning November 20. The information gathered during this exercise helps me have an informed negotiation with the Chief Constable when we set budgets and priorities for the following financial year. I am encouraging all members of the public to take a few minutes to participate in this important exercise by completing a questionnaire online or by calling my office.

7. Firearms licensing decoupling

The decoupling of Firearms licensing from the current Alliance arrangements to two separate force departments is on track for completion by May 1, 2024. This follows a period of staff consultation which was finalised on the October 30.

Staff who had previously worked for Dorset Police prior to joining the Alliance Firearms Licensing team have now returned to the Dorset force.

In Devon and Cornwall, a new structure is being put in place to ensure the demands for firearms licensing are met. The force is ensuring existing Devon & Cornwall Police firearms licensing officers are provided with positions in the structure whilst also running a recruitment exercise to fill any vacancies. It is anticipated that the department will be fully staffed by Spring 2024 in readiness for May 2024 when the project to decouple firearms licensing for the two forces should be concluded. At this point the new DCP team will be fully independent of the Alliance.

Senior managers in both forces are operating a practical delivery plan which will be used in the intervening period to ensure that firearms licensing continues to be provided whilst the work of separating the joint function is completed.

8. Councillor advocates

There are now 350 councillor advocates in my scheme to link neighbourhood policing teams to communities. The scheme which also provides valuable training and insight into current issues

invited Councillors to attend seminars on the Police and Crime Plan priorities of reducing violence (September 19) and antisocial behaviour (ASB) (November 21). The seminar on violence reduction focused on heard the long-term objective of reducing violent crime in the force area and Restorative Justice (RJ) provider Make Amends on the powers of RJ to help victims of crime cope and recover. The ASB seminar featured talks on how the policing team in Paignton are working with the local authority to invest money secured from the Safer Street's fund to improve the street scheme and from a former police officer whose work to reduce summer ASB in the Cornish resort of Polzeath has won many accolades. Councillor Advocates were also provided with communications materials as part of the sixth round of Operation Scorpion, which encouraged people to report signs of county lines drug dealing to the charity Crimestoppers.

9. Road Safety – Vision Zero South West

Road Safety Delivery Plan

At September's meeting of the Vision Zero South West board, participating members approved the partnership's Road Safety Delivery Plan (RSDP) for the next 12 months which included a whole host of innovative projects and meaningful initiatives to reduce road deaths.

Among the projects agreed, which will soon be available on the Vision Zero South West website, is investment to bring the Acusensus AI camera technology to Devon & Cornwall throughout 2024. This system, which you may have read about in the news, uses AI to detect mobile phone and seatbelt offences and has proved very effective during our trial periods.

The RSDP also outlines plans for a pedestrian training programme and targeted publicity campaign, provision of free cameras to local cyclists, a "Call For Ideas" community road safety grant scheme and a full communications and engagement plan to support all of our activities – including the expansion of our Emergency Service Road Safety Village across Devon, Cornwall, Plymouth and Torbay.

The partnership is also prioritising new interventions aimed at motorcyclists, including a state-of-the-art hazard perception simulator (the first of its kind in the UK) and the expansion of our behaviour change publicity campaign fronted by famous motorcyclist and TV presenter Henry Cole.

Crimewatch Live

Vision Zero South West featured heavily in the October 9 edition of BBC One's Crimewatch Live. The show included a feature and live appearance from the Road Casualty Reduction team showcasing their work with the GCM YouTube channel and the local car community.

Also featured on the same show were the Force's Drone team who spoke about Op Cossett, our project which uses drones to identify sub-standard driving and motorbike riding from the air.

Operation Snap

Devon & Cornwall Police's [Op Snap](#) continues to grow exponentially with this summer seeing a record number of submissions.

The online portal enables members of the public to quickly and easily upload video footage of sub-standard or illegal driving. The footage can be obtained from almost any device including dashcams, helmet cameras, mobile phones and even video doorbells.

