



Devon and Cornwall Police and Crime Panel

c/o Plymouth City Council
Democratic Support
Floor 3, Ballard House
West Hoe Road
Plymouth PL1 3BJ

Please ask for Claire Daniells
T 01752 305155
E democratic.support@plymouth.gov.uk
www.plymouth.gov.uk/democracy
Published: 06 June 2019

DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 14 June 2019

10.30 am

Warspite Room, Council House

Members:

Councillors Atherfold (Cornwall Council), Batters (Cornwall Council), Biederman (North Devon Council), Croad (Devon County Council), Darling (Torbay Council), Derrick (Plymouth City Council), Dewhirst (Teignbridge District Council), Fairman (Cornwall Council), Hackett (Torrige District Council), Haydon (Plymouth City Council), Hopwood (South Hams District Council), Jarvis (East Devon District Council), Knowles (Mid Devon District Council), Nelhams (Isle of Scilly), Rule (Cornwall Council), Samuel (West Devon Borough Council), Sutton (Exeter City Council) and Towill (Cornwall Council).

Independent Members:

Emily Macaulay (Devon) and (Vacancy - Cornwall and the Isles of Scilly)

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

This meeting will be webcast and available on-line after the meeting. By entering the Warspite Room, councillors are consenting to being filmed during the meeting and to the use of the recording for the webcast. The Council is a data controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with authority's published policy. For further information on attending Council meetings and how to engage in the democratic process please follow this link - <http://www.plymouth.gov.uk/accesstomeetings>

Tracey Lee

Chief Executive

Devon and Cornwall Police and Crime Panel

1. Appointment of Chair and Vice Chair for the Municipal year 2019-20

The Committee will be asked to elect the Chair and Vice Chair for the municipal year 2019/20.

2. Apologies

To receive apologies for non-attendance submitted by Members.

3. Minutes (Pages 1 - 4)

To sign and confirm as a correct record the minutes of the meeting held on 8 February 2019.

4. Declarations of Interest

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

5. Public Questions

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

Questions should be no longer than 100 words and sent to Democratic Support, Plymouth City Council, Floor 3, Ballard House, West Hoe Road, Plymouth, PL1 3BJ or democratic.support@plymouth.gov.uk

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

6. Annual Report 2018-19 (Pages 5 - 48)

7. Summer Policing Presentation (Pages 49 - 50)

8. Office Of The Police And Crime Commissioner's Performance Report (Pages 51 - 60)

9. Police And Crime Commissioner's Update Report (Pages 61 - 76)

10. Complaints Against The Police And Crime Commissioner Received Under The Police Reform And Social Responsibility Act (Pages 77 - 78)

11. Police and Crime Panel Work Programme (Pages 79 - 80)

This page is intentionally left blank

Devon and Cornwall Police and Crime Panel**Friday 8 February 2019****PRESENT:**

Councillor Croad (Devon County Council), Chair
 Councillor Batters (Cornwall Council), Vice Chair
 Councillors Atherfold (Cornwall Council), Barker (Teignbridge Council), Derrick (Plymouth City Council), Excell (Torbay Council), Fairman (Cornwall Council), Hackett (Torrige District Council), Haydon (Plymouth City Council), Mathews (North Devon District Council), Nelhams (Isle of Scilly), Rule (Cornwall Council), Sanders (West Devon District Council), Mrs Squires (Mid Devon District Council), Harvey (Exeter City Council) substituting for Councillor Sutton (Exeter City Council), Towill (Cornwall Council), Wright (East Devon District Council).

Co-opted Representatives: Emily Macaulay (Independent Member Devon).

Apologies for absence: Councillors Wingate (South Hams District Council), Sutton (Exeter City Council) (Councillor Harvey Substituting) and Sarah Wakfer (Independent Member Cornwall and the Isles of Scilly).

Also in attendance: Nicky Allen (Chief Executive, OPCC), Fran Hughes (Chief Executive, OPCC), Alison Hernandez (Police and Crime Commissioner), Ross Jago (Lead Officer), Jamie Sheldon (Democratic Advisor).

The meeting started at 10.30 am and finished at 12.20 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.

73. **Minutes**

Agreed the minutes of the meeting held on 05 October 2018.

74. **Declarations of Interest**

The following declaration of interest was made in accordance with the code of conduct –

Name	Minute Number and Item	Reason	Interest
Councillor Mathews	76 - Consideration of the Police and Crime Commissioner's proposed level of Precept for 2019-20	In receipt of a pension from Devon and Cornwall Police	Personal

75. **Public Questions**

No questions had been received from members of the public.

76. **Precept Proposal for 2019/20, Budget and Medium Term Financial Plan Update / Police and Crime Plan**

The Panel considered the Police and Crime Commissioner's proposal to increase the precept by 12.75% and the reasoning behind that proposal, was presented by Alison Hernandez the PCC, Fran Hughes the OPCC Chief Executive and Nicky Allen the OPCC Treasurer.

In addition to the report, the Panel received a presentation which set out a detailed budget analysis.

In response to questions, the Panel were advised that –

- (a) There was a budget requirement for 2019/20 of £312m;
- (b) Staffing was the main area of expenditure – 83% of the overall budget;
- (c) £24 increase (Band D) equated to 12.75%;
- (d) Overall increased funding of £22m; 7.5% overall increase;
- (e) There was a Police Officer pension pressure of £7.7m;
- (f) Pay awards and wage growth pressure of £7.5m.

The panel agreed

1. not to exercise the Panel's veto in respect of the Police Crime Commissioners (PCC) proposal for a £24 increase in the Band D equivalent for the police element of the council tax for the 2019/20 financial year.
2. to note:
 - a. That the Reserves Strategy, Treasury Management Strategy and the Capital Strategy have been published online to enhance transparency.
 - b. That it is intended that the level of General Balances held will be no more than 5% or no less than 3% of the net annual budget at the end of the financial year.
 - c. Police Officers and Police Staff will be receiving an overall 2% increase in pay for the year to August 2019, in accordance with national pay settlements.
3. that the Chair, on behalf of the panel write to the Government to outline that a Fairer Funding Settlement for Policing, in particular for communities in Devon, Cornwall and the Isles of Scilly must be established through the upcoming Comprehensive Spending Review.

The letter should note the panel's view that –

- a. Whilst the extra flexibility for Police and Crime Commissioners to raise more funding locally has enabled our local Police and Crime Commissioner to secure growth in policing next year, it has and will continue to have a negative impact on the poorest communities who are most likely to be a victim of crime;

- b. It should be recognised in any future settlement that Devon and Cornwall has an increased population over the summer months which the panel does not believe is captured in base funding formula for policing the peninsula;
- c. Devon and Cornwall with complex rural, urban and coastal policing demands does not receive a fair funding when compared to large metropolitan areas;
- d. Whilst accepting that local taxation will always play a part in police funding, the Panel calls upon the Government to halt the trend of significant increases to local taxation, and to resource the Police Service adequately through a funding settlement.

77. **Police and Crime Commissioner's Performance Report**

The OPCC Chief Executive provided the Panel with the Police and Crime Commissioner's Performance Report. The Panel were advised that –

- (a) 'Public Confidence – Police do a good/excellent job' was 62% and rated amber due to the percentage being below the 68% baseline which meant more scrutiny was required;
- (b) A new Repeat Victimization measure which focused on individual people and organisations as victims, not offence levels provided a better reflection of the true impact on individuals and businesses. This figure was reported at 24% at the October Panel Meeting and based on the latest available data remained relatively static at 25% - this meant that a quarter of victims (people and organisations) of crime had also reported at least one offence in the previous 12 months.

The Panel noted the report.

78. **Police and Crime Commissioner's Update Report**

The Police and Crime Commissioner (PCC) presented the Police and Crime Commissioner's Update Report.

Councillor John Mathews welcomed the PCC and Chief Constables decision to adopt the use of spit and bite guards which will protect police officers and other front line staff from these serious assaults.

Councillor Sally Haydon welcomed the opening of the new Plymouth Sexual Assault Referral Centre (SARC).

The Panel noted the report.

79. **Report from the Office of the Police and Crime Commissioner in respect of any non-criminal complaints about the Police and Crime Commissioner**

Fran Hughes (OPCC Chief Executive) advised the Panel that one formal complaint against the Police and Crime Commissioner had been received during the period 20 September 2018 - 9 January 2019

The Panel noted the report.

80. **Police and Crime Panel work programme**

The Panel noted the work programme and agreed to schedule the following items –

1. Forensic Operations
2. Under Reporting of Rural Crime – Rural Affairs officers to attend and provide a presentation
3. Future of Policing Technology
4. Road Closures

81. **Future meeting dates**

The Panel noted the future meeting dates.



Police and Crime Panel

14 June 2019

Report from the Police and Crime Commissioner

Devon and Cornwall Police and Crime Commissioner

Draft Annual Report 2018-2019

The Draft Annual Report for 2018-2019 is attached for consideration and comment by the Police and Crime Panel.

