

Devon and Cornwall Police and Crime Panel

c/o Plymouth City Council Democratic Support Council House Plymouth PLI 2AA

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 12 September 2025 10.30 am Council Chamber, Council House

Members:

Councillor Haydon, Chair

Councillor Chopak, Vice Chair

Councillors Ashton, Czapiewski, Ewings, German, Hackett, Hodgetts, Leaver, Lodge, Loudoun, Palethorpe, Penberthy, Rodgers, Thomas, Towill, Tyerman and Wright.

Barry Jones (Independent Member for Devon) and Caroline Jones (Independent Member for Cornwall).

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

I. Apologies

To receive apologies for non-attendance submitted by Members.

2. Minutes (Pages I - I0)

To sign and confirm as a correct record the minutes of the meeting held on 25 July 2025.

3. Declarations of Interest

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

4. Public Questions

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

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

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

5.	Contact Services Update:	(Pages II - I8)
6.	Estates Strategy:	(Pages 19 - 22)
7.	Police and Crime Plan 2025-29 Performance Report:	(Pages 23 - 54)
8.	Police and Crime Commissioner's Update Report:	(Pages 55 - 72)
9.	Non-Criminal Complaints against the Police and Crime Commissioner:	(Pages 73 - 74)
10.	Action Log:	(Pages 75 - 80)
11.	Work Programme:	(Pages 81 - 84)

Devon and Cornwall Police and Crime Panel

Friday 25 July 2025

PRESENT:

Councillor Haydon, in the Chair.

Councillor Chopak, Vice Chair.

Councillors Ashton, Billings (Substituting for Cllr Tyreman) Czapiewski, Ewings, German, Hackett, Hodgetts, Loudoun, Palethorpe, Penberthy, Thomas, Towill (Substituing for Cllr Parsonage) and Wright.

Barry Jones (Independent Member for Devon) and Caroline Jones (Independent Member for Cornwall).

Apologies for absence: Councillors Parsonage, Tyreman, Rodger.

Also in attendance: Alison Hernandez (Devon and Cornwall Police and Crime Commissioner), Frances Hughes (Chief Executive Officer for the OPCC), Nicola Allen (Treasurer) and Jake Metcalfe (Democratic Advisor).

The meeting started at 10.30 am and finished at 12.42 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.

18. Appointment of the Chair for Municipal Year 2025 - 2026

Councillor Penberthy proposed Councillor Haydon as Chair which was seconded by Councillor Hackett.

Councillor Hodgetts proposed Councillor Chopak as Chair which was seconded by Councillor Ashton.

The Panel <u>agreed</u> to appoint Councillor Haydon as Chair for the 2025/26 municipal year.

19. Appointment of the Vice-Chair for Municipal Year 2025 - 2026

Councillor Towill proposed Councillor Chopak as Vice-chair which was seconded by Councillor German.

The Panel <u>agreed</u> to appoint Councillor Chopak as Vice-chair for the 2025/26 municipal year.

20. Minutes

The minutes of the meeting that took place on 31 January 2025 were agreed as a true and accurate record.

21. **Declarations of Interest**

Councillor German: Prisoners building homes programme. Councillor German declared that he was on the Board of local partnership which supports that programme.

Caroline Jones (Independent Member for Cornwall) declared that she was a Designated Nurse for Safeguarding Children in Care for Cornwall.

22. **Public Questions**

Question from Mr Mike Joyce: Can the Panel request that the OPCC and the Force are clear on the use of powers in relation to illegal encampments, as per statutory guidance for Police on Unauthorised Encampments a summary of available powers.

Such harms, disruption or distress could include, but are not limited to: a) local communities being prevented from accessing or using facilities, such as school sports fields, parks and car parks.

Answer: Thank you Mr Joyce for your question. The Panel has sought assurances from the Commissioner who has advised that the force and the OPCC are clear on the use of powers and there are many examples where this was working effectively.

It is important that where there is an unauthorised encampment which conflicts with settled communities then this must be reported through the correct channels. The guidance is clear that this is a local authority lead with support from the Police. The Panel will consider adding this to the work programme to seek future reassurances and scrutiny if the Panel feels necessary.

23. Police and Crime Commissioners Update

Alison Hernandez (Police and Crime Commissioner) presented the report to the Panel and highlighted the following key points:

- a) National government reinstated hotspot policing for 2025/26 and requested action plans for what the Police were doing over the summer period in the regions, towns and cities;
- b) The funding to the night buses was reducing the levels of public order offences and violence whilst people were waiting for taxis or struggling to get home late at night. The most popular had been the Torquay to Brixham bus. Feedback from young people was that they were enjoying the experiences of being able to go home safely, particularly young women;
- c) Drugs and alcohol was a priority in the Police and Crime Plan and there had been a real push and collaboration in the southwest region to push drugs out. Intelligence suggested that county lines were changing their business model because of the successes in disrupting;

- d) In the Police and Crime plan there had been some examples of what the Police and local authorities had been doing together with the Crown Prosecution Services (CPS) in relation to shoplifting. Plymouth had been pioneering the element of what was the minimum paperwork required to get a shoplifting offence to charging and into Court;
- e) The police had delivered the UK pack system which aimed to provide a free access to a crime reporting system for businesses. It enabled the visibility of prolific offenders to those businesses and enabled them to report additional anti-social behaviour or issues they experienced with those individuals. This would transform the way in which towns and cities were tackling shoplifting;
- f) The region were exemplars in the delivery of the community safety accreditation scheme (CSAS), which were the powers the Chief Constable delegated to people who were not police officers. The Commissioner would aim to produce a video over the summer period and to interview a number of people delivering that scheme in the regions communities.

In responses to questions raised it was reported that:

- g) There were no reported ASB incidents on the night buses;
- h) The Commissioner reiterated that she was not pleased in having a number of leaders of the police organisation in particular the number of temporary leaders as they could not act as a full chief constable unless they were the substantive and were not able to set the strategy and direction as they should;
- i) When the HMICFRS identified poor performance of the Police in 2022, the force had performed well which had come about under the leadership of Chief Constable James Vaughan in driving performance with pace and attention. The Commissioner advised the Panel that she did not want to rush into a recruitment process for a new chief constable whilst there was strong performance focus and leadership from the current interim chief constable;
- j) The Commissioner's next update report would report on good practice across the region;
- k) By Mr Will Kerr retiring it did not infer guilt in anything, although he was still under investigation for gross misconduct by the Independent Officer of Police Conduct (IOPC) which could go on for a number of years. The Commissioner advised the Panel that she was disgusted by the inefficiency and ineffectiveness of the IOPC and had written to the policing minister requesting that the Home Secretary should scrutinise the body. The Commissioner advised that she had made a rational and pragmatic decision to agree with Mr Kerr, that retirement was the best option and he did have the interests of the people of Devon, Cornwall and the Isles of Scilly at heart because he recognised how difficult it had been for the Commissioner to support the organisation due to the number of interims. Mr Kerr's retirement allowed the Commissioner to get to a point of having a stable substantive chief constable for the organisation which

was to the benefit of everyone;

- Due to the IOPC investigation Mr Kerr would've been entitled to full pay for the duration of that investigation which could've taken years to find a conclusion;
- m) The Commissioner advised the Panel that she and Mr Kerr mutually agreed an arrangement for him to leave in a pragmatic and rational way. The information would be published in the statement of accounts next year;
- n) There was a large crime scene that had been identified In Cornwall which required a large effort to scene guard the area. Mutual aid allowed the force to bring in expertise in specific types of investigations that Devon and Cornwall Police did not have. The mutual aid was largely investigative. The Commissioner commented that there were lots of forensic officers and the Police were trying to establish the circumstances. The Commissioner thanked frontline officers who were putting in 12 hour shifts;
- Deputy Chief Constable Colwell was found guilty of misconduct and not gross misconduct and had returned back to the force and was getting on with the job at hand;
- p) The Commissioner advised the panel that she was allowed to be political in a personal capacity and did not use any resources of the Office of the Police and Crime Commissioner to undertake any political matters;
- q) The Councillor Advocate Scheme presented good opportunities to share good practice across the region but there needed to be more engagement from Cornwall Councillors;
- r) Police enquiry offices were having the intended effects, providing good face to face contact with communities to report crime;
- s) The force had not seen a drop off on 101 calls and there was no increase in the abandonment rate;
- t) Cambourne's Enquiry Office had been refurbished and was open to the public;
- u) The planned enquiry offices for Exeter City centre and Exmouth would not go ahead. Exmouth's proposed new police station would not happen due to the substantial increase in costs to build one. The Exeter enquiry office was proposed to be within an existing council office, but due to a policy of not allowing weapons to be brought in, that office could not come to fruition;
- v) There had been an inspection into serious and organised crime in the southwest and all regions did not have good results. The regional organised crime group had a satisfactory outcome but the five forces that supported the South West Regional Organised Crime Unit (SWROCU) and the staff deployed in the SWROCU required improvement. The Commissioner was the national lead for serious and organised crime for Police and Crime

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Commissioners and co-chaired this with David Allen (Police and Crime Commissioner for Cumbria) and was looking at areas where they had a good grip on serious and organised crime and would look at the north of the country;

w) Councillors across the region were welcomed to take part in the Councillor Advocate Scheme and the OPCC apologised to those councillors that were affected by a miscommunication which resulted in them being advised they couldn't be part of the Panel and the Councillor Advocate Scheme.

Action: Commissioner to attend Launceston with Cllr Chopak in relation to a Policy enquiry office.

Action: The Commissioner would share the draft plan around the delivery of Safer Streets to the Panel.

Action: The Commissioner would link in with ward councillors when she was putting in initiatives for their particular wards

Action: The Commissioner would ensure Councillor Penberthy and ward councillors for St Peter and the Waterfront in Plymouth was invited to regular meetings in relation to initiative happening in that ward.

The Panel agreed to note the report.

24. Draft Annual Report 2024/25

Alison Hernandez (Police and Crime Commissioner) introduced and in response to questions it was reported that:

- a) The Commissioner would share any open letters with councillors in the future;
- b) The Commissioner would amend the annual report to include the national government priority of the neighbourhood policing guarantee;
- The night bus initiative wouldn't feature in the 2024/25 annual report as it was largely funded in that financial year and would therefore be reported in the 2025/26 annual report;
- d) A plan was being developed for custody suites and the OPCC were doing some scrutiny around the safety of detainees and their rights and welfare being met. The OPCC was also reviewing what the independent custody visitors were saying about the suites, also how often appropriate adults were available. There was a longer term plan that was looking at the costs and facilities:
- e) The Commissioner advised that there were no savings in a custody suite as they were expensive to run and expensive both physically and with resources of staff. The Commissioner advised that if the Panel agreed, custody suites

could be brought back to the Panel following her scrutiny activity;

- f) Anti-social behaviour (ASB) was difficult as some areas of ASB were police led whilst others were the responsibility of the local authority and despite working hard to bring together those two partners, ASB was still on the streets and not working well enough;
- g) The Police did not received a capital budget from national government for firing ranges. The current firing ranges were at the end of their life stage and the Police were exploring regionally and nationally what the plan in the future would be. The Commissioner advised the panel that she wanted to avoid officers travelling large distances to train at alternative fire range facilities;
- h) The Commissioners Accountability Board published an assurance statement which reviewed the operational activity in relation to performance and whether the Commissioner was assured or not of the plan for improvement;
- i) The safe bus in Torbay would close as Health partners would be ceasing their activity in the space. Plymouth's safe bus would be the only one to continue in the region;
- j) The Commissioner advised that in relation to a police enquiry office in Exeter the Police were unable to guarantee that members of the public wouldn't bring in weapons and was the reason why the enquiry office would not open;
- k) The Commissioner reiterated that the police and their estates team worked closely with the military to find sites in the region where firearm police officers could train, but there were issues around availability of those sites as they were heavily use for their own purposes throughout the year. The Panel were advised that there was no capacity at indoor firing ranges;
- Since the introduction of the AI camera which was used to detect people
 using mobile phones at the wheel and/or not wearing their seatbelts, there
 has been an increase in the number of people using their seatbelts over a
 three year period. The Commissioner advised the Panel that she was hoping
 to go to Westminster with the camera to make it really visible with
 politicians;
- m) The Commissioner advised the Panel that the complaints process was laid out by government and the Commissioners role was to be the appeals body for the complaints against the Police. The OPCC could only investigate the process of the complaint. The Commissioner had made available £500,000 into the complaints department, they've recruited a new heads of complaints and a team within the professional standards department that only dealt with complaints from the public and not police misconduct;
- n) There had been a backlog in dealing with the complaints and the commissioner apologies to any resident that had not heard back from in any sort of timely manner. The Commissioner expressed dissatisfaction at the

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backlog being up to a year which is why the extra resources had been provided and why she had given direction to the Chief Constable to attempt to resolve. The Commissioner advised that as a result of those actions the backlog had almost ceased to exist.

Actions:

- 1. The Commissioner would share any open letters written with councillors of the Panel.
- 2. The Commissioner would have discussions with Exeter City Council around the Safe Bus and whether this initiative could happen there.
- 3. The Commissioner to correct the statement within the annual report in which it states the safe bus runs every Saturday as this was factually incorrect and the bus ran on differing days depending on events.
- 4. The Commissioner would ensure there was a narrative around the staffing figures dropping in 2025 from 2024 figures.
- 5. The Commissioner would copy in Cllr Loudoun when discussing buildings in Exmouth for Police Enquiry offices.
- 6. The Draft Annual Plan should have an accessible version for members of the public.
- 7. The work of the Vision Zero Partnership needed to be more granular so members of the public understood the good work going on in relation to road safety.
- 8. The Commissioner to create a young people's version of the annual report which could sent into schools for PSHE work.