This August was our strongest month since Op Snap was set up in 2019:

- 747 new submissions
- 418 (56%) subject to positive action by the police
- 246 Notices of Intended Prosecution (NOIP) generated
- 172 warnings issued

- A third of August's Op Snap submissions (244) were from cyclists
- 147 (60%) of the reports from cyclists received positive action from police

Community Speedwatch

Community Speedwatch continues to grow with over 220 registered groups and almost 1,400 volunteers across Devon and Cornwall. This summer alone CSW groups monitored more than 48,000 vehicles travelling through their communities.

I would like to say a big thank you to all of the amazing volunteers who are helping to keep our roads and neighbourhoods safe.

10. Local Criminal Justice Board (LCJB)

LCJB Planning Day

As Chair of the Devon and Cornwall Local Criminal Justice Board, I meet with the Strategic leaders from the local Criminal Justice Partnership annually to review activity and progress against key priorities and agree the key areas of focus for the next 12 months. This year's planning day took place on September 20 where we agreed the following five strategic priorities and for 2023/24:

1. **Support Victims and Witnesses** – through scrutinising cases to ensure compliance with the Victims Code of Practice; Preparing criminal justice systems and process in readiness for the implementation of the Victims and Prisoners Bill; and listening and learning from the experiences of victims of Rape and Serious Sexual Offences.
2. **Ensure Efficient and Effective Criminal Justice** – getting case file quality right at the first hearing - achieving efficiency in terms of quality and timeliness, ensuring justice is secured at the first available opportunity; and improving the timeliness in youth justice delivery to minimise any adverse system impact upon those within it and to better meet the needs of victims.
3. **Reduce Reoffending** – getting Out of Court Resolutions right through the scrutiny of cases; to understand the reducing re-offending landscape and tailor the Integrated Offender Management (IOM) strategy to meet local needs; and promote the use of Restorative Justice (RJ) to increase awareness and engagement.
4. **Address Disproportionality** – to review disproportionality data held across the CJS; and to address the issues of inequality relating to women on remand in Devon and Cornwall which compromise effective justice and seek to work in collaboration with key stakeholders to introduce creative solutions.
5. **Maximise Communications and Engagement** – through the development of a collective criminal justice newsletter; explore the possibility piloting a Local Criminal Justice Reporting Scheme to provide balanced reporting and raise public awareness and education of local criminal justice; and to produce an annual report to highlight progress against agreed actions and priorities.

I would also like to welcome the newly recruited a Cornwall Voluntary and Community Social Enterprise (VCSE) representative who will join the board in December working alongside the Devon representative to provide valuable insight and engagement to the Board.

Victim Codes of Practice (VCoP)

I am pleased to share with you the ongoing work in relation to scrutinising cases to ensure compliance with the VCoP across the whole of the criminal justice system. The most recent scrutiny panel was held on July 25 with full partner agency engagement to view Domestic Abuse cases which reviewed the victims experience and compliance with the 12 rights and entitlements detailed within the code. The findings from this process goes on to inform policies and working practices

across the statutory agencies within the criminal justice system and provides an opportunity to identify and share good practice. The panel deemed that most cases were overall compliant with the Codes of Practice, with just one considered to not meet the required standard. The panel reviewed prosecution cases and considered that it would be worthwhile to next review cases which resulted in No Further Action (NFA) or an Out of Court Resolution (OoCR).

Out of Court Resolutions (OoCR)

I would also like to share with you the recent change in terminology which I welcome with regard to Out of Court Disposals. In line with the national direction, these will now be referred to as Out of Court Resolutions. The vision is that, in time, Out of Court Resolutions will be fully adopted and embedded as an effective, non-bureaucratic justice outcome.

The Local Criminal Justice Board also continues to oversee the scrutiny of Youth and Adult OoCRs through the detailed examination of cases by panel members who represent key stakeholders from across the Criminal Justice Partnership.

The panel met on September 6 and reviewed youth cases of sexual offences and a further panel was held on September 14 to review adult cases of stalking & harassment. The findings of these panels are currently out for consultation and will be shared with the Police who will provide a formal response which I look forward to sharing in due course.

