Devon and Cornwall Police and Crime Panel

c/o Plymouth City Council Democratic Services Floor 3, Ballard House West Hoe Road Plymouth PLI 3BJ

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 25 July 2025 10.30 am Council Chamber, Council House

Members:

Councillors Ashton, Chopak, Czapiewski, Ewings, German, Hackett, Haydon, Hodgetts, Leaver, Lodge, Loudoun, Palethorpe, Parsonage, Penberthy, Rodgers, Thomas, Tyerman, Wright, Caroline Jones (Independent Member for Cornwall) and Barry Jones (Independent Member for Devon)

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

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Tracey Lee

Chief Executive

Devon and Cornwall Police and Crime Panel

- 1. Appointment of the Chair for Municipal Year 2025 2026:
- 2. Appointment of the Vice-Chair for Municipal Year 2025 2026:

3. Apologies

To receive apologies for non-attendance submitted by Members.

4. Minutes (Pages I - I0)

To sign and confirm as a correct record the minutes of the meeting held on 31 January 2025.

5. Declarations of Interest

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

6. Public Questions

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

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

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

7.	Police and Crime Commissioners Update:	(Pages II - 28)
8.	Draft Annual Report 2024/25:	(Pages 29 - 62)
9.	Cost and Functions of the Office of the Police and Crime Commissioner:	(Pages 63 - 74)
10.	Performance Papers:	(Pages 75 - 94)
11.	Non-Criminal Complaints against the Police and Crime Commissioner:	(Pages 95 - 96)
12.	Action Log:	(Pages 97 - 98)
13.	Work Programme:	(Pages 99 - 100)

Devon and Cornwall Police and Crime Panel

Friday 31 January 2025

PRESENT:

Councillor Haydon in the Chair Councillor Worth Vice Chair Councillors Alvey, Chopak, Croad, Czapiewski, Ewings, Hackett, Loudoun, Penberthy, Thomas, Tilbey, Toms, Tyerman, Wright and Barry Jones (Independent Member for Devon)

Apologies for absence: Councillors Goodman-Bradbury, Rodgers, Leaver and Caroline Jones (Independent Member for Cornwall).

The meeting started at 10.32 am and finished at 1.46 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.

9. **Minutes**

The minutes from the meeting held 22 November 2024 were <u>agreed</u> as a true and accurate record.

10. **Declarations of Interest**

There were no declarations of interest.

11. **Public Questions**

There were no questions from members of the public.

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

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

- a) Theft had been added into the Police and Crime Plan, which included burglary and shoplifting;
- b) The Police and Crime Plan was launched in late January 2025;
- c) The budget survey noted an increased public approval rate of the value for money provided by the policing precept, as well as a rise in confidence in the services delivered by Devon and Cornwall Police and was higher than the national picture;

- d) Alcohol had been added in to the Police and Crime Plan due to being a key driver for crime;
- e) Violence was a big challenge and the Commissioner outlined that she wanted to tackle crimes such as domestic abuse, rape and Child and Sexual Abuse in her term of office;
- f) Radical ideas and partnership working with local authorities were needed to intervene in violent crime;
- g) It was highlighted that the Police has maintained record police officer numbers in Devon and Cornwall, with 3,610 in total;
- h) There were 9,128 extra patrol hours carried out in the busy summer period, which led to 127 arrests, The Commissioner outlined that she would like to continue with this through the budget proposals as the funding for hotspot policing did not continue into 2025/26;
- The opening of lyybridge Police Inquiry Office and Tavistock Police Inquiry Office would take place in February 2025 with Liskeard and Exeter opening in late 2025;
- j) Improvements were made in Public contact;
- k) It was noted that in an emergency, Police would pick up the phone within 10 seconds 94% of the time, and in a non-emergency, the Police would answer 83% within 10 minutes:
- Thanks were expressed to the police for their swift prosecution of offenders and for bringing an end to the disorder associated with the Plymouth riots in August 2024;
- m) Devon and Cornwall Police seized assets worth £2.8 million pounds from Andrew Tate and his brother Tristan with £1.2 million pounds of the money claimed, being earmarked for policing, in Devon and Cornwall and would be spent on Violence Against Women and Girls efforts;
- n) Resources would be reallocated against priorities to ensure value for money;
- o) Savings of £16.5 million pounds would be required in the budget, to meet a sustainable plan for the following four years;
- p) £6.5 million pounds of those savings, were included in the proposed budget for 2025/2026;
- q) The Commissioner announced that the Ministry of Housing, Communities and Local Government (MHCLG) had confirmed an allocation of £1.3 million for the award-winning prisoners building homes program and there were plans to build over 180 homes in the South West;

- r) 30,251 victims of crime were supported in 2023-2024;
- s) Honourable thanks were given to the Vision Zero Road Safety collaboration across the peninsula;
- t) A formal introduction was given for Interim Chief Constable James Vaughan who started his post in December 2024.
- u) Thanks were given to; The Vice Chair of the Council, The Representatives from His Majesty's Inspectorate for Fire and Rescue Services and Constabulary, The College of Policing and The Chief Executive of Cornwall Council in being able to achieve the recruitment of Interim Chief Constable James Vaughan;
- v) The misconduct of Mr. Kerr were referred to the investigating body for police conduct matters, which resulted in his suspension. The authorities in Northern Ireland had primacy on the matter and the commissioner was disappointed in the lack of pace to find a resolution;
- w) The Commissioner met with the Policing Minister, Dame Diana Johnson who would make enquiries into the investigation, with the authorities in Northern Ireland;
- As legally necessary, the matters of allegations of gross misconduct against Mr Colwell, were referred to the IOPC (Independent Office for Police Conduct) which led to his suspension;
- y) The Force's performance was not satisfactory or consistent. While improvements had been made in public contact and the management of sexual and violent offenders, the force remained under the 'Engage' process with His Majesty's Inspectorate of Constabulary and Fire & Rescue Services for crime recording and investigation standards;
- z) The second homes council tax looked to address the unique challenges in Devon, Cornwall and the Isles of Scilly and Devon and Cornwall Police was in an excellent financial position when compared nationally and the force would not be cutting police officers or staff;
- aa) The Chief Constable had agreed to undertake a rank review with the aim of returning as many police constables to the frontline as possible with an estimated 60 Police Constables roles being created through efficiencies and savings £2 million pounds;
- bb) Consideration for a Mayoral Authority for Devon and Cornwall was being considered:
- cc) The Government settlement was below the cost for the policing pay award, employers national insurance and inflation. Safer Streets funding would not be available in the budget, however the Commissioner would create a new fund named Street Focus;

- dd) A Neighbour Policing Grant had been created to increase PC's, PCSO's or Special's, in the neighbourhood teams;
- ee) The Neighbour Policing Grant would be doubled;
- ff) Firearms licencing fees were increasing following a government announcement. It was known that the new funding would not cover the costs of department;
- gg) Some of the poorest in the communities across the region would be able to claim up to 100% support for the council tax liability;
- hh) A proposal was made, for a total precept increase of £13.70 for 2025, which would equate to a council tax band D of £288.20 or 4.99%;
- ii) Band D households paid £27.45 a month over 10 months, if paid monthly, and this would rise to £28.82.

Nicola Allen (Treasurer of the Office of the Police and Crime Commissioner) highlighted the following points concerning financial data on the report.

- jj) The increase of the Neighbourhood Grant would not affect the net revenue budget;
- kk) There was a 339 increase in core grant nationally, which was a £8 million increase for Devon and Cornwall;
- II) There was a £12 million decrease in specific grants which was a £900,000 decrease for the region;
- mm) There would be £430 million of new grants specifically for the National Insurance Grant and the Neighbourhood Policing Grant;
 - nn) The overall increase in funding would be 6.5%;
 - oo) The National Insurance Grant of £5.7 million did not cover the totality of the National Insurance increase by around £625,000;
 - pp) There was no capital grant funding grant which ceased in 2022/23;
 - qq) The budget requirement for the Devon, Cornwall and the Isles of Scilly increased to £432.32 million for a net revenue budget seeing an increase of £26.4 million:
 - rr) There was a capital programme of £113 million over four years;
 - ss) Pay and inflation pressures consisted of £27.7 million;

- tt) The funding level for the ring-fenced maintenance grant was on-going and was dependent on maintaining officer levels of 3,610;
- uu) The proposed budget would provide mitigation of risks by a balanced medium term financial position, not using one off money to fund on-going expenditure with no exit strategy. There were realistic assumptions which used assumptions from the Office for Budget responsibility;
- vv) Savings and efficiency for £5.8 million were included in the budget;
- ww) Staffing equated to 85% of the overall budget and presented a risk to the service;
 - xx) General reserves were around 4% and the strategy indicated that it would remain between 3% and 5%
 - yy) All decisions were published into the public domain to ensure transparency;
 - zz) The code of corporate governance was reviewed bi-annually;
- aaa) Inflation had decreased since October 2022;
- bbb) The Council tax base had increased by 4.65%;
- ccc) The net surplus was at £2.8 million;
 - ddd) The level of second homes from Bands A to C was 45%, whereas the level of chargeable dwellings was 65%;
 - eee) In band H, there were 273 second homes in Devon, Cornwall and the Isles of Scilly;
 - fff) The highest proportion of Band E equivalents, that were second homes, were the Isles of Scilly, South Hams, Cornwall and North Devon;
 - ggg) The proposed Medium and Financial Term Plan was robust and sustainable. It was reported that there was a four year balanced position.
 - James Vaughan (Chief Constable, Devon and Cornwall Police) highlighted the following points:
 - hhh) There were adjustments in the leadership as well as a focus in performance, to improve public confidence;
 - iii) There was a review of management concerning sex offenders;
 - jjj) Over 2024, the level of performance had been above 90% of crimes being recorded accurately;

- kkk) Improvements were to be made on processes for contacting victims of crime;
- III) Improvements on preventing and decreasing delays in reporting crime would be undertaken:
- mmm) Expectations for robust oversight on Police staff;
- nnn) An increase in Council Tax for citizens, to deliver the Police and Crime Plan for 2025 to 2029;
- ooo) The budget was dependent on savings, and a savings plan had been introduced, as well as a new budget system;
- ppp) The rank structure would be reviewed, and a reduction in senior ranks to put more workers in the front line was the aim.

In response to questions raised it was reported that:

- qqq) A police station front desk was opened in Looe to support policing and issues there;
- rrr) The Commissioner was disappointed that National Insurance for policing was not fully funded;
- sss) The Commissioner had taken into account the Leader of Cornwall Council's request in relation to investment in areas with second home bonuses;
- ttt) The cost of three Chief Constables was £70,000 a month and the Commissioner had requested that the acting Chief Constable should revert back to the substantive post that he was employed to do;
- uuu) The Deputy Police and Crime Commissioner salary would be two thirds of the Commissioner's salary and the job application and recruitment process was yet to be determined;
- vvv) The budget looked at the Welsh Model in relation to second homes and the OPCC made a projection and assumption for future years of a reduction in second home council tax;
- www) It was noted that the Police service in Devon, Cornwall and the Isles of Scilly was top heavy which was a view shared by the Police Superintendent Association. It was a desire to reduce those numbers and to increase the number of staff on the frontline. No one would be demoted from their substantive rank but promotion processes for senior officers were paused;
- xxx) Detective work was hard and was one of the hardest roles within policing. It was noted that it was hard to recruit and then to retain those good members of staff. The Panel were provided assurances that the service was doing everything it could to increase the numbers of detectives;

- yyy) The Commissioner held a commitment to cap the cost of the Office of the Police and Crime Commissioner to 0.65% of the budget. It was acknowledged that this had increased to 0.68% and was due to a statutory responsibility costing the Office £200,000 due to new rules for misconduct panels;
- All Police and Crime Commissioners proposed a 2% increase in the pat award collectively and Chief Constables proposed 3.6%. The Commissioner hoped the government took into account that police officers were earning more money in relation to their basic pay and went with a 2% pay increase;
- aaaa) The proposed budget provided a 2% base increase for the pay award with a contingency of 0.8%;
- bbbb) Policing in rural areas would look to target burglary, sexual violence, violence, ASB, drugs and alcohol issues;
- cccc) It was accepted that the firing ranges were not in the best state and there had been planning challenges in which members of the public did not wish to hear gunshots. It was acknowledged as being a large challenge for the force to ensure response officers were fully training and able to be deployed at their best. The travel costs for officers to learn elsewhere was not an efficient option due to the cost;
- dddd) The Ministry of Defence had reported to the OPCC that they were at capacity with their own officers and therefore were not able to offer space to the Police;
- eeee) The Police and Crime Plan explicitly mentioned what would be tackled in rural areas. In particular, wildlife crime, rural ASB and drug dealers would be deterred and reduced. Organised criminals were prevented from operating in the countryside;
- ffff) Rural crime officers had the greatest of respect from the Farmers Union and the Gamekeepers Association and the Force was working hard to address rural theft, ensuring that it was reported, investigated and prevented;
- gggg) Nationally, reports of crime in rural areas was largely underreported, and the Force knew it needed to encourage people to do so;
- hhhh) It was understood that in rural areas, there was a large need for residents to stay anonymous for fear of retribution and was why the Force promoted Crime Stoppers;
- iiii) The Estate's Strategy would be added to the work programme;
- jjjj) The night and safe buses were funded by the OPCC and were important for the night-time economy. It reduced anti-social behaviour, violence and sexual offences. The Commissioner wanted women and girls to feel safe within city centres and within the night time economies;
- kkkk) The Commissioner highlighted that there would be challenges around

devolution as well as challenges around cost. The Commissioner advised the Panel that she wanted to be part of the conversations around devolution due to the breadth of knowledge for the region. It was also highlighted that the conversation seemed to neglect the Isles of Scilly.

The Panel <u>agreed</u> to accept the council tax precept proposal without any recommendation and not exercise a veto.

13. Police and Crime Plan Scorecard

In response to questions raised it was reported that:

- a) Theft was added into the scorecard as a new priority to the Police and Crime action plan, as it required a radical step change in the way that the Police responded to it. Road safety had been taken out and theft has been added as the force was aware that across the region, communities and shopkeepers were frustrated. The force needed to make sure that small business were thriving;
- b) Plymouth had faced some notable challenges over the past few years and the Plymouth had become great at responding in a crisis, but we needed to stop them happening in the first place;
- c) Local authorities had a duty to tackle serious violence and the Commissioner had a meeting which was with the first Serious Violence Peninsula Group. The meeting would look to understand how the duty was being delivered;
- d) Hate crime data would be available at Community Safety Partnership level and it was requested that if that wasn't working, to then report this to the Commissioner;
- e) The Commissioner requested victims of hate crime to report this to the Police and they would be treated seriously and supported well;
- f) The recording of Antisocial Behaviour within the Policing statistics, dropped dramatically during COVID as no one was outside. It then increased due to neighbour disputes and never went back up. The Commissioner requested that these incidences are reported to the Police;
- g) The Commissioner advised that the government needed to consider an alternative punishment to shoplifters other than prison. Shoplifting was often a repeat crime, which was seen as a minor offence and incurred small punishments and therefore did not deter;
- h) Data of ASB in Devon could be split out into the differing local authority areas which would allow councillors to see the areas that required an improved response;
- i) The Commissioner put at risk £120,000-£130,000 of Devon and Cornwall taxpayers money, towards making a house in Torquay through a prison to

prove it could work. Since then houses had been built houses in Bristol, there was a site in Plymouth in which plans were being developed and 180 planned homes for delivery across the southwest. National Government had provided $\pounds 1.3$ million to support in taking this project further.

The Panel <u>agreed</u> to note the report.

14. Police and Crime Commissioners Update

The Panel <u>agreed</u> to write a letter to HMICFRS and the Home Secretary that the delay in coming to a conclusion around the issues of suspension for Chief Constables from the Devon Cornwall and Isles of Scilly Police force was costing the region in lost leadership time as well as lost financial costs incurred.

15. Non-Criminal Complaints against the Police and Crime Commissioner

Frances Hughes (Chief Executive) advised the Panel that there were no new complaints about the Commissioner.

The Panel <u>agreed</u> to note the report.

16. Tracking Decision Log

The Panel <u>agreed</u> to note its tracking decision log.

17. Work Programme

The Panel <u>agreed</u> to add the following to the work programme:

- Custody suite developments
- Estates Strategy
- Hate Crime (including the Commissioners Hate Crime Deep dive)
- Rural and urban anti-social behaviour

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Devon & Cornwall Police and Crime Panel Commissioner's Update Report - 25th July 2025

Safe, Resilient and Connected Communities, Where Everyone Plays Their Part

1. Priority: ASB

1.1 Keeping Town Centres Safe this Summer

The government launched the Safer Streets summer town centre initiative to prevent crime and antisocial behaviour this summer and to ensure visible, meaningful consequences for those responsible. As Commissioner, I have submitted a delivery plan explaining how my office, with Devon & Cornwall Police and local partners, intend to drive down crime & disorder, restore pride in public spaces and reassure residents, businesses and visitors that town centres are safe, well-managed environments.

Specific towns are receiving dedicated interventions through initiatives such as Hotspot Policing, Clear Hold Build, Street Focus, and Walk & Talk. Some of these have been in place for some time and we are scaling up with what we know works in our other communities. Exeter, Plymouth, Torquay, Paignton, Bideford, Newquay, Newton Abbot, Bodmin, Tiverton, Barnstaple, St Austell, Exmouth, Truro, Penzance, and Camborne have been identified based on demand profiles, recorded incidents, and community intelligence, ensuring resources are allocated where they will have the greatest impact.

Summer policing demand is not new across Devon, Cornwall & the Isles of Scilly, and we already reallocate resources as part of our business-as-usual arrangements to cope with the summer surge of visitors. I have long been making the case to government for additional resources in the police funding settlement to recognise our challenges with summer demand, our rurality and sparsity.

1.2 £1 million Hotspot Scheme Extended into New Areas

Last year we secured £1m of Government funding to introduce hot spot policing in high-risk areas. The scheme, which delivered more than 26,000 hours of extra foot patrols in our towns and cities, has been extended for 2025/2026 thanks to £1 million further Government funding.

Hotspot policing is designed to tackle antisocial behaviour (ASB) and serious violence with targeted police and street marshal patrols in areas with the highest levels of crime, with this year's scheme expanded into two new hotspots in Tiverton and Bodmin.

The funding pays for additional officer time to conduct the targeted patrols, providing a boost in visible policing where it is needed most. This is identified through local crime data. While the priority is to prevent crime, this targeted approach also enables proactive action. In the past year, this has led to:

- 26,821 hours of hotspot patrols
- 2,211 pieces of intelligence submitted
- 190 Public Protection Notices or safeguarding referrals

- 1,467 ASB incidents attended
- 256 arrests
- 274 stop and searches
- 52 offensive weapons seized
- 248 pieces of property seized e.g. drugs or stolen goods
- 177 enforcements of Public Spaces Protection Orders
- 8,022 other ASB Crime & Policing Act 2014 powers used

Since May 2024, more than 93,000 members of the public have been engaged with during a hotspot patrol and more than 40,000 premises visits. Businesses and residents have felt an increased uniformed presence and reported feeling safer as a result.

In the year ahead, hotspot policing will continue in the following areas, Barnstaple, Bideford, Camborne, Exeter, Exmouth, Newquay, Newton Abbot, Paignton, Penzance, Plymouth, St Austell, Torquay, Truro, Bodmin (new hotspot), Tiverton (new hotspot).

In addition to reducing ASB and serious violence, cutting knife crime in half is a new objective for the initiative. I will also continue to match fund street marshal patrols as I did in 2024.

1.3 Street Focus



Picture: Street Focus You Said, We Did engagement event

In May last year, Street Focus Torquay was launched to improve safety in the high crime but low public confidence area in Torquay town centre. The multi-agency Street Focus approach is a collective vision for a safer town centre where the community can thrive. My team worked in partnership with Devon & Cornwall Police, Torbay Council and waste management service SWISCo to drive down antisocial behaviour and crime in the town centre.

The project provided an opportunity to test new initiatives to improve the environment and increase public confidence, aiming to bring real, long-term change to the area. Having a regular visible presence within the town centre, engaging with local residents and businesses was key to raising awareness of the project and regularly sharing information on partners activity, progress and plans.

Over the past 12 months much has been learnt - there is a renewed sense that partnership working can make a difference, and the public have felt the step change in safety activity in the town centre.

Patrols have achieved the following positive outcomes:

- 1,072 hours of hotspot patrols
- 88 pieces of intelligence submitted into police systems

- 35 Arrests
- 37 stop and searchers carried out
- 4 offensive weapons seized
- 81 ASB incidents attended
- 29 instances of policing powers being used
- 21 safeguarding referrals made
- 4,200 members of the public engaged with
- 1,546 premises visits made
- 20 items of stolen property, drugs or alcohol seized

The introduction of a dedicated ASB lawyer started in mid-2024, funded by the OPCC and employed by the police has also enabled:

- 8 closure orders have been obtained disrupting drug supply and responding to residents' complaints
- 2 Criminal Behaviour Orders served
- 1 Youth Civil Injunction
- 4 breaches of Civil Injunction
- 10+ Community Protection Warnings & Community Protection Notices
- 52 files opened since September 2024
- 3 Child Abduction Warning Notices

Street Focus Torquay will now help to inform a blueprint, which can be applied to other similar affected towns, with plans already underway to 'lift and shift' the best practice to Camborne in Cornwall.

