

**Devon and Cornwall Police and
Crime Panel**

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 4 October 2024
10.30 am
Council Chamber, Council House

Members:

Councillor Haydon, Chair
Councillor Worth, Vice-Chair
Councillors Alvey, Chopak, Croad, Ewings, Goodman-Bradbury, Hackett, Kennedy, Leaver, Loudoun, Penberthy, Rodgers, Thomas, Tilbey, Toms, Tyerman, and Wright, Independent Member for Devon Vacancy, & Independent Member for Cornwall Vacancy.

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

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Tracey Lee
Chief Executive

Devon and Cornwall Police and Crime Panel

1. Apologies

To receive apologies for non-attendance submitted by Members.

2. Minutes

(Pages 1 - 12)

To sign and confirm as a correct record the minutes of the meeting held on 19 July 2024.

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. Appointment of Independent Members for Devon and Cornwall:

(Verbal Report)

6. Six Month Interim Hotspot Policing Update:

(Pages 13 - 18)

7. Public Engagement and Contact:

(Pages 19 - 28)

8. Performance Report:

(Pages 29 - 50)

9. Police and Crime Plan 2021-2025 Scorecard:

(Pages 51 - 56)

10. Police and Crime Commissioners Update Report:

(Pages 57 - 68)

11. Non-Criminal Complaints against the Commissioner:

(Pages 69 - 70)

12. Action Log:

(Pages 71 - 74)

13. Work Programme:

(Pages 75 - 76)

Devon and Cornwall Police and Crime Panel

Friday 19 July 2024

PRESENT:

Councillor Haydon, in the Chair.

Councillor Worth, Vice Chair.

Councillors Alvey, Chopak, Croad, Ewings, Hackett, Leaver, Loudoun, Penberthy, Thomas, Toms, Tyerman and Wright.

Apologies for absence: Councillors Goodman-Bradbury and Kennedy.

Also in attendance: Nicola Allen (Treasurer/Chief Finance Officer), Liz Bryant (Monitoring Officer), Hayley Denham (Policy and Projects Officer), Alison Hernandez (Devon, Cornwall and the Isles of Scilly Police and Crime Commissioner), Frances Hughes (Chief Executive Officer of the Office and the Police and Crime Commissioner), and Mark Kingscote (Deputy Police and Crime Commissioner Candidate).

The meeting started at 10.33 am and finished at 1.07 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.

1. **Appointment of the Chair for Municipal Year 2024 - 2025**

Councillor Croad nominated Councillor Haydon for the Chair of the Police and Crime Panel for the municipal year 2024/25, which was seconded by Councillor Penberthy.

Following the vote, Councillor Haydon was appointed Chair of the Police and Crime Panel for the municipal year 2024/25.

For Councillor Haydon (12)

Councillors, Alvey, Chopak, Croad, Ewings, Hackett, Loudoun, Penberthy, Thomas, Toms, Tyerman, Worth, Wright.

Abstain (0)

Against (0)

Councillor Haydon thanked Councillor Towill for sitting as Chair for the Police and Crime Panel for the municipal year 2023/24.

2. **Appointment of the Vice-Chair for Municipal Year 2024 - 2025**

Councillor Alvey nominated Councillor Worth for the Vice-Chair of the Police and Crime Panel for the municipal year 2024/25, which was seconded by Councillor Ewings.

Following the vote, Councillor Worth was appointed Vice-Chair of the Police and Crime Panel for the municipal year 2024/25.

For Councillor Worth (12)
Councillors, Alvey, Chopak, Croad, Ewings, Hackett, Loudoun, Penberthy, Thomas, Toms, Tyerman, Worth, Wright.

Abstain (0)

Against (0)

3. **Minutes**

The minutes from the meeting held 2 February 2024 were agreed as a true and accurate record.

4. **Declarations of Interest**

There were no declarations of interest.

5. **Public Questions**

There were no public questions.

6. **Confirmation Hearing for Deputy Commissioner**

Councillor Loudoun proposed to move item 9 to item 7 on the agenda. This was seconded by Councillor Hackett.

After a vote, the Panel agreed to move item 9, Confirmation Hearing for Deputy Commissioner, to item 7.

The Chair welcomed Mr Mark Kingscote (the preferred candidate for the post of Deputy Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly) to the meeting and outlined the procedure for the confirmation hearing. After the hearing the Panel would adjourn to consider the appointment in private. The Commissioner would then be advised of the Panel's decision.

Alison Hernandez (Police and Crime Commissioner) introduced the hearing, and outlined the following reasons for choosing Mr Kingscote as her preferred candidate:

- a) Around half of the Police and Crime Commissioners in the country had Deputy Police and Crime Commissioners;

- b) The position was not open for recruitment and was the decision of the Police and Crime Commissioner to appoint;
- c) During her terms, the Commissioner had recruited record numbers of police officers, reopened Police Enquiry Offices and had offered projects to the community such as Prisoners Building Homes;
- d) There had been challenges with the performance of the police force, meaning the force was engaged with His Majesty's Inspectorate of Constabulary to monitor the situation with the suspended Chief Constable;
- e) Devon and Cornwall police force were struggling with phone answering times and responding to incidents which is why a Deputy Police and Crime Commissioner was needed;
- f) Having the Chief Constable suspended had caused challenges;
- g) The Commissioner needed specific help in relation to the Estates function, as it was difficult to get planning applications through Exeter Council, and Mr Kingscote's background would help scrutinise the planning applications and the approach the Estates team in the Office of the Police and Crime Commissioner (OPCC) took;
- h) The OPCC wanted to be focussed on the challenges of the community in a different way in the new term of office;
- i) Funding had been given to Local Authorities to tackle specific problems, but no matter the cost they were not getting to the root cause of the issues affecting communities;
- j) The main issues affecting communities were anti-social behaviour, drug dealing and street homelessness;
- k) Although the responsibility for street homelessness did not lie with the OPCC, supporting Local Authorities was a priority;
- l) Torbay was a priority area in Devon, and the Commissioner was hoping to create a blueprint for the rest of Devon and Cornwall;
- m) Mr Kingscote's background made him a good candidate for Deputy Commissioner due to his knowledge of scrutinising Local Authorities, chairing the Planning Committee and dealing with contentious planning applications;
- n) Mr Kingscote was a strong-minded individual who was able to cope with pressure, in particular due to his background in dealing and supporting people with mental health challenges who had diagnosed disorders;
- o) A big issue was the State of Policing Report which had been produced by, and released, by His Majesty's Inspectorate of Constabulary which showed Devon

and Cornwall Police in a poor light;

- p) The Commissioner had worked with Lord Bernard Hogan-Howe and His Majesty's Inspectorate of Constabulary;
- q) Leadership capability and capacity had been a major challenge and the focus would be on the street rather than the police organisation as a whole;
- r) Focussing on the street would make a difference to people who were deeply affected by issues such as anti-social behaviour, drug dealing and street homelessness;
- s) Assistance was needed with regards to the governance of the force in terms of their overall performance, in particular estate challenges;
- t) Although Exmouth Police Station was not in a good state, it could not be knocked down due to bats residing there, and a bat survey was being carried out;
- u) The report outlined the process in terms of appointing the Deputy Police and Crime Commissioner;
- v) The Deputy needed to be someone The Commissioner could trust and who had aligned views to be able to act on the behalf of The Commissioner.

In response to questions, it was explained:

- w) Appendix C of the report outlined the role profile for the Deputy Police and Crime Commissioner, and it highlighted the specific areas of responsibility, qualifications and skills as well as key responsibilities, personal qualities and an overview of the role;
- x) As an elected Police and Crime Commissioner, it was The Commissioners responsibility to ensure the appointed deputy was able to provide proper support;
- y) Mr Kingscote had been an elected Councillor and so understood how to act on behalf of communities. He also had the ability to represent residents who were active in the community;
- z) Due to Mr Kingscote's former role as Chair of Planning Committee, he was good at delivering within a policy framework. This would aid The Commissioner in creating the policy framework within the Police and Crime Plan;
- aa) Mr Kingscote's background in mental health would help in the challenges faced in getting partners to step up and support communities with mental health needs;

- bb) Mr Kingscote had been a champion of young people in relation to the Prince's Trust, supporting young entrepreneurs in Torbay;
- cc) Mr Kingscote was well networked in Torbay, and focussing on it as one of the most deprived areas in Devon and Cornwall would create a blueprint for other areas of deprivation;
- dd) The role in Torbay would be tested for 12 months and then the focus might change to other areas;
- ee) Other individuals were considered but the candidates did not have enough experience in governance in scrutiny of Estates;
- ff) Elected Councillors were considered but as this was not part-time and they would not have had the time to dedicate to the role;
- gg) Mr Kingscote stood out in terms of what the OPCC would focus on within the first 12 months;
- hh) The Deputy Police and Crime Commissioner role was added to the budget in February 2024, and so had been added to office costs;
- ii) The Annual Report was a look back on what had been done in the past year, and the Police and Crime Plan was yet to be finalised;
- jj) There was a great working relationship between the police and the Councils in Plymouth and Exeter;
- kk) Torbay, like Plymouth, was a Basic Command Unit in its own right, however lacked the policing resources;
- ll) Through the Clear – Hold – Build approach, Torbay had been identified as having serious organised crime;
- mm) Clear – Hold – Build was about cleaning an area of the problem, holding it so the problem did not come back, and building sustainability into the future. It was a national initiative;
- nn) People in Torbay did not report a lot of the problems that were happening which meant there was not a reliable data set to understand the serious and organised criminality in Torbay and South Devon;
- oo) There were other areas which needed assistance, however a blueprint that worked at street level was necessary, and this would be created in Torbay;
- pp) The Commissioner and Mr Kingscote were both determined people and had achieved a lot in the past when they were Councillors together;
- qq) The Deputy Police and Crime Commissioner would be a member of the staff of the OPCC, and therefore the Fran Hughes (Chief Executive of the Office of

the Police and Crime Commissioner) had a copy of Mr Kingscote's CV and helped with the recruitment process;

- rr) Fran Hughes (Chief Executive of the Office of the Police and Crime Commissioner) was also the Monitoring Officer for complaints against the Police and Crime Commissioner;
- ss) The law did not require the CV of the candidate to be brought before the Devon and Cornwall Police and Crime Panel;
- tt) Mr Kingscote had two excellent references and had passed the vetting process;
- uu) Mr Kingscote provided a detailed summary of his career, including the following:
 - i) Over 30 years of experience working in the NHS in mental health, dealing and working with patients with long-term and enduring mental health issues;
 - ii) Being a local Councillor;
 - iii) Chairing Planning Committee for many years, overseeing multi-million pound applications;
 - iv) Working with the Prince's Trust supporting young people;
 - v) Had sat on the Scrutiny Board at Torbay Council;
 - vi) Had experience working within community building, including a peer review carried out in the Planning Committee;
 - vii) Had a plethora of contacts within Local Government, associations, MPs Offices and Chief Executives;
- vv) Hotspot Policing Funding had been secured from the Government which had provided £5 million over the past 18 months;
- ww) Plymouth was one of the areas that would have extra policing patrols to tackle anti-social behaviour and violent crime on the streets;
- xx) Barnstaple, Exeter, Newquay, Torquay and Truro had also received extra policing patrols in 2024;
- yy) Reserves not spent the previous year had been used to support communities that hadn't received Hotspot Policing funding with Street Marshals. Areas which hadn't received the funding were as follows: St Austell, Penzance, Camborne, Biddeford, Newton Abbot and Paignton;
- zz) The role of Deputy would aid The Commissioner in the leadership challenges that were being faced due to having a suspended Chief Constable and an acting Chief Constable, and the major performance issues with the police force;

- aaa) The Commissioner had been spending time walking the streets looking at individual buildings and streets to establish who owned what and where street homelessness was prevalent at a local level;
- bbb) The Commissioner had used her Power of Convening to bring together operational workers, senior leaders and agencies to start work at an operational level;
- ccc) The confirmation hearing for the Deputy Police and Crime Commissioner had been delayed due to the General Election;
- ddd) Due to having no Deputy, if The Commissioner fell ill, the OPCC Chief Executive would have to step into her role;
- eee) South Hams and West Devon had neighbourhood support teams which had come into play in South Torbay and South Devon's Basic Command Units;
- fff) Tavistock Police Station would be opening in the next year;
- ggg) The former MP for South Hams had worked closely with the police to create policing drop off points with key fobs to get into community buildings. This enabled the police to be able to get out on the patch;
- hhh) Mr Kingscote had developed his skills even more since the last time he was brought before the Devon and Cornwall Police and Crime Panel seven years prior;
- iii) More scrutiny was needed in the absence of a substantive Chief Constable;
- jjj) Mr Kingscote had been knocking on doors since December 2023 to speak to the community about what issues meant the most to them, and anti-social behaviour was highlighted;
- kkk) The Deputy role was a political appointment and so the candidate needed to have a political background and be able to act on behalf of The Commissioner;
- lll) The Commissioner had no concerns that Mr Kingscote was in anyway prejudice or discriminatory;
- mmm) The Commissioner was happy to take on any potential challenges of appointing Mr Kingscote as her focus was on building capacity and the capability to oversee the force with its performance;
- nnn) Mr Kingscote took early retirement from the NHS at the end of March 2024;
- ooo) The Deputy salary was two-thirds of The Commissioners salary;
- ppp) The Commissioner agreed to bring a report to the Devon and Cornwall Police and Crime Panel after the Deputy had been appointed for 12

months to outline the success of the role;

qqq) Mr Kingscote was a member of the Conservative Party;

rrr) Mr Kingscote was involved in The Commissioner's most recent re-election and had acted as a volunteer campaigner in every election he had ever worked in;

sss) Mr Kingscote had not contributed financially to The Commissioners campaign, and had only contributed in time and energy;

ttt) Mr Kingscote was the Chairman of Devon Historic Buildings Trust.

The Panel agreed to pass a resolution under Section 100(4) of the Local Government Act, 1972 to exclude the press and public from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

The panel adjourned at 12.01pm to consider the suitability of the candidate for the post of the Deputy Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly.

Following the adjournment, the Panel reconvened at 12.42pm and the Chair advised that the panel had had the opportunity, in private session, to consider and review -

- The Police and Crime Commissioner's recruitment and selection process;
- Details about the candidate;
- The criteria used to assess the candidate;
- How the candidate satisfied the criteria and their terms and conditions of employment;
- In order to satisfy themselves as to whether or not Mr Kingscote was a suitable appointment.

The panel reached a decision in respect of the Police and Crime Commissioner's proposed appointment of Mr Mark Kingscote as Deputy Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly, and the OPCC Chief Executive had been informed.

After a lengthy discussion where Panel Members considered Mr Kingscote's suitability against the criteria provided, the Panel formed the view that the candidate did not have sufficient experience that he would be unable to work on behalf of all residents of Devon, Cornwall and the Isles of Scilly.

The Panel agreed that the candidate did not meet the minimum requirements of the post. In accordance with Schedule 1, Para 10 (4) of the Police Reform and Social Responsibility Act the Panel recommended that the candidate should not be appointed.

A separate letter outlining the Panel's concerns would be provided to the Office of the Police and Crime Commissioner on the next working day after this meeting.

(Councillors Croad and Thomas left the meeting at the conclusion of this item).

7. **Draft Annual Report 2023-2024**

Alison Hernandez (Devon, Cornwall and the Isles of Scilly Police and Crime Commissioner), introduced the report and highlighted the following points:

- a) £46.5 million had been agreed in a the budget which would maintain 3,610 police officers;
- b) Police Enquiry Offices had been opened in Ilfracombe, Devonport, Okehampton, Kingsbridge, Looe and Honiton, with four more due to open in the next 12 months;
- c) Plymouth now had three Police Enquiry Offices, whereas Exeter and Truro only had one each;
- d) The Police, Fire and Ambulance Tri Service in Cornwall was the first in the country and had been difficult to deliver;
- e) Cornwall Fire was hosted by Cornwall Council and the Tri Service had been seconded to Holsworthy in Devon;
- f) The Panel would meet with the Tri Service Officer during their two-year trial period with the aim to understand how the service could be expanded further into Devon;
- g) The Government had appointed Timpson to oversee the prisoners probation for the Prisoners Building Homes Scheme;
- h) The aim was the role out the Prisoners Building Homes Scheme nationally;
- i) The Director of the Prisoners Building Homes Scheme had been invited by the Bishop of Gloucestershire to give a presentation in at an event in October in the House of Lords;
- j) Criminal Justice and You should be promoted to any victim of crime, and helped victims of crime through the criminal justice process as it outlined which organisations can help, and what to expect, at every stage of the process;
- k) Devon and Cornwall were the first in the country to produce the Criminal Justice and You website, and it had been promoted nationally;
- l) The biggest challenge for the OPCC was getting the force into a position of good performance.

In response to questions, it was explained:

- m) Hate crime scrutiny had been highlighted but was not strengthened within the report;
- n) Violence Against Women and Girls (VAWG) had been mentioned in the Deputy Prime Minister's speech;
- o) If Panel Members had recommendations for Prisoners Building Homes sites, they could feed them back to the Scheme Chair.

The Panel agreed to note the report.

8. **Draft Police and Crime Plan 2024-2029**

The Panel agreed to take the report as read.

In response to questions, it was explained:

- a) The partners involved in the four-week public consultation outlines in the report were charitable, voluntary and community sector;
- b) The Commissioner would write to leaders of Local Councils to ensure they were aware of the consultation;
- c) The file for the suspended Chief Constable had been passed over to the Public Prosecution Service;
- d) There were mechanisms the Government could use to aid The Commissioner including the Strategic Policing Requirement and possibly strengthening the VAWG element;
- e) There was upcoming legislation regarding the Police and Crime Plan, ensuring that experience in Devon and Cornwall in terms of remote and peripheral urbanity was taken into consideration;
- f) New MPs would have to be educated around the specific challenges that Devon and Cornwall face;
- g) It was clear in the Police and Crime Plan that a case for policing in Devon, Cornwall and the Isles of Scilly regarding summer challenges would be made.

The panel agreed to note the report.

At 13.07pm the Chair advised there were insufficient members for the meeting to be quorate and advised no formal decisions would be taken.

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Devon and Cornwall Police and Crime Panel

4th October 2024

Hotspot Policing: Mid-term Update.

Background

In February 2024 the Home Office announced £1M for each force area to deliver a 12 month hotspot patrol programme to target ASB and Serious Violence. The funding criteria allowed for force areas to use the full range of uniformed visible presence available in their area to conduct patrols in hotspots, for example, police officers, Police Community Support Officers (PCSOs), local authority community safety wardens, Business Improvement District (BID) patrol staff, and street marshal.

The funding came with strict criteria to ensure the hotspot activity was maximised to have the greatest impact in local areas and achieve tangible reductions in ASB and Serious Violence, and positive outcomes for those communities that were experiencing the most harm.

The Home Office funding was supplemented by a further £200,000 from the Police and Crime Commissioner's budget in order to maximise the number of partner patrols across Devon and Cornwall, in addition to the additional police patrol hours.

