

**Devon and Cornwall Police and
Crime Panel**

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 2 February 2024
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, Rodgers, Thomas, Toms, Tyerman, Worth and Wright.

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 - 8)

To sign and confirm as a correct record the minutes of the meeting held on 24 November 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 9 - 14)

6. Proposed Precept, Budget and Medium Term Financial Strategy (MTFS):

(Pages 15 - 90)

7. Police and Crime Plan End of Term Report:

(Pages 91 - 124)

8. Police and Crime Commissioner's Update Report:

(Pages 125 - 134)

9. Police and Crime Plan 2021-25 Scorecard:

(Pages 135 - 162)

10. Complaints Against the Commissioner:

(Pages 163 - 164)

11. Work Programme:

(Pages 165 - 166)

Devon and Cornwall Police and Crime Panel**Friday 24 November 2023****PRESENT:**

Councillor Towill in the Chair.

Councillor Haydon Vice Chair.

Councillors Alvey, Chopak, Croad, Ewings, Hackett, Leaver, Penberthy, Thomas, Tilbey, Tyerman, Worth (Substitute for Councillor Toms) 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), and Pierre Doutreligne (Policy and Projects Officer).

The meeting started at 10.30 am and finished at 12.50 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.

24. Minutes

The Committee raised the following points from section J of the minutes on the Commissioners Update Report:

- a) Glenn Mayhew was Chief Superintendent and not Chief Constable.

The Committee agreed the minutes from the meeting held on 15 September were a correct record once the amendment had been made.

25. Declarations of Interest

There were no declarations of interest.

26. Public Questions

The following question was submitted by Sam Cripps	
Question: In light of crime data in rural areas, how are the panel checking the efficacy of community policing strategies to address specific challenges unique to those regions.	Response: The Panel undertakes a regular review of the Police and Crime plan and receives regular reports from the Commissioner through the update report. At the last Police and Crime Panel, Councillors agreed to add 'Rural Crime' to the work programme after discussions within the Commissioners Update report.

The following question as submitted by Sam Cripps

Question: Considering the alarming national data on public trust in law enforcement (April 2023: 62% agreed that the police treated everyone fairly regardless of who they are, compared to 70% in March 2021). Can the Panel elaborate on initiatives aimed at improving community relations and how the effectiveness of the Police and OPCC in this area will be measured and monitored

Response: Devon, Cornwall and the Isles of Scilly police continues its operational independence from the Commissioner and the Panel. Whilst operation initiatives can improve community relations, this would be a matter for the police.

The Panel received a report on the Involvement of the Independent Office for Police Conduct in Police Legitimacy on 25 November 2022 to understand what was happening nationally, regionally and locally to restore public confidence in policing.

The Panel receives a scorecard at every meeting which advises the Panel of key performance measures and includes overall victim satisfaction and levels of public confidence in the Police. The Panel would also discuss an item on Public Engagement at today's meeting.

The following question was submitted by Chloe Ralph

Question: In relation to demographic data. How does the Panel ensure that the Police and OPCC are engaging young people and involving them in crime prevention and community safety initiatives?

Response: Members of the public are able to attend any meeting of the Panel and able to access livestreams via the Plymouth City Council YouTube page.

The Panel acknowledges its limited scrutiny and would like to thank you for the question and would add an item to the work programme for future discussion which would hear updates from the Commissioner.

The following question was submitted by Chloe Ralph

Question: How achievable does the Panel believe the 2021 – 2025 crime plan is within the current budget.

Response: The Panel reviews funding for the Office of the Police and Crime Commissioner at its precept meetings which occur annually. At the last precept meeting which took place on 27 January 2023, the Panel agreed to accept the Commissioners budget and council tax proposals (13 for, 1

	abstention, 0 did not agree). Under the Police Reform and Social Responsibility Act 2011, Part 1, Chapter 3, Information, Consultation etc, Annual reports, the Panel receives a report annually which reports on the progress that has been made in the financial year in meeting the police and crime objectives in the body's police and crime plan.
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27. **Action Log**

In response to a concern raised Devon and Cornwall Firearm Licensing (Action 3) it was explained:

- a) The issuing of temporary firearms licenses had dramatically reduced to four a month.

The Committee agreed to note the report.

28. **Public Engagement: Improving police contact services**

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

- a) The implementation of the 'call-back' feature successfully decreased the abandonment rate to 36% for the 101 service; subsequently initiatives were undertaken to further diminish it to 25%;
- b) A triage function was instituted to guarantee that the public engaged with the relevant service;
- c) Several Police Enquiry Offices were reopened, offering an additional communication channel for the public;
- d) 999 calls increased, yet they were handled more promptly, with 90% of calls answered within ten seconds, averaging seven seconds.

In response to questions it was explained:

- e) The target for the phone duration with 101 stayed at 20 minutes, due to the priority placed on reducing the abandonment rate;
- f) Collectively, Police and Crime Commissioners lobbied the Treasury and the Home Office annually, advocating for the funding required to sustain their operations;

- g) There was no update from the government regarding the change in funding for summer, rural and coastal challenges faced in this part of the region;
- h) The objective for the triage service was to ensure a response within 30 seconds;
- i) A weekly activity of 1500-1700 people utilizing Police Enquiry Offices was recorded, with plans to incorporate footfall into future performance measures during meetings;
- j) Leaflets would be distributed to communities, providing pertinent information about Police Enquiry Offices in an effort to enhance footfall;
- k) The manual intervention IT issue with 999 would be fixed by December;
- l) Requests for locations for Police Enquiry Offices would be welcomed as there was budgetary allocation for an additional four;
- m) Devon and Cornwall were one of the few areas to have reopened public facing front desks.

The Committee agreed to note the report and to the following actions:

- 1. To request the Commissioner bring footfall vs 101 demand data to the next panel meeting;
- 2. To request that the information regarding Police Enquiry Offices to be included on the next published Council Tax leaflet;
- 3. To request the Commissioner bring a resolution to the manual intervention problem within 999 services to the next meeting.

29. **Operation Scorpion - Regional Drugs Policing**

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

- a) In October 2021, the five Police and Crime Commissioners collaborated to combat drug issues in the South West, emphasising a concerted effort to address cannabis as a gateway drug;
- b) In 2021 the Government published it's 'From Harm to Hope' plan as a ten year plan to cut crime and save lives, including a requirement for Combatting Drugs Partnerships to be formed, four of which had been established in the South West;
- c) In March 2022, during the first phase of Operation Scorpion the police seized £90,000 in cash, 33kg in drugs and two firearms, focusing solely on county lines; this was achieved using existing resources;

- d) The operation was not measured on arrests but on the safeguarding and protection of children;
- e) In July 2022, during the second phase of Operation Scorpion the police seized 613 cannabis plants, 10,401 ecstasy doses and £180,000 in cash;
- f) In December 2022, during the third phase of Operation Scorpion the police focused on the evening and night-time economy which led to 70 arrests, 12 children and 10 adults were safeguarded as well as the seizing of 5kg of drugs, one firearm and £51,000 in cash;
- g) In April 2023, during phase four of Operation Scorpion the police focused on drugs-related violence and 162 arrests were made as well as 11kg of drugs, 15 firearms and £514,065 in cash seized;
- h) In July 2023, during phase five of Operation Scorpion there were 58 raids on commercial cannabis growing operations which led to 67 arrests as well as the police seizing cannabis worth £6.5 million (164kg), a 9mm handgun and £73,000 in cash;
- i) Phase six of Operation Scorpion took place in October 2023 to coincide with the national County Lines Intensification Week and led to 94 arrests and the police seizing drugs worth £245,699, three luxury watches, £45,774 in cash, four cars, five laptops and 22 mobiles;
- j) Merseyside Police had created Operation Medusa which aided in the closure of a large drugs operation on the Lizard Peninsula, out of which 36 drug lines were identified and heroin and cocaine was seized with a street value of £1.36 million;
- k) Phase seven of Operation Scorpion would take place in spring 2024 and would be led by Dorset Police.

In response to questions, it was explained:

- l) The police were actively collaborating with councils to address the underage sale of vapes and the potential risk of drugs being introduced into vape products;
- m) Crimestoppers information would be added to the Council Tax leaflet to inform the public of their contact details;
- n) The establishment of additional residential drug treatment centres was deemed necessary to assist individuals requiring removal from their communities;
- o) Operation Scorpion aimed to instigate a cultural shift in policing regarding drugs and drug-use;

- p) The objective for the next phase of Operation Scorpion would be aligned with addressing serious and organised crime, employing the 'Clear, Hold and Build' approach;
- q) Enforcement of the laws pertaining to Class B and C drugs would serve as an educational exercise, highlighting the consequences of recreational drug-use;
- r) Operation Scorpion was implemented to impact communities by targeting localised drug-use, shifting the focus from the supply aspect;
- s) The wait list for therapeutic services for Young Victims of Crime service was 6 months;
- t) There was a new victim care website at www.victimcare-dc.org for Devon and Cornwall;

The Committee agreed to note the plan as set out and the following actions:

- 1. To request the Commissioner would investigate information about legal drug levels when driving under the influence to bring to the next panel;
- 2. To request Crimestoppers contact information to be included on the next published Council Tax leaflet;
- 3. To request Links to Young Person's Victim Services and Victim Care for under 18s be sent to all panel members;
- 4. To request the Commissioner ask David Sidwick about work with the Local Government Association on vaping enforcement and drugs added to vapes.

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

In response to questions, it was reported:

- a) The Commissioner would request data from the implementation of the new crime recording system that was installed November 2022;
- b) Efforts were underway to investigate various crime types related to knife crime, intending to incorporate them into the Violent Crime Measure;
- c) Despite an increase in hate crimes, victim satisfaction with police response had increased to 73%;
- d) The police would enforce 20-mile-an-hour speed limits with red signage and give additional support through the implementation of a Community Speed Watch Scheme;
- e) The Commissioner was exploring avenues to assist councils in enhancing their legal capacity to address anti-social behaviour;

- f) Torbay Council were in the process of recruiting two Antisocial Behaviour Officers.

The Committee agreed to note the report.

31. **Commissioners Update Report**

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

- a) The Prisoners Building Homes Project was nominated by the cabinet office and won a national award and some of the homes were being built in mid-Devon;
- b) The Annual Survey had launched 24 November 2023.

In response to questions, it was explained:

- c) The Chief Constable would be invited to the budget meeting by the Commissioner.

The Committee agreed to note the report.

32. **Complaints Against the Commissioner**

There were no complaints against the Commissioner.

The Committee gave their best wishes to the Chief Executive to get well soon.

33. **Work Programme**

The following additions were suggested for the work programme:

- 1. Young People as Victims of Crime;
- 2. Young People Engagement.

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

Number	Minute No.	Resolution	Target Date, Officer Responsible and Progress
2.	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:
3.	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.
4.	Minute 13 Minutes 15 September 2023	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.	Date Due: 29 September 2023 Person Responsible: Councillor Towill & Councillor Haydon Progress: Letter drafted and would be sent out w/c 27 November 2023.

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5.	Minute 16 Anti-Social Behaviour Policing and Operation Loki 15 September 2023	Commissioner to look into the issues for residents reporting Anti-Social Behaviour and share information with members.	Date Due: 29 September 2023 Person Responsible: Alison Hernandez Progress:
6.	Minute 16 Anti-Social Behaviour Policing and Operation Loki 15 September 2023	Councillor Toms to share community initiative on tackling anti-social behaviour with the Devon and Cornwall Police and Crime Commissioner and panel members.	Date Due: 29 September 2023 Person Responsible: Councillor Toms Progress: This would be able to be shared following the next Full Council meeting of Cornwall Council.
7.	Minute 17 Police and Crime Plan 2021-25 Scorecard 15 September 2023	Reporting on 101 phone line to be updated to explain what the data sets are and why they have been included. Any changes to the data set to be explained. 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.	Date Due: 16 November 2023 Person Responsible: Alison Hernandez Progress: Complete

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8.	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: Action complete and on the work programme for a future meeting.
10.	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:
11.	Public Engagement: Improving police contact services 24 November 2023	Commissioner to bring Footfall vs 101 Demand data to the next panel meeting.	Date Due: 2 February 2024 Person Responsible: Alison Hernandez Progress:
12.	Public Engagement: Improving police contact services 24 November 2023	Information regarding Police Enquiry Offices to be included on the next published Council Tax Leaflet.	Date Due: March 2024 Person Responsible: Alison Hernandez Progress:

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

13.	Public Engagement: Improving police contact services 24 November 2023	Commissioner to bring a resolution to the manual intervention problem within 999 services to the next meeting.	Date Due: 2 February 2024 Person Responsible: Alison Hernandez Progress:
14.	Public Engagement: Improving police contact services 24 November 2023	Commissioner advised panel members to put in requests for Police Enquiry Offices in specific locations to be looked at before the next panel meeting with regards to budget. Request for Exeter City Centre noted.	Due Date: 2 February 2024 Person Responsible: Alison Hernandez Progress:
15.	Operation Scorpion – Regional Drugs Policing 24 November 2023	Commissioner to investigate information about legal drug levels when driving under the influence to bring to the next panel.	Due Date: 2 February 2024 Person Responsible: Alison Hernandez Progress:
16.	Operation Scorpion – Regional Drugs Policing 24 November 2023	Crimestoppers contact information to be included on the next published Council Tax Leaflet.	Due Date: Person Responsible: Alison Hernandez Progress:

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

17.	Operation Scorpion – Regional Drugs Policing 24 November 2023	Links to Young Persons Victim Services and Victim Care for under 18s to be sent to all panel members.	Due Date: ASAP Person Responsible: Alison Hernandez Progress: Action Complete
18.	Operation Scorpion – Regional Drugs Policing 24 November 2023	Commissioner to ask David Sidwick about work with the Local Government Association on vaping enforcement and drugs added to vapes.	Due Date: 2 February 2024 Person Responsible: Alison Hernandez Progress:
19.	Police and Crime Plan 2021 – 25 Scorecard 24 November 2023	Commissioner to feedback comments from Councillor Penberthy regarding the lack of data on neighbourhood numbers	Due Date: ASAP Person Responsible: Alison Hernandez Progress:
21.	Commissioners Update Report 24 November 2023	Commissioner to confirm how Anti-Social Behaviour will be supported through Commissioning Intentions Plan (Budget meeting)	Due Date: 2 February 2024 Person Responsible: Alison Hernandez Progress:

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THE OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR DEVON, CORNWALL AND THE ISLES OF SCILLY

Report and appendices - *FOI Open*

SAFE, RESILIENT AND CONNECTED COMMUNITIES

Police and Crime Panel Meeting
Friday 2nd February 2024
Report of the Police and Crime Commissioner

Proposed Precept, Budget and Medium Term Financial Strategy (MTFS) 2024/25 - 2027/28

1. Summary

- 1.1. This report considers the future four-year financial position for the Police and Crime Commissioner (the Commissioner) and the Chief Constable. It presents the Commissioner's council tax precept recommendation for 2024/25 for consideration by the Police and Crime Panel.
- 1.2. My proposal is for a total precept increase of £12.94 for this year which equates to a council tax Band D of £274.50. This represents an increase of 4.95% in the Band D equivalent for the police element of the council tax for the 2024/25 financial year. Currently Band D households pay £26.16 a month over 10 months (if paid monthly) this will rise to £27.45.
- 1.3. Items for the Police and Crime Panel to note:
 - The Commissioning Intentions Plan attached as Appendix 3.
 - The Reserves Strategy, Treasury Management Strategy and the Capital Strategy are published online to ensure transparency.
 - The Chief Constable's resources summary letter detailing his operational policing requirements for the coming year as Appendix 2.
- 1.4. The ongoing challenging national economic picture is impacting on policing with significant increases in areas such as pay and the inflation rates continuing to be above the government target of 2%. This has been recognised by the government who have given all

Police and Crime Commissioners the flexibility to increase the council tax precept by up to a maximum of £13 for the coming year. The increase in funding that I intend to make available to the Chief Constable through the precept (as outlined in the MTFS) is specifically to protect policing services and the police officer uplift programme and enable it to be sustained for the long term. This increase will also allow for some modest investment in services with a focus on improving public confidence. I know from the public feedback I receive that the visibility of policing and public confidence in policing is vitally important and this budget proposal will focus on this element. The letter from the Chief Constable (attached as Appendix 2) sets his proposals for the coming year.

- 1.5. I have not requested the full amount of the council tax increase every year. Since my first budget in 2017/18, and including my current proposals, I have maximised the increase five out of eight times. As a major preceptor, when approached by billing authorities, I was also happy to agree the changes proposed to the support provided to working families and children in care. The changes mean that, depending on individual circumstances, they will be able to claim up to 100% support for the council tax liability.
- 1.6. The Police and Crime Plan is a requirement of the Police Reform and Social Responsibility Act 2011 (PRSR). The strategy used to produce this MTFS is my Police and Crime Plan for 2021-2025 which provides continuity from my previous approach 'Safe, resilient, and connected communities'. The Plan has four priority areas: anti-social behaviour, drugs, road safety and preventing serious violence and was considered by this Panel in September and November 2021.
- 1.7. This report has been produced in consultation with the Acting Chief Constable.

2. Recommendation

- 2.1. That the Police and Crime Panel accept the council tax precept proposal and do not exercise a veto.

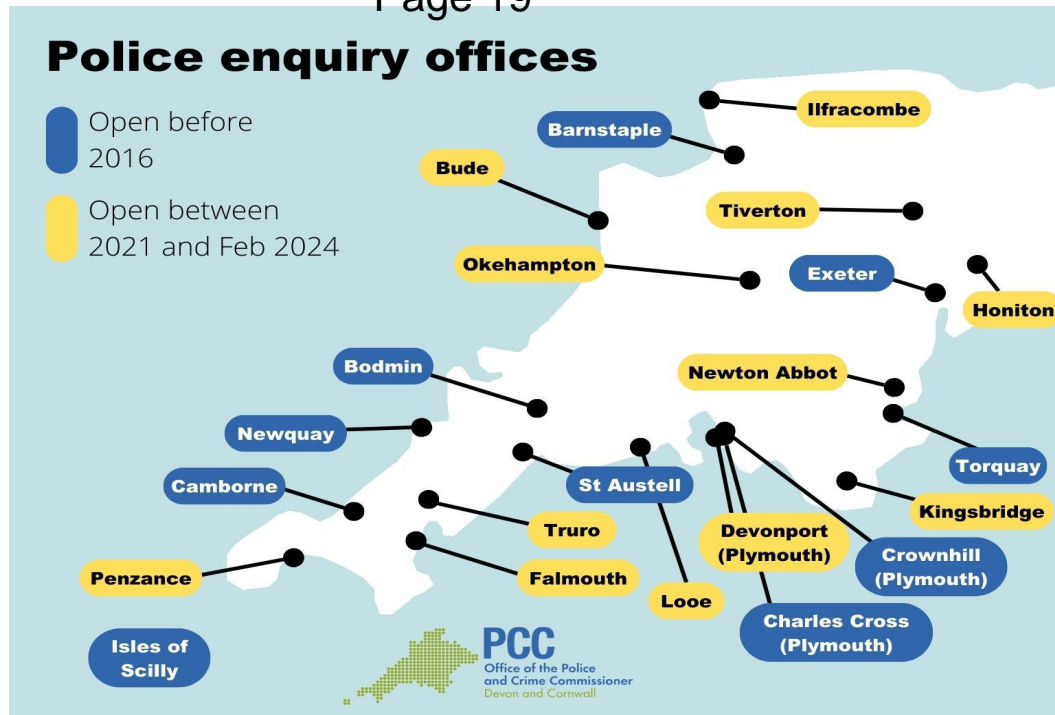
3. Introduction

- 3.1. This is the last budget of my current term of office. It builds on previous successes and real and tangible benefits to the communities of Devon, Cornwall and the Isles of Scilly. It highlights successes over the last three years of which more detail is available in my Annual Reports and other reports at this meeting and include:
- In Autumn 2023 Devon and Cornwall force was categorised as the safest place in the country according to the latest Office of National Statistics (ONS) crime figures. The Force has consistently been in the top three safest areas in recent years, and we are ahead of Wiltshire and North Yorkshire. Crime in Devon and Cornwall rose by 0.4%, below the national average of 2.6%.
 - There are now more police officers than ever before at 3,610 officers which is 686 more than when I took office in 2016.
 - Delivering more than £2.7 billion in funding for policing services to the Chief Constable to protect our communities since I took office in 2016.
 - Opening 12 Public Enquiry Offices. By the end of March 2024 there will be 22 Public Enquiry offices open to the public across the Devon and Cornwall Police area with a further five more to be opened.
 - Investing £4 Million to intervene in and prevent serious violence.
 - Investing £12.2 Million in Community Safety Partnerships (including YOTs) to tackle local community safety priorities.
 - Commissioning £35.7m of services from the community and voluntary sector to improve services for victims and reduce reoffending.
 - Delivering specialist equipment including body worn video to all police officers.
 - Enhancing the Force drone capacity to improve efficiency and effectiveness.
 - Implementing and maintaining the innovative Tri Service Officers approach across Cornwall.
 - Establishing the Vision Zero Partnership in which partners have collectively invested £5.3m to improve road safety.
 - Implementation of a new strategic partnership with Victim Support to provide advocacy and support for all victims, whether they have reported to the police or not.
 - Brought in £17m of grant income into the peninsula including £5.5m of Safer Street funding for North Stonehouse, Exeter City Centre, Falmouth, Plymouth, Truro, Torbay, Barnstaple, Plymouth University, Exeter University, Paignton, Redruth and Camborne.
 - Supported more than 40,000 victims of crime per annum and developed a new online resource for victims of crime [Home - Victim Care Devon & Cornwall \(victimcare-dc.org\)](https://victimcare-dc.org)
 - Delivered substantial improvements and modernisation of the policing estate including the delivery of five new buildings: Exeter Police Station, Liskeard Police Station, centralised records store, Barnstaple Police Station and new training and welfare facilities at Exeter Headquarters.

- Delivered a world class response to the hosting of the international G7 summit in Cornwall in 2021.
 - Introduced a new commissioned service for victims of anti-social behaviour.
 - Responded to the tragedies in Keyham and supported the Plymouth community to recover.
 - Provided service continuity throughout the COVID-19 pandemic.
- 3.2. Maintaining services in the public sector with finite resources when there are fixed costs, a high level of staffing costs and legal requirements which must be adhered to is challenging. This is further compounded by policing's 24/7 delivery, 365 days a year to protect the public. There is very little flexibility in how this can be achieved when the majority of the revenue budget is staffing with specific requirements on the number of police officers employed as a condition of the uplift grants we have received. This year the government has given Police and Crime Commissioners the flexibility to raise their council tax precept by a maximum of £13 per year (on a Band D property) to be able to mitigate these challenges, but the choices are still difficult and do not come without consequences. I have listened carefully to public feedback and have ensured that my proposals provide the Chief Constable with sufficient resources and flexibility to maintain a sustainable position in Devon and Cornwall Police.
- 3.3. In addition to the base funding available I have also welcomed the news that the government is continuing to support Safer Streets 5 into 2024/25 and that we have secured £1m of funding specifically to tackle ASB and a further £500,000 later in the year for interventions to support immediate justice. Whilst this additional funding is always welcome it is of a one off nature.
- 3.4. The Acting Chief Constable has set out his proposals in his letter at Appendix 2.

4. Service Transformation

- 4.1. I have been determined to reopen front desks to reconnect policing to the communities they serve and provide an alternative method of contact whilst the issues with the 101 telephone service are resolved. The first phase of re-openings saw front desks in Newton Abbot, Tiverton, Penzance, Truro, Bude and Falmouth opened during the Autumn/Winter 2022. Phase two was Devonport, Looe, Okehampton, Ilfracombe, Kingsbridge and Honiton. Phase three will see a further four police enquiry desks open during 2024/25. In addition to this a further enquiry desk will be opened as part of the new Exmouth Police Station. These are already providing vital additional capacity to the two contact centres we have in Devon and Cornwall.



- 4.2. Working at a regional level has also driven collective change and increased visibility of policing and enhanced the ability to work at scale to have a greater impact on issues which commonly affect communities. Our regional approach to drugs which is also known as Operation Scorpion, continues to evolve and has proven itself to be successful. To date the results from Operation Scorpion are 3,272 disruptions with 627 arrests. 389 people have been safeguarded, 19 firearms have been seized, more than 213kg of drugs seized and in excess of £950,000 cash seized. In addition, Devon and Cornwall Police hosted the Merseyside Police disruption team known as Op Medusa. The successes of this have been widely reported and I am enhancing our ties with Merseyside Police locally through additional analytical support, the first time that a Police and Crime Commissioner has directly done this to enable closer working with operations.
- 4.3. Tackling violence including serious violence and violence against women and girls (VAWG) remains a high priority. During 2023 the Home Secretary updated the Strategic Policing Requirement (SPR) which details what the current national threats are, and the national policing capabilities needed to counter those threats and include violence against women and girls for the first time. I continue to invest in both victim and perpetrator programmes to prevent future crimes and ensure that the needs of victims are understood and met and have supported the Chief Constable to affect meaningful change through programmes such as Operation Soteria Bluestone which is changing the way rape is investigated. As Chair of the Local Criminal Justice Board, I am focused on securing improvements across the criminal justice system to bring more offenders to justice, provide meaningful rehabilitation of offenders and support victims throughout their journey. My Commissioning Intentions Plan provides more specific detail of next year's investments to secure continuity of provision.
- 4.4. Devon and Cornwall and the Isles of Scilly has the highest number of legally held firearms in Great Britain and changes to statutory guidance significantly increased the assessment requirement for both new application and renewals for firearms license, as well as ongoing assessment standards. The investment we made into Firearms Licencing has enabled substantial improvements of the service to the public applying for certificates and licences. Whilst there is still some way to go, there has been a relentless focus on stabilising and modernising the service with public safety and service at its heart and as part of this

improvement journey, the Chief Constable and I have decoupled the service from the strategic alliance with Dorset so that I can have greater oversight and make the Chief Constable accountable for the delivery of service in this area. The level of additional scrutiny by myself on this service remains high along with IOPC, HMICFRS and the Home Office.

- 4.5. Since 2021 the governments Safer Streets Programme was launched and I have been successful in receiving £5.5m of additional funding for our communities. As well as supporting CCTV, Safer Streets monies have been used to fund street marshals, upgrade street lighting, places of safety for people who are out in our city centres, reducing antisocial behaviour and numerous other initiatives to make our towns and cities better places. Plymouth, Exeter, Truro, Torquay and Barnstaple, Paignton, Camborne and Redruth have benefited from this investment.
- 4.6. There has also been invaluable additional investment and support for the community of Keyham, Plymouth, with enhanced community policing and ongoing support for victims and wider community development. The Home Office continued this funding into 2023.
- 4.7. At a regional level we continue to be challenged by the investments needed to support Forensic Services to ensure that victims get good and timely levels of service. New requirements on International Organisation for Standardisation (ISO) accreditation and the complexity of digital footprints in over 80% of all crimes are a few but not the only pressures in this scientific element of policing. Additional investments are planned for 2024/25.

5. National Context

- 5.1. There is no doubt that public confidence in policing has been a challenge in recent years. High-profile cases of police misconduct have damaged public trust and confidence in policing. Confidence in policing and in our police officers has been badly damaged by local and national incidents of criminality and misconduct in the ranks. UK policing urgently needs to improve police culture and the public's trust that every police officer will keep them safe in their local communities. Devon and Cornwall Police have robust systems in place and strive to ensure that the police are robustly held to account through regular monitoring by my office and HMICFRS.
- 5.2. Chief Constables are being nationally urged to concentrate on crimes that matter most to people, get the basics right in investigations and restore focus on neighbourhood policing with burglary and shoplifting. The national Policing Productivity Review has made clear the value that technology can play in improving police productivity. There are a range of national technology and innovation investments currently being developed and/or rolled out in areas such as digital forensics, digital public contact, facial recognition, automated redaction, data and rape investigations.
- 5.3. The breadth of the work within the auspices of Police and Crime Commissioners continues to grow and evolve. Partnerships and collaborations have become more complex and working together across boundaries is now a vital component of influencing and improving systems. This year I have committed to providing leadership capacity to the regional strategic policing partnership and am hosting a number of posts within my office to facilitate this. Funded by all participating OPCCs in the South West my office is hosting three posts associated with policing collaborations and the prisoners building homes programme. In addition, the Local Criminal Justice Partnership Manager role has transferred into the OPCC from Devon and Cornwall Police in preparation for the statutory role of this partnership in 2024. This is in addition to the new convening powers for Police

and Crime Commissioners under the Combatting Drugs Partnerships and the new prevention of serious violence duties.

- 5.4. There is no doubt that the last financial year has been challenging for me, my team and Devon and Cornwall Police. Due to matters which pre-date the employment of the substantive Chief Constable I had to suspend the Chief Constable with the interim leadership of Devon and Cornwall Police being provided by Deputy Chief Constable Jim Colwell as part of known business continuity arrangements. The investigations into the Chief Constable continue (at time of writing) and are complex due to the jurisdictional matters associated with the police service and governance matters in Northern Ireland and these are not matters over which I have any influence or authority. As Police and Crime Commissioner I have no power of investigation into the allegations made and am entirely in the hands of other regulatory bodies to conclude this matter. The consequences of this process mean that the Deputy Chief Constable has had to make interim arrangements for cover within policing to allow him to become the Acting Chief Constable and temporarily backfill roles behind him. This is a challenging position when it comes to me being able to hold the Chief Constable to account, as the business continuity arrangements are not the stable platform which exist when there is a substantive Chief Constable in the most senior leadership role.

That said, the day to day delivery of policing has continued as planned and I have supported the Acting Chief Constable to successfully navigate a number of significant strategic issues including, the improvement plan associated with the HMICFRS “Engage” process; a number of high profile inquests; and the decoupling of the Firearms Licensing Teams from the Strategic Alliance with Dorset Police.

- 5.5. According to the latest Office of National Statistics (ONS) crime figures released in October 2023, Devon and Cornwall are the safest places to live and visit in England and Wales. However, Devon and Cornwall Police remain within an “engage” phase with HMICFRS. This process has enabled a welcome higher degree of focus on three specific issues, namely, crime data recording, management of sexual offenders in the community and the performance of the 999 and 101 service. Clear improvement plans have been developed and agreed with HMICFRS and tangible improvements are starting to be seen in all service areas affected. The force is no longer under the “engage” process for the management of sexual offenders due to the improvements made. The overall performance of 999 and 101 has been significant, and we are expecting a decision on whether or not the heightened monitoring will remain over the coming weeks.

6. Estate Management

- 6.1. As the owner of the police estate in Devon, Cornwall and the Isles of Scilly my office directly manages this service area. I continue to support a programme of innovation and modernisation of the estate and have supported changes and investment that have helped to deliver on my Police and Crime Plan and supported the welfare of our hard working police officers and staff. I am responsible for 146 buildings accommodating more than 6,000 police officers and staff and have 16 shared arrangements with partners right across Devon, Cornwall and the Isles of Scilly. I pay business rates in excess of £3.5m annually and the annual costs for 2024/25 of maintaining these buildings are £19m (revenue) and £9.7m (capital), for which I do not receive any capital funding from central government.
- 6.2. The estate portfolio is geographically spread, extensive, complex, and ageing (79% of the estate is over 20 years old), which despite improvements remains a significant legacy issue for both organisations. After officer and staff salaries, this is our highest area of

expenditure. Our new Estates Strategy (2022 to 2030) seeks to maximise the visibility of policing in communities but also generate efficiencies and savings for the public purse.

- 6.3. All my commissioning intentions have been delivered this year. This includes the new service for victims of anti-social behaviour and a brand new service for victims of road safety incidents, in partnership with Vision Zero South West.
- 6.4. The 2024/25 Provisional Police Finance Settlement was announced on 14th December 2023. I have run a new online budget engagement process on the totality of the budget from 28th November 2023. The survey was promoted on social media platforms, through Neighbourhood Alert, at public engagement events in many of our towns when my team have met the public face to face, and via community networks. I also invited all Police and Crime Panel members to an informal briefing on the totality of the budget settlement, hosted by my offices' Treasurer and Chief Executive in January 2024.
- 6.5. In summary, there were 2,487 responses to the engagement, which is statistically significant. What is clear from the results is that the public's funding priorities are local policing, a rapid response to incidents, crime prevention and roads policing. The full results of this budget engagement are shown in appendix 5 to this report. ASB has come out top for the issue the community want tackled.
- 6.6. By the end of March 2023, Devon and Cornwall Police had exceeded the additional 470 uplift in officers announced by the Government and have the highest ever complement at 3,610 officers.
- 6.7. The role of the Commissioner is to be the voice of the people and hold the Chief Constable to account. We are responsible for the totality of policing. Commissioners ensure community needs are met as effectively as possible and improving local relationships through building confidence and restoring trust. They work in partnership across a range of agencies at local and national level to ensure there is a unified approach to preventing and reducing crime. We are proud of our partnerships that help keep our communities safe.
- 6.8. The overall funding formula for policing remains a challenge for Devon and Cornwall Police and is still under review by central government. As part of this funding formula work all Commissioners were asked to submit evidence and data on the cost of sparsity and seasonality. A comprehensive response has been made for Devon, Cornwall and the Isles of Scilly which built upon the special grant application I made in 2019 supported by this Police and Crime Panel.

7. Investments

- 7.1. As I have discussed with the Panel previously, crime only accounts for 16% of the incidents reported to police in Devon and Cornwall. Officers deal with more missing people and people suffering mental illness than most other force areas, and it is important that we recognise that. Devon and Cornwall are implementing a new approach called "Right Care Right Time" to help mitigate the impact of this type of work on police resources as part of a national programme. The improved call handling already being delivered through 999 and 101 with rigorous oversight and performance management continues to improve public access to policing.
- 7.2. However, there are specific essential investments required during 2024/25:
 - **Public Enquiry Offices**

As detailed in paragraph 4.1 I have already opened 6 additional public enquiry officers in communities this year. In 2024/25 I plan to open a further 4 public enquiry offices in local communities, with Exmouth following as part of the new build station.

- **Call Handling (999 and 101)**

Ongoing investment at current levels into improvements in call handling (999 and 101) to build on the successes currently being delivered for communities. This includes new police staff leadership to secure continuity for the improvements in place.

- **Professional Standards and Customer Complaints Handling**

The handling of customer complaints remains unsatisfactory. Following a number of years of my scrutiny of the Forces complaints service I remain dissatisfied with the way in which it operates, the level of complaints received and the level of resource which the Force has allocated to it. Despite our decision this year to decouple from the Alliance in this area, this will not address all the identified issues. The budget proposal includes a part year effect for 2024/25 with investment in this area to ensure that there is transformational service in this vital area and that the public receive higher standards of customer service and that policing learns from the feedback it receives to drive further service improvements in the front line.

- **Regional Police Collaborations**

There is in excess of £47 Million of policing funding invested collectively by the five Police and Crime Commissioners in specialist regional policing capabilities covering services such as forensics, regional and organised crime units, regional cyber centre and other similar functionality. This enables greater productivity for specialist services and overall efficiencies. Next year as part of the Regional Forensics development plan, as agreed by regional Chiefs and PCCs in 2023 I will make a further investment.

- 7.3. However, investments in the police service are only part of the overall picture and there is continued focus on improving efficiency, effectiveness, and productivity across the totality of the budget. The specific details of these are being developed by the Acting Chief Constable and his team over the coming months to ensure that resources are optimised and that we can meet the constraints of the budget envelope that I have set. Whilst I am not proposing to take the full flexibility it will be a challenging few years going forward to sustain the officer numbers and meet the governments grant requirements. The Acting Chief Constable's letter appended to this report highlights some of the areas already under discussion. Prudent financial planning over the past years will enable flexibility in these changes to maintain police office numbers at record levels and focus attention on areas of identified under-performance over the coming year.

8. Funding

- 8.1. The Government's funding settlement assumed that Police and Crime Commissioners will take advantage of the precept flexibility, which will increase the funding available to policing through central grant and the local council tax. These include ongoing delivery of the Police Uplift Programme, sustained commitment to drive efficiency, productivity and effectiveness, enhanced productivity using technological solutions and achieving best value with police technology. This welcomed additional funding will secure greater visibility for communities.
- 8.2. We are also anticipating additional funding with regards to ASB and Immediate Justice. This is yet to be confirmed but is expected to be £1m and £500k respectively.

- 8.3. I remain frustrated that the increased demands placed on Devon and Cornwall Police by our summer surge and our sparsity have yet to be formally recognised and funded by the government. This is a matter which the government must address, and I will continue to make representations to them on behalf of our communities.

9. National Officer Uplift

- 9.1. By the end of March 2023 there was 3,610 police officers in Devon and Cornwall, which includes new detectives. This is the highest rate that there has ever been. A proportion of these officers are still in training and are yet to achieve independent patrol status. This year we will maintain these record levels.
- 9.2. The effectiveness of policing cannot be solely judged on the number of police officers employed. Policing has a wide range of specialist staffing roles which are essential to deliver high quality policing services. From contact officers, specialist problem solvers, PCSOs, building surveyors, solicitors and accountants, policing is a business and the success on the front line relies heavily on professional services from across the organisation to tackle crime effectively.

10. Investments to date

- 10.1. This year my commissioning intentions plan (attached as Appendix 3) details the range of commissioning undertaken to support the delivery of the new Police and Crime Plan and associated statutory duties. The five priorities of this commissioning intentions plan are as follows:
- Violence
 - Anti-social behaviour
 - Drugs
 - Road Safety
 - Victim Services
- 10.2. For the financial year 2024/25, the total commissioning budget across the Office of the Police and Crime Commissioner is £9,635,907 which works on the assumption that the Ministry of Justice Grant for Victim Services (not released at the time of writing) is the same as assumed. The budget includes: -
- £4,171,500 commissioning grant allocated directly by the Commissioner for the purpose of commissioning services for the benefit of Devon, Cornwall and the Isles of Scilly.
 - £3,752,066 from the Ministry of Justice Victim Services Grant, which includes the Childhood Sexual Abuse (CSA) and Childhood Sexual Exploitation (CSE) Grant, additional funding for Independent Sexual Violence Advisors (ISVAs), Critical Support Fund for Victims.
 - £1,257,341 for the continuation of the Serious Violence Prevention Programme which includes the funding from the Home Office for the Serious Violence Duty.
 - £100,000 funding from Vision Zero South West to deliver a service to support people affected by a bereavement or serious injury on the road.
 - £355,000 for Safer Streets 5 covering Paignton, Redruth and Camborne.

A full breakdown of the commissioning intentions is shown in appendix 3.

- 10.3. Our commissioning intentions plan provides a strong framework for how I allocate the funding I receive from the MoJ for victims and the other resources within the OPCC. Our strategic commissioning partnership with Victim Support continues to provide continuity to victim services through a trusted partnership.
- 10.4. Through the support of my office and in partnership with the NHS we have three Sexual Assault Referral Centres – in Exeter, Plymouth and Truro – as well as a service to provide victims of sexual assault, both adults and children with the support that they need through the Independent Sexual Violence Advisors.
- 10.5. An integral part of my scrutiny of Devon and Cornwall Police is the scrutiny provided through my Independent Custody Visitors Scheme. Their support remains an invaluable insight into detainees' welfare, and I wish to formally record my thanks to the volunteers who continue to undertake this valuable work across Devon and Cornwall.
- 10.6. When looking at the budget and MTFS for 2024/25 to 2027/28 it is easy to forget what has already been achieved in previous years and the cumulative impact of a relentless focus on priorities. The detail about all this work is set out in my Annual Report which can be accessed [here](https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/14658%20PCC%20(Annual%20Report%202022)%20LR_v6.pdf).
[https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/14658%20PCC%20\(Annual%20Report%202022\)%20LR_v6.pdf](https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/14658%20PCC%20(Annual%20Report%202022)%20LR_v6.pdf).
- 10.7. Earmarked reserves have reduced over my time in office from £54.1m to an estimated balance at the end of 2023/24 of £19.1m (excluding the partnership reserve for Vision Zero South West). It was, and remains, my conscious decision to use those reserves to maximise funding to policing. For this MTFS we will be using reserves to smooth the phasing of the savings required to maintain a balanced budget. Full details of the reserves are contained in Appendix 1.
- 10.8. The MTFS has been produced covering a four-year period to provide assurance that my proposals are robust and sustainable. To limit the amount of technical detail within this report, the appendices contain more information on the budget requirement; the proposed savings to be made; the reserves; and detailed council tax changes within bands.
- 10.9. The Acting Chief Constable's letter is clear that these proposals are essential to maintain policing services to our public.

Alison Hernandez
Police and Crime Commissioner
Devon, Cornwall and the Isles of Scilly
January 2024

MEDIUM TERM FINANCIAL STRATEGY (MTFS) AND PRECEPT PROPOSALS

1. Introduction

1.1. This report will cover the revenue and capital budgets for 2024/25 together with the projections for 2025/26 to 2027/28. The specific areas that will be covered are the:

- National context.
- Local and regional context and funding levels.
- Council tax levels and assumptions.
- Revenue expenditure.
- Capital programme.
- Reserves.
- Risks.

2. National Context

- 2.1. On 22nd November 2023 the Chancellor of the Exchequer announced the Autumn Statement 2023. This Statement referred to the published Police Productivity Review commissioned by the Home Office to the National Police Chiefs Council to review police productivity and provide recommendations to improve efficiency and effectiveness in policing. At the time of the Statement inflation was running at 4.7%. Since that date inflation has dropped to 3.9% (November 2023). The Autumn Statement indicated that inflation is expected to fall to 2% by 2025.
- 2.2. The Bank of England base rate is currently 5.25% a rise of 1.75% since this time last year when rates were 3.5%. The base rate of 5.25% has remained constant since August 2023.
- 2.3. A Local Government Finance Policy Statement 2024 to 2025 was issued on 5th December 2023 which outlined the council tax referendum principles. For Police and Crime Commissioners the referendum principle is £13. This effectively means that a band D council tax charge can be increased by £13 before a referendum would be required.
- 2.4. The provisional Police Settlement was published on 14th December 2023. The deadline for submissions to the provisional settlement was 10th January 2024. The final Police Settlement has not yet been announced. Although there are no changes anticipated, any changes to the funding levels will be dealt with via reserves. Any significant implications will be reported back to the Panel.
- 2.5. The letter to the Commissioners from the Minister outlined the national priorities to be supported by the provisional settlement.
 - Ensuring overall police officer numbers are maintained at the agreed Police Uplift baseline plus force level allocations of the 20,000 additional officers.