1.4 Investment in Night Buses



Picture: DCC Damien Jones, Stagecoach Commercial Team Craig McGee, University of Exeter Peter Scargill. Front, left to right: ACC Glen Mayhew, PCC Alison Hernandez, Stagecoach Operations Manager Joe Beckley

Following the successful pilot of a night bus scheme in Torquay and Barnstaple in 2024, which saw 101 passengers use the service, it has now been expanded to Torquay, Barnstaple, Newquay, Plymouth and Exeter.

Provided by Stagecoach in Devon and First Bus in Newquay, these services operate on Saturday evenings from May throughout 2025 in a bid to reduce drink and drug-related incidents. The buses will also be available in Devon on Friday, December 19, and New Year's Eve. The North Devon, Torquay, Plymouth and Exeter buses will run between May 31 and New Year's Eve 2025, and a longer Newquay service until September 6.

The services in Plymouth and Exeter have seen 3,219 passengers in the first 6 weeks and 305 in Newquay. The new routes will be a fantastic boost to our evening and night time economy, encouraging residents and visitors alike to enjoy socialising while still getting home safely.

2. Priority: Serious Violence

2.1 Standing United Against Sexual Abuse and Violence



Picture: Queen Camilla visits a sexual assault referral centre in Exeter

Sexual Abuse and Sexual Violence Awareness Week took place in February. In Devon and Cornwall, we have seen a concerning rise in recorded sexual offences over the years. Since 2010, these crimes have more than tripled. While some of this increase can be attributed to greater reporting and awareness, it also reinforces the need to tackle the root causes of violence, particularly against women and children.

Survivors of sexual violence often face significant barriers when seeking support and justice. Stigma, shame, and fear can prevent individuals from coming forward. As a society, we must do better to challenge these narratives and create an environment where survivors feel safe and empowered to share their experiences.

As Commissioner, one of my primary aims is to ensure that all victims are supported and that the police ensure offenders are brought to justice. The bravery of survivors who come forward to report these crimes is commendable, and they deserve to know that their voices will be heard, and their cases will be treated with the utmost seriousness and care by the police and partners who support victims.

In February the incredible staff at Exeter's newly opened Sexual Assault Referral Centre (SARC) were praised by Queen Camilla when she visited the facility. This centre is just one of a number around Devon and Cornwall funded by my office and NHS England. They are an invaluable first step in helping victims of sexual violence get the help they need and in securing vital evidence to bring offenders to justice.

Devon & Cornwall Police also deserve real credit for recently seizing £2.4 million from self-proclaimed misogynist Andrew Tate and his brother Tristan, individuals who have built their influence by spreading sometimes toxic views that degrade and harm women. I am delighted that Chief Constable James Vaughan has recommended and encouraged that matters relating to violence against women and girls should be considered in any applications for funding from this money. This sends a powerful message to all those who seek to perpetuate harm to hold influence in our community. It will not be tolerated.

Next year I intend to invest a further £3.5m supporting victims of sexual violence and domestic abuse and reducing reoffending, which includes continuing to support SARCs. This is in addition to delivering a new £5m five-year partnership contract to provide support for victims of rape and sexual assault in Devon and Cornwall.

My 2025-26 Commissioning Intentions Plan (https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2025/02/Appendix-3-Commissioning-Intentions-Plan-25-26-FINAL-DRAFT-1.pdf) outlines how I will be spending money to prevent crime, help victims recover and support policing of our communities.

2.2 Op Sceptre Intensification on Knife Crime

Op Sceptre is the national operation to tackle knife crime. This intensification in the South West was focused on the use of the fast parcel system to order knives online. UK Border Force intercept the postal system and refer details of recipients to police who then follow up by visiting the address in question.

This intensification was co-ordinated by the South West Regional Organised Crime Unit (ROCU) Regional Disruption Team. The results of this week of action includes:

- 21 bladed weapons recovered
- 19 addresses visited
- 4 persons were arrested and interviewed
- At 2 locations police seized additional weapons

All individuals concerned were males aged 50+, challenging the notion of knife crime being largely a youth issue.

2.3 Youth Justice and Violence Prevention

From January 2025, my office has been leading partnership work between the Youth Justice Service, Devon & Cornwall Police, and other partners with a focus on preventative work to improve youth justice outcomes and prevent young people entering the criminal justice system. This focus will see the development and delivery of initiatives that respond to serious and youth violence and the co-ordination of my convening duties for serious violence prevention.

2.4 Two Tier Policing

Two tier policing is a term used to describe the idea that some people or groups of people, or some behaviour, for example, protests and demonstrations, are dealt with more harshly than others. The term has particularly been used by the far right to argue that right wing protests are policed more aggressively, and related offenders punished more severely.

Following the fatal stabbing of 3 young girls in Southport in July 2024, serious public disorder arose in a number of UK towns and cities. This disorder was fuelled by a significant amount of misinformation, with a manufactured narrative giving a name and origin of a falsely alleged offender.

In early August 2024 civil unrest developed into rioting in Plymouth, centring on Royal Parade. There were 2 separate groups, one legitimate protest organised in consultation with the police and the second organised mainly through social media groups and without any consultation

with authorities. Violence ensued and a number of police officers were injured, property damaged and serious disruption to public transport and businesses.

The police response was well planned and executed and the reaction from the media and public was largely positive. Within 72 hours of the event 4 men were arrested, charged, convicted and imprisoned for taking part. To date, 24 people have been charged and 23 of those sentenced. Details of 8 of the offender's ethnicity were withheld but of the available 16, 14 were white and 2 were of mixed race, which reflected the overall picture of ethnicity of those involved in the unrest.

I chaired an extraordinary meeting of the Local Criminal Justice Board to bring together the most senior people from the region's criminal justice agencies to ensure a swift, joined up approach to securing justice for riot related offences. To ensure that the policing response was effective, proportionate and legitimate, my office undertook immediate oversight.

There were two main considerations, the first is that legitimate protest and serious public disorder should not be conflated. While large scale protests can involve some less serious elements of disorder, peaceful protest is lawful and the right to hold it needs to be protected and policed accordingly. Serious disorder and riot, however, requires a robust and swift policing response.

The second factor is how the policing and wider criminal justice agencies respond to serious disorder. Riots which took place in 2011 were dealt with in a very similar fashion, although the participants of these riots were minority ethnic groups. With reference to accusations of discrimination, an analysis of the offending demographic is useful when comparing the 2011 and 2024 instances. The racial profile of offenders is different, but the swift and severe justice which was dispatched demonstrates the focus was on deterring disorder, irrespective of those involved.

The full report can be found here (https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2025/02/Two-tier-policing-OPCC-insight-report-2024-FINAL1.pdf)

3 Priority: Drugs & Alcohol

3.1 Clear Hold Build

Clear Hold Build (CHB) is a Home Office initiative which provides a model for collaboration between the police, partner agencies and the local community to improve the response to serious and organised crime (SOC) at the local level. It aims to reduce SOC threat, reduce crime, and help communities become more resilient.

Stonehouse in Plymouth was identified to introduce a CHB approach. The creation of a Love Stonehouse programme has allowed the community to have a voice and work to make their areas safer. Working with policing teams, a community focused approach has emphasised face-to-face interactions, fostering problem-solving and amplifying the community's voice in identifying threats and priorities.

Regular engagement activities have included multi-agency days of action, community events, and hotspot policing, enabling the identification of ten specific CHB problem-solving priorities linked to SOC. This focus extended to accommodation for adults with addiction and complex needs, previously linked to violence and drug networks. Police also implemented daily visits,

breakfast meetings, and floor walks with a police drugs dog, gradually overcoming mistrust and generating crucial serious and organised crime intelligence.

Collaborations with the Plymouth Child Centred Policing Team to address the SOC threat and impact on young people, has included engagement with schools and homeless facilities for young people aged 16-25 to identify exploitation concerns. Persistent outreach and trust-building has led to improved relationships and collaboration, addressing vulnerabilities and facilitating interventions.

Now in the Hold phase, the Love Stonehouse programme has equipped the local Neighbourhood Policing Team to sustain and enhance community safety, confidence, and visible policing efforts during the Clear stage, ensuring lasting impact and growth.

3.2 Cracking Down on Cannabis Cultivation

The fight against drugs in our communities is something I take incredibly seriously. There have been two weeks of action under Operation Scorpion, one in March and another in June 2025. In March, officers across the South West carried out a major crackdown on large-scale cannabis production. They executed 32 warrants, arrested 36 people, and seized over 2,240 cannabis plants, £57,335 in cash, and a variety of weapons, including knives and firearms. These were part of serious organised crime networks that bring drugs, violence, and exploitation into our communities.

For the past four years, the five South West police forces – Devon & Cornwall, Avon & Somerset, Dorset, Gloucestershire, and Wiltshire – and their respective Police and Crime Commissioners have worked together through Op Scorpion to tackle drug crime head-on. This latest crackdown was also linked to Operation Mille, a national effort focused on breaking up large-scale cannabis networks. Many of these drug farms have been uncovered because local people have noticed something suspicious and reported it. This information is vital in helping police take action. If something doesn't seem right in your area, I encourage you to please report it.

In June Op Scorpion ran in conjunction with National County Lines Intensification Week. Research shows that across the region more local children and vulnerable people in our communities are being exploited to supply and store drugs.

In Devon & Cornwall there were:

- 41 arrests
- £57,466 cash seized
- 85g crack, 194.4g heroin, 64kg cocaine, 11.6kg cannabis resin, 0.5kg ketamine seized
- 15 people safeguarded
- 3 weapons seized including hunting knives. Also 8 firearms including stun gun and pepper spray
- In total across the South West region:
- 106 people were arrested
- 65.7kg of cocaine was seized, plus 274g of crack cocaine,13.9kg of cannabis and 455grams of heroin
- £119,326 in cash was seized
- 38 people were safeguarded
- 29 suspected county lines were shut down
- 17 vehicles were seized, including six e-bikes
- 100 mobile phones were seized

26 weapons were seized

I joined neighbourhood officers from Devon & Cornwall Police, and undercover officers from British Transport Police for a joint day of action at Torquay Railway Station. Officers also worked with hotels, taxi and private hire companies and postal operators to raise awareness of the signs of exploitation and encourage them to report any concerns.

Young people and schools were also educated around the risks associated with illegal vapes. Not only do they pose serious health risks, but it is also believed criminals are recruiting young people to sell these illegal products, opening them up to potential further exploitation.

3.3 Use of Naloxone in Devon & Cornwall

Devon & Cornwall Police is making a lifesaving overdose treatment drug available to its officers. Nasal Naloxone temporarily reverses the effects of opioid based drugs and is used when an overdose is suspected, and the victim is believed to be aged 18 or over. The drug is currently being used by over half of UK police forces. Officers now carry Naloxone kits which include guidance on triaging victims and a card that is given to medics to notify them the Naloxone has been administered.

4 Priority: Theft

4.1 Theft - Retail Initiatives

Two complementary initiatives are now being used to combat retail crime in our region.

Devon & Cornwall Police have partnered with Auror, a retail crime intelligence and loss prevention platform, to enhance their response to organised retail crime. The partnership, which includes direct reporting to the police through the Auror platform, aims to improve intelligence gathering, investigation efficiency, and ultimately reduce harm to victims of shoplifting. Two males have already been sentenced to 20 & 23 months in prison respectively with help from Auror, pleading guilty to conspiracy to steal offences across 11 different Police force areas – including Devon & Cornwall.

A second initiative is also being trialled. UK Partners Against Crime (UKPAC) is a not-for-profit organisation dedicated to enhancing business crime reduction through the creation of Business Crime Reduction Partnerships (BCRPs). During 2025, I have committed to funding a 12-month pilot in Torbay with local businesses, police and local council. Funding from the Summer Policing Fund has paid for the system to be rolled out in Liskeard, Saltash, Torpoint, Looe, Bodmin and Barnstaple. It is hoped that following the pilot UKPAC will then be rolled out across the Force area.

UKPAC's model contributes significantly to policing efficiency by reducing the administrative burden on the police. Through a dedicated team of crime analysts, UKPAC collects and compiles critical evidence of shoplifting offences, including statements, CCTV footage, and business impact statements. This process ensures that when a repeat offender commits multiple crimes, the police receive a comprehensive case file, allowing them to maximise court outcomes.

5 Priority: On our Roads

5.1 Game Changing Road Safety Initiative



Picture: Alison Hernandez with Prof Tim Nutbeam from IMPACT: The Centre for Post-Collision Research, Innovation and Translation

Road safety is a priority for me and everyone in Devon and Cornwall, and it's the reason I formed the Vision Zero South West road safety partnership – a collaborative approach which aims to reduce road deaths by 50% by 2030, and eventually to zero.

One project which is funded by Vision Zero is IMPACT: The Centre for Post-Collision Research, Innovation and Translation – a small but highly skilled team conducting world-class research right here in Devon.

At their recent launch event, Professor Tim Nutbeam, Emergency Medicine consultant and Critical Care Doctor for Devon Air Ambulance, spoke about some of the amazing work they are carrying out to improve the outcomes of those involved in collisions.

One such example is their BYSTANDER project which focuses on the chain of survival and looks to harness the role of bystanders in providing vital interventions that could save lives, reduce harm and limit psychological trauma.

6 Priority: In our Towns & Cities, Countryside & Coastal Areas

6.1 Police Enquiry Offices Reopening



Picture: The official opening of Tavistock Police Enquiry Office

In February I was delighted to officially open three more Police Enquiry Offices (PEOs) at Ivybridge, Liskeard and Tavistock. It was great to hear from local residents about how important these new facilities are. More than 90,000 residents accessed our PEOs during 2024-25, a clear sign of the value placed on face-to-face policing.

6.2 Community Safety Accreditation Scheme (CSAS) Development

The Community Safety Accreditation Scheme (CSAS) gives partners involved in a community safety or traffic management role a range of powers usually only available to police. CSAS members often include street marshals, park wardens, security quards and parking attendants.

The scheme aims to contribute to community safety and combat crime and disorder, public nuisance and other forms of antisocial behaviour.

There are a range of powers a chief officer might grant, including requesting an offender's name and address, issuing a fixed penalty notice, confiscating items such as tobacco or alcohol and directing traffic.

Devon and Cornwall is one of the few areas in the country where CSAS is being used to its best advantage and I am pleased to say that there are now over 150 CSAS accredited officers in your communities.

6.3 Tri Service Safety Officer launch



Picture: Tri Service Safety Officers at the Holsworthy launch

My office also coordinated the launch event for the first Tri Service Safety Officer (TSSO) for Devon. The event in Holsworthy was attended by the High Sheriff of Devon, representatives from Devon & Cornwall Police, Devon and Somerset Fire and Rescue Service, the NHS, and local authorities, and members of the community including pupils from nearby schools. It was a great opportunity to meet the new TSSO and to raise awareness of the role, which is a pioneering collaboration between police, fire, and health services.

We have over 20 TSSOs across the force, and whilst mainly within Cornwall this was our first Devon based officer. The role provides all three emergency services with a presence in hard-to-reach communities. Their early intervention reduces demand and impact on the three emergency services, and key partners within the public, private and voluntary sectors.

7 Priority: Victims

7.1 The Victim Care Unit and Victim Focus Week



Chief Constable James Vaughan at the Victim Care Unit

It is now 10 years since the creation of the Victim Care Unit (VCU) in Devon and Cornwall. The VCU is responsible for supporting victims of crime across the Force area to give the best possible service in line with the Code of Practice for Victims of Crime (VCOP). To mark this anniversary, the VCU hosted the first Victim Focus Week from 28 April to 2 May, with a series of online and in-person events to increase awareness of victims' rights and the work that the VCU do to support victim-focused investigations and help ensure the Force is compliant with their rights.

One of the topics during Victim Focus Week - organised by Devon & Cornwall Police and supported by my office - was a Violence Against Women and Girls (VAWG) Lived Experience Day where brave victims shared their experiences of domestic abuse, stalking and sexual offenses. The aim was to provide a valuable insight into the impact it has had on their lives, including how the crime was handled by police and what support they received.

Among them was the mum of 21-year-old student Libby Squire who was raped and murdered following a night out in Hull in 2019. It later emerged her killer had committed a string of offences against women in the months before her death.

It has prompted her mum Lisa to tirelessly campaign to keep other women and girls safe and encourage people to report all non-contact sexual offences which she believes could have saved her daughter's life.

In the 12 months to February 2025, 104,811 victim-based crimes were recorded by Devon & Cornwall Police, up by 13.5% from the previous year. My office has dedicated funding of more than £9.5 million in 2024/25 to support victims through services we commission.

7.2 National Stalking Awareness Week

Latest data from Devon & Cornwall Police has revealed 14,457 stalking and harassment offences were recorded within a 12-month period to February 2025 - an increase of 14.4% compared with the previous year. While the rise may partly be due to improved recording and identification of the offences by police, there is a need for greater awareness of stalking and its effects on victims, their families and communities.

As Commissioner, I am responsible for holding the Chief Constable to account for reducing stalking and harassment, to ensure that investigations are as victim-centred as possible, and that people are signposted to the right services.

It is very clear to me that despite the excellent job so many police officers do, there are times when victims do not always receive the support they should. That it is why I am extremely supportive of the force implementing its first Victim Focus Week.

7.3 Victims Support Network brought back in-house

The Victim Support Strategic Delivery Partnership contract was set up in 2021 to enable the delivery, management and development of a Victim Care Network. A decision was made in January 2025 to cease the contract and manage a handover of the work to the OPCC due to a substantial change in the contract and what it delivers.

On 1st July, Victim Support staff transferred to the OPCC under TUPE (Transfer of Undertakings (Protection of Employment)). We are grateful to Victim Support for their work over the past few years.

8 Criminal Justice

8.1 Local Criminal Justice Board

The Local Criminal Justice Board (LCJB) continues to meet quarterly – most recently on June 9th to focus on collaboration and the progression of our agreed priorities. These are to ensure we have an efficient and effective criminal justice system, that we work together to keep victims engaged to secure justice and to address disproportionality.

We have recently reviewed the criminal justice partnership response to the large-scale disorder in August 2024. I thank all those agencies who contributed to this work to understand how we can continue to work together effectively – securing learning and sharing best practice. The Executive Summary of this work can be located by accessing this link within my OPCC website: https://devonandcornwall-pcc.gov.uk/lcjb-reports

8.2 Criminal Justice Scrutiny

The role of undertaking 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) continue to be held each month against an agreed theme.

Panels continue to be well supported by the criminal justice partnership with positive engagement from all key stakeholders who together consider what our agencies are doing to make a difference, how we work together to learn and improve, and to develop policy and practice.

So far this year, scrutiny panels have reviewed cases for drug offences, non-fatal road collisions, shoplifting, assaults on emergency workers, sexual offences and domestic abuse. These are all now published on the OPCC website here https://devonandcornwall-pcc.gov.uk/lcjb-reports

8.3 Local Criminal Justice Court Reporting Pilot

I am delighted to report that I have appointed Newsquest to run a local criminal justice court reporting pilot to improve communication and transparency. This involves the third-party supplier to provide content from magistrates and crown court in Devon and Cornwall for a three-month period, which will be distributed to publishers, who will be able to publish at no cost. The scheme is based on the successful Local Democracy Reporter Scheme, a national BBC-funded programme which has been running since 2017. Following delivery of the contract, a report will be prepared to measure the scheme's impact.

9 Public Engagement

9.1 Engagement Activities

My team and I have undertaken a wide range of engagement activities over the last six months. These have included:

- Attendance at the Devon County Show
- Attending an event at the House of Lords to showcase our Prisoners Building Homes programme at the request of the Bishop of Gloucester for an audience which included Lord Timpson, Minister of State for Prisons, Parole and Probation
- Supporting the Police and the Museum of Policing at their Annual Recognition of Excellence in Policing Awards
- Attendance at the annual Blue Light Day
- Young Voices in Policing college visits
- Police Cadet Celebration Day
- Commissioner's Thank you Event
- Torbay Business Awards
- The Plymouth Youth Awards

9.2 Young Voices in Policing



Picture: A Police Cadet Leader with a copy of the Police and Crime Plan

One of the key duties of my communication and public engagement team is speaking with members of the public about their experiences of policing, hearing about the issues that affect them and ensuring they know about work being done to tackle these issues.

I have been pleased to continue my Young Voices in Policing college visits, speaking with students from courses relevant to policing and public service at Dawlish College and Petroc College. This work continues to be supported by my survey which, to date, shows 60% of respondents feel either safe or very safe in Devon & Cornwall.

My team also supported the Police Cadet Celebration Day in May, sharing the work of my office with more than 100 attendees, as well as the annual Cornwall Blue Light Day in July, which raises awareness of emergency services among the learning disabled community.