Using police data and input from Community Safety Partnerships, 16 hotspot areas (matching LSOA boundaries) were identified as per the Home Office criteria. These were then further ranked as Tier 1 and Tier 2 areas depending on volume and severity of incidents, which determined the level of police and / or partnership uniformed resources that would be deployed to deliver the hotspot patrols and how the funding would be allocated.

| Tier 1 (additional policing and partnership patrol resources) | Tier 2 – Partner funded patrols (warden/marshals) |
|--|--|
| Exeter – Sidwell Street area Exeter – South Street/Cathedral Plymouth – Barbican and Hoe Plymouth – City Centre Torquay – Castle Circus Torquay – Waterfront and Torre Truro – Boscawen Newquay– Beach and Centre Barnstaple – Town Centre | Bideford Exmouth Newton Abbott Paignton Penzance Camborne St Austell |

What is the purpose of Hotspot Policing?

The main objectives of the Hotspot Policing project are:

- To increase trust in police/authorities in tackling Antisocial Behaviour (ASB) and Serious Violence (SV).
- To increase comfort for residents in using hotspots public spaces.
- To influence behaviour change to reduce the number of incidents of ASB and Serious Violence in identified hotspots.
- To encourage reporting of ASB and Serious Violence.

How were the hotspot locations identified?

Crime data for serious violence and incident data for antisocial behavior was collated for the 12 months January 2023 to the end of December 2023. This data was mapped against LSOAs across the force and ranked. This provided a hierarchy enabling the project team to identify locations suffering the highest levels of SV and ASB combined. The 13 areas suffering the greatest combined SV and ASB were selected across the force.

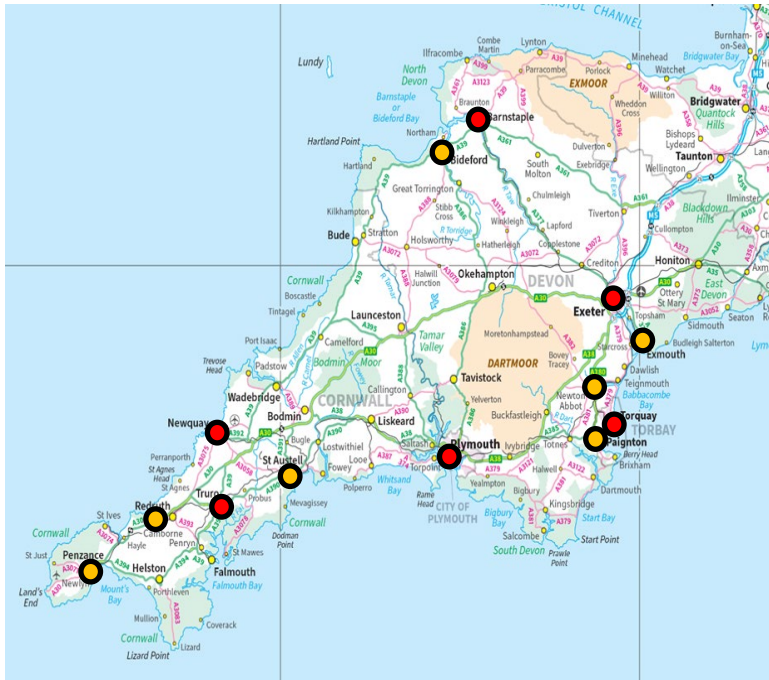
In addition, the data was considered and scored against the Cambridge Crime Harm Index (CCHI) allowing the project team to confirm the right areas had been selected from a harm perspective, rather than solely by incident type.

Within each of the 13 areas a further mapping exercise was undertaken to identify where patrols were best focused and identify individual hotspot locations. Each of the 13 towns had a minimum of four hotspot locations identified. These hotspots would be the focus of patrol activity over the preceding 12 months.

How is it being delivered?

Internationally and nationally, there is a strong evidence base for the Hotspot Policing methodology. This suggests that patrols should be conducted at a minimum frequency of every three days, with patrols lasting at least 15 minutes within each hotspot. Patrols should be high visibility and should be on foot, enabling officers to engage with the public.

Devon and Cornwall has implemented a two-tier system, providing a policing and partnership delivery model in 6 areas, these are referred to as tier 1. A further 7 areas have been selected for partner only patrols (street marshals/town wardens), these are referred to as tier 2. This is intended to maximise the opportunity for visibility through cross partnership working.



● Tier 1: These areas will have additional police and partnership resources to carry out the hotspot patrols

● Tier 2: These areas will have partner agency funded resources only to carry out the hotspot patrols

The project team have supported each area in constructing a bespoke problem-solving plan to tackle the longer-term causes of the crime and ASB present. This has been supported by the Devon and Cornwall Police Specialist Problem Solvers. Wherever possible to ensure a high quality of service the project team have supported local partnerships to contract street marshals who are already community safety accreditation scheme (CSAS) certified. Those that are not are currently receiving support from Devon and Cornwall Police to obtain their CSAS accreditation.

Patrols are mapped using GPS trackers to ensure that they are meeting the viability targets. This allows the project team to monitor how frequently foot patrols are taking place in each area, and to then monitor crime reports to evaluate whether the disruption is having a positive impact.

Progress Update

Police Patrols began on the 1st of May 2024. This has used existing police resources (police officers and PCSOs) to deliver additional patrols on overtime.

Collaboration with our local authority delivery partners has been positive and productive and all areas now have operating local visible patrols in place. These are operated by a range of different types of officers including street marshals, Local Authority ASB Officers, and wardens delivered through Business Improvement Districts. Community feedback to the Hotspot patrols has been overwhelmingly positive.

In the period 01/05/2024 to 10/09/2024 the following results have been achieved through hotspot patrols:

- 369 ASB incidents attended by officers
- 107 arrests
- 146 Stop & searches
- 85 Safeguarding referrals or Public Protection Notices (PPN)
- Engagement with over 24,000 members of the public
- 6,000 premises visits
- 35 public engagement events.

It is important the public understand the reason for patrols in their area and that local partnerships are able to publish the work being undertaken. The project is supported through provision of a funded communication officer who seeks to gather outcomes and make these available to both local partnerships, police teams and the public.

This has taken the form of over 60 different external communication releases, delivered via both traditional media, social media and force messaging systems. Evidence suggests that where results are shared widely the public are likely to feel safe and have greater satisfaction in the service offered.

Next Steps

Whilst continuing to ensure the quality of our patrols, public engagement and external communication, the project team are building legacy outputs that will provide sustainability post funding period.

For example, we are working with the Devon and Cornwall Police Performance and Analysis department to develop a programme that will enable Sector Inspectors to produce their own local hotspots maps on demand and plan their neighbourhood officer tasking, accordingly, enabling the Hotspot methodology to be tailored to local needs.

We are providing all Local Authority Hotspot Street Marshalls with access to free Community Safety Accreditation Scheme (CSAS) training. CSAS gives employees who are involved in a community safety or traffic management roles a range of powers usually only available to police, such as the authority to issue fixed penalty notices for certain offences, thereby increasing their ability to contribute to community safety and combat crime and disorder, public nuisance, and other forms of antisocial behaviour, not just for hotspots patrols, but for all patrols they carry out in Devon and Cornwall.

Six months into project delivery we have gathered enough quantitative data to start analysing the effects of the patrols are having on ASB and Serious violence in the hotspots. By comparing data for the hotspots before and since patrols began, we will be able to evidence the effects of patrols, and to identify any trends and patterns.

We will also begin to review and evaluate qualitative data relating to project delivery and to patrols and compile a comprehensive best practise and lessons learned report that will inform the next 6 months of delivery, and will be available to inform future iterations of Hotspots projects or similar initiatives.

A full and detailed presentation on the analysis and evaluation to date will be provided to the Police and Crime Panel on 4th October 2024.

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Devon and Cornwall Police and Crime Panel

4th October 2024

Police contact services update

Context

The Panel last received a full report from the Commissioner on contact services in November 2023, followed by an update on contact services performance in the Commissioner's Update report in July 2024.

This paper provides analysis of the performance of Devon and Cornwall Police's contact services and the steps that the Police and Crime Commissioner has taken to drive improvements and increase the accessibility of policing services for the public.

The delivery of contact services is a responsibility of the Chief Constable of Devon and Cornwall Police who has operational independence in law. The role of the Commissioner is to set the strategic priorities for policing through the Police and Crime Plan and to hold the Chief Constable to account for the delivery of an effective and efficient police service. This paper therefore represents the way in which the Commissioner is monitoring performance and improvement in contact in her regular oversight and scrutiny activities.

Background

Substantially improving the service that the public receive when they contact the police has been an enduring priority for the Commissioner. This need for improvement in contact services was also recognised by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in their 2021/22 PEEL (police efficiency, effectiveness and legitimacy) assessment of Devon and Cornwall Police, which found the force to be inadequate in the field of responding to the public.

The Commissioner has invested significantly in contact services and called on the Chief Constable to put in place a number of mitigations to address poor performance. An extensive programme of work to improve the speed at which both 999 and 101 calls are answered (including a focus on reducing 101 call abandonment rates), and to deliver a timely response to enquiries through the Devon



and Cornwall Police website, has now delivered tangible and consistent improvements to the service that the public receive when they contact the police.

HMICFRS PEEL 2023-25

HMICFRS's PEEL 2023-25 inspection report acknowledged that Devon and Cornwall Police has made several improvements in the force control room to address performance concerns, including recruiting and retaining staffing levels, improving training, process reviews and slowly improving its IT systems, which have achieved some positive results for the public.

However, despite improvements being identified, HMICFRS judged Devon and Cornwall Police to be inadequate in the area of responding to the public. The report states that the force needs to further improve how quickly it answers 999 calls from the public and reduce the number of times callers abandon non-emergency 101 calls. It also needs to respond to incidents within published timescales and update callers if there is likely to be a delay.

HMICFRS PEEL inspections are retrospective, and whilst inspection reports are a useful tool to support the Commissioner in her role of holding the Chief Constable to account, they do not always reflect current performance, particularly where there has been significant change or improvement over a relatively short amount of time.

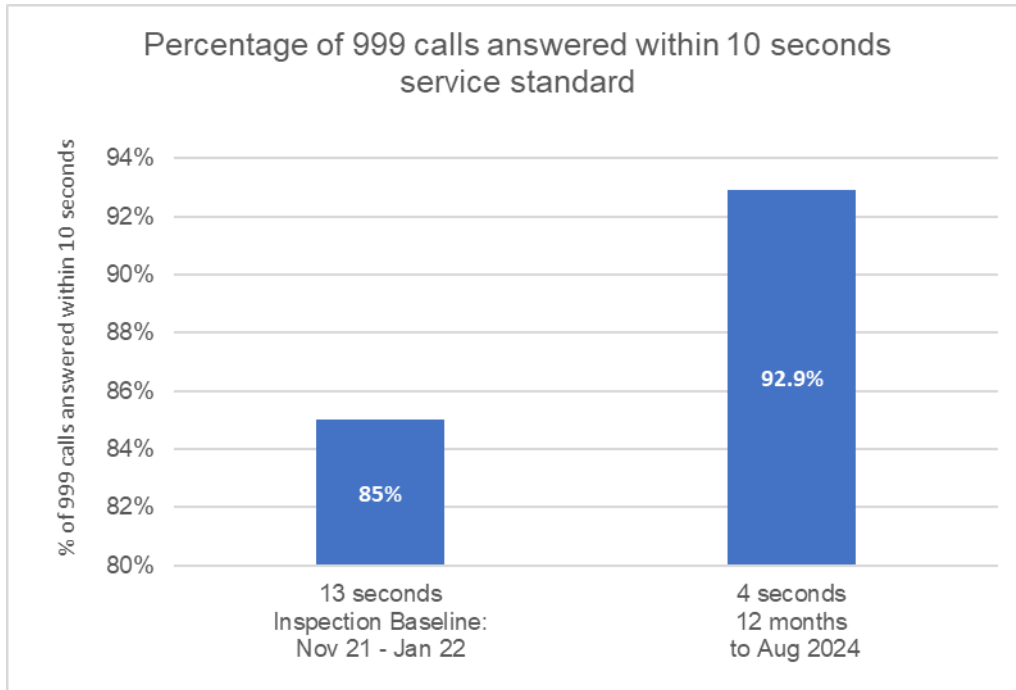
999

Performance overview

The latest yearly 999 performance indicates sustained performance improvements. In the 12 months to August 2024, 310,007 emergency 999 calls were received by Devon and Cornwall Police, equating to a daily average of 847 calls. During this period, 92.9% of 999 calls were answered within the service standard of 10 seconds and the average¹ wait time for calls to be answered was 4 seconds. This shows significant improvement compared with last year when 83.3% of 999 calls were answered within 10 seconds and the average wait time for emergency calls to be answered was 15 seconds.

Performance has also improved significantly since HMICFRS's PEEL 2021/22 inspection. The baseline period the inspection used to inform its judgement examined 999 performance data between November 2021 to January 2022. Within this 3-month period, 85% of calls were being answered within 10 seconds and the average wait time to answer emergency calls was 13 seconds.

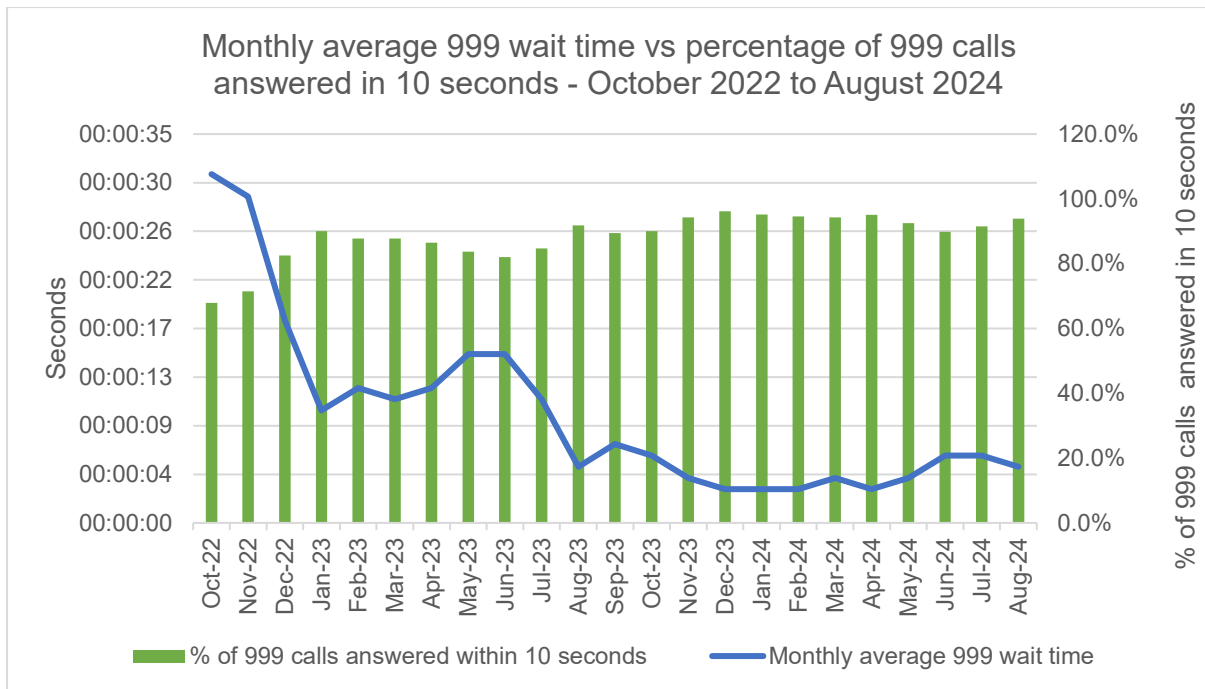
¹ Mean



In October 2022, the monthly average time for an emergency 999 call to be answered peaked at 31 seconds. Since then, average monthly wait times have continued to improve. Average wait times have been as low as 3 seconds in three months of 2024 so far² and in April 2024, the proportion of 999 calls answered within 10 seconds reached 95.1%. In August 2024, our busiest month, the proportion of 999 calls answered within 10 seconds was 93.9% with a five seconds wait.

As expected with demand levels, average monthly wait times tend to fluctuate and historically wait times tend to increase during the summer months when demand is at its highest. This year however, performance data shows that despite an increase in the number of calls received from April 2024 onwards the improvements evident in 999 performance have been maintained. Average wait times have remained below 10 seconds and the proportion of calls answered within 10 seconds has been 90% or above - achieving the force's service standard of answering 90% of 999 emergency calls within 10 seconds.

² January, February and April 2024



National rankings

National performance rankings for 999 were introduced in October 2022, and are [published on Police.uk](https://www.police.uk).

Police.uk data includes the time taken for BT to answer and transfer the call to Devon and Cornwall Police. This time period is not within the control of the Devon and Cornwall Police contact centre and differs to the 999-performance data reported internally by Devon and Cornwall Police for which performance is assessed against.

Devon and Cornwall Police were ranked 16th out of 44 forces (where 1st is best performing) in August 2024, with 88.7% of calls answered within 10 seconds. This is the highest position Devon and Cornwall Police have held this year.

National performance had started to improve between June and August 2023 (in August 2023, Devon and Cornwall Police were ranked 1st and the best performing nationally) but dipped again in September due to a technical IT fault, which meant that the automated transfer of data from the BT 999 hub to Devon and Cornwall’s contact centre was disrupted and a verbal handover of the caller details had to take place. This added around 2-5 seconds before the call could be fully transferred to Devon and Cornwall Police which adversely impacted average answer times. This issue has now been resolved and the national league position for Devon and Cornwall has improved from 30th in June 2024 to 18th in July and 16th in August.

Percentage of 999 calls answered in under 10 seconds:

| | National league position |
|--------|---------------------------------|
| Jun-23 | 10th |
| Jul-23 | 15th |
| Aug-23 | 1st |
| Sep-23 | 28th |
| Oct-23 | 39th |
| Nov-23 | 38th |
| Dec-23 | 33rd |
| Jan-24 | 38th |
| Feb-24 | 37th |
| Mar-24 | 33rd |
| Apr-24 | 29th |
| May-24 | 25th |
| Jun-24 | 30th |
| Jul-24 | 18th |
| Aug-24 | 16th |

101**Process and system changes**

Following prolonged periods of poor performance, as reported to the Police and Crime Panel in the Police and Crime Plan scorecard and performance report, the Commissioner and Chief Constable agreed that significant change was required to improve contact services, particularly 101 call wait times and abandonment rates.