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

25. Cost and Functions of the Office of the Police and Crime Commissioner

Alison Hernandez (Police and Crime Commissioner) introduced and in response to questions it was reported that:

- a) PricewaterhouseCoopers (PWC) were reviewing all back office functions and budgets related to that area and would be able to brief members of the Panel before the precept meeting in February 2026;
- b) The Commissioner advised the Panel that she would never use the resources of the office for political reasons and there was a monitoring officer employed which oversaw those actions;
- c) It was reported that the Chief Constable wanted all neighbourhood policing teams to look like the diverse communities team and they needed to take

more responsibility at the local policing level to understand their communities;

d) The Commissioner reiterated her desire to get her budget for the OPCC back to 0.65% and the reason for the increase over the 0.65% was due to changes in the misconduct process.

Action: The Commissioner would have discussions with the relevant councils when sending out information in relation to Council Tax.

Action: The Commissioner was requested to inform the Panel how her office would get back to its expenditure target of 0.65% as part of setting the next budget.

The Panel agreed to note the report.

26. **Performance Papers**

Alison Hernandez (Police and Crime Commissioner) introduced the report and highlighted the following key points:

- There were a number of red KPI's but these were due to them being identified as part of the Police and Crime Plan to ensure there was more focus to ensure improvement;
- b) The Office of National Statistics (ONS) had published a new dataset and would feature in the next performance report;
- c) 90% of 101 calls were answered within 10 minutes which was a fantastic achievement for the force that had sought to put things right.

In response to questions raised it was reported that:

- d) The Police had got better at recording crime and the Commissioner requested the Panel to have a presentation on what crime data integrity looked like, looking at the types of processes that the force went through for recording crime;
- e) The Commissioner reiterated the importance of recording crime correctly to ensure that victims in the region got the justice they deserved;
- f) In relation to hate crime victims often did not identify that the crime they were reporting was in fact a hate crime until Police investigations took place and often there was a lag from the initial report to the hate crime identification:
- g) The Commissioner advised the Panel that she would look to bring a profile for drugs in the region to a meeting on the panel within the municipal year that also looked to provide an update on county lines;
- h) The Commissioner advised that she had organised a disruption workshop in

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relation to violence against women and girls and welcomed radical ideas and solutions to tackling male violence against women and girls in order to break the cycle of the figures rising consistently.

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

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

Frances Hughes (Chief Executive, Office of the P and Crime Commissioner) presented the report to the Panel and advised:

a) There had been two complaints since the beginning of January 2025 and both were resolved in consultation with the Chair of the Devon and Cornwall Police and Crime Panel.

In response to questions raised it was reported that:

- b) The number of complaints vary from Panel to Panel but two was deemed to be a normal amount;
- c) The Panel were advised of the arrangements of the complaints process for those complaints against the Police and Crime Commissioner;
- d) Both complaints related to comments that the commissioner made in the media and those complaints were dealt with through the Chair of the Police and Crime Panel's direction.

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

28. Action Log

The Panel agreed to note the action log.

29. Work Programme

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

- Estates Strategy and Custody Suite Developments
- Complaints
- Deep dive into reporting crime
- Commissioners Scrutiny
- Neighbourhood Community Policing
- Equalities Legislation
- Councillor Advocate Scheme good practice

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Devon and Cornwall Police and Crime Panel 12th September 2025

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT:

Update on contact services

1. Introduction

- 1.1 There are various ways that members of the public can contact Devon and Cornwall Police whether in an emergency or non-emergency. This includes the 999 and 101 telephone service, online, or in person through a public enquiry office (PEO).
- 1.2 Whilst it is the operational duty of the Chief Constable to deliver an efficient and effective contact service, it is the responsibility of the Police and Crime Commissioner to scrutinise its delivery and performance.
- 1.3 This report details the performance of Devon and Cornwall Police's contact services and how the Commissioner is assured by improved service delivery over the past 12 months.

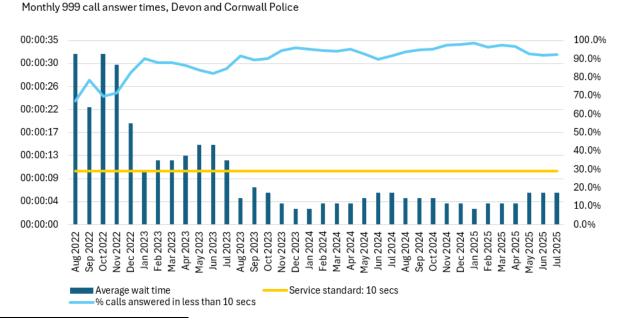
2. Background

- 2.1 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) regularly inspects the force's contact services. Following inspections taking place in 2021-22 and 2023-25, HMICFRS judged Devon and Cornwall Police's contact offer to be 'inadequate' in responding to members of the public, largely due to failings and prolonged wait times in the 999 and 101 telephone service.
- 2.2 Following their 2023-25 inspection, HMICFRS formally opened a 'Cause for Concern' in relation to the force's management of contact. This was mainly due to their management of non-emergency calls, long delays in answer times, and high abandonment, making it difficult for the public to contact the police to report nonurgent matters.
- 2.3 Over the past three years the force has made several changes to improve performance within the Contact and Resolution Command (CRC); most notably

the introduction of new technology, improvements in the retention of staff, a review of processes, and the introduction of a performance framework. These improvements led to HMICFRS formally closing their 'Cause for Concern' relating to contact in September 2024.

3. 999

- 3.1 In an emergency the public can contact the police by dialling 999. In the 12 months to July 2025, Devon and Cornwall police received 300,447 calls to the 999 service, equating to 823 calls per day. This is similar to the number of calls received in the previous year at 312,296 (-3.8%).
- 3.2 In the last 12 months to July 2025, members of the public waited an average of 5 seconds for their 999 call to be answered by police. **This is 13 seconds quicker** than the time taken two years prior¹ (18 seconds) and is consistent with the time taken in the previous 12 months² (5 seconds).
- 3.3 The national standard for all police forces is to answer 90% of 999 calls within 10 seconds or under. The force has consistently met this target over the past 12 months, with 95.2% of calls responded to within 10 seconds in the 12 months to July 2025. This is 14.3% higher than the proportion answered 2 years prior¹ and 2.6% higher than the previous 12 months².
- 3.4 Whilst performance often fluctuates in periods of high demand, particularly in the busier summer months, over the past three years Devon and Cornwall Police have continued to reduce their 999-wait time and improve the proportion of calls



¹ 12 months to July 2023

² 12 months to July 2024

answered within the service target of 10 seconds.

3.5 The force has also improved their rankings in the national 999 league tables. According to the latest data published by Police.uk, Devon and Cornwall Police were ranked 19th out of 44 forces for the proportion of calls answered within 10 seconds (89.4%³, June 2025); a mid-table position. This is 16 places higher than compared to 3 years prior where they were towards the bottom of the table, at 35 out of 44 forces (63.1%, June 2022).

4. 101

- 4.1 In a non-emergency, members of the public can contact the police through the 101-telephone service. In the 12 months to July 2025, Devon and Cornwall police received 231,573 calls to 101, or 634 calls per day. This is an 11.8% increase on the number of calls received in the previous year, or an additional 24,436 calls.
- 4.2 Devon and Cornwall Police has made several changes to 101 over the past three years to improve its service offer to the public. Including:

Switchboard (September 2022). Switchboard is now the first point of contact for 101 callers. Callers will speak to a contact officer who will triage their call to the most appropriate line, whether that be placement into the 101 queue, a priority line, or referral to another organisation or service. The force aims to answer all 101 calls at switchboard within 30 seconds.

Callback function (September 2023). Callers to 101 are now offered a callback if they do not wish to wait on the phone whilst in the 101 queue. In selecting a callback, the caller does not lose their place in the queue. Once the caller has reached the top of the queue, a Contact Officer will call them back (to a maximum of 3 attempts). In the 12 months to July 2025, 41,956 callbacks were made to 101 callers, at an average wait time of 18 minutes and 5 seconds⁴. Most callbacks were made within 1 hour of the original call (97.2%) and almost all callbacks successfully re-contacted the caller (98.2%).

Ringfencing (November 2024). The introduction of ringfencing technology, which automatically allocates 999 and 101 calls according to the number of available Contact Officers, has enabled improved demand modelling and a more efficient allocation of calls within the control room.

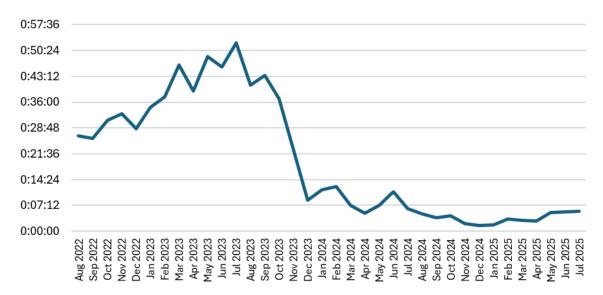
³ data published by Police.uk includes the time taken for BT to transfer the call to the force's contact centre. This is not included in the force's calculations. Therefore, there is always a small variance between data published by Police.uk and Devon and Cornwall Police for the same period.

⁴ average wait time for the first callback attempt

Implementation of a performance framework. The development of a detailed performance framework has enabled wider management of contact performance across individual, team, and departmental levels.

- 4.3 The changes outlined have significantly reduced wait times for 101 callers. In the 12 months to July 2025, the average wait time for a 101 call was **3 minutes** and **34 seconds**. This is **32 minutes quicker than the average time taken two years prior⁵** (35 minutes and 51 seconds) and 11 minutes quicker than the previous 12 months⁶ (14 minutes 13 seconds).
- 4.4 The reduction in average 101 wait time can be seen in the graph below.



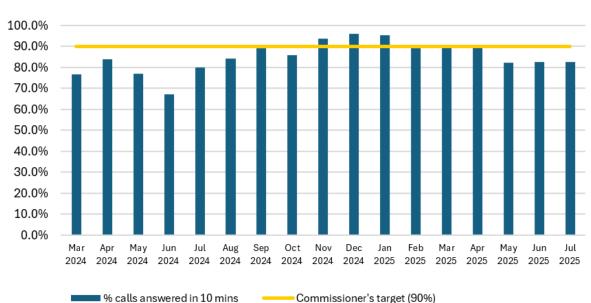


- 4.5 As changes to the 101 service have been implemented and wait times have improved, Devon and Cornwall Police have amended their service level agreement. Previously the force's locally agreed target was to answer 90% of 101 calls within **20** minutes. In November 2024, this changed to reflect improved performance, and the force now aim to answer 75% of calls within **5** minutes.
- 4.6 At the start of the Commissioner's new term of office in May 2024, as 101 performance began to improve, the Commissioner set the force a target of answering 90% of 101 calls within 10 minutes. For consistency, the Commissioner continues to monitor this measure, and the force report this in their monthly performance reports, in addition to their locally agreed target of answering 75% of calls in 5 minutes.

⁵ 12 months to July 2023

^{6 12} months to July 2024

4.7 In the 12 months to July 2025, 88.8% of 101 calls were answered in the Commissioner's target of 10 minutes. Despite yearly performance falling short of the Commissioner's 90% target, the threshold was met or exceeded in 5 months of the year; November and December 2024, and January, March and April 2025. In the busier summer months when demand is higher, particularly May, June and July 2025, this has been more difficult to achieve, with compliance at around 82%.



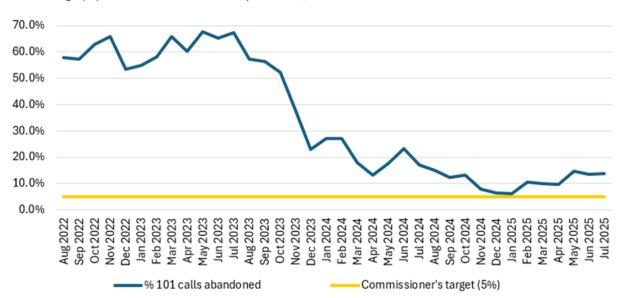
Percentage (%) of 101 calls answered in 10 minutes, per month, Devon and Cornwall

- 4.8 The Commissioner remains assured that answering 90% of 101 calls within 10 minutes is an achievable target and will continue to monitor the force's performance in this area.
- 4.9 As wait times to the 101 service have decreased, so have the number of abandoned calls. When 101 wait times were longer, callers to the service would often abandon their call. This was particularly concerning, especially where members of the public may not have called back to report the crime or incident.
- 4.10 In the 12 months to July 2025, 11.3% of calls made to the 101 service were abandoned. This is a 13.9% decrease when compared to two years prior⁷, and a 19.0% decrease on the previous year when abandonment was at 30.3%⁸.
- 4.11 The Commissioner has set the force a target of less than 5% of 101 calls to be abandoned; a target also adopted by HMICFRS. Whilst the data for the 12 months to July 2025 shows this target has not yet been met (11.3%), the

⁷ 12 months to July 2023

^{8 12} months to July 2024

Commissioner remains assured that abandonment of 101 calls continues to decrease, and the force remain on track to achieve the target.



Percentage (%) of 101 calls abandonded, per month, Devon and Cornwall

5. Online reports

- 5.1In a non-emergency the public can also contact the police online via their website⁹. In the 12 months to July 2025, 72,379 online reports were received by Devon and Cornwall Police, equating to an average of 6,032 reports per month.
- 5.2 The force aims to respond to all online contact within 24 hours. In the 12 months to July 2025, 85.6% of online reports were responded to within the force's service standard of 24 hours. Across the year, the average wait time was less than 12 hours.

6. Public Enquiry Offices

- 6.1 It is recognised that some members of the public prefer to speak to the police face-to-face rather than using digital methods. Over the past five years, the Commissioner has supported the opening, or re-opening, of 17 Public Enquiry Offices (PEOs) across Devon and Cornwall which allow the public to speak to a member of police staff in person.
- 6.2 This year, PEOs have opened in **Liskeard**, **Ivybridge**, **Tavistock and Camborne**, taking total PEOs across the force area to 26. PEOs are a vital part of Devon and Cornwall Police's contact service and allow individuals to report

⁹ Contact us | Devon & Cornwall Police

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crimes and incidents, get advice, or ask a question to their local policing team. Between January and June 2025, approximately 60,076 people visited a PEO in Devon and Cornwall.