9.3 Commissioner's Thank You Event

In March, my office again hosted the annual Commissioner's Thank You event. Among those celebrated were my Councillor Advocates, who act as an important link between their communities and the police. I was pleased to welcome and celebrate volunteers who work with the many victim support services I commission, as well as Independent Panel Members and Legally Qualified People who support misconduct proceedings.

9.4 Torbay Business Awards

In June I attended the Torbay Weekly Naturally Inspiring Business Awards where I sponsored the 'Business Community Champion' Award. The evening recognises those going above and beyond in our community – particularly the Business Community Champion award which recognises those who work above their day-to-day role in making Torbay a safe place to live and work.



Picture: guests of the Commissioner join her at the awards event

This year eight applicants applied for this award. Three runners up were given recognition for their work in the community - Torbay United Licensed Drivers Association, Pier Point Bar & Restaurant and the overall winners Unleashed Theatre Company. For more than two decades, Unleashed have worked at the heart of Torbay's community, using theatre and creative arts to reach those most vulnerable — including people affected by homelessness, addiction, mental illness, or social exclusion.

9.5 The Plymouth Youth Awards

I also attended the YMCA's Plymouth Youth Awards on Saturday, June 14 at the Crown Plaza Hotel as sponsor of the Inspirational Person of the Year Award. This award is about more than achievements — it's about courage, character, and the ability to lift others up even in the face of challenges. The young people recognised with this award have shown strength, leadership, and compassion well beyond their years. My office is committed to building safer, stronger communities — and the young people of Plymouth nominated for this award are doing just that.



Picture: Alison Hernandez at the Plymouth Youth Awards

I picked three finalists from the 12 who entered who were Crawford Kerr, Scarlett Swaddle and Alexandra Radu. Crawford was crowned the winner, a 17-year-old Police Cadet Leader, unpaid carer and volunteer.

9.6 Customer Services

All customer feedback is valuable as it helps assess the overall performance of Devon & Cornwall Police. The correspondence office's customer service team receives, enables me to gain an understanding of the current and arising issues faced by the public.

Since the last Police and Crime Panel, data shows that road safety, violence, conduct and service delays are the most common themes. Road safety concerns are typically directed to the Road Safety Team within Devon and Cornwall police for their assistance. Queries or concerns regarding conduct are referred to the Devon and Cornwall Police Professional Standards Department as a complaint. The service delays mainly relate to firearms licensing.

There has been a decrease in the number of concerns relating to 101 wait times which is a huge improvement, also resulting in greater satisfaction with the service. In terms of queries and concerns relating to Police and Crime Plan priorities, violence generated the most, followed by antisocial behaviour, theft and drugs. With violence being a priority in my Police and Crime plan, it has been alarming to see the increase of concerns relating to it and I will continue to make this a priority within all areas of Devon, Cornwall and the Isles of Scilly.

My team strives to resolve queries and concerns at the first point of contact. We have introduced a voicemail system where customers can leave a message outside operating times (10am – 2pm) and a team member call back as soon as possible. Analysing correspondence trends is crucial so I can commit to ensuring my priorities are aligned with the views of the public and scrutinise the force on areas of concern that the public have raised.

10 Police Governance

10.1 Commissioner's Accountability Board

Holding our police to account on behalf of the people of Devon, Cornwall and the Isles of Scilly is my core responsibility.

I do this in a number of ways, including chairing the Accountability Board. This allows me to select a number of areas of policing activity and performance to scrutinise in detail, requiring the Chief Constable and his team to explain both current performance, and any plans for improvements.

A statement is then published on the OPCC website describing the levels of assurance for the public to see, along with the agenda and attendance at each Board, to ensure transparency.

I remain absolutely committed to ensuring that Devon & Cornwall Police delivers a service to our communities as effectively and efficiently as is possible and will continue to not only scrutinise and challenge robustly, but also to celebrate and champion whenever appropriate.

Assurance statements are published on the OPCC website here https://devonandcornwall-pcc.gov.uk/commissioners-accountability-board

10.2 Neighbourhood Strategic Governance Board

A neighbourhood strategic governance board has been established to provide strategic oversight and co-ordination for the delivery of the neighbourhood policing grant. This monthly board will receive regular reports on recruitment and training, budget allocation and spending, operational impact, performance reporting and communications to ensure that the force is on track to deliver the Home Office Neighbourhood Guarantee.

The board, chaired by ACC Glen Mayhew, will monitor the Force's approach which includes hotspot policing, uplift of police officers, recruitment of PCSOs and recruitment of PIP1 qualified police staff investigators.

10.3 PCSO and Police Officer Recruitment Inc neighbourhood policing grant

We remain on track to deliver an additional 55 PCSOs by April 2026. These officers will make a real difference in helping residents feel safer and better connected to their local policing teams.

The current recruitment and training pipeline includes:

- 22 PCSOs due to start in August 2025
- A further 22 in late September 2025
- A final intake of 16 PCSOs scheduled for January 2026

From October onwards, communities can expect to feel the benefits of a more visible police presence, particularly in our town centres and across key neighbourhoods. While the exact deployment of PCSOs will be confirmed, early planning has ensured that both high-footfall and harder-to-fill locations will be prioritised.

This uplift reflects a continued focus on community engagement and preventative policing, in which PCSOs play a vital role.

10.4 New Communication Approaches in Policing



Picture: The Chief Constable, James Vaughan with students at Exeter College

In April Devon & Cornwall Police launched a Tik Tok channel. This collaboration with media students from Exeter College, working with the force's Corporate Communications and Engagement team, created short videos for use on the channel. The Chief Constable attended the launch to meet students, view some of the videos and talk about the power of connectivity between the police and young people in our communities.

10.5 Police complaint reviews

In previous reports to the Panel, I have highlighted the statutory role my office undertakes in respect of police complaint reviews. If a member of the public is dissatisfied with the complaint outcome they receive from Devon & Cornwall Police, they can apply to my office for an independent review.

In the first 5 months of the year, we received 41 requests to undertake police complaint reviews. 40 requests were concluded to outcome, including 30 valid complaint reviews. Of the valid reviews, 40% were upheld, meaning my Complaint Review Officer's deemed the police's original handling of the complaint was not reasonable or proportionate.

As a result of the upheld complaints, 13 recommendations were made to the police. These included asking police to undertake further enquiries and to provide the complainant with a further outcome letter, apologising to complainants where appropriate, and providing additional information and explanations so decisions could be fully understood.

10.6 Gross misconduct hearings

My office continues to support the running of police officer misconduct hearings. Since January, we have supported a further 5 hearings, 4 of which led to the subsequent dismissal of a police officer. My office appoints the Independent Panel Members and Legally Qualified People to support these hearings. It is with their hard work and dedication we ensure that only the right people work in policing.

10.7 Independent Custody Visitors (ICVs)

In previous reports to the Panel, I have also highlighted my statutory duty to run an Independent Custody Visiting (ICV) scheme. This scheme involves volunteers visiting police stations to check on the welfare of those in custody and ensure their rights and entitlements are being upheld. This helps to provide assurance that police custody centres are operating safely and

appropriately. Between the 1st of April to the 30th of June 2025, 29 visits have been undertaken with no significant issues raised.

10.8 Firearms Licensing

New firearms licensing fees introduced by Government took effect in February 2025. The fees are now:

Grant of Firearms certificate

Renewal of Firearms certificate

Grant of Shotgun certificate

£198.00 (previously £88)
£131.00 (previously £62)
£194.00 (previously£79.50)
£126.00 (previously £49)

Full details can be found on the Devon and Cornwall Police website here https://firearms.devon-cornwall.police.uk/firearms/fees-charges/

Any additional income goes towards the running costs of providing firearms licensing in Devon and Cornwall. However, this income only covers 43% of the full costs of providing the function (excluding police officer costs) and the balance is met from the wider police budget. Prior to the uplift, the income covered just 21% of the costs.

The last update on performance indicated that the team are working to a 112 day target for all non-complex work. The number of certificate holders is 27,459, holding over 37,000 certificates which is the largest in England and Wales. The applications within the 112 day target were 82% with zero temporary permits.

10.9 Chief Constable's Investigation

Chief Constable Will Kerr remains suspended from duty. Although in April 2025 PPS in Northern Ireland announced there would be no criminal charges brought against Mr Kerr, there remains an ongoing IOPC investigation in relation to conduct matters.

Interim Chief Constable James Vaughan, who was appointed to the role in December 2024, will remain in post until any outstanding matters are concluded.

The Deputy Chief Constable, Jim Colwell, has now returned to work in his substantive post.

Alison Hernandez

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

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Report prepared on 13th July 2025.



Devon and Cornwall Police and Crime Panel July 25, 2025

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT: Annual Report 2024-25

- 1. The Commissioner has a statutory responsibility under the Police Reform and Social Responsibility Act 2011 to produce an Annual Report as part of the public holding the Chief Constable and Chief Fire Officer to account:
- (1)Each elected local policing body must produce a report (an "annual report") on—(a)the exercise of the body's functions in each financial year, and
- (b)the progress which has been made in the financial year in meeting the police and crime objectives in the body's police and crime plan.
- (2) As soon as practicable after producing an annual report, the elected local policing body must send the report to the relevant police and crime panel.
- (3) The elected local policing body must attend before the panel at the public meeting arranged by the panel in accordance with section 28(4), to—
- (a)present the report to the panel, and
- (b)answer the panel's questions on the report.
- 2. The report included at Appendix A is a **draft** annual report relating to the work of the Office of the Police and Crime Commissioner in 2024-25. This report demonstrates to the Panel the progress made in the financial year in meeting the police and crime objectives in Police and Crime Plan 2021-25.

Contact for further information Bridget Batchelor

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Report prepared on July 17, 2025

OPCC ANNUAL REPORT 2024-25

DRAFT 0.3

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Commissioner's introduction

As your Police and Crime Commissioner, I am proud to present this annual report for 2024-25 – a year of continued transformation, delivery, and determination to keep our communities safe across Devon, Cornwall and the Isles of Scilly.

In May 2024, I was honoured to be re-elected for a third term, a responsibility I do not take lightly.

During 2024-25, I appointed a new interim Chief Constable. Following a period of instability and uncertainty in the force. This new leadership has brought an improvement in performance and leadership, which is welcomed by staff, officers and the public. My newly formed Commissioner's Accountability Board provides valuable insight into how these changes and other improvements are having a positive impact across a number of key areas of business. https://devonandcornwall-pcc.gov.uk/commissioners-accountability-board

The year also brought a new government in Westminster and the formation of the Devon and Torbay Combined County Authority. Wider conversations about devolution mean that we are entering a new era for public service delivery. In this changing landscape, my office continues to champion local voices, undertake perpetual scrutiny and secure investment to meet our communities priorities. We have expanded high-visibility policing through the hotspot policing initiative, reopened more police enquiry offices (PEOs) to bring policing closer to the public, and delivered pioneering community projects like Street Focus Torquay. More than 90,000 residents accessed our PEOs during 2024-25, a clear sign of the value placed on face-to-face policing.

My commitment to prevention and early intervention remains strong. During the last year of my 2021-25 plan, we have invested in young people, launched targeted support services for victims, and held our police force to the highest standards of accountability and integrity. Innovative approaches to distrupt criminal behaviour such as Operation Scorpion, rural crime disruption, and Vision Zero South West have contributed to making our streets, homes and roads safer for all. None of this is possible without extensive partnership – between police, communities, councils, charities, and government and I am deeply grateful to all who have contributed.

In January 2025, I launched a new Police and Crime Plan, shaped through consultation with thousands of residents which focuses on what matters most to the communities we serve: tackling theft, drugs and alcohol misuse, antisocial behaviour, and serious violence. From city centres to coastal communities, this plan reflects the diverse needs of our region, ensuring that policing is rooted in the reality of residents' lives and concerns. I look forward to delivering our refreshed plan in the year ahead.

Alison Hernandez

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

Section one: Police and Crime Plan performance

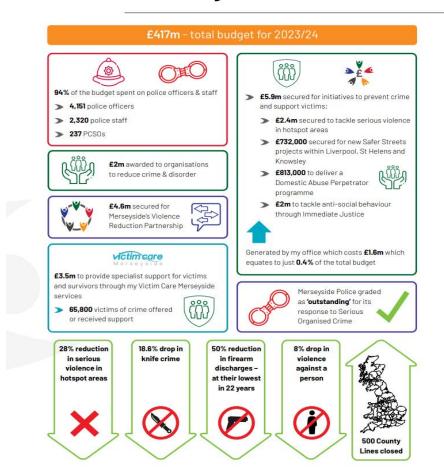
Police and crime priorities 2021-25

The 2021-25 Police and Crime Plan aimed to achieve the Commissioner's vision of having safe, resilient and connected communities through breaking the cycle of violence, reducing persistent antisocial behaviour, addressing drug use, and increasing road safety. During this last year of the plan, the Commissioner is proud of the progress which has been made.

This annual report marks the end of the 2021-25 Police and Crime Plan by providing an overview of our performance against the priorities set. In addition, we are also able to provide an update on progress against the Commissioner's additional priorities in the refreshed plan 2025-29 published in January 2025.

[To include an updated version of this for D&C in final design stage]

Pocket guide to 2023/24



Priority 1: Breaking the cycle of violence

Serious Organised Crime (SOC)

The Commissioner has continued in her national role as Association of Police and Crime Commissioners (APCC) joint lead of the SOC Portfolio Group following her nomination by the APCC Board in summer 2023. The Commissioner has worked closely with central government, National Police Chiefs' Council (NPCC) and National Crime Agency (NCA) and has developed close working links with other partners to engage and collaborate on the SOC portfolio. The SOC Portfolio Group, jointly chaired by the Commissioner has met quarterly and has engaged on national, regional and local SOC issues to share best practice for Police and Crime Commissioners (PCCs) to take back to their local police force and regions, and to greater hold their Chief Constables and Regional Organised Crime Units to account on areas such as performance and collaboration.

Clear Hold Build is a national policing strategy aimed at reducing serious organised crime and increasing community resilience. The strategy involves three phases: clearing out criminal elements, holding the area through increased police presence and support, and building lasting community strength by engaging residents and addressing underlying social issues.

Devon & Cornwall Police implemented Clear Hold Build in the Stonehouse area of Plymouth, with the neighbourhood support team playing a key role in the Clear phase through the Love Stonehouse project, launched in October 2024. The team focused on patrols and engagement to build public confidence, gather intelligence and amplify the community's voice in shaping local priorities.

Campaign to tackle serious organised rural crime

The Commissioner is working in partnership with Police and Crime Commissioners in the South West, to combat serious organised rural crime.

Operation Ragwort is a regional, co-ordinated, disruption campaign focusing on criminal gangs who target rural communities and are at the forefront of crimes such as burglary, theft of farm vehicles and equipment, poaching and hare coursing. This approach helps to build an intelligence rich picture of the level of criminality, enabling forces to better disrupt and apprehend those responsible for serious organised crime in our rural areas. During a coordinated activity of disruption in the region, police officers in Wiltshire were able to stop and arrest three men following a theft from a farm in Devon of a quad bike and tools and equipment that were in the process of being transported out of the South West.

New service working with perpetrators of domestic abuse

In 2024, the Director of Public Prosecutions (DPP) provided a dispensation to police forces in England enabling them to offer a conditional caution to standard risk perpetrators of domestic abuse, where appropriate, and where the offender is assessed as standard risk only. The conditional element requires a victim focused, trauma informed group work intervention.

Devon & Cornwall Police will be working with the Hampton Trust, referring perpetrators into their Cautioning and Relationship Abuse (CARA) service. The service was commissioned by the Office of the Police and Crime Commissioner in 2024 with plans for it to operate in full from May 2025. Participants referred to the programme will be required to look at, reflect and address their offending behaviours. It will be available across the policing region.

CARA - Hampton Trust, Breaking the cycle of abuse

Commissioner sponsors the VAWG category at Westcountry Women Awards

In 2024, for the third consecutive year in a row, the Commissioner sponsored the Combatting Violence Against Women and Girls Award at the Westcountry Women Awards 2024. The event celebrates the achievements of women in the West Country, recognising their outstanding contributions to various fields and their positive impact on the community. The Combatting Violence Against Women and Girls Award provides the opportunity to highlight the outstanding work that is being delivered, the support services that are available and to thank those who work tirelessly, outside of their day-to-day role, in combatting this area of crime. There were two clear winners due to their outstanding contributions; Dawn Dines from Stamp out Spiking and Jeanie Lynch from CoLab. Dawn has worked over decades in raising awareness and the prevention of drink spiking which often leads to violent crime. She works both regional and nationally with many partners including delivering training to police officers and those in the nighttime industry on how to support and prevent this crime. Jeanie was recognised for her work at CoLab, a multi-agency wellbeing community hub in Exeter. She has been leading since 2017 on strategy, services, and support for women in Exeter experiencing multiple disadvantage and complex needs many who are at hands of perpetrators of violence.

Sexual violence support services

Our partnership working with the NHS and Local Authorities has been strengthened in 2024-25, jointly we have planned a new approach for sexual violence support services and system-wide trauma stabilisation.

Funding has been brought together across the system, which will enable a move to a new system with:

- A focus on support to report crime
- Shared assessment paperwork
- Improved understanding of need
- Better use of available resource

We plan for this approach to reduce the amount of attrition in the system, knowing that certain groups are more likely to be affected by sexual violence offences, and experience more barriers to accessing support and engaging in criminal justice processes. The proposed model will provide an improved offer to those from marginalised groups, aiming to reach more survivors from different backgrounds and improve criminal justice engagement and outcomes.

Knife arches

The Commissioner funded knife arches during 2024, which were used as an engagement and education tool by various local policing teams in Devon and Cornwall and proved popular with the public as well as providing officers with the opportunity to pass on information about the dangers and potential consequences of carrying a knife.

The arches were used in high footfall areas such as high streets and train stations, and at the entrances to pubs and clubs and in schools. Inputs at schools included in Devonport and Tiverton and were attended by year groups of between 150 and 200 students at a time.

Youth Justice and Violence Prevention

Since January 2025, the Office of the Police and Crime Commissioner has been leading partnership work between the Youth Justice Service, Devon & Cornwall Police, and other criminal justice partners across the peninsula, with a focus on preventative work to improve youth justice outcomes and prevent young people entering the criminal justice system.

This focus will see the development and delivery of policy initiatives that respond to serious and youth violence across Devon and Cornwall and the co-ordination of the Police and Crime Commissioner's convening duties for serious violence prevention which includes convening and assisting specified authorities in the exercise of their functions under the Duty and monitoring their exercise of those functions.

Priority 2: Reducing persistent antisocial behaviour: Safe, resilient and connected communities

Hotspot policing – a proactive approach to antisocial behaviour

In 2024-25 the hotspot policing intervention marked a major step forward in proactive, preventative policing aimed at reducing antisocial behaviour and serious violence in the areas most affected by harm. Backed by £1.2 million in funding – £1 million from the Home Office and £200,000 from the Office of the Police and Crime Commissioner (OPCC) – the intervention was designed to make a tangible difference through high-visibility policing and targeted local interventions.

The initiative focused on four core aims: improving trust in the police, increasing public perceptions of safety, reducing repeat incidents of antisocial behaviour and serious violence, and encouraging community reporting, with a strong emphasis on visible foot patrols to enhance community engagement.

Specialist problem solvers have supported this frontline presence by tackling root causes through bespoke plans. A £150,000 local intervention fund provided improved lighting, youth diversion schemes, and crime prevention projects. Additionally, Community Safety Accreditation Scheme (CSAS)-certified marshals boosted uniformed presence in many areas, enhancing public reassurance.

Thirteen towns were selected based on a rigorous analysis of antisocial behaviour and serious violence data for 2023. Each town included at least four hotspot zones, classified into Tier 1 (police-led) and Tier 2 (partner-led) depending on risk levels.

https://www.street-focus.co.uk/hotspot-policing

Between April 2024 and March 2025, the initiative delivered 7,414 hours of patrols and engaged nearly 100,000 members of the public. Officers made 238 arrests, carried out 315 stop and searches, and recovered 233 items including stolen property and drugs. More than 1,900 ASB incidents were attended, and 287 ASB powers exercised. A total of 190 safeguarding referrals were also made to support vulnerable individuals. To be presented as an infographic.

Public and business feedback has been overwhelmingly positive. Residents consistently reported increased feelings of safety and satisfaction with the visible police presence. Local spaces were seen as calmer and more welcoming, reflecting the broader impact of the initiative beyond its enforcement goals.

With a full year of data now available, the next phase will involve a comprehensive evaluation comparing hotspot areas with non-targeted zones. The proven success of this approach has secured renewed funding for 2025-26, with continued patrols in the original 13 towns and expansion into Bodmin and Tiverton.

North Devon and Torbay night bus

During 2024, the Office of the Police and Crime Commissioner (OPCC) contributed funding to night bus schemes operating in North Devon, from Barnstaple to Bideford and Ilfracombe and in Torbay, in Torquay. These Saturday night buses ran into the early hours of the morning from early November to New Year's Eve, providing a safe and affordable means of transport home for those enjoying the evening and nighttime economy (ENTE).