Following the receipt of comments from the Panel the draft annual report will be finalised, with a view to publication at the start of July 2019.

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

nicola.long@devonandcornwall.pnn.police.uk

This page is intentionally left blank



Annual Report 2018-19

DRAFT



Our mission is to get the best for the public from the police and to support others to keep communities safe across Devon, Cornwall and the Isles of Scilly

DRAFT

Foreword by the Police and Crime Commissioner Alison Hernandez

This is my third annual report since taking up office in May 2016 and I am proud to be able to share with residents of Devon, Cornwall and the Isles of Scilly some of the achievements that have been made by my office and Devon and Cornwall Police in that time.

My Police and Crime Plan was designed to create safer, more resilient and better connected communities. It has now been in place for two years and I am pleased that a huge amount has been achieved with these goals in mind.

In this report – which Police and Crime Commissioners have a statutory duty to produce - you will be able to read about and better understand improvements that include:

- Why I decided not to support the proposed merger between Devon and Cornwall Police and Dorset Police
- How we've used the government's flexibility on council tax precept to boost officer numbers
- Why towns of all shapes and sizes are getting state-of-the-art new CCTV systems
- How new Tri-Service Safety Officers and Community Responders are making a real difference to rural communities
- Where we've invested to make our region's roads safer
- Why mentally unwell people are now more likely to be treated

rather than incarcerated due to our commissioning work

- How we're helping to get prison leavers in work to close the revolving door of reoffending

Through the continued support of council taxpayers the police force is in a stronger position than it was when I came to office in 2016, with an increased budget that will sustain an additional 176 more officers in December 2020 than there were in March 2017.

Calls for police help for a range of issues continues to rise, and I believe this investment is essential to maintain our ranking as the sixth safest force area of the 43 in England and Wales.

Increasing the number of police officers in Devon and Cornwall, and commissioning work that reduces crime are common sense solutions that will keep us all safer and ultimately save public money.

We are fortunate that the crime rate in the Devon and Cornwall remains one of the lowest in England and Wales at (62 crimes per 1,000 of population*) when the national rate is 82. I believe I have set an agenda and direction that will help it remain that way.



Police and Crime Commissioner
Alison Hernandez



SECTION ONE

Review of 2018-19

It's been a busy 12 months...



Working with partners on the Safer St Austell group



Our first ever councillor advocate seminar



Giving evidence to the Home Affairs select committee



HRH Princess Anne launches our Restorative Justice programme

April

May



Engaging with rural communities at the Axe Vale Show



Work starts on the new Exeter Police Station

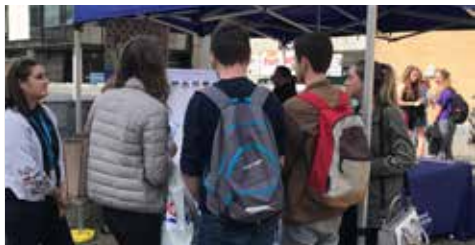


Thousands gave opinions on a merger proposal



At the North Devon Diversity festival

June



Speaking to students in Plymouth



Visiting Trevi House, a residential home for women battling addiction



At Plymouth Respect Festival



Chatting to the public at Yealmpton Show

July



Launching the St Ives CCTV system



At the Chagford Show



Councillor advocates receive a briefing at police HQ



Engaging with the disabled and their carers at a Blue Light Day

August



At the Honiton Show



A Meet Your PCC event in St Ives



The OPCC team at Widecombe Fair



Alison talking to Plymouth University

September

October



The Police and Crime Panel discuss the PCC's merger decision



Speaking at a women's forum



With the Rural Crime Team at Agrifest



Launching the OPCC Business Crime Strategy at Westpoint

November



Remembering veterans with the force poppy car



A Meet Your PCC event in Truro



Speaking to students at Petroc college



Community Responders start their training

December

January



At the dedication of the force's Cornish headquarters



At a local alcohol partnerships seminar



Our first ever rural crime surgery



Meeting the South Asian Society in Plymouth

February



Hosting a conference on tackling stalking



Tri-service officers at their passing out ceremony



Supporting the BASH Awards



Getting the road safety message across

March

DRAFT



Key developments

The OPCC supported the 2019 BASH awards for people in Devon with disabilities

Police officer numbers/precept poll

In January 2019 the Police and Crime Panel for Devon and Cornwall approved a budget for the 2019-20 financial year. It enabled the Chief Constable to recruit dozens more officers and meet rising operational costs.

The renewed recruitment drive will bring force strength to 3,100 by the end of 2020, the highest level since 2012. In total around 660 officers will have been recruited over four years to make up for those leaving the force and to build force strength.

The budget was drafted following a poll of residents of Devon, Cornwall and the Isles of Scilly in which 4,617 people took part. The majority indicated they would support the proposed rise in council tax precept if police officer numbers increased.

The budget also allowed for the recruitment of 20 joint funded blue light officers, the development of a County headquarters for Cornwall and the roll out of body worn video.



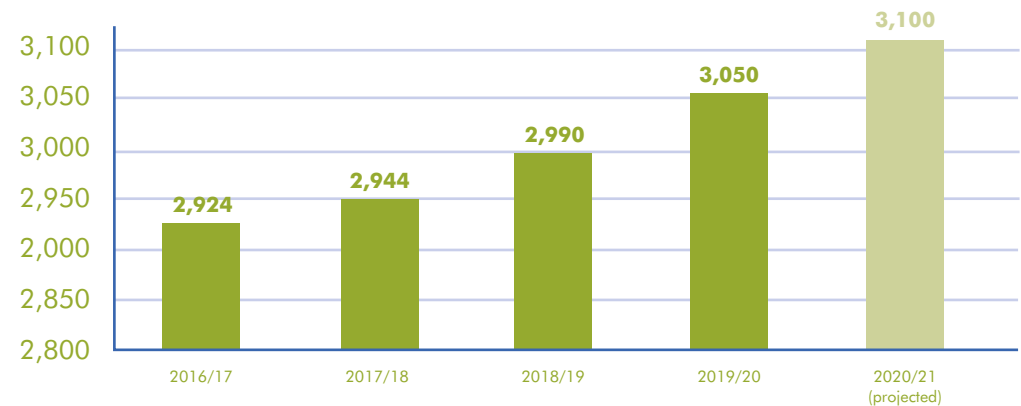
New officers pass out at Middlemoor Police headquarters in March, 2019

Tri Service Safety Officers and Community Responders launched across Devon and Cornwall



Collaboration between blue light services bear fruit with new officer posts created – see page 38

Budgeted police officer numbers at 31 March (FTE)



Traders in St Ives are among those to benefit from the OPCC's CCTV drive

The PCC set out her support for CCTV in the Police and Crime Plan, highlighting the protection CCTV affords to vulnerable people, the reassurance it brings to members of the public generally, and the operational benefits for policing in areas such as deterrence, investigation and conviction.

Two years ago the PCC's office began a joint project with Cornwall Fire and Rescue to increase the number of towns in Cornwall which were benefitting from new or upgraded CCTV systems

which were connected into the critical control room at the Tolvaddon Fire HQ. The control room provides real time monitoring of CCTV as well as answering police requests for access to recorded footage. The PCC provided capital funding grants and support for towns which wanted to apply for funding. As a result of this partnership work with Cornwall Fire and local authorities there are now 11 towns in Cornwall with CCTV systems connected into Tolvaddon

The model which has been developed in Cornwall is now being rolled out in Devon through a commitment to capital funding support for the major local authority control rooms, and for towns which wish to install or upgrade CCTV systems.

Development work is continuing to enable local authority and fire control rooms to connect into police control rooms with the aim over the next two years of creating a fully integrated network of CCTV systems across Devon and Cornwall.

A number of other towns in Devon and Cornwall are currently considering investment in CCTV systems and are likely to apply for funding support in the next 12 months.

As part of the continuing growth of an integrated CCTV network across Devon and Cornwall, recent developments have included:

PCC Capital Investment Grants paid:

Bodmin, St Austell, Penzance, Wadebridge, St Ives

PCC grants approved for:

Tolvaddon control room expansion, Stoke Village (Plymouth)

Councils intending to apply for capital funding support from the PCC:

North Devon District Council, Exeter City Council, Dartmouth, Exmouth, Liskeard, Budleigh Salterton.



Helping ex offenders stay on the straight and narrow



Improving the police force through scrutiny



Alisson Hernandez and Chief Constable Shaun Sawyer

To help the PCC do their job they use something called scrutiny, a process of reviewing information from a variety of sources to give an informed view on an issue. The result of scrutiny is usually a report which contains findings and recommendations.