- 6.3 Not only do PEOs provide ease of contact for the public, but they provide another method for reports and intelligence to be submitted to police. During June and July 2025, 9.0% of intelligence submissions were made through staff working in Public Enquiry Offices across Devon and Cornwall, demonstrating the value and increased confidence that can be provided by face-to-face contact with police.
- 6.4 The Commissioner remains committed to opening PEOs and continues to explore opportunities to do so.

7. Conclusion

- 7.1 Over the past 12 months, Devon and Cornwall Police have made several improvements to their contact services which have resulted in tangible benefits to the public. This includes a reduction in 999 and 101 wait times, reduced abandonment of 101 calls, and the re-opening of PEOs.
- 7.2 Work remains ongoing in several areas to ensure continued improvement, including the introduction of surveying to understand why callers abandon their calls, and exploration of other technologies, including artificial intelligence and automation
- 7.3 The Commissioner is therefore assured that improved service delivery has been achieved and will continue to monitor ongoing performance as part of her delivery of the Police and Crime Plan 2025-29.

Contact for further information Vicky Church

Accountability and Standards Officer
Office of the Police and Crime Commissioner for Devon and Cornwall
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Report prepared on 26th August 2025





Briefing Note on Estates Strategy (Including Custody Provision)

Background

This briefing note is to provide an update to Police and Crime Panel members on the development of a new estates strategy for Devon and Cornwall Police. It includes the current position in relation to the review of custody provision and the Police and Crime Commissioners own security of this area of work.

The existing strategy covers the period to 2030, however, it is essential that this key strategy remains current to the direction of travel.

Summary

The Police and Crime Commissioner as a corporation sole owns all of the policing estate across Devon, Cornwall and the Isles of Scilly. The arrangements for the management of the estate functions also rest with the Commissioner (which is not the case in other PCC areas) in that the estates team is line manged by the OPCC Treasurer and accountable to the Commissioner.

The Office of the Police and Crime Commissioner (OPCC) is responsible for occupation in 146 buildings located across Devon, Cornwall and the Isles of Scilly. This covers 88 freehold, 40 leasehold and 18 co-location opportunities with partners. Over 6,000 Devon and Cornwall Police (DCP) officers and staff colleagues, occupy these safe, secure and accessible buildings, delivering a range of critical Policing services to our communities and partners.

The estates portfolio comprises a wide range of different types of buildings:

- our overall headquarters site in Exeter, which includes a police college and accommodation, one of our contact centres, a firing range, dog training facility, sports hall and a wide range of office and meeting facilities
- we have a two operational county headquarters, one at Exeter and one at Bodmin
 which provide overall leadership support, public enquiry offices and a range of
 specialist policing functions. Our site at Exeter also includes a new custody facility
 build as part of the £29 Million development of the new Exeter Police Station.
- We operate a separate contact centre from one or our Plymouth buildings.
- There are numerous police stations right across the two counties and islands, 27 of which have public enquiry facilities.
- The estate portfolio includes a state of the art records management facility; four vehicle repair workshops, six custody centres, discreet and covert buildings and officer training locations. We also own regional assets as part of our shared services arrangements for specialist regional capabilities such as forensics laboratories and regional and organised crime services.

• We also hire buildings and locations for specific training needs or to run specific legal processes such as misconduct panels on an ad hoc basis.

Each year we spend approximately £13m to £14m capital funding on improving the estate and our annual revenue cost is £17m. One of our biggest challenges is the age of the estate with over 79 % of our estate being over 20-years-old. Whilst we aspire to replace all of our buildings with newer more modern facilities, this is cost prohibitive and the costs of businesses rates for new buildings is not cost effective. Policing does not receive any capital funding from the government.

We are currently in the process of refreshing our estate strategy and intention to provide more focus on the immediate needs of the estate as well as setting out a road map for future development over the next twenty five to thirty years. We believe this will be best achieved by developing a framework under which a number of inter-related strategies will sit, as ultimately the estate needs to meet the operational needs of the Chief Constable and his team, be cost effective and be efficient for a service which covers the largest geographical policing area in the country with both coastal, rural and urban policing responsibilities.

Custody Provision

Devon and Cornwall Police currently operates a six-centre custody model plus a small holding facility on the Isles of Scilly. This model is geographically dispersed across the two counties. The current custody suites form part of other police station facilities i.e. at police stations which have a front desk for public access associated with them. The six custody centres are:

- Exeter Police station (new build 2020)
- Torquay, Devon (50+ years old)
- Plymouth (Charles Cross), Devon
- Barnstaple temporary planning permission and location with custody provision through a Wernix temporary solution, Devon
- Newguay, Cornwall (50-60 years old)
- Cambourne, Cornwall (50-60 years old)

There are resourcing challenges associated with maintaining all six custody centres in the medium and long term to ensure that they remain compliant with custody standards. The current staffing allocations do not allow the system to operate at capacity (and a as consequence most of the custody centres are never fully occupied) and they close their doors to new detainees when risks out way staffing capabilities.

The Commissioner has made £1m available for custody centres during 2025/26, with a further £500k per annum thereafter, just to maintain compliance. However, recent estimates suggest that these compliance costs will be in excess of the funding allocated.

In order to better understand all of the pressures on this area of business there are two parallel pieces of work underway. The first is piece of work supported by PWC looking at the costs and operating models of the current custody provision which is due to report back in late 2025. The second, is a piece of scrutiny work being led by the OPCC looking into

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detainee safety and welfare provisions, and the equity of these provision across the whole of the custody estate. This is due to report back in a similar timeframe.

There are of course other sources of information in relation to custody and the Police and Crime Commissioner operates an Independent Custody Visiting Scheme which provides regular oversight of this area of work.

If Panel members have a particular interest in the custody provision and some of the variances across the two counties then we can arrange a site visit to one or more of the custody suites for them to see firsthand what happens within a custody environment.

Author: Nicola Allen CPFA, Treasurer

Date: 03/09/25





Devon and Cornwall Police and Crime Panel 12th September 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.

	I will monitor				
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				
	*His Majesty's Inspectorate of Constabularies and Fire & Rescue Service				

The latest crime and ASB data, performance judgements and progress against targets are provided in the attached reports, which will be regularly presented to the Police and Crime Panel.

- **2.2 Crime Summary (Appendix A):** 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 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 is used to monitor this area.
- 2.3. The crime summary presents the most recently available ONS data at the time of publication of this report (12 months to March 2025), alongside ASB incident data for the same period, benchmarked against the previous year to allow for comparison.
- 2.4. The next publication of ONS data (12 months to June 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 (Appendix B):** This section of the report provides the panel with the most recent data and analysis for the Commissioner's performance measures relating to 'improvement of your police and crime services', covering contact, 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
 - Lower than a 5% abandonment rate for 101 calls
 - 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 yet 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. For most measures, the baseline of the 12 months to March 2024 has been set to monitor progress against the Police and Crime Plan (where available) as it most closely aligns with the beginning of the Commissioner's current term of office.
- 2.11. The report also identifies where the Commissioner has assessed that additional scrutiny is required in an area upon her review of the latest performance data or trend.
- 2.12. 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 Covid-19 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.

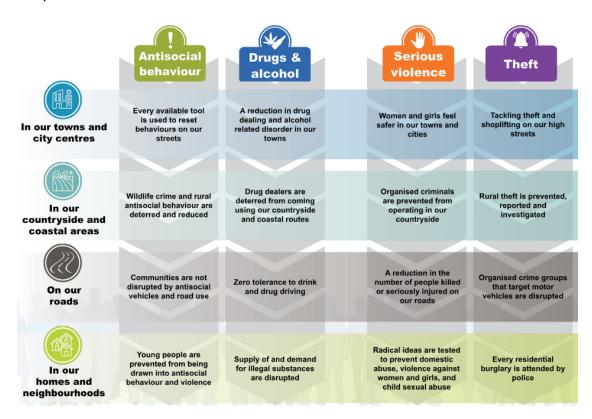
3. Update on police performance measures since the last Panel meeting

3.1. Since the last performance report presented to the Panel in July 2025 the Commissioner's judgements have changed for the following performance measures:

- One target has changed from 'not yet on target' to 'on target' following the removal of Devon and Cornwall Police from HMICFRS' 'Engage' stage of monitoring.
- One monitoring measure has changed. Public confidence has decreased by 1% since the last meeting, from 78% of those surveyed saying they had confidence in Devon and Cornwall Police in the 12 months to May 2025, reducing to 77% in the 12 months to August 2025. This reflects a stable trend compared to the baseline period, where confidence was as at 77%, but a slight reduction on the last panel meeting, taking the direction of travel arrow to 'stable' from an 'upward' trend.
- The Commissioner has also indicated that repeat victimisation requires additional scrutiny. The latest data indicates that 49.0% of victims identified by Devon and Cornwall Police are repeat victims (12 months to July 2025).

4. Police and Crime Plan Priority - Theft (Appendix C)

- 4.1. 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.
- 4.2. The Commissioner encourages the Chief Constable and partners to focus their resources on repeat offenders, repeat crime locations and repeat victims to help keep communities safe.



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- 4.3. It was noted in the July 2025 meeting that the Commissioner will bring an additional performance report to each Panel meeting which will focus on one of the four Police and Crime Plan priorities. This report will provide detail of what action is being undertaken by Devon and Cornwall Police in response to the priority set out in the plan, alongside data and other evidence which is indicative of progress.
- 4.4. The first Police and Crime Plan priority report covers theft. The next priority report will be presented at the Panel meeting in November 2025 and will report against progress on serious violence.

Contact for further information Vicky Church

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Report prepared on 26th August 2025



Police and Crime Plan Summary

Police recorded crime in Devon and Cornwall

12 months to March 2025 compared with the 12 months to March 2024



PCC Office of the Police and **Crime Commissioner** Devon and Cornwall

Police recorded crime

Increasing	1
Decreasing	•
No change	→

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

Crime measure	Recorded crime 12 months to March 2024	Recorded crime 12 months to March 2025	% change	Number change	Crime rate 12 months to March 2024	Crime rate 12 months to March 2025	Direction of travel
Total crime (rate per 1,000 people)							
	108,351	121,028	11.7%	12,677	59.6	66.4	T
Violence against the person (rate per 1,000							
people)							•
	48,048	52,383	9.0%	4,335	26.4	28.7	
Drug offences (rate per 1,000 people)							
	3,897	4,861	24.7%	964	2.1	2.7	T
Theft offences (rate per 1,000 people)							
	25,480	29,349	15.2%	3,869	14.0	16.1	T
ASB incidents recorded by the police (rate							
per 1,000 people)							1
	23,465	25,677	9.4%	2,212	13.0	14.1	

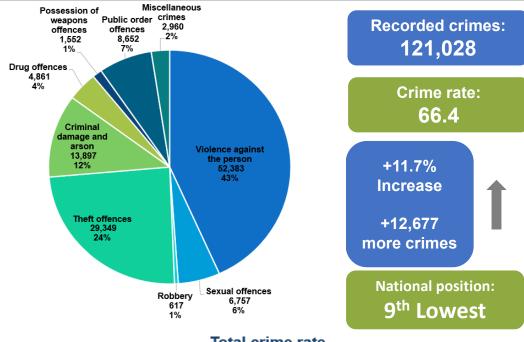
England & Wales average crime rate 12 months to March 2025		
87.2		
31.9		
3.4		
29.2		
16.3		

*all crime rates throughout this summary are expressed per 1,000 people and include the residential population only



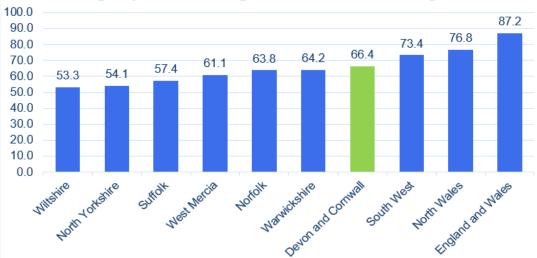
Total recorded crime 12 months to March 2025

(*excluding fraud offences)



Total crime rate

Devon and Cornwall compared with most similar force
group areas and regional and national averages

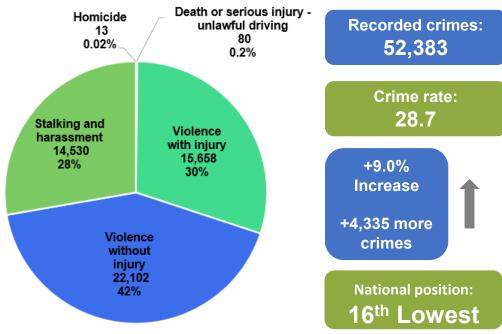


- In the 12 months to March 2025, 121,028 crimes were recorded in Devon and Cornwall (D&C). This represents a 11.7% increase in crime (+12,677) compared with the 12 months to March 2024. The crime rate per 1,000 people has increased from 59.6 crimes per 1,000 people to 66.4 crimes per 1,000 people.
- D&C's total recorded crime rate continues to remain significantly lower than the England and Wales average of 87.2 crimes per 1,000 people and below the South-West regional average of 73.4 crimes per 1,000 people.
- The increase in total crime in D&C is inconsistent with the national trend where there has been a -1.7% decrease over the same period. D&C is the only area within its most similar force (MSF) group to have seen an increase in total crime in the 12 months to March 2025 compared with the year prior.
- Increases in violence without injury offences (+13.4%, +2,619); shoplifting (+39.8%, +3,155); stalking and harassment (+13.0%, +1,677); public order offences (+17.9%, +1,316); criminal damage and arson (+9.6%, +1,217); and sexual offences (+19.7%, +1,110) are the main contributors to the increase in total crime across the force area.
- Over the past year, D&C police have focused on improving crime recording and improving the public's ability to contact the police. This is evident from improvements in crime recording compliance, opening public enquiry offices, 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 offences and theft offences account for the highest offence types across D&C.
 Violence against the person accounts for 43% (52,383 crimes) of recorded crime and theft offences account for 24% (29,349) of recorded crime.
- D&C has the second highest crime rate within its MSF group (Warwickshire, Norfolk, West Mercia, Suffolk, North Yorkshire, Wiltshire and North Wales), behind that of North Wales.