The aims of the service are:

- To reduce alcohol-related crime and disorder and antisocial behaviour from people being unable to get home after a night out and therefore loitering in the town centre
- To offer an alternative means home to reduce the temptation to drink drive
- To provide a safe and reliable means of travel home to assist in preventing violence against women and girls in the ENTE

The Commissioner is making a further investment has been secured to increase the number of schemes during 2025, to continue with the North Devon and Torquay schemes but also include new services in Newquay, Plymouth and Exeter which will run for a longer period from end of May until New Year's Eve 2025.

Plymouth and Torbay Safe Bus

The OPCC secured funding to contribute towards the running costs of the Safe Bus schemes in Plymouth and Torquay. The scheme provides medical and welfare provisions to the night-time economy (NTE) between 10pm and 4am every Saturday.

The buses are stationed within a central urban location and offers a wide range of amenities, including direct access to healthcare professionals, Welfare provisions and a safe environment to escape the NTE, alongside waiting for a taxi, bus or lift home.

Their purpose is to reduce demand on the local health economy by providing accessible, holistic, and patient-centred care within the night-time economy. They provide a general safe space, medical provision, drink spiking tests and phone charging facilities.

Specialist lawyers addressing antisocial behaviour

During 2024-25, dedicated lawyers have been funded by the OPCC and employed by Devon & Cornwall Police, based at Exeter Civic Centre and Torquay Police Station. The role involves providing legal advice to neighbourhood police officers as well as the force generally in relation to antisocial behaviour. They also consider any civil actions, such as Community Protection Warnings (CPWs) and Notices (CPNs), civil injunctions, and closure orders. Work relating to commercial illegal vape/tobacco premises and youths is ongoing.

To be presented as an infographic

- 2 x CBOS
- 1 x Youth Civil Injunction
- 4 x breach files of Civil Injunction
- 10 + CPW/CPN
- 52 files opened since September
- 3 CAWNs to protect children from exploitation relating to ASB

Safer Streets 5

In 2024, Paignton, Camborne and Redruth received a share of more than £800,000 Home Office Safer Streets funding to address antisocial behaviour, violence against women and girls in the town centres, and to improve feelings of safety. A range of interventions were identified to reduce crime and disorder, with police, councils, businesses and community groups engaged in the work. Both areas benefited from investments including in community engagement and education, CCTV improvements, upgrades to street lighting and the additional staff appointed to focus on antisocial behaviour.

Dartmoor Marshalls

Continued funding was secured with partners for the Dartmoor Marshalls who are deployed across Dartmoor National Park Authority (DNPA) to ensure that special areas and rural communities are not blighted by anti-social behaviour, illicit drugs and violence. They are deployed between 16:00 – 22:00 Friday to patrol a variety of known sites across Dartmoor.

Their role and ability to forge an effective link between the engagement and education work of the National Park Rangers and the enforcement role of the Police meant that the initiative was welcomed by landowners, farmers, third sector organisations and other statutory agencies as well as the general public.

In total during 2024, the Dartmoor Marshalls worked 910 hours covering 47 evenings over the summer months.

Rural crime – Take the Lead and heritage crime

Devon and Cornwall have some of the best scenery in the UK, and a rich heritage which our residents and visitors enjoy. However, our area is also experiencing the greatest incidents of livestock worrying in the country, with 178 offences reported in 2024 at an estimated cost of £225,000.

The #TakeTheLead initiative has been used to educate dog owners know what they need to do to keep their dog and livestock safe.

The Rural Affairs Team have been taking an innovative approach to delivering their messages and made a short vlog post on livestock attacks for social media. The #TakeTheLead video has been watched more than 175,000 times on Facebook alone.

Antisocial behaviour is also a problem at our many heritage sites. Devon, Cornwall and the Isles of Scilly has 35,000 designated heritage sites, which is 10% of those found in England. Add to that the 3,362 scheduled monuments and 57 protected wreck sites off the coast which highlights the heritage wealth in this area.

Many of our heritage sites have suffered from illegal metal detecting, vandalism and theft. The impact of criminality at these locations goes beyond financial value.

During antisocial behaviour week the Rural Affairs Team undertook extra patrols of our heritage sites, with visits to churches, monuments, castles and other protected sites. Campaigns are ongoing to educate the public on protecting these sites.

Priority 3: Addressing drug and alcohol use

The Commissioner recognises that substance misuse is familiar theme in the underlying causes of crime, including links to organised crime, serious violence, child exploitation, road safety and business crime.

To tackle the root cause of illegal drug use, a holistic and trauma responsive approach is required, with an emphasis on collaborative working with mental health services, housing providers, criminal justice agencies and commissioned substance misuse treatment providers.

The Office of the Police and Crime Commissioner (OPCC) works closely with the four Local Drug Partnerships to meet the three strategic priorities outlined in the national drugs strategy From Harm to Hope, a 10-year plan to cut crime and save lives (2021-2031):

- Break supply chains
- Deliver a world class treatment and recovery system
- Achieve a generational shift in demand for drugs

Funding of £340,000 is allocated to the Local Drug Partnerships to deliver Criminal Justice Drug and Alcohol interventions, including custody suite and court support and prison in-reach and continuity of care for prison leavers.

The OPCC also funds researcher and analyst posts within the Devon & Cornwall Police Drugs Intelligence Desk sharing information on emerging drug threats and trends to the force and local partners.

CPD training for drug and alcohol practitioners

The South West Reducing Reoffending Partnership has led non-accredited CPD Masterclasses for practitioners. These are designed to introduce practitioners to emerging issues impacting criminal justice. To date the partnership has held a session on Gateway Drugs and Gambling Harm. Each of these sessions had more than 40 participants.

Operation Scorpion

In 2024-25, the OPCC participated in Operation Scorpion, which focuses on drugs and drug dealing. Operation Scorpion is led by the Southwest Police Collaboration Board, which brings together the Police and Crime Commissioners and Chief Constables from Avon & Somerset, Devon & Cornwall, Dorset, Gloucestershire and Wiltshire.

The overarching objectives of Operation Scorpion are to:

- Harness the collective strength of South West policing to deliver coordinated, disruptive activity that aims to form a 'ring of steel' around our region and protects it against criminals engaging in drug activity, sending the message that the South West is No Place for Drugs.
- Improve community confidence by demonstrating to the public a commitment to working together to tackle the impact of drugs in the South West.
- Increase visibility of Regional Organised Crime Unit tasking and provide a greater understanding of how strategic threat assessments can be enhanced by community intelligence.
- Improve the confidence of people in our communities to report drug-related issues and intelligence to police or through greater use of the confidential Crimestoppers reporting line.
- To date we have successfully held rounds of Op Scorpion which have safeguarded hundreds of people, taken millions of pounds worth of drugs off the streets and significantly impacted county lines

Pubs Against Drugs

In June 2024, the Commissioner observed Operation PAD (Pubs Against Drugs) be carried out in Saltash and Liskeard with the Cornwall Neighbourhood Support Team supported policing teams from Saltash, Liskeard, Torpoint, and Looe, Police Dog (PD) Skye, her handler Police Constable (PC) Steve Waters, Police Licensing Officer Nicola Henderson, and plain clothes officers.

Operation PAD was a proactive operation to disrupt the use of recreational drugs in pubs in Saltash and Liskeard. The purpose of this was to deter members of the public from using, carrying, or supplying drugs on a night out, educating members of the public about the legal and personal consequences around carrying and using illegal drugs, and to support local licensed premises to reinforce the law. By carrying out operations like this, local drug networks become disrupted, and the police can gather evidence to identify, investigate and prosecute offenders.

The team visited a total of seven licensed premises, five in Saltash and two in Liskeard. Plain clothes officers were strategically placed in each pub to identify members of the public who acted suspiciously or actively avoided PD Skye, who were then searched by officers. PD Skye was there to detect the presence of illegal drugs by walking past members of the public and alerting her handler, PC Waters, when she identified the scent.

Out of the seven stop searches, three were positive, which lead to the seizure of suspected drugs and the removal of the person searched. The three individuals who were found to be carrying suspected illegal drugs were asked to attend a voluntary interview under caution, after the seized items are tested.

Drug wipes in pub toilets was also carried out to detect the presence of drug residue, out of 14 toilets tested, eight indicated a positive result for drugs.

Priority 4: Improving road safety

In December 2024, the Vision Zero South West road safety partnership worked with partners to confront the harmful issue of drink and drug driving from numerous angles.

Working alongside the police and road safety technology firm Acusensus, Vision Zero South West undertook the world's first pilot of artificial intelligence camera systems designed to identify impaired drivers on our roads. The system spots poor driving behaviours which could be consistent with drink or drug use and delivers an alert to nearby officers who can then pull the vehicle over for further enquiries.

Devon & Cornwall was also the first area in the UK to trial an 'in-pub' breathalyser machine developed by Belgian road safety company, Flinebox. Working in conjunction with St Austell Brewery, the breathalyser was trialled in the Mill On The Exe pub in Exeter and warned customers if any alcohol was detected.

Vision Zero South West also took over the Lift Legend scheme, working with pubs across the region who agreed to give free soft drinks to designated drivers during the

height of the Christmas party season. A record number of pubs – more than 200 in total – signed up to the scheme and there are plans to expand this for 2025. Running alongside these initiatives throughout December, Devon & Cornwall Police conducted Operation Limit which saw 284 people arrested on suspicion of drink or drug driving. This included 11 people arrested on Christmas Day and a further seven arrested during the New Year period.

While the partnership works tirelessly to try to prevent death and serious injury on Devon & Cornwall's roads, we understand there is a limit to our power and influence in this field with current Government legislation.

This is why we took our fight for safer roads to Westminster to highlight to MPs what we need from Government to make a step-change in the delivery of our ambitious but vital target of cutting road deaths to zero.

Grounded in the Safe System approach, our request to the Government includes:

- A national Road Safety Strategy with casualty reduction targets
- Investment in safer road, cycling and walking infrastructure
- Instant roadside disqualification for impaired drivers
- Clear legislation on the use of e-scooters and electric-powered motorbikes

For full details about our Road To Zero document, please visit:

visionzerosouthwest.co.uk/road-to-zero

Safety concerns on one of the region's most problematic routes are also being addressed.

The safety camera scheme on the A38 stretch between Carkeel and Trerulefoot – funded partly through the Vision Zero South West road safety partnership - is the result of community-led proposals which have been acted on collaboratively.

In recent years there have been two fatal and 13 serious collisions on this route, many of which involved excess speed.

This new scheme will address those issues and will make this road safer for everyone who uses it.

2025-29 Police and Crime Plan priorities

In addition to the four priorities from the 2021-25 plan, the Commissioner has added theft as an additional focus to her most recent plan, published in January 2025. Working with our partners work has already started to address shoplifting and rural crime.

Theft: Shoplifting

Retail theft has become one of the fastest growing crimes in the UK, with 444,000 incidents reported last year. The Government believe that only around 16% of this type of crime is reported, so the real figure is likely to be significantly higher.

To be presented as an infographic

The Commissioner took the decision to fund a pilot scheme in Torbay for 2025-26 to support local business owners, offering a free 12-month subscription to the UK

Partners Against Crime (UKPAC) Business Crime Reduction Solution which promises a quicker and easier way for them to report issues such as shoplifting, antisocial behaviour and violence to police. The initiative forms part of the wider Street Focus project. If successful, this pilot will be expaended to other areas.

Devon & Cornwall Police is also working in partnership with Auror, which has provided an intelligence platform which allows direct to police reporting of shoplifting offences. The force's charge and offender outcome rates for crimes reported through the platform are between 6% and 7% higher than crimes reported through more traditional means. This is potentially due to a more efficient reporting process. Crime reports are provided to police an average of 8.5 times quicker, which means investigations can be accelerated.

Evidence and intelligence from the Auror platform has assisted officers in achieving more positive outcomes for our victims and has also directly contributed towards applications of court orders which help to reduce offending and generally carry higher sentences at court.

In conjunction with our annual funding of Neighbourhood Watch Coordinators and Crimestoppers we are confident that we will see a more joined up collaborative support offer to local businesses.

Rural crime

Farm and plant machinery theft refers to the unauthorised taking, stealing, or removal of machinery and equipment specifically used in farming and construction operations including tractors, quad bikes and GPS navigation systems. The crime has significant economic and operational impacts on farmers and businesses.

This type of theft is often undertaken by organised crime gangs and has increased 137% in the past year, with many items being stolen to order, then exported to mainland Europe. The Ukrainian war has created a rise in demand for this equipment.

To combat this type of crime Devon & Cornwall Police has launched the RAPID (CESAR) app which allows access to a database of information and quickly run checks on plant and agricultural machinery to identify its owner using several methods.

Supporting victims to cope and recover

The Office of the Police and Crime Commissioner (OPCC) commissions services across all the Police and Crime Plan priorities. In 2024-25 a full review of commissioned services has informed plans for 2025-26.

Each year the OPCC writes a <u>commissioning intentions plan</u> which sets out the Commissioner's approach for making decisions about which interventions will be commissioned, how existing services will be updated and what new services will be created.

This is to ensure that funding is allocated fairly and proportionately, with due regard to the competing demands on available funding. The plan is presented to the Police and Crime Panel each year as part of the budget setting process.

Victim Support – adult multi-crime services

The OPCC commissions Victim Support to provide a service for victims of all crime types. Victim Support offers various services to assist adult victims of crime, including a 24/7 Supportline, live chat, and online resources. They also provide information and guidance on victim's rights and can help with safety planning. Additionally, they offer specialist services to support individuals in managing the aftermath of crime and advocating for their rights.

https://victimcare-dc.org/

Contact with the public

There have now been significant and sustained improvements to public contact over the year. Devon & Cornwall Police's Contact Resolution Centre (CRC) manages both emergency and non-emergency calls, as well as online reports and enquiries made via the force's website. The CRC operates 24 hours a day, 365 days a year.

In the 12 months to March 2025, more than 800,000 contacts were received through the CRC which consisted of:

999 calls: 298,001

101 calls (including 101 priority calls): 465,052

101 emails and texts: 68,619

To be presented as an infographic

Improving the service that the public receives 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 its 2021-22 PEEL (police efficiency, effectiveness and legitimacy) assessment of Devon & 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, calling on the Chief Constable to put in place several mitigations to address poor performance.

An extensive programme of work to improve the speed at which both 999 and 101 calls are answered and to deliver a timely response to enquiries through the police website, has delivered tangible and consistent improvements to the service that the public receive when they contact the police.

The Commissioner is encouraged by the improvements in both 999 and 101 performance this year and will continue to monitor closely to ensure this position is sustained.

999 emergency calls for service

- 94.8% of 999 calls were answered within the service standard aim of 10 seconds compared with 89.6% of 999 calls last year achieving the Commissioner's target of answering 90% of 999 calls within 10 seconds.
- The average answer time for 999 calls to be answered was 5 seconds compared with 8 seconds last year.

101 non-emergency calls for service

- The average wait time a caller to the 101 non-emergency service waited to report a crime or incident was 4 minutes 11 seconds, which was considerably less time than last year when callers on average waited 25 minutes and 56 seconds.
- 12.9% of 101 calls were abandoned by the caller (before the call could be answered by a call handler) a significant reduction compared with last year when the abandonment rate for 101 calls stood at 44.9%.
- As of March 2025, 90.6% of 101 calls were answered within 10 minutes achieving the Commissioner's target of answering 90% of 101 calls within 10 minutes.

To be presented as an infographic

Connecting with the public - Reopening public enquiry offices across the peninsula

In 2024-25, the Commissioner's ambition to reconnect policing with communities continued with the reopening of police enquiry offices (PEOs) in Liskeard, Ilfracombe and Tavistock. These offices join a growing network of police station front desks across the force area, providing local people with accessible, face-to-face policing services and reaffirming the principle of community policing at the heart of the Commissioner's Police and Crime Plan.

The Commissioner sees the police enquiry office is a crucial point of contact between the police and the public. These spaces offer a welcoming, accessible environment where members of the community can report crimes, discuss concerns, seek advice and access support for victims of crime. They are often the first point of contact for people in need, including vulnerable individuals who may be experiencing a crisis or safeguarding issue.

Staffed by trained enquiry officers, these offices handle a wide variety of policing matters. From issuing forms and taking initial crime reports, to providing updates on investigations and signposting to specialist services, enquiry officers are a vital resource to the public. They are also trained to recognise when a situation may

require urgent attention or referral to another service, as well as answering 101 email contact from the public.

From the beginning of May 2024 to the end of March 2025, more than 90,000 people used a PEO – clear evidence that these services are valued by local people.

The Commissioner remains committed to ensuring that everyone in Devon, Cornwall and the Isles of Scilly is within reasonable reach of a face-to-face policing service. This year's openings bring the total number of PEOs reopened or delivered for the first time to 17, with plans in place to reach a total of 26 by the end of the next financial year.

The continued return of PEOs return to high streets and town centres across the region is a visible sign of the commitment to rebuild trust, visibility and connection between the public and their police force.

Find your nearest police station

Street Focus

In May 2024, Street Focus Torquay was launched to improve safety in the high crime but low public confidence area in Torquay town centre. The multi-agency Street Focus approach is a collective vision for a safer town centre where the community can thrive. The Commissioners team are working in partnership with Devon & Cornwall Police, Torbay Council and waste management service SWISCo to drive down antisocial behaviour and crime in the town centre.

The project provides an opportunity to test new initiatives to improve the environment and increase public confidence, aiming to bring real, long-term change to the area. Street Focus Torquay will help to inform a blueprint, which can be applied to other similar affected towns across the peninsula.

As well as environmental improvements, work has supported traders including:

- In August 2024, a dedicated Crimestoppers Zone day, a targeted presence in Torquay to increase reporting including a banner van, posters, social media, and public engagement.
- This was supported by a newly recruited Neighbourhood Watch Project lead covering Torquay town centre, working with traders to create a peer support network and encourage reporting of ASB and retail crime.

In addition, from November 2024, there has been activity to enhance evening and nighttime economy (ENTE) safety which has included funding, which was secured to operate a Saturday night bus service for 10 weeks leading up New Year's Eve, supporting people to get home safely after a night out in Torquay. This proved so successful that the night bus service was extended from May 31 until New Year's Eve 2025, with further services extended to operate in Barnstaple and Newquay and additional services in Plymouth and Exeter.

The learning from Street Focus has informed other areas of intervention across Devon and Cornwall.

https://www.street-focus.co.uk/torquay

Award-winning Tri-Service Safety Officers

Our award-winning Tri-Service Safety Officers (TSSOs) are a unique response to the challenges of policing remote and rural communities. These officers work across three agencies; police, fire, and NHS. They are police community support officers, on-call firefighters attached to a local station and NHS first responders.

There are currently 15 full-time roles in Cornwall, and in 2024-25 the first dedicated TSSO for Devon was launched in Holsworthy, highlighting growing momentum and recognition of the role's value.

TSSOs are jointly funded by Devon & Cornwall Police, Cornwall's fire service and the local NHS, with some funding coming from the South Western Ambulance Service NHS Foundation Trust and some through the integrated care system.

Working across services, TSSOs respond to issues from a multi-agency perspective. Whether fitting smoke alarms during police welfare checks, making health referrals, such as drug and alcohol support, or linking residents with local support services, TSSOs offer a smarter, more joined-up way to keep people safe. They are also trained retained firefighters and community responders for the ambulance service.

Section two: holding to account

Scrutiny

The holding of the police to account, on behalf of the people, is the core, founding role of the Police and Crime Commissioner.

This scrutiny is designed to assure the Commissioner that the policing of the region is both effective and efficient and is undertaken in a number of ways.

At the end of March 2025, the Commissioner refreshed some of the governance arrangements and convened a new Accountability Board, and at which the Chief Constable and his team are required to report in person on a number of key performance areas selected by the Commissioner.

The board meeting is chaired by the Commissioner, who undertakes a 'deep dive' review into each area, before coming to a judgment of assurance of the force's current performance and of the plans it has put in place. A statement on her level of assurance is then made publicly available.

https://devonandcornwall-pcc.gov.uk/commissioners-accountability-board

Other scrutiny methods include:

- formal scrutiny inquiries,
- thematic 'insight' reviews,
- monitoring the force's improvements against recommendations made by other bodies, such as HMICFRS, and
- regular performance data monitoring and reporting.

As an example, in 2024 the Office of the Police and Crime Commissioner (OPCC), in conjunction with the Local Criminal Justice Board (LCJB) and its partners within it, such as the Crown Prosecution Service (CPS), undertook a detailed scrutiny inquiry into effective criminal justice, with a focus on the service being received by victims of crime. This inquiry made a series of recommendations not only for the police, but for the CPS and for the OPCC themselves, all of which were developed with the victim at the fore, and designed to improve the service received by people across the South West.