Because scrutiny involves reviewing a wide range of evidence, it can also be an effective tool for helping to inform policy, particularly through:

- Generating new ideas and ways of doing things;

- Challenging assumptions about existing ways of working; and
- Engaging members of the public and stakeholders

Scrutiny of many different areas also helps the PCC to have a complete 'overview' of crime, policing and other social issues. This enables the PCC to do a number of things such as identifying strategic opportunities to do things differently, and it also helps to inform how the PCC lobbies for Devon, Cornwall and the Isles of Scilly at a national level.

Between April 2018 and April 2019 the PCC and her office has:

- ✓ Worked with the Centre for Public Scrutiny to independently develop a new framework for scrutiny
- ✓ Agreed with the Chief Constable how we will carry out our scrutiny
- ✓ Created and published a new scrutiny framework and timetable
- ✓ Updated our website to explain how we use scrutiny
- ✓ Developed our Out of Court Disposals Scrutiny Panel
- ✓ Intensively scrutinised cases where the police have issued Out of Court Disposals
- ✓ Developed our Use of Police Powers Scrutiny Panel
- ✓ Reviewed performance information relating to how the police use force
- ✓ Delivered training in Stop and Search for our lay members on scrutiny panels
- ✓ Provided our lay members with a tour of a police custody centre
- ✓ Provided independent training to Devon and Cornwall Police's senior officers in good scrutiny practices and techniques
- ✓ Provided independent training to Office of the Police and Crime Commissioner staff in good scrutiny practices and techniques

Centres provide a safe haven for victims of sexual violence



New sexual assault referral centre completes network – see page 34

Creating a police estate that's fit for the future

Work to ensure police facilities are fit for 21st Century crime fighting is progressing in Exeter and Bodmin.

Key developments this year have seen Bodmin police station dedicated as the county headquarters for Cornwall with a further £13m earmarked for investment in the county's estate. This will significantly improve facilities for staff and members of the public and a substantial new custody facility will be created.

In Devon, construction is well under way on a £29m project which will be the base for up to 450 officers whose duties range from community policing to major crime investigation. The new Exeter Police Station will incorporate a state-of-the-art custody suite with 40 police cells and there will be a new and improved public front desk.

£42m

is being invested in creating a new Exeter Police Station and in improvements to the Cornwall County Headquarters

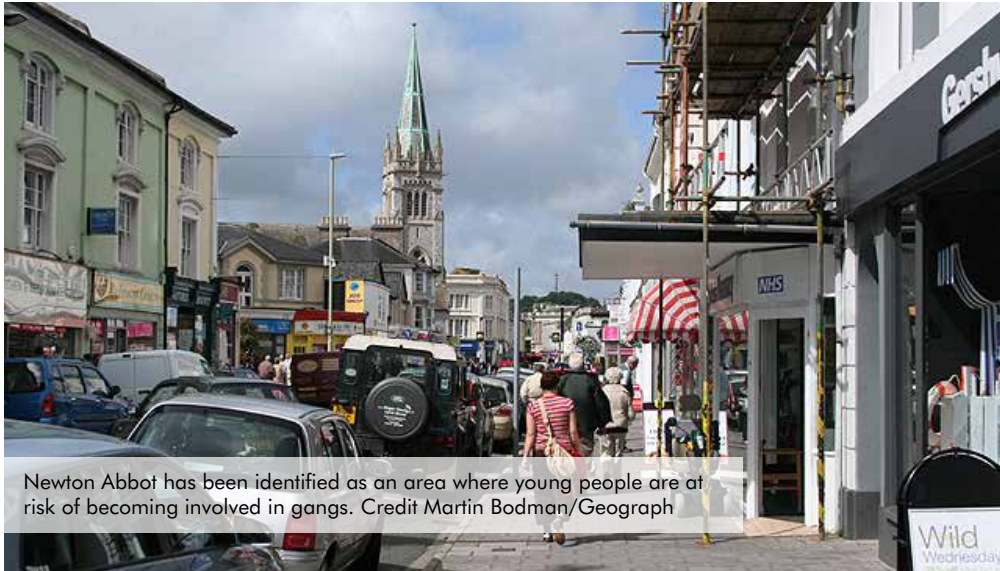
The project - part funded by the sale of police land - is a major boost for the Exeter economy and will mean the sale and redevelopment of the current Heavitree Road Police Station and the setting up of a new community policing hub run at the Exeter Civic Centre in collaboration with Exeter City Council.

"Making sure our police officers have the best facilities to keep our communities safe is a key element of my Police and Crime Plan," said the Police and Crime Commissioner.



The PCC at a bolt-tightening ceremony (top) for the new Exeter Police Station (main image) and the St Piran's flag flies over the new Cornish HQ in Bodmin (inset)

Office wins £528k of funding to engage young people



Newton Abbot has been identified as an area where young people are at risk of becoming involved in gangs. Credit Martin Bodman/Geograph

A project to stop young people in south Devon getting embroiled in gang culture and street violence was awarded £528,569 of Home Office money after a successful bid that was coordinated by the OPCC and community safety partnerships.

'Turning Corners' focuses on youngsters who are vulnerable to exploitation.

It is working with families and professionals to highlight the dangers and consequences of being drawn into a world where drugs, violence and antisocial behaviour become a way of life.

The funding - from the Police Transformation Fund - was won after a collaboration between Police and Crime

Commissioner Alison Hernandez and the community safety partnerships (CSP) for Torbay and South Devon and Dartmoor.

CSPs are statutory partnerships made up of representatives from the local authority, police, fire service, probation services and NHS trusts.

Turning Corners is delivering 18 months' worth of outreach work and education to intervene in young people's lives. It was one of just 18 projects out of more than 100 to receive funding.

The funding has been made as part of the Government's Serious Violence Strategy – a response to an increase in knife crime, gun crime and homicide.

In Devon the money is being used to

Engaging councillors to create safer communities



Councillor advocates recruited from around Devon and Cornwall – see page 25

pay for a range of measures such as the setting up of parent support groups and a youth violence prevention team to strengthen the community response to the emerging threat. It will also enable more youth workers to be deployed to areas of need.

Rebecca Hewitt chairs the South Devon and Dartmoor Community Safety Partnership.

She said: "We know that we can make every penny of this funding count. We work closely with a wide range of partner agencies with those young people who we believe to be vulnerable to exploitation and this will help us enhance that and build a wider community response to keep out children safe."



£528,569

won from the Police and Transformation Fund to divert vulnerable young people away from crime

Ensuring the mentally unwell receive treatment

Devon and Cornwall Police estimates that 40% of demand is related to vulnerability including substance misuse, people suffering from mental ill health, those with learning disabilities or other psychosocial vulnerabilities.

The 2018-19 financial year saw the PCC support the launch of two schemes designed to ensure that people who were mentally unwell at the time of offending received treatment rather than punishment.

The Integrated Police Mental Health Service, part funded by the Office of the Devon and Cornwall Police and Crime Commissioner, was the first of its type in the country when it launched in October 2018.

It allows frontline police officers to refer directly to mental health services when they suspect someone who they come into contact with is unwell, as well as giving them access to timely and informed advice from mental health professionals.

It brought together three schemes - liaison and diversion, street triage and neighbourhood - into a force-wide service that will reduce demand on the police force and provide mentally unwell people with the help they need earlier than is currently possible.

The scheme was led by Chief Inspector Mark Bolt, who was frustrated by the fact that officers could only recommend to mentally unwell people who they came into contact with that they seek medical help unless they had committed a crime.

It involves working in close partnership with NHS England and primary care trusts across the two counties.

Chief Insp Bolt said: "This scheme provides an opportunity to get support for an individual before their behaviour reaches crisis point. It is all about early intervention to prevent more serious harm later on."

In her role as Chair of the Local Criminal Justice Board, Alison also supported the setting up of a mental health treatment requirement trial in Plymouth. It is a sentence that ensures that offenders who suffered from poor mental health while breaking the law get intensive and high quality help over a period of up to 12 weeks instead of being sent to prison.

It is led by Hazel Roberts, who has a background as a psychiatric nurse. She and her team work with range of offenders, not all of whom will have been diagnosed with a mental health disorder at the time of the offending.

mental health referrals

33%

A two-year pilot of the neighbourhood scheme in Cornwall led to a 33% reduction in demand for mental health referrals.

Source: Devon and Cornwall Police.



Hazel Roberts receives a commissioner's award for her work on the mental health treatment requirement scheme

Looking out for victims of crime



Frances Kent and her daughter Kate Bailey (below)



Frances and Howard Kent had their lives shattered when their daughter Kate Bailey was killed by a hit and run driver outside their Cornish home.

Kate, 45, had been walking her dog and going to check on her parents when businessman Jonathan Kane, in a hurry to get back to London, struck her with his Land Rover. He continued his journey, only later handing himself in.

Kane was sentenced to two years in prison after being convicted of causing death by dangerous driving. On his release he requested an interview with Frances and Howard in order to apologise for his actions.