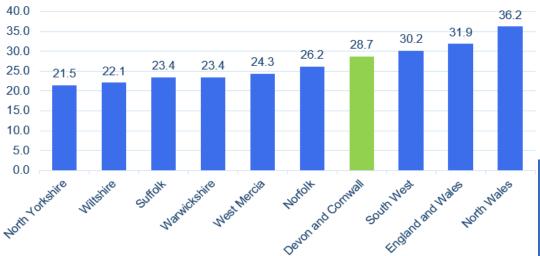
Definitions: Total recorded crime covers all notifiable crimes that Devon and Cornwall Police have recorded and are required to report to the Home Office. Notifiable crimes range from violence offences; sexual offences; theft offences; criminal damage and arson offences; drug offences; possession of 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 12 months to March 2025



Violence against the person crime rate
Devon and Cornwall compared with most similar force
group areas and regional and national averages



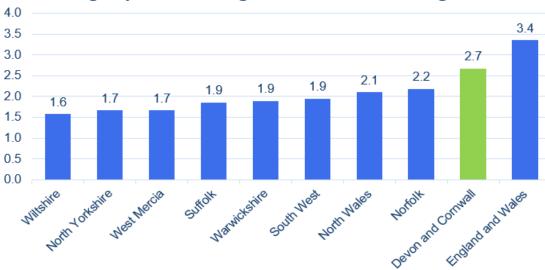
- Violence against the person includes the following offence categories: homicide; violence with injury;
 violence without injury; stalking and harassment; death or serious injury caused by unlawful driving.
- Violence with injury include a variety of offences which range in seriousness including offences such as actual bodily harm (ABH); grievous bodily harm (GBH) and attempted murder.
- Violence without injury include offences such as common assault where there is no injury, or injuries are not serious; harassment, kidnapping and threats to kill.
- In the 12 months to March 2025, 52,383 violent crimes were recorded in Devon and Cornwall (D&C). This represents a 9.0% (+4,335) increase compared with the 12 months to March 2024. The violent crime rate per 1,000 people has increased from 26.4 crimes per 1,000 people to 28.7 crimes per 1,000 people.
- D&C's violent crime rate is lower than the England and Wales average of 31.9 crimes per 1,000 people and below the South-West regional average of 30.2 crimes per 1,000 people. Compared to D&C's most similar force group, D&C has the second highest violent crime rate, behind North Wales.
- D&C is one of only two areas within its MSF group to have seen an increase in violent crime in the months to March 2025 compared with the year prior (+9.0%). Wiltshire also saw an increase, albeit a smaller rate at +1.8%.
- The increase in violent crime across D&C is inconsistent with the national trend, where there has been a 3.6% decrease over the 12 months to March 2025. However, the increase in D&C is consistent with the regional trend, with the South-West seeing a 6.6% increase in violence over the same period.
- Increases in violence without injury offences (+13.4%, +2,619) and stalking and harassment offences (+13.0%, +1,677) are the main contributors to the increase in violent crime in D&C. Improved crime recording is likely to be contributing to some of the increase.
- There were 13 homicides in the year to March 2025, up by 3 when compared to previous 12 months.



Drug offences 12 months to March 2025



Drug offences rate Devon and Cornwall compared with most similar force group areas and regional and national averages

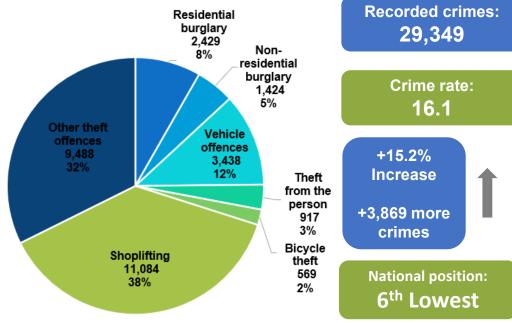


- Drug offences include both drug possession and trafficking. Drug trafficking encompasses a wide range of activity, including the selling, transporting, and/or importing of illegal drugs.
- In the 12 months to March 2025, 4,861 drug offences were recorded in Devon and Cornwall (D&C). This represents a 24.7% (+964) increase compared to the previous year.
- The rate of drug offences per 1000 population has increased from 2.1 crimes per 1,000 people to 2.7. D&C's drug offences rate is 22nd nationally out of 43 police forces.
- Devon and Cornwall's drug offences rate is lower than the England and Wales average of 3.4 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 Most Similar Force Group, D&C has the highest drug offences rate per 1,000 people.
- Increases in drug offences are a product of targeted policing operations to disrupt drug dealers. In June 2025, the force seized 76.6kg of illegal drugs at an estimated street value of approximately £3.3 million.
- Having a higher 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.

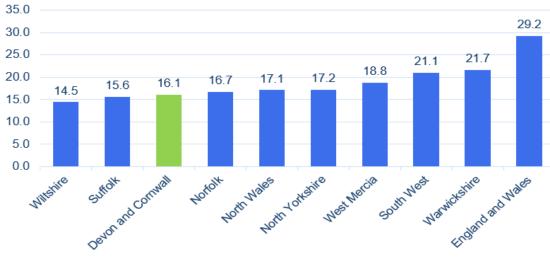


Theft offences 12 months to March 2025



Theft offences rate

Devon and Cornwall compared with most similar force
group areas and regional and national averages



- Theft offences cover the following offence categories: burglary (residential and non-residential); vehicle offences; theft from the person; bicycle theft; shoplifting; and all other theft offences.
- Shoplifting offences (11,084 crimes) and other theft offences (9,488 crimes) account for the highest proportion of theft offences recorded.
- In the 12 months to March 2025, 29,349 theft offences were recorded in Devon and Cornwall (D&C). This represents a 15.2% (+3,869) increase compared with the 12 months to March 2024. The rate of theft offences per 1,000 people has increased from 14.0 crimes per 1,000 people to 16.1 crimes per 1,000 people.
- Despite the increase in crime, D&C's theft offences rate continues to remain significantly lower than
 the England and Wales average of 29.2 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 Most Similar Force Group, D&C has the
 third lowest theft offences rate.
- The increase in theft across D&C is largely due to an increase in reported shoplifting offences, rising to 11,084 crimes, or an increase of +3,155 offences when compared to the previous year (12 months to U March 2024).
- The increase in theft offences may be linked to the cost-of-living crisis. D&C Police have also sought 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 quicker and easier way for businesses across Torbay to report issues such as shoplifting, theft and ASB. Following the success of the pilot, additional funding has been secured for Liskeard, Saltash, Torpoint, Looe, Bodmin and Barnstaple.
- Across the whole South-West region theft offences have also been increasing. In the 12 months to March 2025, the South-West saw a 5.1% increase in theft crime.



+9.4%
Increase

+2,212
additional
ASB
incidents

D&C ASB incident rate: 14.1 England & Wales ASB incident rate: 16.3

- 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 March 2025, 25,677 ASB incidents were recorded by Devon and Cornwall Police. This represents a +9.4% increase compared with the 12 months to March 2024, equating to an additional 2,212 incidents.
- Nationally for the same period, the volume of ASB incidents recorded by police saw a small decrease compared with the year prior (-2.1%), with around 994,000 incidents recorded.
- The ASB rate per 1,000 people in D&C has increased from 13.0 incidents per 1,000 people to 14.1 crimes per 1,000 people. The rate of ASB is 1.2x lower than the national average of 16.3 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 often
 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 the year ending March 2025 showed that nationally 35% of people had experienced or witnessed some type of antisocial behaviour. There was no statistically significant change from the previous year (35%).



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Police Performance Scorecard



	Has met the Commissioner's target
	Has not yet met the Commissioner's target
	Not applicable
+	Indicative of performance improvement
+	Indicative of performance deterioration
-	No change in performance
	Additional scrutiny to be applied by the Commissioner

The Commissioner has set targets for acceptable performance for some of the measures, below, to be achieved over the duration of the Police and Crime Plan 2025-29.

Additional scrutiny to be applied by the	e Commissione	er			
Performance measure	Target or baseline	Latest data	Direction of travel compared with baseline	Performance against target	Commissioner's scrutiny assessment
	1. CON	TACT			
Baseline details:					
Fewer reports made to the Commissioner abou	it early PEO cl	osures: Quarte	r 1 2024/25 –	1 st April 2024 t	o 30 th June 2024
1.1 Target : 90% of 999 calls answered within 10					
seconds.	90%	95.2%		_	
1.2 Target: 90% of 101 calls answered within 10	000/				
minutes.	90%	88.8%			
1.3 Target: Lower than a 5% 101 call	=0/				
abandonment rate	< 5%	11.3%		•	
1.4 Fewer reports made to the Commissioner			_		
regarding Police Enquiry Offices that have			-		
closed before advertised opening times	4	0			
	2. INVESTI	GATIONS			
Baseline details: Positive outcomes+ measure.	: 12 months to	March 2024			
2.1 Target: 95% of crime to be recorded				_	
accurately. (Crime Data Integrity - CDI)	95%	91.5%			
2.2 Increase percentage of positive outcomes+			_		
rate.	11.3%	13.6%			
		ONEIDENO	_		
	PUBLIC CO	DNFIDENC	=		
Baseline details:					
Public confidence measures: 12 months to Ma					
Victim satisfaction measure: 12 months to Aug					
Repeat victimisation measure: 12 months to M	arch 2024	1		I	l
3.1 Increase the percentage (%) of the public					
that agree "taking everything into account, I have	== 00/	 00/			
confidence in the police in this area".	77.0%	77.0%	7		
3.2 Increase the percentage (%) of the public					
that agree "the police would treat you with	00.00/	00.00/			
respect if you had contact with them for any	92.0%	92.0%			
reason".					
3.3 Increase the percentage (%) of the public	70.00/	70.00/	_		
that agree "the police treat everyone fairly,	78.0%	76.0%	♣		
regardless of who they are".					
3.4 Increase the percentage (%) of priority	60.00/	60.00/			
victims satisfied with the service they receive by	69.0%	68.0%			
Devon and Cornwall Police.			+		
3.5 Reduce the rate of repeat victims	46.00/	40.00/	A		
	46.9%	49.0%			
	HMICFRS	udgement	S		
4.1 Target: Devon and Cornwall Police to be	Force to be	Force			
removed from 'enhanced' stage of performance	removed	removed			
monitoring.	from	from			
	'enhanced'	'enhanced'			
	stage of	stage of			
	monitoring	monitoring			
4.2 Target: Devon and Cornwall Police to have	No areas	2 areas			
no service areas graded as 'inadequate'.	graded	graded			
	'Inadequate'	'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 July 2025, **95.2%** 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 reached the Commissioner's target of answering 90% of 101 calls within 10 minutes.

In the 12 months to July 2025, **88.8%** 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 34 seconds. This is a decrease of 10 minutes and 39 seconds compared with last year when the average wait time was 14 minutes and 13 seconds (12 months to July 2024).

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 over the past 2 years and the Commissioner's target was achieved during early 2025, with 90% of 101 calls answered in 10 minutes during January (95.3%), March (90.6%) and April (90.9%).

The Commissioner is receiving fewer complaints from the public following improvement to the 101 service. During 2023/24, the Commissioner received 42 pieces of correspondence regarding 101 wait times. In the following year (2024/25), just 4 pieces of correspondence were received (-38) and so far in 2025/26, the Commissioner has received just 2 pieces of correspondence; both sent in the month of July.

Wait times for the 101 service may fluctuate in periods of high demand, particularly in the Summer when 101 calls increase. In the 3 months of May, June, and July 2025, the force received a total of 70,035 non-emergency calls, up by +9,323 compared to the previous three months, or an additional 100 calls per day.

The Commissioner is content that sustained long-term performance of the 101 service continues to be evident and that answering 90% of calls within 10 minutes remains an achievable 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 Devon and Cornwall Police have not yet met the Commissioner's target of an abandonment rate of lower than 5%.

In the 12 months to July 2025, **11.3%** of 101 calls were abandoned. Although the target for this measure has not yet been achieved, the Commissioner is encouraged that abandoned 101 calls continue to fall. Performance has improved significantly compared with last year where almost a third of 101 calls were abandoned (30.3%).

Monthly performance data for the past 8 months shows a fluctuating trend, with lower levels of abandonment during the months of January – April 2025, from 5.7 to 9.0%, and higher levels during May, June and July (13.7%, 12.4% and 12.8% respectively). Maintaining lower rates of abandoned calls can be challenging during periods of high demand, particularly in the Summer.

The Commissioner remains content that improved long-term performance has been sustained and that the 5% target remains achievable.

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. Over the past five years, the Commissioner has supported the opening of an additional 17 PEOs, taking publicly available front desks to 26 across the force area.

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. In response to these reports, Devon and Cornwall Police were contacted to understand the reasons for early closure so a response could be provided to the complainant. Reasons given 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 PEO opening times, which advises the public to arrive at least an hour before closing².

In first quarter of 2025/26, covering the 1st April to 30th June 2025, the Commissioner received **no** reports of PEOs closing before the force's advertised closing time. In quarter 2 so far, the Commissioner has continued to receive **no** reports.

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

This is a positive downward trend which the Commissioner will continue to monitor.

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 May – July 2025 show that **91.5%**³ of all reported crime has been recorded accurately. This is a stable trend compared to the 12 months prior, where compliance was at 92.2%, and a small improvement on performance reported at the last panel meeting, where compliance was at 89.7% (April – June 2025).

Although the 95% target has not yet been achieved, the Commissioner is partly 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 performance in crime data integrity closely.