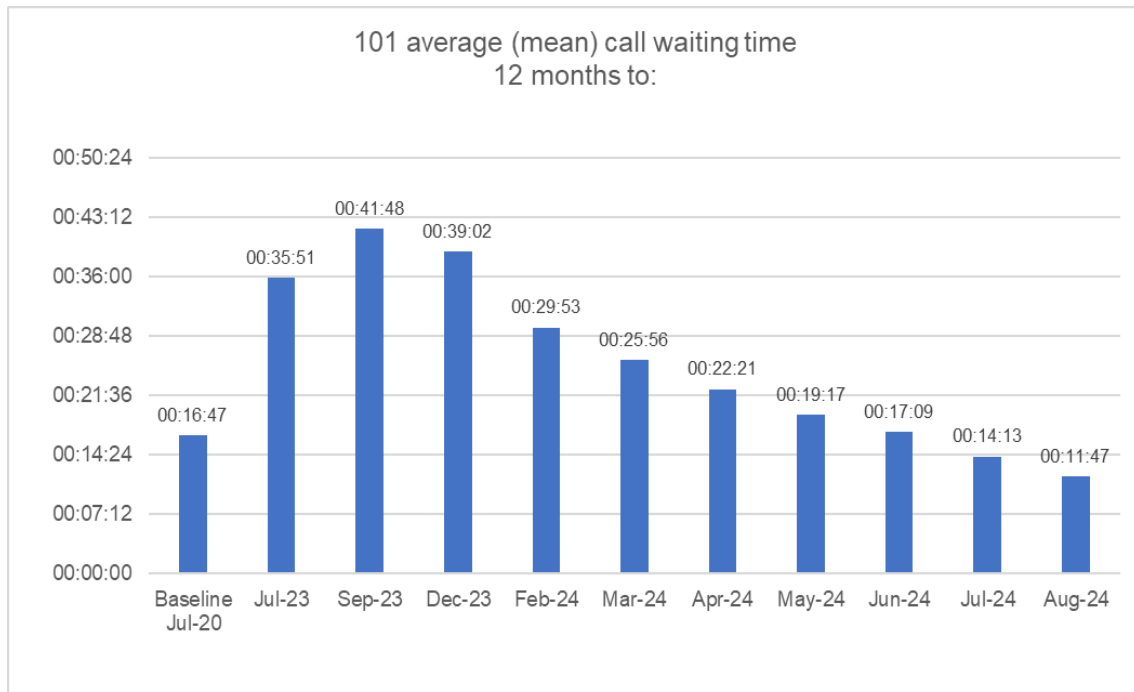
The most significant and impactful of these changes are as follows:

- **Switchboard 'triage'** – implemented for all 101 calls from September 2022, this means that all callers will speak to a switchboard operator within a target time of 30 seconds. As well as providing a 'human' voice before passing callers to the 101 queue, switchboard operators can deal with some enquiries directly, including redirecting callers to other agencies where appropriate, or transferring calls internally such as through to custody suites.
- **Call back function** – now fully implemented following the upgrading of the telephony platform to a new system called AACC7 in September 2023. 101 callers are now given the option of receiving a same day call back, rather than waiting in a queue for their call to be answered. Most callers will be contacted within one or two hours. In August 2024 the average wait time for a call back was 21 minutes.
- **Ringfencing of call handling** – enabled by AACC7 and implemented in November 2024, 'ringfencing' technology uses improved demand modelling to ensure that the right split of call handlers are available to take 999 calls and 101 calls, ensuring the most efficient use of resources in the control room at any given time.

- Improved processes and working practices** – these are wide ranging but changes to supervision, performance frameworks, enhanced training and shift pattern reviews have had a significant impact on the performance of call handling teams.

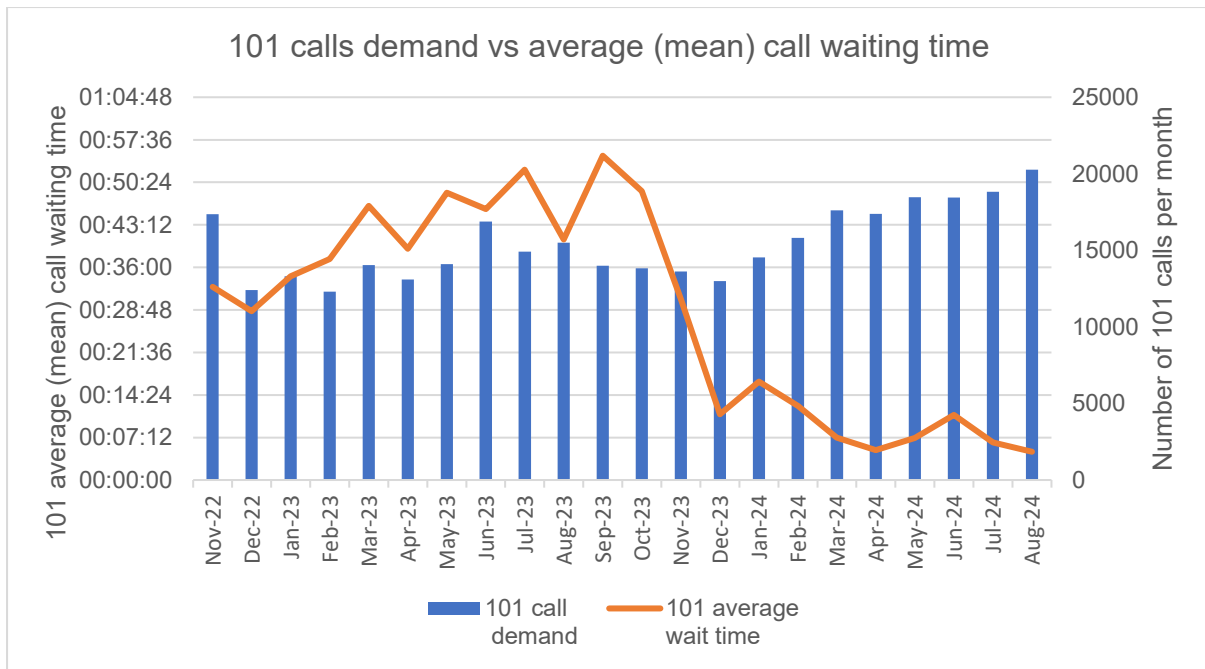
Performance overview

In the 12 months to August 2024, the average wait time to speak to a contact officer dealing with 101 calls was 11 minutes and 47 seconds. This is now below the baseline of the Police and Crime Plan measure ‘101 average wait time’ of 16 minutes and 47 seconds. During this period 72.5% of calls received were answered within service standard of 20 minutes.



The latest monthly data for August 2024 saw the 101 average call wait time to speak to a contact officer decrease to just 4 minutes and 47 seconds compared with 40 minutes and 42 seconds this time last year when call demand was lower.

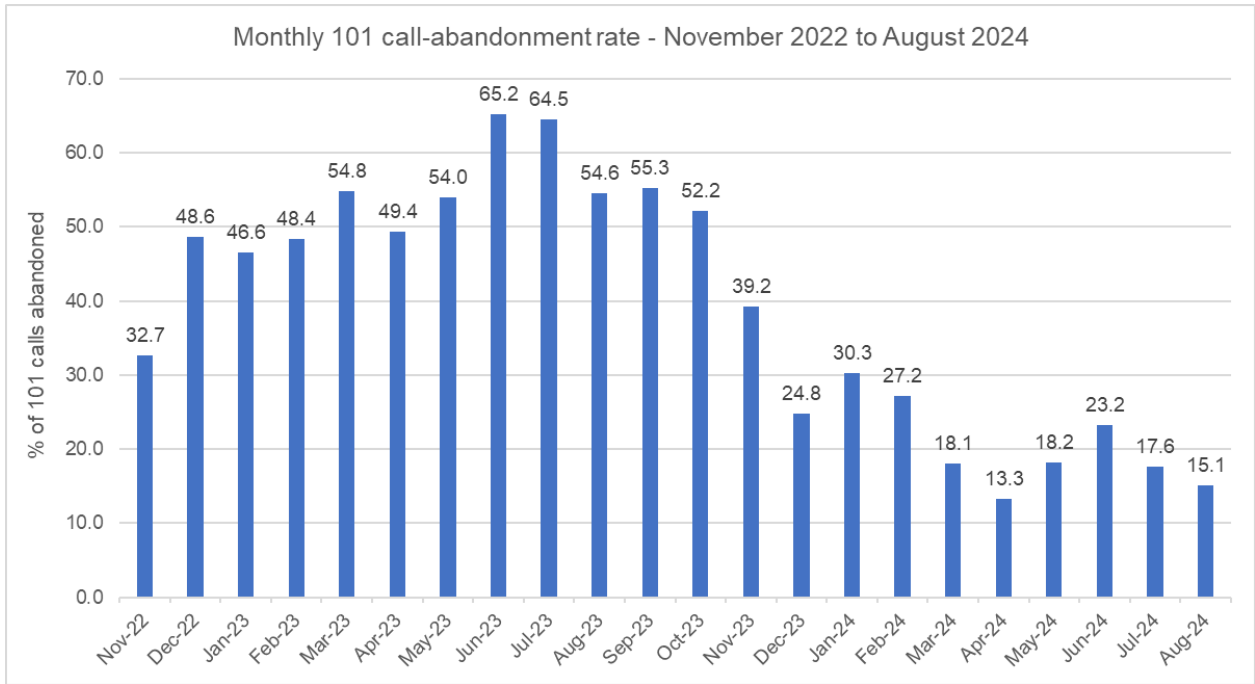
Monthly 101 average call waiting times have decreased significantly since they peaked at 54 minutes and 54 seconds in September 2023. Whilst it was anticipated that average wait times would increase over the summer months, despite demand increasing, lower average wait times have been maintained and are considerably lower than this time year.



In the 12 months to August 2024, 98.1% of callers to 101 who requested a call back were contacted successfully. The feedback from the public using this service has been generally positive since its introduction last year.

Furthermore, the calls and correspondence that the Office of the Police and Crime Commissioner receives from the public relating to 101 wait times has dramatically decreased, reflecting the improved service the public are now receiving. In the last 12 months the office has received just 5 contacts about 101 call wait times, whereas in the previous year around 55-60 emails, letters and calls were received on the subject.

The reduction in 101 average call waiting times appear to of had a positive impact on abandonment rates. The 101-abandonment rate has decreased to 27.1% in the 12 months to August 2024 compared with 61.5% in the 12 months to August 2023, when the average call wait time was 37 minutes and 29 seconds. More recent, monthly data show that lower abandonment rates are evident and decreased to 15.1% in August 2024 with an average wait time of 4 minutes 47 seconds.



Police Enquiry Offices

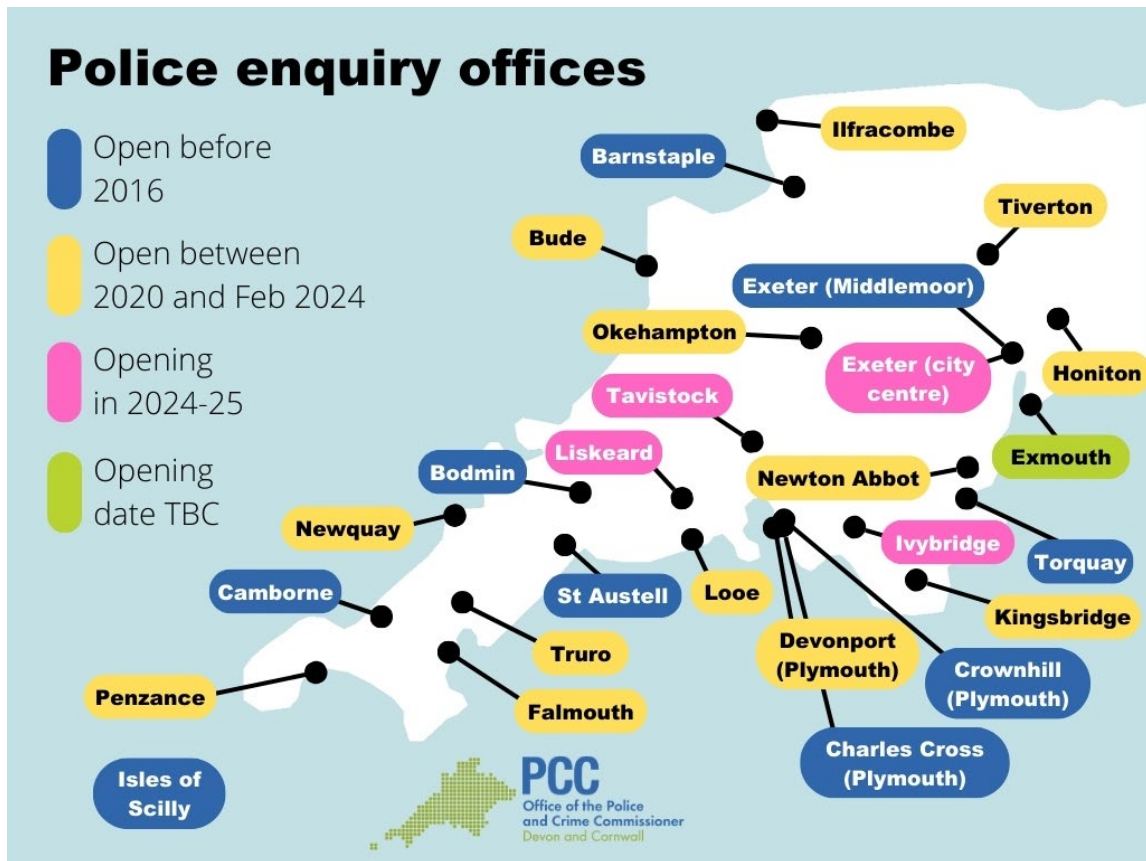
As previously updated to Panel, 6 police enquiry offices (PEOs) were successfully reopened in 2022/23 in Penzance, Falmouth, Truro, Bude, Newton Abbot and Tiverton. A further 6 PEOs Devonport (Plymouth), Looe, Ilfracombe, Honiton, Okehampton and Kingsbridge were re-opened to the public in 2023/24.

The next phase of the Commissioner’s project to reopen police enquiry offices will see front desks reopened to the public in Ivybridge, Liskeard and Tavistock, and a new front desk created in Exeter city centre.

Building and estates work is progressing well in Ivybridge, Liskeard and Tavistock and staff have been recruited for all three sites and have begun their training. All three sites are expected open in early 2025.

Discussions with Exeter City Council about the development of a front desk at the Civic Centre on Paris Street have been very positive and feasibility and design planning conversations are underway. A separate recruitment process is ongoing for the Exeter city centre PEO, and subject to works progressing as planned, this site is expected to open to the public Spring 2025.

In addition, Exmouth Police Station is being rebuilt and the new station is to include a police enquiry office. Due to the scale of the rebuild work and planning requirements, the current expectation is that this front desk will open in 2026/27.



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.

PEOs are now seeing a footfall of around 300 visits a day across the estate. In addition to assisting face to face visitors, PEO staff are now also managing and responding to between a third and half of all online enquiries from the public submitted via the Devon and Cornwall Police website.

Conclusion

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

The Commissioner recognises the findings of the most recent HMICFRS PEEL report, which (whilst acknowledging improvements) judged Devon and Cornwall Police to be performing inadequately in the area of responding to the public.

The Commissioner also recognises the clear and sustained improvement in 999 call waiting times, along with the more recent improvements in 101 call wait times and reduced abandonment rates, seen particularly this calendar year, and which were maintained over the busy summer period.

Consistent, long term and sustained improvement in contact services remains a priority for the Commissioner. Performance in this area will be closely monitored, and the Commissioner will continue to challenge the Chief Constable to sustain improvements across contact services, including significantly improving the judgement in this area in future HMICFRS PEEL inspections.

Contact for further information:

Hayley Denham

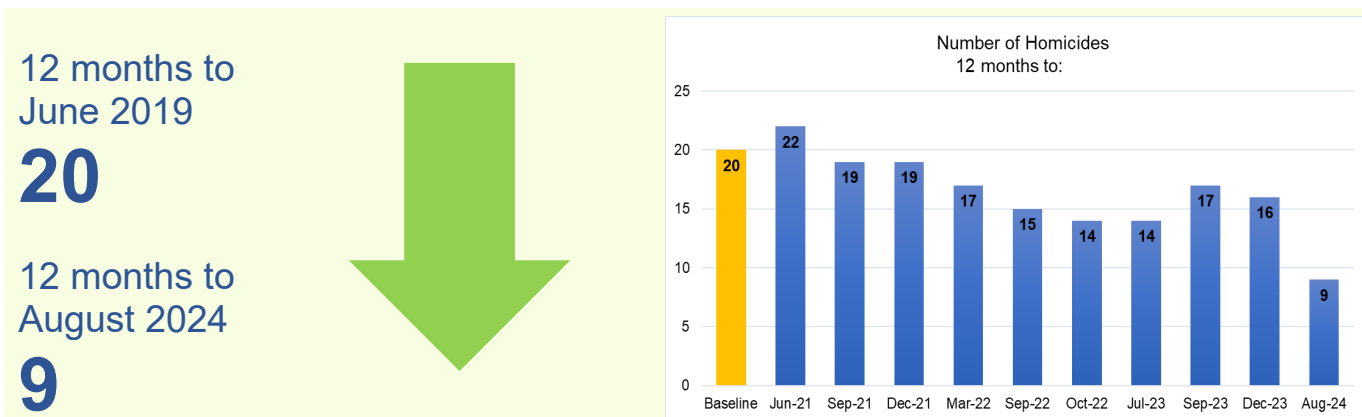
Policy & Projects Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

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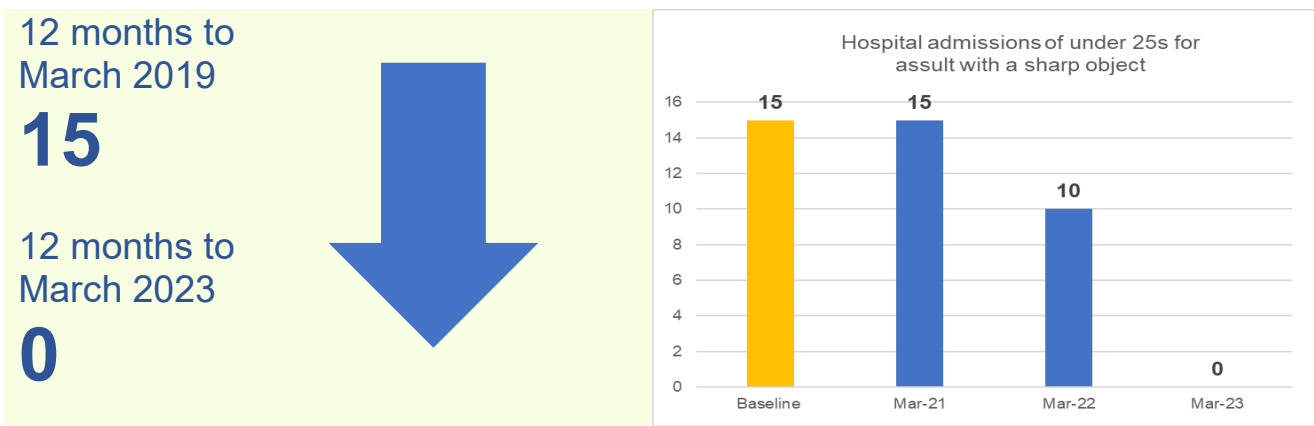
Report prepared on 24th September 2024

1.1 Homicides (National Measure)



In the 12 months to August 2024, there were 9 homicides in Devon and Cornwall. This is 11 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 March 2024, Devon and Cornwall's homicide rate was 0.6 crimes per 100,000 population. This is lower than both the national (1.0) and the South-west region (0.9) rates.