Road Safety Strategy



New approach aims to cut the number of people killed and seriously injured on our roads – see page 31

A meeting was set up by the Make Amends team, a service which is commissioned by the OPCC to provide restorative justice across the force area.

Frances agreed and although she found the encounter difficult, it was hugely worthwhile.

“It took a lot of thought and possibly courage but I do not regret it for one moment,” she said. “Our lives will never be the same but I feel that by meeting Jonathan Kane we have arrived at the truth and can now begin to move on”

Restorative Justice is one of many solutions that the Devon and Cornwall

Victim Care Unit can offer victims of crime. For information on how to get in touch see the directory at the back of this report.

Restorative Justice is just one way that the OPCC delivers on its duty to ensure that victim’s rights under the Victims’ Code of Practice are met. This year the office worked with the Local Criminal Justice Board to commission an audit of the entire criminal justice system in Devon and Cornwall and their compliance with the code of practice.

Merger exploration

The summer of 2018 was dominated by proposals to merge Devon and Cornwall Police with Dorset Police to create one force for the three counties. The two forces were already working closely and several departments were already working in alliance, a partnership that was delivering many millions of pounds worth of savings.

A major exercise to consult the public took place between June and September 2018. Residents of Devon, Cornwall and the Isles of Scilly and Dorset were surveyed using a representative telephone survey, an online survey and via a face-to-face questionnaire.

Respondents in Cornwall were the least positive about seeing the benefits of a merger over a strategic alliance while those in Dorset were the most positive.

In order for the proposed business case to be submitted to the Home Office all four corporate soles – two Chief Constables and two Police and Crime Commissioners – had to agree to be in agreement that the case for the merger was made.

Devon and Cornwall PCC Alison Hernandez was not convinced that the public were supportive of the plans. The merger would have led to a rise in the police precept for council tax payers in Devon, Cornwall and the Isles of Scilly as precept levels were equalised with those in Dorset.

Her decision not to approve of the business case's submission to the Home Office was supported by the Police and Crime Panel meeting of October 5, 2018.



Alison launches the merger survey with media interviews



Of the 6,860 members of the public who completed the merger engagement survey

72%

said they wanted more investment in local policing.

Finance and Resources

DRAFT



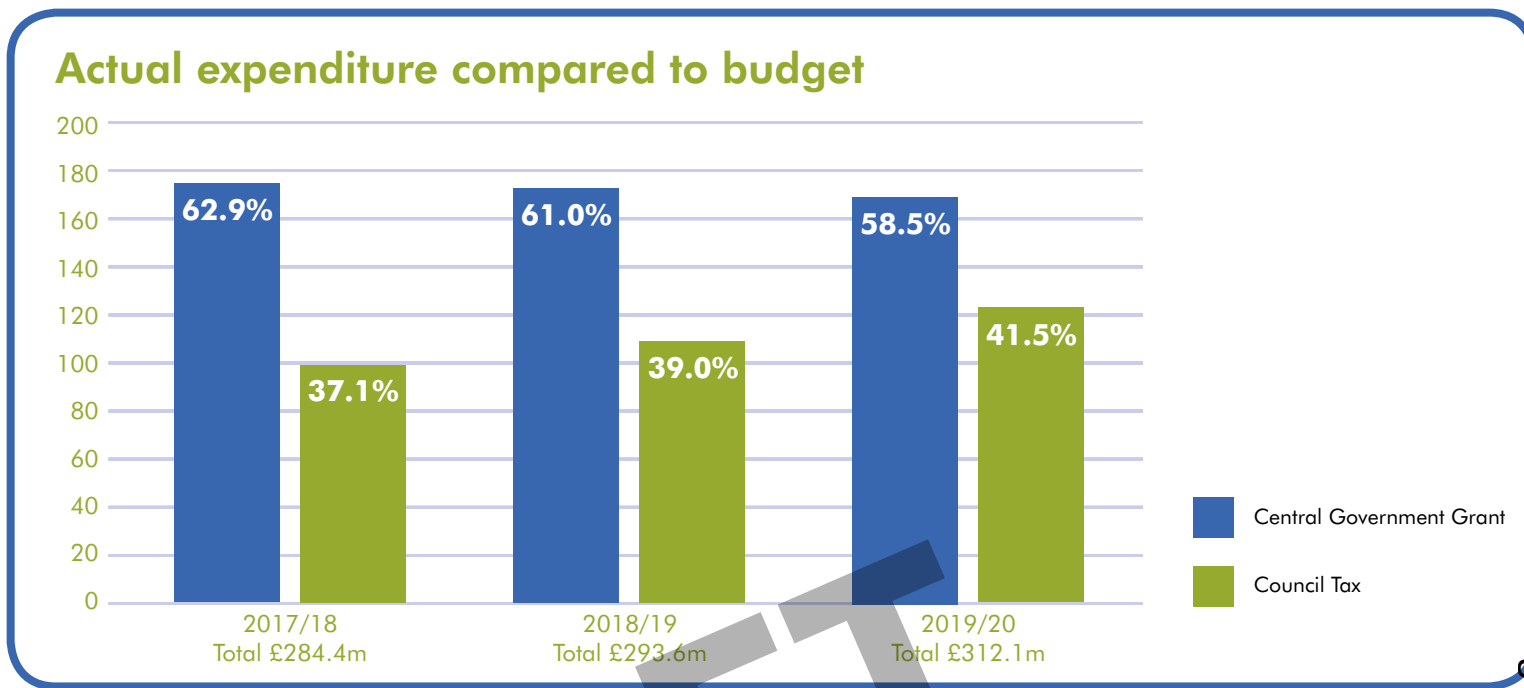
Page 22

At the ground-breaking ceremony for the new Exeter Police Station, which represents a £29m investment in the police estate

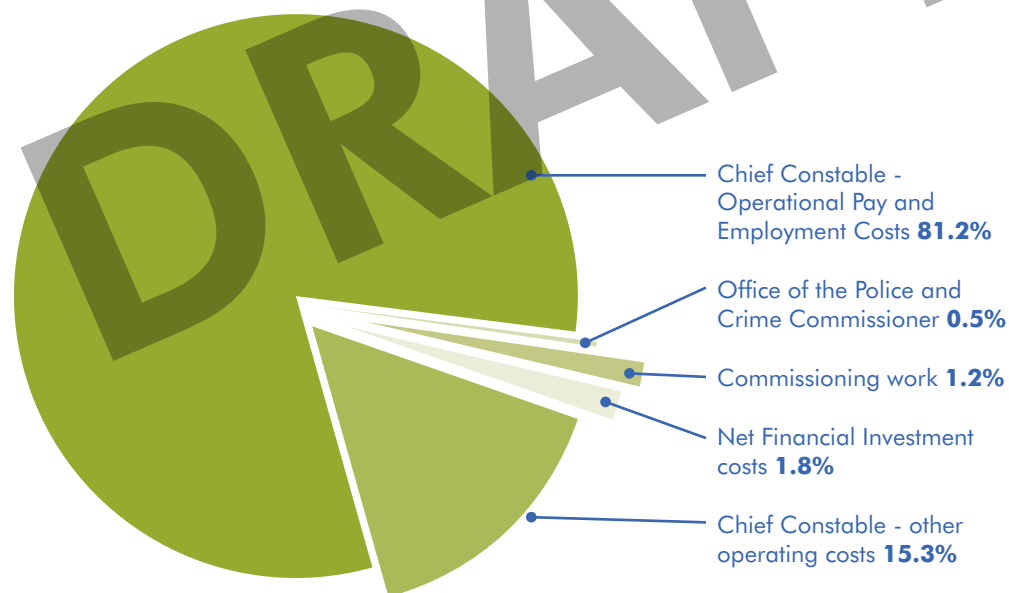
Introduction

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2019. It also provides a general guide to the financial situation of the PCC as at March 31, 2019, full details are provided in the Statement of Accounts 2018/19 which can be found online at devonandcornwall-pcc.gov.uk/about-us/what-we-spend.

The overall financial settlement for policing was larger than anticipated and provided additional flexibilities for PCC's around the council tax levels. Government grant remained the same in cash terms compared to 2017/18. The PCC, in consultation with the Police and Crime Panel, decided to increase the council tax by 6.81% (£12), to £188.28 per Band D equivalent, so that services to the public could be maintained against a backdrop of a real term decrease in central funding. The overall impact of this Home Office grant position and council tax increase was that overall funding in 2018/19 was £9.2m more than it was in 2017/18.



Analysis of Net Revenue Expenditure 2018/19



A budget of planned expenditure is agreed by the PCC in order to set the council tax level for 2018/19. For 2018/19 the final outturn position for the Chief Constable's operational budget was a small underspend of £48,000 against a budget set of £288.4m. The OPCC final outturn position was £25,000 less than the budget set of £5.1m.