I value the commitment and dedication from all the stakeholders involved in these panels, the findings of which inform the development of processes, training materials and cross agency working to improve standards as well as recognising dedicated and positive practice.

It is important that the public have confidence that Devon and Cornwall Police is using its powers legally, proportionately and consistently with policy and working practices with regard to OoCRs and that the Victims Code of Practice is complied with across the whole of the criminal justice partnership. It is also healthy for any organisation to pause and reflect on their practice and learn. These scrutiny panels meet three times a year focusing attention on areas of priority and publishing the findings through the OPCC website.

The development of a victims & witness interactive multimedia resource

I know that being a victim of crime is a frightening, upsetting and frustrating experience, and I am pleased to introduce a multimedia video resource which is aimed to assist victims and witnesses to navigate what can be a difficult and at times confusing landscape.

This innovation has been developed on behalf of the Local Criminal Justice Board in partnership with my office to help victims and witnesses understand every step of their criminal justice journey, from reporting a crime through to the conclusion of the case, and what that means to them. There is information about accessing victim services, as well as what happens if a case doesn't go to court, or if the perpetrator is under the age of 18.

Someone from each of our partner agencies directly involved in that area of work describes their part of the process in an [interactive online document](#) as well as signposting the user to useful links for contacting the right person and for further reading around each step.

11. Regional Activity

Last month I chaired a regional strategic meeting, bringing together the five PCCs and five Chief Constables across the South West (Devon and Cornwall, Dorset, Avon and Somerset, Wiltshire and Gloucestershire). In this meeting we discussed shared opportunities and challenges for policing

across the region, and heard both strategic and tactical updates from the different police forces and shared regional services.

I have been extremely proud of the successes that we have collaboratively achieved by working in partnership across the five South West forces, in particular the collective impact that Operation Scorpion has demonstrated. The regional PCCs and Chief Constables have now agreed that our next collective priority will be to tackle rural crime, in particular focusing on the serious and organised acquisitive crime affecting our rural communities, as covered above. I look forward to providing the panel with further updates on this collective activity in due course.

12. His Majesty's Inspectorate of Constabularies and Fire & Rescue Services (HMICFRS) inspection reports

Since the last Police and Crime panel meeting HMICFRS have published three thematic inspection reports. The first examines homicide prevention and I can confirm that the Devon and Cornwall Police have made good progress towards the recommendations including ensuring sufficient death investigation analytics to help identify patterns and links between homicides, and ensuring that lessons can be learnt in quick time following homicides and serious violence incidents.

The second two reports formed part of HMICFRS' response to the Home Affairs Committee recommendations in [The Macpherson Report: Twenty-two Years On](#) and reviewed leadership and governance in policing for race related matters, and race disparity in police criminal justice decision making. Both reports highlighted the importance of police forces and government having access to accurate ethnicity and race disparity data in order to better understand, scrutinise and respond appropriately to racial disparity in policing. Devon and Cornwall Police are continuing to undertake significant work in this area to improve data collection and reporting, and as Chair of the Devon and Cornwall Local Criminal Justice Board (LCJB) I can confirm that addressing disproportionality will be one of the LCJB's strategic priorities in 2024.

These reports can be all viewed in full on the [HMICFRS website](#). My formal response these reports is published on my own [website](#).

13. Autumn statement

The Autumn Statement is due on November 22, where it is anticipated that key messages regarding the funding for 2024/25 will be provided. Due to the publication deadline for papers to the panel a verbal will be provided at the meeting. The Autumn Statement will form the basis of the provisional settlement which is anticipated to be in the week commencing December 4. The 2024/25 financial year is the final year of the current three-year Comprehensive Spending Review (CSR).

14. Home Office draft Community Scrutiny Framework

Community scrutiny is intended to increase the effectiveness of the police in tackling crime and antisocial behaviour by helping to build public trust and assure police legitimacy. Devon and Cornwall has led the way in community scrutiny activity, establishing an [independent community scrutiny panel](#) in 2020 to assess the force's use of stop and search and use of force. This October the Home Office launched their [draft framework](#) for PCCs and police forces on the implementation of community scrutiny panels alongside a consultation on this framework. The framework will not have a statutory basis but aims to provide some broad principles, enabling PCCs and police forces to deliver and measure effective community scrutiny, share and adopt best practice and improve and expand processes as they see fit. My office has responded to this consultation and I plan to

discuss our combined approach to community scrutiny in more detail with the Chief Constable when the framework is formally published.