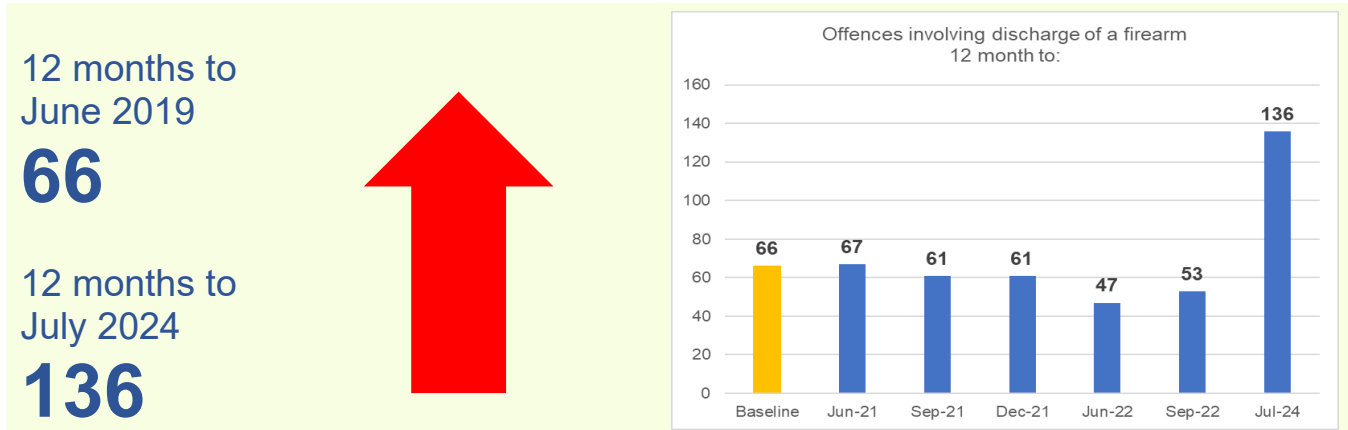
1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure)



This measure has not been updated since it was last reported to panel as more recent data has not been published yet.

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).

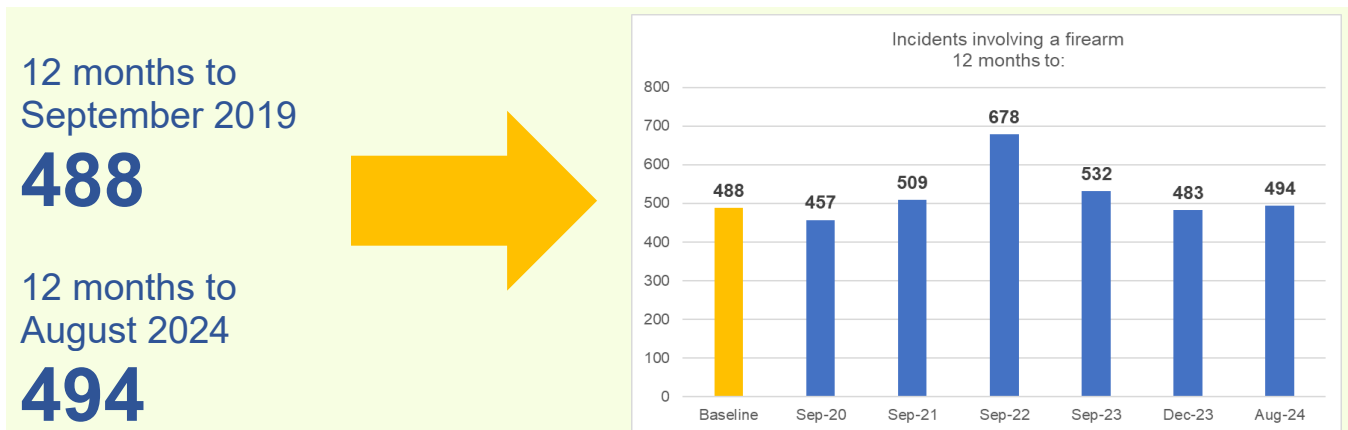
1.3. Offences involving discharge of a firearm (National Measure)



This is the first time this measure has been updated since the panel meeting in January 2023. Due to the implementation of the force’s new crime recording system, Niche, the reliable reporting of this data publicly was unavailable.

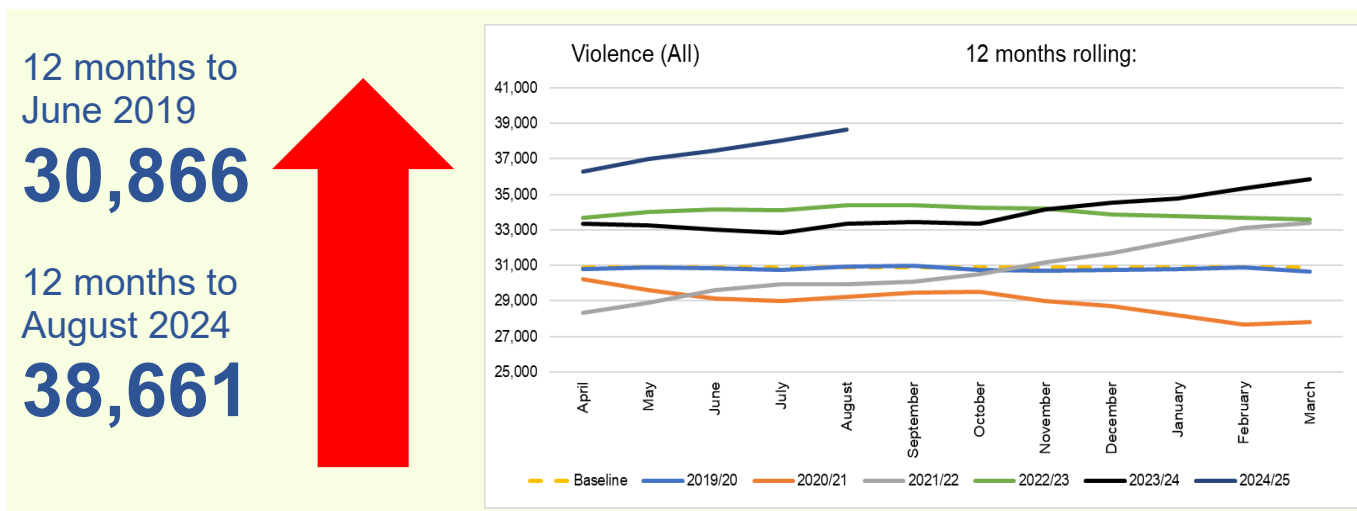
In the 12 months to July 2024, 136 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 70 more offences and represents a 106.1% increase when compared to the baseline year (12 months to June 2019).

1.4 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 August 2024, there were 494 incidents involving a firearm recorded by Devon and Cornwall Police. This indicates that the number of firearm incidents recorded have remained stable compared with the baseline year (12 months to June 2019), with 6 more offences recorded and a 1.2% increase.

1.5 Violent Crime (All)



In the 12 months to August 2024, 38,661 violent offences were recorded in Devon and Cornwall. This is an increase of 25.3% (+7,795) 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.

Violence with injury offences have remained relatively static compared with last year, the increases in violence without injury offences has driven the increase in violence crime.

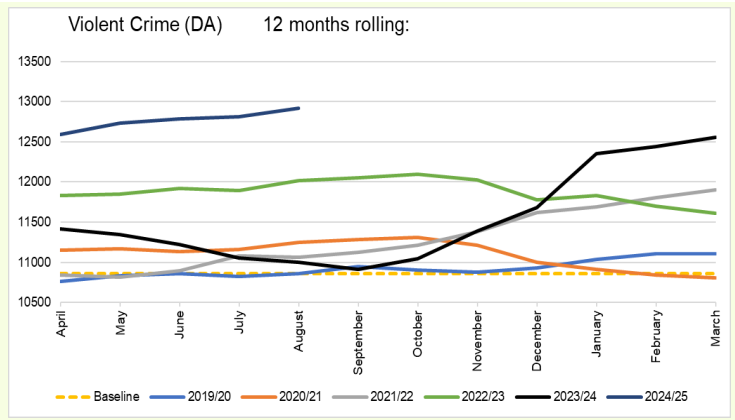
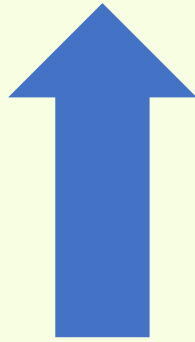
Police recorded violence with and without injury should be interpreted with caution as increases may reflect improvements made by police forces in identifying and recording offences, as well as an increase in victims reporting incidents. Changes in recording practices and counting rules have had a particularly substantial impact on the recording of violent crime over the last 10 years. Police recorded violence with and without injury does not provide reliable trends in crime but is a better indicator of police activity.

Even though reliable trends cannot be identified with police recorded violence, the Commissioner is concerned of the apparent increase in violent crime and tackling violence will continue to be a priority within the Commissioner's new Police and Crime Plan.

1.6 Violent Crime (Domestic Violence)

12 months to
June 2019
10,859

12 months to
August 2024
12,914



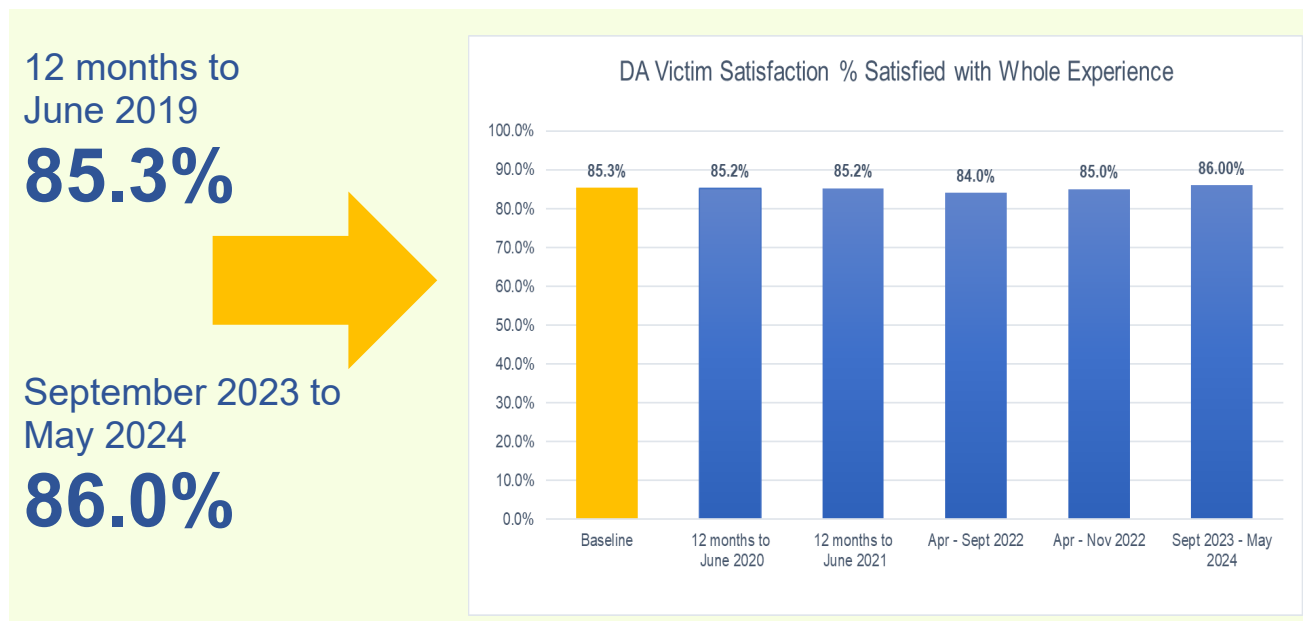
Police data only provides a partial picture of domestic abuse, and it is difficult to make objective inferences about trends and performance based on increases or decreases in domestic abuse (DA) crimes as many such crimes are not reported. For instance, an increase in domestic abuse crimes could be 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 August 2024, 12,914 violent offences were flagged as related to domestic violence. This is an increase of 18.9% (+2,055) when compared to the baseline year (12 months to June 2019).

Apparent decreases in domestic violence were evident following the implementation of a new crime record management system by Devon and Cornwall Police in November 2022. However, as data quality has continued to improve the number of violent crimes flagged as DA related have continued to increase. The 12-monthly rolling data for 2024/25 so far, indicates higher volumes of DA-related violence than recorded for earlier years. The Commissioner and her team will explore the factors driving the increase with Devon and Cornwall Police.



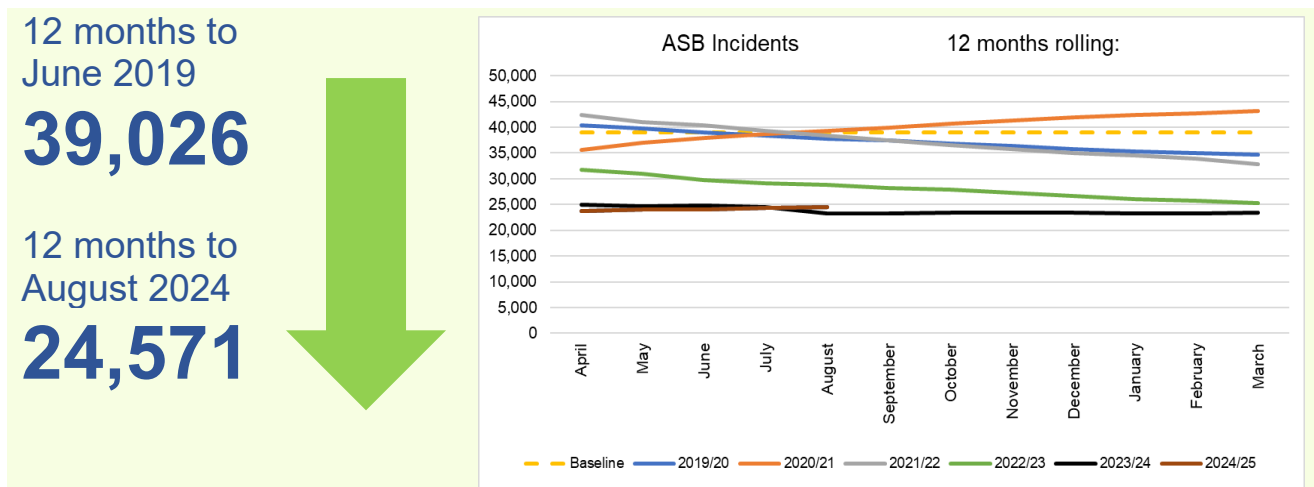
1.7 Victim Satisfaction (Domestic Abuse) (National Measure)



This is the first time this measure has been updated since the panel meeting in January 2023. Due to the implementation of the force's new crime recording system, Niche, and subsequent issues with person data and the recording of DA crimes, the surveying of victims of domestic abuse was temporarily stopped.

Between September 2023 and May 2024, 640 victims of domestic abuse were surveyed about their experience of Devon and Cornwall Police. 86% 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

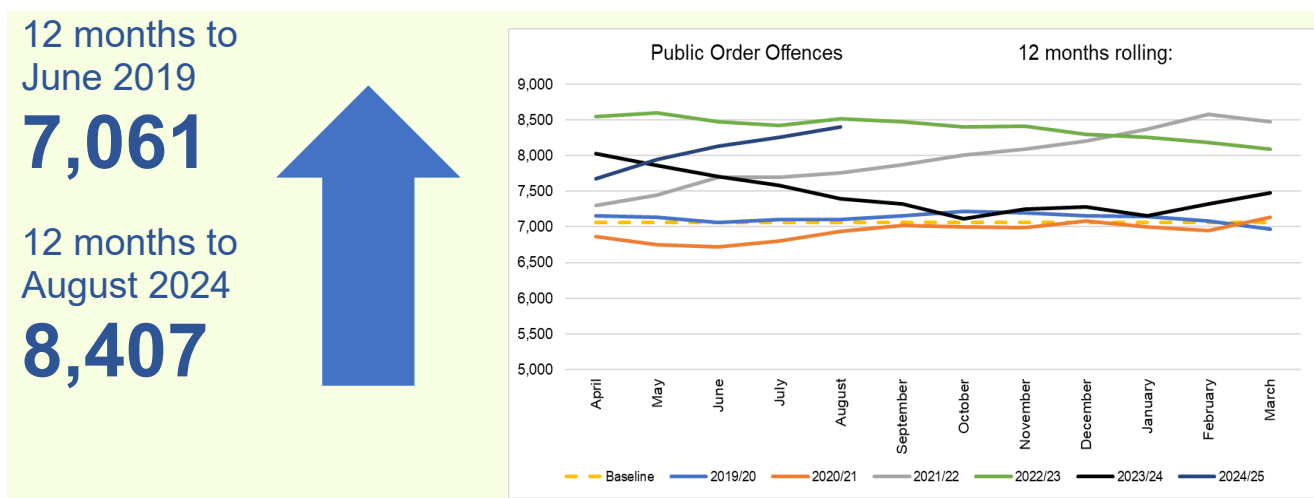


In the 12 months to August 2024, 24,571 ASB incidents were recorded by Devon and Cornwall Police. This is a 37.0% decrease (-14,455) on the baseline year (12 months to June 2019). Levels of ASB were higher during much of 2020/21 due to the reporting of Covid-19 lockdown breaches and there have been continued decreases in ASB over the most recent financial years, which is consistent with national trends.

The downward trend in ASB incidents needs 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.

Whilst the number of recorded ASB incidents remain considerably lower than the baseline period, the number of ASB incidents recorded have increased in the last 12 months. Compared with last year, there has been 1,320 more ASB incidents recorded which equates to a 5.7% increase.

2.2 Recorded number of Public Order Offences

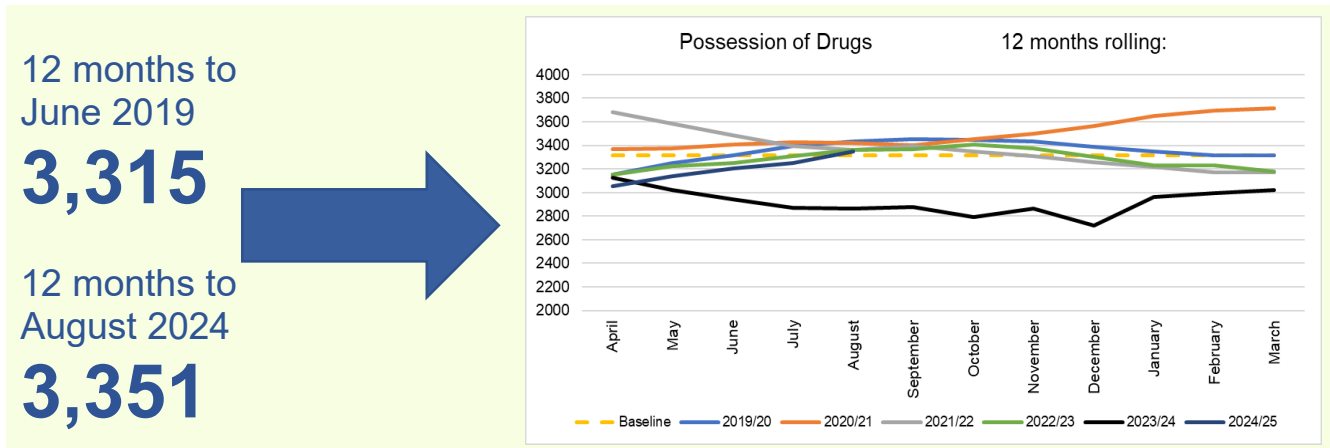


In the 12 months to August 2024, 8,407 public order offences were recorded across Devon and Cornwall. This is a 19.1% increase (+1,346) on the baseline year (12 months to June 2019). Typically, public order offences are a product of pro-active policing activity, much of which is associated with policing the night-time economy.