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 July 2025, the offender outcome+ rate was **13.6**% (equating to 16,887 positive offender outcomes+). This is a 2.3% increase in positive outcomes compared with the baseline period 12 months to March 2024.

The latest data that allows for national comparison covers the 12 months to March 2025. At that time, Devon and Cornwall's outcome+ rate was 13.8%. When compared to the 7 forces in its Most Similar Force Group⁴, Devon and Cornwall had the 2nd lowest outcome+ rate. When compared to other police forces in England and Wales, Devon and Cornwall's performance was consistent with the national average, at 13.9%.

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%). The Commissioner recognises that in comparison to other force areas performance in Devon and Cornwall could be improved and the Commissioner will continue to monitor this area closely.

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 provider⁵ to survey the public on their confidence in policing. The survey has around 2,000 respondents which are representative of the force area.

In the 12 months to August 2025, **77%** of the public agreed that taking everything into account, they had confidence in the police in Devon and Cornwall. This indicates a stable trend in public confidence compared with the baseline period 12 months to March 2024 (77%).

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 police ask several supplementary questions related to the public's views of policing, including

⁴ Most Similar Force Groups (MSGFs) are based on geographic and socio-economic factors as defined by the Home Office. Devon and Cornwall's MSFG includes Norfolk, North Yorkshire, Suffolk, North Wales, West Mercia, Wiltshire and Warwickshire.

⁵ SMSR Ltd

whether they believe the police would treat them with respect. In the 12 months to August 2025, **92%** of the public agreed that police in Devon and Cornwall would treat you with respect if you had contact with them for any reason. Whilst no change in public opinion was evident since the baseline period or the last panel meeting⁶, 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 and measured as part of the force's public survey. In the 12 months to August 2025, **76%** of the public agreed that police in Devon and Cornwall would treat everyone fairly, regardless of who they are. This was 2% lower than the baseline period, the 12 months to March 2024 (78%) and shows no change since the last panel meeting.⁷

Although there was a slight decrease in the proportion of survey respondents who agreed that 'the police treat everyone fairly regardless of who they are', the Commissioner is mindful that 17% of survey respondents either didn't know or neither agreed nor disagreed with this statement and only a small proportion of survey respondents (7%) disagreed or strongly disagreed.

As the activity to deliver on the priorities of the Police and Crime Plan 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 undertake satisfaction surveys with victims of crime. This includes questions about several different areas of their experience, including their treatment by police, speed of contact, and progress of investigation. The latest survey results covering the 12 months to July 2025, show that **68%** of priority victims⁸ were satisfied with the overall service they received from Devon and Cornwall Police. This indicates a slight decrease (-1%) in victim satisfaction compared with the baseline period 12 months to August 2024 (69%) but no change in the level of victim satisfaction since the last panel meeting⁹.

⁶ 25th July 2025 – performance was reported at 92% for the 12 months to May 2025

⁷ 25th July 2025 – performance was reported at 76% for the 12 months to May 2025

⁸ 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

^{9 25}th July 2025 – performance was reported at 68% for the 12 months to May 2025

Whilst over two thirds of victims have expressed satisfaction with the service received, the Commissioner would like to see higher levels - as were evident in 2021¹⁰ when the overall victim satisfaction rate was 77%. The Commissioner is committed to ensuring that victims are at the heart of policing and will continue to monitor this area of performance.

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 July 2025, the repeat victimisation rate for individuals and organisations was **49.0%**. This is 2.1% higher compared with the baseline period of the 12 months to March 2024 (46.9%).

Whilst police identification of repeat victims can provide increased opportunity for safeguarding, the fact that some people are being repeatedly victimised is not acceptable. Since the Commissioner's monitoring of this measure, repeat victimisation has remained higher than levels seen last year and the Commissioner has therefore assessed that performance in this area requires an additional level of scrutiny.

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.

In February 2024, a further cause for concern was identified by HMICFRS relating to the force's management of investigations. This further consolidated the Inspectorates view that Devon and Cornwall Police should be placed into the 'Engage' stage of monitoring.

'Engage' is a tool deployed by HMICFRS that provides additional support and scrutiny to police forces to encourage improvement. Whilst under the enhanced level of monitoring, HMICFRS require the Chief Constable to report formally on the force's progress in each area at Police Performance Oversight Group (PPOG) meetings.

Over the past two and half years Devon and Cornwall Police has made improvements in crime recording, call handling, crime investigations, and the management of sexual and violent offenders

¹⁰ 12 months to December 2021

The Commissioner is pleased to report that on the 30th July 2025, HMICFRS' Chief Inspector Sir Andy Cooke QPM removed the force from 'Engage' following a number of improvements in the identified areas, including:

- How the force governs and oversees its control room, with continued improvement in its non-emergency 101 call abandonment rate
- The forces effective management of sexual offenders, which is in line with national guidance
- How the force records crime, with increased confidence in frontline officers' understanding
 of the principles of crime recording; and
- An increased use of investigative plans and supervisory reviews by officers and staff

Whilst HMICFRS have closed causes of concern related to the management of emergency and non-emergency calls, and the management of violent and sexual offenders, two concerns remain 'open' relating to crime recording and investigations. This means that the force must demonstrate continued improvement in these areas before the Inspectorate is content that they are demonstrating good performance.

The Commissioner is proud of the progress made by the force so far under the leadership of Chief Constable James Vaughan QPM and recognises the commitment made by officers and staff to enhance the quality of service provided to the public and remove the force from 'Engage'. The Commissioner looks forward to continued improvement over the coming months.

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



The removal of the force from 'Engage' is separate to the process undertaken by HMICFRS' that grades service areas of the force. HMICFRS' PEEL¹¹ inspections occur every 2-3 years and result in gradings for the force in several service areas, including crime prevention, contact with the public, and protection of vulnerable people. The force can be scored in several ways, ranging from 'inadequate' to 'outstanding'.

Devon and Cornwall Police's last PEEL inspection was in February 2023 and therefore there has been no update on this measure since the last Panel meeting in July 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 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 yet reaching their performance targets in this area and the Commissioner continues to mark this performance area as not yet within target.

¹¹ Police effectiveness, efficiency and legitimacy (PEEL)

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



Police and Crime Plan Page 16 Theft

Introduction



Theft is one of the four priorities in my Police and Crime Plan, because of the serious impact it has on people and businesses who are targeted. A high-volume crime, it also contributes to other priority areas, with the profits from acquisitive crime often linked to drug and alcohol misuse, and shoplifting taking place alongside anti-social behaviour.

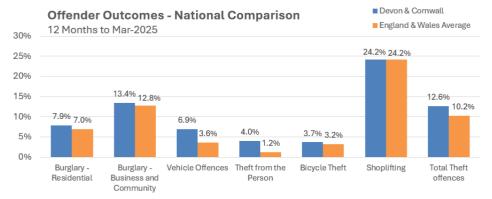
Whilst most theft offences take place without causing direct injury, if people – either at work in the retail sector or at home in domestic settings – encounter someone stealing from them, the threat of violence can be high. Knowledge that burglaries have taken place nearby can lead to a heightened fear of crime amongst the wider community.

Theft varies significantly across the peninsula; with theft from businesses and shoplifting affecting our town and city centres; the theft of vehicles, agricultural equipment and fuel having a significant impact in our rural communities; and residential burglaries making people feel unsafe in their homes.

A range of prevention partnerships and policing capabilities are required to effectively deter, investigate, and charge thieves who operate in these different contexts.

There were **29,629** theft offences reported to Devon and Cornwall Police in the 12 months to June 2025, **a 6.5%** increase on the previous year. This is driven by a **29.9%** increase in reported shoplifting. This masks significant decreases in the number of burglaries of businesses and community premises (**9.3%**), theft from the person (**-10.9%**) and vehicle theft (**-18.7%**). The number of residential burglaries has increased slightly (**+1.8%**).

	Crimes			Offender Outcome Rate		
Offence Group	12 Months to Jun-25	Previous year	% Change	12 Months to Jun-25	Previous year	% pts. Change
Bicycle Theft	613	607	1.0%	3.3%	3.3%	0.0%
Burglary - Business and Community	1,437	1,584	-9.3%	13.0%	11.1%	1.9%
Burglary - Residential	2,346	2,304	1.8%	8.6%	6.6%	2.0%
Other Theft	9,469	9,382	0.9%	3.3%	2.8%	0.5%
Shoplifting	11,642	8,960	29.9%	23.5%	22.1%	1.4%
Theft from the Person	904	1,015	-10.9%	3.7%	3.8%	-0.1%
Vehicle Offences	3,218	3,956	-18.7%	6.4%	5.9%	0.5%
Total Theft Offences	29,629	27,808	6.5%	12.5%	10.3%	2.2%



Detection rates vary significantly, with some forms of theft typically going unnoticed for some time.

Devon and Cornwall Police's offender outcome rates are equal to or above the England and Wales average for every type of theft.

Police and Crime Plan Priogetty. Theft

Tackling theft and shoplifting on our high streets

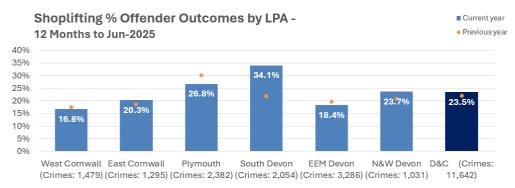
Commitment: Hold the Chief Constable to account for the way in which the force responds to retail crime and assaults on retail workers.

Shoplifting is consistently the most prevalent type of theft reported to the police, with **11,642 offences** reported to the police (**39% of all reported theft) in the 12 months to June 2025**. There has been a **steep increase of 29.9%** in reports of shoplifting compared to the previous year.

There have been several organisational changes that make it easier for retailers to share information with the police and focus police efforts on locations that are repeatedly targeted and prolific shoplifters. We know that many businesses suffer repeated losses, and that this can have a significant impact on both independent and chain retailers, ultimately affecting the viability and nature of our high streets.

Rebuilding confidence that the police will respond effectively to retail crime, improving the intelligence and evidence available, and ensuring the force have the capabilities to investigate effectively is core to the ambition of the Police and Crime Plan.

	Crimes		
Shoplifting - by LPA	12 Months to Jun-25		% Change
West Cornwall	1,47	79 1,031	43.5%
East Cornwall	1,29	1,298	-0.2%
Plymouth	2,38	1,851	28.7%
South Devon	2,05	1,852	10.9%
Exeter, East & Mid Devon	3,28	36 2,050	60.3%
North & West Devon	1,03	768	34.2%
Total	11,64	8,960	29.9%



Offender outcomes for shoplifting in Devon, Cornwall and the Isles of Scilly overall are in line with the national average (242%).

Strong partnerships between retailers, local authorities, the criminal justice system and the police can help improve this further.

The police sectors with the strongest offender outcome rates are:

- 1. Paignton & Brixham **50.0**%
- 2. St Austell 37.7%
- 3. Plymouth South 33.7%
- 4. Torquay 33.1%
- 5. Barnstaple **29.8**%

Police and Crime Plan Page 169 rity: Theft



UK Partners Against Crime

UK PAC is a business crime reduction partnership that assists local businesses to gather and submit evidence, including CCTV footage, stills and witness statements. UKPAC then report crime to the police on behalf of their members, which helps free up police resources by providing evidence packs as part of the initial report.

The Commissioner initially funded UK PAC membership for businesses in **Torbay**; over the summer this has been expanded to **Liskeard**, **Saltash**, **Teignmouth**, **Torpoint**, **Looe**, **Bodmin and Barnstaple**, and the Commissioner has ringfenced funding to extend this across the peninsula.

"We feel safer and more confident in the knowledge that together we are making a difference."

"In 12 years in the business, this is the first time I have felt truly supported by the Police and loss teams, it has saved me hundreds of hours in reporting time since it went live."

Auror

Auror is a retail crime intelligence and loss prevention system, which enables larger retailers to work effectively with the police to tackle organised retail crime. It is particularly powerful at joining up intelligence that might previously have been spread across different parts of the country and not visible to the police.

Devon and Cornwall Police was the first UK force to adopt Auror Direct to Police reporting (October 2024). Retailers can send crime reports into the force contact centre, freeing up routes such as 101 for the public. There have been significant increases in charge rates from working more closely with larger retailers in this way.

Some key results from working closely with one major chain alone:

- 17 prison sentences for a combined total of 11.7 years, 3 compensation orders, 3 drugs rehabilitation orders and 2 criminal behaviour orders;
- 2 organised criminals operating across 11 different police forces pleaded guilty to conspiracy to steal and were sentenced to 2 years each;
- Data driven joint crime prevention interventions prevented significant losses and led to arrests

"It's been hugely morale boosting for the team as it feels like both our company and the Police care about our high streets and towns."

"It's shown how much these people travel and been able to join them up."

Police and Crime Plan Priest Theft

Improving CCTV infrastructure

CCTV evidence inside and outside of retail premises provides critical evidence in shoplifting charges.

The Commissioner is investing in improvements to help connect Force CCTV control rooms with local authority CCTV control rooms and is making funds available for Parish and Town Councils, and their equivalents, to bid for to improve local CCTV infrastructure.

Project Retail

In November 2024 the force piloted a small retail crime investigation team in **Plymouth**. This has fast tracked the way that prolific shoplifting offenders are processed when there is clear visual evidence and further investigation stages would not add value.

By rapidly moving offenders though the criminal justice system to sentencing, **the pilot led to a 25%** reduction in shoplifting volume, increased offender outcome rates and helped free up police resources.

Rural theft is prevented, reported and investigated

Commitment: Work with communities to help secure rural businesses, prevent theft and increase reporting when crimes occur.

Crime affecting rural communities has not always received the recognition and prioritisation from policing that it deserves, but **the Commissioner has championed the establishment of Devon and Cornwall Police's Rural Affairs team**. This is recognised as leading practice nationally.

Five dedicated officers provide specialist advice to frontline officers to enable them to investigate rural crime effectively and support the force to work more closely with rural communities and with partners.

More than 50% of all crime reported to Devon and Cornwall police in rural areas is theft, predominantly vehicle theft, agricultural equipment theft, and fuel theft.