15. HMICFRS PEEL update

In 2021/22, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services conducted a PEEL inspection of Devon and Cornwall Police. PEEL stands for police efficiency, effectiveness and legitimacy. The inspection highlighted concerns about;

- the accuracy of crime recording
- the response to the public (specifically emergency and non-emergency call handling)
- the management of sexual and violent offenders.

The inspectorate placed the force in its enhanced monitoring stage, Engage, which provides additional support and oversight to the force through the Police Performance Oversight Group. I was pleased to accompany Acting Chief Constable Jim Colwell to Whitehall to attend the Police Performance Oversight Group in September to discuss the force improvement progress with His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). The Acting Chief Constable was able to provide assurance and demonstrable improvement in all areas, and I am continuing to monitor progress alongside ongoing reviews by HMICFRS. I will further update the panel in the new year if HMICFRS amend their assessment.



Alison Hernandez

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

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Report prepared on 16th November 2023

DEVON AND CORNWALL POLICE AND CRIME PANEL

24th November 2023

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 2023.
2. No formal complaint was received against the 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 |
| 8 th November 2022 - 3 rd January 2023 | 1 | 1 | 0 | 1 | 0 | 1* |
| 4 th January 2023 - 14 th June 2023 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 th June 2023-22 nd August 2023 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23 rd August 2023-7 th November 2023 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | Grand total | 3 | 0 | 3 |

* Resolved through the Chairman of the Panel

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Devon and Cornwall Police and Crime Panel

Work Programme 2023 - 24

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

| Date of Meeting | Agenda item | Action |
|-------------------|--|---|
| 28 July 2023 | Devon and Cornwall Firearms Licensing | |
| | Community Recovery Activity in Keyham | |
| | Update Report on Contact Services within Devon and Cornwall Police | |
| | Commissioners Update Report | |
| | Draft Annual Report 2022/23 | |
| | Police and Crime Commissioners Update – PCSC update | Standing Item |
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item |
| 15 September 2023 | Police and Crime Plan priority profiles (15 mins) | |
| | Operation Loki Review (30 mins) | |
| | The Commissioners Hate Crime Scrutiny Report and the Chief Constables response (15 mins) | |
| | Police and Crime Plan 2021 – 2025 Scorecard (15 mins presentation, 30 mins Q&A) | Standing Item |
| | Police and Crime Commissioners Update – PCSC update (30 mins) | Standing Item |
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item |
| 24 November 2023 | Public Engagement (1 hour 30 mins) | For the Panel to scrutinise all aspects of public facing engagement with key strands such as recording data about crime, 101, 999, community policing and police desk footfalls |
| | Operation Scorpion (30 mins) | Harm to hope strategy – op scorpion and local delivery of that to give examples of county lines |
| | Police and Crime Plan 2021 – 2025 Scorecard (15 mins) | Standing Item |
| | Police and Crime Commissioners Update – PCSC update (15 mins) | Standing Item |
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item |

| Date of Meeting | Agenda item | Action |
|------------------|---|---------------|
| | | |
| 2 February 2024 | Recruitment and Retention | |
| | Precept | |
| | Police and Crime Plan 2021 – 2025 Scorecard | Standing Item |
| | Police and Crime Commissioners Update | Standing Item |
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item |
| 16 February 2024 | <u>Only if Precept is vetoed</u> | |

Future Items

| Agenda items to be scheduled | Action |
|--|--|
| Managing Offenders and suspects | PEEL report rated inadequate. Are the police now managing sex offenders appropriately and have the recommendations been implemented and is it sustainable? |
| Rural Crime | |
| Detailed understanding of current drug use | |
| Rural and urban anti-social behaviour | |
| Items to be monitored | |
| | |