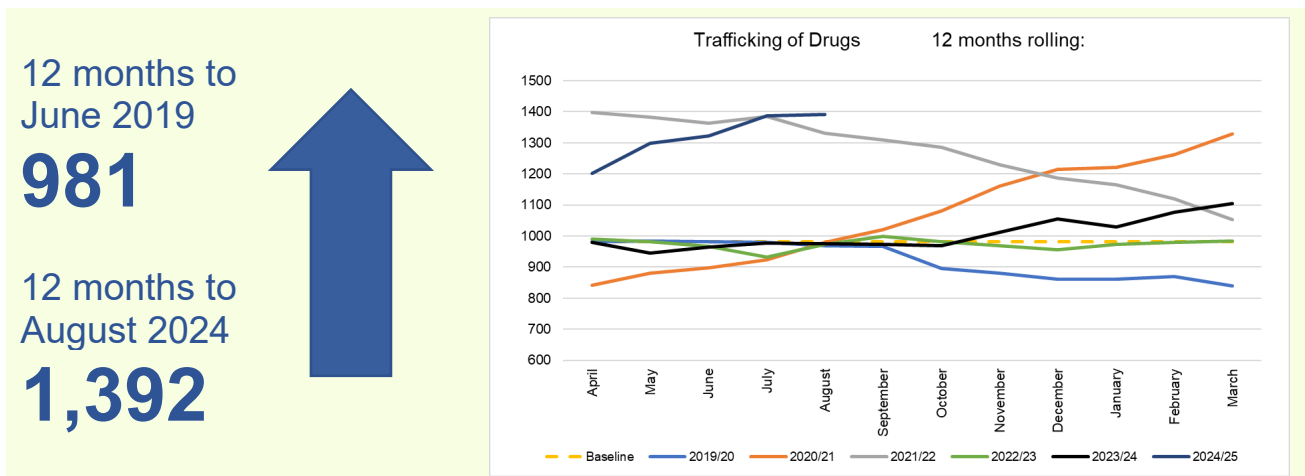
Based on the latest ONS release of police recorded crime covering the period 12 months to March 2024, Devon and Cornwall's public order rate is 4.0 crimes per 1,000 population. This is lower than the national rate (8.1) and Devon and Cornwall have the lowest rate of public order offences in the South-west region.

3.1 Possession of Drugs Offences



In the 12 months to August 2024, 3,351 drug possession offences were recorded across Devon and Cornwall. The number of recorded offences is stable compared with the baseline year (12 months to June 2019), with a slight increase of 1.1% (+36).

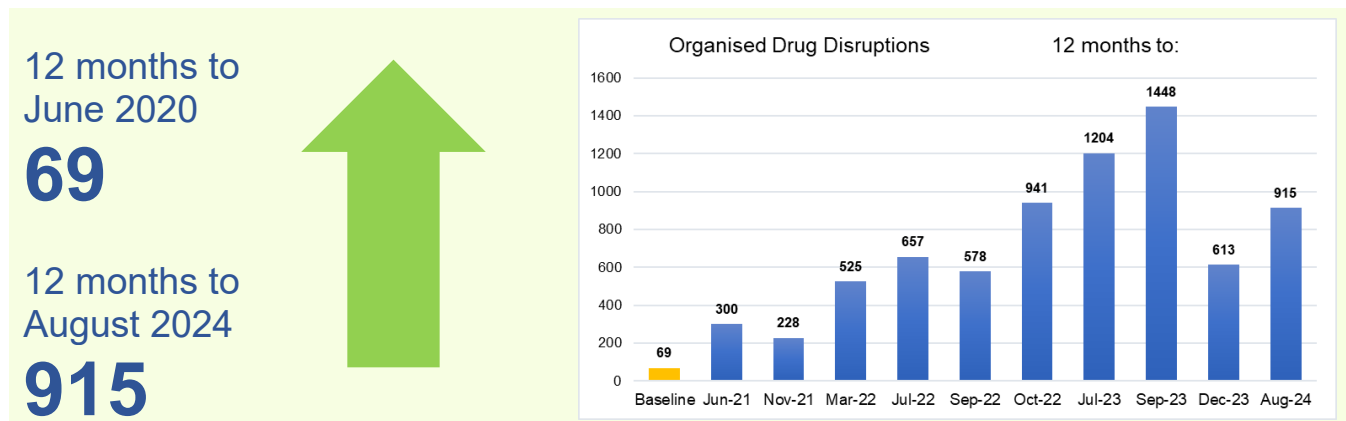
3.2 Drug Trafficking Offences



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to August 2024, 1,392 drug trafficking offences were recorded across Devon and Cornwall. This is a 41.9% increase (+411) 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. The latest 12-monthly rolling data shows that the volume of offences have returned to similar levels evident during 2021/22.

3.3 Organised Drug Disruptions



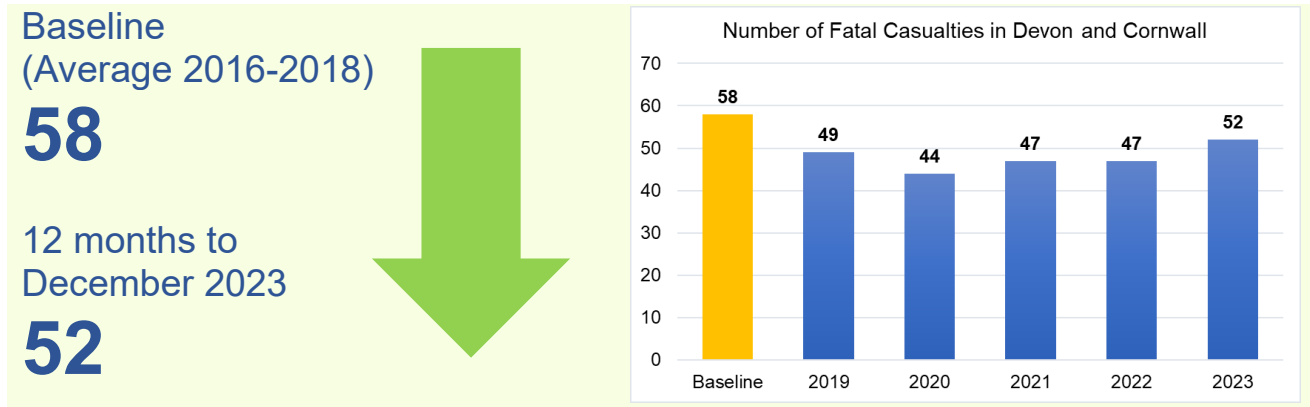
In the 12 months to August 2024, 915 disruptions were carried out by Devon and Cornwall Police of which had links to county lines and dangerous drug networks. This is an 1226.1% increase (+846) on the number of disruptions carried out in the baseline year (12 months to June 2020). Whilst there has been 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 the number of disruptions fluctuate.

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.

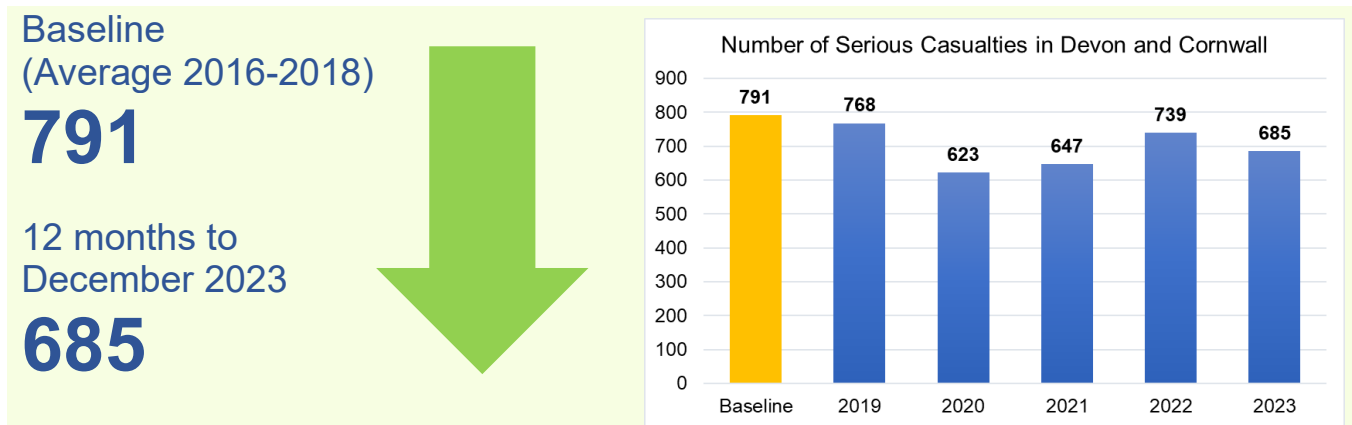
4. Road Safety

4.1 Number of Fatal Casualties



In 2023, 52 fatalities were recorded on Devon and Cornwall's roads. This is 6 fewer fatalities than was recorded in the baseline year. Compared with last year, there have been 5 more fatalities. The Commissioner continues to work closely with the Vision Zero South West partnership to help co-ordinate preventative activity for road traffic collisions.

4.2 Number of Serious Casualties

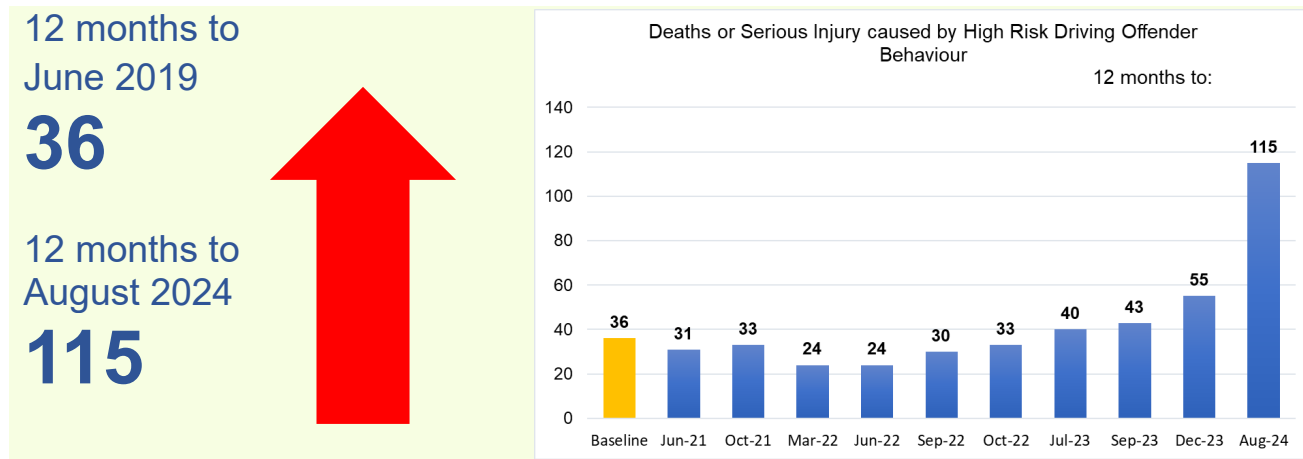


In 2023, 685 serious casualties were recorded on Devon and Cornwall's roads. This is 106 fewer casualties than was reported in the baseline year. The number of reported casualties was lower during 2020 and much of 2021 due to decreased traffic volumes following travel restrictions and stay-at-home orders throughout the Covid-19 pandemic. The number of serious casualties has decreased by 54 compared with last year.

4. Road Safety

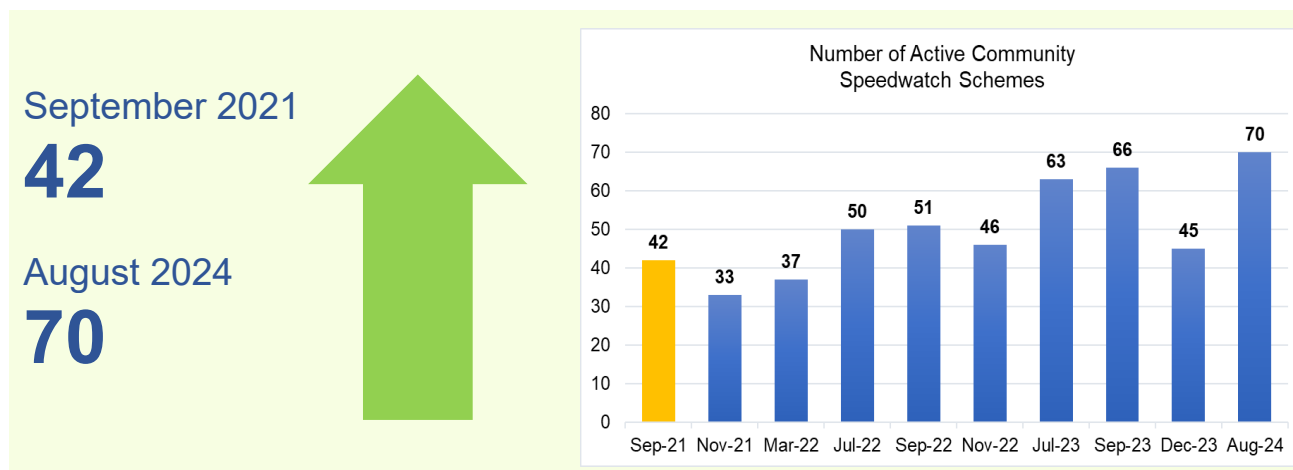


4.3 Number of offences related to death or serious injury caused by high risk driving behaviour



In the 12 months to August 2024, 115 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to August 2024. This is a 219.4% increase (+79) 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.

4.4 Number of active Community Speedwatch Schemes

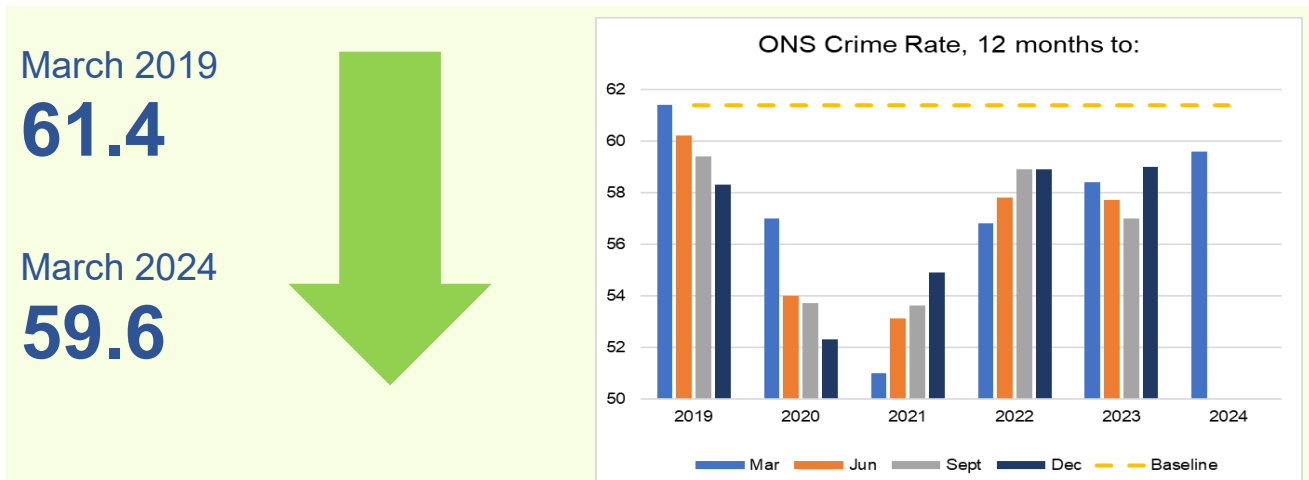


During August 2024, 70 Community Speedwatch (CSW) schemes undertook monitoring activity out of 181 teams in total, this is 28 more active schemes compared with the baseline position as of September 2021.

Devon and Cornwall Police's CSW policy states that Speedwatch can only take place in 'good visibility during daylight hours and must not take place in adverse weather conditions', so seasonal peaks and troughs are expected, with activity generally higher during the summer months. This is evident in the latest data compared with the number of active schemes last reported to panel in February – 45 active schemes during December 2023.

5. Safe

5.1 ONS Crime Rate Devon and Cornwall



Patterns of crime over recent years have been substantially affected by the coronavirus (Covid-19) pandemic and government restrictions on social contact. Significant decreases in crime were seen over this period. Since lockdown restrictions were lifted in April 2021, there have been gradual increases in recorded crime. The latest data shows that the volume of total recorded crime across Devon and Cornwall has returned to similar levels¹ evident 5 years ago.

In the 12 months to March 2024, Devon and Cornwall's crime rate was 59.6 crimes per 1,000 population. This is still slightly lower than the baseline year (61.4) and is significantly lower than the England and Wales average of 89.7 crimes per 1,000 population. Currently Devon and Cornwall also have the third lowest crime rate nationally.

During this 12-month period, 107,864 crimes were recorded in Devon and Cornwall. This represents a 5.3% increase in total crime compared with last year (12 months to March 2023). This is inconsistent with the national trend (England and Wales) where a 3.2% decrease is evident.

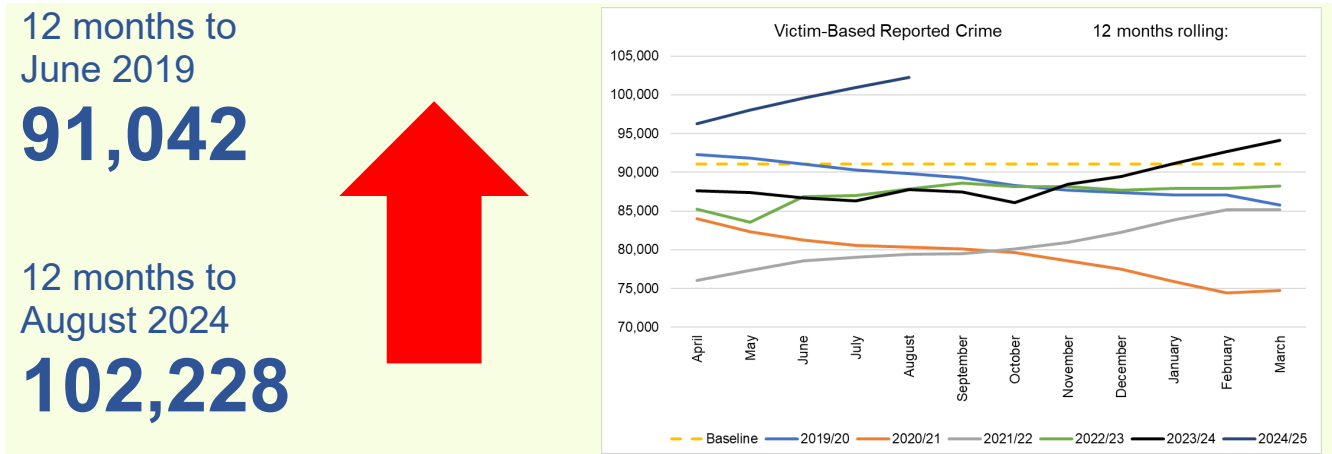
Increases in violence without injury (+9%); Stalking and harassment (+9%) and theft offences (+11%) are the main contributors to the increase in total crime. Increases in violent offences and stalking and harassment offences can be reflective of improved recording practices. Nationally, violence without injury offences have seen a slight decreases of 1% and stalking and harassment offences have decreased by 10%.