The theft of heavy machinery is a considerable problem and is sometimes the result of organised crime. These thefts are often from farms, woodland and domestic rural locations as well as building sites, and range from sit-on mowers and quad bikes, up to very large plant and construction machinery.

We know that such losses can have a major impact on the day-to-day operations and economic viability of farms and other rural businesses, sometimes with devastating consequences for the farmers. Local communities are also affected, and we all feel the impact of rises in food prices and food scarcity.

The Rural Affairs Team have equipped frontline officers with the skills and confidence to stop and check heavy plant and agricultural machinery and have introduced systems that enable them to rapidly check ownership. The farming community have supported this initiative, with many choosing to display a STOP ME sticker which encourages police to intervene if the equipment is seen mobile during the nighttime.

The Rural Affairs team provide target hardening and crime prevention advice to rural communities. They promote **Farm Watch** and the **Farm No Cold Caller** scheme and share information about **marking property** and registering it on systems such as www.immobilise.com and TER (The Equipment 4 Register).

Police and Crime Plan Priority: Theft

While some rural theft will be opportunistic, serious and organised criminals also target high value equipment and can repeatedly target the same or similar businesses with devastating impacts. The Rural Crime Report 2024 - National Rural Crime Network highlighted the need to strengthen the response to organised criminality.

Devon and Cornwall Police work closely with other law enforcement agencies to crack down on organised criminals who target our rural communities, and ensure local, regional, national and international specialist capabilities are used effectively to disrupt and investigate rural crime.

#Lucythefoal

A foal was stolen in Cornwall. The Rural Affairs Team launched a **social media** campaign including an appeal from Lucy's owner, which reached over 1m followers. The issue touched the hearts of the equine community and led to a substantial response including significant intelligence.

The Rural Affairs team tracked the foal to Hertfordshire and in collaboration with local police secured its recovery and arrests were made.

The case is ongoing but illustrates the power of community intelligence combined with cross border work.

A rural church had a highly decorative wooden lectern in the shape of an eagle sawn off and removed.

An example of **rural heritage theft,** the Rural Affairs Team once again used the power of **social** media combined with traditional methods (house to house, witness interviews) to raise public awareness of the theft.

In response the offender abandoned the lectern in a highly visible location and its recovery was secured. Work is ongoing to secure an appropriate offender outcome.

Motor vehicles thefts are disrupted

Reports of vehicle thefts across Devon, Cornwall and the Isles of Scilly have decreased by 18.7% in the 12 months to June 2025. Offender outcome rates are higher here than the national average (6.9% compared to 3.6%).

The Police and Crime Plan focusses on ensuring the force has capability to tackle organised crime groups who target motor vehicles but also encourages the force to focus on repeat offenders who may be operating alone or in less organised ways.

The force actively monitors vehicle thefts to identify where there are signs of organised activity, for example if specific types of vehicles are being targeted or if the methods being used appear the same.

The force uses nationally agreed systems to define, develop and exchange intelligence about organised criminality with law enforcement partners to find the most impactful ways of disrupting harm. Outcomes may include prosecutions for a wide range of offences, using the powers of different partner agencies.

This activity can only be shared publicly once all investigative and criminal processes have completed. These are often lengthy, given the scale of offending and the number of offenders that can be involved.

Some offenders stealing vehicles are children or young people, either with the intent of joy riding and 5

Police and Crime Plan Prients. Theft

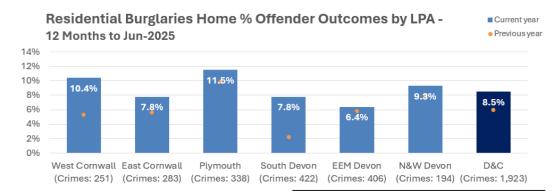
anti-social behaviour or because of the involvement of more serious criminality. This has been identified as an area of concern in some of our larger towns and cities. Through the forces Integrated Offender Management team, police are working closely with Probation and Youth Justice Services to divert young people, to help keep them safe and to reduce the impact of their offending.

Several factors from across the Police and Crime Plan will enhance the forces' ability to deliver on this expectation, for example strengthening the value of Automatic Number Plate Recognition technology and other innovations to pursue criminals on our roads, and delivery of the Strategic Police Requirement.

Residential Burglaries

There were **1,923 Residential Burglaries in homes** reported to Devon & Cornwall Police in the 12 months to June 2025, a **2.9% increase** on the previous year.

Particularly prolific offenders can cause surges and (if they are disrupted) reductions in the areas they are operating. The offender outcome rate for residential burglary in Devon, Cornwall and the Isles of Scilly is **slightly higher than the national average (7.9% compared to 7.0%).**



Crimes		Crimes	
Residential Burglary Home - by LPA to Jun-25		Previous year	% Change
West Cornwall	251	234	7.3%
East Cornwall	283	243	16.5%
Plymouth	338	433	-21.9%
South Devon	422	406	3.9%
Exeter, East & Mid Devon	406	330	23.0%
North & West Devon	194	203	-4.4%
Total	1,923	1,869	2.9%

Attendance at Residential Burglaries

The National Police Chiefs Council have adopted a national commitment to attend **every residential burglary to gather best evidence.**

The force operating systems do not make this straightforward to monitor, as functions beyond response officers (such as forensic or investigation teams) may be best placed to attend.

Police and Crime Planage 53 ity: Theft

The force can currently demonstrate attendance by response or patrol officers at **approximately 65% of residential burglaries in the 12 months to June 2025.** Actual attendance including all relevant resources is much higher but cannot yet be tracked.

This was explored in the August Commissioners Accountability Board, during which the Force committed to strengthen the ability to report on attendance.

Burglary Crime Prevention

The Commissioner has invested in **2,500 SmartTrace forensic marking kits which will be distributed free of charge to victims of dwelling burglary and their neighbours**. Neighbourhood Policing Teams provide these during follow up visits to offer reassurance, share crime prevention advice, and invite people to sign up to community messaging services.

Forensic marking makes stolen property traceable, deters offenders, and aids police to link recovered items back to victims. It makes it riskier for people to handle stolen goods, and harder for offenders to convert goods into profit.

Local community organisations invited to put forward proposals to prevent shoplifting and residential burglaries.

The Commissioner is investing up to £200k in projects put forward by local community organisations to help **prevent burglary and shoplifting**. Applications from community groups for funding up to £5000 are open until the 8th October.

In Devon, this is being administered by Devon Community Foundation who are reaching out to organizations already registered with them.

In Cornwall, organisations can apply through the Cornwall Community Foundation website here <u>Available grants | Cornwall Community Foundation</u>.





Devon & Cornwall Police and Crime Panel

Commissioner's Update Report: September 2025

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

The data included in this report covers the period from July 25, 2025, to 2nd September 2025, unless otherwise stated.

Removal from Engage status - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

On July 30, His Majesty's Chief Inspector of Constabulary, Sir Andy Cooke QPM DL, confirmed the decision to remove Devon & Cornwall Police from the Engage status of monitoring.

This followed improvements made by the force which were identified during an inspection on June 30, 2025. These included:

- Strengthened governance and oversight of the control room, with continued improvements to 999 and 101 contact, including reductions in the non-emergency 101 call abandonment rate;
- More effective management of sexual offenders, in line with national standards and guidance;
- Improved accuracy in crime recording, supported by greater confidence and understanding among frontline officers;
- Increased use of investigative plans and supervisory reviews by officers and staff.

The removal from Engage reflects the progress achieved by Devon & Cornwall Police under the leadership of Chief Constable James Vaughan QPM. HMICFRS acknowledged that these improvements demonstrate stronger organisational performance and more consistent delivery against national standards.

The change in status provides confidence that the force is moving in the right direction but is not a reason for complacency. The inspection found that the force needed to continue to improve in some areas, particularly in relation to crime data integrity which despite progress remains a cause for concern. This will be a focus of the 2025-27 PEEL inspection.

I have been assured by the Chief Constable that activity will be targeted on discharging HMICFRS recommendations, and that the force will be focussing on outstanding issues and areas of concern. Through my Commissioner's Accountability Board, I will continue to closely monitor progress, drawing on the insight that the HMICFRS process has, and continues, to provide.

2. Chief Constable extension

Strong and stable strategic leadership within Devon & Cornwall Police is a necessary foundation for delivering on strategic priorities and maintaining organisational confidence.

In August 2025 I took the decision to extend Chief Constable James Vaughan's contract to January 2027. I previously appointed him as interim Chief Constable in December 2024.

This extension ensures continuity for Devon & Cornwall Police during a critical period of organisational improvement while supporting the continued delivery of the priorities I have set out within the Police and Crime Plan.

I am confident this extension will allow CC Vaughan to build on the improvements that I have already seen, such as reducing senior rank structures to increase the number of officers who are visible to the public and are delivering on the frontline, and the significant internal effort and oversight that was needed to remove the force from HMICFRS Engage status.

3. Police and Crime Plan Priority: Antisocial behaviour

3.1 A visible presence in areas where antisocial behaviour occurs

My office has secured Home Office funding to continue to deliver hotspot policing during 2025/26 and to be able to extend this to now include 15 of our towns and cities.

Alongside the previous hotspot policing areas, **Tiverton and Bodmin** are now benefiting from additional visible policing, targeted patrols and early intervention.

From April 1 until August 28, 2025, this investment had enabled 7,072 hours of additional foot patrols, which in turn:

- generated 1,105 intelligence submissions
- responded to 841 incidents of antisocial behaviour (ASB)
- produced 83 public protection notices or safeguarding referrals
- recorded 55 arrests
- conducted 64 stop-and-searches
- led to the seizure of 4 offensive weapons.

Hotspot policing: Barnstaple Bideford

Bodmin

Camborne

Exeter

Exmouth

Newquay

Newton Abbot

Paignton

Penzance

Plymouth

St Austell

Tiverton Torquay

Truro

In addition to hotspot policing, I jointly fund (alongside local councils) street marshals in all hotspot areas. Street marshals provide a friendly, uniformed presence to reassure members of the public in areas where they may feel more vulnerable.

Most street marshals are fully accredited through the Community Safety Accreditation Scheme (CSAS) which gives partners a range of powers usually only available to police, such as the authority to issue fixed penalty notices for certain offences.

The first week in July was national ASB Awareness Week. Devon & Cornwall Police used this opportunity to reinforce to staff the importance of visible policing in designated hotspot areas. Officers worked closely with Community Safety Partnerships, housing authorities, and community focused neighbourhood teams to help prevent ASB escalation and strengthen community confidence.

Focus weeks such as this help strengthen relationships between organisations and help staff understand how we can use our respective powers to work with communities to solve problems they are experiencing. The challenge ahead is to continue to deliver in this joined up way, for every other week of the year.

Safer Streets Summer Focus

The Safer Streets Summer Initiative has enabled an uplift in patrol presence in:

- Barnstaple
- Bideford
- Brixham
- Bude
- Camborne
- Dartmouth
- Exeter
- Exmouth
- Falmouth
- Honiton
- Ilfracombe
- Kingsbridge
- Launceston
- Looe
- Newquay
- Newton Abbot
- Paignton
- Penzance
- Plymouth
- Redruth
- Sidmouth
- St Austell
- St Ives
- Tavistock
- Teignmouth
- Tiverton
- Torquay
- Totnes
- Truro

We are in the process of reviewing data about delivery in July and August and looking at how we work together with local partners to continue to have an impact in these areas.

Key highlights include:

- 590 arrests for retail crime and 79
 arrests for street crime in focus areas.
- 1,560 hours of foot patrols by police officers and street marshals, significantly enhancing visibility and reassurance.
- Engagement with over 500 primary school students, 56 work experience placements, and positive collaboration with licensees, councils, and businesses.
- Rollout of the UKPAC Business Crime Reduction Solution, strengthening intelligence-sharing and prosecution outcomes.

3.2 Street Focus Camborne

Street Focus is a partnership initiative led by my office in collaboration with Devon & Cornwall Police, local authorities and other partners to improve safety and address issues such as ASB in town and city centres.

In August, I met with local leaders in Camborne including the Mayor, Councillor James Ball, and the Member of Parliament for Camborne and Redruth, Perran Moon, representatives from the Business Improvement District and Community Safety Partnership, and the neighbourhood



policing team, to observe the collaborative work already underway which can be built on during the next stage of the Street Focus project.

The visit highlighted key initiatives tackling ASB such as the **PubWatch** scheme, which enables hospitality services to work together to reduce problems in and around their premises. My office and Camborne Town Council have jointly funded a local **ASB officer**, who holds Community Safety Accreditation Scheme accreditation and intervenes early in emerging cases of ASB including street drinking.

Camborne is entering its second year as one of the areas receiving additional funding to support high-visibility patrols and is also an area where **Street Marshals** are part funded by my office. The Street Marshals were clearly appreciated by the public for their reassuring presence on the high street.

During my visit I was impressed by the collective commitment and noted the tangible uplift in local confidence and the community's recognition of positive change. I look forward to building on this success with Street Focus in the coming months.

3.3 Community protection measures

My office and Devon and Cornwall Police are working with **Community Safety Partnerships** to promote the use of Community Protection Notices (CPNs) and Community Protection Warnings (CPWs) across Devon, Cornwall and the Isles of Scilly.

These measures are being applied in cases of persistent antisocial behaviour (ASB) but also used more innovatively as an early intervention towards other problematic and criminal behaviour such as violence against women and girls. The process ensures that proportionate enforcement is used alongside interventions to address underlying causes.

The use of CPNs and CPWs by **housing authorities and local councils** working together in partnership helps ensure that specific circumstances that are impacting the community can be addressed. The model has been recognised as an effective means of reducing repeat ASB and providing reassurance to residents.

3.4 Antisocial behaviour case review appeals

Antisocial behaviour case reviews give victims of persistent antisocial behaviour the right to request a multi-agency review of their case.