Scrutiny work completed in 2024-25:

- A joint OPCC and LCJB scrutiny inquiry into effective procedural justice. To include prosecution file quality, timeliness, case management and the service being provided to victims https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2024/12/File-quality-and-timeliness-exec-summary-and-recommendations-.pdf
- Two-tier policing: An insight report https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2025/02/Two-tier-policing-OPCC-insight-report-2024-FINAL1.pdf

This scrutiny also informs the direction and focus of the OPCC's other work, and its findings are used to inform wider reports, such as the Commissioner's regular, formal updates to the Police and Crime Panel.

A partnership approach to criminal justice scrutiny

The Local Criminal Justice Board (LCJB) has a well-established scrutiny role, working with partner agencies on behalf of the residents of Devon, Cornwall, and the Isles of Scilly in helping to deliver a police force and criminal justice system that works well and meets the needs of its communities. The LCJB continues to scrutinise certain issues and activities including the use of Out of Court Resolutions (OoCRs) and compliance with the Victims Code of Practice (VCoP). Holding one scrutiny panel a month, this provides regular and valuable insight, highlighting themes and areas for improvement, whilst also recognising good practice which supports criminal justice agencies to learn and improve. Panel's report their findings directly to the Police and Crime Commissioner as chair of the LCJB and these are subsequently published at LCJB scrutiny panels – Your voice in policing.

- Adult OoCR Scrutiny themes include Domestic Abuse (17 April 24),
 Shoplifting (10 July 24), Knife crime (16 October 24) and Drug offences (14 January 2025)
- Child OoCR Scrutiny themes include Vehicle crime (12 June 24), Violent offences (11 September 2024), Criminal Damage (18 December 24) and Shoplifting (18 March 25)
- VCoP Scrutiny themes include Stalking cases (22 May 24), Section 28 (prerecorded cross examination for victims and witnesses and non-fatal road traffic collisions (26 February 2025).

Strategic policing requirements

The Home Secretary has identified six national threats that all police force areas must demonstrate they have the plans and capability to respond to, in addition to regular policing requirements. The threats have been assessed and selected from the National Security Risk Assessment on the basis that they either affect multiple police force areas or may require action from multiple forces, resulting in a national response.

They are:

- Violence against women and girls
- Terrorism
- Serious and organised crime
- A national cyber incident
- Child sexual abuse
- Public disorder
- Civil emergencies

The Commissioner has had regard for the Strategic Policing requirement in developing the Police and Crime Plan and will hold the Chief Constable to account for the delivery of the Strategic Policing Requirement and National Policing Priorities. The Commissioner will work nationally and regionally to respond to these threats, including leading the national Serious Organised Crime portfolio for Police and Crime Commissioners.

Independent Custody Visiting

What they do

Every Police and Crime Commissioner has a legal duty to run an Independent Custody Visiting scheme, in which local members of the public volunteer to serve as Independent Custody Visitors (ICVs) making regular, unannounced visits to police custody to check on the rights, entitlements and wellbeing of detainees as well as the conditions they are held in.

ICVs speak to detainees, review custody records and check custody suite conditions and essential stocks such as food, clothing, and religious items. ICVs ask custody staff to resolve any immediate issues and complete visit reports, alerting the Commissioner to their findings.

Police custody is a high-pressure, high-risk environment. Staff working in custody suites interact with and care for people in difficult circumstances. People detained might be vulnerable, distressed, or challenging. They may have complex needs, including drug and alcohol issues, mental illness, or physical health problems.

ICVs provide a valuable safeguard for detainees and for police forces. The impact of their work extends beyond the immediate duties performed, contributing significantly to building trust between our communities and the police. Devon & Cornwall Police value the work of the ICVs in contributing to a safe environment and continuous improvement of custody.

Currently there are 17 ICVs who volunteer their time to make frequent visits to the six custody centres across Devon and Cornwall.

During 2024-25, ICVs made 135 visits to detainees in custody suites across Devon and Cornwall during which they have spoken with nearly 300 detainees. Over this period there been 25,055 detentions across six custody centres.

To be presented as an infographic

Police complaints and misconduct

Supporting police misconduct hearings

Police officers have an important public duty and must maintain the highest standards of professional behaviour. When a police officer is alleged to have breached these standards, their conduct may be reviewed in a police misconduct hearing.

The Police and Crime Commissioner has a legal duty to appoint Independent Panel Members (IPMs) and Legally Qualified People (LQPs) to assist with the misconduct

process. Their role is to help determine whether the police officer's behaviour amounts to gross misconduct. Due to changes in the police regulations in 2024 the Commissioner undertook a significant recruitment exercise to ensure that sufficient panel members were available and trained to support these hearings.

The Commissioner currently has 24 IPMs and 13 LQPs who assist this process. In the 12 months to March 2025, the Commissioner supported 15 gross misconduct hearings. Twelve cases resulted in a finding of gross misconduct which led to the subsequent dismissal of a police officer.

To be presented as an infographic

The public should have the upmost trust and confidence in their police force. The Commissioner is committed to supporting these processes and ensuring that only the right people work in policing.

Reviewing complaints against the police

If the public are dissatisfied with the service they receive from Devon & Cornwall Police, they can make a complaint to the force's Professional Standards Department. Last year, the department received around 1,550 complaints.

If the public are unhappy with how their complaint was handled by police, they can ask the Office of the Police and Crime Commissioner (OPCC) to conduct an independent review.

In the 12 months to March 2025, the OPCC assessed 141 requests for a complaint review, of which 113 were assessed as valid, and a full review was completed. Of these, 47 (41.6%) were 'upheld', meaning the OPCC assessed the complaint outcome reached by police was not reasonable and proportionate.

As a result of the 'upheld' reviews, the OPCC made 87 recommendations to the police. Recommendations included asking police to undertake further enquiries, apologising to complainants, and providing additional information and explanation.

Police Museum

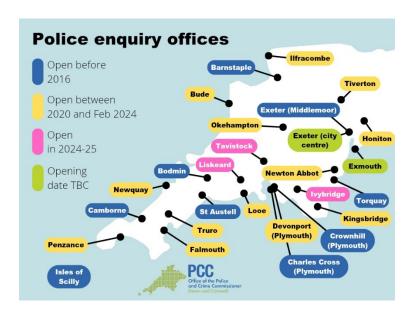
In 2024-5 the OPCC grant funded the Police Museum. The service supports the public, the police, researchers, genealogists, educational institutions, and heritage organisations across the region to engage with policing history.

The museum is home to an array of historical policing material, including documents, photographs, and artefacts, which provide a close-up view of the policing of the region dated to as far back as 1790.

They hosted the inaugural Excellence in Policing Awards ceremony in June 2024 to support the police while generating funding for the museum.

Estates investment

The Commissioner invested in reopening a further four police enquiry offices to the public in Liskeard, Tavistock, Ivybridge and Exeter. The front desks in Liskeard, Tavistock and Ivybridge are now open and the Exeter office is due to open in 2025-26. See Page 16 for more.



Planning permission was granted in January 2024 for £3m improvement works to Camborne Police Station including a new police enquiry desk and see the removal of asbestos, replacement of windows and a new roof.

Police leadership

Substantive Chief Constable Will Kerr remained suspended throughout 2024-25 pending the outcome of an investigation into an alleged criminal matter by the Police Ombudsman for Northern Ireland. The Acting Chief Constable James Colwell was also suspended in November 2024 due to allegations made resulting in a mandatory referral by the Commissioner to the Independent Office for Police Conduct.

Section three: Finance, resources and estate

Infographic:

- 1. Total policing budget 2024-25: £406.5 million
- 2. Total cost of the Police and Crime Commissioner and their office 2024-25: £2.5 million
- 3. Cost of the Commissioner as a % of the police budget 2024-25: **0.62%**
- 4. % police budget spent on officers and staff: 85%
- 5. Officers added to the force since the start of the Commissioner's term: **216 and 470 from uplift**
- 6. Commissioner's commissioning budget 2024-25: £4.8 million
- 7. Band D precept charge 2024-25: £274.50
- 8. Police officers as of March 2025: 3,610
- 9. PCSOs as of March 2025: 150
- 10. Average cost of a police officer per year: £69,000
- 11. Crimes recorded 12 months to December 2024: 120,245
- 12. **1,915** members of the public responded to our policing and budget survey in 2024
- 13. **2,366** incidents attended by Tri-Service Officers in Devon and Cornwall 2024-25
- 14. 28,346 victims referred to commissioned support services in 2024-25
- 15. £795,000 invested by Vision Zero for road safety initiatives across Devon and Cornwall in 2024-25
- 16. Around **2.4m** vehicles monitored by Vision Zero for mobile phone and seatbelt offences (Jul Dec 2024)
- 17. **135** visits made by Independent Custody Visitors in 2024-25
- 18. **141** Police Complaint Reviews completed in 2024-25
- 19. 15 police misconduct hearings supported by the Commissioner's office in 2024-
- 20. **35** recommendations made to police and justice services following the Commissioner's File Quality Scrutiny Inquiry
- 21. 80 cases reviewed as part of Out of Court Resolution Scrutiny Panels in 2024-25

Finance and resources

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2025.

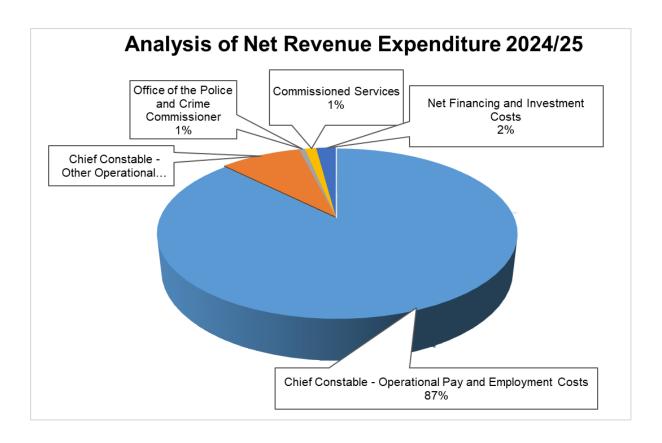
The overall financial settlement for policing for 2024-25 saw a 1.9% increase in central government funding. Although this represented a cash increase in funding this was provided to continue the process of recruiting an additional 20,000 officers nationally. No account of any potential future formula funding review was taken into the projections.

As part of the 2024-25 funding settlement the council tax flexibility provided to the Police and Crime Commissioners was set at a maximum of £13 per band D equivalent property before a referendum was required. The Commissioner, in consultation with the Police and Crime Panel, increased the council tax element for policing by £12.94 (4.95%) so services to the public could, not only be maintained, but enhanced. Council tax was set at £274.50 for a band D property.

The overall impact of increases to the Home Office core and special grant, the council tax, the taxbase and surplus resulted in a net increase in funding in 2024-25 of £36.7m more than received in 2023-24. The overall revenue funding for 2024-25 comprised of 55.0% central grant and 45.0% council tax.

This increase was allocated to the pay award and inflation (£32.4m), other pressures (£4.8m) and investments of £2.4m which included the re-opening of front and regional activity. To achieve these investments savings of £5.3m were identified along with an increase in income (£0.5m) and the change in the use of reserves (£2.9m) to smooth the impact of increases across the Medium Term financial Strategy. Pay awards were budgeted at 3%, and inflation was applied on non-pay budgets on to areas subject to inflationary pressures. The consumer Price Index (CPI) at November 2023 was 3.9% compared to 10.7% in November 2022.

For 2024-25 the final outturn position for the combined budget for the Police and Crime Commissioner and the Chief Constable of £406.5m was an underspend of £20k against this budget. This represents less than 0.01% of the overall budget. The chart below shows a breakdown of the actual net revenue expenditure for 2023-24 by category of spend.



What was achieved during the year?

The year 2024-25 was yet another year of challenges to the financial plan. Although inflation significantly reduced, the levels continued to be higher than the government target level of 2%. Inflation was 2.3% in March 2024 before reducing slightly to 2.6% by the end of the year. This impacted on both costs and supply. The base rate also reduced from 5.25% at the start of the year to 4.5% at the end of the year. However, this did have a positive impact on the Medium Term Financial Strategy by providing increased returns on our investments.

Another operationally busy year, coupled with additional scrutiny around police staff recruitment. The impact of penalties around any reductions in police officer numbers meant that any staff savings required had to be achieved in police staff areas.

There was limited investment in 2024-25 with a focus on ensuring the "business as usual" was improved. However, wherever possible progress has been made to ensure that plans were developed.

We said we would	We have	
 Maintain the highest ever number of Police Officers in Devon, Cornwall and the Isles of Scilly. 	Achieved.	
The opening of a further four front offices across the Force in 2024-25, at Liskeard, Ivybridge, Tavistock and Exeter city centre.	Partially achieved – Liskeard, lvybridge and Tavistock all opened. Due to the ability to find a suitable location for Exeter city centre this has been delayed.	
 Increased investment in Professional Standards and Customer Complaint Handling to ensure a higher standard of customer service. Part funded in 2024-25 for full roll out in 2025-26. 	Ongoing – increased staffing levels have been achieved.	

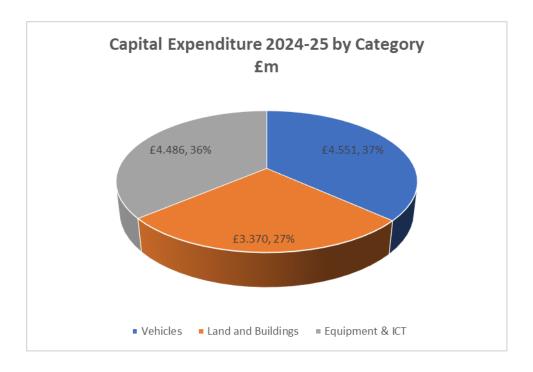
Staffing

Staff and employment costs made up almost 85% of the overall budget. The full time equivalents (FTE) at end of the year are shown below:

	As at 31 March 2018	As at 31 March 2019	As at 31 March 2020	As at 31 March 2021	As at 31 March 2022	As at 31 March 2023	As at 31 March 2024	As at 31 March 2025
Police Officers	2,940	2,982	3,094	3,257	3,396	3,627	3,615	3,610
Police Community Support Officers (PCSOs)	263	227	197	167	156	135	149	141
Police Staff	1,866	1,713	1,770	1,891	2,178	2,297	2,287	2,195
Office of the PCC	25	27	26	29	30	32	32	32
Total	5,094	4,949	5,087	5,344	5,760	6,091	6,083	5,978

Capital expenditure

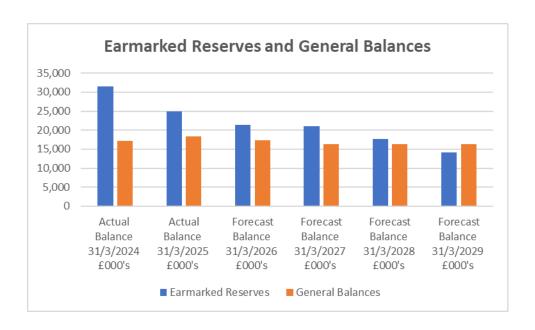
Capital expenditure of £12.4m was incurred during 2024-25. The chart below highlights the major areas of spend, with estates and building schemes being the largest area of spend.



Reserves and balances

Reserves decreased by £5.5m between April 1, 2024, and March 31, 2025. This includes a decrease in earmarked reserve by £6.7m and an increase of £1.2m to the general reserve. It is anticipated that reserves would fall and predominately relates to the funding of the capital programme and use of reserves to smooth the spend across the Medium Term Financial Strategy. The smoothing of this funding is a one-off and does not leave ongoing liabilities in future years. The capital strategy states that capital receipts are not used until they are realised. There has been an increase in the general balances of £1.2m which are now 4.52% of the net revenue budget. This maintains the levels in line with the reserves strategy which states that they must be between 3% and 5% of the net revenue budget.

Reserves balances are healthy which at this time of financial volatility and uncertainty is welcomed. This strong position can provide, if necessary, mitigation for higher than anticipated pay awards and any extraordinary inflation. Although reserves are one-off, they can provide time to identify savings to fund ongoing expenditure. The chart shows the level of reserves.



Managing financial risks and opportunities

The current Medium Term Financial Strategy covering 2025-26 to 2028-29 indicates a balanced position. Priority Based Budget (PBB) exercise is underway to ensure savings are achieved. Work has been undertaken to assess the impact of new and emerging risks, including:

- The volatile economic situation including inflationary pressures and supply issues.
- Devon and Cornwall Police being in the 'engage' status with His Majesty's Inspectorate of Constabularies and Fire & Rescue Services.
- The growing pressure around areas of criminal justice.
- The ongoing impact of public confidence in policing.

Section five: Partnerships

Prisoners Building Homes

The Prisoners Building Homes programme has had a transformative year, building on the great success of 2023. As reported in the previous annual report, this initiative delivers against two objectives of national importance; reducing reoffending and providing much needed affordable housing.

The programme involves prisoners being trained and employed in the building of high-quality, sustainable modular homes. These homes are built on small parcels of publicly owned and church-owned land. The initial project and pilot were developed and funded by the Office of the Police and Crime Commissioner through the South West Reducing Reoffending Partnership. In March 2024, funding was received from Ministry of Justice and Ministry of Housing, Communities and Local Government to support a national expansion.

Strong engagement with our partner HM Prison and Probation Service has supported growth to accredit 14 housebuilders partnered with 12 prisons to date. Prison leaders describe the hope, endeavour, improved behaviour and reduced reoffending rates from PBH participants. The scheme has a reoffending rate of less than 5% and a post-release employment rate of 92%.

The programme currently has 90-plus sites located across South West, South East, North West, East Anglia, East Midlands and Yorkshire. Those 90-plus sites could provide 700-plus much-needed new homes.

The economic case has defined the following targets to track the growth and outcomes of programme. These are:

To be presented as an infographic

- 610 homes delivered over the next three years
- Across the whole of the public sector (whole of government accounts) £58m-plus per year savings in housing and reoffending costs with total quantified benefits of £569m over a 10-year period (£244m of which are cash releasing) with up to £2.3m generated for Victim Support
- Up to 1,500 prisoners employed by the end of 2029

Local Criminal Justice Board

The Local Criminal Justice Board (LCJB) chaired by the Police and Crime Commissioner is the forum in which the local criminal justice organisations at police force area level come together to work in the common interest to improve the

criminal justice system. Working in partnership, the Devon and Cornwall LCJB aims to address cross cutting issues to keep victims engaged to secure justice, address disproportionality and ensure efficiency and effectiveness of the local CJS. Our collective focus for 2024-2025 is detailed here: https://devonandcornwall-pcc.gov.uk/lcjb-priorities-2024-25

Working together to respond to disorder

In response to the disorder nationally and locally in Plymouth on August 6, 2024, the LCJB called an extraordinary meeting to ensure they were working together as effectively and efficiently as possible.

This saw the publication of an open letter from the LCJB to the communities of Devon, Cornwall and the Isles of Scilly responding to the violence that had occurred in the area under the guise of protest. The letter stressed that while legitimate protest would be supported, violence, racism, disorder, criminal damage and the community fear that this generated, would not be tolerated.

This demonstrates the value of having an established network of criminal justice strategic leads and a forum within which action can be taken quickly, ensuring a joined-up and timely approach to deter further disorder. The LCJB has since reviewed the collective response to secure learning and shared best practice.

Criminal Justice and You - 12 months on

Following the launch of the LCJB-led initiative Criminal Justice and You in March 2024 the multimedia resource aimed at guiding victims and witnesses through the criminal justice process continues to attract national attention. The collaborative project which unites all elements of the criminal justice service in one place for people to view and digest in their own time and at their own pace has been shared with other LCJBs across the country for them to replicate and promote within their local areas. The resource is hosted on the Victim Care Devon and Cornwall website and attracts on average 300 visitors and 1,500 views a month.

https://victimcare-dc.org/your-journey-through-the-criminal-justice-system/

Communications and public engagement

New office website

In September 2024 the communications team launched a new website for the Office of the Police and Crime Commissioner. Bringing the development and management in-house, the team created a modern, accessible and user-friendly site which saw seen a 30% increase in views in the period from launch to March 31 compared with the previous year.

Victim Care website

In 2024 a social media advertising campaign was launched to promote the Victim Care Devon & Cornwall website, with the aim of raising awareness of the website and the services funded by the Commissioner to help people affected by crime. The campaign saw views to the website increase by more than 100% to 34,000 in 2024.

Customer service

Customer engagement From April 1, 2024, to March 31, 2025, a total of 1212 requests for service were logged by the team. These consisted of people wanting information on the police complaints system, signposting to other services or advice on a policing related problem. The top three topics of concern for members of the public were traffic / road user offences, conduct and anti-social behaviour. The team aim to correspond to all enquiries within 20 working days although in practice most received a response within a few days.

Public engagement and surveys

In 2024-25 the OPCC continued its Your Safety Your Say survey which is used to inform the budget setting decision making process. This year a new question was included, asking whether the public would be supportive of council tax from second homes paying for more police on the streets. Of the 1,670 people who completed the survey this year, more than 65% were supportive of this.