Residential burglary has increased by 21% (inconsistent with the national trend where there has been a 4% decrease in residential burglary). Despite the increase D&C has the lowest residential burglary rate in England and Wales. Theft from a person has increased by 45% (consistent with the national trend albeit at a higher rate (+17%). Shoplifting has increased by 29% (consistent with the national trend (+30%).

¹ 12 months to March 2019 – recorded crime was 107,439.

5. Safe

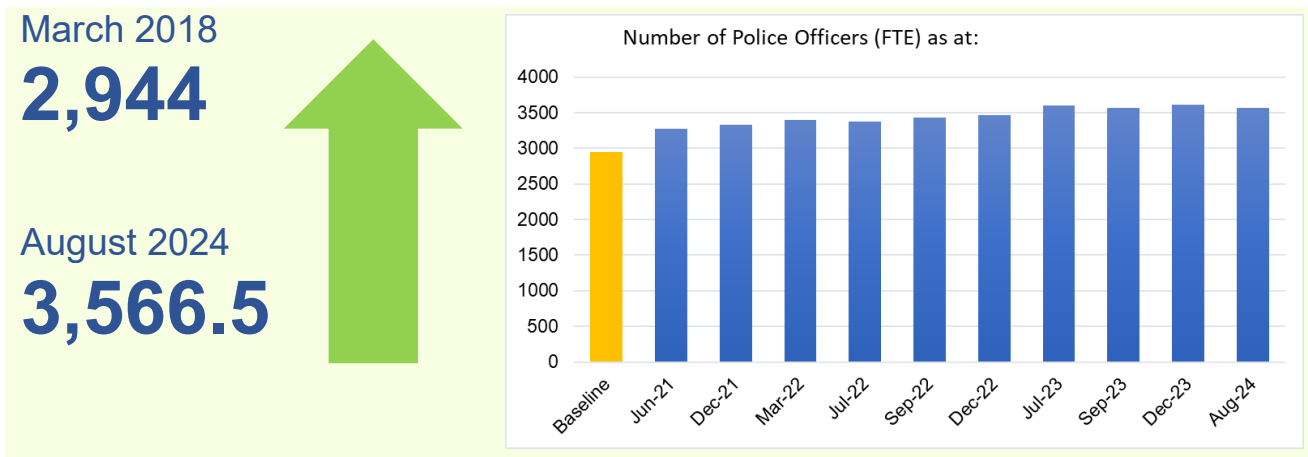
5.2 Victim-based reported crime



Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage, and arson. In the 12 months to August 2024, 102,228 victim-based crimes were recorded in Devon and Cornwall. This is an increase of 12.3% (+11,186) 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 exceeded levels prior to the pandemic period.

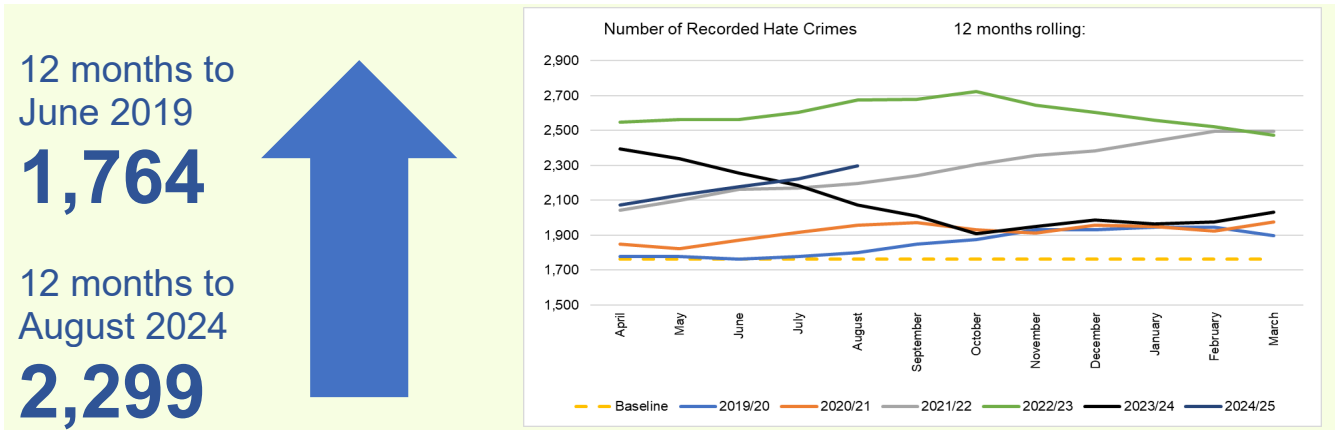
5.3 Number of Police Officers (FTE)



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of August 2024 was 3,566.5. Compared with the baseline year (12 months to March 2018), there has been a 21.1% increase which equates to an additional 622.5 FTE officers.

5. Safe

5.4 Number of Recorded Hate crimes



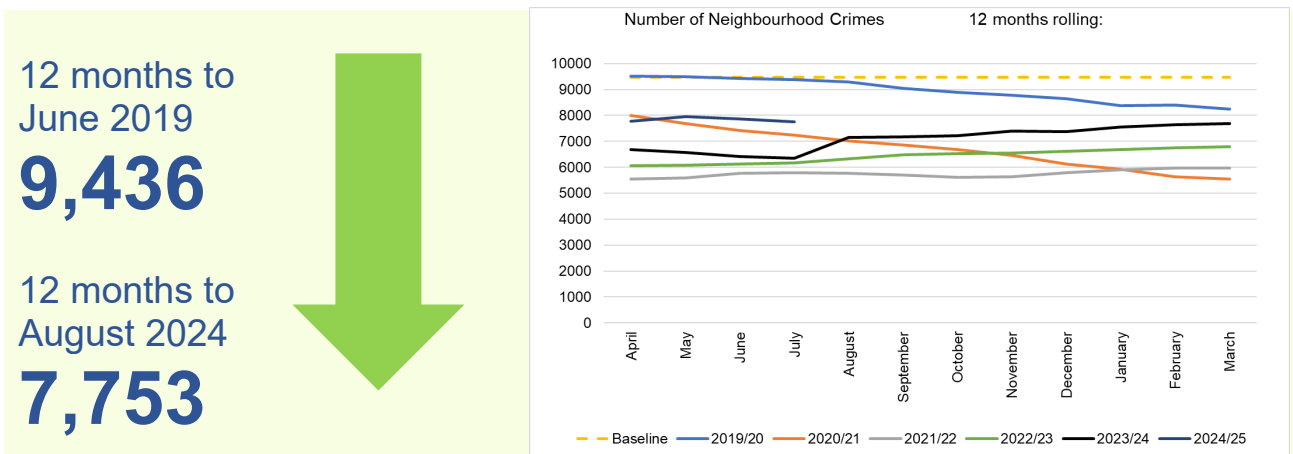
As previously highlighted to the Panel, it is difficult to make objective inferences about trends in hate crime data. For instance, an increase in offences could be interpreted as positive, because victims may be more confident to report to the police, or the police may have made recording improvements when identifying hate offences. Conversely, the trend could also be interpreted as negative because it could be reflective of a 'real' increase in victimisation. Decreases in hate crime could indicate that victims are not reporting to the police, or they are not being recorded as a hate crime by the police.

In the 12 months to August 2024, 2,299 hate crimes were recorded. This is a 30.3% increase (+535) when compared to the baseline year, the 12 months to June 2019.

The 12-monthly rolling data for 2023/24 and 2024/25 so far, show lower levels of hate crime compared with 2022/23. Decreases have been evident since the implementation of the force's new crime recording system, Niche in November 2022 and may be reflective of changes in recording standards and/or changes in recording practices rather than a genuine reduction in hate crime.

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

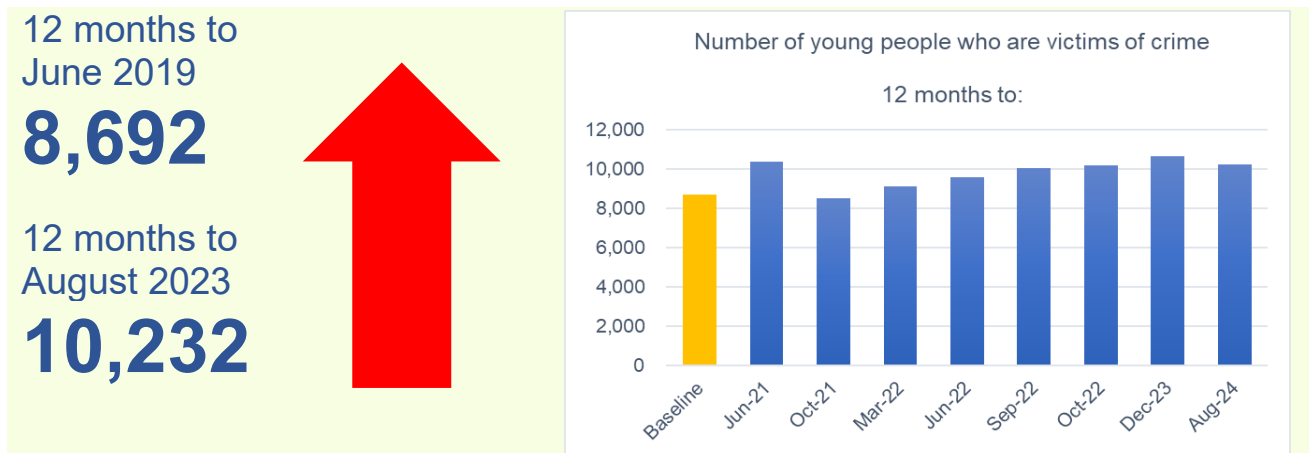


Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to August 2024, 7,753 neighbourhood crimes were recorded across Devon and Cornwall. This is a 17.8% decrease (-1,683) when compared to the baseline year (12 months to June 2019) and a downward trend continues to be evident.

Sharp decreases in neighbourhood crime were evident in 2020/21, which may be attributable to the Covid-19 pandemic and lockdown periods, with people spending increasing periods of time in their homes. Recent data shows that neighbourhood crimes remain below pre-pandemic levels but have increased by 22.2% compared with last year (+1,408). Devon and Cornwall continue to have the lowest rate of residential burglary in England and Wales at 1.2 crimes per 1,000 population compared with the national average of 3.0 crimes per 1,000 population.

6. Resilient

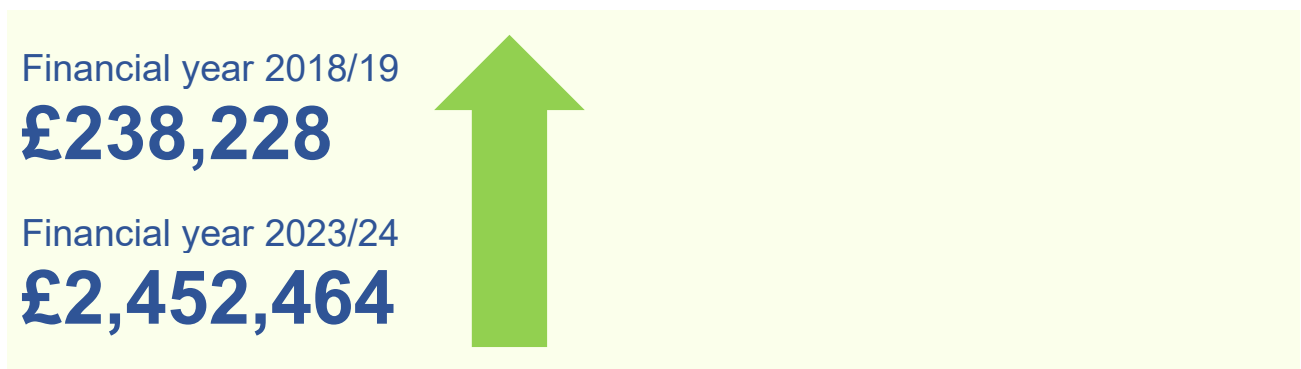
6.1 Number of Young People who are victims of crime



In the 12 months to August 2024, 10,232 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is a 17.7% increase (+1,540) when compared to the baseline year (12 months to June 2019). Compared with the number last reported to report to panel, the number of young victims has decreased slightly by 3.8% (-404).

The increase in young people victimisation is not unexpected given the increases that are apparent across victim-based crime.

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



In the financial year 2023/24, the Commissioner has secured £2.45 million of additional funding to help tackle crime and support victims in Devon and Cornwall. This figure includes an additional £1.6 million for victim support services, including Independent Sexual Violence Advisors (ISVAs), an additional £359,107 for the Serious Violence Prevention Scheme and £409,997.94p awarded under Safer Streets 5.

6. Resilient

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



To measure victim satisfaction, Devon and Cornwall Police conduct a survey with priority victims to gauge how satisfied they have been from the initial service they have received from the police. 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.

This is the first time this measure has been updated since the panel meeting in January 2023. Due to the implementation of the force's new crime recording system, Niche, and subsequent issues with person data and the recording of DA crimes, the surveying of victims was temporarily stopped.

Between September 2023 and May 2024, 530 priority victims were surveyed and 70.0% said they were satisfied with the overall service they received from Devon and Cornwall Police. The results suggest a stable trend in victim satisfaction compared with the baseline year (12 months to June 2019). The Commissioner will monitor trends closely as the survey size continues to grow to assess with there are any significant changes in the levels of victim satisfaction.

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 September 2024, there were 22 customer contact points open to the public across Devon and Cornwall. This is an increase of 12 compared to the baseline of October 2021.

6 public enquiry offices (PEOs) were successfully re-opened in 2022/23 in Penzance, Falmouth, Truro, Bude, Newton Abbot and Tiverton. A further 6 PEOs Devonport (Plymouth), Looe, Ilfracombe, Honiton, Okehampton and Kingsbridge were re-opened to the public in 2023/24.

The next phase the Commissioner's project to reopen police enquiry offices will see stations reopened to the public in Ivybridge, Exeter (city centre), Liskeard and Tavistock.

In addition, Exmouth Police Station in East Devon is being rebuilt and the new stations is to include a functioning front desk.

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
- Honiton
- Ilfracombe
- Kingsbridge
- Newton Abbot
- Okehampton
- Plymouth (Charles Cross)
- Plymouth (Crownhill)
- Plymouth (Devonport)
- Tiverton
- Torquay

7. Connected



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



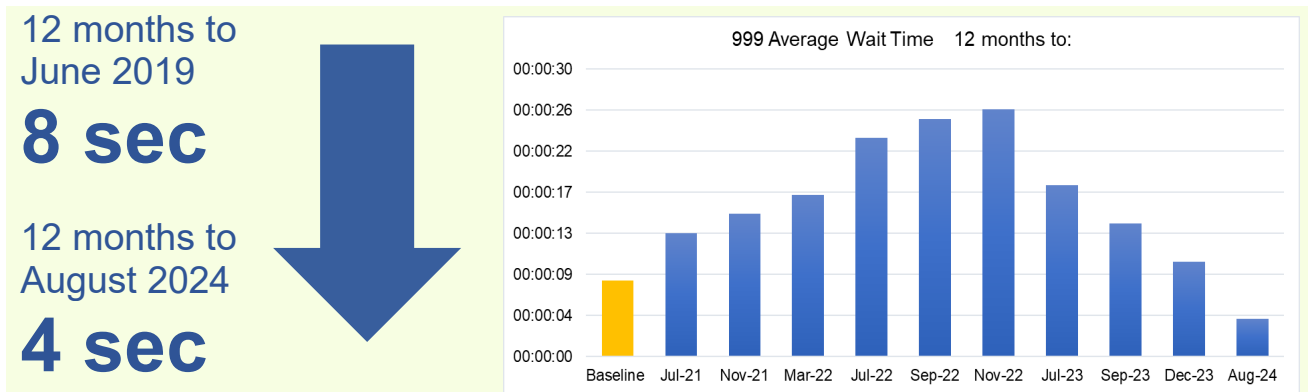
In the 12 months to August 2024, Devon and Cornwall Police’s Contact Centre received 835,246 contacts.

This included:

- 999 calls: 310,007
- 101 calls: 449,356
- 101 emails and texts: 75,883
- Webchats: Has been closed from June 2023

There has been an 15.9% decrease in the number of contacts received (-158,420) when compared to the baseline year (12 months to June 2019). A reduction in 101 calls has driven most of the decrease.

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

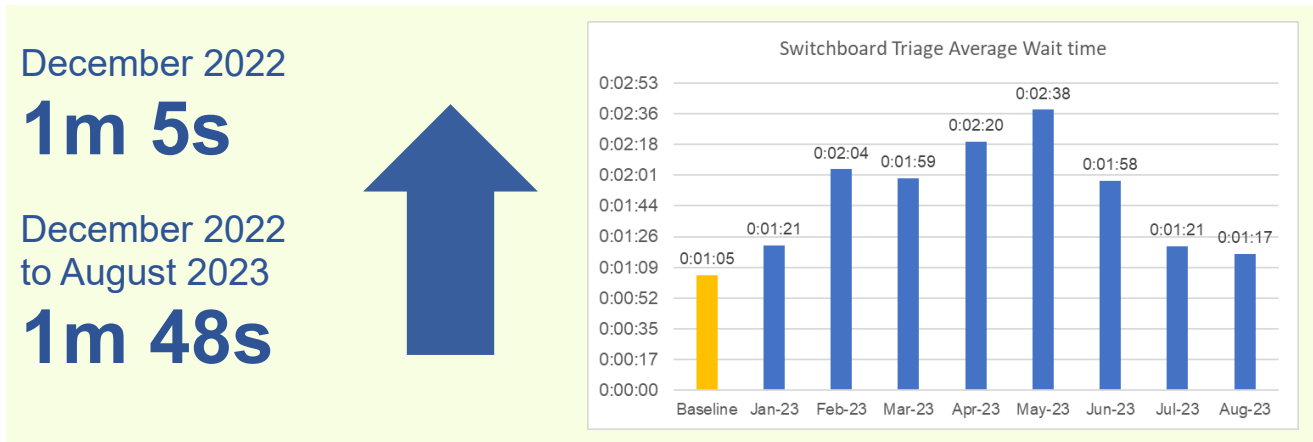


The average wait time for 999 emergency calls in the 12 months to August 2024 was 4 seconds. This is a decrease of 4 seconds when compared to the baseline year (the 12 months to June 2019), and a decrease of 6 seconds when compared to the 10 seconds that was reported at the panel meeting in February 2024 (the 12 months to December 2023).

The service standard that Devon and Cornwall Police aim to answer 999 calls within is 10 seconds, so latest performance is well within the service standard callers can expect when they make an emergency call. Further detail on 999 performance can be found in the separate paper to panel on ‘Contact Performance Update’.