Therefore, the group final outturn position shows a small underspend of £73,000 on the overall budget of £293.5m, which equates to less than 0.03%.

What has been achieved during the year?

We said we would...	We have...
Increase the number of police officers to 3,015 by 2019/20.	✓ Increased our recruitment to reach 3,015 by the end of 2019/20. We are on track to achieve the increase.
Deploy 20 joint funded blue light officers. This will look to develop a new way of delivering neighbourhood functions in rural areas in collaboration with fire services and other partners.	<ul style="list-style-type: none"> ✓ There are now 10 Tri Service Support Officers in Cornwall as a result of a partnership between police, fire and ambulance services. ✓ Devon has four Police & Fire Community Support Officers (PFCSOs). ✓ Devon has seven Community Responders as a result of collaboration between Devon and Cornwall Police and Devon and Somerset Fire and Rescue Service.
Develop a county police headquarters for Cornwall at Bodmin – delivering a similar function expected of the development currently under way in Exeter.	✓ Bodmin Police Hub has been dedicated as a headquarters for Cornwall and £13M has been set aside for improvements..
Meet the expectations of an additional 1% in pay award for police officers and police staff from 2018/19, after five years of a 1% restriction on pay.	✓ The pay award of 2% was agreed and has been fully funded.
Significant invest in technology to drive efficiencies and productivity. This includes investment in a replacement records system, improved automatic number plate recognition (ANPR), digital storage and improved control room technology.	✓ The overall spend in the capital programme on technology (excluding Body Worn Video – see below) was £3m. There have been significant delays with the national programmes but local implementation is progressing well.
Roll out Body Worn Video (BWV) to protect officers and victims, catch criminals and provide transparency to the public.	✓ The roll out of Body Worn Video (BWV) is due to be completed in summer 2019.
Set aside £100,000 to support a small grants scheme. These funds will be targeted towards projects to tackle anti-social behaviour in our communities.	✓ Set aside £100k for small grants. The small grant scheme was rolled out with over £60,000 being awarded to local community initiatives. The remaining unallocated money will be distributed in 2019/20.

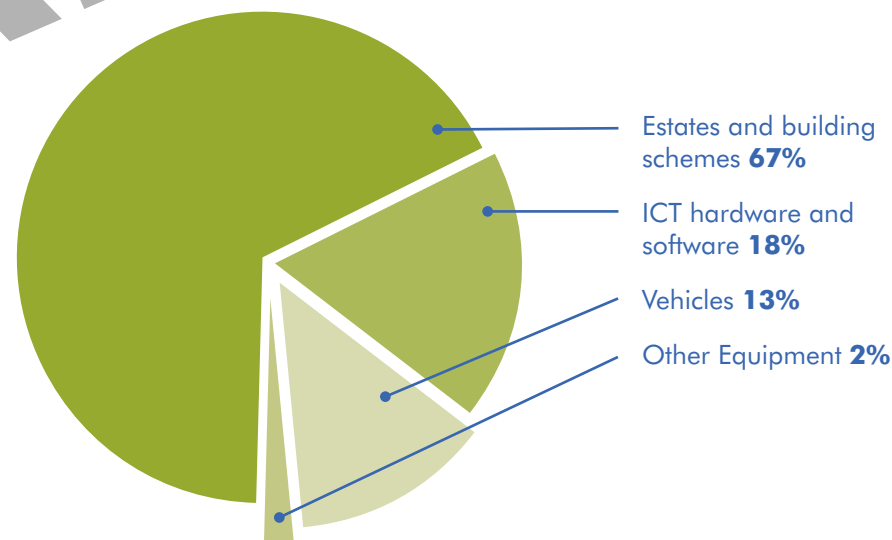
Staffing

Staff and employment costs make up 83% of the overall budget. The full time equivalents (FTE) at the start and end of the year are shown below:-

	March 31, 2018	March 31, 2019
Police officers	2,940	2,982
Police staff (inc PCSOs)	2,102	1,940
Office of the PCC	25	27
Total	5,067	4,949

Capital expenditure 2018/19 - £22.9m

Capital expenditure of £22.9m was incurred during 2018/19. The chart below highlights the major areas of spend with Estates and Building Schemes being the largest area of spend. The work on the new Exeter Police Station at Middlemoor has continued at pace during this year with the completion date set for January 2020.

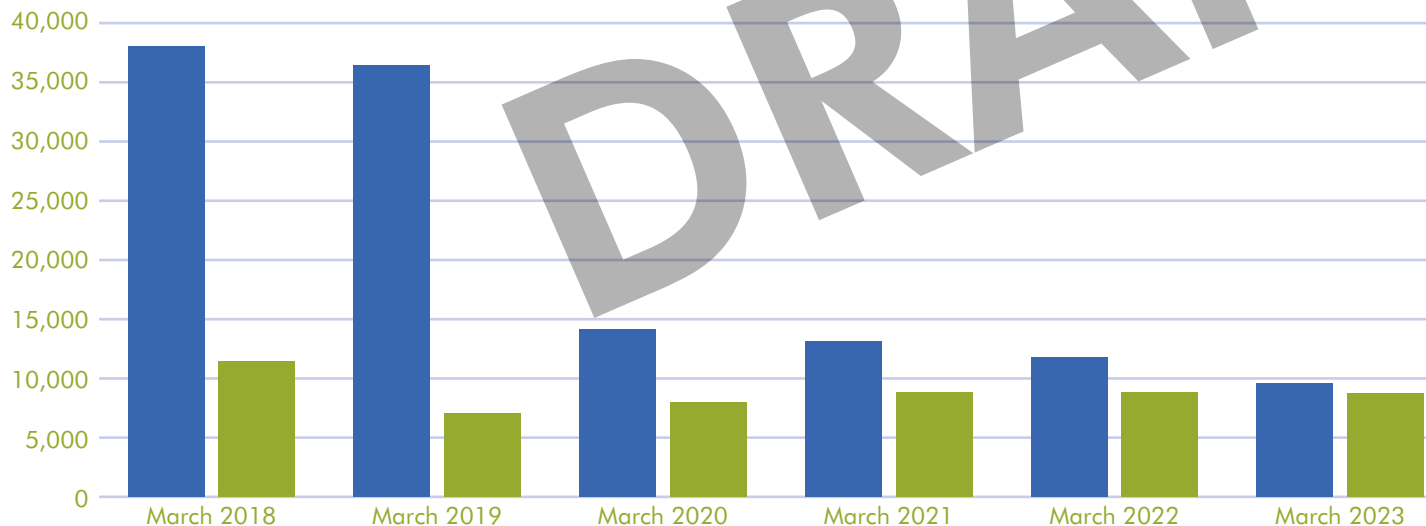


Managing financial risks and opportunities

The current medium term financial strategy (MTFS) covering 2018/19 to 2021/22 indicates a balanced budget after the achievement of savings of £9.6m by the end of 2021/22. The main challenge for the PCC is to reduce spending while at the same time ensuring that investment in staffing and other assets is sufficient to maintain and improve the Force's capacity and capability to deal with the anticipated demand for services. The PCC and the Chief Constable have a number of programmes in place that aim to improve the efficiency of the force. They are:

- Significant investment in technology to aid the frontline staff to become more efficiency eg. body worn video;
- The continued roll out of the workforce plan – the work was developed in 2017/18 ready to be rolled out across the force during 2018/19 and beyond;
- A series of cost challenges to drive productivity and continuous improvement;
- Continuing to work together with Dorset Police – the aim is to sustain and embed the efficiencies achieved under the Strategic Alliance;
- Regional collaboration – the force has been collaborating with other South West forces for a number of years with the aim of improving operational efficiency.

Earmarked Revenue Reserves and General Balances Forecast



Reserves and balances

Reserves and balances (including earmarked reserves) have decreased by £7.8m between April 1, 2018, and March 31, 2019. The chart below shows the level of reserves and how we plan to reduce them over the next five years as they support the capital programme for Devon and Cornwall Police.

Financial transparency

A detailed breakdown of all the OPCC's spending is available on our website, or by contacting our office. Please see our contact details, which are at the back of this report.

Performance



DRAFT

1. Satisfaction and Public Confidence

Satisfaction

It is a requirement of the Home Office for police forces to conduct victim satisfaction surveys with specific victim groups. Victim satisfaction surveys are structured around a number of core questions, exploring satisfaction across different stages of interaction: ease of contact; arrival; actions taken; kept informed; treatment and whole experience.

Devon and Cornwall Police carry out two key victim surveys – Priority Victims and Domestic Abuse Victims.

The levels of satisfaction for priority victims and domestic abuse victims remained relatively stable in 2018/19 compared with 2017/18.

In the 12 months to March 2019:

- 73% of priority victims were satisfied with their overall experience of the service they received from Devon and Cornwall Police.
- 86% of domestic abuse victims were satisfied with their overall experience of the service they received from Devon and Cornwall Police.