- A commitment to the continuation and additional funding for crime programmes including the County Lines Programme, violence and ASB.
 - Delivering improvements in productivity and driving forward efficiencies, maximising the value of the Government's investment.
- 2.6. The overall funding package provides additional national grant funding of £624m in 2024/25. This is coupled with additional funding available to Commissioners of £298m from using the council tax flexibility. This level of investment assumes that all Commissioners will maximise their council tax flexibility. The provisional settlement headline data includes the following:
- A £154m increase in grant funding to Commissioners. This additional funding will support the police uplift programme announced at the Spending Review 2021.
 - £184m to support forces with the cost of the police officer pay award agreed for September 2023 at 7%. This is on top of an additional £330m provided in 2023/24.
 - £259m to cover the increased costs of the police pensions contributions.
 - £26.8m as one-off top-up funding to recognise the software development and administrator costs associated with the delays to the implementation of the McCloud remedy.
 - Up to £298m additional funding from council tax precept if all Commissioners maximise their precept flexibility. Commissioners have been given the flexibility to increase the precept by up to £13 for a Band D equivalent property.
- 2.7. The settlement also includes the following:
- Within the national grant funding £425m will be ringfenced and allocated according to funding formula shares. In line with previous years £357.8m will be paid according to progress on the police uplift programme targets. The remaining £67.2m will be paid to forces who volunteered to recruit above their uplift targets.
 - A decrease and realignment of the funding of national priorities (see table below on the top-slice).
- 2.8. The settlement represents an average cash increase in total funding for England and Wales of 6% between 2023/24 and 2024/25. However, this increase includes funding to maintain the increased growth expected as part of the uplift programme and the 7% pay award agreed for September 2023.
- 2.9. The Government expects the police to continue to build on the progress that has been made in terms of efficiency and productivity. The publication of the Policing Productivity Review will be used to identify areas to alleviate burdens, improve productivity and reduce inefficiencies. A formal response by the Home Office to this review is expected in early 2024.
- 2.10. Continued investment of £200m in crime programmes has been confirmed. This includes programmes to combat anti-social behaviour and serious violence, further funding for the safer streets programme, the county lines programme and Project Adder and continue support for the violence reduction units.
- 2.11. As in previous years the overall funding available to the police has been top sliced for central initiatives. The funding level of the top slice has decreased by £76m (7%) from

2023/24. The Police Productivity and Innovation fund is a new addition to the top slice. It is anticipated that this fund will be used to support any recommendations coming from the recently published Police Productivity Review. As part of our response to the consultation of the provisional settlement we have asked for clarity on what this means for policing and local areas. The breakdown of the top slicing at a national level are shown in the following table:

Table 1: Overall changes in the national top-slice

National Top Slice	2023/24 £m	2024/25 £m	Increase/ (Decrease) £m	% Variation
PFI	71.6	71.2	- 0.4	-1%
Police Technology Programme	526.4	500.9	- 25.5	-5%
Arm's Length bodies	74.7	65.7	- 9.0	-12%
Regional Organised Crime Units	39.5	31.6	- 7.9	-20%
National Policing Capabilities (NPCC)	69.3	49.8	- 19.5	-28%
NPCC Programmes	9.5	7.7	- 1.8	-19%
Special Grant	50.0	34.0	- 16.0	-32%
Forensics	20.6	13.0	- 7.6	-37%
Serious Violence	45.6	45.6	-	0%
Crime Reduction Capabilities	18.4		- 18.4	-100%
Fraud	18.1	18.1	-	0%
Drugs/County Lines	30.0	30.0	-	0%
Capital Reallocations	104.9	128.7	23.8	23%
Cyber Crime	14.1	13.1	- 1.0	New
Tackling Exploitation and Abuse	21.3	17.6	- 3.7	New
Police Productivity and Innovation	-	11.0	11.0	n/a
Total	1,114.0	1,038.0	- 76.0	-7%

2.12. Planning for beyond 2024/25 is challenging. There is significant activity which will impact on this planning:

- The economic impact of the increase in inflation and energy costs.
- The anticipated review of the funding formula. Work continues as part of a senior sector group with the first phase of consultation due in 2024.
- The long-term funding plans for the uplift in police officers as they progress through incremental scale.
- Centrally driven ICT programmes such as the replacement of Airwave and the Police National Computer.

2.13. The funding for 2024/25 was the last year of the three year Comprehensive Spending Review announced in Autumn 2021. This places additional uncertainty on funding levels for 2025/26 onwards. During 2024 we are due to have elections for Police and Crime Commissioners across England and Wales as well as local election and a general election. Depending on the timing of the general election this could impact on whether a multi-year funding settlement would be achievable for the funding announcements in autumn 2024.

2.14. There are a number of areas, outside the level of central government grant, that are sensitive to changes in the wider economy. These are:

- The impact of the continued high inflation rates currently being experienced especially with regard to pay related costs.
- The impact of supply chain problems and delays.
- The interest earned on the reserves which is linked to the bank base rate. These budgeted income levels have been increased for 2024/25 for Devon and Cornwall to reflect the increased investment interest to be earned on the balances and reserves.
- The change in the value of sterling against the Euro and the Dollar can lead to some additional inflationary costs. As nearly 85% of the MTFS budget costs are employment related these costs are relatively protected from this variable. The most significant impact is likely to be on fuel and computer products.

3. Local and Regional Context and Funding Levels

- 3.1. The local impact of the provisional settlement will provide increased funding for Devon and Cornwall. The effect of the total grant funding is shown in the table below. This shows that overall, the level of funding has increased by 8.0%. However, most of the increase falls within the specific grant element relating to the pensions grant and the ringfenced grant targeted at the maintenance of the uplift in officers. The increase from £9.8m to £24.3m increases the overall risk profile for future years as specific grants are awarded on a year by year basis.

Table 2: Grant Funding				
Summary	2023/24 £m	2024/25 £m	Variation £m	Variation %
Core Grant	134.3	137.1	2.8	
DCLG Formula	76.0	77.5	1.5	
Legacy C/Tax Grants	15.5	15.5	-	
Core Grant	225.8	230.1	4.3	1.9%
Pensions Grant	3.3	10.9	7.6	230.3%
Additional Recruitment Top-up		3.4	3.4	n/a
Uplift Grant Ringfenced	6.5	10.0	3.5	53.8%
Specific Grants	9.8	24.3	14.5	148.0%
Gross Funding Available	235.6	254.4	18.8	8.0%

- 3.2. The level of funding to support the net revenue budget is shown in the table below. This covers the core grant and amount generated by council tax which forms the net revenue budget shown in the MTFS.

Table 3: Net Revenue Expenditure Funding				
Summary	2023/24 £m	2024/25 £m	Variation £m	Variation %
Core Grant	134.3	137.1	2.8	
DCLG Formula	76.0	77.5	1.5	
Legacy C/Tax Grants	15.5	15.5	-	
Grant	225.8	230.1	4.3	1.9%
Council Tax	164.7	175.0	10.3	
Council Tax Surplus/ -Deficit	1.6	1.4	- 0.2	
Total Council Tax	166.3	176.4	10.1	6.1%
Net Funding Available	392.1	406.5	14.4	3.7%

- 3.3. As stated above the Home Office agreed additional grant funding to support the 7% pay award agreed for 1st Sept 2023. During 2023/24 additional grant of £7.7m was provided for Devon and Cornwall. This was adjusted in the 2023/24 core grant which was increased from £126.6m to £134.3m. In addition, a further £4.3m was provided in 2024/25 which brought the total support to £12m. This substantially covered the gap in funding.
- 3.4. There are various aspects of the council tax funding that impact on the revenue available to the Commissioner.
- The Council Tax Base – this covers the number of chargeable Band D equivalent properties. The increase in the council tax base is 1.2%, raising an additional £2.1m which is £483k lower anticipated. The change in the council tax base is a combination of increased properties and a change in the number of council tax payers requiring support with their bills. Various collecting authorities consulted all major preceptors regarding a change to the council tax support being provided to working families and children in care. The changes mean that those cohorts in some authorities will be able to claim an increased level of support for the council tax liability. The level of support will depend on the individual circumstances. The Commissioner confirmed support for the changes.
 - The payments received for the 2023/24 council tax bills have been lower than anticipated. It was estimated there would be a net surplus of £1.8m to be returned to the Commissioner. However, it is anticipated that this will now be a surplus of £1.4m, a reduction of £400k. The surplus or deficit for each council area is calculated and set by the individual collecting authorities.
 - The proposed increase to the Band D precept by £12.94 equates to an increase of 4.95% on the council tax. This increase generates funding of £8.1m and when combined with the changes to the council tax base and overall surplus/deficit it is anticipated to increase council tax funding for policing by £10.1m.
- 3.5. At the time of writing this report the allocations to individual Commissioners for the funding for counter-terrorism policing have not been announced. However, based on previous years we are not anticipating there will be any increased funding for Devon and Cornwall.
- 3.6. The pay award is the most significant inflationary pressure on the budget with the overall pay budgets being 85% of gross expenditure for 2024/25. The pay award is nationally agreed and for 2023/24 saw an increase of 7%, this was significantly higher than the estimate of 2%. Additional funding was provided from the Home Office to partially cover

the gap between local estimates and the nationally agreed pay award. An assumption of 3% has been included for 2024/25 which is comparable across the policing sector.

- 3.7. Any changes to the revenue generated from the final declared council tax surpluses or council tax base changes will be dealt with by way of a transfer either to or from reserves.
- 3.8. The overall level of funding, including increases to specific grants, is set to increase by 4.3%. Table 4 below shows a summary of the main increases in expenditure for 2023/24.

Table 4: summary of the Use of Additional Funding		
Summary	2024/25	
	£m	£m
Additional Funding		
Core Grant and Council Tax	14.4	
Specific Grant	14.5	28.9
Increases		
Additional Investments	1.4	
Regional Growth	1.0	2.4
Unavoidable Changes		
Pay Inflation	12.8	
Other Pay Changes	10.7	
Inflation	1.2	
Non Pay Costs	3.2	
Capital Funding	1.6	29.5
Investment		
Change in the use of Reserves		2.9
Investment Interest		- 0.1
Increased Income		- 0.4
Savings		- 5.4
		0.0

- 3.9. The key financial information relating to the four-year budget requirement and the precept increase is shown in Appendix 1. The level of council tax funding equates to 40.9% of the net revenue budget for 2024/25 which is a 1.3% decrease compared with 2023/24 figure of 42.2%.

4. Setting the Council Tax

- 4.1. Government guidelines have set the maximum amount that the council tax can be increased, without triggering a referendum, at £13 (4.97%) for a band D equivalent property. This is an additional £3 above the level previously announced in the Spending Review 21. The proposed increase from the Commissioner will not utilise the full flexibility and is proposing to increase the Band D charge by £12.94 (4.95%). The budget forecasts contained in this report are based on this assumption. The impact on the Band D council tax is shown in the table below.

Table 5: Council Tax Bands

Valuation Band	2023/24 £	2024/25 £	Increase £	Increase %	Increase per day £	Increase per week £	Increase per month £	Increase per month (10 months) £
A	174.37	183.00	8.63	4.95%	0.02	0.17	0.72	0.86
B	203.44	213.50	10.06	4.95%	0.03	0.19	0.84	1.01
C	232.50	244.00	11.50	4.95%	0.03	0.22	0.96	1.15
D	261.56	274.50	12.94	4.95%	0.04	0.25	1.08	1.29
E	319.68	335.50	15.82	4.95%	0.04	0.30	1.32	1.58
F	377.81	396.50	18.69	4.95%	0.05	0.36	1.56	1.87
G	435.93	457.50	21.57	4.95%	0.06	0.41	1.80	2.16
H	523.12	549.00	25.88	4.95%	0.07	0.50	2.16	2.59

5. Detailed Total Budget Requirement

- 5.1. The overall revenue position for 2023/24 indicates a small overspend position of approximately £1.4m. A review of 2023/24 expenditure has been undertaken in preparing the budget to ensure that any underlying pressures or savings have been appropriately reflected in future years' budget assumptions.

Financial Planning Assumptions

- 5.2. A list of budget assumptions is attached in Appendix 1. Key assumptions are covered below.
- 5.3. General Inflation – Actual CPI for November 2023 was 3.9%, compared to 10.7% in November 2022. Inflation has only been applied to budgets that are subject to inflationary pressures. Electricity and Gas contracts are based on market energy prices and are expected to decrease in 2024/25. Future years increases have been assumed in line with treasury predictions.
- 5.4. Pay Awards – The MTFS assumes that a 3% pay award will be applied on 1st September 2024, 2% 1st September 2025 and 2% from 1st September each year thereafter for police officers and police staff.
- 5.5. Council Tax Base - The council tax base which consists of the total value of properties by band D has increased by 1.2% for 2024/25. From 2025/26 an increase of 1.5% has been assumed.
- 5.6. Staff Pension Contributions – The Police Office pension contribution rates are set by central government and have increased by 4.3% to 35.3%% in 2024/25. The police staff pension contribution rates are set by the pension provider (Peninsula Pensions hosted by Devon County Council) and have not been subject to a revaluation. The employer contribution rate remains at 18.9%.

6. The Overall Budget Preparation

- 6.1. The budget process for 2024/25 has been undertaken on a similar basis to that of the previous year. This is shown in Appendix 1 and includes consideration of the following areas:
- Unavoidable changes in costs arising from the budget assumptions and other factors for example changes to external income and specific grants.

- Priority spending areas that are essential to delivery of the Police and Crime Plan and to improving the long-term efficiency of policing.
- Savings and efficiencies required.
- Effective management of risk.

Savings Plans

- 6.2. A combination of a grant increase below the level of increases being experienced coupled with increases due to inflation means that ongoing efficiency savings will be essential to balancing the budget over the next four years.
- 6.3. To continue to further drive productivity and value for money, the Chief Constable will continue to challenge costs of operational business areas across the force, to seek financial and time savings not only for this coming year but also the future. Further detail is included in the letter from the Chief Constable attached to this report.

Management of Risk

- 6.4. These proposals are not without risk. A risk register is attached as Appendix 4. Due to the changing economic climate, there is increased risk compared to previous years due to:
- The changes in the landscape due to the Police and Crime Commissioner elections in May 2024. Changes may also occur due to the general election with the timing, as yet, unannounced.
 - The increase in the underlying core grant funding being significantly less than inflation.
 - The increase in the level of ringfenced grant from £9.7m in 2023/24 to £24.3m in 2024/25. This increase is specific to the ringfenced grant relating to the maintenance of the national uplift in police officer numbers along with the increased funding for the police officer pensions contributions. The payment of the grant relating to the uplift is subject to the maintenance of this increase. Specific grants are subject to approval each year and are not guaranteed.
 - The pay award assumptions which are nationally agreed. The proportion of the total budget which is attributable to pay is 85%. This makes the budget particularly volatile to changes in the assumed pay award.
 - Inflation still being above the national recommended rate of 2%.
 - The implementation of the amended funding formula remains a significant future risk. Work has already started nationally to take forward this review.
- 6.5. Financial resilience is extremely important during periods of economic volatility. The last year has continued to see local government bodies in financial difficulty with some of those bodies issuing section 114 notices. A section 114 notice is issued by the Chief Financial Officer when it is considered that expenditure of the authority incurred in a financial year is likely to exceed the resources available.

The Main Budget Components

- 6.6. The total budget requirement is built up of three main areas:

- The Chief Constable's Budget.
- The OPCC Office Budget and Commissioning Budget.
- The Capital Budget.

The Chief Constable's Budget

- 6.7. The Commissioner owns the overall police budget and is responsible for all income and sets the overall expenditure envelope. During the financial year the Commissioner delegates financial control of the Chief Constable's Budget to the Chief Constable who monitors and manages its day-to-day spending. The overall level of the 2024/25 Chief Constable's budget is £406.5m. The detailed allocations are shown in Appendix 1. A letter from the Chief Constable is attached as Appendix 2 to this report which covers, in more detail, the operational impact, risks and opportunities within this MTFS.
- 6.8. The Chief Constable is operationally independent under law and is responsible for the deployment of police officers and staff to keep the public safe and deliver policing in Devon and Cornwall.
- 6.9. Delivering the Police and Crime Plan and the force mission relies on longer term planning than a single year. As in previous years the Chief Constable's Budget is presented in the context of the future four-year MTFS to ensure that any potential funding risks can be mitigated by operational savings within the timescale required. This ensures that proposals are sustainable longer term. The respective Chief Finance Officers have worked together and agree on the inflation and other assumptions built into the budget proposals.
- 6.10. The Government's commitment to maintaining the increased police officers by 20,000 for England and Wales continues to be an area of focus. Devon and Cornwall have significantly exceeded their uplift target, due to a combination of planned additional recruitment of 90 extra officers, and the successful recruitment, training and retention strategies put in place by the Force. Not all areas have been successful in achieving their targets so as part of the 2024/25 settlement the Government reallocated base funding between areas to take this into account. This has meant additional base funding of £3.4m for Devon and Cornwall to fund an additional agreed 71 officers. These additional officers are included within the overall budgeted number of 3,610.
- 6.11. This 'Batch 1 additional recruitment allocation' does provide some risks going forwards, especially as Devon and Cornwall has received such a significant financial amount. It has not been confirmed explicitly if this funding is permanent and will be subject to annual agreement. These additional officers do increase the headcount that need to be achieved to 3,655 to receive the uplift grant. Modelling of future officer numbers and analysis of the settlement indicates we are highly likely to be able to maintain sufficient numbers, and that the change is a permanent one. As such we have budgeted for the £3.4m to continue in future years.
- 6.12. The uplift grant which has been ringfenced and is dependent on the maintenance of the uplift numbers has increased to £10m. This increases risk in the budget should the overall numbers dip below the agreed target. The estimate of officer numbers takes into account the anticipated leavers and the recruitment needed to maintain numbers. Although, the recruitment of officers can be flexed any increase in leavers above planning assumptions could prove challenging.
- 6.13. The budget also includes an increase in the specific grant for pensions. This has increased from £3.3m to £10.9m which again increases the risk to the budget as this is

dependent on an annual agreement. This increase in funding is there to offset the increase in the employer pension contribution from 31% to 35.3% along with a small one-off element to support admin costs of the changes required relating to the McCloud judgement.

6.14. The budget includes investment as part of the Police and Crime Plan priorities. The focus of the increase in expenditure relates to the pressures arising from the following items:

- Pay awards.
- Inflationary pressures.
- Additional PEO front desks.
- Complaint handling.

OPCC Office Budget and Commissioning Budget

6.15. The Office of the Police and Crime Commissioner (OPCC) budget is split into two parts. The cost of delivering the duties of the OPCC and funds that are used for commissioning services for the public.

6.16. The OPCC office costs budget is proposed to be set at £2.54m for 2024/25 along with a commissioning budget of £4.77m which includes the serious violence programme budget of £600k. Producing a total net budget of £7.31m.

6.17. Income in the form of grant funding of £3.75m is anticipated from the Ministry of Justice (MoJ) to support services for victims and witnesses. With additional funding for the serious violence duty, safer streets and road safety this brings the overall commissioning budget to £9.6m. The table below outlines the total spend.

Table 6: Commissioning Spend

	2023/24 £000's	2024/25 £000's	Variation	
			£000's	%
Police and Crime Commissioner Allocation	4,263	4,171	- 92	-2%
MoJ - Victims and Witness Grant	3,636	3,752	116	3%
Servious Violence Programme	800	600	- 200	-25%
Home Office Serious Violence Duty Funding	359	657	298	83%
Safer Street	465	355	- 110	-24%
Vision Zero South West Funding	100	100	-	0%
	9,623	9,635	12	0%

6.18. The OPCC budget is £2.54m which represents 0.62% of the net revenue budget for Devon and Cornwall Police. This is an increase of £336k and includes assumptions for pay award and increases to the external audit services fee (which affects the whole Force). This also includes increased funding for additional statutory pressures. The OPCC costs also cover the following items: -

- The Independent Audit Committee
- Legally Qualified Chairs for Police misconduct panels
- Local Criminal Justice Board
- Combatting Drugs Partnership

- Prevention of Serious Violence Duty
 - The Complaint Review process
 - External and Internal Audit Fees
 - Independent Custody Visiting scheme.
- 6.19. The Commissioning Intentions Plan for 2024/25 is attached as Appendix 3 to this report. The plan includes support for the following areas:
- Violence
 - Anti-social behaviour
 - Drugs
 - Road Safety
 - Victim Services
- 6.20. As part of the Commissioning Spend there are two areas which the Commissioner identifies a theme for the spend.
- Community Grants Scheme (£200k). These grants are available to the communities across Devon, Cornwall and the Isles of Scilly. The theme for 2024/25 will be Rural Crime.
 - Property Act Funding. This funding envelope varies and is generated from the sale of goods seized or not claimed as part of police investigations. The theme for 2024/25 will be the prevention of violence against women and girls (VAWG).

The Capital Budget

- 6.21. The Commissioner is also required to publish a capital strategy via her website.
- 6.22. The Capital Programme indicates a total spend of £94.2m over the four years. The detail of the capital programme is attached in Appendix 1. The most significant new projects within the capital programme are:
- A new police station for Exmouth.
 - An allocation to provide efficiency changes with the buildings.
 - An allocation to find a permanent solution to the North Devon Custody provision.
 - An allocation to start the process of upgrading the infrastructure to support an electric fleet.
 - A comprehensive programme of ICT work across the organisation.
- 6.23. The annual revenue costs associated with this programme are contained within the budget. The level of capital financing cost equates to £4m and as a percentage of net revenue expenditure is 0.98%. Based on actual expenditure for 2022/23 this level compares favourably with the average of 1.12% for all forces. The funding policy of the Commissioner is to ensure that short life assets are funded by capital grant/receipts or revenue contributions. The revenue contribution to capital outlay (RCCO) is £5.5m to

support the programme of technology enhancements. The RCCO will increase across the life of the MTFS to ensure the capital programme is robust and sustainable in the longer term. The financing plan aims to make the maximum use of temporary internal borrowing from revenue reserves until they are used in the budget plan.

6.24. The main sources of funding for the capital programme are:

- Reserves – which are planned to reduce over this MTFS.
- Capital Receipts – which have a finite level and are only used once realised.
- Capital Grant – there is no longer a capital allocation from the Home Office so this is now only available via bidding processes for specific projects.
- Revenue Contributions to Capital – which are being increased.
- Borrowing – which needs to be affordable in the longer term.

6.25. In addition, funding via s106 planning obligations and Community Infrastructure Level (CIL) is now actively being pursued with local planning authorities.

7. Reserves

7.1. The Reserves Strategy is published annually and can be found on the OPCC website. The Strategy is reviewed annually and includes a risk assessment of the general balance. The Strategy is taken to the Independent Audit Committee for review and comment prior to approval by the Commissioner.

7.2. The Commissioner's Reserve Strategy has the following key principles:

- The reserves policy will be seeking to maintain general balances at no more than 5% and no less than 3% of overall funding levels each year.
- The requirement for the reserves will be reviewed at least annually. Those reserves no longer required for their intended purpose will be identified and made available for other defined priorities.
- Reserves will be assessed annually to ensure adequacy.
- Risk assumptions used when assessing reserves will be reviewed annually.
- A long-term view will be used when assessing the use of reserves to ensure all assets that support policing are maintained.
- General balances cover the general financial risks. This will include unexpected or unavoidable additional costs, such as a major operations, uninsured liabilities, or treasury management risks.

7.3. The current level of general balances predicted at the end of 2023/24 indicate that they will stand at 3.91% of the net revenue budget. This is compliant with the Reserves Strategy which is in line with best practice.

7.4. As of 31st March 2023, the total amount of reserves held were £57.7m (earmarked reserves of £41.8m and general reserves of £15.9m). This is forecast to reduce to £25.1m by the end of 2027/28. The Commissioner considers the level of reserves and their planned reduction when considering the proposals for the level of council tax increases

each year. The reserves include £3.8m relating to Vision Zero South West which is a partnership fund with Cornwall Council, Devon County Council, Plymouth City Council and Torbay Council. The Vision Zero South West reserve will fund road safety initiatives and is due to reduce to £1.2m by the end of 2027/28

- 7.5. The planned use of the reserves is in line with the Home Office drive to reduce the level of reserves being held by Commissioners.

8. Conclusion for the Police and Crime Panel

- 8.1. In considering the increase of £12.94 (per Band D equivalent) in council tax funding, the Commissioner has considered this year's funding settlement and seeks to ensure that funding for the force keeps pace with inflation. The budget is looking to strengthen, stabilise and sustain the investments made in previous years to ensure a robust and sustainable MTFS.
- 8.2. There are always new and different demands being placed upon policing and resources need to reflect these. With 2024/25 being the final year of the current comprehensive spending review this increases the risk to the future funding assumptions across the MTFS. Many new areas of policing require investment in new technology before any operational savings can be generated or operational benefits fully realised. The autumn statement and the settlement highlighted the importance and links with the recently published police productivity review and the benefits that could be achieved.
- 8.3. The Commissioner has consulted the Chief Constable about the proposal to increase the council tax and the Chief Constable has confirmed that these proposals will ensure a robust and sustainable budget to deliver operational policing and have due regard to the Police and Crime Plan.

Alison Hernandez
Police and Crime Commissioner

Nicola Allen
Treasurer

Attached:-

Appendix 1 – Medium Term Financial Strategy 2024/25 to 2027//28
Appendix 2 – Letter from the Acting Chief Constable
Appendix 3 – Commissioning Intentions Plan 2024/25
Appendix 4 – Risk Assessment
Appendix 5 – “Your Safety, Your Say” survey results summary
Appendix 6 – Glossary of Terms

Medium Term Financial Strategy 2024/25 to 2027/28

Annual Budget 2024/25

“Community Policing delivered with
competence, compassion and a
common sense approach”



The Medium Term Financial Strategy: 2024/25 to 2027/28

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1. POLICE AND CRIME PLAN

The Police and Crime Commissioner (Commissioner) has a statutory duty to produce a Police and Crime Plan (The Plan). The Plan must set out the priorities for policing and community safety in Devon, Cornwall and the Isles of Scilly along with the resources that will be provided to the Chief Constable and others in order to meet those objectives. The Plan must be kept under regular review to ensure it remains appropriate to the needs of local people, the police and partners. The Plan is subject to scrutiny by the Police and Crime Panel.

The Police and Crime Plan can be found at:

<http://www.devonandcornwall-pcc.gov.uk/information-hub/key-documents/>

The Medium Term Financial Strategy (MTFS) is created to support delivery of the Police and Crime Plan. It sets out both the funding available and the forecast spending required to deliver the Plan priorities. The MTFS for 2024/25 and beyond has been prepared within a backdrop of inflation at 3.9% (November 2023) which has reduced over the last 12 months but continues to be above the government target of 2%. This is along with the mandated maintenance of the police uplift programme.

The Police and Crime Plan

The Police and Crime Plan was created in November 2021 and will be used to inform the Peninsula Strategic Assessment. The Plan will run throughout 2024/25 and sets out the Commissioner's priorities for Devon and Cornwall, including:

- ❖ Violence
- ❖ Antisocial behaviour
- ❖ Drugs
- ❖ Road Safety
- ❖ Victims

The Commissioner will work closely with the Acting Chief Constable and colleagues across the Peninsula to drive forward progress against these priorities.

During 2023/24 the economic climate dominated the nation with inflation, although significantly lower than the previous year, continuing to be higher than the government target of 2% and a Bank of England base rate increasing to 5.25%. The Year 2024/25 will see elections for Police and Crime Commissioners, Local Authorities and a general election. This will mean that during the year the next Police and Crime Plan will be developed for the new term of a Police and Crime Commissioner. It is also the final year of the current Comprehensive Spending Review (CSR) and with the date of the general election yet to be announced it may impact on whether multi year funding will be available for the next settlement.

This MTFS includes the impact for Devon, Cornwall and the Isles of Scilly on the national uplift in officer numbers. An element of the government grant (£10m) has been ringfenced and is subject to the maintenance of these numbers.

The Police and Crime Plan places a strong emphasis on protecting the vulnerable in our society. There has been significant progress, but the work continues to encourage the reporting of crime and encouraging victims to come forward and seek justice and to ensuring that they receive a high quality service when they do come forward.

The focus of the 2024/25 budget process is specifically on maintaining the police officer uplift programme, enabling it to be sustained for the long term and continuing to see increased productivity as those officers become more highly trained. This will enable Devon and Cornwall Police to strengthen, stabilise and sustain their current position. Visibility of policing and public confidence in policing is vitally important and this budget will keep police officer numbers at the highest ever seen.

Connectivity remains a focus of the Commissioner's Police and Crime Plan. It remains vital that the public are able to access and contact the police therefore the reopening of further Public Enquiry Offices are included in the investments within this budget.

Delivery & accountability

The Police and Crime Plan will be delivered by the Commissioner with close co-operation from the Acting Chief Constable and partners and will be taken forward through shared action plans and joint projects.

The Plan details how strategic measures and indicators (including qualitative surveys) will be used to monitor its implementation and successful achievement. Regular progress reports will be published on the OPCC website.

The Commissioner is required to report regularly to the Police and Crime Panel.

Slavery and Human Trafficking compliance statement

The Police and Crime Commissioner and the Chief Constable are committed to eliminating discrimination and exploitation in all its forms from the workplace and will not knowingly or otherwise be complicit in human rights infringements.

Slavery, servitude, forced or compulsory labour, including child labour and human trafficking and other human rights offences must be identified, tackled and prevented for the future.

The Office of the Police and Crime Commissioner and the Devon and Cornwall Constabulary embrace the obligations placed on organisations under section 54(1) of the Modern Slavery Act 2015 and understands they are vital in tackling and preventing modern slavery and human trafficking.

2. REVENUE STRATEGY

a. FUNDING FORECAST

The funding forecast provides a prediction of the level of funding across the timeframe of the MTFS.

2023/24		2024/25	2025/26	2026/27	2027/28
<u>Grant Funding</u>					
126,604	Core settlement	137,119	137,805	137,805	138,494
76,007	DCLG Formula	77,568	77,956	77,956	78,346
15,461	Legacy CT Grants	15,461	15,461	15,461	15,461
218,073		230,148	231,222	231,222	232,301
<u>Council Tax</u>					
164,722	Precept income	174,971	184,065	193,393	204,292
2,449	Surplus	1,399	1,800	1,800	1,800
(863)	Deficit	0	0	0	0
166,307		176,370	185,865	195,193	206,092
384,380	Total Funding	406,518	417,087	426,415	438,393
629,766	Tax base	637,416	646,977	656,682	666,532
1.36%	Tax base Increase	1.21%	1.50%	1.50%	1.50%
261.56	Band D	274.50	284.50	294.50	306.50
6.08%	Council Tax Increase %	4.95%	3.64%	3.51%	4.07%
£15.00	Council Tax Increase £	£12.94	£10.00	£10.00	£12.00

b. MAIN COMPONENTS OF THE REVENUE BUDGET

23/24 MTFS Plan £000's	Category	Description	24/25 MTFS Plan £000's	25/26 MTFS Plan £000's	26/27 MTFS Plan £000's	27/28 MTFS Plan £000's
224,326	Pay & Employment Costs	Police Officer Costs	249,049	253,701	259,602	264,112
107,313		Police Staff Costs	113,804	114,419	115,587	116,975
2,715		Restructure, Training & Conference Costs	2,391	2,211	2,154	2,162
1,028		Other Employee Expenses	1,141	1,156	1,171	1,186
335,381	Pay & Employment Costs Total		366,385	371,487	378,514	384,435
18,907	Overheads	Premises Related Expenditure	17,634	18,156	18,696	19,253
16,698		Supplies and Services	16,727	17,093	17,481	17,817
17,312		Communications and Computing	19,055	19,016	18,917	19,389
6,288		Transport Related Expenditure	5,930	6,073	6,216	6,364
13,800		Third Party Payments	16,016	15,595	15,962	16,693
73,004	Overheads Total		75,362	75,933	77,272	79,516
(16,269)	Grant, Trading & Reimbursement Income	Government & Overseas Funding	(29,308)	(27,783)	(27,808)	(27,906)
(1,419)		Interest/ Investment Income	(1,507)	(1,103)	(979)	(962)
0		Local Government Specific/Partnership Funding	0	0	0	0
(335)		Reimbursed Services - Other	(510)	(510)	(510)	(510)
(2,431)		Reimbursed Services - Other Police Forces	(2,472)	(2,503)	(2,535)	(2,568)
(7,981)		Reimbursed Services - Other Public Bodies	(8,612)	(9,011)	(9,229)	(9,106)
(6,323)		Sales, Fees, Charges and Rents	(8,004)	(9,860)	(9,880)	(10,098)
(426)		Special Police Services	(375)	(375)	(375)	(375)
(35,184)	Grant, Trading & Reimbursement Income Total		(50,788)	(51,145)	(51,316)	(51,525)
1,296	Capital Financing and Contributions	Loan Charges	1,315	1,510	1,953	2,547
2,318		Minimum Revenue Provision	2,676	3,339	4,141	4,737
4,561		Revenue Contribution to Capital	5,488	6,547	7,704	8,734
8,175	Capital Financing and Contributions Total		9,479	11,396	13,798	16,018
(4,064)	Transfers to / (from) Specific Reserves		(1,229)	2,049	730	2,481
(4,064)	Transfers to / (from) Reserves Total		(1,229)	2,049	730	2,481
377,313	Total Force		399,209	409,720	418,998	430,925
2,203	Office of the PCC		2,539	2,597	2,647	2,698
4,864	PCC Commissioning		4,770	4,770	4,770	4,770
7,067	Total OPCC		7,309	7,367	7,417	7,468
384,380	Net Revenue Expenditure		406,518	417,087	426,415	438,393
384,380	Funding		406,518	417,087	426,415	438,393

c. SCHEDULE OF KEY BUDGET ASSUMPTIONS

This schedule identifies the key assumptions used in the ongoing calculation of the 2024/25 budget and Medium Term Financial Strategy.

- Government Police Grant funding will increase by 5.5% in 2024/25, this represents the final year of the three year settlement presented in the 2021 spending review. 2024/25 includes the £150m planned in the spending review and £515m allocated to fund the additional 2023/24 pay award. Future years assume a 0.5% increase in 2025/26, 0% in 2026/27 and 0.5% in 2027/28.
- Reflecting the importance of maintaining the additional 20,000 uplift officers, £425m of funding is ringfenced and is accessible by demonstrating officer headcount is maintained.
- Following a revaluation of the scheme the Police officer employer pension contributions have increased by 4.3% to 35.3%. The police pension's specific grant has been increased to reflect this change. It is assumed the grant remains at the same cash level throughout the MTFS.
- This MTFS assumes Council Tax for a Band D property will increase by £12.94 in 2024/25, £10 in 2025/26, 2026/27 and £12 in 2027/28.
- The 2024/25 figures for tax base and Council Tax surplus along with future years assumptions are shown below. The previous year figures are included for context.

	2023/24	2024/25	2025/26	2026/27	2027/28
Annual increase in tax base	1.36%	1.21%	1.50%	1.50%	1.50%
Annual surplus/deficit on Council Tax collection funds	£2.4m*	£1.4m	£1.8m	£1.8m	£1.8m

* Year 3, 2020/21 element of collection fund deficit to be spread across three years, as per legislation.

- Turnover on police officers takes into account officers leaving at their usual pension date, plus an estimate for ill health retirements, transfers out and resignations.
- A 7% pay award was agreed for police officers and police staff from 1st September 2023. The MTFS assumes that a 3% pay award will be applied on 1st September 2024, and 2% from 1st September each year thereafter for police officers and police staff.
- Inflation has been applied only to budgets that are subject to inflationary pressures. Actual CPI for November 2023 was 3.9% compared to 10.7% in November 2022. Utility contracts and fuel did not increase at the rates expected in the previous MTFS and have been rebased for 2024/25; future years increases have been assumed at 3%.
- Following the 2022 Actuarial Valuation of the Devon Pension Fund the employer's current contribution to the police staff pension scheme, plus agreed contributions to the deficit, will be as set out below.

	23/24	24/25	25/26	26/27	27/28
LGPS Base Contribution	18.90%	18.90%	18.90%	18.90%	18.90%
Plus Repayment of LGPS Deficit (cash lump sum)	£0.652m	£0.677m	£0.703m	£0.724m	£0.746m
Estimated Total Cash Contribution	£15.8m	£17.8m	£18.8m	£19.4m	£19.6m
% of Staff Pay Budgets	18.86%	19.92%	20.97%	21.39%	21.18%

d. ANALYSIS OF CHANGES IN THE REVENUE BUDGET BETWEEN 2027/28 AND 2023/24

	24/25 MTFS Plan £000's	25/26 MTFS Plan £000's	26/27 MTFS Plan £000's	27/28 MTFS Plan £000's
2023/24 Budget	384,380	384,380	384,380	384,380
<u>Savings</u>				
Savings Programmes	(1,591)	(4,265)	(5,073)	(5,167)
Planned Budget Reductions	(2,322)	(2,605)	(2,845)	(2,895)
Utility Savings	(1,347)	(1,347)	(1,347)	(1,347)
Reduction in Transferee numbers	(80)	(790)	(2,369)	(4,074)
<u>Pay related increases</u>				
Pay Award	20,525	28,762	36,286	43,727
Increments (Officer & Staff)	4,736	9,346	14,635	19,953
Police Officer Pay Changes	(806)	(4,205)	(7,146)	(10,358)
Officer Pension	6,600	6,732	6,867	7,004
Other Pay Changes	312	534	575	606
Officer Overtime	(164)	59	896	655
<u>Non Pay related Increases</u>				
Inflationary changes	1,207	2,853	4,326	5,605
Other Contractual Changes	1,652	1,449	1,423	1,518
Other unavoidable Changes	1,543	1,572	1,492	1,593
Regional Budgets	969	722	1,064	1,697
<u>Changes in Income</u>				
Investment Interest	(88)	316	647	664
Changes to Income	(353)	(1,955)	(1,962)	(1,735)
<u>Grant Changes</u>				
Net changes to Uplift grant	(6,931)	(3,736)	(3,736)	(3,736)
Pensions Grant	(7,606)	(6,982)	(6,982)	(6,982)
<u>Capital Financing</u>				
RCCO	1,244	2,303	3,460	4,490
MRP	358	1,021	1,823	2,419
Interest Paid	(6)	165	420	1,009
Transfer to/(from) reserves	2,901	2,984	1,665	3,417
Additional Investments	1,385	1,973	2,024	2,051
Savings to be achieved through workforce mix	0	(2,199)	(4,108)	(6,100)
Total 24/25 MTFS	406,518	417,087	426,415	438,393

e. INCOME FROM SALES, FEES, CHARGES AND RENTS

This analysis details the level of external income generated from sales, fees, charges and rents. The level of income generated is continually reviewed to ensure that all opportunities are optimised.

23/24 Budget £000's		24/25 Budget £000's	25/26 Budget £000's	26/27 Budget £000's	26/27 Budget £000's
(3,500)	National Driver Offender Retraining Scheme	(5,649)	(7,310)	(7,529)	(7,755)
(233)	Firearms Certificates	(351)	(551)	(348)	(306)
(371)	Rents & Lettings	(329)	(339)	(349)	(360)
(300)	Accident Reports	(130)	(130)	(130)	(130)
(264)	Driver Improvement Income	(136)	(143)	(147)	(151)
(80)	Sale of Vehicles	(110)	(110)	(110)	(110)
(188)	Vehicle Recovery	(231)	(231)	(231)	(231)
(64)	Radio Masts and Equipment Hire	(64)	(66)	(68)	(70)
0	Foreign Nationals Registration / Pedlars	0	0	0	0
(4)	Stores External Income	(4)	(4)	(4)	(4)
(77)	Provision of Vehicle Services	(77)	(77)	(77)	(77)
(1,244)	Other Sales, Fees, Charges and Rents	(923)	(899)	(887)	(906)
(6,323)	Grand Total	(8,004)	(9,860)	(9,880)	(10,098)

f. STAFFING ANALYSIS

	2023/24 (FTE)	2024/25 (FTE)	2025/26 (FTE)	2026/27 (FTE)	2027/28 (FTE)
<u>Police Officers</u>					
Opening Balance at 1st April	3,610	3,610	3,610	3,610	3,610
Precept funded change	0	0	0	0	0
Uplift numbers	0	0	0	0	0
Closing Balance at 31st March	3,610	3,610	3,610	3,610	3,610

* Includes 10 FTE allocated to ROCU

Police Community Support

PCSO	150	150	150	150	150
Blue Light *	29	28	28	28	28
Total	179	178	178	178	178

* Rebased

Police Staff (Force)

Opening Balance at 1st April	2,210	2,209	2,206	2,169	2,156
Change	-1	-3	-37	-13	0
Closing Balance at 31st March	2,209	2,206	2,169	2,156	2,156

Police Staff (OPCC)

Opening Balance at 1st April	32	34	34	34	34
Change	2	0	0	0	0
Closing Balance at 31st March	34	34	34	34	34

Police Staff (Road Safety - Vision Zero South West)

Opening Balance at 1st April	46	73	87	87	87
Change	27	14	0	0	0
Closing Balance at 31st March	73	87	87	87	87

Police Staff figures rebased to present Vision Zero South West posts separately

3. RESERVES AND BALANCES SUMMARY

	Forecast Balance 31/3/2024 £000's	Forecast Balance 31/3/2025 £000's	Forecast Balance 31/3/2026 £000's	Forecast Balance 31/3/2027 £000's	Forecast Balance 31/3/2028 £000's
Revenue Reserves					
Capital Financing Reserve	5,479	1,948	1,078	1,828	1,390
Airwave/ESN Capital Reserve	4,786	3,815	3,615	3,415	3,000
VZSW (Ringfenced)	3,849	886	813	969	1,182
Improvement Reserve	300	0	0	0	0
Budget Management Fund	7,291	4,626	4,303	3,252	3,273
Police and Crime Plan Reserve	1,290	1,290	1,290	1,290	1,290
Total Revenue Reserves	22,995	12,565	11,099	10,754	10,135
Capital Reserves					
Capital Grant	0	0	0	0	0
Capital Receipts	0	0	0	0	0
Total Capital Reserves	0	0	0	0	0
General Balances	15,013	15,013	15,013	15,013	15,013
Total Reserves and Balances	38,008	27,578	26,112	25,767	25,148

4. COUNCIL TAX INFORMATION AND PRECEPT

	2024/25	2023/24
	£	£
Police Budget to be met from Council Tax	176,369,481	166,307,393
Less net surplus on council tax collection from previous years	(1,398,817)	(1,585,884)
Total precept payable by Billing Authorities	<u>174,970,665</u>	<u>164,721,509</u>

Tax base, collection variations and precepts					
2024/25					
	Tax Base declared by Councils	Total Precept collected by Councils	2023/24 Surplus (Deficit) on collection fund	Amount due from Councils	% share collected by Councils
		£	£	£	
East Devon	62,447.00	17,141,701.50	102,786.08	17,244,487.58	9.79%
Exeter	39,045.00	10,717,852.50	189,697.36	10,907,549.86	6.18%
Mid Devon	30,222.10	8,295,966.45	(41,356.99)	8,254,609.46	4.68%
North Devon	35,433.43	9,726,476.54	203,702.27	9,930,178.81	5.63%
Plymouth	75,389.00	20,694,280.50	286,000.00	20,980,280.50	11.90%
South Hams	40,528.94	11,125,194.03	58,000.00	11,183,194.03	6.34%
Teignbridge	50,939.00	13,982,755.50	229,509.00	14,212,264.50	8.06%
Torbay	47,374.08	13,004,184.96	159,517.00	13,163,701.96	7.46%
Torridge	25,277.34	6,938,629.83	85,828.00	7,024,457.83	3.98%
West Devon	21,512.23	5,905,107.14	112,000.00	6,017,107.14	3.41%
Cornwall	208,003.78	57,097,037.61	13,504.00	57,110,541.61	32.38%
Isles of Scilly	1,244.00	341,478.00	(370.00)	341,108.00	0.19%
	<u>637,415.90</u>	<u>174,970,664.56</u>	<u>1,398,816.72</u>	<u>176,369,481.28</u>	<u>100.0%</u>

Police element of Council Tax due for each Property Valuation Band						
Valuation band	Government multiplier		Council Tax by band		Increase per week	%
	Ratio		2024/25	2023/24		
A	6 / 9	0.667	£183.00	£174.37	+ 16.6 p	4.95%
B	7 / 9	0.778	£213.50	£203.44	+ 19.3 p	
C	8 / 9	0.889	£244.00	£232.50	+ 22.1 p	
D	1	1.000	£274.50	£261.56	+ 24.9 p	
E	11 / 9	1.222	£335.50	£319.68	+ 30.4 p	
F	13 / 9	1.444	£396.50	£377.81	+ 35.9 p	
G	15 / 9	1.667	£457.50	£435.93	+ 41.5 p	4.95%
H	18 / 9	2.000	£549.00	£523.12	+ 49.8 p	

5. CAPITAL PROGRAMME

CAPITAL PROGRAMME	Revised 23-24	MTFS 24-25	MTFS 25-26	MTFS 26-27	MTFS 27-28
Vehicles	5,587	1,791	4,474	3,236	6,431
Estates Minor Building Works	1,177	2,210	2,331	2,250	2,350
Estates Major Building Works					
Barnstaple Demolition	777	0	0	0	0
Bodmin Roof	0	1,000	0	0	0
Camborne	2,396	500	0	0	0
Comms Roof/Windows HQ	0	0	3,000	0	0
Dartmouth	272	0	0	0	0
Corporate Storage Facility	1,140	0	0	0	0
EV Infrastructure Upgrade	0	1,000	1,000	1,500	1,500
Exmouth	144	2,500	2,500	0	0
Firing Range	500	0	0	0	2,000
HQ Retaining Wall	30	0	0	0	0
HQ Sports Centre	551	0	0	0	0
ISO Fleet/RPU	0	1,000	0	0	0
North Devon Custody	0	0	0	2,000	6,000
South Devon Estate	0	500	0	0	0
Sustainability 2030 net zero	1,000	1,000	1,000	1,000	1,000
Total Major Building Works	6,810	7,500	7,500	4,500	10,500
PRISM	1,810	1,769	1,162	3,152	4,000
National Projects	219	414	301	243	342
ESN	0	21	200	200	415
ICT Infrastructure	4,110	6,209	4,869	3,740	7,273
Equipment	2,024	2,914	744	590	600
TOTAL PROGRAMME	21,737	22,828	21,581	17,911	31,911
CAPITAL FUNDING					
Grants	268	54	0	0	0
Capital Financing Reserve	11,230	4,281	1,620	0	1,188
Airwave Replacement Reserve	0	21	200	200	415
Capital Receipts & Asset Disposal	103	845	0	0	0
Revenue Funding	4,127	5,488	6,547	7,704	8,734
Borrowing	6,009	12,139	13,214	10,007	21,574
Total Capital Funding	21,737	22,828	21,581	17,911	31,911

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PCC Alison Hernandez
The Office of the Police and Crime Commissioner for
Devon, Cornwall and the Isles of Scilly
Alderson Drive
Exeter
EX2 7RP

22 January 2024

CC/SG/SDB

Dear Commissioner

BUDGET PROPOSAL 2024/5

1. Introduction

I write to outline my operational budget proposal for the following four years. The proposal incorporates the Government funding settlement announcements in December and has regard to the Police and Crime Plan. The budget calculation has been undertaken in discussion with your Chief Financial Officer.