The office also launched its new Young Voices in Policing survey, which aims to understand the impact crime is having on those aged 16-25. This year almost 350 young people shared their views and results show 70% felt either very or somewhat safe in Devon & Cornwall, and the top three crimes experienced by this age group are threats and intimidation, dangerous driving, and drug use.

The team carried out a regular schedule of community engagement events including promoting the hotspot policing project in key locations around Devon & Cornwall, as well as the Young Voices in Policing survey at the Boardmasters music and surfing festival in Newquay and four seminars across 2024-25 and helped forge better relations between police and local authority members through the councillor advocate scheme [insert hyperlink]

Police and Crime Panel

The Devon and Cornwall Police and Crime Panel's role is to support and challenge the Commissioner. The panel has the power to request reports and call the Commissioner to attend its meetings.

Panel meetings in 2024-25 took place in July, October, November and January. You can find more information about the Police and Crime Panel and the matters they discussed at https://www.plymouth.gov.uk/devon-and-cornwall-police-and-crime-panel





Devon and Cornwall Police and Crime Panel Friday, July 25, 2025

Detailed apportionment of costs within the Office of the Police and Crime Commissioner

1. Background

- 1.1 The Police and Crime Panel requested a report into the costs of the Office of the Police and Crime Commissioner so that they could better understand the apportionment of costs and activities and how the OPCC fulfils its statutory obligations.
- 1.2 The Police Reform and Social Responsibility Act 2011 established Police and Crime Commissioners. Police and Crime Commissioners are responsible for holding the chief constable of their police force to account for the full range of their responsibilities. The Chief Constable will retain responsibility for the direction and control of their police force.
- 1.3 The duties of a Police and Crime Commissioner include publishing a police and crime plan, setting the local police and crime objectives, and setting the local precept and annual force budget (including contingency reserves) in discussion with the Chief Constable. Provisions are also included for Police and Crime Commissioners to appoint, suspend and dismiss the chief constable of their police force. The appointment of all other officers remains a matter for the chief constable. The roles and responsibilities are further clarified in the Policing Protocol Order 2023 which sets out to all Police and Crime Commissioners ("PCCs") and the Mayor's Office for Policing and Crime ("MOPAC"), Chief Constables, Police and Crime Panels and the London Assembly Police and Crime Panel how their functions will be exercised in relation to each other.

1.4 Outline of the roles and functions of the OPCC

The Office of the Police and Crime Commissioner supports the Police and Crime Commissioner in holding the Chief Constable to account and fulfilling a wide range of functions conveyed by legislation. This includes where the PCC has the legal power and duty to:

 Set the strategic direction and objectives of the force through the Police and Crime Plan, which must have regard to the Strategic Policing Requirement set by the Home Secretary;

- b. Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan;
- c. Hold the Chief Constable to account for the performance of the forces officers and staff;
- d. Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the force area using local schemes of governance which do not fetter the effective financial management of forces and enable the Chief Constable to deliver their role efficiently and effectively;
- e. Appoint the Chief Constable (except in London where the appointment is made by the King on the recommendation of the Home Secretary);
- f. Remove the Chief Constable subject to specified processes which apply;
- g. Maintain an efficient and effective police force for the police area;
- h. Enter into collaboration agreements with other PCCs, other policing bodies and partners that improve the efficient or effectiveness of policing for one of more policing bodies or police forces in consultation with the Chief Constable:
- i. Provide a local link between police and communities, working to translate the legitimate desires and aspirations of the public into action;
- Hold the Chief Constable to account for the exercise of the functions of the office of the Chief Constable and the functions of the persons under the direction and control of the Chief Constable;
- k. Publish information specified by the Secretary of State and information that the PCC considers necessary to enable the people who live in the force areas to assess the performance of the PCC and the Chief Constable;
- I. Comply with all reasonable formal requests from the Panel to attend their meetings;
- m. Prepare and issue an annual report to the Panel on the PCCs delivery against the objectives set within the Plan;
- n. Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the Chief Constable.

Examples of activities undertaken include the commissioning of service victims convening groups of partners to delivered shared areas of interest across the policing and crime agenda, collaborating with others to ensure a unified approach to preventing and reducing crime, undertaking scrutiny reviews and managing the police estate.

The PCC model has evolved since its introduction, with more function added to their remit.

In 2014, PCCs were given the powers and budget to determine most local victims' services and in 2017, the Policing and Crime Act enabled PCCS (in England) to take on the governance of fire and rescue services, bringing the same directly elected accountability to fire as exists for policing.

- 1.5 The Police and Crime Commissioner must appoint two statutory officers, a Chief Executive (who is also the Monitoring Officer and the Head of Paid Service) and a Chief Finance Officer (known as a Treasurer). The Chief Executive supports the PCC in fulfilling their statutory duties and responsibilities, providing strategic and operational leadership for the OPCC. The Treasurer is responsible for ensuring proper financial management and governance within the OPCC. The Treasurer is responsible for advising the PCC on financial matters and overseeing financial operations of the office.
- 1.6 For a wider understanding of the range of functions of an OPCC the APCC provides a helpful guide shown in Appendix 1 and the House of Commons Library provides a helpful summary shown in Appendix 2.

1.7 The OPCC for Devon, Cornwall and the Isles of Scilly

The OPCC for Devon, Cornwall and the Isles of Scilly is the scrutiny function for the largest geographical two county police force in England with a complex local government and public sector landscape within which it works in partnership to deliver the totality of the policing and crime agenda. A significant proportion (75.1%) of the OPCC budget is staff costs. There are a wide range of other costs associated with the functions which must be carried out, and these are detailed in the budget summaries below.

- 1.8 The Commissioner has set a financial threshold for the cost of the office which is 0.65% of the total cost of Devon and Cornwall Police. This threshold was exceeded for 2025/26 for the first time due to new, additional requirements under the police misconduct regulations which increased, out of necessity, the budget by £210,850 taking the proportion to 0.68%. This was reported to Police and Crime Panel in February 2025 as part of the overall budget report. Steps are however, being taken in year to realign the budget further through efficiencies elsewhere.
- 1.9 The primary budget areas for the OPCC are detailed below:

OPCC budget 2025/26		
Staffing	2,219,310	75.1%
Office running costs	133,460	4.5%
Consultation and engagement	136,345	4.6%
Audit costs	159,500	5.4%
Legal and Support	80,000	2.7%
Council Tax Support Scheme	4,000	0.1%
Independent custody Visitor Scheme	13,315	0.5%
Misconduct Panels	210,850	7.1%
Total	2,956,780	100.0%
Proportion of Net Revenue Budget	0.68%	

1.10 The Office of the Police and Crime Commissioner hosts 5 FTE who support some of these partnerships who are funded by the respective partnership i.e. 1.5 FTE supporting the Regional Policing Collaboration; 1.5 FTE supporting the Prisoners Building Homes; 2 FTE supporting the Vision Zero Partnership communications and engagement activities. The LCJB work and Commissioning & Partnerships work with Local authorities and NHS is within the OPCC main budget.

2. OPCC Staffing costs and structure

- 2.1 The majority of the OPCC budget is staffing costs (75.1%). The Commissioner must appoint two statutory officers a Chief Executive (who is also the Head of Paid Service and the Monitoring Officer) and a Treasurer (or Director of Finance). The Police and Crime Commissioner is also a salaried position and the salary set nationally and this has not changed since 2022. This is periodically reviewed by the Senior Salaries Review Body (SSRB).
- 2.2 The OPCC is broadly organised into six teams:
 - Accountability and Standards;
 - Communications and Public Affairs:
 - Commissioning and Local Partnerships;
 - Criminal Justice Partnerships;
 - Executive and Office Support;
 - Estates Management.

There are 34 FTE in the OPCC and an additional 35 FTE employed in the Force Estates Team by Devon and Cornwall Police but who are accountable to the Commissioner.



2.3 Division of responsibilities within the OPCC of functions:

Statutory Officers

- Head of Paid Service (CEO)
- Legal duties of PCC
- Oversight & accountability for statutory duties

- Legislative compliance
- Senior Information Risk Owner (SIRO) / information controller
- Developing the Police and Crime Plan
- Setting strategic direction
- Policy/strategy lead
- Supporting PCC to hold CC to account
- Force liaison
- Political liaison
- National influencing
- Staff welfare
- Staff development

Accountability and Standards

- Police & Crime Plan performance and monitoring
- Organisational intelligence hub
- · Scrutiny of Force delivery and performance
- OPCC performance
- HMICFRS liaison & monitoring
- Management of the Independent Custody Visitor (ICV) scheme
- Undertake Complaint reviews
- Legally Qualified Advisor (LQA) / Police Appeals Tribunal (PAT) arrangements
- CC/PCC complaints (process)
- Risk management processes
- Data Protection/FOI compliance

Communications and Public Affairs

- Press office
- Internal communications
- Corporate branding and publication standards
- Websites maintenance (OPCC, Vision Zero South West (VZSW), Serious Violence Prevention (SVP), Victims, CJ and You)
- Management of Councillor Advocate Scheme
- Customer service
- Public Correspondence
- Public engagement, views and consultation
- PCC led events
- Media training & advice

Commissioning and Local Partnerships

- Contract management
- Ministry of Justice (MOJ) grant admin
- Research, analysis & best practice
- Funding Bid preparation
- Local partnership support and participation (CSPs, Combatting Drugs Partnerships etc)
- PCC Grant funding
- Victims & perpetrators commissioning of services
- Policy/strategy support to PCC

Executive and Office Support

- Association of Police and Crime Commissioners (APCC) liaison
- PCC diary planning
- Executive support
- Democratic process and strategic board support
- Office management (inc. Emergency planning, business continuity, first aid, H&S)
- Horizon scanning/consultation

Finance and Estates

- Estate Management planned and reactive works and capital projects
- Treasury Management and Capital Budget management
- Precept calculations
- Responsibilities under the Code of Corporate Governance
- Procurement Compliance
- Monitoring OPCC budgets
- Checking and authorising grant claims across all policing activities

2.4 Commissioning of Services for victims and to reduce crime and disorder

In addition to the costs of the OPCC there is also a commissioning budget of £9.3 Million. This is allocated through a variety of contracts and grants as detailed in the Commissioning Intentions Plan which is brought to this Panel annually. Through this approach 32977 victims are assisted annually.

2.5 The Police and Crime Commissioner receives an income of £3.66m from the Ministry of Justice to commission services for victims. The grant is received annually but the amount will vary. This funding originates from the victim surcharge which is levied by the courts. This grant along with income from the main OPCC budget forms the totality of the commissioning budget which is

detailed in the Commissioning Intentions Plan presented as part of the budget report each year.

Appendix-3-Commissioning-Intentions-Plan-25-26-FINAL-DRAFT-1.pdf

2.6 For the next financial year 2025- 26, the total commissioning budget across the OPCC is £9,343,789. The budget is made up of: a £5,578,100 commissioning grant allocated directly by the Commissioner for the purpose of commissioning services for the benefit of Devon, Cornwall and the Isles of Scilly. Further details are shown in the Commissioning Intentions Plan which the Police and Crime Panel agree annually as part of the budget process.

2.7 Strategic Partnerships

The OPCC also leads a number of strategic partnerships and collaborates at a regional policing level (across the five forces in the South West) to be as efficient as possible. These strategic partnerships fulfil both a partnership and scrutiny function. These strategic partnerships include:

- Vision Zero South West road safety partnership whose activities are funded through income from road safety enforcement. <u>Vision Zero - A</u> collaborative road safety community project
- South West Reducing Reoffending Partnership across the five force areas with partners from health, criminal justice etc
- Regional Policing Collaboration Board to oversee the £50Million of policing collaborations e.g. South West Forensics, Regional and Organised Crime Units, Prisons, Probation etc
- Prisoners Building Homes Programme the innovative scheme which supports prisoners to learn new skills whilst within prison to construct modular accommodation for use by local authorities to reduce their waiting lists. Prisoners Building Homes – Your voice in policing
- Local Criminal Justice Board (LCJB) strategic partnership that brings together various agencies to improve the delivery of criminal justice services in Devon, Cornwall, and the Isles of Scilly including HMCTS, High Sheriffs, Probation, Prisons, CPS.
- Prevention of Serious Violence Partnership convening those who hold the statutory duties for prevention.
- Strategic Alliance with Dorset Police there is a governance system which details how the strategic alliance is governed which is shared between the four corporations sole (both Chief Constables and both Police and Crime Commissioners).

2.8 Police Estates functions

The OPCC also directly manages the police estates functions. All buildings are owned in law by the Police and Crime Commissioner. Although the estates

staff team are technically police staff and employees of Devon and Cornwall Police the Head of Estates is managed directly and accountable to the OPCC Treasurer.

2.9 The estates team is responsible for managing 160+ buildings which are a combination of owned and leased buildings both overt and discrete across the whole of Devon, Cornwall and the Isles of Scilly. This includes an operational county headquarters in each county, six custody centres and 25 police enquiry offices.

2.10 Office Running Costs

The OPCC office running costs include all the utilities and sundry costs of running an office including electricity, business rates, stationary photocopier etc. It also includes the provision of two vehicles – an engagement van and a pool car.

2.11 Consultation and engagement

Consultation and engagement is a large proportion of the budget due to the 1.8 Million population that we serve and the size of our geographical area.

2.12 The Police and Crime Commissioner has a responsibility to keep the public informed on how the police precept is spent and does so through the production of a council tax leaflet in the same way as local government.

Wherever possible, the Commissioner works with council tax collecting authorities to include her leaflet in the same envelope as local authority's council tax bills. However, not all local authorities in Devon and Cornwall are supportive and collaborative in this endeavour. Where this cannot be achieved, the Commissioner has to pay separate delivery costs to ensure households are not disadvantaged. The total costs of this (including leaflet printing and delivery) are approximately £70,000 each year. Local authorities who do not support the shared delivery arrangements are: East Devon, West Devon, South Hams and Teignbridge.

3. External support: Audit services

- 3.1 The Audit costs comprise of three elements. The Independent Audit Committee (£12,000), the external auditors (£130,000) and the internal auditors (17,500). The Chief Constable will also incur audit fees for the same three elements but at differing levels.
- 3.2 Each of these elements are a requirement. The Independent Audit Committee is an alliance function with Dorset and review and consider the financial

information and audits being undertaken and provide feedback and recommendations to the Commissioner. The internal auditors have an audit plan for the year which is based on key audits along with risk based audits. The programme is informed by the Commissioner and the OPCC. All reports are circulated to the Commissioner and the Statutory Officers for review. All outstanding actions are also reported to the Resources Board for consideration and action.

3.3 The external auditor is appointed by the Public Sector Audits
Appointments (PSAA) which is an appointing person for principal local
government and police bodies. The scale of fees is set under the
appointment process. The auditors provide a full audit of the group accounts
and also provide the Value for Money judgement.

3.4 External Support: Legal Services

Some of the work undertaken by the OPCC requires specialist legal advice. Although the level of this advice varies from year to year externally provided advice is essential for complex matters such as for inquests or employment matters.

3.5 Council Tax Support Scheme

The Council Tax Support scheme is a small budget to support collecting authorities with the increased administration costs when a locally agreed hardship scheme is agreed.

4. Independent Custody Visitor Scheme and other volunteers

- 4.1 The Independent Custody Visiting Scheme (ICVs) is where volunteers visit police stations to check on the welfare of the people detained in custody by the police to see the conditions in which they are being held and to ensure that their rights are being observed. The ICV Scheme aims to give confidence to local people about custody facilities, welfare, rights and entitlements of detainees. This offers protection to both detainees and the police and allows local people an insight into conditions in custody.
- 4.2 The Police and Crime Commissioner is legally responsible for the delivery of the Independent Custody Visiting Scheme.

Each OPCC has to operate such a scheme and there are national standards which apply. Volunteers are not paid but do receive expenses. There are currently 17 Independent Custody Visitors who cover the six custody centres across both counties.

4.3 The OPCC also runs the Councillor Advocate Scheme. There are currently 235 councillor advocates at all tiers of local government across the Force geography. We welcome new members of this scheme to promote positive relationship between the OPCC and the Councillors and the Councillors and their local policing inspectors. In additional we hold four training events/seminars for Councillor Advocate each year plus one thank you event for councillors and other volunteers and communicate regularly via email or through Neighbourhood Alert. For more information and how to join visit here: Councillor Advocate Scheme.

4.4 Police Misconduct Panels

The police misconduct regulations (as recently updated) require the Commissioner to appoint Legally Qualified Advisors (LQAs) to all misconduct panels as well as Independent Panel Members (IPMs). These are formal appointments, but they are not members of OPCC staff. They receive renumeration for their time in accordance with nationally agreed rates. In the 12 months to March 2025, LQAs and IPMs supported 15 gross misconduct hearings.

5. Capital Budget, Income and Treasury Management etc

- All income (including grants) to policing in Devon and Cornwall is the responsibility of the Office of the Police and Crime Commissioner. The OPCC is also responsible for all the capital budget and the overall Treasury Management approach and processes. Examples of grant funding received (which are generally non recurrent) include: hot spot policing funding, neighbourhood policing grant etc. In 2025/26 the budgeted total grant income is £40m which comprises £4m for the OPCC and £36m for the force. This is on top of the core grant received to cover the base budget for policing in Devon, Cornwall and the Isles of Scilly.
- 5.2 The Treasury Management function looks to optimise the return on our cash and cash flows. The detail on how this is undertaken is covered in the Treasury Management Strategy with is updated annually. The main aspects of the strategy outline that investments are based on risk, liquidity and return, in that order of priority.
- 5.3 The capital programme over the life of the MTFS is £113m and covered capital expenditure on vehicles, the estate, ICT and equipment. The Capital Strategy and Reserves Strategy are fundamental documents that guide the way in which the capital programme is agreed and how it is funded. These elements are based on risk and financial resilience to the organisation.

6. Enabling Services

- 6.1 Many of the enabling services for the OPCC are provided through strategic alliance functions such as ICT, payroll, some legal services and if charged are included in the office costs. However, the OPCC employs directly its own HR advisor and contracts externally for specialist legal advice.
- 6.2 Specialist procurement advice is provided through the South West Procurement Partnership as part of regional policing collaborations. Internal audit services are provided through South West Audit Partnership (SWAP) with the current external auditors being Grant Thornton. There is also an independent audit committee which is shared with the three other corporation soles, known as the Joint Independent Audit Committee (JIAC).

Fran Hughes

OPCC Chief Executive Officer

for further information contact: Hayley.denham@devonandcornwall.pnn.police.uk

Appendix 1 APCC Police and Crime Commissioner Guidance.
Appendix 2 House of Commons Library document SN06104.pdf

Appendix 3 Commissioning Intentional Plan 2025-26

Report prepared on 10th July 2025





Devon and Cornwall Police and Crime Panel 25th July 2025

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT: Police & Crime Plan Performance Monitoring

1. Introduction

- 1.1. This paper outlines how the Commissioner will monitor performance and measure the progress of the Police & Crime Plan 2025-29, which was launched in January 2025.
- 1.2. The Police and Crime Plan 2025-29 sets out the Commissioner's vision for safe, resilient and connected communities where everyone plays their part to reduce crime. A key focus of the Plan is on improving your policing and crime services by continuing to hold the Chief Constable to account on the improvement of contact services, investigations, public confidence and HMICFRS judgements. The Plan also sets out the Commissioner's four priorities of antisocial behaviour (ASB), drugs and alcohol, serious violence and theft, and how these will be tackled across our towns and city centres, in our countryside and coastal areas, on our roads, and in our homes and neighbourhoods.

2. Improving your policing and crime services

2.1. The Commissioner has developed a number of performance metrics to enable her to continue to hold the Chief Constable to account on improving policing and crime services, and to monitor crime levels. The Commissioner has set the Chief Constable performance targets (where appropriate) and developed a suite of other indicators which will be monitored to assess performance. The latest performance judgements and

Crime	Office for National Statistics (ONS) crime rate (based on total recorded crime ONS crime rate violence against the person ONS crime rate drug offences ONS crime rate theft offences ASB incident rate to align with ONS reporting period (data to be provided by from D&C police)
	I expect to see
Contact	90% of 999 calls answered within 10 seconds 90% of 101 calls answered within 10 minutes Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times in the quarter
Investigations	95% of crime to be recorded accurately (CDI compliance) Increase percentage of positive outcomes
Public confidence	Increase percentage who agree that the police would treat you with respect Increase the percentage that say the police would treat you fairly Increase overall percentage in confidence in police Increase percentage of victim satisfaction (based on priority victims) Reduce the number of repeat victims
HMICFRS* PEEL judgements	No service standards judged as inadequate by HMICFRS* Force to be removed from the 'engage' status of enhanced monitoring
F-718 65	*His Majesty's Inspectorate of Constabularies and Fire & Rescue Servi

progress against targets are provided in Appendix A, which will be regularly presented to the Police and Crime Panel.