If a victim is dissatisfied with the outcome of their ASB case review – whether because the process, policy, or protocol was not properly applied, or because relevant evidence was overlooked – my office can undertake an ASB case review appeal. Appeals may also be conducted if a victim disputes a relevant body's rejection of their original application for a review.

In Quarter 1 (April to June 2025) my office received one request for an ASB appeal. This appeal concluded that further steps could be taken to support the complainant, and recommendations were made to the relevant local authority.

4. Police and Crime Plan Priority: Serious Violence

4.1 Disrupting violence against women and girls

Violence against women and girls (VAWG) remains a central priority in my Police and Crime Plan 2025-29, and I am keen to shift the focus toward changing male attitudes and behaviours rather than placing the onus on women and girls to stay safe.

In July, I hosted a groundbreaking one-day workshop in Exeter, inviting around 100 frontline professionals to contribute radical ideas aimed at disrupting VAWG, and addressing problematic and criminal behaviour.

The workshop engaged a broad coalition of stakeholders including police officers, council representatives, charities, victim services and policy makers - to co-produce solutions rooted community in and professional insight.

A month-long public survey also gave the public and other community organisations the opportunity to share their ideas.



Ideas ranged from "quick wins" and adjustments to existing activity and processes, to more ambitious proposals which we are now beginning to explore further. Over the coming months we will identify those where the reach and resources of my office can make the most difference.

4.2 Domestic abuse in holiday accommodation

Domestic abuse and other forms of VAWG are of particular concern during periods when communities experience increased social interaction and alcohol use, such as the summer holidays.

Amongst the high numbers of tourists visiting our area will be families where domestic abuse and other types of harm occur. Being away from their normal support structures can increase isolation and with this comes additional risk. We also see a lot of people coming to the area for summer work, who may also be vulnerable themselves.

This churn of both visitors and staff within the sector make it important to regularly refresh training and awareness.

In August, I joined the neighbourhood policing team, a licensing officer, the force lead for domestic abuse safeguarding and investigation, and a passive drugs dog and handler in a partnership initiative to help staff at holiday parks in **Looe** understand how they can help keep people safe.



During the visit, staff were given advice on recognising the signs of domestic abuse and guidance on how to respond and the support available for those affected. The **Ask for Angela** initiative was highlighted as a discreet safety measure already in use across hospitality venues nationally. The team also demonstrated how to identify drug use in communal areas, including visible drug residue. Information about referrals into local support organisations, and the work of **Safer Cornwall** were highlighted.

Embedding policing, licensing, and safeguarding activity together, and making use of the various touch points all partner organisations have with sectors such as hospitality and holiday accommodation can increase the likelihood of intervention at the earliest point.

4.2 Councillor advocate seminar: Tackling serious violence

My Councillor Advocate scheme connects local authority members with their local policing inspectors, and regular forums provide opportunity to better understand the force response to key issues at and the types of support that my office can provide. It also enables members to share good practice between authorities to help strengthen local activity.

In July, I hosted a seminar for Councillor Advocates on the theme of Serious Violence, and to provide an opportunity for members to hear from and ask questions of the Chief



Constable about the progress that the force is making more generally.

Nick Wilden, the **Force Serious Violence Reduction Officer**, who gave an overview of the scale and nature of violent crime within the peninsula.

Tracey Naismith, **Head of Community Safety at Plymouth City Council**, shared details of the work delivered through the **Plymouth Community Recovery Fund** (following the disorder in Plymouth in August 2024) which has resulted in increased community cohesion, improved wellbeing for women and minoritised groups, and a rise in youth voice and volunteering.

Steve Foale (**Technical Lead, Safer Communities, Plymouth City Council**) also spoke about plans to bring the **Knife Angel** to Plymouth next year, and the wraparound work being done with schools and youth groups to maximise the positive impact of this project.

4.2 Working together to support child and adult victims of sexual violence

We continue to work with partners to strengthen sexual violence services to improve access, coordination and outcomes for children and adults who are victims of sexual violence across Devon, Cornwall and the Isles of Scilly.

We have been working towards a five-year arrangement to jointly procure services across the peninsula, pooling investments from:

- Cornwall Council,
- Plymouth City Council,
- Torbay Council,
- Devon County Council
- NHS England
- Devon & Cornwall ICB Cluster
- Office of the Police and Crime Commissioner

This will enable a more joined up approach to supporting victims, reduce waiting times, and provide a longer commitment to organisations that deliver these vital services. In turn this will help retain skills and specialist staff which the peninsula is at risk of otherwise losing to longer term contracts elsewhere.

With significant potential organisational change on the horizon through local government reform and the disbanding of Public Health England, the OPCC is carefully monitoring the transition to this new way of working.

4.3 Helping family, carers and supporters who are impacted by crime

The impact of serious crime extends beyond the primary victims, affecting family members, carers, partners, and others who support victims through their recovery after a crime. They can experience significant emotional, psychological, and practical challenges as they navigate what can be a very different day-to-day life for the victim and those around them after the crime has occurred.

Family and carers have for too long fallen between gaps in victim support services.

To help overcome this I have extended our victim care services to now include **Restitute.**

Restitute is a multi-award-winning, not-for-profit community interest company.

The new service can support the family and carers of sexual or serious violent crime across Devon, Cornwall and the Isles of Scilly via referrals from Devon & Cornwall Police's Victim Care Unit.

Restitute's services provide a wide range of practical help and support on a range of difficult issues, from helping advocate and empower the primary victim, managing the impact of behaviour change and coping strategies that the primary victim may rely on, to understanding the health, legal, mental health, education, criminal justice and benefit systems that they may now need to navigate.



100% of people who have accessed Restitute's services have reported an increase in emotional wellbeing and the ability to care and support their loved ones.

Restitute also delivers training and raises awareness for organisations that work with victims and their families. You can find out more about their work, and how to access their services here: www.restitute.org.uk

4.4 Reducing harm on our roads

Much of my offices work to reduce harm on our roads is carried out via **the Vision Zero South**West road safety partnership – a collaboration of partners committed to halving the number of deaths and serious injuries on our roads by 2030.

The Acusensus AI cameras we have been trialling have now detected more than 10,000 mobile phone and seatbelt offences in the region

.Recent figures also show positive results in terms of the behaviour change created by the cameras and associated publicity campaigns, with a prolonged decrease in the number of offences being detected at numerous sites.



A series of new average and fixed speed cameras went live on the A38 between the

Carkeel roundabout and Trerulefoot on August 20 in a bid to reduce collisions along the route. Between 2019 and 2023, there have been 60 collisions in the area, leading to 97 casualties - two of which were fatalities. The project was undertaken in collaboration with the local communities and has been made possible with funding from National Highways, Vision Zero South West and Cornwall Council.

It was recently revealed that the Government is expected to make a raft of changes to the law to improve road safety – many of which Vision Zero South West has been lobbying for. These are expected to include mandatory eye tests and health checks for older drivers, lowering the drink-drive limit and introducing tougher penalties for those caught not wearing seatbelts – all of which I warmly welcome.

You can find out more about our Road To Zero plan by visiting: <u>The Road To Zero: Why we need national support to reach zero road deaths - vision-zero</u>

5. Police and Crime Plan Priority: Drugs & Alcohol

I monitor the forces capability to disrupt the supply of drugs and force performance in this area through the Commissioner's Accountability Board. This remains an area which requires significant cross border activity, working with forces not just in the region but across the country to target those who distribute drugs into our community.

In August I was updated by the new Force Director of Intelligence about the activity being undertaken to tackle all forms of serious and organised crime.

5.1 Helping young adults to transform their lives

My office has continued to support early intervention and recoveryfocused initiatives, working in partnership with local authorities, charities and specialist providers to reduce offending, support vulnerable people, and prevent escalation of harm.

One of the initiatives I fund is the **Amber Foundation**, which supports young adults aged 18 to 30 facing complex challenges such as homelessness and unemployment.

The charity helps participants to stabilise their lives, build resilience, and work towards sustainable housing, employment, and healthier futures.



The Amber Foundation's wraparound approach is recognised nationally as an effective pathway for young adults to exit cycles of homelessness, addiction, and offending.

5.2 Identifying best practice in recovery and community safety: Cornwall

With alcohol a priority for policing in Devon and Cornwall for the first time under my Police and Crime Plan 2025-29, I am committed to seeking out areas of best practice to influence the work of my office and its partners.

In July, I was invited to visit the **Safe and Well Hub in Penzance,** a facility which offers significant wraparound support for people with complex needs, including street-attached individuals and those in recovery from addiction.



The hub is run by the complex needs team at **Cornwall Council** and offers almost 20 different services under one roof, it offers a wide range of support including mental health, drug and alcohol, and domestic abuse services, a vet clinic, housing support and debt advice alongside drop-in sessions for creative skills.

From speaking with service users, it is evident that the work of the hub is having a significantly positive impact not only on their recovery, physical and mental health but also the safety of the wider community and demonstrates the importance of connection not only in recovery but also at an organisational level.

5.3 Tackling the impact of drugs and alcohol on our roads

So far this year (1st January to end of July 2025) there have been **1,094 drink driving arrests** (including those who refused or failed to give a specimen) and **677 drug driving arrests** in Devon and Cornwall.

Vision Zero South West is working in partnership with **local pubs, clubs and restaurants** to expand the popular **Lift Legend** campaign during December this year. Planning has been underway since January to grow the scheme, which sees designated drivers offered free soft drinks as a reward for getting their friends and colleagues home safely.

Last year over 200 pubs signed up to the scheme – but we'd like to work with licensing authorities and other touchpoints with the hospitality trade to see more this year.

Licensees can sign up to Lift Legend by completing the short form here: https://forms.cloud.microsoft/e/Kut3LfvZB5

5.4 Disrupting drug use in licensed premises

Devon & Cornwall Police's **Pubs Against Drugs** initiative continued in August with an operation in **Torpoint** targeting licensed venues around the town with passive drugs dog PD Jasper.

Pubs against Drugs is aimed at disrupting the use of recreational drugs by deterring people using, carrying or supplying them, and is a great example of partnership working between the police and local businesses, members of the public, and partner agencies acting collaboratively to keep communities safe.

The operation, which has the added benefit of educating people enjoying the nighttime economy of the consequences of drug crime and supporting licensed premises to reinforce the law, saw two people searched and one person arrested.

6. Priority: Theft

6.1 Tackling shoplifting with business crime reporting partnership

Retail crime and persistent shoplifting continue to present challenges for local businesses and communities.

To help combat this, my office has funded business crime reduction partnership **UK Partners Against Crime (UKPAC)**, which provides businesses with a digital platform to report, share and track offending.

UKPAC allows businesses of any kind to quickly and securely report offences via an app or online portal, linking data across areas nationally. This enables more efficient and robust police investigation and prosecution of prolific offenders.



In April 2025, I invested £80,000 in a 12-month UKPAC pilot in **Torbay**, as part of our Street Focus Torquay project. Within the first four months, there have been two successful prosecutions of prolific offenders in Torquay, with one offender sentenced to 24 weeks' imprisonment and another convicted of 15 offences and awaiting sentence.

UKPAC is now being adopted by businesses in **Barnstaple**, **North Devon**, **Liskeard**, **Saltash and Teignmouth**, and a strategic plan is being developed for a **wider force-wide rollout**, ensuring that the benefits of the pilot can be extended across Devon, Cornwall and the Isles of Scilly.



6.2 Investing in local prevention initiatives

I am making available £115,000 of funding via the Commissioner's Community Grant scheme to support community-led prevention activity that will help reduce burglary and theft, by addressing root causes.

Local community groups and grass roots organisations are invited to apply for up to £5,000 to deliver projects that will help prevent harm, tailored to the challenges they face in their local area. The Police (Property) Act is a statutory requirement to deal with money and other property which comes into the possession of the police either in connection with criminal charges or handed in by members of the public. After a year, unclaimed property can be sold and the proceeds distributed among charitable organisations.

The grant process is being facilitated on behalf of my office by the Devon Community Foundation and the Cornwall Community Foundation, both of whom are trusted local foundations that are well placed to assess community needs. Applications are open until October 8th.

Devon Community Foundation will be drawing on its database of community groups to invite relevant organisations to apply for a grant. Cornwall Community Foundation

Last year (2024-25) 21 organisations benefited from £83,000 of funding to tackle ASB in rural and non-urban coastal communities. They were:

Devon	Cornwall
Wheels of Ananda	Kernow Youth CIC
What's Your Problem CIC	West Cornwall Women's Aid
True Butterflies Foundation	First Light Southwest
The Olive Project	The Sparkle Foundation UK
Surviving Abuse North Devon	Crimestoppers in the Southwest
Sunrise Diversity	Be Creative Cornwall

South West Community Chaplaincy	Livewire Youth Project
Phoenix Rising	Pegasus Men's Wellbeing Centre
Gifted Women	
Exeter Street Pastors	
Ahimsa	
Home-Start South and West Devon	
Resilient Lives	

6.3 Funding to improve community safety through CCTV

CCTV plays an important role in crime prevention and community reassurance. My office continues to work with local councils to strengthen our CCTV infrastructure, in ways which reflect local priorities.

I am investing £150,000 of dedicated funding to help support councils across Devon, Cornwall and the Isles of Scilly to improve or update their existing CCTV equipment and infrastructure.

Parish and town councils or their equivalents can each apply for up to £10,000 via an expression of interest scheme which will open on September 15th and run for six weeks.

By strengthening surveillance capability in public spaces, the initiative also supports police operations and complements wider community safety strategies delivered through Community Safety Partnerships.

In addition to investing in local infrastructure, I am also **supporting Devon and Cornwall Police to improve access to CCTV feeds in our control rooms.**

7. Strengthening the Criminal Justice system

7.1 National leadership in criminal justice

Effective criminal justice coordination is central to public confidence and the delivery of safer communities across Devon, Cornwall and the Isles of Scilly.