Last year the budget proposal developed around three areas of priority focus – improving access to communities, looking after our people and getting our investigative and behavioural standards right. These basic enablers of good policing were the focus of investment in 2023/4 and will be in 2024/25 and beyond. They are also fundamental to our responses to the HMICFRS Engage process.

Since the last budget I have been personally leading on the improvements required under the HMICFRS “Engage” process and I am pleased to be able to report on the significant improvements made throughout that time.

There are clear performance improvements in the Management of Sexual or Violent Offenders (MOSOVO), with a number of Forces now seeking support from us in terms of developing improvement plans and viewing our innovative MOSOVO performance app. As you are aware this is no longer a cause for concern for HMICFRS. Performance improvement is now also evident within crime data integrity work but I recognise that we have not yet achieved consistency in our performance, impacted by a number of technological and structural changes. I remain committed to ensuring the improving trajectory is sustained.

In relation to Contact, a huge range of activity has, and continues, to take place including strengthened leadership, a focus on performance management, improved

processes and technological change. This activity has translated into clear performance improvements in relation to 999 call handling and 101 call handling performance. Most recently over the festive period call demand was up by 30 % (an additional 3057 calls) compared to the same period last year. Despite that I am proud to say 96.2 % of all 999 calls were answered within 10 seconds. Eighty nine percent of 101 calls were answered within 10 secs with an average call wait time of 11 minutes 9 seconds There was no email queue.

The PEEL report and our own subsequent deep dives, peer reviews and analysis have given the Force a clearer understanding of how to ensure the Force emerges from Engage a stronger, more capable organisation. This has led to the creation of the wider Force improvement plan – developing what the Force sees as the DNA of an effective police Force.

These challenges are in the context of the interim leadership arrangements which have been put in place due to the absence of the substantive Chief Constable; this has meant that this last year has not been easy. As the substantive Deputy Chief Constable, I have taken on the role of Acting Chief Constable and had to make a number of interim arrangements to fill the leadership gaps behind me. I am grateful to colleagues for their support in ensuring that the Force continues to have robust leadership and we have a clear service improvement plan in place to secure sustainable performance and high quality policing for the public we serve. We are building on an already strong base of public support. The Force commissions a significant annual independent survey of the Devon and Cornwall public which continues to show that 78% have confidence in policing in their area. That confidence is even higher amongst younger age groups.

Devon and Cornwall Police's purpose is to deliver community policing with competence, compassion and a common-sense approach. This straightforward approach rests on more complex resourcing and funding arrangements. This paper outlines savings and investments, and estimates for future years' budgets, and considers the robustness of the 2024/5 budget. This year's settlement represents the last of the current comprehensive spending review. Grant funding for future years is therefore especially unclear; this paper offers reasonable proposals for meeting future funding shortfalls.

My 2024/5 budget requirement is balanced at a 2024/5 council tax increase of £12.94 (4.95%). The full details of my budget proposal are included in the medium term financial strategy (MTFS), which is attached.

2. Efficiency and Savings Plans

2.1 Savings Plans 2023/4

Last year's medium term financial strategy built in a significant programme of targeted service reviews to further improve efficiency, effectiveness and productivity. Areas of the force to be reviewed included Crime, Vulnerability, Criminal Justice, Custody, support departments and non-staff savings. These reviews remain in the

2024/5 budget proposal; they also remain challenging. My 2024/5 budget proposal does not however require any further large scale reductions.

The 2023/4 savings plans have been overseen by active boards and processes and progression has been good. Non staff savings of over £1m have been removed from the budget. Staff changes can take more time to deliver, especially when the current strategic approach is to free posts through natural wastage rather than redundancies. Management led reviews of targeted support departments are however on course to deliver £1m of savings as planned, mainly through holding open vacant posts. Ambitious reviews of criminal justice, vulnerability and crime are also on course to deliver part year savings of over £700k in 2024/5, and full year savings of £1.5m the year after. There have been some delays in implementing these plans which are reflected in the new budget calculation.

The most challenging review remains that of custody provision. You will be aware of the major work undertaken and the complex and interconnected dependencies that work has identified. As a result, the outcome of the review is now later and the savings less than anticipated; my budgeted savings have been reprofiled on that basis. We are currently holding detention officer posts vacant and using police officer resources to fill the gap. We anticipate the review will not report until summer 2024.

2.2 Savings Plans 2024/5

We have achieved significant improvements in contact in recent months. To maintain this position and drive further efficiencies a review of call handling and control was budgeted for in the 2025/6 MTFs year – these anticipated savings (reprofiled) remain part of this year's budget proposal too. Where it prudent to do so I will be seeking further efficiency savings in this area, and work will commence on that review in 2024/5.

As part of the budget preparation process for 2024/5, further savings of around £4m have been identified which have more than mitigated the budgeted changes in the 2023/4 savings plans. These include:

- Significant reductions in utility costs, following price changes
- Vision Zero SW investing in police speed enforcement capabilities
- A review of numbers and training procedures for protective equipment

2.3 Police Officer Transferees

The medium term strategy also assumes that the number of police officer transferee recruits we will accept (currently 55 per year) drops to 35 in 2024/5 and 5 thereafter. We have been very successful in recruiting transferees and this has enabled us to more than achieve our uplift targets, and also brought welcome experience and service skills. Nevertheless, transferees can be a comparatively expensive resource compared to student officers. With uplift now complete, I am content that we reduce new transferee appointments; we will keep this policy under review.

Again, as a result of the uplift programme ending the police pay budget had been reprofiled to reflect changed known recruitment patterns. This has reduced costs in the later years of the MTFS.

3. Robustness of the calculation

As is usual I want to take this opportunity to assure you of the robustness of the budget calculation and to highlight any inherent risks.

3.1 Pay Award, Pensions and Inflation

In 2023/4 the Force, in line with many others, budgeted 3% for the pay award which is set nationally. Given that people costs make up around 85% of my budget, pay awards remain the biggest unknown variable to the budget and therefore biggest financial risk we face in predicting expenditure. In 2023/4, the pay award was 7% but the government substantially funded unbudgeted costs and this has now been included in base funding. We have budgeted for 3% pay awards in 2024/5 and 2% thereafter; these numbers are in line with the Office of Budget Responsibility forecasts (published as part of the Autumn Statement).

As highlighted last year, the national pensions scheme has been revalued and employers' contributions have increased by 4.3% to 35.3% of pay, an increase in cost to Devon and Cornwall of around £7m. Additional funding for this was included in the 2024/5 police settlement. As a result, two significant financial risks identified last year (unaffordable pay and pensions costs increases) have significantly reduced.

Price increases built into the 2023/4 plan have not continued to rise (and indeed there have even been some reductions). The risk of volatile inflation has therefore also diminished.

3.2 Police Officer Uplift Grants and Police Officer Numbers

The national programme for the uplift of police officer numbers has now finished. Due to your previous precept support for 90 extra officers, and the successful recruitment strategies put in place by the Force, Devon and Cornwall have significantly exceeded their uplift target. Not all policing areas have been as successful in achieving their target, however. As part of the 2024/5 settlement the Government has redistributed funding between Forces to take this into account. In practice this has benefited Devon and Cornwall Police by £3.4m; proportionately the biggest allocation of any police force area. This has enabled us to meet the unfunded part of the pay awards, meet other unexpected costs pressures such as changes in leavers and secondment profiles, and reflect the changed expectations of the savings programmes.

This grant does however provide some risks going forward, especially as Devon and Cornwall has received such a significant financial amount.

- It increases the number of officers we need to have to maintain our Uplift Grant by 71
- The grant may reduce in future years if other Forces go on to achieve their targets.
- The grant funding is not explicitly identified in the police settlement as permanent base funding

However, modelling indicates we are likely to be able to meet our headcount target, and the settlement does indicate that the change is a permanent one. As such we have budgeted for the £3.4m to continue in future years. To mitigate the financial risk we have assumed it remains as a flat cash amount in the future. Our pay award assumption of 3% is also useful mitigation.

My budget proposal assumes a continuation of 3,610 full time equivalent officers, our highest ever number.

3.3 New One Off Grants and Other One off Funds

As Police and Crime Commissioner you are able to access grant funding as additional income. The police budget settlement included the announcement of three additional funding lines (Hotspot funding of £1m, Immediate Justice part year funding of £500k, and Safer Streets funding of around £350k). My budget proposal assumes that these grants will all require matching additional spending. In practice this means an opportunity for new work with partners for community based activity. We look forwards to seeing more detail on these grant conditions in due course.

The funding settlement also hinted at further opportunities to claim one off uplift grant. When combined with the above grants it's likely that opportunities will arise in 2024/5 to bring forwards investments (see paragraph 4), revisit difficult savings timescales (e.g. Contact savings), and trial new service approaches.

3.4 Funding requirements in future years

As this is the last year of the current Comprehensive Spending Review (CSR) we have no detail of funding levels beyond 2024/25. We have made prudent assumptions around council tax increases and grant increases for the last three years of the plan, as detailed in the attached MTFS. Budget requirement figures, especially for police pay, have been calculated forwards in detail. Naturally, the further into the future a projection is made, especially in the absence of funding information beyond 2024/5, the less it can be relied on.

4. Investments

As highlighted in my introduction, the 2024/5 budget is a continuation of the strategy outlined in last years' budget.

4.1 Public Enquiry Officers

Together we have opened 6 additional public enquiry offices in communities this year. The response in terms of public support has been significant and the impact on our communities has been positive. Your budget survey illustrates the importance people put on an open police station as part of their community. In addition, following investment in systems, Enquiry Officers are now contributing significantly to answering e mails sent to the 101 service. As you are aware email queues have almost disappeared.

Owing to this success and to further support your Police and Crime Plan, my budget proposal now includes 4, not the original 2, additional front desk openings in 2024/5. I have asked the project team to develop some other enhancement options to discuss with you.

4.2 Call Handling (999 and 101)

Our improvement plans in call handling have concentrated on process, technology, and organisation rather than increasing numbers of staff. We have introduced a new call handling system, which is now in and running. This has then allowed further enhancement through better automated work allocation between call handlers ('ring fencing'), public enquiry officers replying to 101 emails, and the introduction of call backs This success has been enhanced by better training, more focussed supervision, and by seeking learning from other organisations. We have also invested in a new permanent police staff role to enhance leadership continuity in this area

We are no longer a poor performer for call handling: indeed, on occasions our performance is the best in the country. Call backs have been especially well received by the public. I have every reason to believe, given the statistics I am seeing, that we will soon be an outlier for high performance in this area.

4.3 Professional Standards and Public Complaints Handling

Despite investment in numbers in previous years, our customer complaints handling service has remained unsatisfactory. The decision was taken this year to decouple from the Alliance in this area, but I am not confident that will solve the issues. I fully accept the need to change how we deal with public complaints – they take too long and are not always consistent, which undoubtedly impacts public confidence. We are also not effectively identifying and embedding the organisational learning from public complaints that we should. The budget proposal includes a part year effect of an assumed ongoing £500k investment in this area. I very much look forward to working with you to improve this service to the public.

4.4 Firearms Licencing

Additional police staff investment was made last year to clear backlogs, address recommendations and legislative changes, and improve the service to certificate holders and applicants. As you know service in this area – and particularly with regards to temporary certificates – is improving but I acknowledge there is more work to be done. Following advice from the national lead for firearms certificates I have not included any assumption of increased charges for certificates at this stage.

4.5 Regional Police Collaborations

The Force budget includes additional investments in regional police collaborations to provide greater access to specialist skills. This includes the second year of the Regional Forensics development plan, as agreed by regional Chiefs and PCCs in 2023. I am eager to focus, through the Regional Operational Board, on the performance increases we should expect for the public given our significant financial support to this invaluable area of police work.

4.6 Capital Investment

I am pleased that the capital budget for 2024/5 shows the completion of Camborne Police Station, the on going reprovision in Exmouth and much needed remedial work at Bodmin, Ilfracombe and HQ . The long term capital programme also considers the cost of electric vehicle infrastructure and the need for significant infrastructure replacement including the new server provision, a project to provide fit for purpose digital storage including for body worn video, and replacement of our taser stock .

4.7 Other Key Service Areas

I have continued investment – in line with workload increases – in MOSOVO where service risks are, as outlined above, falling. I have also transferred additional officers to the Paedophile Online Investigation Team (POLIT) to further develop our response to child sexual offences. Following a detailed review of long term, but temporarily funded, agency staff groups, I have invested £250k in making a small Crime Standards Unit permanent. With your support I have also extended temporary funding for additional investigation capabilities

There are other business as usual improvements which do not currently require additional funding. One example is Operation Synergy, which will hub together CID resources to improve investigative outcome. It is yet to make recommendations, and nothing is currently included in the budget proposal for its implementation.

Small investments have been made in temporary roles to enable the Performance department to support reporting from our crime system NICHE and the provision of a team to support the value of the day-to-day use of NICHE within Force. A small additional investment in coroners' officers agency support has also been made following a review of the position.

The Vision Zero South West partnership, which you chair, has invested significantly in police enforcement capabilities during 2023/4 This innovative partnership

continues its work to reduce road deaths and is investing revenue generated from offenders into prevention approaches to improve road safety.

5. A Balanced Budget

No matter the difficulties in predicting future years grant, it is imperative that we can show a medium-term balanced budget and demonstrate sound finance and value for money to HMICFRS and other external stakeholders. It is important for police officers and staff because it provides reassurance on their employer's financial position. Most importantly, the public can be assured their police service is sustainable in the medium term.

The 2024/25 budget requirement (including the investments and savings plans as outlined above) is fully balanced by a combination of government funding as announced in December and a council tax of £12.94. The following years – which include prudent grant estimates and council tax increases - still show areas where detailed savings strategies need to be worked through.

As we have discussed there are several options or mix of options that could close these future gaps. We could still reduce officer numbers by up to 50 and maintain our uplift total. We could replace police staff with police officers within reasonable and achievable limits without the need to move to compulsory redundancies. Future council tax increases of less than 5% could in themselves close the gap.

My Chief Finance Officer informs me that she considers that the four year MTFS is robust because:

- It is fully balanced in 2024/5
- The assumptions in spend, grant and council tax for future years are prudent
- There are a range of feasible plans in place that will balance the budgets in 2025/6 onward
- The unspecified gaps that remain are proportionately small - less than ½% of budget each year

I therefore wish in the coming 12 months to take this opportunity to consider an optimal workforce mix that closes the gap and potentially improves the service. Some police staff posts would be more productively filled by police officers because of the resilience for front line policing that might provide. Conversely some police officer posts would be more productively filled by police staff, because of the stability and experience that could bring. I am in support of your proposal to seek research into the correct workforce mix. That work, if undertaken in 2024/5, will inform our budget discussions this time next year. We will also at that stage have sight of the new comprehensive spending review due to be launched during 2024.

6. Conclusion

The 2024/5 budget will balance at a council tax increase of £12.94 (4.95%), just below the maximum council tax increase of £13 announced by the Home Office as part of the overall settlement. Obviously, the decision on council tax levels remains entirely one for you and I know you are acutely aware of the impact of tax increases on the public.

Nevertheless, I recommend that you support my budget request as outlined in this report. The proposal ensures:

- Officer numbers will be maintained at 3,610 - Devon and Cornwall's highest ever number
- Police Officers will not be placed into inappropriate vacant police staff posts
- Investment in HMICFRS priority areas continues
- Investment in front desks is brought forward
- Opportunities can be taken for community policing enhancement through new grants
- Improvements in dealing with public complaints
- We have time to develop our workforce mix
- Improved performance in priority areas is sustained
- There is a sound financial basis for the next three years

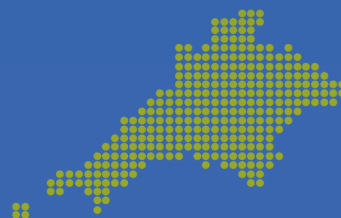
I look forward to developing these opportunities with you. It is my belief that Devon and Cornwall Police are in a strong position with regards to both our financial planning and our improving performance. We are, at some pace now, becoming a force with a much greater sense of purpose and pride in the service we deliver. We are also becoming much less tolerant of some of the poor performance in our recent past. I believe with this budget proposal we will have the resources we need to continue that improvement. In closing, and with your continued support, I am confident that this force is in a very good place to deliver competent, compassionate and common-sense policing to the communities of Devon, Cornwall and the Isles of Scilly over the coming years.

Acting Chief Constable

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Commissioning Intentions Plan 2024-25

How we spend money to
prevent crime, help victims
recover and support the
policing of our communities



PCC

Office of the Police and
Crime Commissioner
Devon and Cornwall

Strategic commissioning to achieve the Police and Crime Plan priorities

Financial budget 2024-25

The Commissioning Intentions Plan for 2024-25 details the range of commissioning undertaken to support the delivery of the Commissioner's statutory duties and the priorities within the Police and Crime Plan 2021-25.

Therefore, the five priorities of this commissioning intentions plan are:

- Violence**
- Anti-social behaviour**
- Drugs**
- Road safety**
- Victim services**

Commissioning investments also support core policing activity and priorities.

The term 'commissioning' is the cycle of assessing need and, where identified, designing and securing the appropriate service to respond.

To mirror good commissioning practice observed in other commissioning authorities, the Commissioner is committed to reducing short term funding, in favour of longer-term sustainable funding which forms the basis of our commissioning framework.

The framework consists of four commissioning schemes and their objectives:

Scheme	Objective
Victim services	Enables the Commissioner to fulfil her statutory duty to commission local victim services.
The Police and Crime Commissioner's Impact Scheme	The Commissioner's Impact Scheme supports the Commissioner by identifying and funding services, projects and approaches which help to deliver the Police and Crime Plan priorities. The objective of the scheme is to achieve longer-term impact in local areas by offering sustainability, durability and a shared commitment to achieving impact through commissioning.
The Police and Crime Commissioner's Community Grant Scheme	Allocation of small yearly grants to the voluntary and community sector to implement place-based services that address local priorities and Police and Crime Plan themes.
Pooled Budget for Youth Justice Service (YJS)	Makes core funding available to enable the delivery of Youth Justice Services across Devon, Cornwall and the Isles of Scilly.



For the next financial year 2024-25, the total commissioning budget across the OPCC is £9,635,907 which works on the assumption that the Ministry of Justice (MoJ) Grant for Victim Services settlement remains as proposed. The budget is made up of:

- A £4,171,500 commissioning grant allocated directly by the Commissioner for the purpose of commissioning services for the benefit of Devon, Cornwall and the Isles of Scilly.
- Central Government funding consists of £3,752,066 from the MoJ Victim Services Grant, which includes additional funding for Independent Sexual Violence Advisors (ISVAs),

■ £657,341 from the Home Office for the Serious Violence Duty.

■ £355,000 for Safer Streets in targeted locations across the Peninsula.

■ The budget also includes £100,000 funding from Vision Zero South West Partnership to deliver a service to support people affected by a bereavement or serious injury on the road.

■ A budget of £600,000 for the Serious Violence Prevention Programme which was announced in February 2020 by the Police and Crime Commissioner and Chief Constable.

	2022-23	2023-24	2024-25
Police and Crime Commissioner commissioning budget	£4,140,000 (Including a £200,000 uplift)*	£4,263,500 (Including a £200,000 uplift)**	£4,171,500
MoJ Victim and Witness Grant (CSACSE Grant)	£2,845,039	£3,635,657	£3,752,066
Serious violence budget	£1,000,000	£800,000	£600,000
Home Office Serious Violence Duty funding		£359,107	£657,341
Safer Streets		£464,999	£355,000***
Vision Zero South West Partnership funding		£100,000	£100,000
Total	£7,985,039	£9,623,263	£9,635,907

* The Commissioner included a drawdown of £200,000 from reserves to support the continuation of the domestic abuse perpetrator scheme for 2022/23 only. This was not spent in 2022/23 as previous Home Office funding continued.

** The Commissioner has drawn down £200,000 from reserves to support the continuation of the domestic abuse perpetrator scheme.

*** The Safer Streets funding for 2024/25 was reduced by £180,000 by the Home Office in December 2023. This deduction was applied consistently to all grant funded areas across England and Wales.

Commissioning achievements in 2023-24

A Commissioner's Showcase saw 140 attendees from Devon and Cornwall Police and local authorities given the opportunity to appreciate the breadth of support available to victims and to prevent reoffending, and to celebrate the extent of the work of OPCC providers. The showcase heard from the Chief Constable who welcomed the role OPCC commissioned services play in keeping communities safe in challenging times.

Delivery of a number of youth intervention initiatives to reduce serious violence.

Successful bid to the Home Office for Safer Streets 5 funding, bringing in an additional £820,000 over 18 months. Projects will focus on Camborne, Redruth and Paignton.

An ASB Assertive Outreach service, commissioned by the OPCC and launched in August 2022, has now worked with more than 30 groups of young people to engage and divert them away from being involved in antisocial behaviour. This hotspot work has taken place across the peninsula including in Penzance, Liskeard, Bodmin, Plymouth, Exeter, Newton Abbot, Torquay, Paignton and Bideford.

Successful bid to the Ministry of Justice for an additional £99,000 to



Band of Brothers, one of the community groups awarded funding through the Commissioner's Community Grant Scheme. Below, the Commissioner's Showcase

fund three ISVAs to work with people affected by sexual violence and abuse.

Partnership work with NHS and local authority partners to develop a system approach to supporting victims of sexual violence and abuse; a strategic approach has been agreed, this work is ongoing and will be a key priority for the coming year.

More than £273,000 has been distributed to 41 small community projects and initiatives which support

Commissioner launches new website to support victims of crime

In May 2023 a new website was rolled out to help victims of crime access support services and useful information.

The website is targeted at anyone of any age who has experienced or been affected by crime, whether or not they have been in contact with the police.

the aims of the Police and Crime plan through the PCC Community Grant Scheme and the Property Act Fund. Grants have been given to organisations such as Sunrise Diversity which works to combat



A public transport and social media campaign has helped to raise the profile of the website, with visits increasing by 72 per cent in the six months to December 2023.

hate crime in North Devon, the Groundwork South Trust Limited in Saltash to provide a graffiti wall, and Callington Youth Project Group to provide youth drop-in sessions.

Through the OPCC's strategic delivery partner Victim Support:

Implementation of a post-collision support offer for victims of serious road traffic incidents.

The development of an Independent Victim Advocate (IVA) model. The team of five IVAs working across crime types provides consistent support from first to last contact. The team uses a strengths-based and trauma-informed approach to victim care, including providing advocacy for victims with agencies such as police, housing and health.

The introduction of a service to support children and young people and their families affected by crime.

Commissioning in numbers

In the financial year 2022-23, **104,249** crimes were reported to Devon and Cornwall Police.

How does our commissioning help support people who are affected by crime? In 2022/23...

27 community support services were available for victims through the OPCC's support network

29,543 victims were referred to support services. Including:

20,905 victims of domestic abuse

3,718 young people have been supported, a 97% increase

4,199 victims of other crimes, an increase of 14% on 2021/22

332 people were supported by restorative justice services

23,519 victims were referred to Devon and Cornwall's Victim Care Unit

*Note: Councils, CSPs and NHS England are excluded in the definition of 'community support services'.

Police and Crime Plan commissioning priorities

Violence

Violence remains one of the biggest challenges our communities face, and we know that supporting families and young people affected by violence reduces the chances of those people becoming victims or perpetrators of violence later in life. The four-year Serious Violence Prevention Programme, which will be in its final year, takes a whole population approach to preventing and tackling the forms of violence most evident across the region and in our communities.

Serious Violence Prevention Programme – strategic objective

The overarching objective of the Serious Violence Prevention



Programme (SVPP) is to break the cycle of violence and we seek to do this by focusing on three strategic priorities. To achieve this the Commissioner continues their commitment to the SVPP by providing £600,000 of funding in 2024/25.

In addition, through the Home Office's Serious Violence Duty Grant we will receive a total of £657,341 in 24/25. Of this, £154,083 will be spent on labour costs and £503,258 for non-labour costs and is being allocated to specified authorities via Community Safety Partnerships.



Community Chaplaincy: Preventing Sexual Harm

In 2021-22, the OPCC commenced funding a service from the South West Community Chaplaincy to work with individuals convicted of sex offences to prevent reoffending and to assist reintegration into society.

The service is designed to address the needs of those who are no longer subject to supervision by the Probation Service but who remain under the statutory supervision of the Police's Public Protection Unit (PPU).

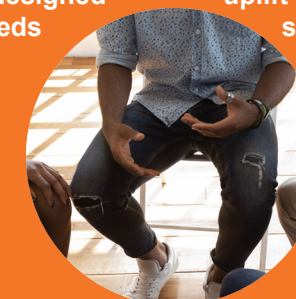
SW Community Chaplaincy has been working with up to 14 clients at any one time on a rolling basis for a minimum duration of 20 hours of contact

time per client. It works closely the Management of Sexual or Violent offenders (MOSVO) officers in Devon and Cornwall Police.

Following a successful roll-out with the service swiftly reaching capacity, the OPCC agreed a payment uplift to enable a further

six individuals to be mentored and to support MOSVO officers looking for innovative solutions in handling their caseloads.

This 3-year contract is due to conclude in October 2024. An evaluation by Plymouth Marjon University on the efficacy of the scheme will be completed by March 2024 and will inform future commissioning.

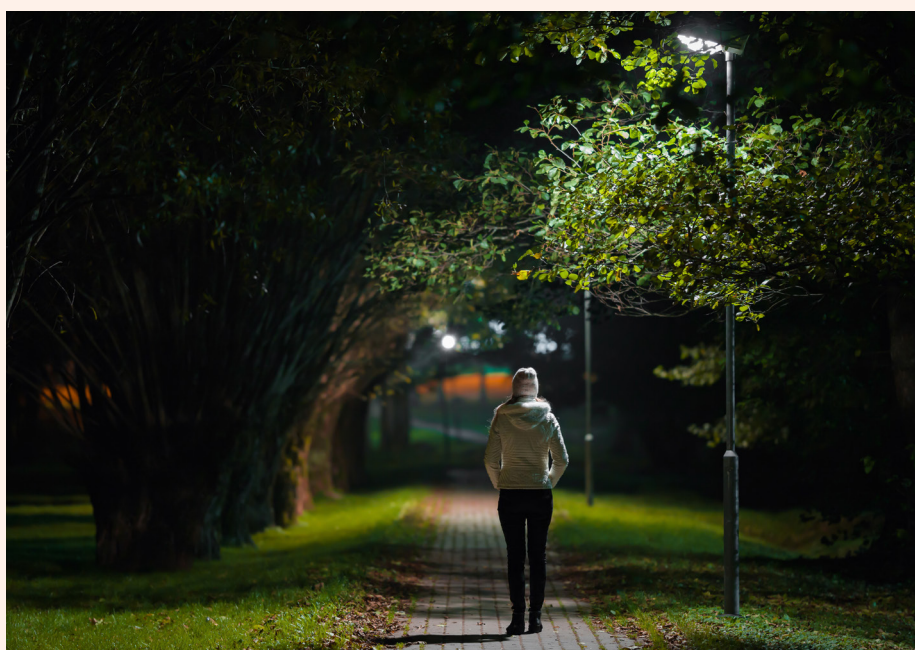


Spotlight: Violence prevention intervention

To date, the Serious Violence Prevention (SVP) Programme has helped support more than 2,600 young people and more than 240 parents/carers or wider family members.

The programme has helped to fund more than 33 projects across the Devon and Cornwall force area, including eight police-led projects and 18 partnership projects driven by Safer Cornwall, Safer Plymouth, Safer Communities Torbay, Safer Devon and Devon District Community Safety Partnerships.

Projects consist of both partnership and police-led programmes focusing on preventing violence in



under-25s. There have been more than 70 professionals trained to work with cohorts at risk of serious violence. A total of 54 police officers and staff have now received trauma competence training, with eight more sessions scheduled for this financial year. A further 148 partners across D&C have also received the trauma competence training.

With the introduction of the Serious Violence Duty in 2023, the primary focus of the SVP in 2024-25 is towards police-led interventions targeted at criminality causing the highest risk and harm to the community. Priorities include homicide prevention; violence against women and girls (VAWG) 4Ps strategy; identifying high harm perpetrators and preventing knife crime. Funding will also continue for

the Out of Court Resolutions Centre Enhanced Service which provides additional wraparound support and interventions for 18 to 25-year-olds; and the Make Amends Restorative Justice project working with young people in Plymouth and Torbay.

The Home Office Serious Violence Duty funding will be devolved to the four upper-tier Community Safety Partnerships to fund local interventions that align with the priorities identified within their respective Serious Violence Strategy. These may include interventions to support vulnerable young people and those around them such as in school support, targeted youth work and community outreach, parental support to understand adolescents, peer-to-peer support, and mentoring.

Taking an inter-generational approach, interventions support vulnerable young people and those around them with opportunities for parents, guardians and wider family members to access valuable support for themselves and the children in their care.

Intervention types include in-school support, targeted youth work and community outreach, parental support to understand adolescents, peer-to-peer support, plus building trusted relationships with professionals through mentoring and whole family support.

All projects focus on activities and interventions which contribute directly towards the long-term objective of reducing the risk of people being involved in violence.

Case study: Operation Vigilant / Project NightEye



As part of the VAWG workstream Project NightEye is a Devon and Cornwall Police campaign to specifically target perpetrators of sexual violence in the evening and night-time economy, working alongside partners and the public to improve our intelligence picture and deliver a problem-solving approach against identified individuals and locations.

Funding was secured from the summer policing fund and the Serious Violence Prevention Programme that has resulted in 73 police officers and 23 CCTV operators being trained in Project Vigilant.

This tactic deploys officers both uniformed and non-uniformed officers into public spaces within the evening and night-time economy. The officers are specially trained to identify predatory behaviours like loitering, making unwanted contact, sexualised or misogynistic comments, harassing or stalking. Officers will then intervene and take appropriate action regarding the individual.

Results

■ 25 Project Nighteye intelligence products were created and shared with frontline officers across Devon and Cornwall

■ Monthly intelligence products helped identify themes, focus efforts, and identify problem solving solutions

■ 20 dedicated Project Vigilant deployments

■ A total of 25 interventions were completed during the summer period. These individuals displayed predatory risk factors and interventions were completed to prevent this behaviour escalating to an offence.

We want everyone in the night-time economy to be looking out for suspicious behaviour.

Officers will be deploying at specific times and locations throughout the festive period, together we want to create a hostile environment for those who seek to cause harm to women and girls.



Police and Crime Plan commissioning priorities

Antisocial behaviour

Antisocial behaviour (ASB) in all its forms is a very visible sign of disorder in our communities and is closely linked to perceptions of safety, satisfaction with the local area as a place to live, and confidence in local services.

In its most persistent and serious forms ASB can have a significant impact on health and wellbeing.

Our commissioning needs assessment found that a multifaceted approach is needed to tackle ASB which focuses on awareness raising, prevention, intervention, and support.

The Commissioner therefore continues to commit £280,000 funding to support the services first commissioned in 2022/23: a youth ASB prevention service provided by DYS Space in collaboration with

Young Devon and Young Cornwall as well as a mediation offer.

These services help to deliver the following objectives in the Police and Crime Plan:

Make our city, town and village centres more resilient to ASB.

Ensure that victims of persistent and severe ASB in our communities are heard and know how to get help.

Work with policing and partners to deliver a robust and targeted partnership approach, using the range of powers available to all partners.

Case study: Preventing ASB

Newton Abbot was referred to the ASB outreach team by the Community Safety Partnership in March 2023 following concern about an increase in antisocial behaviour connected to a group of young people who were also vulnerable to criminal exploitation.

The group engaged very quickly. The team had positive feedback from parents of the group, local passers-by, businesses and professionals who all said that the group engagement has been wonderful to see and is offering these young people something to

do. One parent said their young person has been “on the right track” since engagement.

Throughout, the project lead engaged in multi-agency meetings about this group including the Adolescent Safety Framework and meetings with the local policing team.

The local community got involved in the development of the group. There have been examples of peer role modelling and one young person from the group has applied for a peer educator role.

The team used a variety of activities to build and maintain relationships with young people to enable them to safely explore and discuss issues relating to antisocial behaviour and their role in it.

Some young people were truly reflective of themselves and anti-social behaviour. There was peer challenging by some towards other group members’ behaviours.

They have cited the work with the team as the catalyst for this change in attitude towards ASB.

Police and Crime Plan commissioning priorities

Drugs

Substance misuse is often linked to an individual's response to a past trauma or other unmet needs. Complexity and vulnerability continue to be increasing themes among drug users, with significant crossover in mental health issues, childhood trauma and abuse, domestic abuse, housing difficulties and involvement in the criminal justice system.

There are clear links between substance misuse and other priorities set out in the Police and Crime Plan, highlighting the significance of drugs as a crosscutting theme in crime, policing and criminal justice. This includes links to organised crime, victims, serious violence, child exploitation, road safety and business crime.

During 2022, commissioning scoping work was completed with partners in response to the new Harm to Hope government strategy and the implementation of new combatting drugs partnerships.

This work indicated the importance of maintaining investment for local treatment delivery models that support people in the criminal justice system. Therefore, the Commissioner will continue to fund local authority partners to commission local drug treatment services for a further year to support the realisation of the peninsula-wide strategic plans. In 2024-25 the Commissioner makes £334,483 available to support this priority.

Cornwall Council, Plymouth City Council, Devon County Council and Torbay Council will continue to receive grant funding for treatment services based on the previous year's funding.

In addition to this investment, the Commissioner makes £89,584 available to match fund Devon and Cornwall Police to fund a researcher and analyst who will work on a force-wide drugs intelligence desk.



Case study: Operation Scorpion

To tackle drugs effectively it is important to address drug supply.

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 dealing.

This collective commitment to work together to put a 'ring of steel'

around the South West to prevent the trafficking and supply of drugs is called Operation Scorpion. In the two years to January 2024 there have been six phases of Operation Scorpion, each focused on a different element of drugs supply or misuse, with forces taking turns to lead these operations.

A major aim of the operation which has been present in all phases is the safeguarding vulnerable individuals



or children who have been exploited by drug dealers, such as in 'county lines' networks, as is educating the public who fuel the industry. 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.

In the two years to January 2024, across the five force areas, operation Scorpion resulted in:

- 627 arrests
- 389 children and adults safeguarded
- More than £7.5 million of drugs seized

Police and Crime Plan commissioning priorities

Road safety



Devon, Cornwall, and the Isles of Scilly has some of the safest roads in the UK, but the effects of every death or serious injury on our roads is devastating for the bereaved, their families and loved ones, and for those who support people who are seriously injured, some of whom may have long-term life-changing injuries.

Our commissioning needs assessment found that the needs of road traffic victims do differ to those of many other crimes.

Road crashes are violent, sudden, and often end and devastate lives far too prematurely. Road crash victims are often young leaving devastated parents and siblings. Road crash victims are also parents, leaving children without carers.

The traumatic grief suffered by people bereaved by road crashes



can be overwhelming and, in some instances, lead to long-term, negative outcomes, for example conditions such as serious depression and post-traumatic stress disorder (PTSD).

As well as traumatic grief, a death on the road can cause serious financial hardship and a death can irrevocably alter a family's future in many ways.

As not all road traffic victims are victims of a crime, they are currently excluded from accessing current victim support trauma services.

Last year Vision Zero South West agreed funding of £100,000 per year for three years which enabled the commission of a new post collision care offer in 2023-24 by our strategic delivery partner Victim Support. This funding continues through 2024-25.

Police and Crime Plan commissioning priorities

Victim services

The harm caused by crime can be life-changing and sometimes catastrophic. The impact of the harm caused can often last a whole lifetime and can have a life-altering impact because of the trauma caused. It is therefore important that people affected by crime of any age, can have access to specialist support in Devon and Cornwall to help them when they need it.

The Commissioner has the responsibility to commission victims' services that support victims to:

Cope with the immediate impacts of crime.

Recover from the harm experienced.

Provide greater confidence to victims to help support a criminal action.

Within our commissioning model, the commissioning of most victim care services is contracted to Victim Support, our strategic delivery partner for victim services.

Having successfully transferred the multi-crime provision to Victim Support in 2021-22 and some specialist domestic abuse and sexual violence services in 2022-23, in 2023-24 Victim Support commissioned a new a crime trauma service, which includes therapeutic support for people affected by serious violence, in addition to the new service detailed **on page 11** which supports people affected by a fatality or serious injury on the road.

In 2024-25 we will be awarding a new contract for the Independent Sexual Violence Advisor (ISVA) Service, procurement activity is underway. Work on a wider sexual

violence offer will be coordinated with the four local authorities, the Integrated Care Boards in Cornwall and Devon and NHS England. Victim Support will provide expertise and victims' voice to inform the

commissioning of the new offer. Together we hope to pool resources to maximise capacity, enabling the OPCC to commission a new sexual violence support offer across the peninsula.



Testimonials

Women's Centre Cornwall

"When I came into this I was a broken person and I needed a lot of work trying to get back to myself again. I do not think I would be where I am in my personal and professional life as I am now without you, it has made an awful lot of difference talking to someone who did not tell me I should have known better or my thoughts were not valid. Thank you."

"Support has been a life line, a game changer, it saved me, I believe I would be dead without it. I have learnt to value and respect myself and felt for the first time what it is like to talk to someone and feel no judgement."

"I have gained so many tools from this support, I now feel so much more confident and safe within myself, I can see a future ahead. I am even dealing with my difficult neighbours and feel safer where I live."

Clear

Some quotes from parents/carers:

"Child was really engaged with sessions and learnt a lot, lots more reflective."

"It helped child to open up more at home with talking about his problems."

"Therapist really seems to care, she listens to child and she has really helped her to be able to

deal with things. Child has been coping better and is able to look to the future which she struggled to do before coming to CLEAR."

From young people supported:

"Nothing was rushed or done if I wasn't ready to process it."

"It has helped me understand why I react certain ways to triggers and she made sure I was comfortable throughout like breathing and cooling down at the ends of my sessions was also helpful."

Case study: Barnardo's Exceed

Abbie* was referred to Barnardo's Exceed service by her school in February 2023. She needs information broken down and repeated, and her emotional development is below her chronological age. She loves school, music, being creative and likes gymnastics.

School staff had noticed behaviour changes as she became reluctant to come into school and was trying to abscond. She was also experiencing self-harm and depression. She then became very keen to spend all of her time close to school staff and was reluctant to go outside or take part in activities she normally enjoyed. She also had some unexplained bruises and scratches on her legs, stomach and back and said she was not happy at home.

At school Abbie was particularly close to another pupil, who she called her boyfriend, also a vulnerable young person and aged 11. A safety plan was in place at school to keep them both safe.

There were no reported crimes and Abbie had not made any disclosures regarding sexual exploitation. However, there were working hypotheses from professionals that Abbie may have experienced sexual abuse in the past.

Abbie has experienced a number of adverse childhood experiences and she was felt to be vulnerable to child sexual exploitation. Her communication needs made it difficult for her to recall coherent narratives of events.

In their referral, the school requested relationship and sexual education work was done with Abbie, appropriate to her level of understanding, experiences,

and her vulnerability to sexual exploitation.

Alongside direct work with Abbie, Exceed also advocated successfully for a CAMHS referral. A Care Order was also revoked, and we continued to raise challenge around the unexplained bruising and safety at home.

We continued work beyond the summer term and into school holidays. By the end of the intervention, Abbie was using positive coping techniques for difficult emotions more regularly.

Abbie reported that she feels safer online. By the end of our work she had limited and monitored access to the internet which was age and developmentally appropriate and was able to identify unsafe behaviours online.

Abbie had clear ideas, through completing activities, of what she expects in her different types of relationships and what is and is not appropriate in them. She identified who she could tell if any of these relationships made her feel unsafe. Her knowledge of the law around consent and particularly age differences in relationships dramatically improved.

During our intervention, The YP was able to make a disclosure to her Project Worker regarding experiencing harmful sexual behaviour from a much younger peer at school.

This disclosure was responded to through information sharing with school, who were able to respond to safeguarding concerns for Abbie and the other young person, and appropriate information sharing with Children's Social Care.

* Name has been changed

Core commissioning information



This Commissioning Intentions Plan sets out the Commissioner's approach for making decisions about which interventions will be commissioned, and the approach used for updating existing service specifications or creating new ones.

It is intended to ensure funding is allocated fairly and proportionately, with due regard to the competing demands on available funding to provide the most effective, fair and sustainable use of resources for specialised services.

To achieve this, the commissioning team conduct an initial assessment of need, drawing together information from multiple sources of data

available from our partners, strategic assessments, national and local data sources, public surveys and the views of people who will use the service.

The next phase results in the commissioning team writing the specifications for a new service and beginning the procurement process. During this phase, if services are decommissioned due consideration is given to accessibility, equality impact and unintended consequences, identifying actions and activities to mitigate risk and safely end services.

The Commissioner will not generally commission any services outside the Commissioning Intentions Plan,

although the exact details of service provision may vary in line with the nature of the funding streams advertised and the priority identified.