Public confidence

Devon and Cornwall Police uses the office of National Statistics Crime Survey for England and Wales (CSEW) to track the confidence of the local public. Public confidence relates to measurements taken from the general public regardless of whether they have had contact with the police. In the 12 months to December 2018:

- 62% of survey respondents felt that Devon and Cornwall Police were doing a good or excellent job – slightly higher than the national average of 58%.
- 78% of adults in Devon and Cornwall have overall confidence in the local police - which is also slightly above the national average of 76%.
- 87% of respondents agree that Devon and Cornwall Police would treat you with respect, which is in line with the national average.
- 63% of respondents agree that Devon and Cornwall Police would treat you fairly compared with the national average of 67%.
- 68% of respondents agreed that Devon and Cornwall understand local concerns, whilst 59% felt that local concerns were dealt with. Results remain consistent with the national averages for these measures.

2. Crime incidents

- 107,327 crimes were reported across Devon and Cornwall Police in 2018/19 – which is an increase of 4% compared to the previous year. Crime recording compliance improvements following HMICFRS's Crime Data Integrity (CDI) inspection in 2017 and re-inspection in 2018 were the main drivers for the increase in crime over the past couple of years. As crime recording practices have become more stable, changes in recorded crime are more likely to be reflective of genuine changes.
 - Overall, total crime levels have remained relatively stable year to year and that the increases that have been seen over the past couple of years are now occurring at much lower rates.
 - The increase of violent offending has predominantly driven the increase in total crime. Violence without injury offences including stalking, harassment and malicious communication have contributed significantly to the increase of violent crime. The increase in stalking and harassment shows good progress of the force's ability to recognise, encourage reporting and record these crimes correctly.
 - Recorded levels of 'hidden harm' crimes that have traditionally been under-reported have continued to rise – which are interpreted as encouraging signs of both victims having the confidence to come forward and report and of improved recording standards.
 - There have been increases in drug offences which usually reflects targeted police activity to tackle drug crime.
 - Despite the increase in recorded crime, Devon and Cornwall's crime rate at 61.3 crimes per 1,000 population remains significantly lower than the national average (87.7 crimes per 1,000 population).
 - Devon and Cornwall has the sixth lowest recorded crime rate in England and Wales, as well as the seventh lowest risk of crime according to the Crime Survey for England and Wales.
- Devon and Cornwall still has one the lowest rates of acquisitive crime out of all force areas with the lowest rate of residential burglary, second lowest rate of theft offences, the fifth lowest rate of robbery and sixth lowest rate of vehicle offences.
- Comparing 2018/19 with a year earlier, there have been decreases in both domestic and non-domestic burglary offences, vehicle offences, shoplifting, other theft and criminal damage.

3. Victims and Offenders

Victims

- In 2018/19, just over 95,366 Victim Needs Assessments (VNA) were completed.
- 10.3% of crimes with a VNA identified a victim need.
- As a result, 9,846 victims required victim support services.
- 96% of victims are satisfied with the service they receive from the Victim Care Unit.
- Currently the Victim Care Network has over 60 member organisations, offering support services to victims of crime.



4. Contacting the Police

In the 12 months to March 2019, Devon and Cornwall's Police Contact Centre received:

- 1,010,474 calls; which equates 2,768 per day and 1.92 contacts every minute.
- 225,975 Emergency 999 calls which is a 12.1% increase compared with 2017/18 – Despite the increase, 90% of which were answered within 10 seconds.
- 631,542 101 calls – 74% of which were answered within 30 seconds.
- 47% of 101 calls were dealt with at the first point of contact (switchboard) without the need to be transferred and wait additional time.
- Average call answer times for non-urgent 101 calls which could not be resolved at switchboard were nearly seven minutes and average talk times have more than doubled to almost eight and a half minutes.
- While phone calls remain the primary form of contact for members of the public, efforts to improve options to report crimes or concerns are in place. There has been 21% increase in the number of 101 emails and texts received in 2018/19 compared with 2017/18 - 95% of which were answered within 24 hours.
- In 2018/19, nearly 93,000 members of the public used 101 emails and texts to contact Devon and Cornwall Police.
- In addition, there continues to be an increase in the number of people using Web Chat with positive feedback received – Just over 5000 people spoke to Devon and Cornwall Police via this method in 2018/19, with an average talk time of nearly 15 and a half minutes
- In 2018/19 Devon and Cornwall recorded 290,668 incidents in response to calls for service.
- Nearly 82,000 of which were graded as immediate incidents (emergency calls). These are priority incidents that the police aim to respond to within 20 minutes.
- In the 12 months to 31st March 2019, 70% of immediate incidents were attended to within 20 minutes and the median (average) response time across Devon and Cornwall was 14 minutes and 20 seconds.
- 77% of calls which require a prompt response but not an emergency response were attended within an hour.
- 86% of routine incidents attended resulted in the attendance of a police officer within 24 hours.

SECTION TWO

Making progress against the police and crime plan

The Police and Crime Plan was launched in 2017 with five priorities; connecting communities and policing, preventing and deterring crime, protecting people at risk of abuse and those who are vulnerable, supporting witnesses and helping them to get justice and getting the best out of the police. In this section we will examine how Devon and pCornwall Police and partners have delivered against the plan. The local policing promise is to create a force that is Accessible, Responsive, Informative and Supportive.

A local policing promise that policing is...

1

Accessible

- The Chief Constable will publish service standards for the 101 non-emergency service, answering 999 calls, online contacts and correspondence – and regularly tell the public how the Force is performing
- The Chief Constable will make it easy for the public to report crime or incidents by a range of methods to suit their needs
- The PCC will support the Force in developing a range of online channels to help people contact the police
- The Chief Constable will publish service standards which ensure face to face engagement and interaction between local police teams and the public – and regularly tell the public how the Force is performing
- The PCC will establish a PCC councillor advocate scheme
- When a police station is vacated we will seek to provide an alternative base within that locality
- The PCC and the Chief Constable will improve community liaison and connectivity - including the Citizens in Policing programme, co-location with partners and community access points
- The PCC will establish a network of OPCC link officers
- The PCC will explore the establishment of a PCC Young Persons Advocate Scheme



Demand on call handlers has been reduced by the introduction of live chat

Making it easier to contact the police

Control rooms are at the heart of any emergency service, operating 24 hours a day, seven days a week. For Devon and Cornwall Police this is no different. Every day staff in the control room take up to 800 emergency 999 calls and 2,500 non emergency calls to 101. That's more than a million calls a year.

On Saturday, July 7, 2018 the force experienced its second busiest day in its history as summer visitors, the Football World Cup and a heatwave resulted in almost 1,500 calls in 24 hours, double what might be expected on a normal summer Saturday.

People have a huge variety of reasons for wanting to contact the police and it's

vital they get through to the right person at the right time.

Web chat - which allows people to interact with call handlers via the police website in real time, has been a great step forward in allowing the force to respond to queries while diverting calls away from a call centre.

Introduced in autumn 2018 it makes sure more calls can be dealt with swiftly and efficiently and therefore police officers tasked more effectively. A useful addition for victims is a 'track my crime' button on the website which triggers a digital response from the force to update them on progress on an investigation.

Councillor advocates create a community link

Keeping our communities safe is not just a job for the police. One way that the Police and Crime Commissioner has worked to improve communication and better connect communities throughout Devon, Cornwall and the Isles of Scilly with their police force, is by harnessing the knowledge and connections of elected

members via a Councillor Advocate Scheme that was launched in 2018.

Local councillors know and understand their individual communities.

They are recognised and influential local leaders, who are well connected with the communities they represent.

Because of this, they are in the unique position of being able to help improve the connection between communities, the police and the OPCC.

The scheme is open to any councillor in the area who would like to join this positive network, and at the time

of writing had 91 members of many different backgrounds and from across all local government tiers.

The scheme provides a practical and positive route to enable them to bring views from their communities to the police and to ensure that the PCC is kept informed of community views across Devon, Cornwall and the Isles of Scilly.

Police inspectors are provided with details of their local councillor advocates so they can work together to resolve community safety issues.

In return for volunteering to be a part of the scheme, councillors receive quarterly policing updates, regular information and access to themed seminars each year.

Councillors who are part of the scheme have been given a variety of briefings and tours in the first nine months of the scheme, including a tour of the police contact centre to see how 999 calls and 101 calls are dealt with, a detailed presentation on force finances by the OPCC treasurer and a presentation on the use of firearms.

The scheme provides a practical and positive route to enable Councillors to bring views from their communities to the police.



Councillor Mike Joyce, one of the first councillor advocates, finds out about the police drone team at a seminar organised by the OPCC

A local policing promise that policing is...