In August 2025, I was appointed as national co-lead for the criminal justice portfolio for the Association of Police and Crime Commissioners (APCC). This appointment reflects my sustained focus on improving criminal justice outcomes locally and nationally and will increase opportunities to shine a national spotlight on the issues that we face locally.

7.2 Devon and Cornwall Local Criminal Justice Board (LCJB)

The LCJB brings together senior leaders from across the criminal justice system to set priorities, oversee delivery, and drive improvements in victim and witness experience. The Board ensures that activity is coordinated, consistent, and responsive to local needs across Devon and Cornwall.

The agencies that form the Devon and Cornwall LCJB are;

- The Office for the Police and Crime Commissioner
- Devon & Cornwall Police
- Crown Prosecution Service (CPS)
- His Majesty's Courts and Tribunal Service, Devon & Cornwall area (HMCTS)
- His Majesty Prison & Probation Service (HMPPS)
- A representative of the Youth Justice Service
- The Legal Aid Agency
- A representative from the Defence Community
- The representatives from Devon and Cornwall Voluntary, Community and Social Enterprise Sector (VCSE)
- The High Sheriff of Devon and The High Sheriff of Cornwall

The LCJB annual planning day is on September 25, 2025, where members will review progress against agreed priorities from the last 12 months and set the direction and focus for the year ahead.

Updates will be provided at the next Police and Crime Panel meeting on these priorities, including examples of collective work to maintain an efficient and effective criminal justice system, improve victim engagement, and address disproportionality within the system.

The LCJB's collective priorities for 2024-25 are publicly available here: LCJB Priorities 2024-25 – Your voice in policing

7.3 Criminal justice scrutiny

Scrutiny is a key mechanism for ensuring accountability, transparency and improvement across the criminal justice system. Through scrutiny panels chaired by my office, partners collectively assess performance, compliance with national standards, and the effectiveness of local practice.

Scrutiny panels continue to be held each month to review compliance against the Victim Code of Practice (VCoP) and to assess the use of Out of Court Resolutions (OoCRs).

In the last quarter, an Adult OoCR panel was convened to review cases of domestic abuse. The findings will be shared with LCJB members ahead of the annual planning day and formally signed off in line with my office's governance arrangements.

Additional scrutiny panels are scheduled for September, October and early November 2025, focusing on offences relating to stalking or harassment, sexual offences, and assaults on emergency workers.

These scrutiny processes are well supported by stakeholders across the criminal justice partnership and represent best practice in collaborative oversight. Engagement is constructive, with partners working together to strengthen consistency, raise standards, and improve outcomes for victims.

7.4 Masterclasses share best practice in reducing reoffending

As part of the ongoing work of the South West Reducing Reoffending Partnership (SWRRP), a new series of non-accredited Continuing Professional Development (CPD) Masterclasses has been introduced. These sessions have been incredibly well received. They are designed to strengthen knowledge, raise awareness of emerging issues in criminal justice, and provide opportunities for professional learning across the partnership.

The next session, scheduled for September 10, 2025, will feature a presentation **from Band of Brothers, a Cornwall-based charity** that mentors young men, sharing insights into how community-based mentoring can help reduce reoffending and support rehabilitation. Previous sessions have addressed gateway drugs and gambling harms.

8. Holding the police to account

8.1 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 several ways, including chairing the Commissioner's Accountability Board (CAB). This allows me to select specific areas of policing activity and performance to scrutinise in detail, requiring the Chief Constable and his team to explain current performance, and any plans for improvements.

A statement is then published on my office's website here, https://devonandcornwall-pcc.gov.uk/commissioners-accountability-board describing the levels of assurance along with the agenda and attendance at each Board.

Since the last panel meeting, I have reviewed overall force performance; the force serious and organised crime intelligence function, and the force response to shoplifting and retail crime via CAB.

I remain absolutely committed to ensuring that Devon & Cornwall Police deliver 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.

8.4 Police complaint reviews

As Police and Crime Commissioner I have a statutory responsibility to undertake police complaint reviews. Where a member of the public is dissatisfied with the outcome of a complaint they receive from Devon & Cornwall Police, they can apply to my office for an independent review.

In Quarter 1 (April to June 2025), we received 39 requests to undertake police complaint reviews. During this period, 22 requests were concluded to outcome, including 14 valid complaint reviews. Of these valid reviews, 43% were upheld, meaning my Complaint Review Officers deemed the police's original handling of the complaint was not reasonable or proportionate.

As a result of the upheld complaints, 11 recommendations were issued to the police. These included requests further enquiries to be undertaken, provision of additional outcome letters to complainants where appropriate, issuing apologies, and providing supplementary information and explanations. This ensures that complainants have a clear understanding of the decisions reached and that the police are held accountable for delivering proportionate and fair complaint handling.

8.7 Independent Custody Visitors (ICVs)

As Police and Crime Commissioner, I have a statutory duty to run an Independent Custody Visiting (ICV) scheme. This scheme relies on trained volunteers who make unannounced visits to police custody centres to check on the welfare of detainees and ensure their rights and entitlements are being respected. These visits provide independent assurance that custody facilities are operating safely and appropriately.

We are currently recruiting for more volunteers to join the scheme.

Between July 1 and August 30, 2025, a total of 24 visits were undertaken across Devon and Cornwall, with no significant issues raised. The 2024-25 ICV Annual Report has been published here. summarising the positive work of the scheme over the past financial year. This report highlights how the scheme has operated, the value of volunteer contributions, and the consistency of welfare checks.

8.8 Custody scrutiny inquiry: welfare service provision

My office is currently undertaking a scrutiny enquiry to understand, compare and assess the quality and consistency of welfare services provided to detainees across the Devon and Cornwall custody estate.

This is a complex area as responsibilities for these services are held across various parts of the wider system, including health and local authorities. Changes in any of these sectors can impact the services available. It is already clear there are significant challenges for medical providers in recruiting and retaining qualified practitioners within the peninsula and in local authorities for delivering on the provision of appropriate adults.

We also face challenges linked to partners organisational geographical boundaries, and how this interacts with the physical location of our six custody centres (Barnstaple, Camborne, Charles Cross (Plymouth), Exeter, Newquay and Torquay). A wide range of factors influence where a detainee is taken, and this can have consequences for organisations who have a duty to support them.

The inquiry is examining a wide range of welfare services including:

- Legal services, such as legal aid
- Healthcare and mental healthcare provision
- Appropriate adults for vulnerable detainees
- Translators and interpretation services

- Drug and alcohol services
- Faith support

I will keep the Police and Crime Panel updated on the progress of this work and will share my key findings and recommendations once the scrutiny enquiry is complete.

8.9 New guidance for firearms licensing

In August 2025, the Home Office published revised statutory guidance on firearms licensing for Chief Officers following national consultation with firearms licensing managers.

The guidance reflects learning from recent reviews and incidents and includes 71 changes to the previous version published in 2023. The updated guidance provides greater clarity and direction in relation to domestic abuse, violent conduct and wider suitability checks. Main themes include:

- Mandatory training (including specific modules on domestic abuse).
- Enhanced background checks and scrutiny of associates
- Home visits for applicants and renewals
- Referees and medical information requirements
- Consideration of organised crime links, violent conduct, and NFA (no further action) police outcomes in decision-making

I am receiving a briefing on the implications of these changes and the current force performance at Septembers Commissioner's Accountability Board, which falls between the submission of this report and the date of the Police and Crime Panel and will provide an update in due course.

8.10 Responding to HMICFRS inspection reports

I have a statutory responsibility to respond to all reports published by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) that include recommendations or are otherwise relevant to Devon & Cornwall Police.

During 2025, four inspection reports have been published which fall into this category. Three of these are national reports, and one is an inspection of regional activity.

These are:

- An inspection of the police response to the public disorder in July and August 2024 (Tranche 2)
- An inspection into how effectively the police investigate crime
- A review of the response to organised immigration crime
- An inspection of the South West regional response to serious and organised crime

The responses to these reports, including the action taken or planned by the force in relation to the recommendations, are publicly available at https://www.devonandcornwall-pcc.gov.uk

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Alison Hernandez

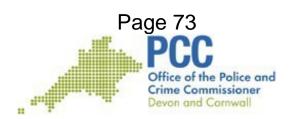
Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly

Contact for further information:

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DEVON AND CORNWALL POLICE AND CRIME PANEL

12th September 2025

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

- The table below provides the number of complaints received and handled against the Commissioner since the 1st July 2025. This report covers the period up to 2nd September 2025.
- 2. Fifteen formal complaints were received against the Commissioner in the last reporting period.
- 3. Fourteen of the complaints related to the comments made by the Commissioner at the last Police and Crime Panel and the remaining complaint relates to a separate matter.
- 4. All fifteen complaints are currently ongoing and being discussed with the Chair of the Police and Crime Panel, to determine a resolution.

Dates	Complaints received	Number of Complaints recorded	Number of Complaints unrecorded	Total	Complaints forwarded to the IOPC by the OPCC	Complaints resolved
1 st July 2025-2 nd September 2025	15	15	0	15	0	0
			Grand total	17	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 2nd September 2025



Number	Minute No.	Resolution	Target Date, Officer Responsible and Progress
1.	Public Engagement and Contact 4 October 2024	Commissioner to return in six months to review the trajectory and consistency of public engagement.	Due Date: Within 6 months Person Responsible: Panel Advisor Progress: Complete.
2.	Public Engagement and Contact 4 October 2024	Commissioner to release positive communications to ensure the public are confident in using the 101 call line.	Due Date: ASAP Person Responsible: Alison Hernandez Progress: Ongoing - Recommendation of panel being considered by the PCC and Chief Constable.
3.	Police and Crime Commissioners Update report 31 January 2025	The Panel would write a letter to HMICFRS and the 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 Police force was costing the region in lost leadership time as well as an additional financial burden.	Person Responsible: Panel Advisor Progress: Complete. Letters sent to the Home Secretary and HMICFRS on 04/09/2025.
4.	The Commissioner's actions in response to a decision by the panel at its 19 July 2024 meeting. 22 November 2024	Chair and Vice Chair, in consultation with the host authority and the Office of the Police and Crime Commissioner ensure an agreed, clear process for future appointments was agreed at the next meeting of the Panel.	Person Responsible: Chair/Vice-chair/OPCC/Jake Metcalfe Progress: A briefing note was circulated to the Panel on the processes of recruitment. Further advice and guidance was being sought and would Panel members would be updated.

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5.	Commissioners update report: 25 July 2025	Commissioner to acknowledge other partners within the update report.	Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
6.	Commissioners update report: 25 July 2025	Commissioner to ensure good practice is within the next update report.	Due Date: September 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
7.	Commissioners update report: 25 July 2025	Commissioner to attend Launceston with Cllr Chopak in relation to a Policy enquiry office.	Due Date: September 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
8.	Commissioners update report: 25 July 2025	The Commissioner would share the draft plan around the delivery of Safer Streets to the Panel.	Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.

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9.	Commissioners update report: 25 July 2025	The Commissioner would link in with ward councillors when she was putting in initiatives for their particular wards	Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
10.	Draft Annual Report 25 July 2025	The Commissioner would share any open letters written with councillors of the Panel.	Due Date: September 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
11.	Draft Annual Report 25 July 2025	The Commissioner would have discussions with Exeter City Council around the Safe Bus and whether this initiative could happen there.	Due Date: September 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
12.	Draft Annual Report 25 July 2025	The Commissioner to correct the statement within the annual report in which it states the safe bus runs every Saturday as this was factually incorrect and the bus ran on differing days depending on events.	Due Date: September 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.

13.	Draft Annual Report 25 July 2025	The Commissioner would ensure there was a narrative around the staffing figures dropping in 2025 from 2024 figures.	Due Date: September 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
14.	Draft Annual Report 25 July 2025	The Commissioner would copy in Cllr Loudoun when discussing buildings in Exmouth for Police Enquiry offices.	Due Date: ASAP Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
15.	Draft Annual Report 25 July 2025	The Draft Annual Plan should have an accessible version for members of the public.	Due Date: November 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
16	Draft Annual Report 25 July 2025	The work of the Vision Zero Partnership needed to be more granular so members of the public understood the good work going on in relation to road safety.	Due Date: September 2025 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.

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17.	Draft Annual Report 25 July 2025	The Commissioner to create a young people's version of the annual report which could sent into schools for PSHE work.	Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
18.	Cost and Functions of the Office of the Police and Crime Commissioner	The Commissioner would have discussions with the relevant councils when sending out information in relation to Council Tax.	Due Date: ASAP Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
19.	Cost and Functions of the Office of the Police and Crime Commissioner	The Commissioner was requested to inform the Panel how her office would get back to its expenditure target of 0.65% as part of setting the next budget.	Due Date: January 2026 Person Responsible: Commissioner Progress: Action sent to the OPCC on 04/08/2025.
20.	Performance Papers 25 July 2025	Presentation on what crime data integrity looked like and the types of processes that they went through for recording crime.	Person Responsible: Office of the Police and Crime Commissioner Progress: Action sent to the OPCC on 04/08/2025.

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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
I2 September	Contact Services Update	Update request from the meeting that took place on 04 October
2025	Estates Strategy and Custody Suite Developments	Outline current progress of the estates strategy and custody suite developments as requested in July 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
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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	
2026	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	
Firearms Licensing	To outline recent changes in Firearms Licensing guidance
Rural and urban anti-social behaviour	Added to the work programme on 31/01/2025.
Hate Crime (including the Commissioners Hate Crime Deep dive) and the equalities legislation	Added to the work programme on 31/01/2025 with a further request made on 25/07/2025
Complaints Process for the Police	Barry Jones recommendation for 25/07/2025
Neighbourhood Community Policing	Cllr Penberthy request 25/07/2025
Councillor Advocate Best Practice	Cllr Billings request to ensure the Panel heard about good practice going on in the region and raised at the Councillor Advocate Scheme.
Reporting of Crime	Cllr Penberthy request 25/07/2025
Items to be monitored	
The Commissioners Scrutiny	For the Panel to hear about the Commissioners scrutiny from her sessions