Where there is an emerging issue, this will be considered on its merits and a specific decision made and published. Likewise, the Commissioner will not provide direct grant funding to community initiatives from commissioning resources which are outside this plan.

Commissioning may include bespoke contracts through a fair and transparent tender process or contributions to existing national schemes.

Community organisations and initiatives benefit from the community grant scheme which will be advertised each year, so organisations who wish to seek grant funding from the Commissioner will have a fair, equitable and transparent opportunity to receive funding. The details of grants made will be published each year on our website.

In addition, the Commissioner may also allocate funds from the Property Act using the Property Act Fund process and may allocate further funds to wider grant making organisations to support delivery of crime prevention in local communities. The Commissioner intends to make Property Act

Funding available to support the sustainability of existing community groups working to prevent offending and keeping communities safe in 2024/25. This is achieved in partnership with Devon Community Foundation and Cornwall Community Foundation.

A sum of £163,000 funds will be provided to enable the Commissioner to fund new projects arising from the Police and Crime Plan and any other emerging priorities.

Accessibility Statement

The Office of the Police and Crime Commissioner has legal responsibilities to improve and

promote equality under the public sector equality duty (PSED) is a legal requirement for public authorities and organisations carrying out public functions.

The Office of the Police and Crime Commissioner will ensure that due regard is given the requirements of the PSED in all decision making, procurement and commissioning activity. This includes having due regard to the need to eliminate discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited under the Equality Act 2010) and those who do not share it.

Detailed budget overview

This section provides a comprehensive break down of our commissioning spend, including new services and existing financial commitments

Victim and Witness Services Commissioned By Victim Support	2024-25 budget £3,242,306	Provider/s	Details
Strategic Delivery Partner Victim Services Fee	£244,434	Victim Support	Management of the partnership, to include commissioning activity, strategic improvements, victim communications and operational response. Posts include: Strategic Lead, Partnership Manager, Finance and Commissioning Officer and Victim Voice Coordinator.
Adult Multi-Crime Provision	£ 700,000	Victim Support	Multi-crime provision to include support for standard risk domestic abuse victims, support for anti-social behaviour, stalking support and access to online self-help tools and 24/7 webchat and helpline and services which will enable effective engagement for people with protected characteristics.
Restorative Justice Service	£259,745	Shekinah	Restorative Justice Service for all crimes. Excludes £80k from Serious Violence Prevention Programme for Family Work.
Children and Young Person / Family Service	£326,692	Consortium – Young Devon, Young Cornwall, Kooth, The Zone, Devon Family Resource	Service for young people affected by crime and support for their families where affected. Online counselling provision from Kooth and face to face support from all other providers.
Specialist Domestic Abuse Services	£886,435	Cornwall Council, Torbay Council, Plymouth City Council, FearFree – For Devon County Council	Contribution to Local Authorities to support their Specialist Domestic Abuse offer for Medium and High Risk Victims.
Specialist Sexual Violence Service	£595,000	Children's Society, CLEAR, Devon Rape Crisis, First Light, MoMENTum, SAND, Women's Centre Cornwall	
Crime Trauma Therapy Service	£150,000	TBC	Support for people affected by trauma as a result of crime; currently being designed. To include therapeutic interventions and trauma stabilisation.
Enhanced support for those with protected characteristics	£80,000	To be determined	Work is ongoing with the by and for sector to codesign the new approach to funding and support services from 2023 onwards
Child Sexual Exploitation Service	£200,000	Barnardo's	Exceed Service provides support to young people who have experienced or are at significant risk of exploitation across Devon and Cornwall. Includes preventative work, and work with families, partners, schools and LAs.

Victim and Witness Services Commissioned By OPCC	2024-25 budget £2,827,984	Provider/s	Details
Children and Young Peoples Therapeutic Support for Sexual Violence and Abuse	£200,000	Children Society Prime, in contract with First Light, Devon Rape Crisis, Clear, and Women's Centre Cornwall	Provide a range of therapeutic interventions for young people who have experienced sexual abuse. Where appropriate, this includes family interventions.
Peer Support for Women who have experienced sexual violence and abuse	£50,000	Women Centre Cornwall, collaborating with Trevi and Devon Rape Crisis	Community led peer support for adult women affected by sexual violence and abuse
Peer Support for Men who have experienced sexual violence and abuse	£50,000	First Light, collaboration with Momentum and Operation Emotion	Community led peer support for adult men affected by sexual violence and abuse
Adult therapeutic support for people affected by sexual violence and abuse	£100,000	Clear, collaborating with First Light, Devon Rape Crisis, Survivors Alliance North Devon and Women Centre Cornwall	Provides a range of therapeutic interventions for adults who have experienced sexual abuse/violence (acute and non-recent).
Finance/Contract Management Support	£12,254	OPCC	Administration, coordination and contracting support for new sexual violence services from Victim's Grant.
Ring-fenced ISVA/ IDVA funding from Victims Grant	£1,072,950	First Light, Livewell, Cornwall Council, Devon County Council, Torbay Council, Plymouth City Council, Children's Society	8 ISVAs for First Light and 13 IDVA's across LA commissioned services (PDAS, TDAS, Splitz, NDADA, Cornwall integrated DA/SV service) 3 ISVAs for First Light, 2 ISVAs for Childrens Society and 1 Mental Health ISVA for PDAS/Livewell
Devon and Cornwall Police Victim Care Unit	£470,000	Devon and Cornwall Police	All police officers attending or dealing with a crime undertake a victim needs assessment and to refer people who need support to the Victim Care Unit (VCU) which is based in Devon and Cornwall Police. This enables caseworkers to contact those victims to make a fuller assessment and make referrals to victim service providers. The unit also employs specialist Victim Care Advocates who work intensively through outreach with victims and their families with the most complex needs.
Lived Experience Advisor Expenses	£2,457	Various	Lived experience advisors are members of the local community who support the OPCC to co-produce culturally relevant, informed work, influenced by the experiences of people who can offer expert testimony on a range of topics. Lived experience advisors share their experience, insight and understanding to help the OPCC to make and inform policy, commission relevant services and lobby for change. They come from a variety of backgrounds and sections of the community and must be over 18 years old, and live or work in Devon, Cornwall and the Isles of Scilly.
Website support	£2,000	Various	Hosting costs for IT system and Victim Care website

Table continued on page 18

Detailed budget overview

This section provides a comprehensive break down of our commissioning spend, including new services and existing financial commitments

Table continued from page 17

Victim and Witness Services Commissioned By OPCC	2024-25 budget £2,827,984	Provider/s	Details
Website support	£2,000	Various	Hosting costs for IT system and Victim Care website
ISVA Service – Co Commissioned with NHS England	£338,724	First Light	Independent Sexual Violence Advisors (ISVAs) advocate on behalf of victims, providing help and support through the criminal justice system. NHS England provide £216,600 of additional funding towards this service in addition to this contribution.
Sexual Assault Referral Centre (SARC). Commissioned by NHS England	£319,000	NHS England	A SARC is a special facility where victims of rape or sexual assault can receive immediate help and support, including forensic examinations. The Devon and Cornwall policing area continues to have three SARCs, situated in Truro, Plymouth and Exeter. A seven-year SARC contract started in October 2022. The budget includes spending on forensic regulation costs, enhancements, standards and quality assurance through a quality and accreditation manager.
Contribution to Regional Peninsula Implementation Lead	£10,599	The regional post is hosted by Cornwall Council	Preparing for new Victims and Prisoners Bill, strategic work to understand and address gaps, some co-commissioning.

PCC's Impact Scheme	2024-25 budget £921,567	Provider/s	Details
ASB Youth outreach team	£250,000	DYS Space, in collaboration with Young Devon and Young Cornwall	This service works to prevent issues escalating into criminality or exploitation, reduce vulnerability, work with communities and young people to engage them in positive opportunities that draw them away from ASB. The service is responsive to seasonality peaks and place-based problems. The service engages several different community solutions and initiatives to leave a local legacy after intense work has been conducted by the outreach team.
Peninsula wide ASB mediation service	£30,000	Grants available for Devon Mediation Service, North Devon Mediation Service and Cornwall Council from April 2023	This service works to reduce conflict and prevent escalation to the police, enabling communities to access the self-help tools they need to prevent ASB escalation, increasing options for conflict resolution and crime reduction
Drugs intelligence operations	£89,584	Devon and Cornwall Police	Provision of a researcher and analyst to support Operation Medusa through the establishment of a drugs intelligence desk for Devon and Cornwall Police

PCC's Impact Scheme	2024-25 budget £921,567	Provider/s	Details
Drug treatment services for those within criminal justice services	£334,483	Local Authority Areas	Twelve months funding for Local Authority drug treatment services for adults and children. Breakdown by area is: Cornwall Council £130,436; Plymouth City Council £93,575; Devon County Council £60,472; Torbay Council £50,000
Mentoring support provision for sexual offenders	£17,033 paid from 2023-24 budget	South West Community Chaplaincy	This service offers mentoring support to registered sexual offenders, providing Devon and Cornwall Police's Public Protection Team with an intervention that enables motivated offenders who want to change an opportunity to work in a structured mentoring program.
Working with sex offenders to prevent reoffending	£30,000	To be determined	Re-commissioning of such services taking not account the learning from the evaluation of the above service, to commence from October 2024.
Support and enhanced accountability for sexual offenders	£50,000	Circles South West	Circles South West is a charity which works to promote the rehabilitation, treatment, education and care of people who have committed or are likely to commit offences, particularly sexual offences, against others and the families of such people. Circles UK is the national body supporting the development, quality and effectiveness of local circle delivery. Circles South West complements perpetrator work of South West Community Chaplaincy and the DA Perpetrator Scheme to make a strong offer of support for those who want to change
Court determined Mental Health Treatment Requirements	£50,000	NHS England	Continuation funding for MHTR in Cornwall and Plymouth Includes new funding for Devon and Torbay Re-occurring for three years
Crimestoppers service and anti-corruption line	£7,500	Crimestoppers	This service is jointly commissioned by all PCCs and provides a National Police anti-corruption and abuse reporting service across all UK police forces.
Domestic Abuse Out-of-Court Resolution Intervention	£80,000	To be determined	From 2024 we will commission a new service to provide out-of-court resolutions for domestic abuse perpetrators to support the new out-of-court resolution framework.

The Police and Crime Plan	2024-25 budget £130,000	Provider/s	Details
Emerging priorities	£163,000	Unknown	Funding has been made available to enable the Commissioner to fund new projects arising from the Police and Crime Plan and any other emerging priorities.

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Detailed budget overview

This section provides a comprehensive break down of our commissioning spend, including new services and existing financial commitments

Serious Violence Prevention Programme	2024-25 budget £1,257,541	Provider/s	Details
Staffing Costs	£305,000	OPCC	Programme Director, etc
Enhanced services by Devon and Cornwall Police to reduce violence	£235,200	Devon and Cornwall Police	
Restorative Justice Family Workers	£60,000	Victim Support Commissioner	Staffing Costs
Home Office Funding for non-labour costs for the Serious Violence Duty (tbc)	£657,341	To be determined	Devolved to Upper Tier CSPs for allocation as per the Serious Violence Partnership Agreement

PCC's Community Grant Scheme	2024-25 budget £242,974	Provider/s	Details
National Police Chaplaincy service	£1,724	National Police Provision	Since 2016 all Commissioners contribute through a five-year national agreement to the appointment of a centrally funded, full time, national Police Chaplain who is responsible for the ongoing development and management of Police Chaplaincy across the country. Chaplaincy is a vital part of police wellbeing and provides confidential personal, spiritual and practical care to police officers, staff and their families; operational support and provides links with communities and response to major-critical incidents.
National Rural Crime Network	£2,500	National Provision	The Rural Crime Network is a national body that brings together Commissioners, the police, rural interest bodies and other key partners to better understand the policing and crime related challenges facing rural communities and to work together to raise awareness, seek changes at the national level.
Regional coordination of crime prevention initiatives	£20,000	Crimestoppers	Funding for a regional Crimestoppers coordinator to implement crime prevention initiatives and support communication and coordination of our local crime stoppers scheme.
Community Watch	£18,750	Our Watch	Neighbourhood watch and volunteer coordinator
Community Grants	£200,000	Collaboration	Funding for two rounds of community grant funding. Twice a year the Police and Crime Commissioner, evidenced by local need, will identify the theme of these available grants. These themes are based on current circumstances and will not generally be decided in advance for the whole year.

Youth Offending Team Funding	2024-25 budget £525,735	Provider/s	Details
Cornwall Youth Justice Service	£168,235	Cornwall Youth Justice Service	The Youth Justice Service (YJS) works with young people who get into trouble and require police intervention. Its primary role is to reduce or prevent further offending. The four Youth Justice Teams for Cornwall, Devon, Plymouth and Torbay are part of the respective Local Authorities and are separate from the police and probation arrangements. The teams consist of multi-agency staff with backgrounds in policing, social work, education, probation and health. Funding for the YJS across all agencies continues to be under significant pressure. Across the peninsula the Commissioner's contribution is part of a pooled budget agreement with local authorities, clinical commissioning groups, Devon and Cornwall Police, National Probation Service and the Youth Justice Board which is renewed annually.
Devon Youth Offending Team	£199,779	Devon Youth Offending Team	As above
Torbay Youth Justice Service	£68,346	Torbay Youth Justice Service	As above
Plymouth Youth Justice Service	£89,375	Plymouth Youth Justice Service	As above

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APPENDIX 4

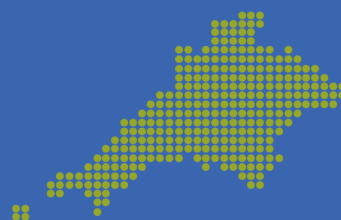
Budget Risk Assessment 2024/25

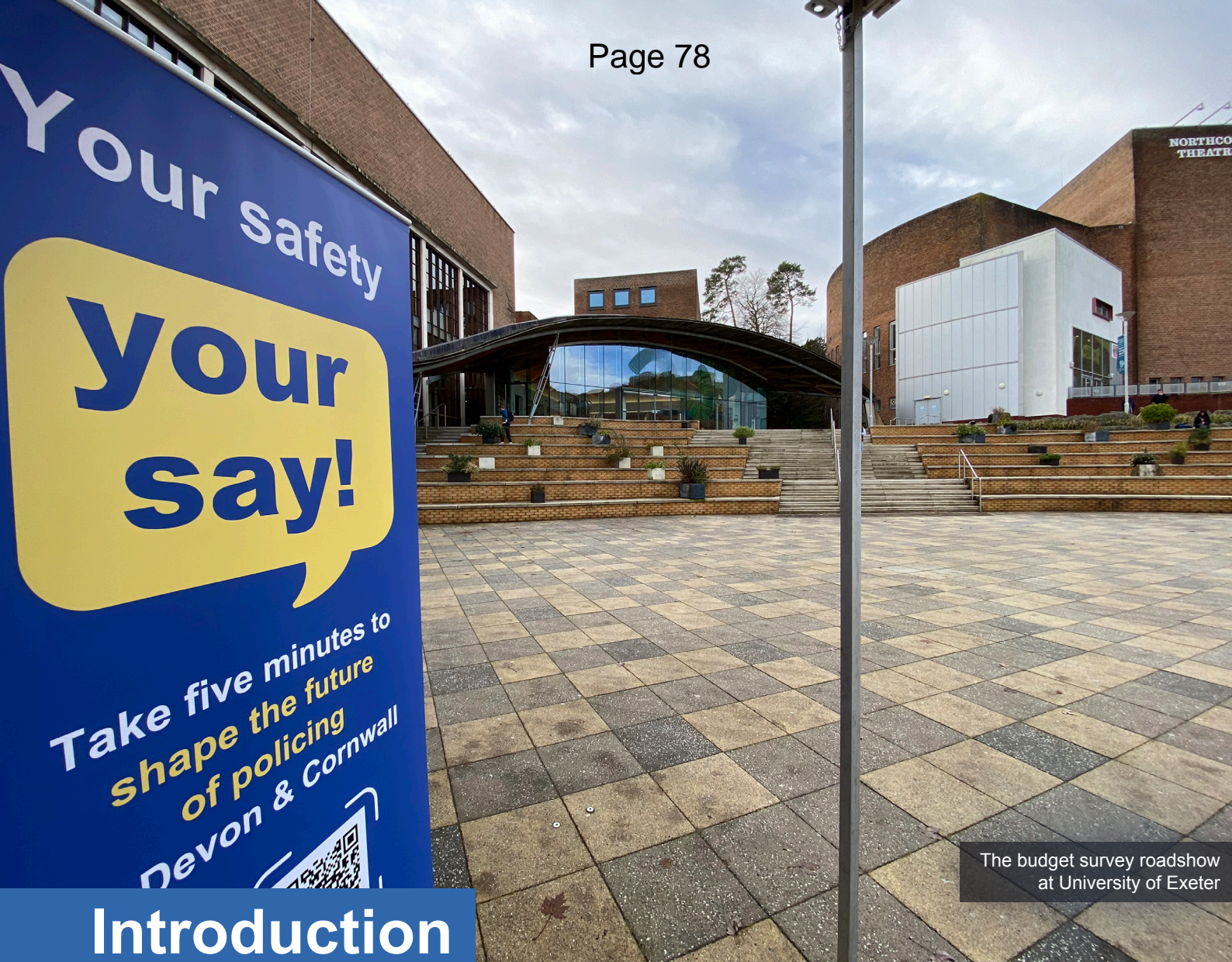
	Annual Budget	Detail	Mitigation
Funding Formula	£230.1m (Core Grant)	The review continues with consultation still due. The review of the funding formula will look at the way in which the grant is distributed. In a previous attempt to review the formula D&C were significantly adversely affected.	Active engagement in the consultation process. Comprehensive submissions to HO covering sparsity and seasonality. Influencing of central government.
Council Tax Funding	£176.4m	The cost of living crisis may have an impact on the level of council tax paid and/or increase in the number of council tax payers requiring Council Tax Support.	Active engagement with the collecting authorities to ensure early sight of issues and problems. Collecting authorities have increased support to working families to alleviate bad debt situations.
Council Tax Assumptions	£176.4m	The assumptions of the level of council tax, tax base increases and surpluses are considered carefully. The tax base is based on proposed house building levels and surpluses are based on historical trends.	The level of council tax, tax base increases and surpluses are reviewed annually. The tax base and surpluses are also tested at intervals during the financial year.
Core Grant Assumptions	£230.1m	The assumptions in changes in the level of core grant are reassessed annually. The indicative levels in SR21 aid planning significantly. The core grant is not keeping pace with inflation assumptions. The final year of the current CSR is 2024/25. During 2024/25 unknown factors, as well as elections for PCC's, Local Authorities and a general election are due. This may impact on the ability to achieve a multi-year funding settlement for 2025/26 onwards.	The increases are reassessed annually. Early identification of savings and reductions based on assumptions. For 2025/26 onwards early involvement with the Home Office has already commenced. This is coupled with cautious estimates of future grant increases.
Special and Specific Grants	£24.3m	The overall level of special and specific grant has increased significantly – from £9.7m to £24.3m (150%). The pensions grant has increased from £3.3m to £10.9m and the ringfenced element of the uplift grant from £6.5m to £10m. The additional recruitment grant of £3.4m is included. These continue to be awarded on a year by year basis which increases the risk to long term certainty of these funding streams.	Consultation response to the provisional police grant settlement has highlighted the increased risk to funding. We will work with national groups to ensure this issue is taken into account and fully considered by the Treasury.
Increase in pay award above assumptions	1% increase in pay award equates to £3.6m	The level pay award cannot be guaranteed as it is agreed nationally. This is an area of concern as 85% of the overall budget relates to staffing. The current level of inflation and cost of living increases increase the risk to this assumption.	The agreed pay award comes into effect part way through a financial year. Therefore, the immediate effect is reduced and provides time to build in the permanent increase into the MTFS. The MTFS assumptions are continually reviewed to ensure they are realistic. In 2023/24 the Home Office provided additional support for the 7% pay award. They have confirmed that future pay awards above the national average increase will be subject to similar discussions.
Inflation (non pay)	£1.2m	The significant increases in inflation and the Bank of England base rate increase the risk to the budget particularly around energy prices, fuel prices and construction indices. Inflation levels have reduced significantly but continue to be above the government target of 2%.	Continual review of inflation and national projections. The employment of an energy monitoring manager and the reduction of the overall temperature in the buildings.

Pension Revaluations	Police Officer increase 2024/25 £6.6m.	The Police Officer and Police Staff pension schemes are subject to triennial valuations. The employer rate can change depending on this valuation. These revaluations are especially susceptible to increases due to the increased pension remedy costs as a result of the McCloud judgement. The Police Staff pension scheme revaluation took effect in 2023/24. The Police Officer pension scheme revaluation with take effect in 2024/25 and has increased from 31% to 35.3% at a cost of £6.6m.	The police officer pension and the Police Staff pension are due to be revalued during the life of this MTFS. Progress on this will be carefully monitored. The Home Office have provided additional grant to cover the increase due in 2024/25.
Use of Reserves in year	£2.9m	The use of reserves to fund ongoing revenue expenditure increases the risk of a robust and sustainable four year MTFS. The transfer to reserves in 2024/25 of £2.9m is being used to smooth in budget reductions in the early part of the year along with one off ICT spend which does not fall under the definition of capital spend.	A documented schedule showing the use of reserves and with evidence to show that the reliance of the reserves does not continue in future years. Work is undertaken to ensure that there are no "cliff edges" to any of the funding streams.
Future Capital funding		The Home Office grant allocation for capital schemes has ceased. Once the ability to generate capital receipts reduces this will mean insufficient funds are available.	A proactive development approach to the disposal of assets to maximise capital receipts. Increasing the level of revenue contribution to capital by £1m per year over the life of the MTFS.
National Commitments		With the cessation of the Police Transformation fund there is a risk there will be a transfer of responsibility from the centre for national priorities that move to business as usual within force areas.	Actively engaging with the exit strategies for national projects. Engagement with national teams.
Grant Income		Grant income is available to the OPCC and the Force on a regular basis. This can come from a variety of funding streams e.g., Police Transformation Fund. The grant will be subject to a grant agreement.	The approval of a grant must be authorised by either the OPCC Chief Executive or the OPCC Treasurer. This assures that any grant conditions are not onerous on the organisation. Particular attention if paid to the exit strategy.
Major operations		An annual allocation is included in revenue for the cost of major operations. This is expected to be sufficient in most years. However, in the event of a particularly significant, high profile operation costs could easily exceed the revenue allocation.	Revenue funding. Potential access to Government grant for expenditure in excess of 1% of force budgets, although this cannot be guaranteed. General balances are available for additional costs.
Uninsured Liabilities and claims	Unknown	The key uninsured liabilities would be those resulting from employment tribunals or other legal challenges. While often low level, these can have the potential to be significant.	Proactive assessment of risk, legal/HR involvement at an early stage. Risk assessed as part of the level of general balances.
Treasury Management	Unknown	Devon and Cornwall Police routinely invest funds to optimise return. Such investments will always carry a degree of risk, which is expected to be manageable within the parameters of the Treasury Management Strategy.	Adherence to, and regular review of the Treasury Management Strategy.
Other unexpected expenditure/ Working Capital	Unknown	Throughout the year it is usual for expenditure plans to be revised and change, which is all manageable through the usual budget monitoring process. It is equally possible for unplanned requirement to surface outside those already covered e.g., a higher than anticipated number of officers could retire on ill health grounds with associated costs.	Close, accurate budget monitoring throughout the year. Highlighting potential variances as soon as possible.

Your Safety, Your Say

Winter 2023-24 survey results summary





The budget survey roadshow
at University of Exeter

Introduction

The Office of the Police and Crime Commissioner aids the Commissioner in her duty to seek views of residents of the police force area to inform the budget-setting process and policing priorities.

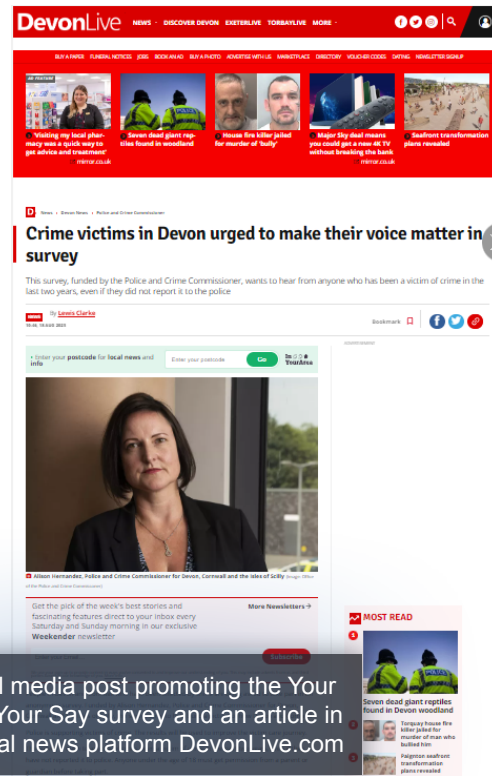
In 2023-24 the office used the Commonplace community engagement platform to host its annual survey. This platform is typically used by local authorities for public consultations and over time develops cohorts of interested residents who may be offered additional opportunities to develop policy and provide community voice to projects.

Many of the questions in the survey have remained consistent so direct year-on-year comparisons can be made. Some questions have, however, been amended for quality assurance purposes so caution may be advised when making comparisons.

The survey opened Nov 24, 2023, and by January 2, 2024, there had been 2,487 responses, that was comparable to previous years (2,617 responses were received in 2022-23) although it should be noted that considerable additional effort was put into promoting the recent survey.

Your Safety, Your Say is an unrepresentative survey but reached what is considered to be a 'statistically significant' number of responses. Devon and Cornwall Police commissions a quarterly representative survey with a smaller sample size.

No question in the Your Safety, Your Say survey was compulsory and respondents were not restricted in the number of options they could choose for questions with multiple choice answers.



Promoting the survey

The survey was promoted:

- On social media platforms including Instagram, TikTok and Facebook.
- Via the Neighbourhood Alert email messaging system (to approximately 32,000 users)
- At public engagement events in the force area
- Via social media. Previous efforts by Police and Crime Commissioners to gauge community opinions have not had significant

responses from those aged under 40 years old. Specific attempts were made to tailor social media messages, and social media advertising campaigns at younger audiences. The OPCC promoted the survey on TikTok for the first time.

- Via community groups such as those on the OPCC diverse communities network and councillor advocates.
- Via digital, print and broadcast media. Coverage included Pirate FM, Radio Cornwall, DevonLive and the Torbay Weekly newspaper.

Key findings

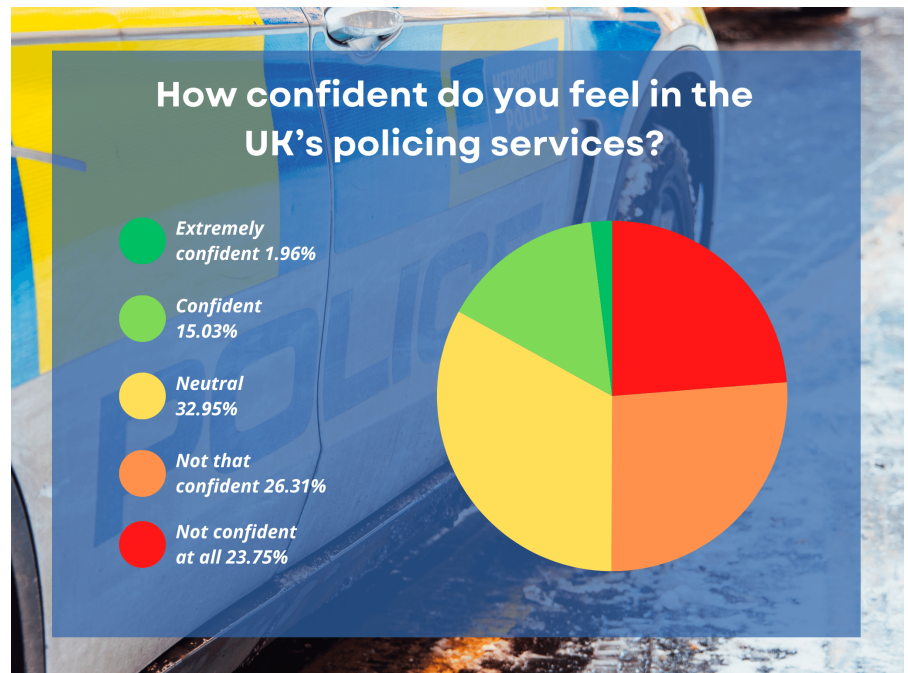
- Confidence levels in Devon and Cornwall's policing services remain higher than those in UK policing as a whole.
- Support for investing in reopening Police Enquiry Offices remains strong, with 62% or respondents agreeing or strongly agreeing with further expenditure in this area.
- Respondents' preference was to invest a greater amount of resources to 'local policing' than other areas.
- The percentage of respondents who thought that the current Devon and Cornwall Police precept level represented value for money has dropped from 40% in 2022-23 to 26% in 2023-24
- The percentage of respondents who disagree or strongly disagree that the precept levels represent value for money has increased, from 30% in 2022-23 to 44% in 2023-24.

Section 1: Confidence in policing

- While 17% of respondents were 'extremely confident' or 'confident' in the UK's policing services in 2023-24, 50% of respondents said they were 'not that confident' or 'not confident at all'.

- In 2022-23 we asked How much do you agree with the following statement: 'All things considered, I generally have confidence in the police'? 50% of people strongly agreed or agreed with that statement.

- In the past 12 months there have been several high-profile news stories which may have reduced confidence in policing, including the handling of the Nicola Bulley missing persons case, and relating to officers abusing their position with victims for sexual purpose.



- In June 2023 the Chief Inspector of Constabulary warned that public confidence had dropped to a dangerously low level, despite most officers being 'dedicated, brave and committed'.

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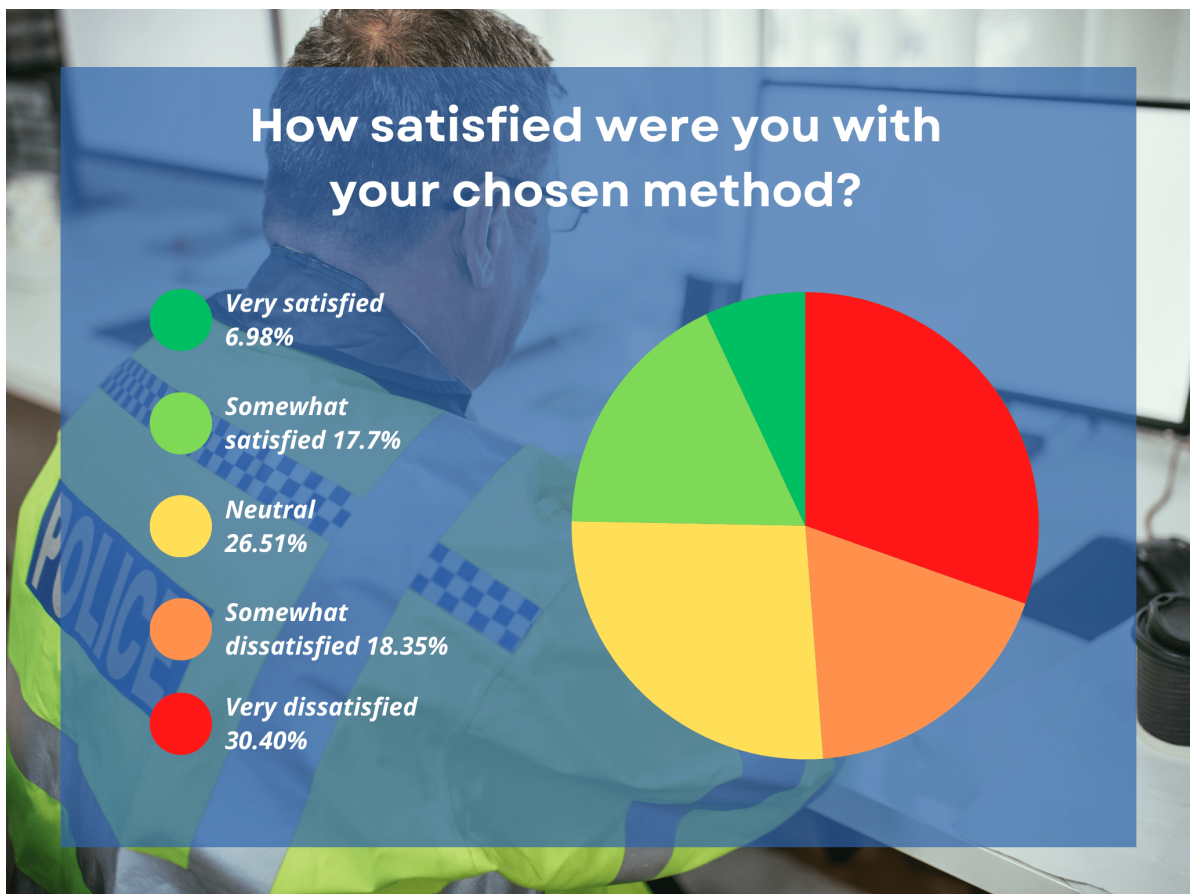
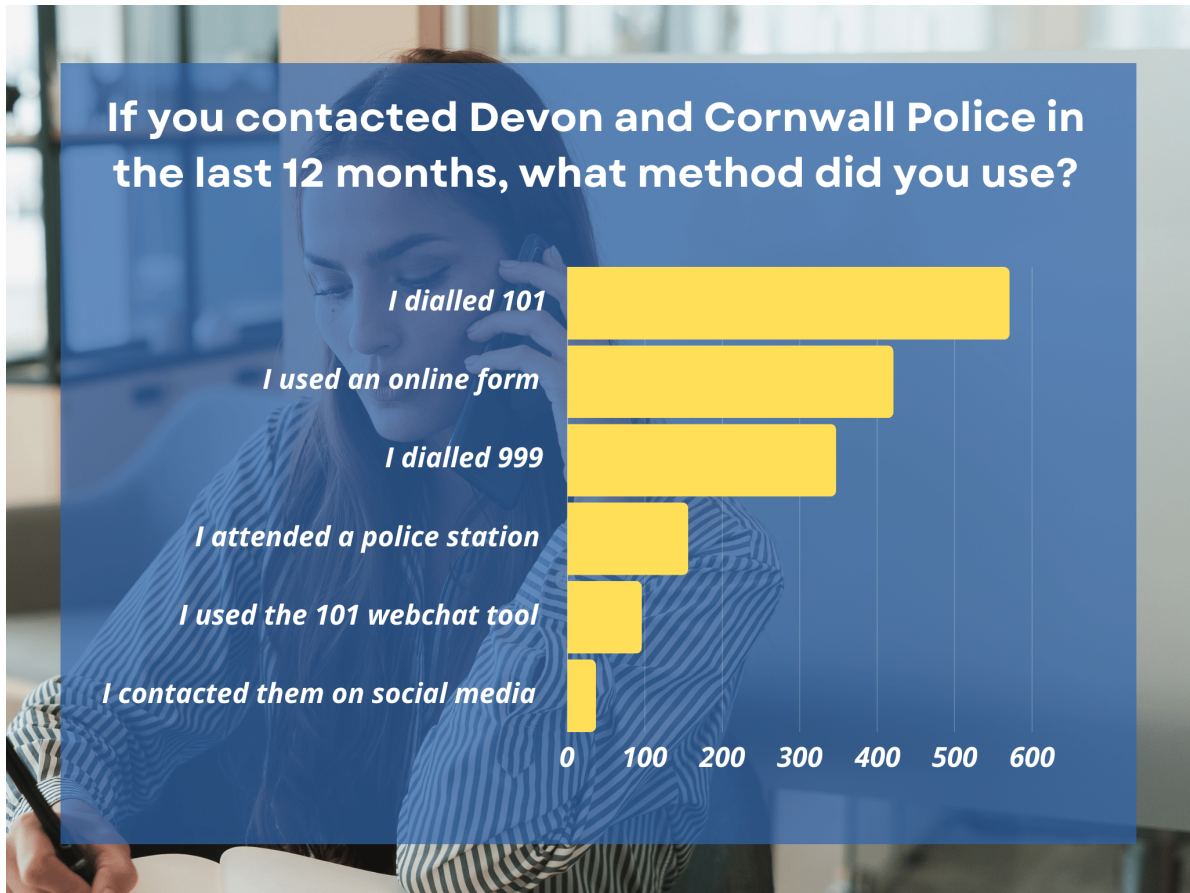
- The survey suggests that confidence levels in Devon and Cornwall Police remain higher than that of the UK's policing services, a situation which has remained consistent since this question was asked in the 2022-23 survey.

- A total of 24% of respondents said they were 'extremely confident' or 'confident' in Devon and Cornwall's policing services. A total of 47% of respondents said they were 'not that confident' or 'not confident at all'.



- In 2023-23 the Commissioner asked 'How much do you agree with the statement 'All things considered, I have confidence in

Devon and Cornwall Police'? A total of 50% of respondents agreed or strongly agreed with that statement.

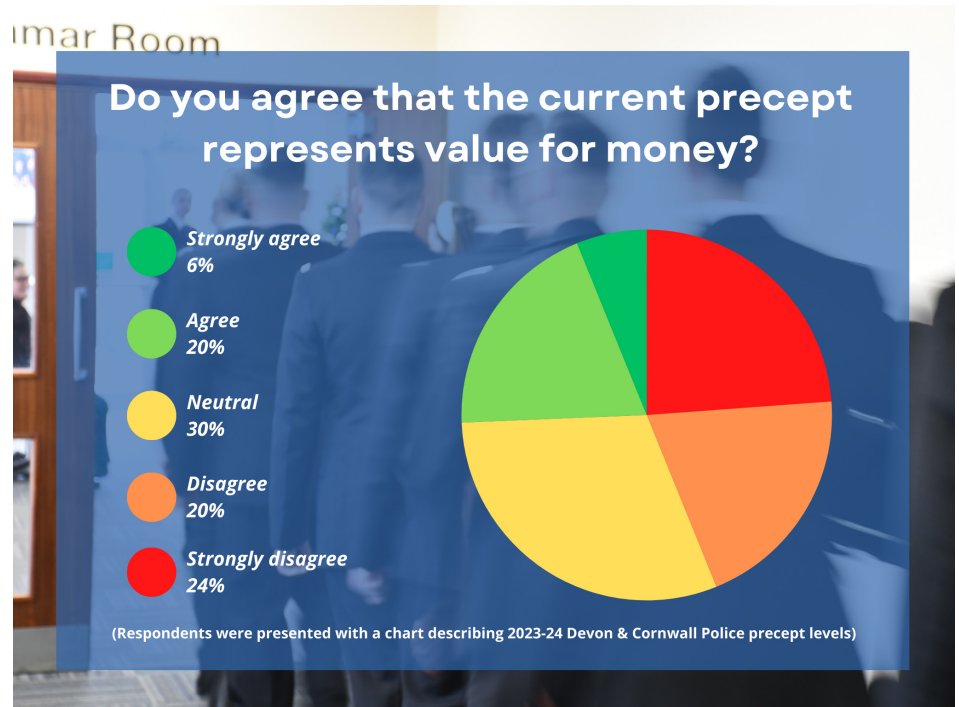


- They indicate a decrease in use of the 101 non-emergency phone number (43% in 2022-23, 35% in 2023-24) and a 2% increase in attendance at police stations

- Satisfaction levels remain broadly similar to those in the 2022-23 survey.

Section 2: Investing in Devon and Cornwall Police

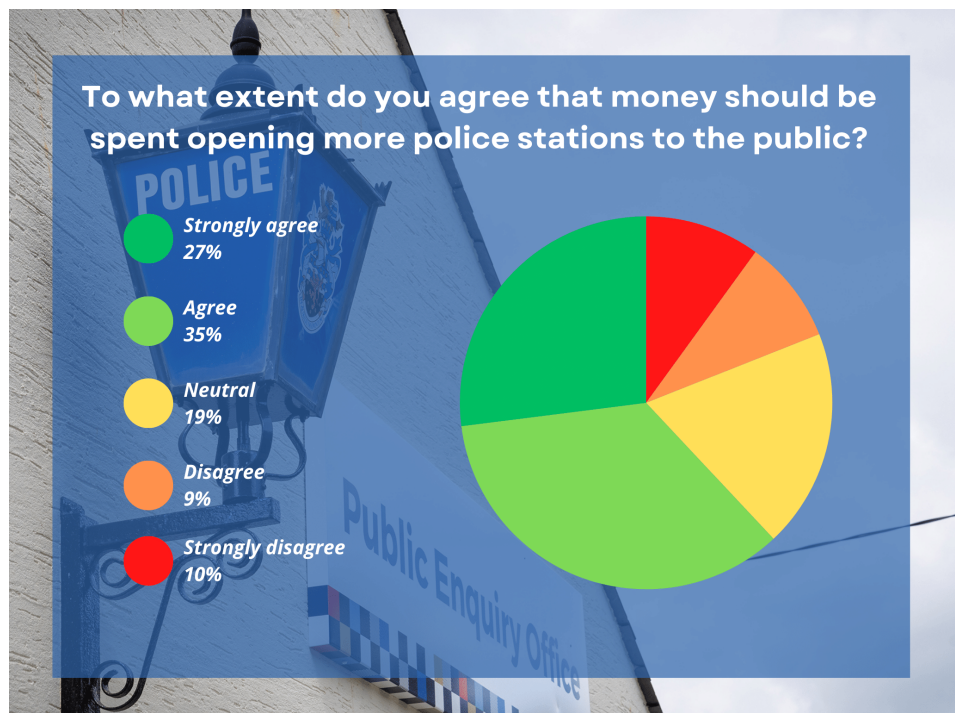
- A total of 26% of people agreed or strongly agreed that the precept represented value for money.
- The 2022-23 survey showed that 40% of people either strongly agreed or agreed that the current year's precept represented value for money.
- The percentage of respondents who disagree or strongly disagree that the precept levels represent value for money has increased, from 30% last year to 44% this year.



- A total of 62% of respondents agreed or strongly agreed that money should be spent opening more police stations to the public, while 19% disagreed or strongly disagreed.

- A total of 70% of respondents to the 2022-23 survey agreed or strongly agreed with further investment in this project.

- When asked 'To what extent does an accessible face-to-face policing service delivered through an Enquiry Office improve your confidence in local policing?' 76% of respondents in the Devon and Cornwall Police representative survey responded 'a great deal' or 'a fair amount'.





- This was a new question in the survey, enabling respondents to 'spend' the force's annual budget on a range of different policing services.

- Respondents' preference was to invest a greater amount of resources to 'local policing' than other areas.

.....

- This question which enabled respondents to rank, by priority, five different areas of policing.

- In previous years respondents were asked to choose three out of five areas for investment

- This year there is broad support for investment in 'preventing crime', with almost half of respondents selecting this as their top priority.

- There was wide support for further investment 'on our roads' and 'on the streets where I live'.

- Support for further investment in policing



- 'on the internet' has grown steadily over the years the Commissioner has been posing this question in her survey.