1

Responsive

- The Chief Constable will review the use of officers in non-operational roles to maximise deployment of officers into roles where sworn powers are required
- The PCC and the Chief Constable will champion the development of volunteering
- The PCC will continue to support investments in technology such as mobile data
- The Chief Constable will publish force-wide service standards on feedback for people reporting crimes and incidents, people providing intelligence, victims and witnesses
- The PCC will review immediate response times to understand what challenges exist and what action is needed. The Chief Constable will publish service standards on immediate response times and tell the public how the Force is performing
- The PCC and Chief Constable have agreed to implement an online 'Track My Crime' service for victims
- The Chief Constable will support the introduction of a force-wide third party reporting scheme
- The PCC and the Chief Constable will engage community safety partnerships and local authorities in preventing terrorism, the threat from domestic extremism and the radicalisation of vulnerable people



Plymouth volunteer drivers back up the frontline

"I got involved with the volunteer drivers a long time ago after I saw a stand in Drakes Circus about volunteering roles with the police," said Alan, who makes himself available every afternoon to help out in Plymouth.

"It's nice to be able to support the police in your local area and feel like you're helping out even a small bit.

"Some days you're really busy and don't stop all day but other days are much quieter."

Heather, a Pathfinder keyworker, said she would really struggle to do her job without the help of the drivers.

"The volunteer drivers allow us to support our clients really effectively – we can meet them at a convenient location for them which means they're more likely to successfully complete the programme," she said.

"We can also help them attend meetings with other services which might be helping with other issues such as drug or alcohol dependency and because we're not driving we're able to make use of the time not driving we can check in and have important conversations en route to places."



One of the vehicles used by the volunteer drivers

Independent Custody Volunteers help to protect those in the force's care



Independent custody visitor Julie Dowton receives a commissioner's award in recognition of her volunteering

Custody can be a challenging environment to work in. Those officers and the people who are in their care benefit from the PCC's Independent Custody Volunteer programme, which sees volunteers checking on detainees' rights and welfare.

Independent Custody Visitors offer reassurance to the public by providing transparency, and helping custody

officers to detain people appropriately and with respect.

The visits can bring up any manner of subjects, such as people in custody being concerned about their dogs left at home, requiring an interpreter to express their needs or particular dietary or religious requirements.

During a recent visit to a custody suite, Margaret and another Independent

Custody Visitor identified a detainee with mental health issues.

This particular detainee, who had only been in custody for about an hour, informed Margaret and her colleague during their assessment interview about their history of mental health, in particular depression.

They disclosed that they were now consequently feeling low.

This information was not given to the current custody officers when the detainee was booked in and a visit from the nurse had been offered but declined.

On completing the interview, Margaret and her colleague immediately raised concerns to the custody suite officers.

On gaining further permission of the log of the detainee, it was learnt that the nominated person was a sister who noted that the detainee had attempted suicide in the past.

After completing the visit but prior to completing the report, officers informed Margaret and her colleagues that an approved mental health professional had been called and had subsequently arrived to see the particular detainee.

If you would like more information about the scheme, please get in touch with our office.

FACTFILE

The Office of the Police and Crime Commissioner have received accreditation from the Independent Custody Visiting Association through their first ever Quality Assurance Framework. Out of all of the scheme in England, Wales and Scotland, City of London and Jersey took part in the QAF and only around half of the scheme attained code compliance.

Since April 2018, 229 visits have been conducted by volunteers

In 2018, the Devon and Cornwall scheme received accreditation from the Independent Custody Visiting Association through their Quality Assurance Framework .

The Office of the Police and Crime Commissioner currently works with 19 volunteers in this challenging role who visit the six custody suites in Devon and Cornwall.

A local policing promise that policing is...

1

Informative

- The Chief Constable will set public information standards and provide information on police priorities including domestic abuse, sexual offences, hate crime and exploitation; updates on broader crime issues; police performance and crime data
- The police will make full use of technology and the internet to build a clear online presence in local areas
- The PCC will work with the Chief Constable and partners to remove confusion about the respective roles, responsibilities and actions of the police, local authorities and partners on key issues such as mental health, parking and anti-social behaviour
- Effective communication, and where appropriate consultation, will take place when significant changes are being made to your local policing arrangements
- The PCC will work with local authorities and community safety partnerships to explore ways to help communities understand wider local issues impact levels of safety

Reaching out with the rural engagement team



In November 2018 Devon & Cornwall Police launched its dedicated rural crime team to improve the way the force works to keep isolated communities safe.

Since then PC Martin Beck in Devon and PC Chris Collins in Cornwall and the Isles of Scilly have been hard at work in partnership to deliver effective problem solving and support neighbourhood officers and other staff.

The focus of these officers is on improving how the force receives, allocates and investigates reports of rural crime in order to support the National Police Chiefs' Council (NPCC) Rural Affairs Strategy.

Although involved in hands-on policing they are not the only officers involved in

FACTFILE

The Rural Crime Team's key areas of focus:

- Theft of farm machinery and vehicles
- Livestock offences
- Fuel theft
- Equine offences
- Poaching (working together with wildlife crime officers)
- Fly tipping (as members of the national action group).

dealing with rural crime. Their skills and experience are leveraged by supporting neighbourhood policing teams with the requisite knowledge, skills and contacts to handle rural matters effectively.

This work builds on the success of a Special Constabulary rural engagement team who have been recognised nationally for the way in which they have offered crime prevention advice, increased the number of Farm Watch scheme members and instigated formal policing operations, such as the Rural Road Safety Roadshow.

Hearing what you had to say about crime and the police (consultation and engagement)

The good summer of 2018 meant the OPCC engagement team was very busy – especially as staff were also gathering the public’s opinions on the proposed merger of Devon and Cornwall and Dorset Police.

The OPCC worked very closely with Plymouth Racial Equalities Council for the long-awaited return of the City’s ever popular Respect festival.

Overall the team increased the total number of events it attended from 42 to 96 and we were first time visitors to shows at Yealmpton, Chagford, Stithians, Bampton, Tavistock,

North Devon, Honiton, Holsworthy, Kingsbridge, Tiverton and Axe Vale.

The PCC was pleased to help support the Hope Festival for Women and the Diversity Food Festival in Truro.

As well as seeking public opinion about the proposed merger the team also undertook a road safety survey with 4,387 people casting 8,774 votes which fed directly into the OPCC Road Safety Strategy.

The OPCC’s team of community-based engagement workers piloted a project to deliver talks to interested organisations

like Rotary and Probus Clubs, Round Table, Soroptomists and Womens Institute groups. This proved hugely popular and helped the office increase the geographic reach of its community engagement.

In the early part of 2019 the OPCC launched two further new initiatives – holding rural crime surgeries alongside the police’s new rural crime team and similar events in more urban settings alongside partners in Cornwall’s Safer Towns’ initiative.

There are about 20 of each of these events scheduled so far, meaning our

96

events attended by the OPCC comms and engagement team in 2018-19 financial year

events total for 2019 is already heading towards 150. Crucially to the success of this scheme are community engagement workers – part time members of staff who help to deliver talks and attend events around the region.

Page 35



OPCC staff join officers at the 2018 Exeter Pride march

A local policing promise that policing is...

1

Supportive

- The PCC will publish her PCC commissioning intentions plan
- The PCC will work with existing watch schemes to:
 - Make it easier for communities to set up schemes;
 - Improve communications from the local police and partners on local activity;
 - Explore ways to make schemes more impactful;
 - Support investment in core equipment.
- The PCC will work with the Peninsula Road Safety Partnership and partners to explore opportunities to enhance road safety initiatives – and in particular how we might work together on tackling mobile phone use while driving
- The PCC will support Community Speedwatch schemes to:
 - Invest in equipment, training and infrastructure;
 - Look at ways to enhance the impact of schemes;
 - Explore how they can assist in tackling mobile phone usage whilst driving
- The PCC will use £200,000 to support local authorities establish high quality and interconnected CCTV systems
- The PCC will publish a CCTV investment strategy
- The Chief Constable and the police will work with community safety partnerships to resolve continued, severe and persistent antisocial behaviour
- The PCC will review support services for victims of continued, severe and persistent antisocial behaviour
- The Chief Constable will work in partnership with local authorities, businesses, health and other agencies to protect the public and those working in the night-time economy
- The Chief Constable will support licensing activities across Devon, Cornwall and the Isles of Scilly to tackle irresponsible licensing practices
- The PCC will work with local authorities to support their local alcohol strategies. In particular:
 - Championing schemes which help to reduce crime and harm such as Best Bar None and street pastors
 - Supporting help zone schemes and the roll-out of the Drinkaware Crew
 - Endorsing late night levy proposals and a guarantee to recycle collected funds to support local initiatives linked to reducing harm in the night-time economy



£22,933

the average annual cost of providing a prison place in England and Wales. (HoC Library)

Exeter Prison leavers now receive support to make it easier for them to find accommodation and jobs

Giving prison leavers a chance to get lives back on track

The days of inmates being released from Exeter Prison with inadequate clothing, no housing and with limited support are a thing of the past thanks to a scheme at Exeter Prison.