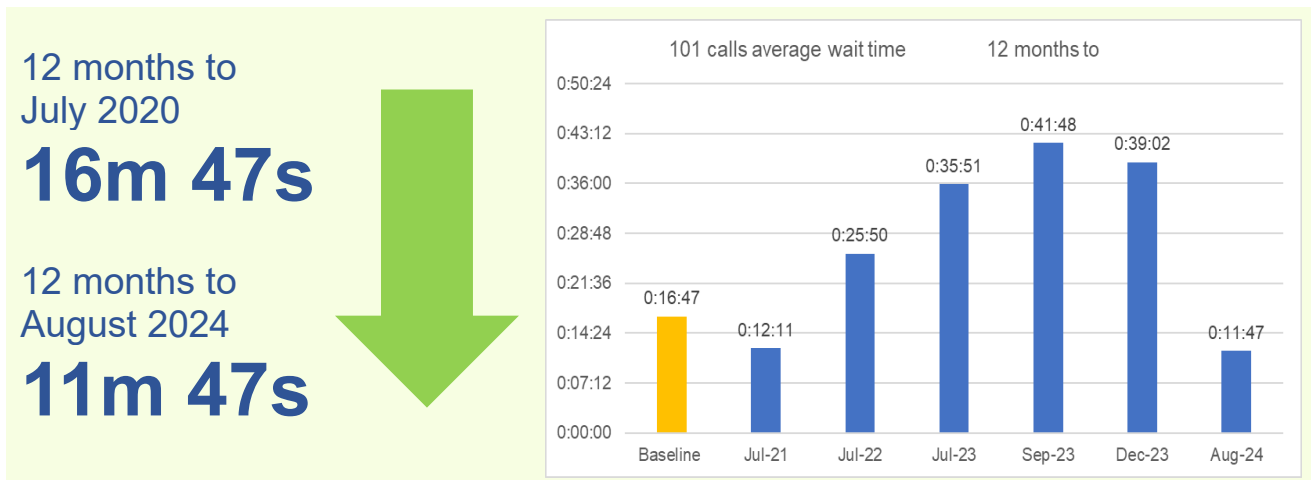
7. Connected

7.4 101 and 999 call wait times: Switchboard triage average wait time (not updated)



Since the implementation of AACC7 the force’s new telephony system, this data is not extractable in the same format as previously and would take a considerable amount of resource to resolve and provide accurate data. Although average wait times to get through to switchboard triage are unavailable the force have indicated that average wait times to get through to switchboard are minimal.

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 August 2024, the average wait time for a 101 call (after IVR routing or switchboard) was 11 minutes and 47 seconds. This is a decrease of 5 minutes 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 December 2023, the average wait time has decreased by 27 minutes 15

7. Connected

seconds. Monthly data for August 2024 and the most recent weekly data indicate further improvements in 101 average call wait times.

In August 2024, the average call wait time was 4 minutes and 47 seconds and the latest weekly data² shows that the average wait time was 2 minutes and 46 seconds.

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



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, data was unavailable. The last available data covered the 12 months to March 2020 and indicated that 77.5% of survey respondents within Devon and Cornwall agreed with the statement that, 'taking everything into account, [they] have confidence in the police in [Devon and Cornwall]'. This indicated a stable trend in public confidence compared with the baseline year, the 12 months to March 2019.

The CSEW have now started to publish public confidence data by police force area again, however the data is heavily caveated due to the small sample size of respondents and results are less robust than national estimates. For this reason, the latest data will not be compared against the baseline to determine a trend 'RAG status'.

The CSEW publication for the 12 months to March 2024, indicates that 65.5% of survey respondents agreed with the statement that, 'taking everything into account, [they] have confidence in the police in [Devon and Cornwall]'. The local results are consistent with the national figure of 65.2%.

Devon and Cornwall Police are continuing to conduct their own public surveying to explore public confidence. The latest results for the 12 months to April 2024 showed that 77% of respondents agree with the statement: "Taking everything into account, I have confidence in the police in this area".

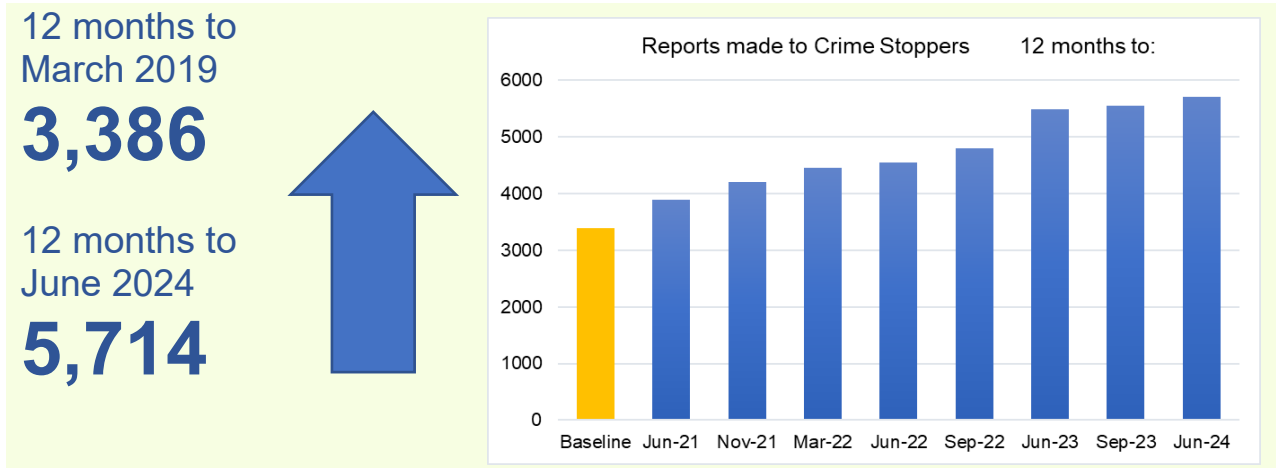
Whilst the CSEW and Force survey use differing methodologies and the results cannot be directly compared, Devon and Cornwall Police's survey results indicate a stable trend with confidence levels aligning more closely with CSEW results in 2020, compared with the latest national estimates which suggest a decrease in public confidence. The Commissioner will continue to monitor both measures closely for any significant changes in trends.

² For the week 8th to 15th September 2024

7. Connected



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 June 2024, 5,714 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 68.8% increase (+2,328) on the number of reports received in the baseline year (the 12 months to March 2019) and an upward trend continues to be evident.



**Devon and Cornwall Police and Crime Panel
4th October 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. This paper encompasses the final performance report for the Police and Crime Plan 2021-25.

1.2. 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.

1.3. 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 as well as local indicators for each priority area.

1.4. 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).

1.5. The direction of travel indicates whether success is considered to be an increase or decrease in the metric where a preference is identifiable. For some metrics it is not possible to assess whether an increase or decrease is preferable. For example, an increase in domestic violence crime could be interpreted as a positive reflection of victims' confidence in reporting. Conversely, an increase in reports could reflect a 'real' increase in victimisation and therefore a negative outcome. Similarly, an increase in drug related offences may appear to be a negative outcome, but is 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 throughout 2023 and 2024.

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 should be considered when interpreting the performance information that is detailed in the Commissioner's performance report.

3. Key updates since last Panel

3.1. Some of the most significant changes in data trends since last reported in February 2024 are outlined below:

- 999 and 101 wait times has improved significantly. In the 12 months to August 2024, 999 calls were answered in an average of 4 seconds. 101 calls were answered in an average of 11 minutes and 47 seconds. This equates to a 6

second quicker answer time for 999 calls, and a 27 minute and 15 second quicker response time for 101 calls.

- There has been a decrease in the number of deaths and serious injuries on Devon and Cornwall's roads. Fatalities reduced by -6 and serious injuries by -106 when compared to last year.
- The number of organised drug disruptions have continued to increase. In the 12 months to August 2024, 915 drug disruptions were carried out by Devon and Cornwall Police, up by +302 when last reported to the panel.
- There are now 22 public enquiry offices open to members of the public across Devon and Cornwall. 6 were re-opened in the last financial year, including Devonport, Looe, Ilfracombe, Honiton, Okehampton and Kingsbridge.
- There have been increases in violence and victim-based crime. Violence has increased by 11.9% (+4,124) and victim-based crime by 14.3% (+12,784) when compared to the last panel meeting.
- The number of young people identified as victims of crime has decreased slightly (-404) when compared to the last panel meeting, but still remains significantly above the baseline of the 12 months to June 2019 (+1,540).
- There has been an increase in the number of offences related to death or serious injury caused by high-risk driving behaviour, rising by 60 when compared to the previous panel meeting.
- There has been an increase in the number of offences related to the discharge of a firearm. In the 12 months to July 2024, 136 offences were recorded, which is up by +83 when compared to the figure last reported to the Panel in January 2023.

Contact for further information

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Report prepared on 20th September 2024

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Police and Crime Plan Scorecard

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

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

VIOLENCE

| Performance Measure | Baseline | Preferred direction of travel | Reported to Feb 24 Panel | Reported to Oct 24 Panel | Change from last Panel | Change from Baseline |
|--|----------|-------------------------------|--------------------------|--------------------------|------------------------|----------------------|
| Homicides (NM) | 20 | ▽ | 16 | 9 | ⬇ | ⬇ |
| Hospital admissions of under 25s for assault with a sharp object | 15 | | 0 | * | * | ⬇ |
| Offences involving the discharge of a firearm (NM) | 66 | ▽ | * | 136 | * | ▲ |
| Violent crime (all) | 30,866 | ▽ | 34,537 | 38,661 | ⬆ | ▲ |
| Violent crime (DA) | 10,859 | | 11,680 | 12,914 | ⬆ | ▲ |
| Victim satisfaction (DA) | 85.3% | ▲ | * | 86.0% | * | ▶ |

ANTI-SOCIAL BEHAVIOUR

| | | | | | | |
|--|--------|---|--------|--------|---|---|
| Number of ASB incidents recorded by the Police | 39,026 | ▽ | 23,368 | 24,571 | ⬆ | ⬇ |
| Recorded number of public order offences | 7,061 | | 7,281 | 8,407 | ⬆ | ▲ |

DRUGS

| | | | | | | |
|----------------------------|-------|---|-------|-------|---|---|
| Drug possession offences | 3,315 | | 2,924 | 3,351 | ⬆ | ▶ |
| Drug trafficking offences | 981 | | 1,056 | 1,392 | ⬆ | ▲ |
| Organised drug disruptions | 69 | ▲ | 613 | 915 | ⬆ | ▲ |

ROAD SAFETY

| | | | | | | |
|---|-----|---|----|-----|---|---|
| Number of fatal casualties | 58 | ▽ | * | 52 | * | ⬇ |
| Number of serious casualties | 791 | ▽ | * | 685 | * | ⬇ |
| Deaths or serious injuries by high-risk driving behaviour | 36 | ▽ | 74 | 115 | ⬆ | ▲ |
| Number of active Community Speedwatch schemes | 42 | ▲ | 45 | 70 | ⬆ | ▲ |

SAFE

| | | | | | | |
|--|--------|---|--------|---------|---|---|
| ONS crime rate | 61.4 | ▽ | * | 59.6 | * | ⬇ |
| Victim based reported crime | 91,042 | ▽ | 89,444 | 102,228 | ⬆ | ▲ |
| Number of police officers (FTE) | 2,944 | ▲ | 3,616 | 3,566.5 | ➡ | ▲ |
| Number of recorded hate crimes | 1,764 | | 1,989 | 2,299 | ⬆ | ▲ |
| Number of recorded neighbourhood crimes (NM) | 9,436 | ▽ | 7,381 | 7,753 | ⬆ | ⬇ |

RESILIENT

| | | | | | | |
|---|----------|---|--------|---------------|---|---|
| Number of young people who are victims of crime | 8,692 | ▽ | 10,636 | 10,232 | ⬇ | ▲ |
| Amount of additional funding brought into Devon and Cornwall by the Police and Crime Commissioner | £238,228 | ▲ | * | £2.45 million | * | ▲ |
| Overall victim satisfaction (NM) | 72.0% | ▲ | * | 70.0% | * | ▶ |

CONNECTED

| | | | | | | |
|---|--------------------|---|---------|---------|---|---|
| Number of customer contact points open to the public | 9 | ▲ | 19 | 22 | ⬆ | ▲ |
| Number of customer contacts (999, 101, Online) | 993,666 | | 900,998 | 835,246 | ⬇ | ⬇ |
| 999 wait time | 8 sec ¹ | | 10 secs | 4 secs | ⬇ | ⬇ |
| Switchboard triage average wait time (new measure) | 1m 5s | | * | * | * | * |
| 101 average wait time | 16m 47s | ▽ | 39m 2s | 11m 47s | ⬇ | ⬇ |
| Levels of public confidence in the police (ONS) | 76.2% | ▲ | * | 77.5% | * | ▶ |
| Number of reports made to Devon and Cornwall Police from Crime Stoppers | 3,386 | | 5,685 | 5,714 | ➡ | ▲ |

Abbreviations: NM = National Measure FTE = Full time equivalent *Figure has not changed since last reported to Panel

¹ The 8 seconds baseline refers to the performance in the 12 months to June 2019 - the target to answer 999 calls is 10 seconds.

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Devon & Cornwall Police and Crime Panel 4th October 2024 Commissioner's Update Report

Safe, Resilient and Connected Communities Where Everyone Plays Their Part

SAFE

Hotspots Response Initiative Update

Since its inception in April 2024 the Devon and Cornwall Hotspots response initiative has delivered 439 Hotspot police patrols and 368 Street Warden patrols, totalling over 6,000 foot patrol hours in the ASB and serious Violence hotspots identified by crime data analysis.

To date, the extra patrols have resulted in 369 ASB incidents being attended by officers, 107 arrests being made, and 146 Stop & searches being executed and 85 Safeguarding referrals or Public Protection Notices (PPN) being made across our region. Community Engagement and maintaining a highly visible uniformed presence is the core tenet of the Hotspots methodology for deterring and disrupting ASB and Serious Violence, as such our Police Officers and Street Marshalls have proactively engaged with over 20,650 members of the public, carried out 5,961 premises visits, and have attended 35 public engagement events.

My team have increased our communications efforts for hotspot policing, focusing on community engagement and collaboration with our partners. We have hosted engagement events in Bideford, Exmouth and Truro so far to listen to residents' concerns about antisocial behaviour and raise awareness of the increased patrols. The police patrols have delivered impressive results which have been shared through social media updates, a video and press releases to maximise the project's visibility. Additionally, we have worked closely with local authorities to launch street marshal patrols, a development welcomed by both residents and businesses who appreciate the increased uniformed presence.

A mid-term report on Hotspot Policing will be presented to the Panel at the October meeting.

Safer Streets 5 Initiative

Launched in October 2023, the Safer Streets 5 initiative has enabled the OPCC to collaborate with Devon and Cornwall Police, Local Government, and local NGOs to

deliver target hardening, guardianship, and educational interventions proven to reduce levels of neighbourhood crime, fear of crime, VAWG and ASB. In Devon the focus has been Paignton, and in Cornwall the focus has been Camborne and Redruth; these areas have higher than the peninsula-average levels of deprivation and higher crime levels, with particular problems around ASB, drug taking and sexual assault, as well as littering and graffiti.

The target hardening interventions delivered by the initiative to date include new CCTV provision and upgrades to existing CCTV and monitoring equipment; extra street lighting has been installed and areas of excessive foliage trimmed back to ensure the lighting and CCTV has optimal impact. Items of street furniture that were attracting unwanted congregation, vandalism, and ASB such as old telephone boxes and benches, have been removed, and disused buildings have been secured with fencing and boarding.

Our Guardianship initiatives have supported deployment of Town Centre Officers and Streets Marshalls delivering regular high visibility patrols in locations that have traditionally experienced high levels of ASB, and a dedicated ASB Caseworker for Camborne and Redruth has been recruited and trained. As well as carrying out patrols the Marshalls and ASB caseworker are responsible for attending safety events such as Neighbourhood Watch meetings, Pub Watch meetings, and Community events. In Cornwall the Street Marshalls have encouraged 20+ businesses to sign up to Disc (an online information sharing system to designed to share information about threats to community safety and security). Community response to the Street Marshalls has been overwhelmingly positive.

Our Education and Outreach focus has enabled us to commission Barnardo's and With You in Cornwall to delivered Healthy Relationships training to over 400 school pupils, 15 Bystander Awareness Training sessions, and 16 Healthy Foundations training sessions. Also in Cornwall we have supported assertive outreach and education to engage young people that require a Young YP service; and delivered targeted one on one and group work in schools, delivering the Substance Misuse /ASB groupwork programme.

In Paignton the Restorative Community Circles and Awareness Courses delivered by our partners Shekinah have delivered positive impacts, with the Home Office responding to our case study with the following, *"Thank you so much for sending through this excellent example of an educational programme from the SSF – this is just the thing we are looking for examples of and I particularly enjoyed reading the quotes from the children – powerful stuff."*

Street Focus Torquay



In June I announced my bold vision to support policing and Torbay Council to address ASB and criminality in Torquay town centre. Working together with partners to tackle issues such as antisocial behaviour, drug and alcohol misuse, and violence which have blighted the lives of residents and traders for far too long.

Street Focus Torquay was launched with the collective aim of improving safety in the town. It called upon stakeholders to step up and play their part as we strive to make Torquay a place where community members can be proud to call home, and where residents and visitors can be free to enjoy their time on the English Riviera without feeling at risk or uncomfortable or being faced with dirty streets and neglected spaces.

I have brought partners together from Devon & Cornwall Police, Torbay Council and SWISCo to join my office in sharing their successes so far and laying out plans for future activity. Activities to date includes:

- A roll out of the Hotspot Policing project with more than 1,000 individuals being engaged, 47 incidents of ASB attended and five people arrested as a result of these targeted foot patrols.
- Additional high-visibility officers on patrol through the Neighbourhood Support Team.
- Increased intelligence around drugs which has led to 2 warrants being executed leading to arrests, and safeguarding visits including 2 reports of cuckooing - where homes of vulnerable people are used by individuals involved in illegal drug activity.

- Enforcement of the new Public Space Protection order with 15 dispersal notices issued so far, 135 directions to surrender alcohol, and one person arrested and fined.
- A new mobile police station, provided by my office, which is deployed in Castle Circus on Mondays, Fridays and Saturdays.
- Jet-washing of areas such as Factory Row alongside weeding to improve the look of the area.
- Weekly engagement sessions outside the Town Hall where my team and I have spoken with members of the public about issues and improvements they have seen.
- Working with Crimestoppers who launched a targeted campaign in the town centre last month, providing a way to report a crime if you prefer to remain anonymous. You can contact them at <https://crimestoppers-uk.org/> or on 0800 555 111.

We know residents can become disillusioned when it comes to reporting if they do not feel they are seeing improvements, which is why I want to really encourage people to report what they are seeing through the right channels, and to keep on reporting every single incident. You can visit the mobile police station on Mondays, Fridays or Saturdays, see my team on a Thursday or fill out the contact form on our <https://www.street-focus.co.uk/> website to tell us about what you think should be done to tackle the problems in Torquay.

Violent Disorder Across the UK

August was marred by outbreaks of violent disorder across the UK as result of the tragic loss of life in Southport when three young children were murdered at a dance event. The disorder spread across the UK and results in protests and counter - protests including in towns across the Devon and Cornwall Policing area. The largest area of disorder was in Plymouth City Centre in early August 2024.

The response by Devon & Cornwall Police was exemplary and the Force really worked with partner agencies and communities to ensure that those who were the perpetrators of the violence and unrest we arrested and dealt with swiftly. There was an ongoing commitment for Devon & Cornwall Police to provide public order trained officers to assist other areas across the country for a few weeks after our own disorder response and deployments were made to other areas in the country as part of the agreed mutual aid arrangements.

I chair the Local Criminal Justice Board and with the support of this partnership, together with Acting Chief Constable, Jim Colwell, and Chief Crown Prosecutor (South West), Victoria Cook, issued open letter to communities following the disorder stating:

“Local Criminal Justice Board (LCJB) for Devon, Cornwall and the Isles of Scilly, we are appalled by the violence that has occurred in our area in recent days under the

guise of protest. We will always support legitimate protest, but violence, racism, disorder, criminal damage, and the community fear that this generates will not be tolerated.