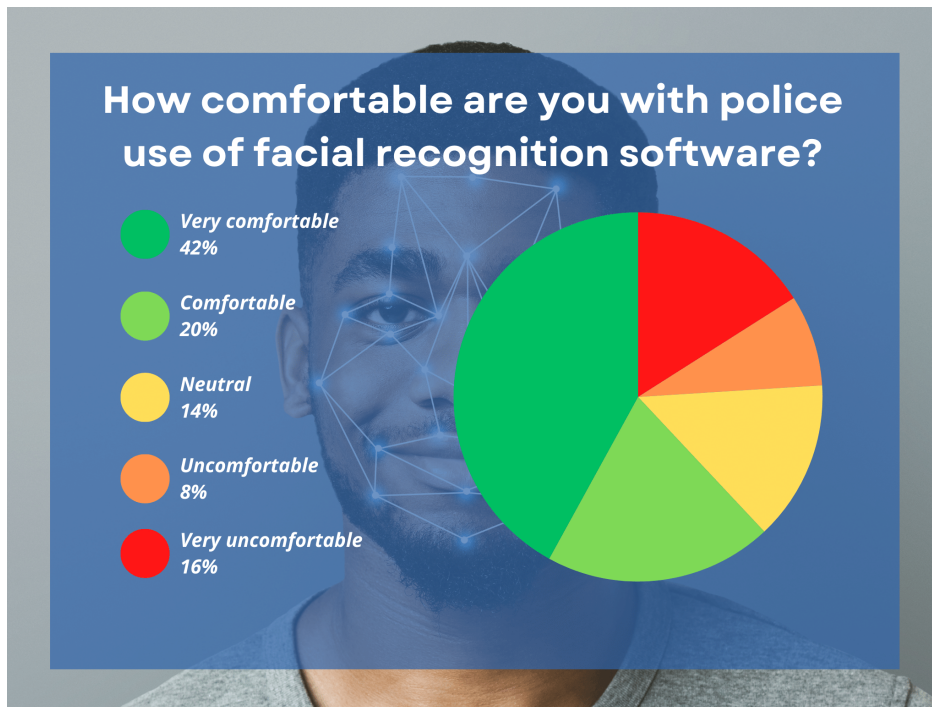
- This new question was added to the Commissioner's survey to improve understanding of how respondents considered the relevance and importance of policing within a wider community 'space'.
- Respondents were asked to rank eight types of community investment or

infrastructure in order of benefit to their communities.

- The results show a broad level of support for 'A police station which is open to the public' with this attracting more 'top priority' selections than all other areas apart from 'a better transport infrastructure'.



Section 3: Future policing



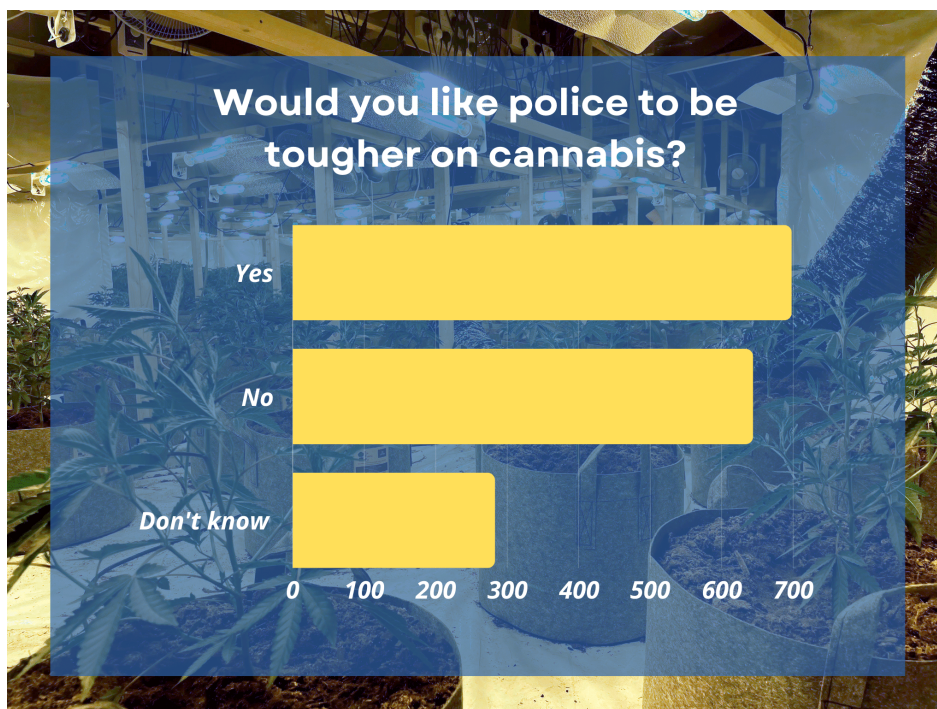
- This is a new question which has been included to gauge levels of support for facial recognition software, which has been trialled by UK police forces.

While it has proved beneficial in finding missing people and wanted criminals some

human rights groups have voiced concerns about its use.

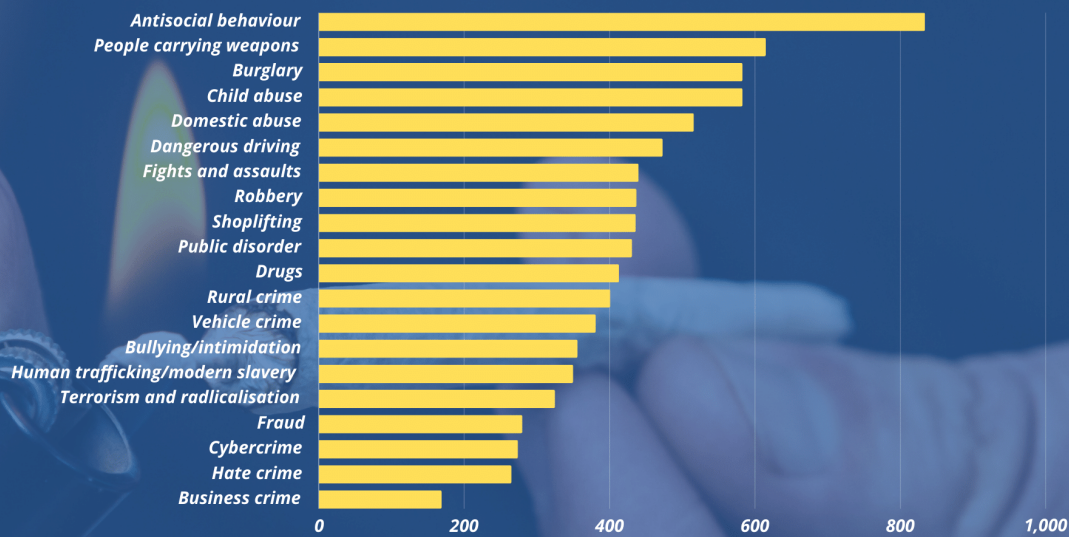
- A total of 62% of respondents said they were 'comfortable or 'very comfortable' with its use.

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- Marginally more respondents to this new question in the survey were supportive of tougher policing of cannabis than were opposed to it.

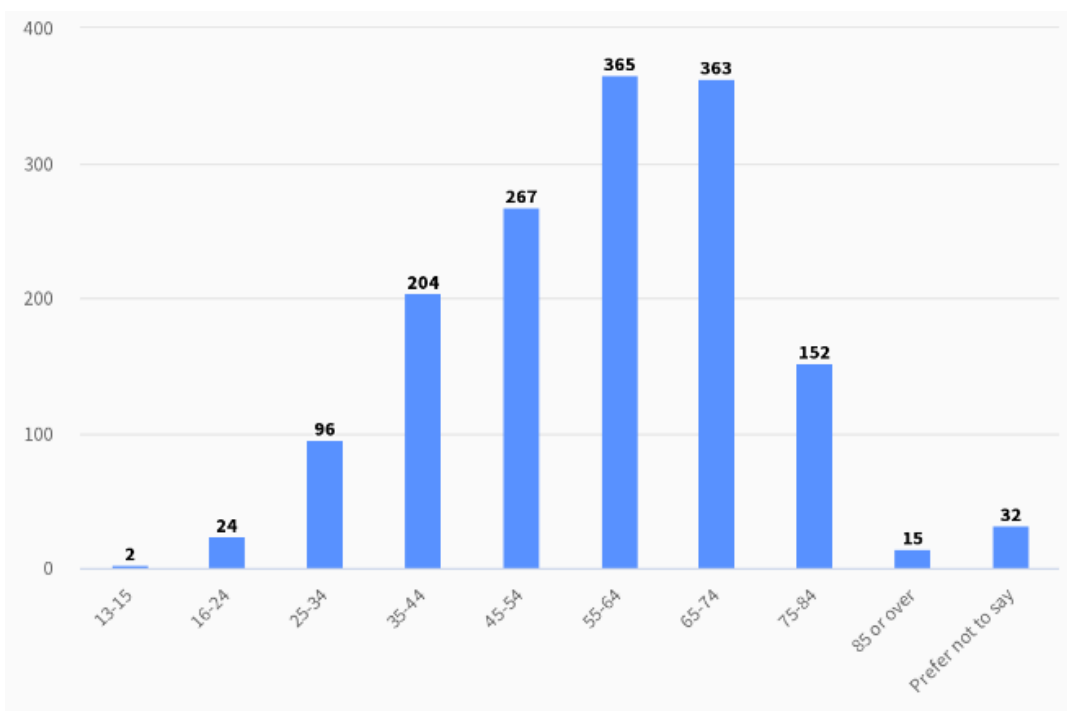
Which of the following issues would you most like police and partners to tackle in your community?

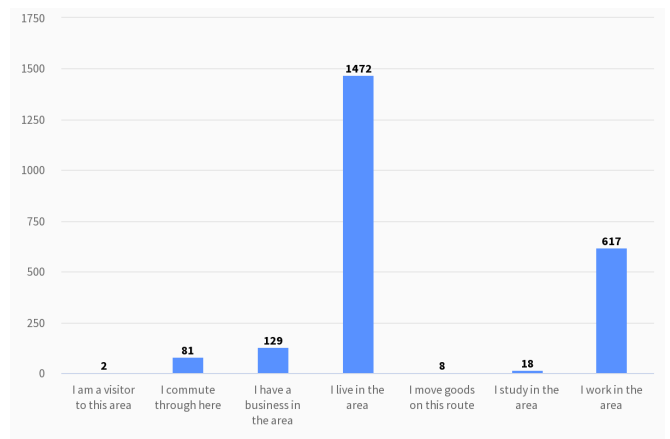
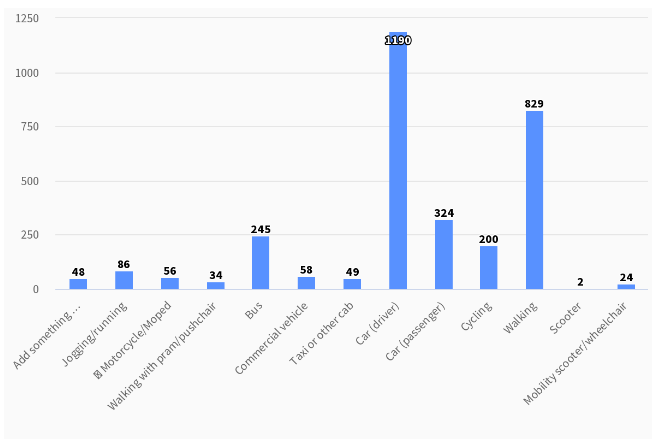
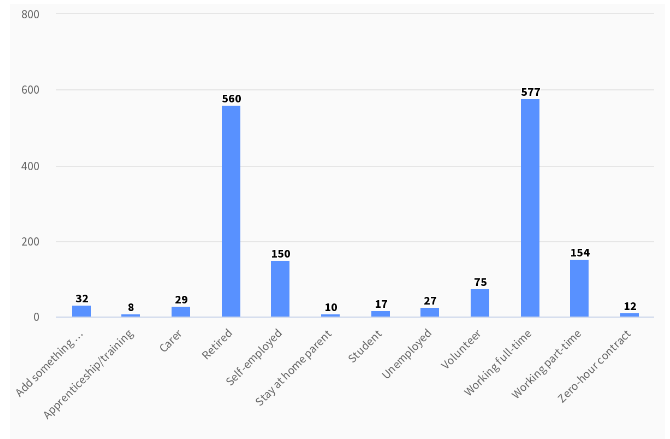
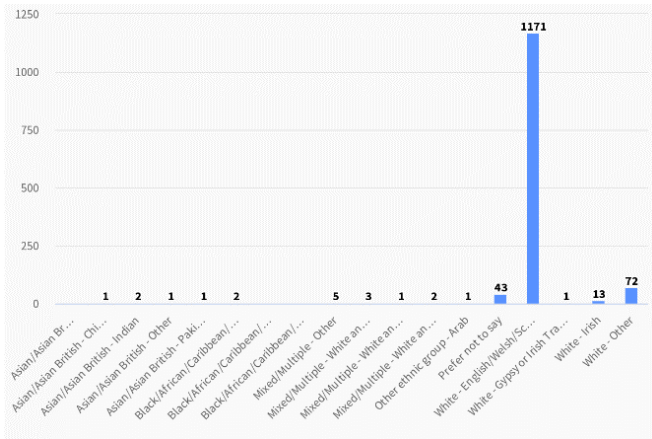


- This question has been asked in previous years' surveys but the restriction to selecting a maximum of three crime types or issues was removed in this year's survey.

- Responses indicate that the 2021-25 Police and Crime Plan priorities of tackling antisocial behaviour, road safety, violence and drugs are well represented in respondents' concerns.

Who completed the survey?





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GLOSSARY OF ACRONYMS

The following definitions of technical terms used in these reports may help the general reader:

ARV	Armed Response Vehicle
BAU	Business As Usual
BWV	Body Worn Video
CDI	Crime Data Integrity
CIL	Community Infrastructure Levy
CIPFA	The Chartered Institute of Public Finance and Accountancy, the professional body that sets accounting standards for the public sector.
CJS	Criminal Justice System
CPI	Consumer Price Index
CSA	Childhood Sexual Abuse
CSE	Childhood Sexual Exploitation
CSP	Community Safety Partnership
CSR	Comprehensive Spending Review
CT	Counter Terrorism
DBS Income	Disclosure and Barring Service Income – Employee checks
DCLG Formula	Department of Communities of Local Government Funding
FTE	Full Time Equivalent
FMS	Force Management Statement
ERT	Enhanced Records Team
ESN	Emergency Services Network
GDP	Gross Domestic Product
HMICFRS	His Majesty's Inspectorate of Constabulary and Fire & Rescue Services
HO	Home Office
HQ	Head Quarters
ICT	Information Communication Technology
ISO	International Organisation for Standardisation
ISD	Integrated Service Delivery
ISVA	Independent Sexual Violence Advisors
LAAP	Local Authority Accounting Panel – which sets accounting rules for the public sector.
LCJB	Local Criminal Justice Board
LGPS	Local Government Pension Scheme
MOJ	Ministry of Justice

GLOSSARY OF ACRONYMS

The following definitions of technical terms used in these reports may help the general reader:

MTFS	Medium Term Financial Strategy, this is the financial plan and management of funding, spending and savings over a four year period
National non-domestic rates (NNDR)	Rates set nationally and paid by local businesses to the Government, then shared by local and police authorities in proportion to their resident population
NAO	National Audit Office
NCA	National Crime Agency
NPAS	National Police Air Service
NPCC	National Police Chiefs' Council
OBR	Office for Budget Responsibility
OCG	Organised Crime Group
ONS	Office for National Statistics
OPCC	Office of the Police and Crime Commissioner
PCC	Police and Crime Commissioner
PCSO	Police Community Support Officer
Pension scheme (unfunded)	Members pay a standard contribution each year. The employer then pays the cash difference between members' annual contributions and the annual cost of benefits to contributors and their dependants.
PEQF	Policing Education Qualifications Framework
PFI	Private Finance Initiative
Precept	A levy collected by District and Unitary Councils from council taxpayers on behalf of the Police and Crime Commissioner.
PRSR	Police Reform and Social Responsibility Act 2011
RCCO	Revenue Contribution to Capital Outlay
ROCU	Regional Organised Crime Units
SOC	Serious and Organised Crime
SODAIT	Sexual Offences and Domestic Abuse Investigation Team
UNIT	UNIFI Improvement Team
VZSW	Vision Zero South West



Devon and Cornwall Police and Crime Panel
2nd February 2024

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT:
Police and Crime Plan End of Term Report

1. The Police and Crime Plan 2021-2025 was adopted and published by the Commissioner in October 2021 following consultation with the Chief Constable and consideration of feedback from the Police and Crime Panel.
2. Both the Commissioner and the Chief Constable have a duty to “have regard” for the Police and Crime Plan in line with section 8(1&2) of the Police Reform and Social Responsibility Act 2011:

8 Duty to have regard to police and crime plan

(1) A police and crime commissioner must, in exercising the functions of commissioner, have regard to the police and crime plan issued by the commissioner.

(2) The chief constable of the police force for a police area listed in Schedule 1 to the Police Act 1996 must, in exercising the functions of chief constable, have regard to the police and crime plan issued by the police and crime commissioner for that police area.

3. The report included at Appendix A is a **draft** overview report of the delivery of the Police and Crime plan from 2021-2024. This report demonstrates to the Panel how the Police and Crime Commissioner and Chief Constable have had regard for the Plan in the delivery of their duties during this period, effectively responding to this legislation.
4. This document is presented to the Panel in addition to the Annual Report, which specifically reports on the Commissioner's statutory duties and progress on police and crime objectives within a financial year. The aim of this document is to serve as a communications and engagement tool to inform the public of the delivery of services throughout the total reporting period of the plan to date, in anticipation of a new Police and Crime Plan being prepared in 2024.

Contact for further information

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Report prepared on 26th January 2024

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End of term Report



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- Police Enquiry Offices	
- Victim services	
Safe	0
Resilient	0
Connected	0
Partnerships and Collaborations	0
- Local Partnerships	
- Strategic Partnerships	

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

*All figures correct at time of going to press.

Introduction from the Police and Crime Commissioner



The word ‘unprecedented’ may well have been the English language’s most overused word over the last four years. If you look at what we have experienced since I launched my police and crime plan in 2021, it’s probably a word that more than any other accurately describes what policing of the public is.

The lingering impact of the pandemic and the rising cost of living has added to our collective burden, and locally, we’ve had even more to contend with. Extreme weather, a post-Covid resurgence in the number of visitors back to our beautiful two counties and islands, and the truly awful tragedy in Keyham, where lives were lost and a community was deeply affected. We have also responded to genuinely unique operational demands, the most high-profile being the 2021 G7 summit, which saw world leaders come and enjoy the beauty of Carbis Bay.

Yet despite all of this, I am incredibly proud to say that the hard work and dedication that my office and I have put in for you has delivered real results, with some of our work receiving significant national recognition.

We’ll talk more about this later in this report, but today as a result of the work of the Office of the Police and Crime Commissioner, Devon and Cornwall enjoys the highest number of police officers that it has ever had. We see an estate of police stations and other facilities that has been well-managed, refreshed and renewed where needed, and we have seen a progressive investment in technology and resources. I am delighted to report that having listened to our communities, my programme of reopening police enquiry offices across our cities and towns has already seen 13 open where they are most needed, with more to come.

In 2021 I set the police four priorities – to tackle violence, antisocial behaviour, drugs and road safety – and this report will explain not only what the police have done to achieve my plan, but also what my office and I have done to make sure that this happens. In

addition to these four priority areas, I was also clear about how this all needed to be achieved under an umbrella of being Safe, Resilient and Connected, and these three long-standing principles were again at the heart of my plan. This report will tell you about how all of that has been achieved.

There has been achievement, real, tangible progress, in all of these areas. Yes, there have been some elements of the police service that haven’t been good enough, but working with His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) I have been ensuring that the police have been holding and maintaining a focus on these matters, and I am pleased to see major improvements, especially in the centres which deal with emergency and non emergency contact. There is more to do, there always will be, but I am genuinely impressed with the work

that has been undertaken to address all four of my priorities, and despite the challenges and pressures that they have faced, I offer my sincerest thanks to the thousands of dedicated police officers, police staff and volunteers who I know have been working so hard to keep us safe.



I am also very proud of what we have achieved with partners, be they other criminal justice bodies, such as His Majesty’s Courts and Tribunals Service (HMCTS), the Crown Prosecution Service (CPS), or charities and other bodies such as Victim Support (whose services we commission on your behalf), or through

our trusted community volunteers who help us make sure that facilities such as our custody centres are working to the standards that we require of them, and through initiatives such as ‘Speedwatch’ which have contributed so successfully to the safety of our roads.

I do very much hope that you find this report both useful and interesting. Remember, as I have already said, everything that my team and I do is on your behalf, and this report will help you see how the work that your Police and Crime Commissioner has been doing has helped keep Devon, Cornwall and the Isles of Scilly as one of the very safest places to live in the United Kingdom, with one of the lowest crime rates in the country.

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



Introduction from the Chief Constable



In the two years since the publication of the Police and Crime Commissioner's Police and Crime Plan 2021-2025 we have seen significant societal change locally, nationally and globally.

From the ongoing war in Ukraine and the recent conflict in the Middle East to a global pandemic, international events have shaped our communities and had an impact on the way we police within our communities right across Devon, Cornwall and the Isles of Scilly.

Throughout this time Devon and Cornwall Police has remained focused on the issues that matter to our communities; detecting crime and protecting the most vulnerable members of our society.

We have continued to deal with significant events in our area and it would be impossible for me to reflect on the last two years without mentioning the devastating shooting in Keyham in 2021; a tragic incident which has had enduring consequences for the bereaved families, affected communities and the force itself.

More recently the HMICFRS identified a number of areas the force must improve in delivering services to the public. As a result we have been working hard to build the service in our contact centre, particularly our 999 answering times; the way we manage sexual and violent offenders and our crime recording processes. In doing so we have worked with the Police and Crime Commissioner and her office to deliver improvements not only in these areas, but across the breadth of the Police and Crime Plan.

We continue to contribute on the national stage and I am proud of the part our officers played in the state funeral of Her Majesty Queen Elizabeth II and the Coronation of His Majesty King Charles III, as well as the regular mutual aid we have given to the Metropolitan Police and others to assist in their duties. The positive feedback we receive on these occasions from the public about the conduct of our officers never fails to make me proud.

As a force, Devon and Cornwall Police recently realigned its own priority areas behind a clear Purpose; to deliver community policing with competence, compassion and a commonsense approach.

Our Purpose will sit at the heart of our approach and gives focus to our aspiration. It will underpin all our actions. To us this is about more than just

neighbourhood policing; it's how all our services and functions deliver, and how they are felt and perceived by our local communities.

Officers and staff across the force will continue to work hard to meet the aims of the Police and Crime Plan and this document details how we have responded and delivered so far against each of the priorities set out by Commissioner Hernandez.

These communities, in which Devon and Cornwall Police are uniquely embedded, hold us in high regard. We have worked hard to gain their trust and respect and they have confidence in us. We must take this opportunity to build on our strengths and to grow into a police force which is truly integrated and connected with its communities.

Jim Colwell
**Acting Chief Constable
Devon and Cornwall Police**



Police and Crime Plan 2021 to 2024 Summary

This document outlines the achievements of the Police and Crime Commissioner and the Chief Constable from 2021 to 2024, against the 2021 to 2025 Police and Crime Plan. Although the delivery timeline of the current plan extends to 2025, it will be reviewed and renewed in 2024.

The Commissioner's priorities:



The Commissioner's vision for Devon and Cornwall:



Safe

- Focus on our priorities (violence, ASB, drugs and road safety)
- Break the cycle of crime
- Reduce the opportunity for people to reoffend
- Maximise opportunities for visible policing across Devon, Cornwall and the Isles of Scilly
- Support economic recovery by giving businesses the tools to prevent crime, including cyber crime



Resilient

- Increase public participation with policing
- Support young people to reduce the chances of them falling victim to crime
- Support the rural economy and communities through increased crime prevention
- Influence the Government on key issues affecting Devon, Cornwall and the Isles of Scilly
- Strengthen the sustainability of policing and criminal justice services



Connected

- Improve police visibility and increase access points to contact the police
- Develop a broad range of services to make contacting the police easier
- Reflect our communities' needs in the way we work and thrive in diversity
- Improve public confidence through world class local policing

Crime Data - crime levels in Devon and Cornwall

ONS Crime rates (November each year)

2019: No. 5 lowest crime rate in England and Wales
2021: No. 3 lowest crime rate in England and Wales
2023: No.1 lowest crime rate in England and Wales

In 2022-23 there were 103,510 crimes recorded in Devon and Cornwall or 57.7 crimes per 1,000 resident population compared to the national average of average of 93.4. In recent years, trends in police recorded crime levels have been significantly affected by the Covid-19 pandemic and government restrictions on social contact, so in this report we will sometimes compare to a 'baseline' comparison of 2019 data (pre-pandemic).

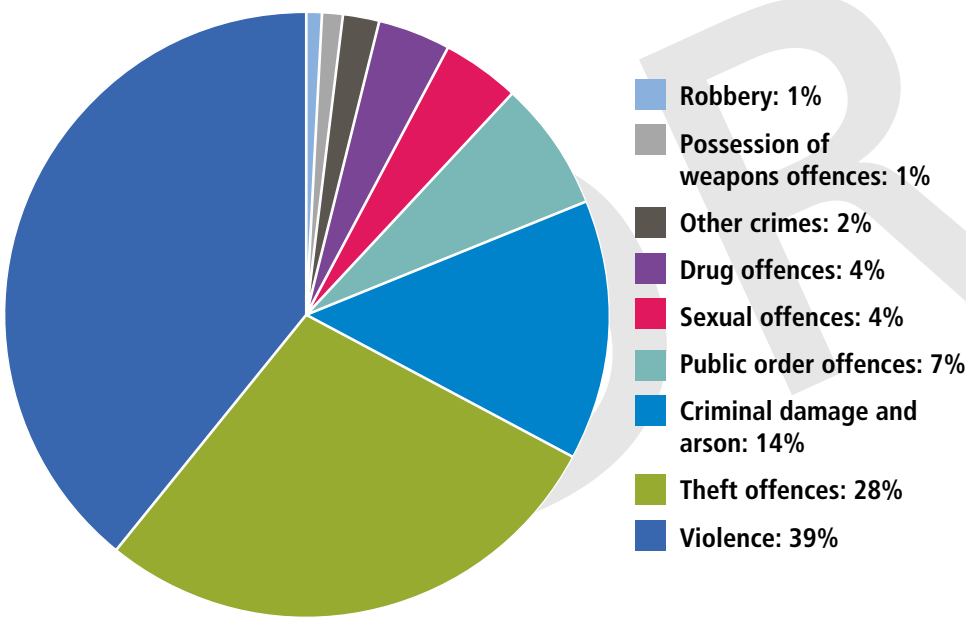
Between 2020 and 2021 decreases were evident across most crime types, particularly theft offences. Since restrictions were lifted following the third national lockdown in early 2021, police recorded crime data indicated that certain offence types were returning to or exceeding the levels seen before the pandemic. Violence, public order, and sexual offences recorded by the police exceeded pre-pandemic levels, while theft offences remain at lower levels.



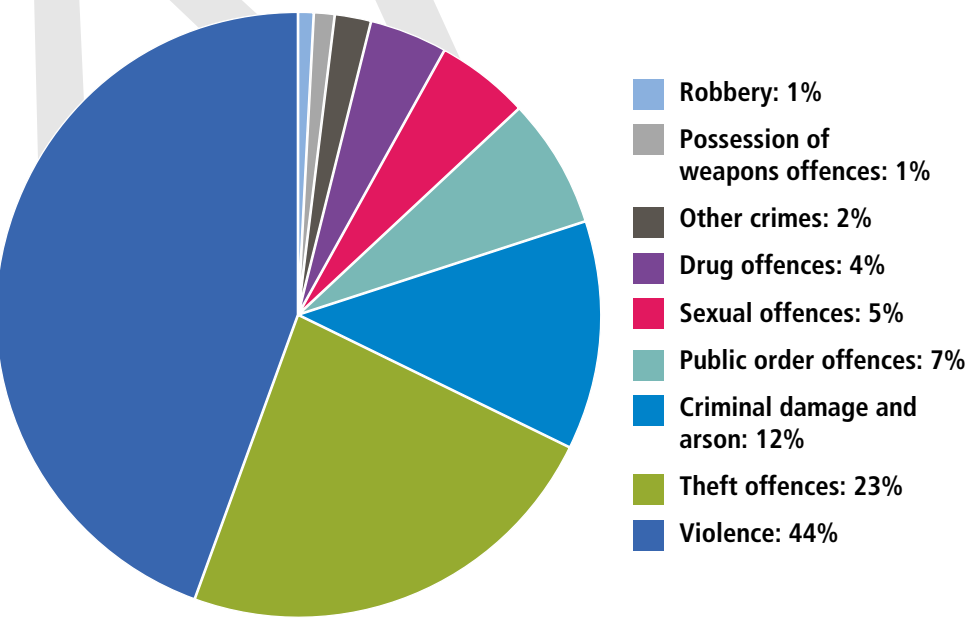
Crime Composition

Since 2019 we have seen some changes in crime types, with increases in violent crime and decreases in theft offences.

Crime composition 12 months to June 2019



Crime composition 12 months to June 2023





Priorities

Violence

The Commissioner's commitments:

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

How has the Police and Crime Commissioner achieved positive progress?

It is well documented how violence can damage communities, and how important it is to support families and young people affected by violence, knowing that this support can significantly reduce the chances of those people becoming victims or perpetrators of violence later in life.

To address the problem of violence in our communities, the Office of the Police and Crime Commissioner has funded and enabled several hard-hitting initiatives.

Key to this is the funding of the Serious Violence Prevention Partnership (SVPP).

The Serious Violence Prevention Programme Budget Summary for 2021-24

	20/21 (£000's)	21/22 (£000's)	22/23 (£000's)	23/24 (£000's)
Total budget allocation	965	1,282	1,669	1,161

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

With an overarching objective of breaking the cycle of violence, the partnership has focused on three strategic priorities: **People, Partners and Places**.

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

In addition to the Serious Violence Prevention Partnership, there are multiple examples of other work that has been undertaken to address violence, including:

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

There are many examples of how the OPCC works with its partners and in collaboration with others to combat violence. These include:

- **Safer Devon:** Young person behaviour change Independent Domestic Violence Advocate; Domestic violence and abuse recovery interventions; Lived experiences work with young people.
- **Safer Cornwall:** Children affected by parental imprisonment referral pathway; Co-designed youth violence reduction project; Serious violence provision scoping exercise.
- **Safer Plymouth:** Family support for young people known to the youth justice system; A referral pathway for young people vulnerable to exploitation into youth justice system.
- **Safer Communities Torbay:** IDVA upskilling programme; Mentorship programme for violence prevention.



To help combat violence, the Office of the Police and Crime Commissioner has also commissioned the following services:

- ✓ **Turning Corners:** Turning Corners is an intervention aimed at improving resilience and life chances of young people through parent support groups, outreach activities and school transition support.
979 young people and 48 parents were supported in 2021-22 and 2022-23.
- ✓ **Pathfinder Enhanced Offer:** An enhanced scheme for 18-25s and care leavers which provides an in-depth needs assessment and bespoke services, managed by key workers with youth work experience.
98 young people were supported in 2021-22 and 2022-23.
- ✓ **Restorative Family Work:** Two restorative justice workers have been recruited to run group conferences with families who want things to change. During these sessions harm is acknowledged, and responsibility accepted.
125 families were supported in 2021-22
- ✓ **Interventions following out-of-court resolution panels:** These panels offer young people who have committed an offence a solution which keeps them out of the criminal justice system, instead directing them towards an appropriate intervention to prevent them becoming part of a reoffending cycle.
748 young people engaged in such support in 2021-22 and 2022-23, including 160 young people.

How have the police delivered the Police and Crime Plan?

Violent crime has a devastating impact on victims, families, and is costly and corrosive to communities. Violence is a complex problem and Devon and Cornwall Police works across the peninsula and closely with partners to reduce violent offending in the community.

Force leaders have identified violence against women and girls, violence linked to organised crime, knife crime, youth related violence and violence in the night-time economy to be a priority for the force.

At street level, perpetrator-focused initiatives such as Project Vigilant and Project NightEye see specially trained officers visibly patrolling hot spots and locations of concern. Driven by the latest intelligence delivered through mobile technology and working with town CCTV to identify, intercept and arrest individuals who are intent on alcohol-fuelled violence and/or those specifically targeting women and girls.

This commitment to actively tackle violence against women and girls continues through the implementation of the national Operation Soteria programme. Aligning with key criminal justice partners, such as the CPS, Soteria dedicates resource and changes how we work and organise our teams to create a victim-centred, suspect-focused approach. This means dedicated,

trained and specialist staff working with victims of sexual violence, specialist decision makers who understand the complexities and challenges with this crime and early engagement with CPS lawyers to maximise the opportunities to bring offenders to justice and hold them to account for their actions.

Dedicated staff also manage high-risk domestic abuse cases within the force, focusing on detailed investigations which support survivors, even if their abuser has influenced the victim to the point that they cannot provide evidence. Since 2021 we have placed a firm focus on the perpetrator’s behaviour in domestic abuse cases; solid investigative work by our officers and staff mean evidence led victimless prosecutions provide a voice and opportunity for justice for victims that, in the past, would not have been available. Our role in tackling domestic abuse does not stop with prosecution, Operation Encompass, an award-winning scheme created in Devon and Cornwall, sees the sharing of domestic abuse data with schools. This continues, as it has for more than a

decade, to deliver timely information on those children who have been affected directly by or witnessed domestic abuse, providing urgent, next day support to deal with the consequences and reduce the effects of the trauma, delivering early intervention. Specialist support staff and services such as the Independent Sexual Violence Advisors and Independent Domestic Violence Advocates provided by First Light, Fear Free, Sanctuary and others, all commissioned by the Commissioner, allow police investigators to provide bespoke support for victims of domestic and sexual abuse throughout their criminal justice journey and beyond.

Breaking the cycle of violence through prevention, intervention and reduction of reoffending features heavily and our force continues to lead the way in the deferred prosecution scheme, adopting a diversionary approach and offering alternative options to deal with low level offending. Evidence shows early interventions with tough conditions and close monitoring have proven to lower reoffending rates compared with similar level offences

heard in court. We have provided specialist provision for 18-25 year olds and care leavers, a cohort identified most likely to offend. The service involves dedicated Young Adult Keyworkers and enhanced partnerships focusing on reparation and restoration ensuring victim needs and their voice are included in the process.

For those individuals that present the highest risk Devon and Cornwall Police has invested extensively in the last year in bolstering our Management of Sexual and Violent Offenders (MOSOVO) teams. It is here we have responded positively and rapidly to the feedback and observations provided by HMICFRS. In these teams detectives and staff monitor the growing cohort of high-risk individuals, working closely with intelligence teams, prisons and probation to intrusively manage, with local neighbourhood officers, individuals who present a risk to our community.

The Serious Violence Prevention (SVP) programme has seen 33 projects and initiatives funded and supported across Devon and Cornwall. This includes eight police-led initiatives, 18 partnership interventions and seven identified by the SVP across the region. It has assisted with Home Office grants, including the Keyham Community Project Evaluation and the Safer Streets fund, to reduce antisocial behaviour and combat violence

against women and girls (VAWG). The programme has helped support more than 2,600 young people with additional support offered to 230 families. More than 70 professionals have been trained to work with cohorts at risk of serious violence. Fifty four police officers/ staff and 148 partners have received enhanced trauma competence training and eight more training sessions were due to take place in 2022-24. The programme is working with local partners fulfilling our serious violence duty looking at providing the evidence base for decision making on future priorities. A recent project to use sophisticated algorithms to effectively identify high harm perpetrators within police data before they commit serious violent offences is being considered and this will link other initiatives with our public sector partners to provide interventions aimed at preventing reoffending.

Knife crime remains comparatively low, we however recognise that any criminal use of a knife can cause significant harm. Working alongside partners we are committed to reducing knife possession, and knife-enabled crime. Operational interventions including the purchase of a mobile knife detection arch that can be deployed dynamically reduce the fear of crime and allow us to detect those who carry weapons. We are currently working with young people to build

a web-based educational product that will provide information and enable them to educate themselves and others in preventing knife carrying and knife crime. Community intelligence and crime analysis is used to target overt policing activity into public spaces to deliver encouragement and enforcement. Surrender bins provide the opportunity to dispose of unwanted knives safely, in parallel we are engaging with local retailers, robustly applying existing and new Offensive Weapons Act law, supporting compliance and enforcing where necessary.



Knife surrender bin at Newton Abbot Police Station (©OPCC)



Antisocial behaviour (ASB)

The Commissioner's commitments:

- ✓ Reclaim town centres for the general public from those undertaking ASB, and rebuild public confidence in the public realm and make our city, town and village centres more resilient to ASB.
- ✓ Ensure that victims of persistent and severe ASB in our communities are heard and know how to get help.
- ✓ Increase visible foot patrols to deter ASB in our communities.
- ✓ Work with policing and partners to deliver a robust and targeted approach, using the range of powers available to all partners.

How has the Police and Crime Commissioner achieved positive progress?

Antisocial behaviour – or ASB as it is widely known – can blight neighbourhoods particularly when it is persistent. We know ASB can lead to community tensions, and that if left unaddressed, can seriously impact people’s health, wellbeing and quality of life.

This is why it was so important to have had it as one of our four policing priorities within the Commissioner’s 2021 to 2025 Police and Crime Plan.

Having set it as a priority, the Commissioner has not only continued to – on behalf of the public – hold the Chief Constable to account for his work in this area, but has also helped drive it forward in a number of ways. This has included proactively securing funding and resources, and by working with key partners across our two counties to best ensure a joined-up approach to dealing with antisocial matters.

Examples of this include:

- Providing the force with funding to enable the police to procure the highest quality ASB-specialist support and training. This included rolling out ASB ‘help’ training to 550 officers and partners in 2021-22, and legal powers training in 2022-23.
- Actively supporting and encouraging the Chief Constable in the delivery of intensive hotspot policing specifically targeting antisocial behaviour and nuisance behaviour. The product of this – Operation Loki – is an ongoing success and to date has seen more than 150 arrests made, and more than 300 relevant stops of both people and vehicles.
- Consulting with key partners whenever Public Space Protection Orders (PSPOs) are being applied for. These PSPOs can be an excellent tool in the reduction of ASB and public nuisances (such as problem drinking and rowdiness) and when used effectively can help rid problem behaviour within our villages, towns and cities, improving the environment for everybody.

Case Study – Legal Powers Training

- Delivered by an experienced barrister
- 10 days across six locations in Devon and Cornwall
- People trained:
 - 332 police officers/staff
 - 81 local authority officers
 - 137 housing officers



Antisocial behaviour case reviews ('Community Triggers')

Tackling antisocial behaviour is the responsibility of a number of several public bodies, including the local authorities and the police. If a member of the public has reported three incidents (or more) within a six-month period they can activate the ASB case review through their local authority. The public also have a right to request a review of the way an application for an ASB case review was dealt with and carried out by the local authority and the Police and Crime Commissioner is the body that will undertake this secondary review.

During the term of this Police and Crime Plan, the OPCC has:

- ✓ Completed four ASB case review escalations
- ✓ Provided recommendations as an outcome to three reviews to local authority partners and other agencies
- ✓ Received responses to those recommendations - one received from the respective council ASB team, and one from ASB Help, who chaired a panel in the second case
- ✓ Received confirmation that action resulted from one case review as a consequence of our recommendations.

In addition to this, OPCC staff have attended seminars and undertaken specialist training in this area, in partnership with the police and local authorities. In 2022, the OPCC carried out a review of the accessibility of the webpages of relevant local authorities across Devon, Cornwall and the Isles of Scilly on ASB and ASB case reviews, and developed an information pack for local authority partners to help improve this process for the public.

Through our ASB reviews the OPCC has also enabled numerous services to be delivered to ensure that victims of ASB – particularly those who are victims of persistent and severe ASB – are both heard and helped.



Steff Holwill from SPACE gives a presentation to councillors about the ASB outreach service in Plymouth, September 2022 (©OPCC)

To help combat violence, the Office of the Police and Crime Commissioner has also commissioned the following services:

- ✓ **An antisocial behaviour victim support service** to support people affected by ASB to cope and recover, and provide emotional and practical advice and guidance to enable positive outcomes.
- ✓ **An antisocial youth outreach service** to prevent youth ASB escalating to criminality, reduce vulnerability to exploitation and abuse and engage young people in positive engagement opportunities and approaches that draw them away from ASB.
- ✓ **An ASB mediation service** to reduce conflict and prevent escalation to the police, enabling communities to access the self-help tools they need to prevent ASB escalation and increase options for conflict resolution and crime reduction.
- ✓ **An ASB victim support service** to support people affected by ASB to cope and recover and provide emotional and practical advice and guidance to enable positive outcomes.

How have the police delivered the Police and Crime Plan?

The force recognises that antisocial behaviour has a negative and detrimental effect on our communities, and we remain committed to working collaboratively with partner agencies to tackle it head on.

Since 2021 we have experienced several challenges, including a reduction of available resources of council and support services and a withdrawal of non-police enforcement. Despite these, we have continued to work together to tackle ASB through our Community Safety Partnerships and bespoke working groups.

We have an enviable track record of delivering coherent and responsive neighbourhood policing with serious and persistent ASB identified as a priority for all. We have local officers and Police Community Support Officers (PCSOs) in every neighbourhood who have a specific role in tackling acute ASB-related issues. In 2021, with the support from investment by the Commissioner, we increased the number of officers in neighbourhoods by 71 and maintained PCSO numbers at 150. This continues; in early 2024 we will further uplift neighbourhood officers by 25, dedicating these to dealing with the most persistent and complex issues facing our communities.

Behind the scenes, the force is investing in legal support and training to help officers to seize the opportunity of using new legislation, such as Criminal Behaviour Orders and Public Space Protection Orders, to effectively target ASB hotspots and the most prolific offenders.

At the start of 2023 we launched Operation Loki, a period of intensification and a clear post-pandemic refocus on ASB that forms part of a long-term strategy to get back to the basics of dealing with street-level nuisance and criminality using a hotspot approach. Through relentless and focused policing, by November 2023 Loki had resulted in 156 arrests, 300 person and vehicle stops, and 30,000 positive interactions with the community through visible policing. This work will continue, and we are committed to retaining a relentless focus on driving down ASB in the 100-plus hotspot 'red zone' areas identified across the two counties.

In addition to tackling ASB, we must be visible and accessible to allow communities to report and support this key area. Working with the Police and Crime Commissioner, we now have 16 front offices open (rising to 21 by February 2024) and are continuing to invest in increasing neighbourhood foot patrols.



Victims and effective partnership working remain at the heart of our approach and work has included:

- The Victim Support ASB Advocacy Service has been implemented to support people and listen to concerns.
- The Devon Mediation Service provides a system for officers and staff to refer individuals resolve disagreements preventing an escalation to ASB and criminality.
- In Cornwall designated ASB caseworkers have been accredited with police powers through the Community Safety Accreditation Scheme (CSAS) to undertake bespoke ASB foot patrols.
- The ASB Case Review (Community Trigger) ensures victims experiencing repeat incidents of ASB can request a review of their case to ensure that all agencies are taking appropriate action. This is fully supported by the force and local authority partners.
- In 2022/3 Safer Streets 4 delivered more than £3m of crimefighting investment to tackle violence against women and girls in Torquay, Truro, Barnstaple, Exeter and Plymouth. Initiatives include increased CCTV and street lighting, a new VAWG rapid response police car in Torquay and development of new safety charters for venues in our night-time economies.
- 2023/4 sees further success with Safer Streets 5 funding, with Paignton, Cambourne and Redruth being awarded more than £800k across the three areas to fund fresh interventions to reduce crime and ASB.





Drugs

The Commissioner's commitments:

- ✓ Encourage people to report drug dealing occurring in their community to the police or Crimestoppers and make the South West a hostile environment for drug dealing.
- ✓ Hold the Chief Constable to account for the effectiveness of the police response to drug trafficking and enforcement both locally and by contributing to regional and national approaches.
- ✓ Encourage robust local partnerships to deliver the services needed to tackle drug demand and supply together through an ADDER approach (Addiction, Diversion, Disruption, Enforcement and Recovery).
- ✓ Raise awareness of the county lines threat and support collaborative and multi-agency approaches to the sharing of intelligence and best practice

How has the Police and Crime Commissioner achieved positive progress?