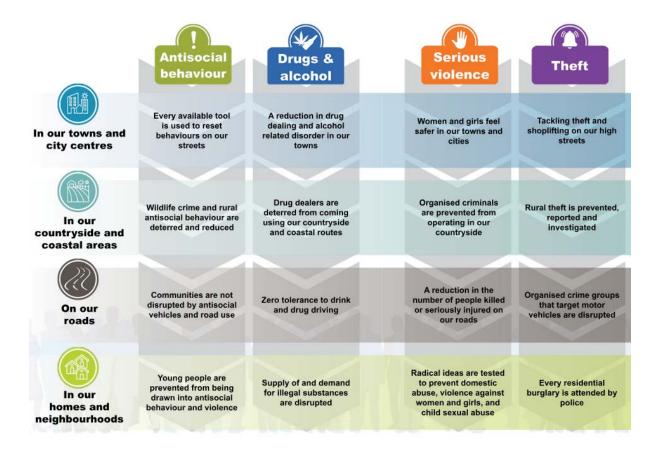
The report can be split into two parts:

- **2.2 Crime Summary:** This section of the report provides the Panel with the most recent crime data for offences most closely aligned with the Commissioner's four priority areas, as well as total crime. The majority of the data presented is taken from the latest Office for National Statistics (ONS) release, as this is verified data which allows for comparisons and benchmarking with national, regional and our most similar force areas. Antisocial behaviour incidents are not published as part of the ONS release and therefore ASB incident data recorded by Devon and Cornwall Police will be used to monitor this area.
- 2.3. The most recently available ONS data at the time of publication of this report is the 12 months to December 2024. This data is presented in the attached crime summary (alongside ASB incident data for the same period) and will form the baseline for the monitoring of crime rates over the life of the Police and Crime Plan. This baseline has been selected as it most closely represents the recorded crime picture at the beginning of the Commissioner's current term of office.
- 2.4. The next publication of ONS data (12 months to March 2025) is expected after the publication of these papers, and as such it has not been possible to provide an updated picture of crime rates in Devon and Cornwall in this report. However, the Commissioner will report on the latest available crime data at future Panel meetings, which will include analysis of local trends and national comparisons where relevant.
- **2.5. Police Performance Scorecard and Report:** This section of the report provides the panel with the most recent data and analysis for the Commissioner's police performance measures covering contact services, investigations, public confidence and HMICFRS judgements.
- 2.6. For some of these measures the Commissioner has set a target for acceptable performance, to be achieved over the duration of the Police and Crime Plan. These are:
 - 90% of 999 calls answered within 10 seconds
 - 90% of 101 calls answered within 10 minutes
 - 95% of crime to be recorded accurately
 - Devon and Cornwall Police to be removed from HMICFRS' 'enhanced' stage of performance monitoring
 - Devon and Cornwall Police to have no service areas graded as 'inadequate' by HMICFRS
- 2.7. A simple approach to monitoring performance has been taken with performance being assessed as either having <u>met</u> the Commissioner's target or <u>not met</u> the Commissioner's target, with supporting analysis provided in the report.

- 2.8. For measures where the Commissioner does not consider that a hard target is appropriate, a baseline has been set and performance is assessed against that baseline. These measures are:
 - Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times
 - Increase percentage of positive outcomes+ rate
 - Increase the percentage (%) of the public that agree "taking everything into account, I have confidence in the police in this area"
 - Increase the percentage (%) of the public that agree "the police would treat you with respect if you had contact with them for any reason"
 - Increase the percentage (%) of the public that agree "the police treat everyone fairly, regardless of who they are"
 - Increase the percentage (%) of priority victims satisfied with the service they receive by Devon and Cornwall Police
 - Reduce the rate of repeat victimisation
- 2.9. For these measures, the direction of travel against the baseline is displayed, along with an indication of performance improvement or performance deterioration, and supporting analysis in the report.
- 2.10. The Commissioner's preference is to use independently gathered or verified data and information to inform her performance assessment. However, there are some areas where this is either not available, not reported regularly enough, or not reliable enough. One example of this is the public confidence survey data, where the sample size for the Crime Survey for England and Wales (CSEW) is currently too small (following a pause in surveying during the Covid19 pandemic) to be considered statistically significant. As such, the Commissioner is currently monitoring and reporting on the results of the Force commissioned public survey. However, the Commissioner will keep this under review and consider reverting to reporting on the CSEW survey data when sample sizes are reliable enough.

3. Police and Crime Plan Priorities

3.1. The Police and Crime Plan sets out the Commissioner's four priorities of antisocial behaviour (ASB), drugs and alcohol, serious violence and theft, and how these will be tackled across our towns and city centres, in our countryside and coastal areas, on our roads, and in our homes and neighbourhoods.



- 3.2. From September 2025, the Commissioner will bring an additional performance report to the Panel which will focus on one of the four Police and Crime Plan priorities at each meeting. This report will provide detail of what action is being undertaken by Devon and Cornwall Police in response to the aims set out in the plan, alongside data and other evidence which is indicative of progress. As part of this report the Commissioner will provide a judgment of assurance against Force delivery.
- 3.3. The first Police and Crime Plan priority report will cover theft, with a focus on shoplifting.

Contact for further information Vicky Church

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Office of the Police and Crime Commissioner for Devon and Cornwall Report prepared on 15 July 2025

Police and Crime Plan Summary

Police recorded crime in Devon and Cornwall

12 months to December 2024 compared with the 12 months to December 2023



Office of the Police and Crime Commissioner
Devon and Cornwall

Police recorded crime

Increasing	1
Decreasing	1
No change	→

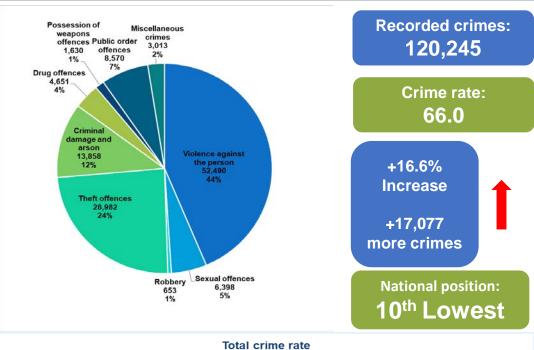
Police recorded crime can be influenced by changes in recording practices, levels of accuracy, the introduction of new offences and policy changes that impact particular types of offending (such as the targeting of drug dealers or COVID-19 and lockdown restrictions).

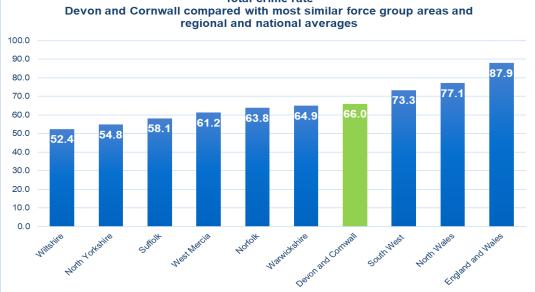
Crime measure	Recorded crime 12 months to December 2023	Recorded crime 12 months to December 2024	% change	Number change	Crime rate 12 months to December 2023	Crime rate 12 months to December 2024	Direction of travel
Total crime (rate per 1,000 people)							•
	103,168	120,245	16.6%	17,077	57.0	66.0	•
Violence against the person (rate per 1,000 people)	45,439	52,490	15.5%	7,051	25.1	28.8	t
Drug offences (rate per 1,000 people)							•
	3,690	4,651	26.0%	961	2.0	2.6	•
Theft offences (rate per 1,000 people)	24,420	28,982	18.7%	4,562	13.5	15.9	1
ASB incidents recorded by the police (rate per 1,000 people)							
	23,375	25,349	8.4%	1,974	12.9	13.9	1



Total recorded crime 12 months to December 2024

(*excluding fraud offences)

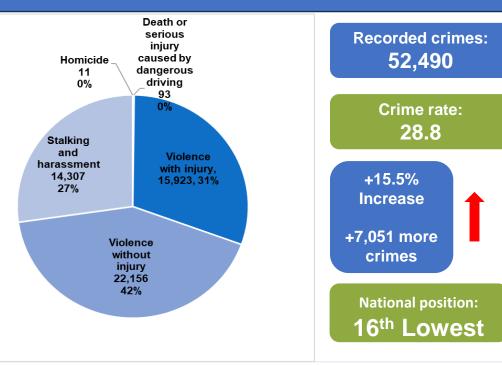


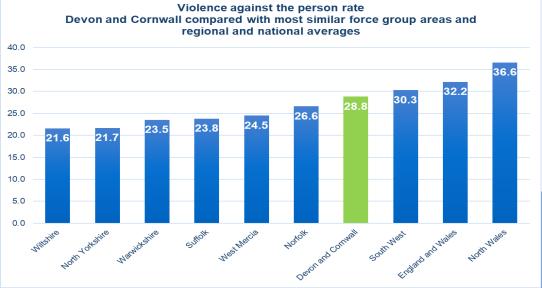


- Total crime covers all notifiable crimes that Devon and Cornwall (D&C) Police have recorded and are required to report to the Home Office.
- Notifiable crimes range from violence offences; sexual offences; theft offences; criminal damage and arson offences; drug offences; possession of weapons offences; public order offences and other miscellaneous crimes against society (covering a range of offences where there are no direct individual victims).
- Violence against the person offences and theft offences account for the highest offence types. Violence against the person accounts for 44% (52,490 crimes) of recorded crime and theft offences account for 24% (28,982) of recorded crime.
- In the 12 months to December 2024, 120,245 crimes were recorded in Devon and Cornwall. This
 represents a 16.6% (+17,077) increase compared with the 12 months to December 2023. The crime
 rate per 1,000 people has increased from 57.0 crimes per 1,000 people to 66.0 crimes per 1,000
 people.
- The increase in total crime is inconsistent with the national trend where there has been a -2.4% decrease over the same period. D&C is the only area within its most similar force (MSF) group to of seen an increase in total crime in the 12 months to December 2024 compared with the year prior.
- Increases in violence without injury offences (+21.2% (3,879); shoplifting (+35.7% (2,719); stalking and harassment (+20.9% (2,469); other theft offences (+22.4% (1,786), and criminal damage and arson (+11.8% (1,467) are the main contributors to the overall increase in total crime.
- D&C's crime rate continues to remain significantly lower than the England and Wales average of 87.9 crimes per 1,000 people and below the South West regional average of 73.3 crimes per 1,000 people. D&C has the second highest crime rate within its MSF group.
- Over the past year, D&C police have focused on improving crime recording and improving the
 public's ability to contact the police. This evident from improvements in crime recording compliance
 and significant improvements with the 101 non-emergency service. These are likely to be
 contributory factors to the apparent increase in recorded crime.



Violence against the person 12 months to December 2024



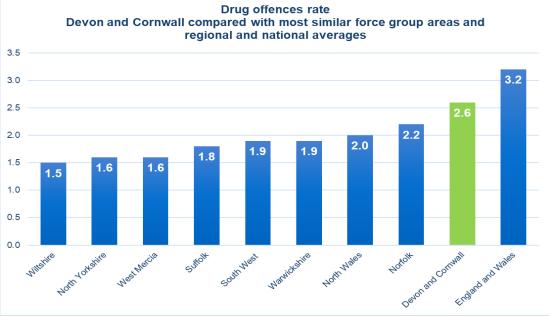


- Violence against the person includes the following offence categories: Homicide; Violence with injury; Violence without injury; Stalking and harassment; Death or serious injury caused by unlawful driving.
- Violence with injury offences include a wide range of offences which range in seriousness including offences such as; actual bodily harm (ABH); grievous bodily harm (GBH) and attempted murder.
- Violence without injury offences include offences such as; common assault where there is no injury or injuries are not serious; harassment, kidnapping; threats to kill. Violence without injury offences account for the highest offence type (42% n=22,156 crimes).
- In the 12 months to December 2024, 52,490 violent crimes were recorded in Devon and Cornwall (D&C). This represents a 15.5% (+7,051) increase compared with the 12 months to December 2023. The violent rate per 1,000 people has increased from 25.1 crimes per 1,000 people to 28.8 crimes per 1,000 people.
- D&C is the only area within its MSF group to have seen an increase in violent crime in the 12 months to December 2024 compared with the year prior.
- The increase in violent crime is also inconsistent with the national trend where there has been a
 4.3% decrease over the same period. However, the increase in violent crime is consistent with the
 regional trend (+9.7%) with the apparent increases in D&C and Avon and Somerset driving this. The
 other force areas in the South West region (Dorset; Gloucestershire and Wiltshire) have all seen a
 decrease in violence against the person offences over the same period.
- Increases in violence without injury offences (+21.2% (3,879) and stalking and harassment offences (+20.9% (2,469) are the main contributors to the increase in violent crime. Violence with injury offences have also increased by 4.4% or 664 more crimes recorded.
- The number of homicides have fallen from 14 to 11 representing a 21.4% decrease (3 fewer homicides).
- D&C's violent crime rate is lower than the England and Wales average of 32.2 crimes per 1,000 people and below the Southwest regional average of 29.3 crimes per 1,000 people. Compared to D&C's most similar force group, D&C has the second highest violent crime rate.
- Improved crime recording is likely to be contributing to some of the increase in violent crime as well as genuine increases.



Drug offences 12 months to December 2024

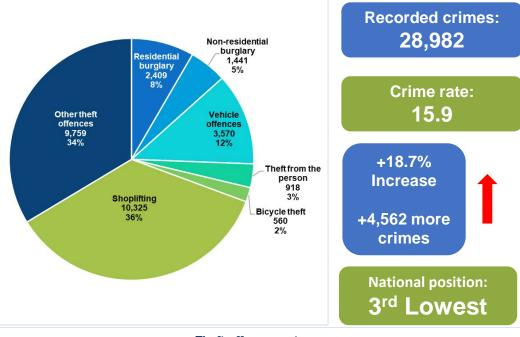




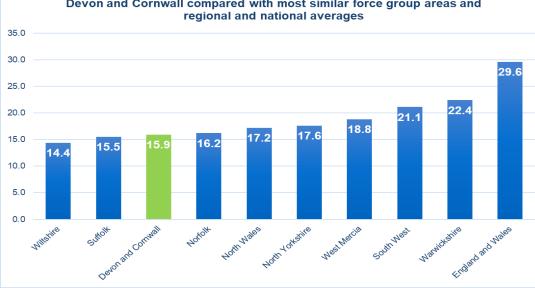
- Drug offences cover the following offence categories: Possession of drug offences and trafficking of drug offences. Drug trafficking includes selling, transporting, or importing illegal drugs.
- In the 12 months to December 2024, 4,651 drug offences were recorded in Devon and Cornwall (D&C). This represents a 26% (+584) increase compared with the 12 months to June 2023.
- The drug offences rate per 1,000 people has increased from 2.0 crimes per 1,000 people to 2.6 crimes per 1,000 people. D&C'S crime rate sits 21st nationally.
- Devon and Cornwall's drug offences rate is lower than the England and Wales average of 3.2 crimes per 1,000 people but above the South West regional average of 1.9 crimes per 1,000 people.
- Compared to D&C's MSF group (Wiltshire; North Yorkshire; West Mercia; Suffolk; Warwickshire; North Wales; Norfolk), D&C has the highest drug offences rate.
- Increases in drug offences are a product of targeted policing operations to disrupt drug dealers.
- The local increase reflects Devon and Cornwall Police's approach to proactively targeting drug misuse across the South West under the Op Scorpion umbrella – encouraging members of the public to report suspicious drug activities.
- Having the highest drug offences rate per 1,000 people reflects the positive outcomes which
 have resulted from targeted police activity as tackling drug crime continues to be a priority for
 the Commissioner and Devon and Cornwall Police.



Theft offences 12 months to December 2024







- Theft offences cover the following offence categories: Burglary (residential and nonresidential); Vehicle offences; theft from the person; bicycle theft; shoplifting; and all other theft offences.
- Shoplifting offences (36% 10,325 crimes) and other theft offences (34% 9,759 crimes) account for the highest offences types.
- In the 12 months to December 2024, 28,982 theft offences were recorded in Devon and Cornwall (D&C). This represents a 18.7% (+4,562) increase compared with the 12 months to December 2023.
- The increase in theft offences in D&C has occurred at a higher rate than nationally. The number of recorded theft offences across England and Wales has remained relatively static compared with last year with just a 0.9% increase.
- Increases in shoplifting offences (+35.7% (2,719) and other theft offences (+22.4% (1,786) are the main contributors to the increase.
- The theft offences rate per 1,000 people has increased from 13.5 crimes per 1,000 people to $\sqrt{}$ 15.9 crimes per 1,000 people.
- Devon and Cornwall's theft offences rate continues to remain significantly lower than the England and Wales average of 29.6 crimes per 1,000 people and below the South West regional average of 21.1 crimes per 1,000 people. Compared to D&C's MSF group (Wiltshire; Suffolk; Norfolk; North Wales; North Yorkshire; West Merica; Warwickshire) D&C has the third lowest theft offences rate.
- The increase in theft offences may be linked to the cost-of-living crisis. D&C Police have also sought to improve public confidence to report crime by being more visible in communities and hotspot policing areas. The Commissioner has recently funded a year-long pilot for a free 12-month subscription to the UK Partners Against Crime (UKPAC) Business Crime Reduction Solution to provide a guicker and easier way for businesses across Torbay to report issues such as shoplifting, antisocial behaviour and violence to the police.



³age 84

Antisocial behaviour (ASB) incidents 12 months to December 2024

ASB incidents recorded by the D&C Police: 25,349

+8.4% Increase +1,974 fewer ASB incidents

D&C ASB incident rate: 13.9

England & Wales ASB incident rate: 16.6

- The ASB data for Devon and Cornwall (D&C) does not form part of the ONS release of police recorded crime so direct comparisons with D&C's most similar force group are not provided.
- ASB incident data has been provided by Devon and Cornwall Police and covers only those
 incidents which have been recorded by the police and does not include local authority data.
 Local authorities will also hold data on ASB which is not captured by the police, especially
 around noise complaints, or environmental concerns.
- In the 12 months to December 2024, 25,349 ASB incidents were recorded by Devon and Cornwall Police. This represents an 8.4% increase compared with the 12 months to December 2023 the equivalent of 1,974 more incidents.
- Nationally for the same period, the volume of ASB incidents recorded by the police remained stable compared with the year prior, with 1 million incidents recorded.
- The ASB rate per 1,000 people has increased from 12.9 incidents per 1,000 people to 13.9 crimes per 1,000 people. The rate of ASB is lower than the national average of 16.6 incidents per 1,000 people.
- Trends in ASB incidents recorded by the police need to be interpreted with caution as those experiencing the negative impacts from antisocial behaviour don't always report it to the police. For this reason, trends in ASB should be considered alongside other local intelligence and the feedback the Commissioner receives from the public. ASB is one of the main issues reported to the Commissioner by the public, and when asked as part of the Commissioner's public survey is identified as a top priority and one of the policing issues that most needs addressing in their communities.
- Estimates from the Crime Survey for England and Wales (CSEW) for year ending December 2024 survey showed that 36% of people had experienced or witnessed some type of antisocial behaviour. There was no statistically significant change from the previous year. (35%).



Police Performance Scorecard



	Has met the Commissioner's target		
	Has not met the Commissioner' target		
	Not applicable		
+	Indicative of performance improvement		
1	Indicative of performance deterioration		
•	No change in performance		
	Performance measure under development		

Performance measure	Target or baseline	Latest data	Direction of travel compared with baseline	Performance against target
1. CC	NTACT			
Baseline details:				
Fewer reports made to the Commissioner about early PEC	closures: Qua	rter 1 2024/25 –	1 st April 2024 to	30 th June 2024
1.1 Target : 90% of 999 calls answered within 10 seconds.	90%	94.9%		
1.2 Target: 90% of 101 calls answered within 10 minutes.	3070	04.070		
	90%	88.0%		
1.3 Target: Lower than a 5% 101 call abandonment rate				
	< 5%	12.3%		
1.4 Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times	4	0		
2. INVES	TIGATIONS			
Baseline details:				
Positive outcomes+ measure: 12 months to March 2024				
2.1 Target : 95% of crime to be recorded accurately.	050/	90.70/		
(crime data integrity CDI) 2.2 Increase percentage of positive outcomes+ rate.	95%	89.7%		
2.2 increase percentage of positive outcomes+ rate.	11.3%	13.7%	•	
3. PUBLIC	CONFIDEN	CE		
Baseline details: Public confidence measures: 12 months to March 2024 Victim satisfaction measure: 12 months to August 2024 Repeat victimisation measure: 12 months to March 2024				
3.1 Increase the percentage (%) of the public that agree				
"taking everything into account, I have confidence in the				
police in this area".	77.0%	78.0%		
3.2 Increase the percentage (%) of the public that agree "the police would treat you with respect if you had contact with				
them for any reason".	92.0%	92.0%	-	
3.3 Increase the percentage (%) of the public that agree "the	0=10,0	0=1070	, 	
police treat everyone fairly, regardless of who they are".	78.0%	76.0%	•	
3.4 Increase the percentage (%) of priority victims satisfied	60.00/	69.00/		
with the service they receive by Devon and Cornwall Police. 3.5 Reduce the rate of repeat victims	69.0%	68.0%	<u> </u>	
·	46.9%	50.9%	1	
4. HMICFR	S judgemei	nts		
4.1 Target: Devon and Cornwall Police to be removed from	Removed	Force		
'enhanced' stage of performance monitoring.	from	remains in		
	'enhanced'	'enhanced'		
	stage of	stage of		
	monitoring	monitoring		
4.2 Target : Devon and Cornwall Police to have no service	No service	2 service		
areas graded as 'inadequate'.	areas graded 'Inadequate'	areas graded 'inadequate'		



Police and Crime Commissioner's Performance Report

1. Contact

1.1 Target: 90% of 999 calls answered within 10 seconds.

The latest data indicates that Devon and Cornwall Police has met the Commissioner's target of answering 90% of emergency calls within 10 seconds.