We would like to assure the communities we serve that the agencies within the criminal justice system are dealing with criminality swiftly. You will already have seen charges of individuals involved both locally and nationally. Several individuals have already been remanded into custody at various locations. Of the six people arrested in Plymouth, four have pleaded guilty to offences under Section 2 of the Public Order Act 1986. Sentencing for their crimes is due to happen today (Thursday 8 August) and their photographs have already been published. Working together with our LCJB partners, we will act quickly and continue to use all powers available at our disposal to bring these criminals to justice.

Our partnership intelligence and information systems ensure that we will have local and national resources available to respond and deal as necessary to future disorder to keep our communities safe.

We would like to thank the law-abiding people of Devon and Cornwall for their support at this time and give a commitment that where we have the evidence of people choosing to participate in any activity of this nature, either directly or online, they will be arrested, detained, charged and sentenced.”

This letter was on the front page of the Western Morning News on Thursday 8 August.



RESILIENT

Commissioner's Community Grants



This year (2024-25) I have had a dual theme for my community grants which are distributed on my behalf by Cornwall Community Foundation and Devon Community Foundation. They are:

- Crime prevention initiatives to make community spaces safer.
- Projects focusing on offering education and/or purposeful activities for people with anti-social drug and alcohol issues.

The Cornwall scheme opened in June and the panel has now met to discuss the applications, 5 out of 17 proving to be successful, residual funds will be rolled forward to the next round of applications. The application process for Devon has opened this month.

Two examples of projects that have benefited from this funding are Callington Youth Club and WILD Young Parents.

The Groundworks South Trust is a national charity which brings transformative development to deprived communities. They received a grant of £5,000 from the Commissioner's Community Grant Scheme to create a youth club for young people of Callington to spend time with like-minded peers to divert them from participating in antisocial behaviour (ASB).

It involved working outdoors to clear and rejuvenate a green space to allow more accessibility for community residents within the area. The funding was also spent on making the youth club an attractive place for young people to spend their time, this included the purchase of electronics, pool table, board games, food, and also for members to undertake training with an accredited GB boxing coach (pictured). This funding also went toward to employment of a youth worker whose main role was to

have discussions with the members regarding the issues of ASB, substance misuse and mental health concerns.

Funding has also enabled WILD Young Parents to provide a safe 'outdoor space' at their local allotment to enable dads and their families to spend quality time together and offer opportunities for work outside with families.

This space provides young dads new skills in gardening, growing food, tending an outdoor space, working as a team, and spending positive time with their family. Our WILD dads often face complex barriers to parenthood; four in 10 have had contact with criminal justice, six in 10 have experienced mental ill health, and one in five struggle with addiction or substance dependency issues.

In addition to the Commissioner's Community Grants the two foundations distribute Police Property Act funding on my behalf. This is funding from sold property which has into the possession of the police in connection with a crime and where the owner cannot be found can be sold; or from property which has been forfeited following a conviction and by order of a court if it was used or intended for use in a crime. Both Cornwall and Devon Community Foundations are due to open applications for the Police Property Act funding shortly. This year I would like the money to go to charities who are undertaking work to prevent violence against women and girls (VAWG).

Criminal Justice and You

In July I shared with you the work of my office and the launch of an innovative online product which aims to transform the experience of victims and witnesses in the criminal justice system in Devon and Cornwall. I am also pleased to report that since the Launch in March, the creation of this product has continued to attract attention from across the country and we are in consultation with other LCJBs to share the good work and promote the resource nationally. Criminal Justice and You is hosted on the OPCC's Victim Care Devon & Cornwall website, which helps victims to access specialist support services at any time, even if a crime hasn't been reported to police. I am continuing to develop this product and soon it will include a section specifically for victims of Rape and Serious Sexual Offences and information where the suspect is subject to Bail Conditions or has been Released Under Investigation (RUI). To further promote the resource it is also being featured in social media campaigns on Facebook and TikTok which are proving to be very successful in attracting more views on the resource.

Barnardo's Exceed

My office funds 'Exceed', a Devon and Cornwall wide service delivered by Barnardo's that works with young people affected by, or vulnerable to, sexual exploitation. The impact of their work has been highlighted this summer, as we saw a number of guilty verdicts in a complex child rape case in Plymouth ([Three men convicted for raping young girls in Plymouth | The Crown Prosecution Service \(cps.gov.uk\).](#))

Without the support from Exceed staff, and excellent partnership work with the police, even getting this case to trial would have been impossible. The young women affected received long term support from Exceed that allowed them to understand what has happened to them and develop coping tools which resulted in them having the bravery to engage with the lengthy police investigation and give evidence at trial. I hope the guilty verdicts will enable some of the young women to move on from their ordeals.

As well as some one-to-one work, the Barnardo's Exceed service also offers schools work, group work, parent training and professional consultations to help young people, their families and those working with them to understand sexual exploitation, help reduce risks and keep young people safe.

Devon Domestic Abuse Tender

My office has been working closely with commissioning partners at Devon County Council on the retender of their county wide Domestic Abuse Service. The OPCC contributes financially to Domestic Abuse Services across all four Local Authority areas and working with partners on procurement processes such as this one ensures our office fulfils its obligations to victims. Over recent months, my team has contributed to the development of Devon's service specification, evaluated bids against the service requirements and in early September, attended moderation sessions to agree consensus scores and feedback.

The new service will have 5 elements:

1. Single Entry Gateway, Navigation Support and Community Engagement
2. Community support including:
 - Specialist victim support for moderate and high-risk DA
 - Whole family support to non-violent parent and children
 - Engagement with those that cause harm to elicit behaviour change
3. Support in domestic abuse safe accommodation and refuge, staying put and resettlement
4. Support in safe accommodation for women experiencing multiple disadvantages including domestic abuse and sexual violence
5. Trauma responsive recovery therapeutic support

It is a complex and important service and I look forward to learning who the successful provider is when contracts are awarded in early November. The new service is due to start in March 2025.

Violence Against Women and Girls

Together with the Acting Chief Constable and Local Authority partners, I continue to tackle the root causes of violence and its impacts across the peninsula by funding Devon & Cornwall's Serious Violence Prevention (SVP) Programme. The strategic mission of the SVP Programme remains 'breaking the cycle' of violence, the long-term preventative aim of diverting vulnerable young people from violence and tackling inter-generational harm.

Now in its fourth and final year of initial funding, the programme is under review but remains committed to improving both the police and partner response to violence via an expansive portfolio of evidence-based work, aligned to my evolving Police and Crime Plan.

The SVP Programme sponsors a wide range of improvements across Devon & Cornwall Police, including the use of 'hot spot' policing in high crime areas, high-harm perpetrator identification and trauma informed work-force training, supporting children affected by domestic abuse or parental imprisonment, and also supporting the national policing priority of reducing violence against women and girls (VAWG).

The Home Office legislation mandates specified partners (Police, Health, Local Government and Justice leads) to collaborate 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 by my office, including £320k from the Home Office under the new SV duty – with CSPs receiving a further £657k in total during 2024/25.

During the last reporting period, a pioneering research project has concluded on using data science to tackle 'high harm' domestic abuse across the peninsula. Working with national academic partners using best practice to guide the research, the recommendations focus on harnessing algorithms to improve the identification and onward management of perpetrators. This use of technology could significantly impact on driving down persistently high rates of domestic abuse across the region and safeguarding vulnerable victims.

For the Serious Violence Prevention Programme to remain effective and successful, the funding must be correctly targeted and deployed in high-risk areas.

Criminal Justice Scrutiny

I remain committed to undertake scrutiny across the criminal justice partnership for Out of Court Resolutions (OoCRs) and to assess quality of compliance with the Victim Codes of Practice (VCoP). My Scrutiny panels receive positive engagement and are well supported through attendance of relevant representatives from the Police, Crown Prosecution Service (CPS), His Majesty's Courts and Tribunal Service (HMCTS), His Majesty's Prison and Probation Service (HMPPS - Probation), the Magistracy, Youth Justice Service (YJS), Youth Justice Board (YJB) and relevant support services where appropriate. In total 12 partnership scrutiny panels are held each year, averaging one taking place each month. Cases are reviewed against a topic or crime type which is relevant to my Police and Crime Plan priorities or areas

of interest. In September there was a youth OoCR panel to focus on cases involving female violence, a VCoP panel which will review the use of pre-recorded cross-examination (Section 28) for intimidated victims and witnesses and an adult OoCR panel in mid-October which will review cases of knife crime.

I am particularly proud of our established approach to scrutinise cases to understand the effectiveness and impact of the Victims Code which puts us in a strong place to meet the new requirements detailed within the Victims and Prisoners Act which received Royal Assent on the 24th May 2024. This process enables me to see how information is captured and communicated between the key criminal justice bodies who have responsibilities under the code, identify good practice and areas for learning which will help us work more collaboratively and focus on the quality of contact with victims not just the process.

File Quality Scrutiny Inquiry

My accountability and standards team have recently concluded an intensive scrutiny inquiry into the police's file quality and prosecution case management.

Working alongside the Local Criminal Justice Board that I also chair, the team spent several weeks reviewing documents and interviewing officers and staff, as well as senior managers from other agencies such as the CPS and other important people such as members of the magistracy.

This work was undertaken with a focus on victims at its very heart, and although we are not yet at the point of publication, I am confident that the findings and resultant recommendations will help the police make improvements that will directly benefit victims of crime.

CONNECTED

New OPCC Website

On September 20 the new website for my office was launched. Developed in house by my Communications and Customer Engagement team, the new site has a modern and accessible design and provides a wide range of documents and information about my work and my office presented in an easily navigable format. The new site also makes contacting the office easier by offering an updated contact form alongside traditional contact methods and updated frequently asked questions to help the public with their queries. [Your voice in policing – The Office of the Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly \(devonandcornwall-pcc.gov.uk\)](https://www.devonandcornwall-pcc.gov.uk)

Councillor Advocate Seminar

Councillor Advocates are local authority elected members who, supported by my office, meet regularly with representatives of Devon & Cornwall Police and Community Safety Partnerships to raise issues on behalf of their communities.

On September 11 my office hosted a seminar on the theme of contact and Right Care, Right Person for our Councillor Advocate cohort at Exeter Racecourse. I was pleased to welcome the day's speakers Acting Chief Constable Jim Colwell, Assistant Chief Constable Nikki Leaper and Chief Inspector Fergus Paterson. As always there was a good turnout and plenty of lively debate and questions around the subjects discussed.

Media Coverage

Since the last Police and Crime Panel my office has been in the news regularly, with 224 articles published across 77 news outlets. These articles covered updates on my work across the Police and Crime Plan priorities of tackling antisocial behaviour (ASB), drug use and serious violence, and improving road safety and supporting victims of crime. More than a third of coverage focused on work to crack down on ASB, which reflects the increased focus on this issue thanks to our Street Focus project which aims to tackle this issue and improve safety in town centres.

Public Engagement Events

A key responsibility of my office is engaging with the public to hear their concerns and keep them informed about support available to them through my work and Devon & Cornwall Police. My Communications and Customer Engagement team has been supported by the wider office attending a packed calendar of engagement events across the force area, promoting the victim services I commission as well as sharing reporting methods and help available for those experiencing antisocial behaviour. For the first time my team attended the Boardmasters music and surfing festival in Newquay, where my new Young Voices in Policing survey was launched which aims to collate the views and experiences of young people about crime and policing in Devon and Cornwall. The survey was also promoted at Plymouth University Freshers' Fair on September 17.

Cornwall Police Family Fun Day

In September my team attended the Devon & Cornwall Police Family Fun Day at the Royal Cornwall Show Ground in Wadebridge. The annual event is an opportunity for our dedicated and committed police officers, staff, and their families to get together and enjoy some fun activities and engage with force assets such as the dog unit, dive team and forensics. I am well aware of the sacrifices made by our policing family, and I am pleased that this event offers hard-working officers and staff a chance to unwind with their loved ones.

Launch of the Police and Crime Plan Consultation

I am pleased to invite the Panel and members of the public to contribute to the development of the new Police and Crime Plan by participating in a consultation on the draft Plan for 2024-2029. The Police and Crime Plan is the key strategic plan through which I set out the vision for policing and criminal justice services for my new term of office.

In the draft Plan I have set out a vision for safe, resilient, connected communities where everyone plays their part. This includes the draft priorities:

- Drugs and alcohol
- Antisocial behaviour
- Violence (including Violence Against Women and Girls)
- Theft

The draft Plan sets out how I intend to hold the Chief Constable to account for delivering against each of these priorities, and lead partners to address these priorities in the following settings:

- In our town and city centres
- In our countryside and coastal communities
- On our roads
- In our homes and neighbourhood

Following a four-week public consultation period I will bring a draft copy of the Plan, with analysis of the public feedback, to the Police and Crime Panel meeting in November for formal consultation with the Panel.

[Have Your Say Today - Police and Crime Plan 2024-29: Public survey - Devon And Cornwall Police And Crime Commissioner's Office \(commonplace.is\)](#)



Alison Hernandez

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

Contact for further information:

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Report prepared on 25th September 2024

DEVON AND CORNWALL POLICE AND CRIME PANEL

4th October 2024

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

1. The table below provides the number of complaints received and handled against the Commissioner since the 1st January 2024. This report covers the period up to 9th September 2024.
2. One formal complaint was received against the Commissioner in the last reporting period. This complaint is currently ongoing and being discussed with the Chair of the Police and Crime Panel, to determine a resolution.

| Dates | Complaints received | Number of Complaints recorded | Number of Complaints unrecorded | Total | Complaints forwarded to the IOPC by the OPCC | Complaints resolved |
|--|----------------------------|--------------------------------------|--|--------------|---|----------------------------|
| 1 st January 2024-2 nd July 2024 | 1 | 1 | 0 | 1 | 0 | 1 |
| 3 rd July 2024-9 th September 2024 | 1 | 1 | 0 | 1 | 0 | 0 |
| Grand total | | | | 2 | 0 | 1 |

Contact for further information:

Office of the Police and Crime Commissioner for Devon and Cornwall [@dc-pcc.gov.uk](https://www.pcc.gov.uk)

Report prepared on the 9th September 2024.



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Devon and Cornwall Police and Crime Panel – Tracking Decisions 2024/25

| Number | Minute No. | Resolution | Target Date, Officer Responsible and Progress |
|--------|---|--|--|
| 1. | 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: This information is contained within the Contact report, that report has been deferred to the next meeting in October 24. |
| 2. | 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: The limits are given below: Table of drugs and limits ‘Illegal’ drugs (‘accidental exposure’ – zero tolerance approach) Threshold limit in microgrammes per litre of blood (µg/L) benzoylecgonine 50µg/L cocaine 10µg/L delta-9-tetrahydrocannabinol(cannabis) 2µg/L ketamine 20µg/L lysergic acid diethylamide 1µg/L methylamphetamine 10µg/L Methylenedioxymethamphetamine (MDMA) 10µg/L 6-monoacetylmorphine (heroin) 5µg/L ‘Medicinal’ drugs (risk based approach) Threshold limit in blood clonazepam 50µg/L diazepam 550µg/L |

Devon and Cornwall Police and Crime Panel – Tracking Decisions 2024/25

| | | | |
|----|---|--|--|
| | | | <p>flunitrazepam 300µg/L lorazepam 100µg/L methadone 500µg/L morphine 80µg/L oxazepam 300µg/L temazepam 1,000µg/L Separate approach (to balance its risk) Threshold limit in blood amphetamine 250µg/L</p> |
| 3. | <p>Proposed Precept, Budget and Medium Term Financial Strategy (MTFS)</p> <p>2 February 2024</p> | <p>Commissioner to provide members with data surrounding abandonment rates for 101 calls.</p> | <p>Due Date: ASAP</p> <p>Person Responsible: Alison Hernandez</p> <p>Progress: Paper on contact deferred to the next meeting in October 24.</p> |
| 4. | <p>Confirmation Hearing for Deputy Commissioner</p> <p>19 July 2024</p> | <p>Commissioner to bring report to the Panel within 12 months of the progress of the Deputy Police and Crime Commissioner.</p> | <p>Due Date: Within 12 months</p> <p>Person Responsible: Alison Hernandez</p> <p>Progress: The appointment of the DPP is, in law, intended to support the PCC’s delivery of their legal duties. The role of the Panel is to scrutinise the PCC’s delivery of their duties and this does not extend to the DPCC. The PCC provides an update report to the Panel at each meeting on the delivery of her duties and police and crime plan. Any deliverables of the DPCC or any other appointed member of staff of the OPCC supporting the delivery of the Police and Crime Plan will be included within this update report.</p> |

Devon and Cornwall Police and Crime Panel – Tracking Decisions 2024/25

| | | | |
|----|--|--|--|
| 5. | Draft Annual Report 2023-24 19 July 2024 | Prisoners Building Homes Scheme officers to reach out to East Devon Sustainable Homes portfolio holder Dan Ledger to discuss possible sites for the project. | Due Date: ASAP Person Responsible: Alison Hernandez Progress: Completed |
| 6. | Draft Police and Crime Plan 2024 – 2029 19 July 2024 | Commissioner to write to Leaders and Deputy Leaders of Councils to give oversight of the consultation for the Plan. | Due Date: ASAP Person Responsible: Alison Hernandez Progress: Completed |
| 7. | Draft Police and Crime Plan 2024 – 2029 19 July | Commissioner to explicitly state in the Police and Crime Plan the summer challenges faced in Devon, Cornwall and the Isles of Scilly. | Due Date: ASAP Person Responsible: Alison Hernandez Progress: This feedback will be considered in the consultation. |

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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 |
|------------------|--|-----------------------|
| 19 July 2024 | Election of a Chair and Vice Chair | 15 mins |
| | Appointment of Independent Member | 5 mins |
| | Confirmation Hearing for Deputy Commissioner | 1 hour |
| | Draft Annual Report 2023 | 20 mins |
| | Draft Police and Crime Plan 2024-2029 | 40 mins |
| | Police and Crime Commissioners Update | Standing Item 10 mins |
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item 1 min |
| 04 October 2024 | Independent Member Appointments | |
| | Public Engagement and Contact (update on progress from last report in November 2023) | |
| | Six Month Interim Hot Spot Policing Update | |
| | Police and Crime Plan Scorecard | Standing Item |
| | Police and Crime Commissioners Update | Standing Item |
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item |
| 22 November 2024 | | |
| | Police and Crime Plan 2024-2029 | |
| | Police and Crime Plan Scorecard | Standing Item |
| | Police and Crime Commissioners Update | Standing Item |
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item |
| 31 January 2025 | | |
| | | |
| | Police and Crime Plan Scorecard | Standing Item |
| | Police and Crime Commissioners Update | Standing Item |

| Date of Meeting | Agenda item | Action |
|------------------------|---|---------------|
| | Non-Criminal Complaints against the Police and Crime Commissioner | Standing Item |
| 14 February 2025 | <u>Only if Precept is vetoed</u> | |

Future Items

| Agenda items to be scheduled | Action |
|--|--------|
| Rural Crime | |
| Detailed understanding of current drug use | |
| Rural and urban anti-social behaviour | |
| Items to be monitored | |
| | |