Drugs can have a devastating social impact on community life and on those who are dependent upon them, having an adverse impact on individuals, families and businesses right across our communities.

This is why the tackling of drugs has been one of the Commissioner’s four policing priorities and, given the clear links between substance misuse and other priorities set out in the Police and Crime Plan, is why drugs are a cross-cutting theme across the wider crime, policing and criminal justice landscape.

In 2022, the OPCC developed a Drugs Strategic Intentions Plan 2022-2025 which focused on:

Prevention: Through early intervention and proactive anti-drug driving operations

People: Supporting access to drug treatment programmes

Place: A zero-tolerance approach to public space drug use

Partnership: Collaboration with partners to support system wide change

Combating Drugs Partnerships

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 these 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.

Crimestoppers

Through the Commissioner’s grant scheme, the office contributes towards the costs of a Crimestoppers Regional Manager for both Devon and Cornwall Police, and Avon and Somerset Police, who has specific responsibility to deliver crime-based campaigns in line

with the priorities of the Police and Crime Plan. Over the last 12 months there have been several hard-hitting drug-related campaigns supporting relating to drugs reporting and road safety associated with drug driving.



In addition, Crimestoppers Zones have been developed in three areas: Devonport (Plymouth), Stonehouse (Plymouth) and Truro. The aim of these zones is to reduce crime, increase reporting and build community confidence and empower people to start local Neighbourhood Watch schemes. In 2022-23, Crimestoppers received 5,155 reports, an increase of 16% on the previous year - significantly higher than the national increase of 6% increase.

Operation Scorpion

Operation Scorpion is a regional, coordinated campaign led by the regional Police and Crime Commissioners to tackle drug-related crime, root out drug dealers, disrupt supplies of drugs and make the South West a hostile environment for drug dealers. The five Police and Crime Commissioners from Wiltshire, Devon and Cornwall, Dorset, Gloucestershire and Avon and Somerset agreed with their respective Chief Constables that their forces would combine operational powers to tackle cross-border drugs supply, drug-related crime and associated antisocial behaviour.

Operation Scorpion, which first took place in March 2022, harnesses collective powers to disrupt drug crime in the South West by dismantling drugs supply networks, arresting those who profit from them, and it means criminals will be under no illusion the South West is #NoPlaceForDrugs. This ongoing operation uses intelligence-led policing to disrupt drug activity and, by working together, improve the public confidence to report local drug-related issues through Crimestoppers, with six major operations undertaken to date.

Operation Scorpion – total results to date

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



Police enter a pub in Plymouth in December 2022 during a phase of Operation Scorpion focussed on drug use in the evening and night-time economy (©OPCC)

To help combat Drugs, the Office of the Police and Crime Commissioner has commissioned a number of services, including:

- ✓ **Funding for drug treatment services for offenders within the criminal justice system** (both adults and children). The breakdown by area in each year was Cornwall Council £130,486; Plymouth City Council £93,575; Devon County Council £60,472; and Torbay Council £50,000.
- ✓ **Funding to Devon and Cornwall Police for Op Medusa** for a researcher and analyst to support the establishment of a drugs intelligence desk providing live time intelligence support to operational initiatives and intensifications, a triage process for digital forensics and critical evidential support for investigations ensuring offenders could be charged and remanded at greater speed.

How have the police delivered the Police and Crime Plan?

Drug abuse is often accompanied by a devastating social impact upon community life, contributing to violence, crime, financial problems, housing problems and homelessness.

Tackling the impact of drugs on society has been a priority for Devon and Cornwall since 2021. We have aligned to and support the government’s Harm to Hope Strategic Plan.

We have implemented National Police Chiefs’ Council best practice investing additional analysts and researchers within our intelligence directorate. This has increased our capacity and understanding of local drug profiles, so policing resources can have maximum impact on breaking the cycle of drugs. It also allows us to respond effectively to the intelligence the community provides, directly to the police or via important routes such as anonymous reporting via Crimestoppers.

The newly-formed Drugs Desk proactively supports local officers investigating drug trafficking offences committed within our counties, providing advice based on current published best practice. The Drugs Desk produces analytical reports providing greater local geographic understanding for strategic and tactical decision making to pursue and disrupt drug use.

Our Serious and Organised Crime Branch (SOCB) works regionally and nationally, using all appropriate tactical methods to target those transporting drugs into our region, making the South West a hostile environment for organised crime groups to operate within.

Our neighbourhood teams engage and encourage communities and business to increase the reporting of intelligence, information that supports and directs patrols in hotspot areas, using stop and search powers and warrants to disrupt street-level drug trafficking.

Each geographical area across our counties has a dedicated proactive team, who target the middle market of drugs impacting local areas, working closely with the neighbourhood teams and SOCB to ensure reduced drug use and drug related crime.

Across these three departments Devon and Cornwall Police is targeting, local, regional, and national drug trafficking that is having a detrimental impact on our communities.

Since 2021 across towns and cities across Devon and Cornwall, these teams have:

- ✓ Worked with the OPCC to deliver Operation Scorpion, concentrating on towns and cities across Devon and Cornwall. Op Scorpion is a collaboration of South West forces enabling us to target transport networks, bars and nightclubs disrupting funds and supply chains.
- ✓ Delivered intensification periods focusing on transport routes, high-risk offenders, and safeguarding those vulnerable in our society.
- ✓ Conducted targeted patrols, both uniformed and plain clothed, utilising specialist resources such as passive drugs dogs.
- ✓ Made multiple drugs seizures, with individual street values ranging from tens of thousands into hundreds of thousands of pounds. These seizures have resulted in drugs worth millions of pounds being taken out of circulation.
- ✓ Made more than a million pounds’ worth of cash seizures. Money goes back to the public to support community projects and initiatives.

- ✓ Enabled the courts to impose cumulative custodial sentences totalling hundreds of years.
- ✓ Delivered Op Orochi and Op Medusa. These are policing operations conducted collaboratively with the Metropolitan and Merseyside police forces to target and dismantle county lines drug dealing networks which originate in London and Liverpool to supply drugs into our region. A considerable number of county lines have been disabled using this approach.
- ✓ Seized cars, boats and removed firearms and other weapons from our streets.

The focus on county lines has safeguarded children and those most vulnerable in our society who have been targeted as a method to supply drugs.

Drug and alcohol partnerships have been set up across Devon, Torbay, Plymouth, and Cornwall. These partnerships are broad and include HM Prisons Service, police, probation, public health, local authorities and support services. This forum brings agencies together to provide a single setting to build understanding and address the shared challenges related to harm caused by drugs. The aim is to reduce the impact of drug and alcohol use as a factor of offending behaviour.

We are building Intensive Multi Agency Panels (IMAPs) across the peninsular, these fast-paced and proactive multiagency panels seek to identify the small cohort of drug users that cause the most harm. Delivering wraparound, intrusive support to provide people the opportunity to stabilise, stop harming themselves and/ or other and to rebuild their lives.

This aim achieves better working between local drug/ alcohol treatment agencies and local criminal justice partners, improving access to drug and alcohol treatment for people in the criminal justice system, and to increase the number of criminal justice clients with drug and alcohol issues into treatment to reduce the impact of crime and ASB.

A significant part of partnership working focuses on prevention and education, as part of this approach we regularly engage with schools and youth clubs to educate regarding the dangers of drugs and county lines. Our police cadets will often participate in this programme, which is a key part of our prevention activity during county lines intensification periods.

Drug dealers will often identify those most vulnerable people in our society and look to take over their homes to deal drugs. We work together with the

local authority and housing providers to conduct safeguarding visits to those people we believe to have been targeted to protect them and their homes.

Throughout 2024 we will continue to focus locally, regionally, and nationally to deliver the government Hope to Harm Strategy. Maintaining and increasing the approaches listed above, while also uplifting the resourcing of our neighbourhood teams, developing new ways of working to expedite drug investigations and identify every opportunity to reduce drug use within local communities.



Recovery in action: Young people in Keyham, Plymouth, planting a wildflower meadow to commemorate the tragedy of August 2021 (©OPCC)



Road Safety

The Commissioner's commitments:

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

How has the Police and Crime Commissioner achieved positive progress?

While the region is one of the safest when it comes to road safety, even one death or serious injury due to a road traffic collision is one too many. For this reason, road safety is one of the Commissioner’s key Police and Crime Plan priorities.

During the term of the Police and Crime Plan, the Commissioner founded Vision Zero South West (VZSW), a multi-agency partnership from across Devon and Cornwall committed to eradicating death and serious injury from our roads and improving post-collision care. The target is to cut the number of people killed or suffering serious injury on our road network by 50% by 2030, as we work towards Vision Zero.

Since its establishment in August 2021 Vision Zero has:

- Approved two Road Safety Delivery Plans with innovative projects, schemes, pilots and publicity campaigns set to reach an expected audience of millions.
- Allocated more than £150,000 to be spent improving road safety in communities across Devon and Cornwall.

- Launched several successful media campaigns with a strong emphasis on changing the behaviour of road users. This includes projects such as Operation Snap, Road Safety Week, Drink Driving Awareness and Changes to the Highway Code
- Increased **ten-fold** the number of submissions to the Devon and Cornwall Police dashcam footage submission scheme (Operation Snap), through a Gold Award-winning awareness campaign.
- Launched the Vision Zero South West Road Safety Pledge which allows individuals and businesses to sign up to five simple safety commitments and receive regular information from the partnership.
- Hosted the inaugural collaborative Emergency Service Road Safety Village at the Devon County Show.

Additionally:

After a spate of serious and fatal motorcycle collisions in 2022, and driven by detailed research and statistics, the partnership increased focus on prevention and behaviour change. This involved the development of a publicity campaign designed with the Cabinet Office’s behavioural science team and featuring TV presenter Henry Cole, launching the pioneering alongside Devon and Cornwall Police’s drones team, and the provision of a state-of-the-art hazard perception motorbike simulator (due early 2024) which will be used to train motorcyclists across the region.

VZSW is committed to use innovative technology, such as artificial intelligence (AI), to identify drivers not wearing a seatbelt and/or using their mobile phone. VZSW was the first partnership in the UK to pilot this award-winning technology. During a trial of the roadside trailer, positive action was taken against approximately 840 people for not wearing a seatbelt and 620 for using mobile phones while driving.

Case study

‘Call for Ideas’ from Vision Zero South West

In September 2021, VZSW launched a Call for Ideas for a share of £100,000* to deliver small-scale community road safety schemes. Eighty two applications were received of which 34 were supported. The board then took the decision to increase the total funding available to £153,000 to allow all eligible, supported bids to be funded. This included funding 33 Mobile Vehicle Speed Activation Signs, supporting two applications for reflective collars for Livestock on Dartmoor and an application for reflective stickers for schoolchildren, improved signage and a volunteer parking enforcement scheme.

Case study

Call for Ideas’ from Vision Zero South West

In 2021, VZSW set up a scheme to loan state-of-the-art dashcams to businesses and organisations who frequently use the A38 across Devon and Cornwall, to aid enforcement and help make our roads safer.

In addition, VZSW also provided cycle cams to cycling groups so that poor driving behaviour could be more easily reported.

As a result of this:

- ✓ Submissions continue to grow as the facility becomes better known to the public thanks to the comms that VZSW put out, and as a result of targeted messaging to certain groups – particularly cyclists
- ✓ A dedicated Op Snap back-office team has been agreed to improve capacity and expertise
- ✓ Recent submissions have exceeded the 800 milestone.

Community Speed Watch

In addition to Vision Zero, the Commissioner supported Community Speedwatch (CSW) schemes which continue to grow, both in terms of popularity and success. Managed by the police, Speedwatch schemes have not only had a beneficial impact upon driving behaviour within our towns, cities and villages, but have also helped bring communities together, with people working together towards a common aim. CSW is welcoming more members each month with 1,461 volunteers on the books as of October 2023 – an increase of 765 since April 2022. In October 2023 alone 262 sessions have taken place, monitoring a total of 39,713 drivers, and recording 1,995 speeding incidents.

To help improve Road Safety, the Office of the Police and Crime Commissioner has also commissioned the following services:

- ✓ **A Post Collision Victim Support Offer** to offer a trauma responsive post collision support enabling those affected to cope and recover Emotional and practical support, including bereavement counselling where required, alongside peer support and community engagement.

How have the police delivered the Police and Crime Plan?

Devon, Cornwall and the Isles of Scilly benefit greatly from the connectivity provided by their complex and mixed road network, but it can also be a source of harm.

In 2021, 647 people were seriously injured and 47 people killed on our roads. These shocking numbers and impact on families and communities led to a commitment from police, the Commissioner and partners to reduce these numbers to zero by 2040. The formation of the Vision Zero Partnership created a coalition, led by the Office of the Police and Crime Commissioner and Devon and Cornwall Police with a clear goal to actively address the root causes of deaths and serious injuries on our roads and achieve our vision for zero by 2040.



Community Speed Watch volunteers in action

Over the last three years, and despite the challenges of Covid-19, this partnership remains solid and is seen as a blueprint for how road safety partnerships should be delivered. Accomplishments to date include:

- More than doubling the size of the Roads Policing Team. The force has more than 150 dedicated officers and staff driving the latest vehicles and using technology and intelligence to target persistent offenders, responding effectively to incidents, providing high quality accident investigation and family support and proactively patrolling our roads network.
- A specialist team working with other law enforcement agencies to identify and disrupt the activities of organised criminal networks.
- Establishing a Road Safety Team with a significantly increased speed detection footprint.
- Securing £500k from the Department for Transport to create a Commercial Vehicle dedicated team, increasing surveillance ability.
- Operation Dragoon made use of the newly-funded No Excuse policing team using cars fitted with Automatic Number Plate Recognition (ANPR) technology to identify, stop and arrest the most dangerous drivers on our roads.
- The Operation Snap public online video submission portal has taken positive action against more than 9,200 drivers. Since June 2023, there have been 6,507 submissions.
- Through the dedication of volunteers, we have funded a Community Speedwatch team who have increased volunteer numbers and provided more than 2,000 hours of volunteering since October 2022, resulting in almost 2,000 fewer speeding offences, compared with the previous 12 months.

The partnership is at the forefront of innovation with police drones deployed as part of Operation Cosset to monitor high-risk routes where motorbike casualties are disproportionately high. These are used to direct operational resources towards stopping riders who might be putting themselves or others in danger.

Vision Zero has invested £1.3m in camera systems. This enhanced detection capacity resulted in an increase of speeding detections from 47,639 in 2021-22 to 83,711 in 2022-23. Many individuals found to be speeding, dependant on circumstance, were offered educational courses as an alternative for prosecution.

As part of Vision Zero South West, the force is leading the way in the use of new mobile artificial intelligence cameras. These can detect whether a driver is not wearing a seatbelt or is distracted by holding a mobile phone. In one 15-hour deployment 590 offences were captured. Further trials over summer 2023 identified 863 seatbelt offences and 960 mobile phone offences.



A drone monitors a motorcyclist’s behaviour as part of Operation Cossett (©DCP)

Your investment; your services

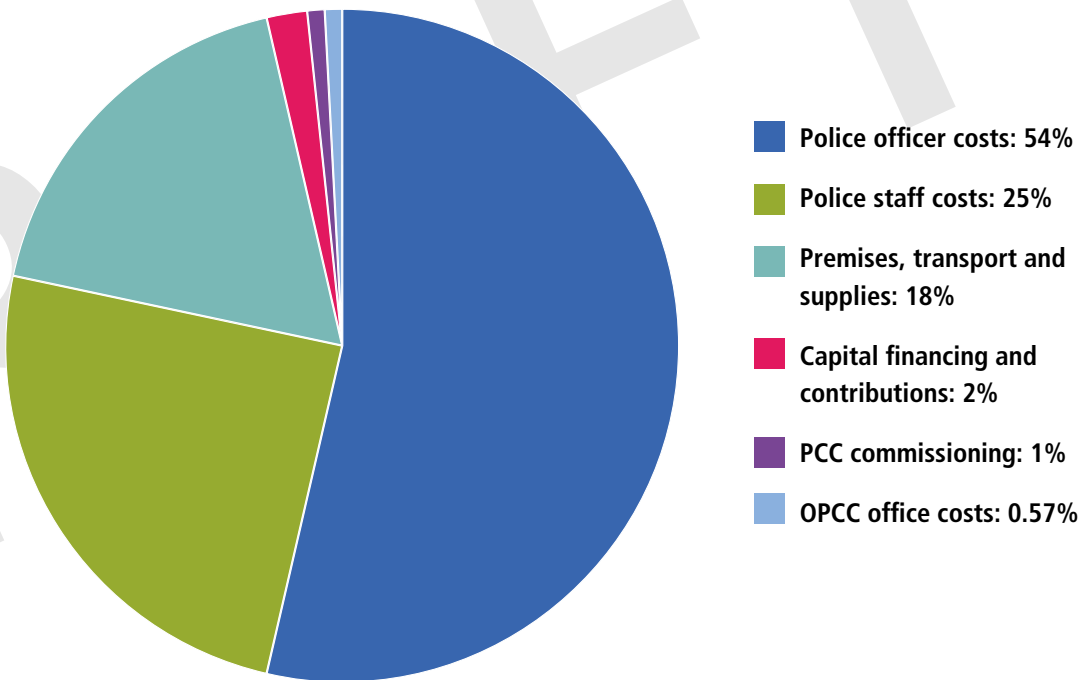
Council tax

The policing budget is made up of council tax precept payments and a Government grant. The Police and Crime Commissioner sets a Medium Term Financial Strategy (MTFS) to support the delivery of the Police and Crime Plan. It sets out both the funding available and the forecast spending required to deliver the plan priorities.

Since 2021 the budget process has focused on maintaining the police officer uplift programme, enabling it to be sustained for the long term and continuing to see increased productivity as those officers become more highly trained. Visibility of policing and public confidence is vitally important and the budget has kept police officer numbers at a record high.

Connectivity remains another core focus of the budget and therefore the reopening of Police Enquiry Offices was also increased in the investments since 2021.

How the money is spent: Main components of 2022/23 revenue budget:



Police officer and staff uplift

Your policing services are delivered by a strong family of officers, staff, volunteers and partners or contractors who support us. Investments in the size of the workforce have happened alongside a focus on keeping the workforce well while they do very challenging police work.

2021-25 has included the Police Uplift Programme period, which alongside locally funded growth in officers has resulted in an increase in the police workforce in Devon and Cornwall. Police Officer numbers are a record high of 3,610 full time equivalent officers and a headcount of 3,694. Following a period of accelerated recruitment between 2019 and 2023 the organisation is now developing a large number of new officers, recruited and trained to be the workforce of the future. More than 1,250 student officers have joined us between April 2019 and March 2024 alongside more than 440 experienced officers transferring from elsewhere in the country. This balance of student officers who will develop their policing skills in our communities, alongside their more experienced local officers and those who bring

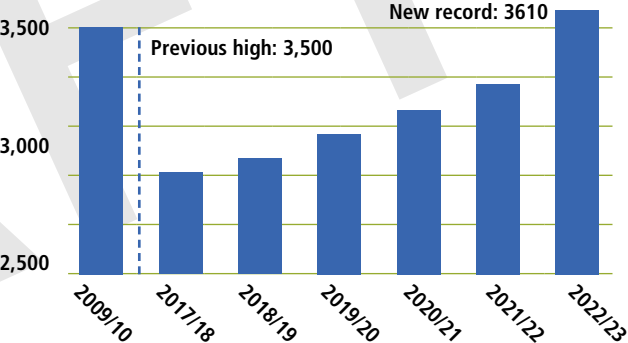
knowledge and skills from the wider policing family creates a strong workforce for the future. This growth has also seen the force move towards better representing its community, with increases in women officers and those from an ethnically diverse background.

The force has also made investments during 2021-25 in police staff roles, with a real focus on public contact through our contact centres and Police Enquiry Offices.



A cohort of officers who joined the 'direct to detective' entry route at their 2020 passing out ceremony (©OPCC)

The additional revenues will support record police officer numbers*



The police uplift programme, combined with local funding, led to record officer numbers in Devon and Cornwall

Police Enquiry Offices

Police stations provide a vital place of safety, and are a reassuring presence in our towns and cities, as well as of course being a place where members of the public can directly report crime or seek help, such as victim services.



Assistant Chief Constable Nikki Leaper joins Police Enquiry Officers and staff at the official opening of Newton Abbot Police Enquiry Office in March 2023. (©OPCC)

In 2022-23, the Office of the Police and Crime Commissioner worked with the Chief Constable and the estates team to reopen six Police Enquiry Offices (PEOs), creating 24 new police enquiry officer posts across our two counties.

In March 2023 the Commissioner and Chief Constable officially reopened the PEOs in Tiverton, Newton Abbot, Penzance, Falmouth, Truro and Bude. Between October 2023 and February 2024, a further six PEOs are opening in Devonport (opened October 2023), Looe (opened November 2023), Kingsbridge, Okehampton, Ilfracombe and Honiton. Another four will be opening in 2024/25 and 2025/26. In total, £1.5m has been invested in the project.

In addition, the project began to rebuild Exmouth Police Station in East Devon, with a new, public, accessible front desk at the heart of the plans. The Commissioner has made connectivity with the public a cornerstone of her Police and Crime Plans, as face-to-face contact with the public helps victims and provides a long-term solution to rebuilding confidence in policing and reduces the pressure on the 101 phone system.



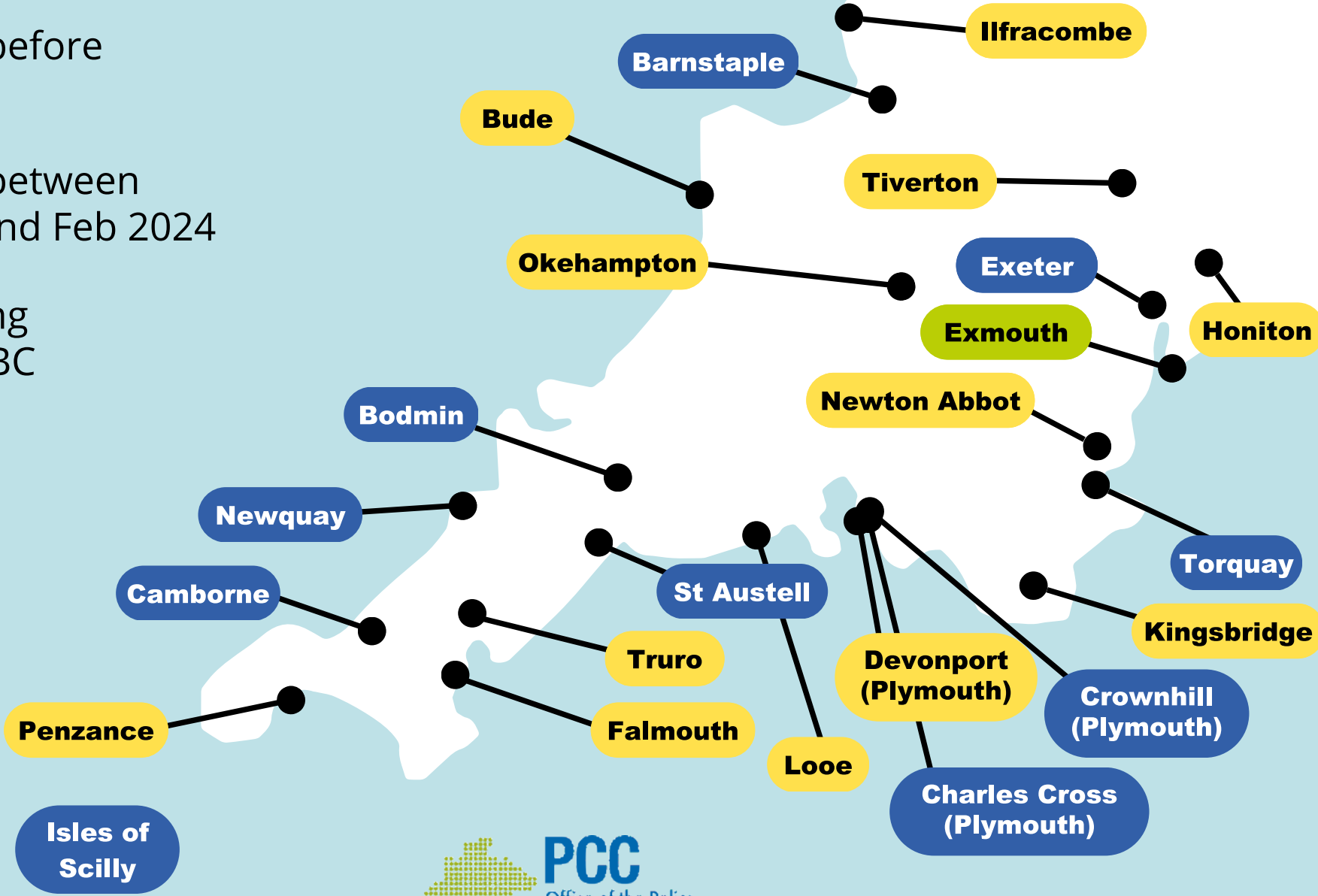
The Commissioner stands outside Penzance Police Station at the official opening launch in March 2023. (©OPCC)

Police enquiry offices

Open before 2016

Open between 2021 and Feb 2024

Opening date TBC



Victim services

The harm caused by crime can be life-changing and sometimes catastrophic and its impact can often last a lifetime. It is therefore important that people of any age affected by crime can access specialist support in Devon and Cornwall to help them when they need it.

The Commissioner has the responsibility to commission victims' services that support victims to:

- Cope with the immediate impacts of crime.
- Recover from the harm experienced.
- Provide greater confidence to victims to help support a criminal action.

Within our commissioning model, the commissioning of most victim care services is contracted to Victim Support, our strategic delivery partner for victim services.

On April 1, 2021, the Commissioner began a 10-year strategic partnership with Victim Support as her strategic delivery partner for victim services with an ambitious vision and mission:

The Commissioner said:

“Together we will put victims at the centre of their own support. Every victim will have an effective assessment and support plan agreed with their advocate, who delivers and coordinates the support they need when they need it to cope and recover from crime.”

The partnership has the following strategic aims:

- To implement a new casework model whereby every victim is offered an independent advocate to work with them to identify and meet their needs
- Simplify and clearly define the core support offer for all victims in Devon and Cornwall to ensure equity
- Increase victim satisfaction with the support they receive to improve public confidence in the criminal justice system
- Improve equality and inclusion

Since 2021 we have:

- Made 27 community support services available for victims
- Referred over 60,000 victims to support services
- Created a Local Partnership Fund to support Local Authorities and community safety partnerships to meet the Serious Violence Prevention programme's strategic priorities and deliver the Serious Violence Duty.
- Introduced a Post Collision Victim Support Offer for victims of serious road traffic incidents

Through Victim Support created:

- A crime trauma therapy service – for some time now there has been therapeutic support available to victims of serious road collisions, domestic abuse or sexual violence. From October 2023 crime trauma therapy has been made available to all victims, where a need is assessed, irrespective of crime type.
- Sexual violence support service – independent support for adults who do not want to report to police, including trauma stabilisation, therapy, advocacy, practical and emotional support.





Vision

How has the Police and Crime Commissioner achieved positive progress?

Within her plan, the Commissioner wrote: “I want to ensure that all our many different and diverse communities feel safe by reducing crime and disorder.”

The period covered by the 2021 to 2025 plan was exceptionally unusual, covering among many things the Covid-19 pandemic and the aftereffects of lockdown, which all had a direct impact upon both the rate of, and type of, crimes committed across our region.

A number of crime types, including burglary of domestic properties - a particularly distressing crime - fell significantly, and currently for a number of offences we are still some way below pre-Covid-19 figures. However, other types of crime, such as domestic-related abuse and hate crime, have risen in the same period.

It is of note that these increases follow national trends with all police forces across England and Wales experiencing an increase in crime. However, owing to a number of factors including the approach taken by our police, Devon and Cornwall has the lowest crime rates and continues to be the safest part of the UK to live in.

When crime does happen, Devon and Cornwall Police are seen as exceptionally ‘hard-hitting’, with Exeter and Plymouth taking first and second place in a national table of UK cities that are seen to be ‘toughest’ on crime, reporting the highest percentage of crimes resulting in a charge.



The Commissioner presenting an Westcountry Women Award for the sponsored ‘Combatting Violence Against Women and Girls Award’ in recognition of work being done to keep women safe, December 2023. (©Steven G Haywood)

To help make our area one of the safest in the country, highlights of what the Commissioner and her team have achieved include:

- ✓ **To break the cycle of crime and reduce reoffending** – the Commissioner chairs both the Local Criminal Justice Board (LCJB) and the regional Reducing Reoffending Board, to help ensure that there is a crosscutting focus on community safety across the policing and wider justice landscapes.
- ✓ **To champion community cohesion and tackle hate crime** – the OPCC undertook an extensive piece of work to scrutinise the police’s approach to dealing with of hate crime, the outcomes of which are available on the OPCC website.
- ✓ **To maximise opportunities for visible policing across Devon, Cornwall and the Isles of Scilly** – the Commissioner has not only secured sufficient funding to allow police officer number across Devon and Cornwall to reach record numbers, but has also been at the forefront of enabling the reopening of Police Enquiry Offices across the force area, with more to come.



The Commissioner joins ACC Nikki Leaper, Inspector Timothy Evans, Inspector Richard Hockin, Police Enquiry Officer Supervisor Ian Woods, Sgt Christopher Vincent along with Falmouth and Penryn Town Mayors and local councillors at the official opening of Falmouth Police Enquiry Office in March 2023. (©OPCC)

How have the police delivered the Police and Crime Plan?

Visibility of the police builds confidence and increases communication which in turn develops intelligence for us to respond effectively to the needs of our communities.

We are here to keep people safe, with reassurance to the public delivered through seeing police officers and staff within our communities, identifying and responding to their issues.

Since 2021 we have recruited more than 1,600 officers, providing Devon and Cornwall with the highest recorded numbers of police in its history. From the outset student officers undertake practical, visible training in towns across the force and once deployed the majority have gone on to work within patrol and neighbourhood teams.

Police Community Support Officers and the Special Constabulary provide additional visible and vital resource and service to policing. Community Safety Accredited Schemes empower partners with designated policing powers and these individuals are

visible to the public when undertaking their day-to-day roles. Next year will see the introduction of two mobile police stations which will maximise accessibility of police resources, specifically in more rural and isolated locations.

Engagement and support to local business is achieved through our neighbourhood teams. We recognise that engagement and prevention with retail crime needs to increase and for business owners to grow in confidence that we will respond effectively. We are committed to this, embracing the government's Retail Crime Action Plan, and have appointed a Business Crime Lead to ensure we deliver the plan to its fullest. We have recently participated in the first Safer Business Week of action which centred around shoplifting, evolving and embedding the learning identified through our local policing teams.



Levels of reported hate crime are rising, a function of greater confidence in the police's response, but also reflecting polarised views on issues within society and wider politics. The Diverse Communities and Neighbourhood Teams are building trust with our harder to reach communities promoting the reporting of hate crime. The OPCC conducted an independent hate crime scrutiny inquiry, we have welcomed the conclusions which indicate we are working hard to tackle the challenges faced by victims and improve service. The report has also provided a clear roadmap to continue to develop our offering. Scrutiny, feedback and advice is also provided through a cohort of independent advisors, and we participate regionally with forces through the Regional Hate Crime Working Group, all demonstrating our intent to excel in this complex, impactful and important area.

To break the cycle of crime and reduce the opportunity for people to reoffend the Integrated Offender Management (IOM) team manages the most prolific offenders that cause harm. We regularly review the effectiveness of this service; at the beginning of 2023 data indicated that 82% of offenders engaged with our specialist team did not reoffend. Offenders have an appointed police officer co-located with probation, housing, drugs and alcohol, and mental and physical health services and collaboratively they work to stabilise the environment for the offender and provide a robust, intrusive but supportive network. This service continues to grow in sophistication and reach, recently focusing on the creation of a referral mechanism to link domestic abuse perpetrators into behaviour change programmes.



How has the Police and Crime Commissioner achieved positive progress?

In the context of the Police and Crime Plan, resilience is about giving communities the tools and knowledge they need to keep themselves safe. Resilience is about building trust, and about ensuring that a good service is provided to help victims cope and recover from crime. Across Devon and Cornwall, the Commissioner has worked closely with our communities to achieve this.

We now have hundreds of people volunteering across the force area, in roles such as Special Constables, Police Cadets, independent custody visitors, and community scrutiny panel members. We also have one of the strongest Community Speedwatch networks in the country, with whom we enjoy a successful, productive relationship.

To help communities build resilience, the Commissioner has worked hard with her partners to help secure funding, and in the years 2021 to 2023, secured an additional £9.3m to help communities prevent and respond to crime. The Commissioner has also been instrumental in leading local and regional partnerships to deliver work to strengthen policing and criminal justice systems across the region including Operation Scorpion, Vision Zero South West and the Local Criminal Justice Board.

This included £5.5m awarded in 2022-23 alone, which helped deliver a number of projects across our force area, including:

- ✓ More than £3m to fund local prevention activity across Truro, Torquay, Barnstaple, Plymouth and Exeter via the Home Office's Safer Streets fund.
- ✓ £789,295 to increase funding for victim services, including support for victims of sexual violence and domestic abuse.
- ✓ £417,395 to work with domestic abuse perpetrators across Devon and Cornwall, helping to prevent future offending and address their behaviour.
- ✓ Nearly £400,000 to help fund activity to prevent serious violence across Devon and Cornwall.

The Commissioner chairs the Devon and Cornwall Local Criminal Justice Board (LCJB), bringing partners together to improve the experiences of victims and witnesses, reduce reoffending, identify shared priorities, address cross-cutting issues, and deliver agreed objectives to improve the efficiency and effectiveness of the local criminal justice system.

Over the past four years, successes of the LCJB include:

- ✓ The rapid development and implementation of 'virtual', remote courts during the Covid pandemic.
- ✓ Securing funding for the implementation of court-provided Mental Health Treatment Requirements which has now been expanded to all areas in the South West.
- ✓ Putting in place an extensive programme of scrutiny across the criminal justice system to ensure that all agencies were meeting their obligations to provide an appropriate service to victims.
- ✓ Introducing a multimedia video resource to assist victims and witnesses in navigating what we know can be a difficult and at times confusing landscape.



To improve the resilience of our communities, the Commissioner has:

- ✓ Increased public participation with policing in numerous ways, including independent custody visitors, councillor advocates, community scrutiny panels & managing the arrangements for independent legally qualified chairs in police misconduct cases.
- ✓ Supported young people through our Serious Violence Prevention Programme
- ✓ Supported victims and witnesses, helping them get justice, through the commissioning of victim services, working with partners such as Victim Support, and reviewing complaints against the police to ensure that the outcomes are both reasonable and proportionate.
- ✓ Supported the rural economy and communities by ensuring that the voice of our rural communities is represented at all levels, including the successful escalation of rural crime as not only a force, but a regional priority across the entire South West.
- ✓ Strengthen the sustainability of policing and criminal justice services through our local and regional partnership work.



OPCC Staff member Bridget Batchelor discussion policing priorities with female student from Exeter University in December 2023. (©OPCC)

How have the police delivered the Police and Crime Plan?

Daily our officers and staff undertake hundreds of interactions with our community. Devon and Cornwall Police is the home of neighbourhood policing and in our rural communities, towns and cities local officers and staff engage regularly through surgeries, public meetings and daily policing.

To ensure we remain relevant and connected, contributing to building the resilience of those we serve, Devon and Cornwall Police provides a range of additional opportunities to participate in policing through a variety of volunteering arrangements.

Our more than 200-strong team of Special Constables provide more than 4,000 hours of service each month and Police Support Volunteer opportunities include a broad range of roles such as chaplaincy, wellbeing support, cyber volunteers, custody visitors, drivers and local policing support volunteers. We have a thriving cadet programme for young people aged 13 to 17, a Mini Police programme for primary schools and a Girl Guiding Policing Badge in Devon is currently being launched. We have established a Volunteer Forum giving a public voice into identifying community needs and suggestions.

Young people in our community face a range of new and emerging threats and challenges, building resilience, supporting and being responsive to this group is a high priority for us. This starts with being able to respond quickly and effectively when a young person becomes a victim of crime, to provide an effective response and help them recover. A large percentage of our investigative strength is focused on the protection of young people. Our Public Protection Unit delivers high quality investigations into the most sensitive cases of child abuse and neglect, seeking swift justice and pursuing, arresting and prosecuting those who harm the most vulnerable in our community – be they on our streets or online. This team works hand in glove with schools, local authorities and other children’s services through dedicated multi-agency hubs, sharing intelligence and proactively safeguarding young people.

To help young people bounce back from the impacts of crime effectively we work with specialist child-centred services to provide the support they and their family needs to recover and remain resilient.

Devon and Cornwall Police has a dedicated, award-winning Rural Policing Team, prioritising engagement with farms, isolated communities and businesses and bringing a deep understanding of the unique challenges these communities face, from fly tipping and machinery theft to equine crime and livestock offences. We have an evolved approach to heritage crime protecting the more than 36,000 designated heritage sites and assets. The force is committed to deliver the National Police Chiefs’ Council’s Rural and Wildlife Crime Strategy. While Devon and Cornwall enjoys low crime rates there has been an 8% increase in rural crime and a 25% increase in wildlife crime.

Our Rural Policing Team is uniquely placed with good operational links and a clear understanding of the specific powers and tactics required to tackle these issues in our rural communities. The force has an ongoing relationship with Community Watch Associations, and we maintain our well-established alert system, including Farm Watch, where people can sign up and receive targeted, focused messaging and early warnings.



Supporting victims and witnesses and progressing cases efficiently through the court system is key to delivering compassionate justice and we have a central role in achieving this. It is fair to say that in the last two years the challenges of large backlogs within the wider criminal justice system have adversely affected victims and witnesses. Investigating officers and specialist staff

in the force undertake a joint journey with victims and witnesses over extended periods, running into years, to help build and maintain resilience and provide support and information through the process.

Within the force we place a strong focus on Victim Care, Witness Care and Criminal Justice departments, drawing them into a central command. This has delivered improved working practices to identify vulnerable victims and signpost them to OPCC commissioned services and provided better information to victims and witnesses helping build resilience and understanding of their criminal justice journey. Trained officers ensure that, at the front end, victim rights are at the heart of their work – new services such as the digitally delivered LEPH Link (Law Enforcement Public Health) allow officers to refer people instantly to bespoke support services. Despite the challenges in the system our last victim satisfaction survey targeted at priority victims produced an overall satisfaction rate of 77%. We are not complacent with this level of support, and seek to continually improve our offering with the force embarking on a reform to its criminal justice services, the vital link between officers and the courts:

- We are procuring a new cloud-based digital evidence system to manage evidence.
- Implemented changes to our technology that will provide quicker notification of court results.
- We have led nationally on the virtual attendance of officers at court to reduce the time spent in an office, getting them back on the street.
- Launched an Evidence Review Hub to gain quicker decisions on cases to reduce the time victims spend waiting to understand the next steps.
- Enhanced case file building training for our 3,000 investigators, being delivered now and into 2024.

We monitor closely the performance of our work in this area, we are active in the Local Criminal Justice Board, a group led by the Commissioner that draws together criminal partners across the peninsula to improve and work through the challenges the criminal justice system faces. We will continue to improve our own services and seek to influence the wider criminal justice system positively, advocating for victims and witnesses at every opportunity.

How has the Police and Crime Commissioner achieved positive progress?

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

Some people may prefer to speak to a police officer or member of police staff in person. 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.

Since 2021 14 Police Enquiry Offices have been opened, with a further four being opened before March 2024, and another four before March 2026. 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.



Police Enquiry Officer and Supervisor Ian Wood attends to work (©OPCC)

Improving public contact has been a priority for the Commissioner throughout the term of this Police and Crime Plan. The need for improvement in public contact, particularly call answering times, was identified by His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services in the 2021-22 PEEL assessment of Devon and Cornwall Police. Before this, the need for improvement had already been identified by the Commissioner and has been monitored by consistently, as demonstrated in her 2020 scrutiny of 101 reported to the Panel (published on the OPCC website).

In November 2022 the Commissioner wrote to the Chief Constable to confirm her clear expectations for service improvement in four areas and since this time has welcomed clear and sustained improvement in contact performance:

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% consistently 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 AACC7 must be delivered as a top priority	Achieved ✓ The callback function went live in September 2023
Re-opening of front desks with a new plan for the next six locations	Achieved ✓ Six front desks were re-opened in 2022-23 and a further six are being opened in 2023-24

How have the police delivered the Police and Crime Plan?

Being visible and able to connect with people is essential and multi-dimensional, via telephone, video, through social media or in person, the community need to know how to access us and for police to be close.

We have developed a broad range of services to make contacting us easier. Our 999 service has significantly improved, with more than 90% of 999 calls answered within 10 seconds. We have addressed how we handle our non-emergency calls, they are now more efficient and effective with monthly improvements in answering



Torquay Station’s Police Enquiry Officer Portia Lear seen here dealing with 101 customer enquiries when not dealing with the public face to face. (©OPCC)

times. This is due, in part, to the introduction of an upgraded telephony system that automatically balances the availability of colleagues between 999 and 101 calls, allowing us to always be there for those in need while effectively helping those with important, but less urgent needs. Our callback service, asked for by the public, has a 97% success rate at getting back to people on the same day and our response times to digital communication are at the fastest ever.

The use of webchat is paused while we seek to improve our performance more widely but there are plans to reintroduce it in the future. Most significantly, and with the valuable support of the OPCC, we are proud to be opening an additional 12 police enquiry offices by the end of the 2023-24 financial year.

We have adopted the Police Race Action Plan, to ensure that we are improving policing for Black communities, building an anti-racist police service and address race disparities affecting Black people

working within or interacting with policing. This is monitored by our Strategic Legitimacy Board, and Independent Community Advisory Board focusing on our recruitment, culture, use of powers, community relations and victim service. We have increased the representation of our officers identifying as Black, Asian, or ethnically diverse by 37.5%.

The HMICFRS have reported that Devon and Cornwall Police has a mature understanding of the needs of its communities and takes an inclusive, appropriately tailored approach to working with the public. Our collaboration to tackle crime in partnership provides locally focused tasking meetings that are attended by partners in conjunction with local police teams to discuss and respond to issues and tackle crime. Investment in two dedicated neighbourhood trainers will seek to professionalise neighbourhood policing and provide enhanced training, particularly relating to problem solving.



Partnerships and collaborations

Partnership working is fundamental to how the OPCC and Devon and Cornwall Police deliver the Police and Crime Plan across the boundaries of Devon, Cornwall and the Isles of Scilly as well as across the South West policing region.

There have been some notable successes, which include:

Local partnerships

- ✓ The OPCC secured almost £1,160,000 funding to assist with the Keyham recovery programme from the Ministry of Justice and driving the evaluation of the investment over the following three years.
- ✓ The creation of the Vision Zero Partnership with multiple partners with interest in improving road safety and a renewed focus on reducing road deaths on our roads, the longest network in England.
- ✓ The establishment of a 10-year strategic partnership with Victim Support to ensure that victims of crime receive appropriate support and services to assist with their recovery.
- ✓ The Commissioner's grant scheme is being delivered in partnership with Devon Community Foundation (DCF) and Cornwall Community Foundation (CCF) and aims to benefit small and medium-sized organisations whose work contributes to the Commissioner's Police and Crime Plan.
- ✓ Community Safety Partnership and Youth Offending Teams have been supported through £6.4m in grant funding to enable community safety interventions, reduce youth crime and prevent serious violence.
- ✓ Participation in Combatting Drugs Partnerships, and the establishment of a Peninsula Drugs and Alcohol Reference Group to bring together the strategic leads from the four upper tier local authority partnerships.