In the 12 months to May 2025, **94.9%** of 999 calls were answered within the service standard of 10 seconds and the average¹ wait time for calls to be answered was 5 seconds.

1.2 Target: 90% of 101 calls answered within 10 minutes.

The latest data indicates that performance has not yet met the Commissioner's target of answering 90% of 101 calls within 10 minutes.

In the 12 months to May 2025, **88%** of 101 calls were answered within 10 minutes. During this period, the average wait time to speak to a contact officer dealing with 101 calls was 3 minutes and 52 seconds. Average 101 call wait times have decreased by 15 minutes and 25 seconds compared with last year (12 months to May 2024, 101 average call wait time was 19 minutes and 17 seconds).

Although performance has not yet met the Commissioner's target, the Commissioner is content that sustained improvements in the 101 service continue to be evident. Call waiting times have reduced significantly since they peaked during 2023. Average monthly wait times reduced significantly throughout 2024, and even lower wait times have been evident during the first five months of 2025, seeing the Commissioner's 90% target being achieved in January (95.3%), March (90.6%) and April 90.9%).

During 2023/24, the Commissioner received 42 pieces of correspondence regarding 101 wait times compared with 4 pieces of correspondence received in 2024/25. So far in 2025/26, the Commissioner has received no correspondence relating to 101 call wait times. The Commissioner's office however took a call from a member of the public who wanted to praise the assistance they had received from the 101 service.

The number of calls received typically increases during the Summer, so the Commissioner expects to see some fluctuation in performance as the Force respond to additional demand, however, remains confident that the Force are on track to achieve the 90% target.

¹ Mean

1.3 Target: Lower than a 5% 101 call abandonment rate.

During periods of high demand, members of the public can experience longer wait times and therefore abandon their call. Many callers will phone back when they have more time but there is concern that some callers will be discouraged by this initial experience and decide not to report their crime or incident to the police.

The national principles and guidance as set out in the 2020 Contact Management Strategy states that forces with a switchboard (like in Devon and Cornwall) should aim to have an abandonment rate lower than 5 percent. This is also the standard expected by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

The latest data indicates that performance has not yet met the Commissioner's target of an abandonment rate of lower than 5%.

In the 12 months to May 2025, 12.3% of 101 calls were abandoned compared with 37.4% last year.

Although the target for this measure has not been achieved yet, the Commissioner is encouraged that the rate of abandoned 101 calls continues to decrease. The latest performance data shows significant improvement compared with last year and a reduction since the last report to the Panel in January (16.6% in the 12 months to December 2024). Monthly performance data for 2025 so far shows the lowest rate of abandonment in January at 6.1% and the highest abandonment rate of 14.7% in May. Maintaining lower rates of abandoned calls can be challenging during periods of high demand.

1.4 Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times



Police enquiry offices (PEOs) allow members of the public to have access to walk-in services where they can speak to trained staff who can help with crime reporting, crime prevention advice and help with accessing victim services.

During early 2024/25, the Commissioner received four reports from the public of PEOs closing early who as a result were unable to speak to the police as planned - quarter 1 2024/25 will form the baseline for the Commissioner to monitor against. In response to these reports, Devon and Cornwall Police were contacted to understand to the reasons for early closure so a response could be provided to the complainant. Reasons for early closure included staffing issues and in a couple of instances the opening hours had been advertised incorrectly.

Devon and Cornwall Police's website now provides details of all PEOs and their opening times, there is also advise to the public to try and arrive at least an hour before closing².

In the first quarter of 2025/26, covering the period 1st April to 30th June 2025, the Commissioner has received **no reports of PEOs** closing before the Force's advertised closing time. The Commissioner will continue to monitor and respond to any reports of early PEO closures.

² A list of Police Enquiry Offices (PEOs) | Devon & Cornwall Police

2. Investigations

2.1 Target: 95% of crime to be recorded accurately - Crime data integrity (CDI)

Devon and Cornwall Police conduct regular audits of crime data integrity (CDI) to ensure crimes which have been reported have been recorded accurately and are compliant with Home Office Crime Recording Rules.

It is important that crimes are recorded accurately so that the police can take the right action for each victim of crime and that they have access to support services.

The latest CDI results show that the Commissioner's target of 95% has not yet been met. The Force's CDI audit results as of April - June 2025 show that **89.7%**³ of all reported crime has been recorded accurately. The overall crime recording compliance for the Force is statistically stable compared to the results from the CDI audit in January 2025 (91.5%).

Although the 95% target has not been achieved yet, the Commissioner is part assured that Devon and Cornwall Police are taking the necessary steps to improve crime recording and is encouraged that HMICFRS' latest judgment of crime recording has moved from 'inadequate' to 'requires improvement' based on their own audit and assessment. The Commissioner will continue to monitor this measure closely for any significant shifts in performance.

2.2 Direction of travel measure: Increase percentage of 'positive offender outcomes+' rate.



Positive offender outcomes+ indicate that an effective response has been made to a criminal offence following a police investigation.

The offender outcomes+ definition covers offences which have resulted in an offender being:

- Charged / summonsed to court.
- Receiving an out of court resolution (OoCR) (informal/ formal): An out of court resolution
 can be issued by the police without the need for an offender to go to court. Resolutions can
 include setting the offender some conditions, such as rehabilitation to prevent future
 offending, making up for damages or harm caused, or paying court costs. Resolutions are
 usually issued in cases where an offence is considered to be less harmful.
- Offences taken into consideration (TICs): TICs are offences for which the offender has not been prosecuted but for which they admit to committing and ask the court to take into consideration when sentencing for the offence(s) for which they have been prosecuted.
- Diversionary, educational or intervention activity: A police outcome that can be used when
 the police have decided that no prosecution action will be taken in the case, but the
 offender participates in some form of diversionary activity to prevent future offending. This

³ Crime recording compliance estimate. D&C Police use the same methodology as HMICFRS to calculate their crime recording compliance rate.

outcome is often used for children and young people providing an opportunity to prevent criminalisation, address the offending behaviour and provide support.

The measure of 'positive offender outcomes+ rate' consists of the number of positive offender outcomes+ for investigations finalised in the year (which can relate to crimes committed in any year) as a percentage of crimes recorded during the year.

In the 12 months to May 2025, the offender outcome+ rate was **13.7%** (equating to 16,916 positive offender outcomes+). This indicates a 2.4% increase in the positive outcome+ rate compared with the baseline period 12 months to March 2024.

National comparison data is not yet available for the 12 months to May 2025, the latest period available to benchmark D&C Police's performance against is the 12 months to December 2024. D&C Police's offender outcome+ rate for this period was 13.1% compared with the national average of 13.4% - ranking the 10th bottom performing Force in England and Wales (out of 42 police force areas), and the 2nd lowest compared with its most similar force (MSF) group (Norfolk: 21.4%; North Yorkshire: 18.9%; Wiltshire: 17.8%; Suffolk; 16.9%; North Wales: 15.0%; West Mercia: 14.1%; D&C: 13.1%; Warwickshire: 12.7%).

The Commissioner is encouraged to see an increase in the positive outcomes+ rate compared with the baseline period (12 months to March 2024 – 11.3%) and since the last national publication of offender outcome data (12 months to December 2024 – 13.1%). However, on assessment of performance compared with nationally and the fact that crime is increasing, the Commissioner will work with D&C Police to understand the challenges and barriers to achieving higher offender outcome rates.

3. Public Confidence

3.1 Direction of travel measure: Increase the percentage (%) of the public that agree "taking everything into account, I have confidence in the police in this area".



Public confidence is at the heart of policing. Without the public's confidence, crime may go unreported, intelligence may be missed, and public safety could be compromised.

Devon and Cornwall Police commission a research provider⁴ to survey the public on their confidence in policing. The survey has around 2,000 respondents which are representative of the force area.

According to the latest survey results covering the 12 months to May 2025, **78%** agree that taking everything into account, they have confidence in the police in Devon and Cornwall. This indicates a slight increase and stable trend in public confidence compared with the base line period 12 months to March 2024 (77%, +1%). The Commissioner will continue to monitor this measure closely to identify any significant shifts in public opinion.

The Commissioner is expecting to see levels of public confidence increase as the activity to deliver on the priorities of the Police and Crime Plan progresses.

⁴ SMSR Ltd

3.2 Direction of travel measure: Increase the percentage (%) of the public that agree "the police would treat you with respect if you had contact with them for any reason".



The survey asks several supplementary questions related to the public's views of policing.

According to the latest results covering the 12 months to May 2025, **92%** of the public agree that police in Devon and Cornwall would treat you with respect if you had contact with them for any reason. Whilst there has been no change in public opinion since the baseline period for this measure, the results remain positive with over 90% of survey respondents agreeing with this statement.

3.3 Direction of travel measure: Increase the percentage (%) of the public that agree "the police treat everyone fairly, regardless of who they are".



Fairness and equality are features of good policing. According to the latest survey results covering the 12 months to May 2025, **76%** of the public agree that police in Devon and Cornwall would treat everyone fairly, regardless of who they are. This is 2% lower than the baseline period 12 months to March 2024 (78%).

Although there has been a slight decrease in the proportion of survey respondents who agree that 'the police treat everyone fairly regardless of who they are', the Commissioner is mindful that 17% of survey respondents either don't know or neither agree nor disagree with this statement and only a small proportion of survey respondents (8%) disagree or strongly disagree with this statement.

Like the other public perception measures, as the activity to deliver on the priorities of the Police Crime progresses, the Commissioner would anticipate an increase in the proportion of survey respondents who agree with this statement.

3.4 Direction of travel measure: Increase the percentage (%) of priority victims that are satisfied with the service received by Devon and Cornwall Police.



Related to people's confidence in policing is how satisfied victims feel with the service they have received from the police. This is especially important for priority victims, including those who are victims of the most serious crimes (domestic abuse, hate crime, sexual offences, and attempted murder) or those who are persistently targeted, vulnerable or intimidated.

The surveying of victims of crime is mandated by the Home Office (HO). The HO guidance states that victim satisfaction surveys are designed to take account of the experience of victims, not just at the initial stage of police action, but in subsequent activity; and provide information about victim experience which can be actioned by forces to improve service delivery.

Devon and Cornwall Police use a company called SMSR Ltd to carry out the surveying of victims on their behalf. As part of this process, satisfaction surveys are carried out by phone with a randomly selected number of victims each month. The results are provided on an average 12-month period.

The latest survey results covering the 12 months to May 2025, show that **68%** of priority victims ⁵were satisfied with the service they received by Devon and Cornwall Police. This indicates a slight decrease (-1%) in victim satisfaction compared with the baseline period 12 months to August 2024 (69%).

The Commissioner would like to see higher levels of victim satisfaction as were evident in 2021⁶, when the overall victim satisfaction rate was 77%. Since then, survey results have indicated a deterioration in victim satisfaction.

The Commissioner and her team will work with Devon and Cornwall Police to understand the reasons why some of the victims surveyed have expressed a level of dissatisfaction with the overall service they have received and establish how any learning from the results is being used by Devon and Cornwall Police to drive improvements.

3.5 Reduce the rate of repeat victims



A 'repeat victim' is a victim who has been subjected to any offence more than once within a 12-month period. This may include victims who have experienced the same or similar offences two or more times within 12 months, or victims who have experienced completely different offence types.

This measure captures both individuals and organisations who have experienced repeat victimisation. In the 12 months to May 2025, the repeat victimisation rate for individuals and organisations was **50.9%**. The repeat victimisation rate is 4% higher compared with the baseline period 12 months to March 2024 (46.9%).

Repeat victimisation can have a significant impact on individuals, businesses and communities. The Commissioner is concerned by the latest rate of repeat victimisation and will work with Devon and Cornwall Police to understand the detail behind this and the policing response.

4. HMICFRS judgements

4.1 Target: Devon and Cornwall Police to be removed from the 'enhanced' stage of performance monitoring.

In October 2022, His Majesty's Inspectorate of the Constabulary and Fire and Rescue Services (HMICFRS) made the decision to move Devon and Cornwall Police into an 'enhanced' level of monitoring know as 'Engage', due to:

- A deterioration in the force's crime recording.
- Concerns with the force's management of emergency and non-emergency calls.
- Concerns with the force's management of registered sexual and violent offenders.

⁵ Victims who meet specific criteria that warrant a more immediate and enhanced level of support and communication from the police based on severity of crime and the victim's vulnerability.

⁶ 12 months to December 2021

This enhanced monitoring helps to provide additional scrutiny and support from across the policing sector to support police forces to make improvements. Whilst under the enhanced level of monitoring, His Majesty's Chief Inspector of Constabulary requires the Chief Constable to report formally on the force's progress in each of these areas at the Police Performance Oversight Group (PPOG) three times a year.

Since this move to enhance monitoring, the three identified areas have received significant focus and investment from the force. Through the enhanced monitoring and reporting process His Majesty's Chief Inspector (HMCI) Andy Cooke has identified clear and sustained improvements in the force's performance in two of these areas and as such removed them from enhanced monitoring:

- management of sexual and violent offenders (removed December 2023), and;
- responding to the public through emergency and non-emergency calls (removed September 2024).

However, as part of HMICFRS intelligence-led, continuous PEEL assessment, an additional cause of concern was identified in February 2024 relating to the force's investigation standards, now requiring enhanced monitoring by HMICFRS.

On the 21st of May 2025, the Chief Constable and the Commissioner attended PPOG to present the improvements they continue to make with crime recording and investigation standards. The meeting was attended by HMCI Andy Cooke and other key stakeholders who were supportive of the considerable progress which have been made in these areas. If these improvements continue, it is anticipated that Devon and Cornwall Police will soon be removed from the enhanced stage of performance monitoring by HMICFRS.

Whilst the Commissioner is encouraged by the progress which has been made, this performance area is still not within target and will not be until Devon and Cornwall Police have been formally removed from the enhanced stage of monitoring by HMICFRS.

The next PPOG meeting is scheduled for the 10th of September 2025.

4.2 Target: Devon and Cornwall Police to have no service areas graded as 'inadequate'.

There has been no update on this measure since the last Panel meeting (31st January 2025).

In February 2023, HMICFRS' PEEL inspection of Devon and Cornwall Police graded three service areas as 'inadequate':

- crime recording;
- responding to the public, and;
- the management of offenders and suspects.

In July 2024, following significant focus and investment from the force, HMICFRS' PEEL inspection of the force regraded crime recording, and the management of offenders and suspects as 'requires improvement'. However, responding to the public remained graded as 'inadequate', in addition to a new 'inadequate' grading for investigating crime.

Therefore, with 2 areas graded as 'inadequate', the force is not reaching their performance targets in this area and the Commissioner has marked this performance area as not within target.

The next HMICFRS PEEL inspection report is expected in 2026, and so performance against this target will remain unchanged until that time.



DEVON AND CORNWALL POLICE AND CRIME PANEL 25th July 2025

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

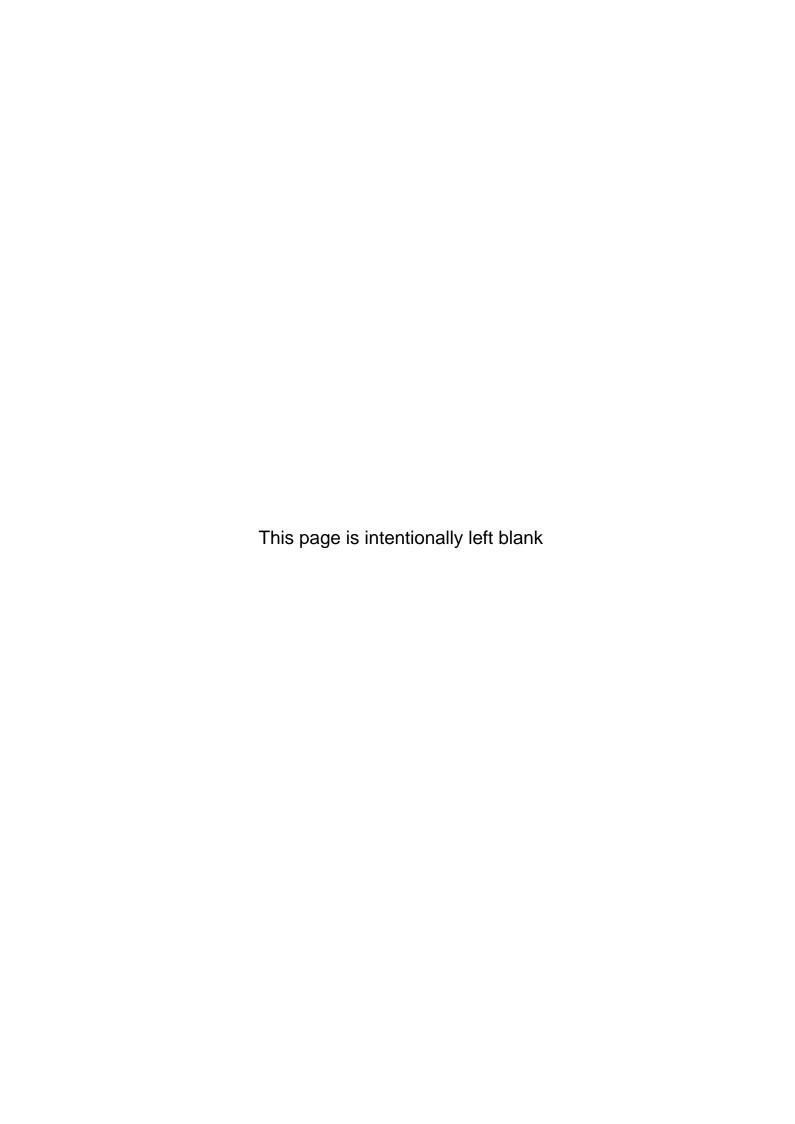
- 1. The table below provides the number of complaints received and handled against the Commissioner since the 1st January 2025. This report covers the period up to 30th June 2025.
- Two formal complaints were received against the Commissioner in the last reporting period. Both complaints have been resolved with responses being sent to the complainants.

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 2025-30 th June 2025	2	2	0	2	0	2
			Grand total	2	0	2

Contact for further information:

OPCC@dc-pcc.gov.uk

Office of the Police and Crime Commissioner for Devon and Cornwall Report prepared on the 14th July 2025



Devon and Cornwall Police and Crime Panel - Tracking Decisions 2025/26

Number	Minute No.	Resolution	Target Date, Officer Responsible and Progress
1.	Public Engagement and Contact	Commissioner to return in six months to review the trajectory and consistency of public engagement.	Due Date: Within 6 months
	4 October		Person Responsible: Panel Advisor
			Progress: This has been scheduled for the September meeting of the Panel and is now marked as complete.
2.	Public Engagement and Contact	Commissioner to release positive communications to ensure the public are confident in using the 101 call	Due Date: ASAP
	40-4-1	line.	Person Responsible: Alison Hernandez
	4 October		Progress: Ongoing - Recommendation of panel being considered by the PCC and Chief Constable.
3.	Police and Crime	The Panel would write a letter to HMICFRS and the	Due Date: September 2025
	Commissioners Update report	Home Secretary that the delay in coming to a conclusion around the issues of suspensions for Chief Constables from the Devon Cornwall and Isles of Scilly	Person Responsible: Panel Advisor
	31 January 2025	Police force was costing the region in lost leadership time as well as an additional financial burden.	Progress: This action would be completed by the next meeting of the Panel.

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Devon and Cornwall Police and Crime Panel Work Programme 2025 – 26

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

Date of Meeting	Agenda item	Action
	Election of a Chair and Vice Chair	
25 July 2025	Police and Crime Commissioners Update	Standing Item
2023	Draft Annual Report 2024/25	
	Cost & Functions of the OPCC	
	Police and Crime Plan Scorecard	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item
12 September	Public Engagement and Contact	Update request from the meeting that took place on 04 October
2025	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
21		
November 2025	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
30 January 2026	Precept	
2020	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
13 February 2026	Only if Precept is vetoed	

Future Items

Agenda items to be scheduled	Action
Rural Affairs and Wildlife Crime	
Detailed understanding of current drug use	
Rural and urban anti-social behaviour	Added to the work programme on 31/01/2025.
Firearms Licensing Report	
Estates Strategy	Added to the work programme on 31/01/2025.
Hate Crime (including the Commissioners Hate Crime Deep dive)	Added to the work programme on 31/01/2025
Custody Suite Developments	Added to the work programme on 31/01/2025
Items to be monitored	