Strategic partnerships

- Hosted by Devon and Cornwall OPCC, the five PCCs in the South West have established a Prisoners Building Homes collaboration with the government's One Public Estates programme and the private sector to provide meaningful, skilled, paid employment to those within the prison system which is delivering new homes in communities across the South West.
- Through a strategic partnership between Devon and Cornwall Police and the Police and Crime Commissioner the successful delivery of the prevention of serious violence programme through targeted investment of £4m based on the needs identified and the development of hallmarks of best practice for the peninsula.
- Regional Policing Collaborations are delivering £46m of specialist police services including the Regional and Organised Crime Unit and forensic services.
- The Blue Light Officer roles of Tri-Service Safety Officer and Community Responders which were created specifically to address capacity in rural areas. A Tri-Service Safety Officer is trained as an antisocial behaviour officer, firefighter and ambulance first responder. Employed through Cornwall Council (with the costs shared by police, fire and ambulance) these officers are accountable to all three agencies and are an invaluable resource to maintain a rural, uniformed presence in communities. A Community Responder is a fully warranted Special Constable who is also a retained firefighter. In addition, we have created a small team of Police and Fire Community Support Officers (PFCSOs) operating across North Devon.
- The Commissioner invested additional resources to tackle crime and antisocial behaviour in 20 key summer locations across the two counties ahead of the easing of Covid-19 restrictions and a summer surge in visitors. This investment continues through the additional multimillion-pound investment funding secured as part of the Safer Streets programme.
- Continued collaboration of local criminal justice partners to identify and tackle a wide range of issues to ensure that victims receive appropriate justice and there are clear pathways for offenders to be rehabilitated. Among these wide-ranging issues, this joint work has included a focus on the dignity of women in the criminal justice system and the widening of support services to ensure that the needs of all victims are met.

Case Study

Prisoners Building Homes

The award-winning Prisoners Building Homes (PBH) Programme started life with a pilot project in Torquay, which in 2021 delivered a low carbon social home, funded by the Police and Crime Commissioner and in partnership with the Ministry of Justice, HM Prison and Probation Service and the Ministry of Justice.

It is now led by the five South West Police and Crime Commissioners under the auspices of the South West Reducing Reoffending Partnership (with representatives from HM Prison and Probation Service, Ministry of Justice, the Police, NHS England, Office for Health Improvement and Disparities, Youth Justice Board, Department of Work & Pensions, South West Councils, and the Voluntary Sector). The Programme is also 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.

The Programme was set up to enable prisoners to be employed and trained by specialists to build homes for local communities and vulnerable people. It provides an opportunity to reduce reoffending by ensuring prisoners have the skills they need to help secure employment upon their release.

Following the success of the pilot, the programme was awarded One Public Estate funding to develop a framework which enables public sector organisations to easily access high quality, low carbon modular homes constructed and assembled by prisoners and ex-offenders. An experienced specialised

programme manager works with the PBH accredited modular housing providers to provide an end-to-end development service, driving projects forward to deliver much needed affordable new homes at pace for the benefit of local communities, whilst providing meaningful and productive work and nationally accredited training to upskill serving prisoners enabling them to secure job opportunities post release. It also produces public sector cost and social value savings.

By the end of 2023 the programme had 40 serving/ recently released prisoners in full time employment either through day release/post-release opportunities;

and another 40 prisoners employed by opening disused prison workshops. Nine prisons across the country are benefitting from the programme, with plans under way to involve more.

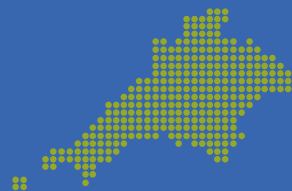
There are seven housing providers on the framework delivering 82 homes across 14 sites (with further pipeline sites under review). This is in addition to the hundreds of homes the housing providers on the framework are delivering separately, all made by prisoners.

The Programme won a prestigious national Government Property Award (2023) 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.

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Devon and Cornwall Police and Crime Panel

2nd February 2024

COMMISSIONER'S UPDATE REPORT

Safe, Resilient and Connected Communities

1. PEOs

I open the new year with a continued commitment to re-opening closed police front desks and opening new public enquiry offices. On 8 January Okehampton Police station opened its doors to the public for the first time in almost a decade. The police enquiry office at the Barton Road station shut up shop on October 31, 2014, as part of a force-wide review into public contact.



Before the end of the financial year Honiton, Ilfracombe and Kingsbridge will also be open, taking the total to 12 opened since I started my programme of re-opening, and 22 open overall.

Analysis by the force and my office suggests that most residents of Devon, Cornwall and the Isles of Scilly support more investment in this project and an accessible face-to-face policing service delivered through an inquiry office hugely improves confidence in local policing.



Research also shows that public confidence in policing increases if people have had recent contact with an officer or member of police. Seasoned detectives have also told my office that intelligence received informally over the front desk of a police station has proved invaluable in helping to put a case together to catching serious criminals.

As well as being places that crimes can be reported as an alternative to the 101 non-emergency service, stations with front desks are hubs for the distribution of information on the support I commission for victims of crime and crime prevention advice.

My vision is for face-to face contact with the force to be an option for everyone in our force area, so ensuring there is an even spread of stations across rural, coastal and urban areas is a must.

In recent weeks I have been working to identify which next police stations should have a new Police Enquiry Office opened, and I am pleased to say that this work is now nearing completion. This week I am announcing a further four front desks which will be opened during 2024/25.

2. Op Loki / Op Tinsel

Antisocial behaviour (ASB) has come out top years in my annual policing survey for a number of and this has continued in my latest Budget survey. As shared in my Budget survey analysis, 555 respondents told me that ASB is the issue they would most like police and partners to tackle in their community.

I am delighted with the force's response to ASB since I made it a priority in my police and crime plan. Operation Loki – a high visibility response to rises in ASB after the pandemic – was launched in early 2023 linked to interventions associated with the significant Safer Streets programme of investment. Policing teams in locations including Truro, Falmouth, Plymouth and Exeter took part in this drive to get back to the basics of dealing with street-level nuisance and criminality using a hot-spot policing approach. Loki resulted in 156 arrests, 300 person and vehicle stops and 30,000 positive interactions with the community by November 2023.

A second round of Loki took place in Exeter throughout December, coined Op Tinsel, consisting of high visibility foot patrols each day in Exeter City Centre and aimed at increasing public confidence and dealing with antisocial behaviour in all its forms. with a focus on street drinking, aggressive begging and drug dealing – issues which impact residents of the city and visitors enjoying festive shopping and nights out. Interventions included police officers stopped and searched five people, seized drugs from two and confiscated five weapons. This work is not easy, with one officer assaulted in the course of her duty, but such action keeps the rest of us safe and helps maintain Devon and Cornwall as the safest force area in the country. Undoubtedly it will take more rounds of Op Loki, hundreds more arrests and a concerted effort between partners such as local government before ASB ceases to be people's top concern in Devon and Cornwall. However, I am heartened that robust action is now being taken by the force to address the issues which so many of us feel so strongly about.

3. Drink Driving / Lift Legend

Devon & Cornwall Police's Lift Legend campaign ran throughout December with over 80 licensed premises taking part to support the campaign by providing drivers buying a soft drink, with another free of charge. Drink and drug driving is one of the 'fatal five' causes of serious injuries and deaths on roads in South West England. Last winter, Devon & Cornwall

Police arrested 952 people for driving under the influence of alcohol and/or drugs. Despite long-term reductions, drink and drug driving still accounts for 15 per cent of road deaths and almost 10,000 casualties nationally each year.

During the month-long operation, Devon & Cornwall Police used social media channels to raise awareness of the dangers involved with drink and drug driving, carrying out intelligence-led checks and engaging with motorists on the risks of getting behind the wheel after consuming alcohol or taking drugs. So as well as an incentive for staying sober, Devon & Cornwall Police also put extra resource into enforcing the law.

4. Vandalism to Speed Cameras

I am pleased to report that Police investigating criminal damage to speed cameras in Cornwall have now made three arrests and on bail pending further enquiries. The investigation is looking into reports of criminal damage to static speed cameras in Tregolls Road, Truro, and at Perranarworthal. Two men were arrested on suspicion of criminal damage. These speed cameras were installed following calls from the local community and I am disappointed to see such mindless vandalism take place. The cameras are being replaced as quickly as possible.

5. Ban on Nitrous Oxide

On November 8 possession of nitrous oxide, also known as 'laughing gas' or "nos", became illegal with repeat serious users facing up to two years in prison and dealers up to 14 years. The ban, promised as part of the government's Anti-Social Behaviour Action Plan, makes nitrous oxide a Class C drug controlled under the Misuse of Drugs Act 1971. This means possession of nitrous oxide, where a person intends to wrongfully inhale it for a psychoactive effect – is now an offence. Consequences could include an unlimited fine, a visible community punishment, a caution – which would appear on their criminal record – and for repeat serious offenders, a prison sentence.

Reports have linked nitrous oxide to anti-social behaviour such as intimidating gatherings on high streets and in children's parks. All too often those I speak to in our communities find empty canisters scattered across public spaces.

Heavy, regular abuse of the drug also poses significant health risks for users including anaemia and in more severe cases, nerve damage or paralysis. It has been identified as having potentially fatal consequences on the UK's roads from incidents of drug driving. As creating safer roads is also one of my priorities I welcome this move by the Government to send a clear signal to people, especially young people, that not only is abuse of nitrous oxide dangerous to their health, but it is also illegal and those caught possessing it will face consequences.

6. Serious Violence Prevention Programme

I am pleased that as we enter 2024 we have a new peninsula-wide agreement on delivering the new Serious Violence Duty. With the help of Crest Advisory (a specialist agency commissioned by the Home Office), the Serious Violence Prevention Team has worked hard over the last couple quarters to establish both a viable partnership agreement and also a new governance structure for Devon and Cornwall's partnership delivery of this multi-agency duty, following its legal ascension in January last year.

The legislation mandates specified partners (Police, Health, Local Government and Justice leads) to collaborate in order to reduce violence across the region, supported by dedicated

grant funding from the Home Office. Over the past 2 years, over £960,000 has been distributed to local authority Community Safety Partnerships from my office, which includes £320k from the Home Office under the new SV duty – with CSPs due to receive a further £657k in total during 2024/25.

Within wider partnership spheres such as our Serious Violence Prevention Programme, it is essential that funding streams are put to good use and matched to high-risk areas - that way, we will continue to see a violence prevention programme that is fit for purpose across the peninsula, but aligned to national policing priorities. This blended approach will continue to form the basis of our work as we move into the next reporting period and beyond.

7. New government strategy to tackle serious and organised crime

In December 2023 the Government launched a new Serious Organised Crime strategy to reflect the current threats and its priorities for reducing crime. As joint lead for the Serious Organised Crime (SOC) portfolio for the Association of Police and Crime Commissioners, I welcome this strategy and the commitment from the government to continue to work with the APCC to ensure that the local response to serious and organised crime is as coordinated and effective as possible.

Never before has our nation had such clarity on how to stop, disrupt and seek justice on organised crime gangs and the suffering that they bring to individuals, families, local communities and countries. Building on the efforts so far to work cross border and internationally will make it harder for criminals to exploit us all. The tools and techniques they use will hopefully be banned through legislation, the police will continue to create orders to stop them further committing offences, a continued targeting of countries that transport people and goods illegally and a recognition that fraud and corruption will not be tolerated.

8. Contact Services

I am pleased to report that since my last full report on contact services we have continued to see continued and sustained good performance in this area. In November 2023 I presented to Panel members a detailed analysis of contact performance trends and confirmed my intention to focus on consistency in 999 call wait times and the reduction of 101 abandonment rates as strategic measures of success. I have agreed with the Chief Constable that our target will be to continue to answer at least 90% of 999 calls within 10 seconds and to reduce the number of abandoned 101 calls to 25%.

At time of writing the number of 999 calls answered with 10 seconds was at 96.2% when measured from the point of connection to the force. My last report to the panel showed 101 abandonment rates at 55%, which improved to 25% in December 2023. At time of writing the abandonment rate was at 36%.

9. Victim Codes of Practice (VCoP)

As chair of the Local Criminal Justice Board (LCJB) I am committed to continuing our scrutiny work to monitor compliance with the victim codes of practice across the criminal justice partnership. This work enables us to identify gaps and challenges to inform areas for improvement to better support the victim's experience. In February we will be hosting two panels to review VCoP compliance for victims of Fraud cases as well as providing a focus on Domestic Abuse cases which have resulted in No Further Action, to establish compliance

when a case does not progress to a prosecution and to determine how victims are supported.

10. Out of Court Resolutions (OoCR)

The Local Criminal Justice Board also continues to oversee the scrutiny of Youth and Adult Out of Court Resolutions (OoCRs) through the detailed examination of cases by panel members who represent key stakeholders from across the Criminal Justice Partnership. The panel met on December 14 and reviewed youth cases relating to violent offences. Engagement was really positive with some key areas of learning for both the Police and the Youth Justice Service (YJS) which also highlighted examples of good practice and positive intervention. In January there will be a partnership scrutiny panel to review adult sexual offence cases.

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 in relation to OoCRs and it is healthy for any organisation to pause and reflect on their practice and learn. My team will be working on the redevelopment of the OPCC website early this year where we host the scrutiny reports so the published findings of these panels can be easily accessed and viewed by those interested in this important area of work.

11. The launch of a joint criminal justice victims & witness multimedia resource

In recognition that being a victim of crime can be a frightening, upsetting and frustrating experience, I am pleased to promote the combined work from the criminal justice partnership of the development of a multimedia video resource. This resource will be launched on the [Victim Care Devon & Cornwall website](http://www.victimcare-dc.org) (www.victimcare-dc.org) on March 3 2024, to assist victims and witnesses to navigate what can be a difficult and at times confusing landscape. This tool will help them to 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.

12. Youth Justice

I would like to share with you the continued work of the 'Swift Youth Justice' task and finish group who are investing time to understand where there are delays in the system for youth cases. The group are working in partnership to prioritise youth cases and are driving some real improvements, recognising the detrimental impact delays in the system can have on young people.

Devon and Cornwall Police in collaboration with Youth Justice partners are undertaking significant work to improve youth justice and child out of court resolution delivery. This includes the development of a unified and consistent 'Child First Justice Pathway' across the peninsula that aligns to current best practice and national guidance. The timeliness of child investigations highlighted within the swift youth justice work and the challenges and issues raised within the out of court resolution scrutiny processes are positively influencing these improvements. The group will also be looking at how data collection and information sharing

can be improved across the partnership and will be considering the best ways to track youth cases through the criminal justice process.

13. Your Safety, Your Say Survey



At the last meeting of the panel I indicated that the annual survey was due to be launched in November. This has since successfully launched, with a series of community engagement events taking place across the region including in Exeter, Barnstaple, Falmouth, St Austell and Plymouth to encourage local residents to complete the survey and submit their views. Participants were asked to respond to questions about the amount they pay through their council tax for policing and what areas of policing they would like more investment in. Over 2,500 responses have so far been received and the headline results are included with my Budget proposals. The survey closed on January 1st, with the results helping shape my decisions around investment priorities in policing, and contribute to the development of my Police and Crime Plan 2025-2029.



14. Commemoration to PC Dennis Smith QPM

On December 21st I was honoured to attend the 50th Year Memorial of PC Dennis Smith QPM. PC Smith lost his life whilst on duty in 1973 in Torquay when he was shot in the course of his duties. PC Smith had confronted a suspect following a high speed chase. The suspect would then go on to kill three other people that evening.

15. Westcountry Women Awards

On December 1st I was honoured to present the award for Combatting Violence Against Women and Girls to Michele Thornbury of NHS Devon. This award is about recognising the innovative and challenging work making our society safer for everyone. It is to celebrate the efforts made to keep the South West one of the safest parts of the country. The annual Westcountry Women Awards were launched to celebrate and highlight achievements and triumphs of women across Cornwall, Devon, Dorset and Somerset. This event was an important opportunity to celebrate the women in our region making an impact on the communities we serve. My office sponsored this important award for the second year running. Michele has worked tirelessly training hospital staff to improve the health response and awareness for victims of domestic abuse and sexual violence with her work recognised both locally and nationally.

16. Commissioner's awards

I have recently given awards to two outstanding local women for their efforts to make our communities safer. In January I presented an award to Jeanie Lynch, Women's Programme Manager at Exeter Charity CoLab. Jeanie has worked with CoLab Women Programme since it began in 2017, where she is focused on establishing a dedicated women's centre in Exeter, which will create a safe space for any women in the city in need of support. Jeanie is also involved in the Exeter Community Safety Partnership. In December I presented an award to Dawn Dines, founder and CEO of Stamp Out Spiking. Dawn has been campaigning around the issue of spiking since for 20 years. Dawn is passionate about empowering young people to keep themselves safe and founded the not-for-profit Stamp Out Spiking in 2019.

17. Charge rates

I was pleased to learn that Exeter and Plymouth have been named as the UK cities which are toughest on crime, which a higher rate of charge following arrest than others. Analysis of crimes reported in cities by the legal company Lawhive showed in November that police in Exeter had the highest percentage of suspects charged from June 2022 to June 2023. Out of 1,423 incidents reported to the police in that time frame, 20.1% resulted in someone being charged. Plymouth came in second place having a charge rate of 16.85% out of 3,063 reports. Finally, the ONS Crime rates released in November 2023 show that Devon and Cornwall held the No.1 lowest crime rate in England and Wales for the 12 month period to June 2023.

18. New legislation on drink spiking

On December 18 a raft of new measures was unveiled by the Home Secretary to ensure that spiking will be targeted by police and door staff. The new package will see changes to the legislation, research into self-testing kits, more training for door staff and better education for young people, to raise awareness about the threat. There will also be coordinated police action to crackdown on spiking during key weeks of the year – an approach that has proved successful in tackling other crimes, such as knife crime.

The step up to tackle spiking comes as the government prepares to clarify under the Criminal Justice Bill, that without any doubt, spiking is illegal. It will be backed with separate guidance, set in law, to provide a clear, unequivocal definition of what spiking is. This will give victims renewed confidence to come forward, increase public awareness of the crime and enforce that perpetrators will face up to 10 years behind bars.

Alongside this, the government will set out practical measures aimed at improving understanding of the crime and delivering better support to victims. This includes intensive operations run by the National Police Chiefs Council (NPCC) to tackle spiking during key weeks across the 43 police forces in England and Wales, an online spiking tool to be rolled out to all police forces to make it easier to anonymously report it if people fear they have been a victim of the crime, updated statutory guidance to include spiking (s182 Licensing Act 2003) and a spiking guidance/advice toolkit for the public that contains a range of resources and signposting for anyone who is looking for information on spiking, what it is, who is affected, how to report it, how to support victims, and which criminal offences can be used to prosecute.

19. Project Night Eye & Vigilant

Under the Violence Against Women and Girls (VAWG) workstream Project Night Eye is a Devon and Cornwall Police campaign to specifically target perpetrators of sexual violence in the Evening and Night-time Economy, working alongside partners and the public to improve our intelligence picture and deliver a problem-solving approach against identified individuals and locations.

Funding was secured from the summer policing fund and the Serious Violence Prevention Programme that has resulted in 73 police officers and 23 CCTV operators being trained in the policing tactic known as Project Vigilant. This tactic deploys officers both uniformed and non-uniformed officers into public spaces within the evening and night-time economy. The officers are specially trained to identify predatory behaviours like loitering, making unwanted contact, sexualised or misogynistic comments, harassing or stalking, officers will then intervene and take appropriate action regarding the individual. The following results have been achieved:

- 25 Project Nighteye intelligence products were created and shared with frontline officers across Devon and Cornwall
- Monthly intelligence products helped identify themes, focus efforts, and identify problem solving solutions
- 20 dedicated Project Vigilant deployments
- A total of 25 interventions were completed during the summer period. These individuals displayed predatory risk factors and interventions were completed to prevent this behaviour escalating to an offence.

Further funding was made available to deploy officers at specific times and locations throughout the festive period to create a hostile environment for those who seek to cause harm to women and girls. The results of this activity is currently being compiled. This approach has also been evaluated with the intention to embed it in business as usual within operational policing.

20. File Quality

In other work, we also have a statutory responsibility to undertake formal reviews of police complaints, and through this process – and through other correspondence that we have received from the public – I am aware that too many victims of crime are not receiving justice through no fault of their own, with too many police prosecution files not being of the standard that is required to progress through the justice system. This is a priority area for my team and I, and we are currently undertaking work to – as I have said – increase the robustness of our scrutiny into this area of police work, and I will be continuing to press for rapid, enduring improvements from the police to ensure as best we can that victims of crime receive the service that they need.

21. Commissioner's Community Grants and Police Property Act funds

Each year I make funding available for small community projects and initiatives which support the aims of my police and crime plan. The funding is distributed through Cornwall Community Foundation in Cornwall and the Isles of Scilly and through Devon Community Foundation for Devon, Plymouth and Torbay. This year a sum of £200,00 has been shared between the two foundations. Following a meeting of the two awarding panels in the autumn I am able to confirm that a total of £59,346 was awarded to 13 organisations in Cornwall and £144,373 to 17 organisations across Devon, Plymouth and Torbay.

Additionally I distribute funding received under the Police Property Act to organisations with a charitable purpose. This year I requested that the funds, amounting to £67,600, should be made available to rural and non-urban coastal areas for projects tackling or preventing crime and anti-social behaviour. In Cornwall three awards were made totalling £14,249 in all and recipients included Godolphin Cross Community Association and Travellerspace. In Devon eight awards were made to a value of £55,772. Grants were given included money to Sunrise Diversity which works to combat hate crime in North Devon, to Totnes Rural Youth Engagement and to Tavistock Street Pastors.

Any funding left undistributed will be made available to our communities in new round of grants in the Spring.

22. Commissioning Partners - Victim Support

My strategic delivery partnership (SDP) with Victim Support continues to offer a wide range of services to victims of crime including specialist services for victims of anti-social behaviour, hate crimes and sexual violence. At present the partnership is developing a Crime Trauma Therapy offer for all adult victims of crime and will be available from October 2024. Therapeutic support was previously limited to victims of serious road collisions, domestic abuse or Sexual Violence. The new service will mean that for the first time all victims of crime in Devon and Cornwall, irrespective of the crime type, have access to therapy where they assessed as needed. Victim Support is working with local charities Shekinah and Young Devon to ensure the new service will be professionally accredited.

23. Prisoners Building Homes

Our South West Prisoners Building Homes programme continues to grow in reach and impact. In partnership with the other four Police and Crime Commissioners across the South West it aims to reduce the re-offending rates of prisoners employed under the Programme through paid work opportunities and by enhancing their employability and deliver quality, affordable, net zero carbon, housing to help address housing waiting list. Our contractors are now employing 40 prisoners (serving and post release) which will increase to 50 by the end of March 2024. We have workshops at 9 prisons in partnership with 7 housing providers.

24. HMICFRS update

As the panel will be aware, Devon and Cornwall Police were moved into the Engage phase of monitoring by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in October 2022 due to unsatisfactory performance in three areas; crime recording, answering and responding to emergency and non-emergency calls, and the management of registered violent and sexual offenders (MOSOVO).

In January 2024 the force were notified by HMICFRS that it has been formally discharged from concerns regarding MOSOVO in communities across Devon and Cornwall. The next stage is for HMICFRS to carry out their PEEL inspection with fieldwork starting in February. The results of this will inform their decision whether the force remains in 'engage' or not and will update the panel on any changes in due course.



Devon and Cornwall Police and Crime Panel
2nd February 2024

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 previously reported to the Panel, 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. This has impacted the quality of performance information that the Commissioner was able to provide to the Panel in 2023.

2.2. 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.

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

2.5. Due to ongoing data reliability issues, victim satisfaction surveys were temporarily paused and therefore Devon and Cornwall Police are unable to report on:

- Overall victim satisfaction
- Victim satisfaction - domestic abuse victims

2.6. Victim surveying began again in September 2023. This data will be reported to the Panel again once a substantial enough sample has been established. The most recent available data for these measures is contained in the attached report.

2.7. 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. It is likely that reporting to Police.uk will resume in 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 is being monitored through the monthly Policing and Crime Joint Executive Board.

3. Key updates since last Panel

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

- There has been a further decrease of 4 seconds in the average wait time for 999 calls since last reported to the panel – the average wait time of 10 seconds for the 12 months to December 2023 meets Devon and Cornwall Police's service standard of aiming to answer 999-emergency calls within 10 seconds;
- The 'hospital admissions of under 25s for assault with a sharp object' measure has been updated. The latest data covering the 12 months to March 2023, indicates a decrease in the number of admissions recorded compared with last year;
- Violent crime (all) has increased by 3.3% (+1,092) since last reported to the panel;
- Domestic abuse related violence has increased by 7.1% (+771) since last reported to the panel;
- The number of organised crime disruptions have decreased by 57.7% (-835) since last reported to the panel, however the volume of disruptions remains significantly higher compared to the baseline;
- 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 12 when compared to the previous panel meeting, or by 38 when compared to the baseline;
- A stable trend is now evident for victim-based crime;
- For the first time since January last year, the force have been able to provide data on the number of young people who are victims of crime - an increasing trend compared to the baseline continues to be evident;
- Number of police officers (full time equivalent) has reached 3,616;
- 23.4% (-609) fewer hate crimes were recorded for the 12 months to December 2023 when compared with the same period last year;
- The number of PEOs continues to increase, with a front desk now open in Looe, Okehampton and Kingsbridge.

Contact for further information

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Report prepared on 26th January 2024

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Police and Crime Plan Scorecard

Page 139

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 Nov 23 Panel	Reported to Feb 24 Panel	Change from last Panel	Change from Baseline
Homicides (NM)	20	▽	17	16	↘	▽
Hospital admissions of under 25s for assault with a sharp object	15		*	0	*	▽
Incidents involving a firearm (New measure Nov 23)	488	▽	532	483	↘	▷
Violent crime (all)	30,866	▽	33,455	34,537	↗	▷
Violent crime (DA)	10,859		10,909	11,680	↗	▷
Victim satisfaction (DA)	85.3%	△	*	*	*	*

ANTI-SOCIAL BEHAVIOUR

Number of ASB incidents recorded by the Police	39,026	▽	23,318	23,368	➡	▽
Recorded number of public order offences	7,061		7,323	7,281	➡	▷

DRUGS

Drug possession offences	3,315		2,880	2,924	➡	▽
Drug trafficking offences	981		974	1,056	↗	▷
Organised drug disruptions	69	△	1,448	613	↘	▷

ROAD SAFETY

Number of fatal casualties	58	▽	47	*	*	*
Number of serious casualties	791	▽	739	*	*	*
Deaths or serious injuries by high-risk driving behaviour	36	▽	62	74	↗	▷
Number of active Community Speedwatch schemes	42	△	66	45	↘	▷

SAFE

ONS crime rate	61.4	▽	57.7	*	*	*
Victim based reported crime	91,042	▽	87,436	89,444	➡	▷
Number of police officers (FTE)	2,944	△	3,563	3,616	➡	▷
Number of recorded hate crimes	1,764		2,011	1,989	➡	▷
Number of recorded neighbourhood crimes (NM)	9,436	▽	7,175	7,381	↗	▽

RESILIENT

Number of young people who are victims of crime	8,692	▽	*	10,636	*	▷
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	9	△	17	20	↗	▷
Number of customer contacts (999, 101, Online)	993,666		905,813	900,998	➡	▽
999 wait time ¹	8 sec ²		14 secs	10 secs ³	↘	▷
Switchboard triage average wait time (new measure)	1m 5s		1m 48s	*	*	*
101 average wait time	16m 47s	▽	41m 48s	39m 2s	↘	▷
Levels of public confidence in the police	76.2%	△	*	*	*	*
Number of reports made to Devon and Cornwall Police from Crime Stoppers	3,386		5,559	5,685	➡	▷

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 10 seconds represents the average wait time over the 12 months to December 2023. The average wait time in the month of December 2023 was 3 seconds (latest available monthly data).

Abbreviations:

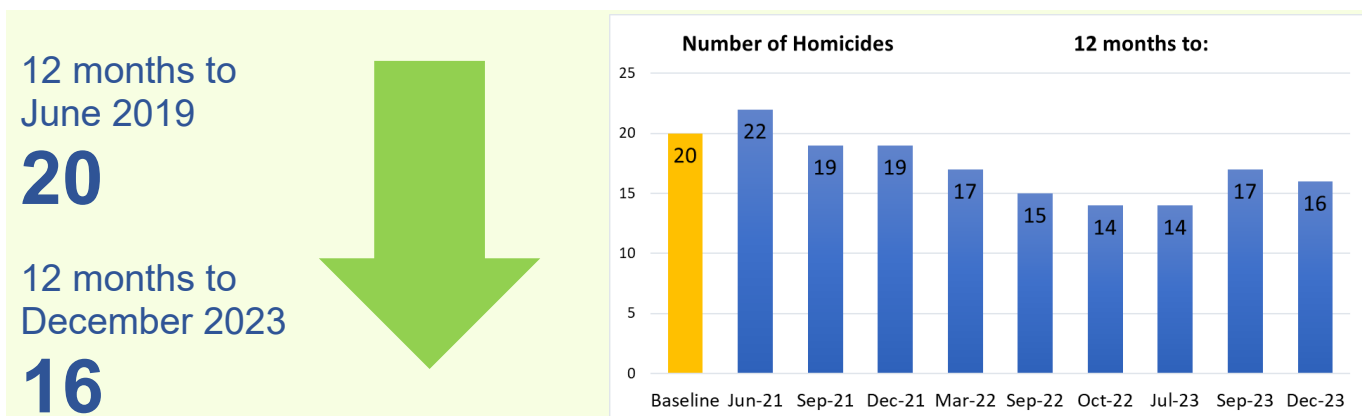
NM = National Measure

FTE = Full time equivalent

* Figure not changed /available since last reported to Panel

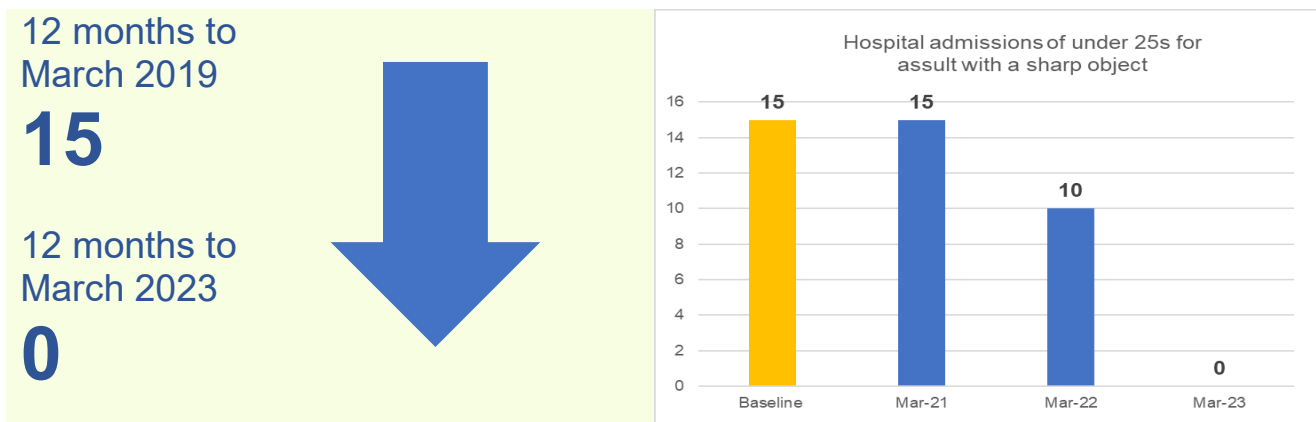


1.1 Homicides (National Measure)



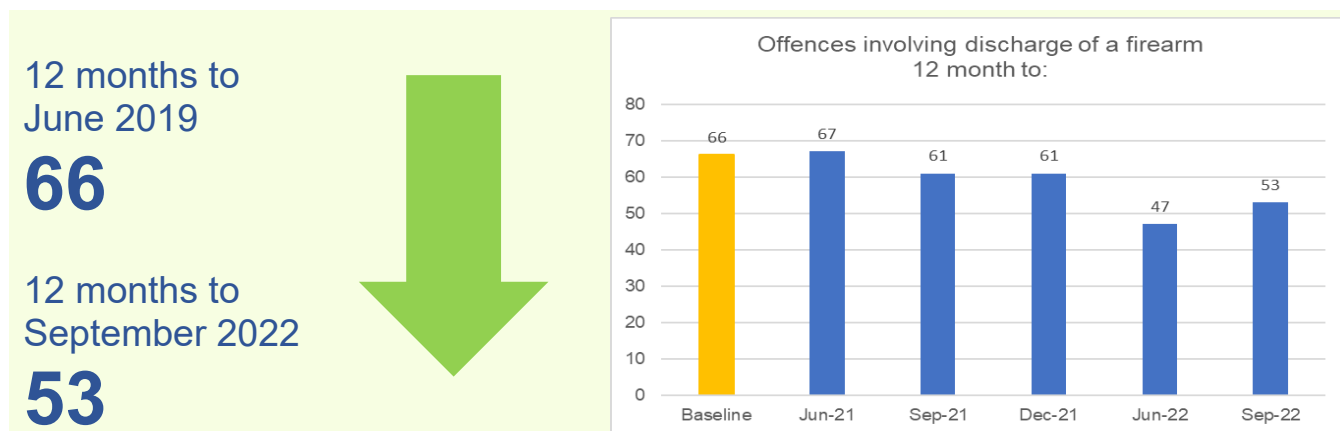
In the 12 months to December 2023, there were 16 homicides in Devon and Cornwall. This is 4 fewer homicides than reported in the 12 months to June 2019. Based on the latest ONS release of police recorded crime covering the 12 months to June 2023, Devon and Cornwall's homicide rate was 0.7 crimes per 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)



The most recent data published from NHS Digital shows that in the 12 months to March 2023, no hospital admissions of under 25's for assaults with a sharp object have been recorded in Devon and Cornwall. This dataset, however, is rounded to the nearest 5 to protect patient confidentiality so it is possible there have been 1-2 admissions. Despite not to be able to examine exact changes in admissions over time, the latest data indicates that there has been a decrease in the number of under 25 hospital admissions for assault with a sharp object compared with 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.

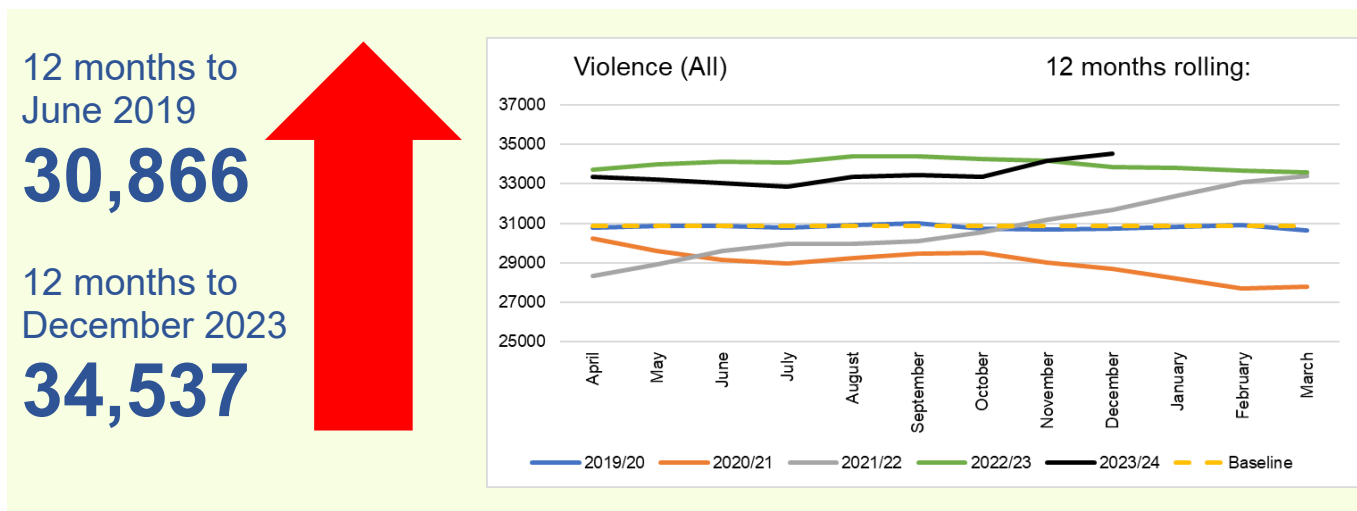
In the 12 months to September 2022, 53 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 13 fewer offences and represents a 19.7% decrease when compared to the baseline year (12 months to June 2019).

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 December 2023, there were 483 incidents involving a firearm recorded by Devon and Cornwall Police. This is 5 fewer offences and represents a 1.0% decrease when compared to the baseline year (12 months to June 2019).

1.4 Violent Crime (All)

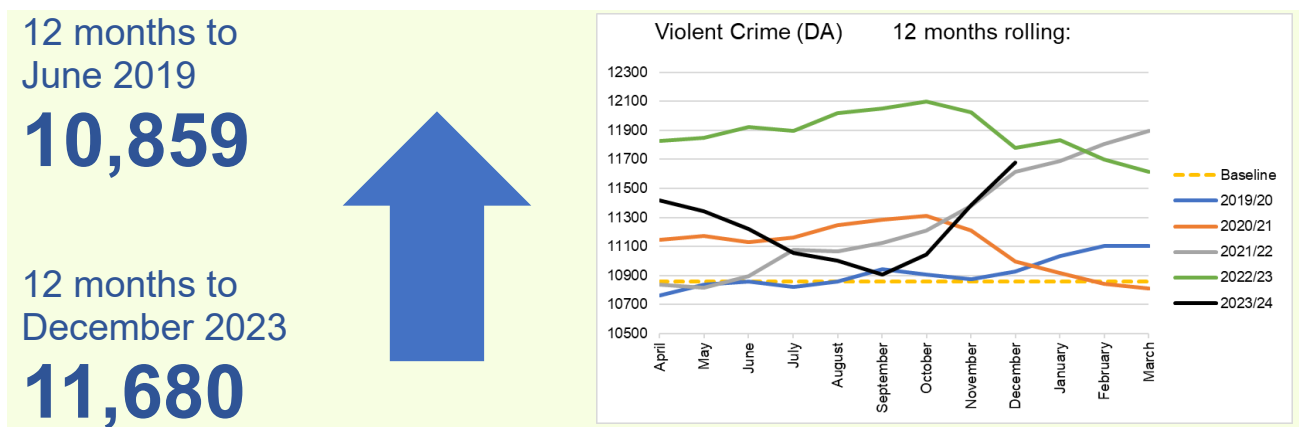


In the 12 months to December 2023, 34,537 violent offences were recorded in Devon and Cornwall. This is an increase of 11.9% (+3,671) when compared to the baseline year (12 months to June 2019). There has been an increase in reported violence since April 2021, following the lifting of Covid-19 lockdown 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 significantly. However, 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 Government's 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.

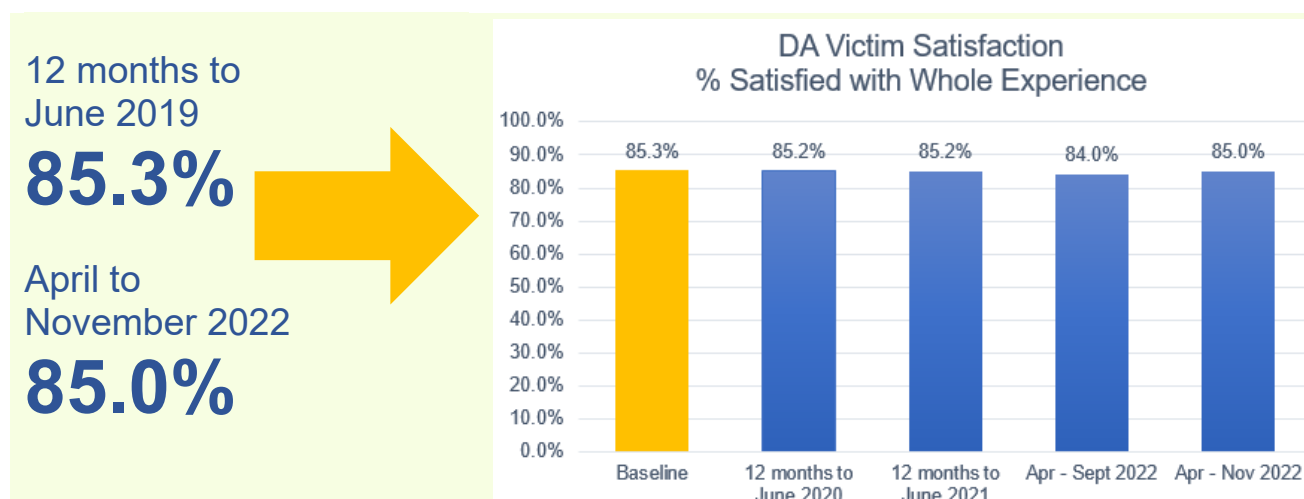
1.5 Violent Crime (Domestic Violence)



Police data only provides a partial picture of domestic abuse, and it is difficult to make objective inferences about trends and performance based on increases or decreases in domestic abuse crimes as many such crimes are not reported. 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 several resources to inform performance assessments in this area, including levels of reporting, victim support intelligence and victim satisfaction.

In the 12 months to December 2023, 11,680 violent offences were flagged as related to domestic violence. This is an increase of 7.6% (+821) when compared to the baseline year (12 months to June 2019). 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, this may have resulted in apparent decreases in domestic violence in recent reports to the Panel. However, as data quality continues to improve the number of domestic violence offences have steadily increased and are returning to similar levels seen prior to the introduction of the force's new crime recording system.

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 December 2023, 23,368 ASB incidents were recorded by Devon and Cornwall Police. This is a 40.1% decrease (-15,658) 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.

This trend 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 experienced by communities. 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 December 2023, 7,281 public order offences were recorded across Devon and Cornwall. This is a 3.1% increase (+220) 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.

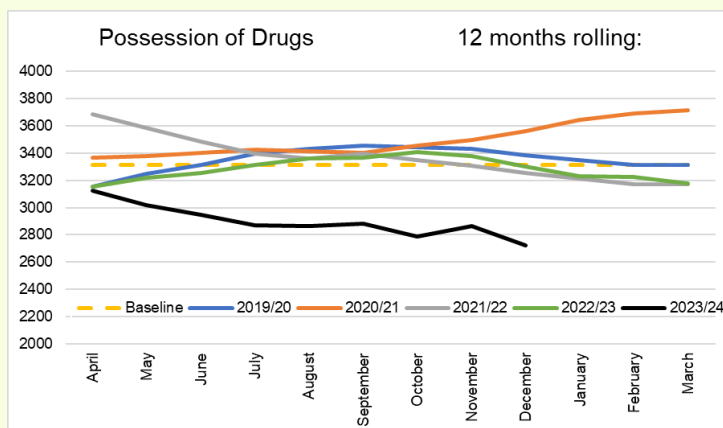
3.1 Possession of Drugs Offences

12 months to
June 2019

3,315

12 months to
December 2023

2,924



In the 12 months to December 2023, 2,924 drug possession offences were recorded across Devon and Cornwall. This is a 11.8% decrease (-391) compared with the number of offences recorded in the baseline year (12 months to June 2019).

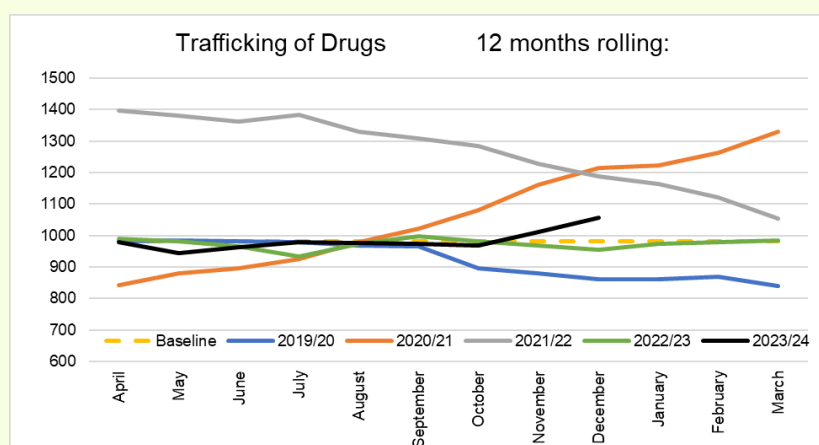
3.2 Drug Trafficking Offences

12 months to
June 2019

981

12 months to
December 2023

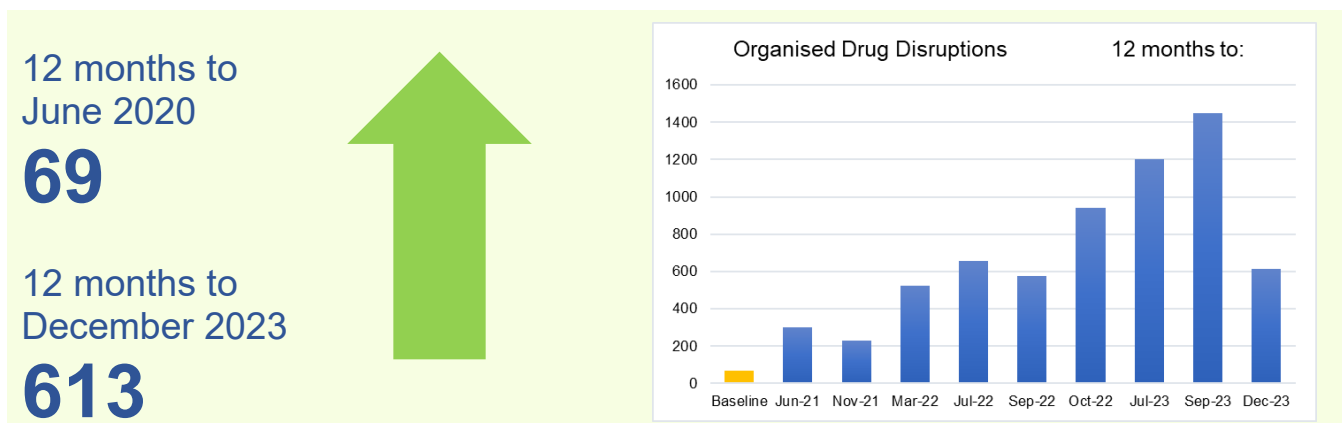
1,056



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to December 2023, 1,056 drug trafficking offences were recorded across Devon and Cornwall. This is a 7.6% increase (+75) on the baseline year (12 months to June 2019).

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. From 2022 onwards levels of trafficking offences have been more consistent with the baseline year.

3.3 Organised Drug Disruptions



In the 12 months to December 2023, 613 disruptions were carried out by Devon and Cornwall Police of which had links to county lines and dangerous drug networks. This is an 788.4% increase (+544) 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.

The number of organised drug disruptions are massively driven by intensification periods of proactive policing operations and regional collaborations, so often large spikes can be seen in a short space of time. The latest number of disruptions is noticeably lower than the 1,448 organised drug disruptions reported to the Panel in November, which covered the 12 months to September 2023. This period captured 796 disruptions reported in the three-month period (Oct-Dec 2022) and contributed significantly to overall number of disruptions in the 12 months to September 2023. The latest data, however, excludes this 3-month period and the annual figure is much lower.

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.

4. Road Safety

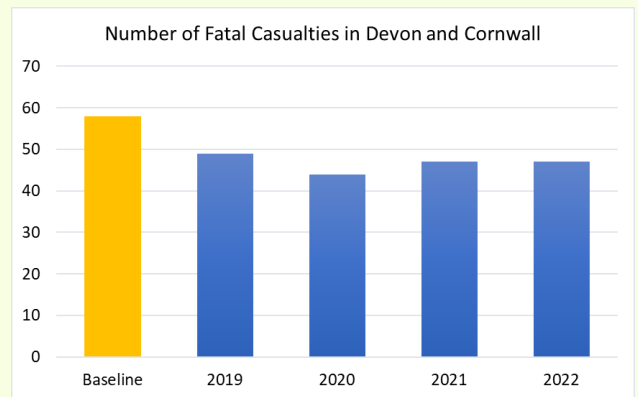
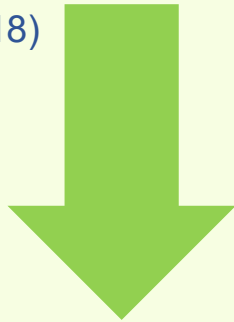
4.1 Number of Fatal Casualties (not updated)

Baseline
(Average 2016-2018)

58

12 months to
December 2022

47



This measure has not been updated since the September Panel 2023 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 this 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.

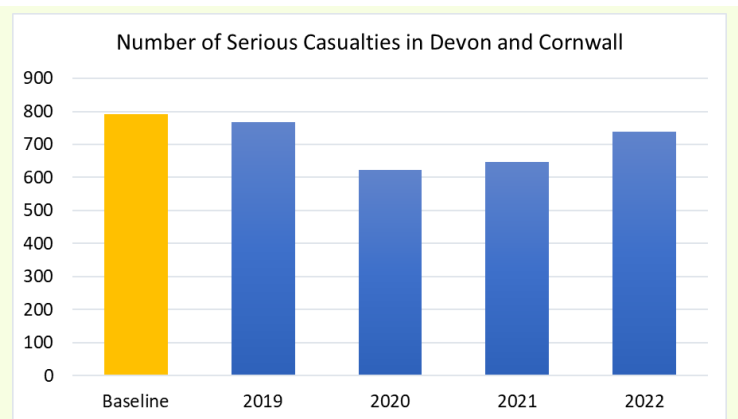
4.2 Number of Serious Casualties (not updated)

Baseline
(Average 2016-2018)

791

12 months to
December 2022

739

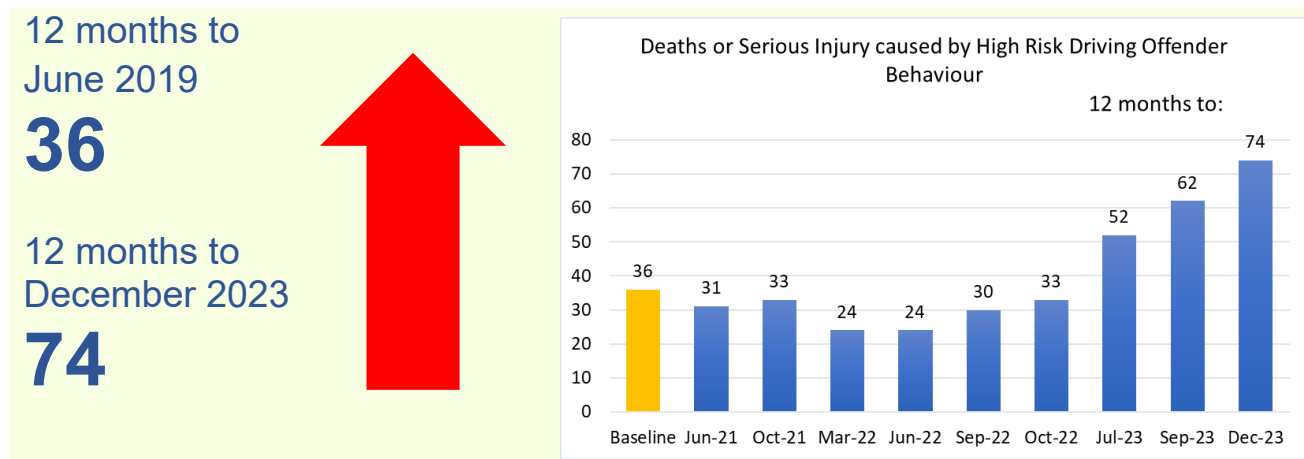


This measure has not been updated since the September 2023 Panel meeting. The number of serious casualties is updated annually to align with Vision Zero South West partnership validated data. Data for the year ending 2023 will not be available until later this year.

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.

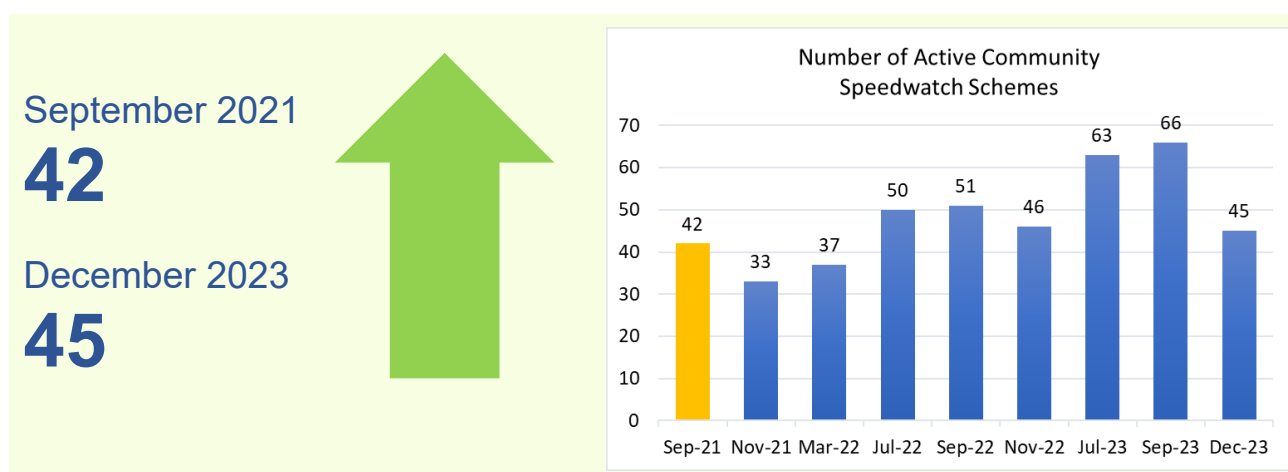
4. Road Safety

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



74 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to December 2023. This is a 105.6% increase (+38) 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 Commissioner will continue to monitor this concerning trend closely.

4.4 Number of active Community Speedwatch Schemes

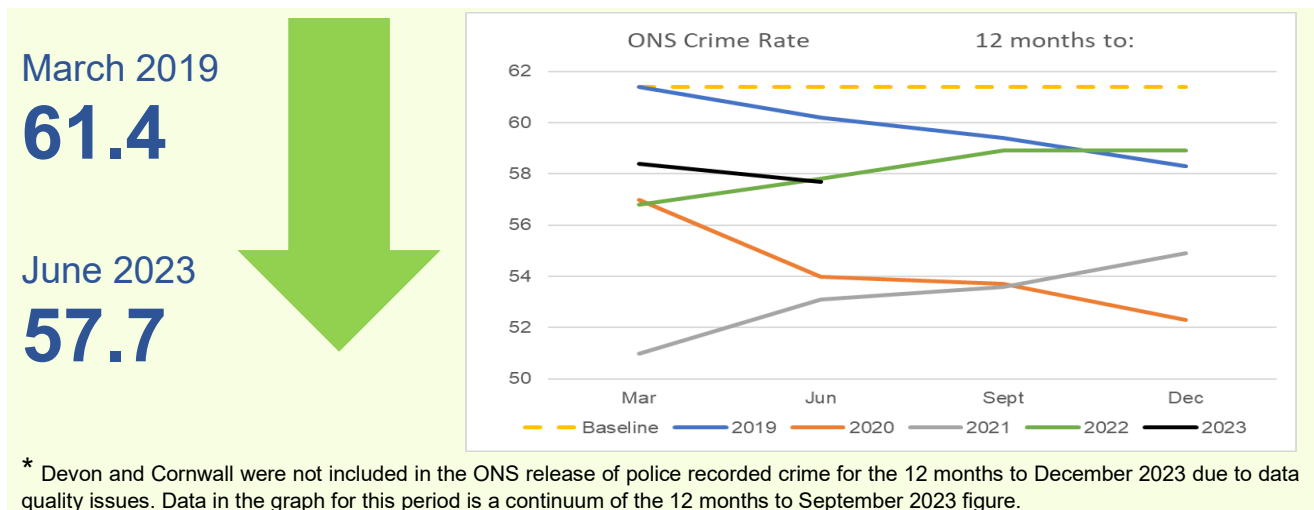


During December 2023, 45 Community Speedwatch (CSW) schemes undertook monitoring activity out of 218 teams in total, this is three more active schemes compared with the baseline position as of September 2021.

As the number of schemes signed up to CSW have increased since 2021, there has been a general increase in the number of active schemes operating across the force area. 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. This is evident in the latest data compared with the number of active CSW schemes reported to the Panel in July and September with 63 and 66 respectively.

5. Safe

5.1 ONS Crime Rate Devon and Cornwall (not updated)



This measure has not been updated since the November 2023 panel meeting. The next Office for National Statistics (ONS) release of police recorded crime covering the 12 months to September 2023, is due for publication on the 25th of January, after the publication of this paper.

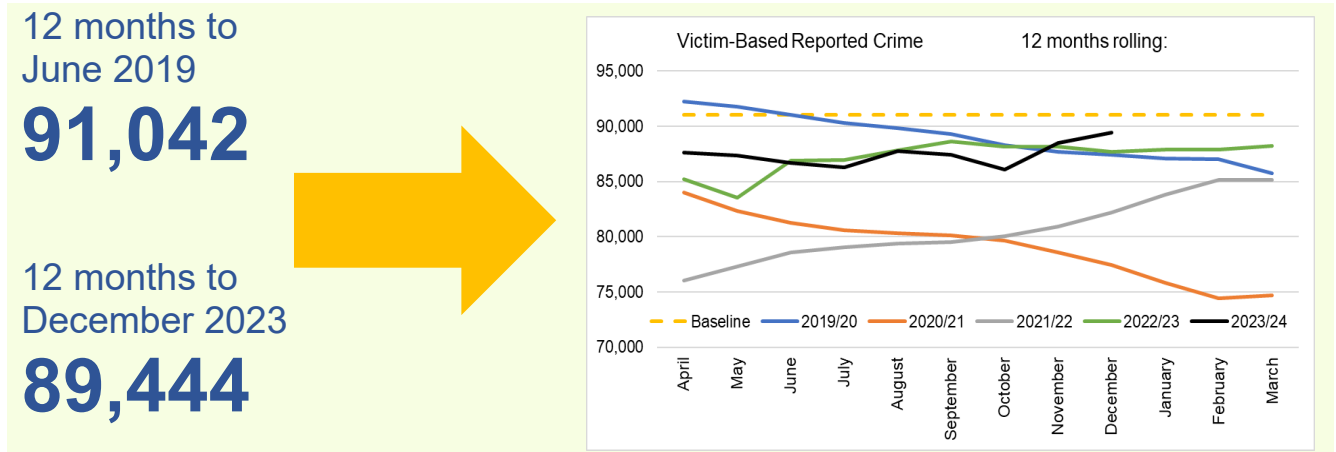
Patterns of crime over recent years have been substantially affected by the coronavirus (Covid-19) pandemic and government restrictions on social contact. Since restrictions were lifted in 2021, police recorded crime data shows that certain offence types are returning to or exceeding the levels seen 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. Safe

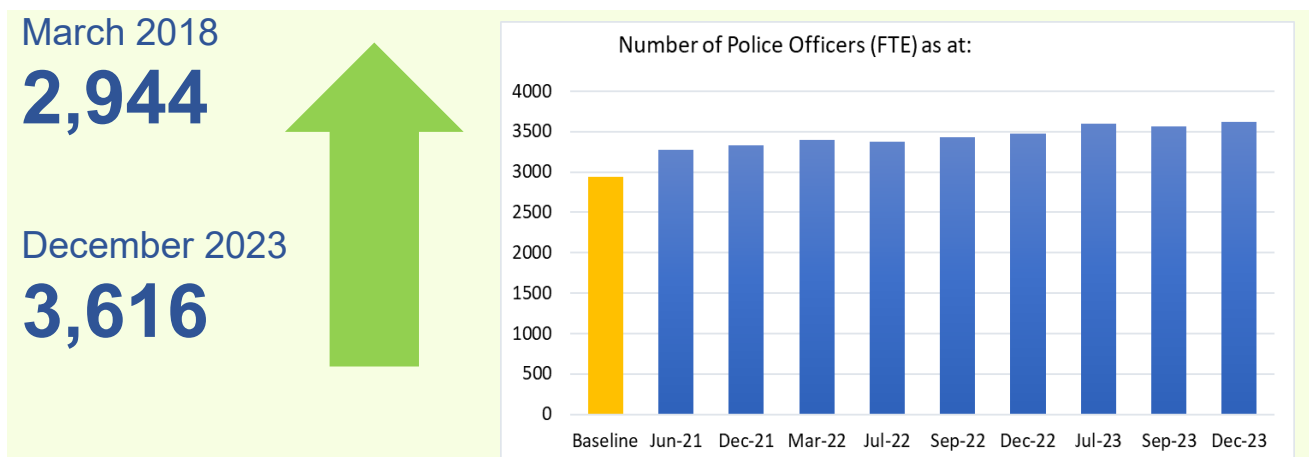
5.2 Victim-based reported crime



Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage, and arson. In the 12 months to December 2023, 89,444 victim-based crimes were recorded in Devon and Cornwall. This is a slight decrease of 1.8% (-1,598) when compared to the baseline year (12 months to June 2019).

Victim-based crimes decreased significantly throughout the Covid-19 lockdown periods, due to reductions in social interaction and decreased opportunities for crime, significant reductions were particularly seen across theft offences. However, as expected, with the removal of restrictions victim-based crime has steadily increased from April 2021 onwards. The latest data shows that victim-based crime has returned to similar levels experienced prior to the pandemic period.

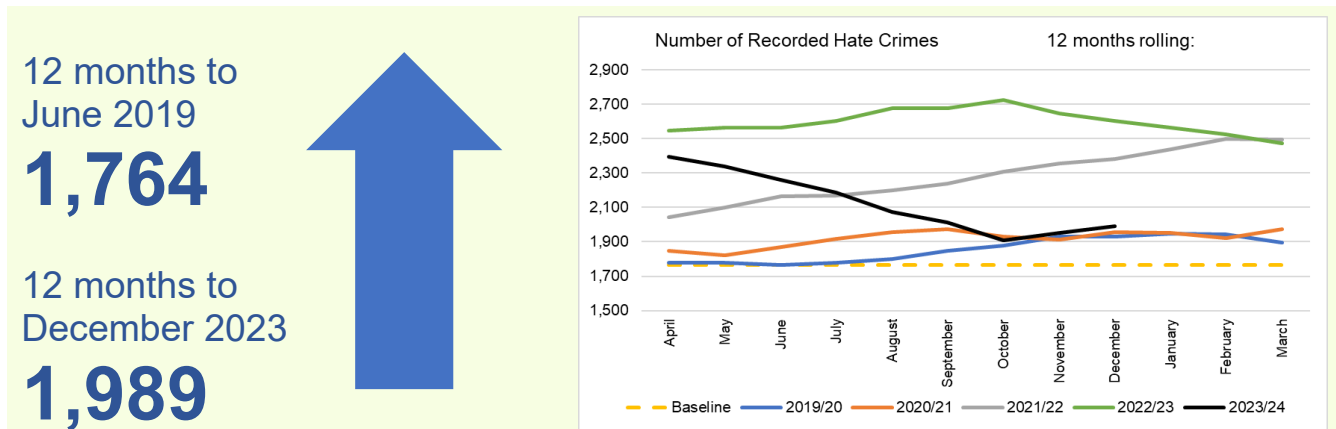
5.3 Number of Police Officers (FTE)



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of December 2023 was 3,616. Compared with the baseline year (12 months to March 2018), there has been a 22.8% increase which equates to an additional 672 FTE officers.

5. Safe

5.4 Number of Recorded Hate crimes

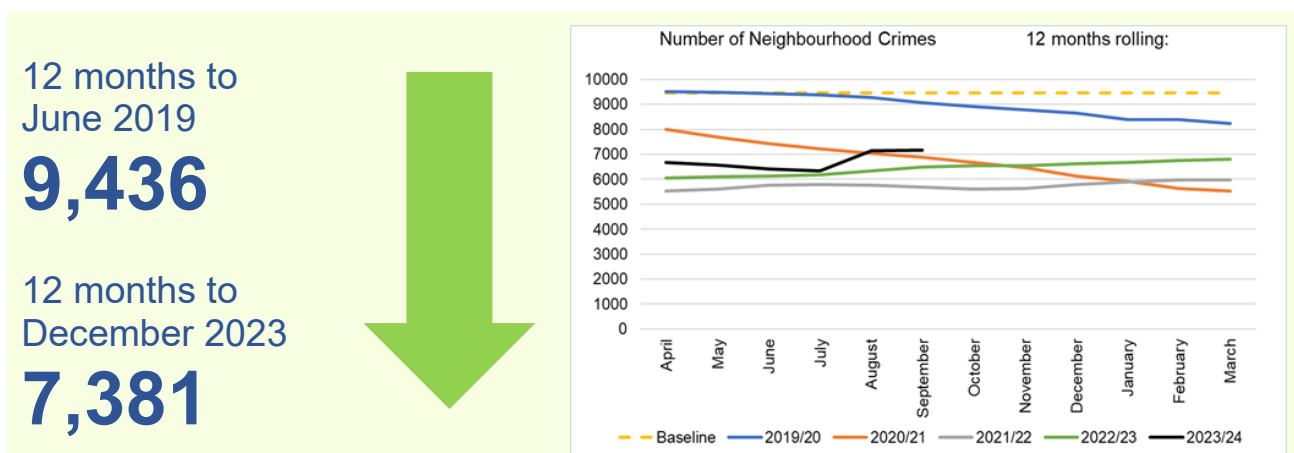


1,989 hate crimes were recorded in the 12 months to December 2023. This is a 12.8% increase (+225) when compared to the baseline year, the 12 months to June 2019. Whilst the number of reported hate crimes continues to be higher than the baseline year, recorded hate crime is 23.4% (-609) lower than the same period last year.

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. This was explored in the Commissioner's recent hate crime scrutiny.

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)



5. Safe



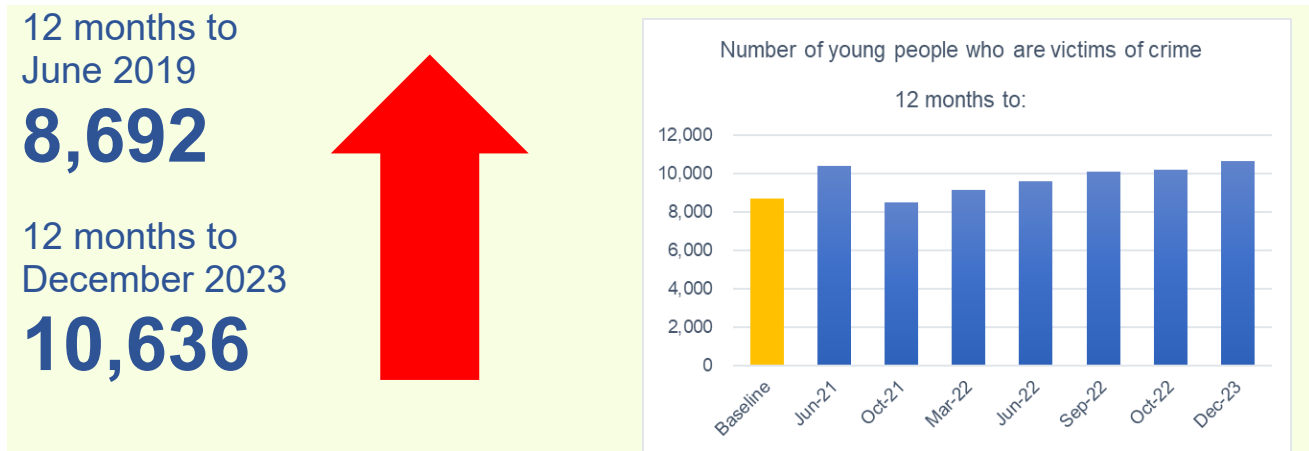
Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to December 2023, 7,381 neighbourhood crimes were recorded across Devon and Cornwall. This is a 21.8% decrease (-2,055) when compared to the baseline year (12 months to June 2019) and a downward trend continues to be evident, despite a steady increase compared with last year.

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

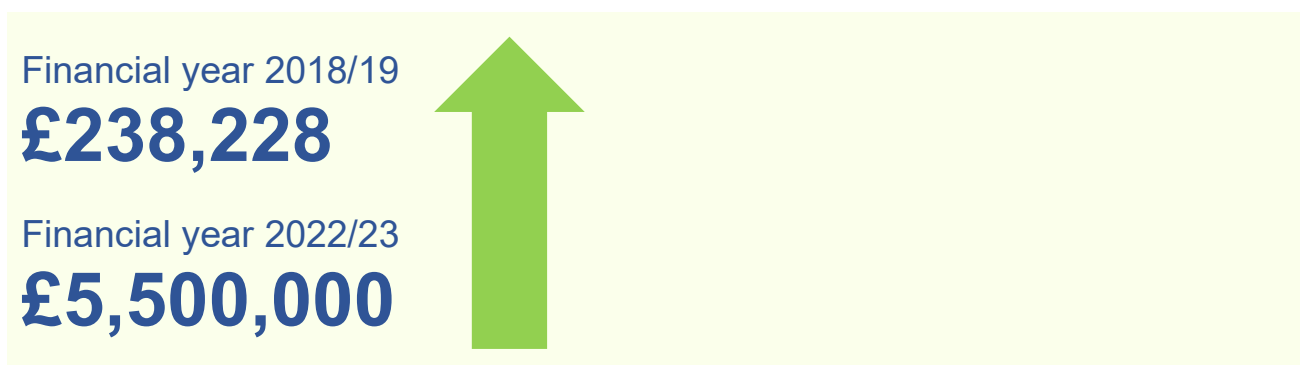


Data for this measure has not been reported to the Panel since January 2023 as Devon and Cornwall Police were not able to provide this information following the implementation of their new crime recording system Niche. This data is being provided for the first time since then.

In the 12 months to December 2023, 10,636 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is a 22.4% increase (+1,944) when compared to the baseline year (12 months to June 2019). The latest data also shows an increase of 4.4% (+449) when compared with the last time this data was reported to the Panel – 10,187 in the 12 months to October 2022, and shows that an increasing trend in young victims is still apparent.

The increase in young people victimisation is not unexpected given the increases that are apparent across victim-based crime. However, now that this data is available again the Commissioner and her team will work with Devon and Cornwall Police to understand more fully the crime types that are driving this increase and consider this alongside the provision of victim support.

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



This measure has not been updated since the panel meeting in September 2023, as it is only provided once yearly following the end of the previous financial year.

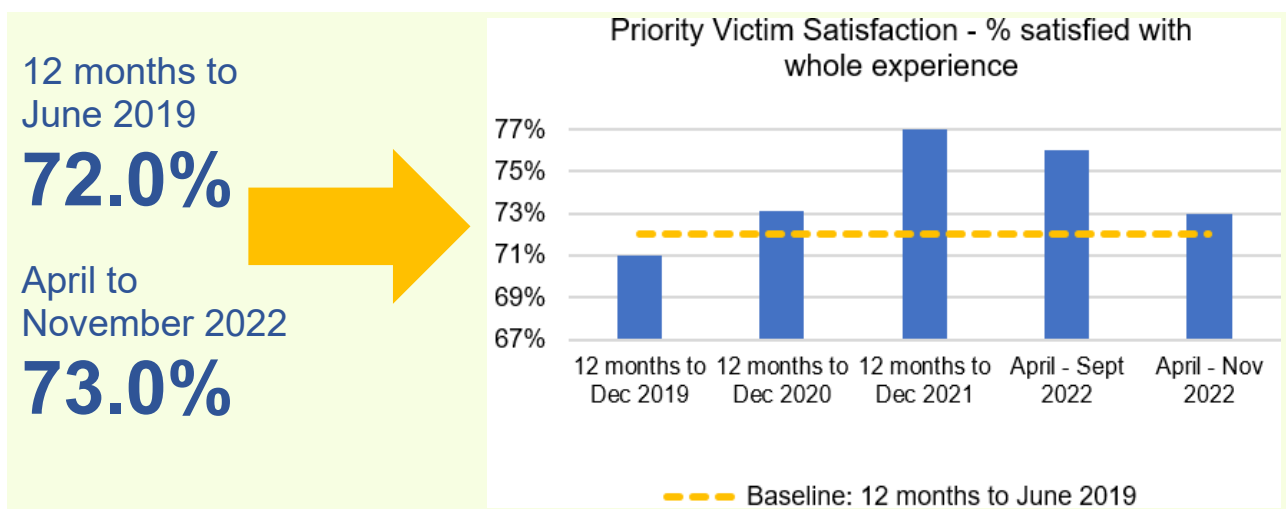
In the financial year 2022/23, the Commissioner has secured £5,500,000 of additional funding to help tackle crime and support victims in Devon and Cornwall. This figure includes the additional funding the OPCC has secured, as well as funding the OPCC has supported partners in securing.

6. Resilient

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)



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 22nd January 2024, there were 20 customer contact points open to the public across Devon and Cornwall. This is an increase of 10 compared to the baseline of October 2021.

Additional front desks are now open in Tiverton, Newton Abbot, Penzance, Truro, Bude, Falmouth, and Devonport, with Looe (30th November 2023), Okehampton (8th January 2024) and Kingsbridge (22nd January 2024) all opening since the last panel meeting. Initial opening days and times are as follows, with plans to extend days open in Looe and Okehampton within this financial year:

- Looe: Thursday to Saturday, 10am to 3pm
- Okehampton: Monday to Thursday, 10am to 3pm
- Kingsbridge: Monday to Saturday, 10 am to 3pm

The Commissioner is committed to opening more front desks throughout the remainder of her term. Police enquiry offices in Ilfracombe and Honiton are still on schedule to reopen in February 2024 and the Commissioner will be announcing four new locations for 2024/25 very soon.

Enquiry Offices in Cornwall & Isles of Scilly:

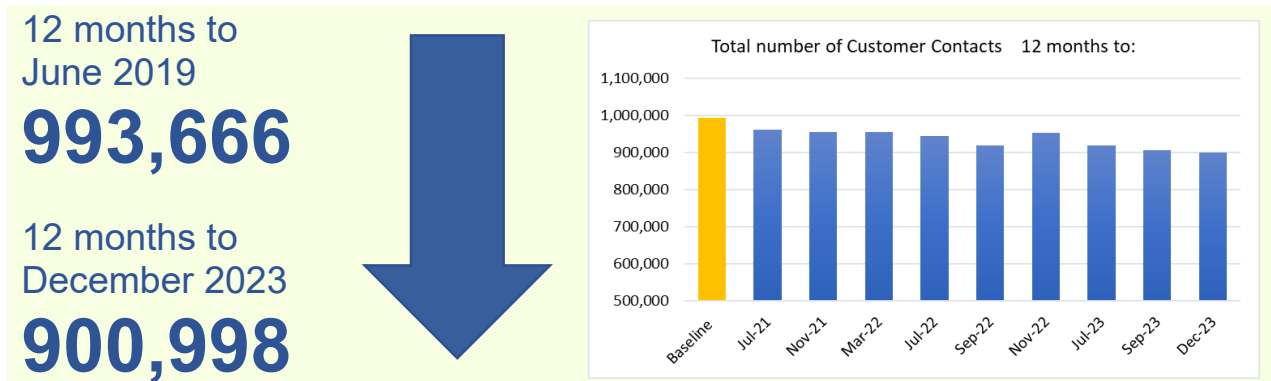
- Bude
- Camborne
- Bodmin
- Falmouth
- Isles of Scilly
- Looe
- Newquay
- Penzance
- St Austell
- Truro

Enquiry offices in Devon:

- Barnstaple
- Exeter
- Kingsbridge
- Newton Abbot
- Okehampton
- Plymouth (Charles Cross)
- Plymouth (Crownhill)
- Plymouth (Devonport)
- Tiverton
- Torquay

7. Connected

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



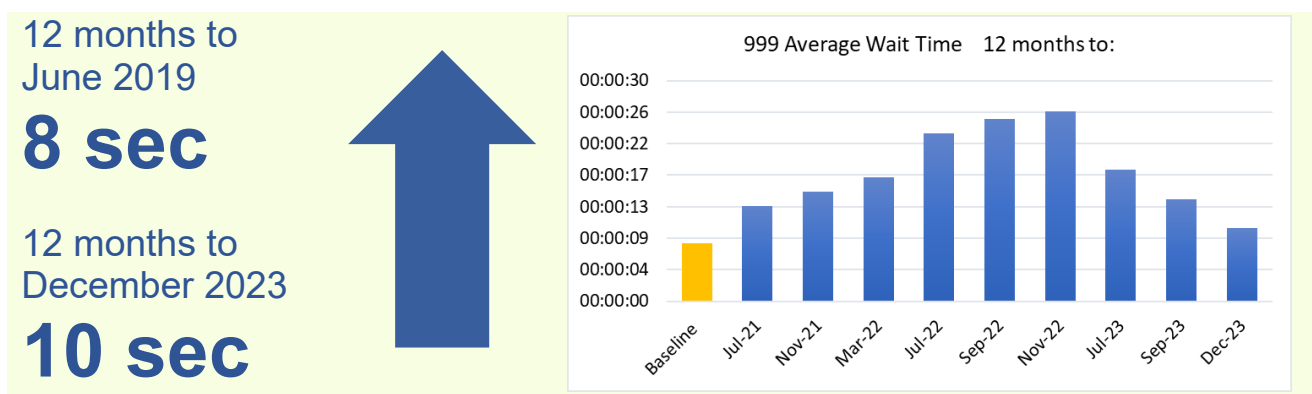
In the 12 months to December 2023, Devon and Cornwall Police's Contact Centre received 900,998 contacts.

This included:

- 999 calls: 333,062
- 101 calls: 439,755
- 101 emails and texts: 109,198
- Webchats: 18,983

There has been an 9.3% decrease in the number of contacts received (-92,668) 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 15,470 additional calls received in the 12 months to December 2023 when compared to the previous year.

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



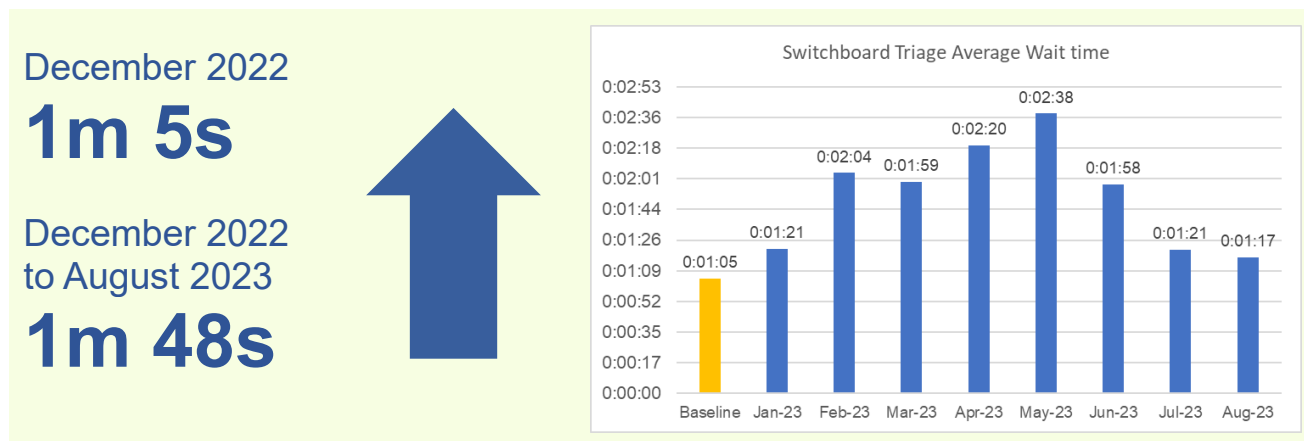
The average wait time for 999 emergency calls in the 12 months to December 2023 was 10 seconds. This is an increase of 2 seconds when compared to the baseline year (the 12 months to June 2019), and a decrease of 4 seconds when compared to the 14 seconds that was reported at the panel meeting in November (the 12 months to September 2023). 10 seconds is the service standard that Devon and Cornwall Police aim to answer 999 calls within, and this is the lowest 12-monthly average wait time that has been reported to the Panel since July 2021. In recent months there has been a continued improvement in 999 calls wait times. **In December 2023, the average wait time to answer a 999 call was 3 seconds.**

7. Connected

The most recent weekly performance data for January indicates that the average wait time was 3 seconds and that just over 95.4% of 999 calls were answered within the 10 second service standard.

The Commissioner is encouraged by the recent improvements and will continue to monitor and challenge the Force to sustain lower 999 call wait times.

7.4 101 and 999 call wait times: Switchboard triage average wait time (not updated)



This measure has not been updated since the last panel meeting. Switchboard call data is currently being impacted by a system fault - when a switchboard call ends it is not registering as 'ended' and from a data capture perspective the average call handling times for switchboard are showing to be much longer than there actually are. Consequently, this is having an impact on the 'switchboard triage average wait time' measure and until this issue is resolved Devon and Cornwall Police will not publish inaccurate performance data. However, the Commissioner has sought assurance from Devon and Cornwall Police that the caller's experience of the switchboard service has not been affected by this.

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.

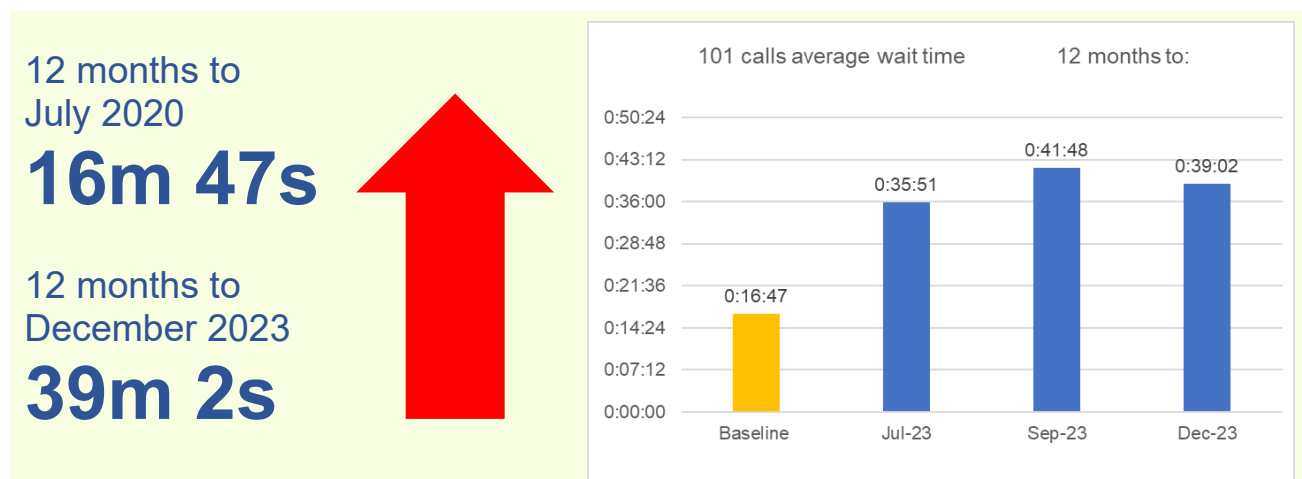
On reflection of the feedback from the Panel at September's meeting, the Commissioner has added a baseline for this measure to track progress and provide greater transparency to the public. The baseline has been set at December 2022 at the start of the full implementation of switchboard triage for all 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

7. Connected

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.

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



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.

In the 12 months to December 2023, the average wait time for a 101 call (after IVR routing or switchboard) was 39 minutes and 2 seconds. This is an increase of 22 minutes 15 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure last reported to the Panel, for the 12 months to September 2023, the average wait time has decreased by 2 minutes 46 seconds. Monthly data for December 2023 and the most recent weekly data in January indicate further improvements in 101 average call wait times.

In December 2023, the average call wait time was 11 minutes and 9 seconds and the latest weekly data shows that the average wait time was 10 minutes and 54 seconds.

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



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). Due to the impact of COVID-19 and the suspension of face-to-face surveying over this period, data for Devon and Cornwall remains unavailable. The last available data covered

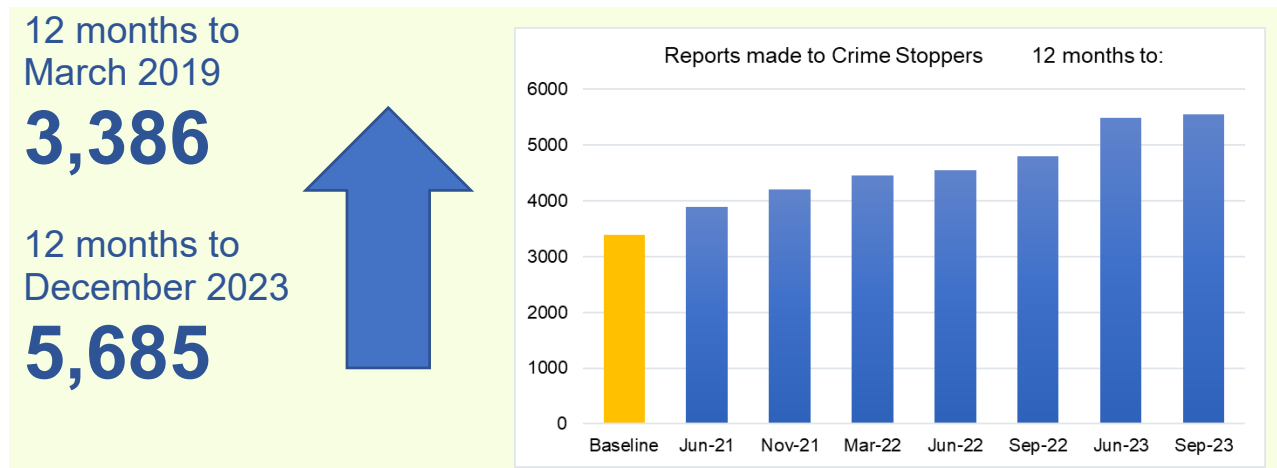
7. Connected

the 12 months to March 2020 and indicated that 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 slight increase of 1.3% compared with 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. The results of which have not been updated since the panel meeting in November 2023, which indicated in the 12 months to September 2023 - 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 December 2023, 5,685 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 67.9% increase (+2,299) on the number of reports received in the baseline year (the 12 months to March 2019) and an upward trend continues to be evident.

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DEVON AND CORNWALL POLICE AND CRIME PANEL

2nd February 2024

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 3rd January 2024.
2. No formal complaints were 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
8 th November 2023-3 rd January 2024	0	0	0	0	0	0
Grand total				3	0	3

* Resolved through the Chairman of the Panel

Contact for further information:

Unity Stuart

Executive Office Manager

Office of the Police and Crime Commissioner for Devon and Cornwall



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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	