The pilot 'checkout lounge' project brings together offenders and experts in a range of areas like housing, drug and alcohol support and employment a fortnight before they are released. Sessions take place weekly in an informal setting.

On release a 'departure lounge' allows former offenders to charge a mobile phone and ensure they have adequate clothing and a support network in place. Basic food and toiletry parcels have been put together with the help of donations.

The scheme, was set up and funded by the Devon and Cornwall Police and Crime Commissioner in the summer of 2018 with the aims of preventing a revolving door of reoffending and to reduce homelessness by giving people the best possible chance of a fresh start in life.

So far the feedback has been extremely positive with many prisoners identifying that not only did they get support in the areas that they needed but that the pilot had actively increased their confidence

that they would be able to stay out of prison in the future.

Running alongside and in support of this pilot are two other schemes, also supported by the Devon and Cornwall Police and Crime Commissioner, to address the housing needs of prisoner leavers.

Julian House has been funded to provide supported accommodation for up to nine months across the peninsula for prison leavers with the most complex needs leaving Exeter Prison, and women from Devon and Cornwall leaving HMP Eastwood Park. The charity also provides support workers to address the needs of the individual to enable them to leave a crime-free life.

Path has been funded to assist people in Plymouth who are at risk of being sent to prison on remand, or returning to prison in breach of their licence, because they have no accommodation.

One client said that the Path scheme had helped him immensely.

"You've been really helpful. I wouldn't have a place without your help, I'd be homeless next month and then I'd be back in prison," he said.

Working together to make our roads safer



An enduring concern among the emergency services and wider communities within the South West is the number of people killed and seriously injured on the roads.

While elsewhere in England and Wales road casualty numbers have remained static or decreased in Devon and Cornwall 63 people died on the roads in 2017 and 807 people were seriously injured, more than in 2016 when there were 52 fatalities and 772 serious injuries.

In response the Office of the Police and Crime Commissioner commissioned a new road safety strategy which advised a 'safe systems' approach to road safety in partnership with other agencies like highways authorities.

Devon and Cornwall Police also launched its No Excuse team after funding was made available by the OPCC. This consists of seven officers dedicated to targeting offences on the regions roads and to assist and enable fellow roads policing and response officers to do the same.

The specially trained Devon and Cornwall Police officers, including a sergeant and six police constables concentrate on tackling the Fatal Five offences that cause an unacceptable level of deaths and serious injuries on our roads – excessive or inappropriate

speed, not wearing a seatbelt, distracted driving such as using a handheld mobile phone, driving under the influence of alcohol or drugs and careless or inconsiderate driving. They are supported by a researcher to identify significant intelligence trends on road users and areas with specific issues.

The OPCC also provided funding to the Honest Truth charity for a hard-hitting campaign to make drivers in Devon and Cornwall aware of the "fatal five". The partnership approach in collaboration with haulier Evans Transport and with additional advertising on Stagecoach buses saw eye-catching Honest Truth messages posted on dozens of vehicles in the region.

Page 37

FACT

A two-hour delay on a busy stretch of motorway following a two-lane closure is £135,360. Meanwhile it stands at £1,488,960 for a three-lane closure lasting up to four hours (Highways England/ Bridgestone 2018).

Preventing and deterring crime...

2

- The Chief Constable will set a prevention strategy and explain how it will be delivered across the organisation. The prevention of online crime will be a core theme
- The PCC will work with partners to develop a commissioning model for offenders which identifies gaps in existing services
- The PCC and the Chief Constable will launch a two year pilot Delayed Charge and Diversion Scheme which will be evaluated by the University of Cambridge
- The PCC will work with the banking and technology sectors, Action Fraud and local partners to raise public awareness on how to keep safe online. Including:
 - Building on our existing fraud volunteer programme
 - Piloting a cyber cafes scheme
- The PCC will work nationally to push for improvements to the service victims receive from Action Fraud when they report online fraud
- The PCC will publish a business crime strategy

Pathfinder finds solutions to the root causes of crime

There are a lot of complex factors which contribute to criminal behaviour. Understanding and addressing these underlying causes can prevent future offending and change someone's life for the better.

This is the goal of Pathfinder, a scheme in Devon and Cornwall which won the 2018 Policing and Adults award from the Howard League for Penal Reform.

Scheme manager Sarah Carlsen-Browne said: "Pathfinder harnesses a genuinely teachable moment in clients' lives to prevent further escalation into criminal behaviour, but that doesn't mean it's a soft option.

"They sign a fourth-month contract under which they cannot reoffend, must address any underlying issues and make amends for the harm they have caused. This might be in the form of attending drug and alcohol rehabilitation services, completing community service or taking part in restorative justice.

"We're incredibly proud of the work we have done to prevent crime and turn people's lives around."

The initial pilot was evaluated by Cambridge University and found to be a success. Pathfinder has now been taken on as an ongoing project by Devon and Cornwall Police.

Susie* committed an assault and public order offence. Rather than accept a simple caution she was offered the chance to complete a contract with Pathfinder, which pairs offenders with key workers to tackle underlying issues that may have led to criminal activity.

Susie knew her alcohol consumption was problematic so this is where Pathfinder's support focussed.

As well as attending meetings to help tackle issues with alcohol, Susie started volunteering as a way of making amends for the harm she caused – another key part of the scheme.

She found out about GOODGym, a charity which combines exercise with making a positive contribution to the local area. Last month they ran 5km to a neglected public park to paint the walls and tidy the area so that it's useable for the rest of the community.

"I didn't expect the police to understand, nor did I expect to find such kindness. I'm so glad I did. Things are much better now and I'm rebuilding my life," said Susie.

*Not her real name



Pathfinder manager Sarah Carlsen-Browne

FACTFILE

The pathfinder contract:

- Not to reoffend during the period of the contract
- Participate in a Restorative Justice/Community Resolution Intervention (if appropriate)
- Attend appointments/brief interventions on pathway needs
- Carry out voluntary or community engagement activities

Protecting people who are at risk or vulnerable...

3

- ✓ The PCC expects the Chief Constable to prioritise the protection of people who are at risk of abuse or who are vulnerable
- ✓ The PCC will continue to provide financial support to work to protect people at risk of abuse and those who are vulnerable
- ✓ The PCC and the Chief Constable will continue to encourage greater reporting of crimes such as domestic abuse, modern slavery, sexual offences and hate crime
- ✓ The PCC will campaign locally and nationally for additional investment from partners in mental health services, to improve ensuring those in crisis detained by police receive timely assessment and care and to prevent people entering custody due to a mental health crisis
- ✓ The PCC and Chief Constable will work with partners in the public and private sector, to reduce the number of vulnerable missing people, in particular, children
- ✓ The PCC and Chief Constable will work with partners to deter and prevent 'revenge porn' and 'sexting' by young people to young people
- ✓ The PCC and the Chief Constable will lead nationally on the delivery of a national response to modern slavery



The new SARC opens its doors

Providing safe havens for victims of sexual violence

Victims of sexual assaults now have access to better facilities since the opening of a new Sexual Assault Referral Centre (SARC) in Plymouth on December 21, 2018.

The facility, run by Northern Devon Healthcare NHS Trust (NDHT), is a new, purpose-built environment that provides support to people who have experienced rape or sexual assault and together with the Truro and Exeter SARC provides a complete service covering Devon, Cornwall and the Isles of Scilly.

The SARC provides improved 24-hour access to services for women, men and children who have been sexually assaulted.

Services include immediate medical care, medical advice, crisis workers, forensic medical examination and onward referral to sexual health and independent sexual violence advisors (ISVAs).

The forensic medical examination is conducted at a pace dictated by the patient and seeks to gather forensic medical evidence that will help to lead to a prosecution. If the patient is not ready to

pursue a police prosecution, the forensic samples can be stored on site for use at a later date.

The forensic facility is complemented by a new website sarchelp.co.uk that provides clear advice, support and self-referral options for those who have experienced rape or sexual assault.

There is also guidance and advice for professionals from organisations who may need to refer people to a SARC.

Since opening in December the Plymouth SARC has received 16 acute sexual assault referrals and 40 non-recent referrals.

Feedback from people using the service has been extremely positive with many finding the medical examination a therapeutic experience and the start of the recovery process.

Anyone who has experienced sexual assault or is seeking to refer someone can do so via the 24/7 helpline 0300 3034626 or by visiting sarchelp.co.uk.

Helping to identify victims of modern slavery

Staff at the OPCC have been working with colleagues across the country to create a better understanding of modern slavery and how to tackle it.

In her capacity as chair of the strategic oversight board for the Modern Slavery Transformation Programme the PCC has helped to drive forward the creation of a Modern Slavery Toolkit that ensures all England and Wales PCCs have a good understanding of modern slavery and are suitably equipped to tackle this serious and organised crime in each force area.

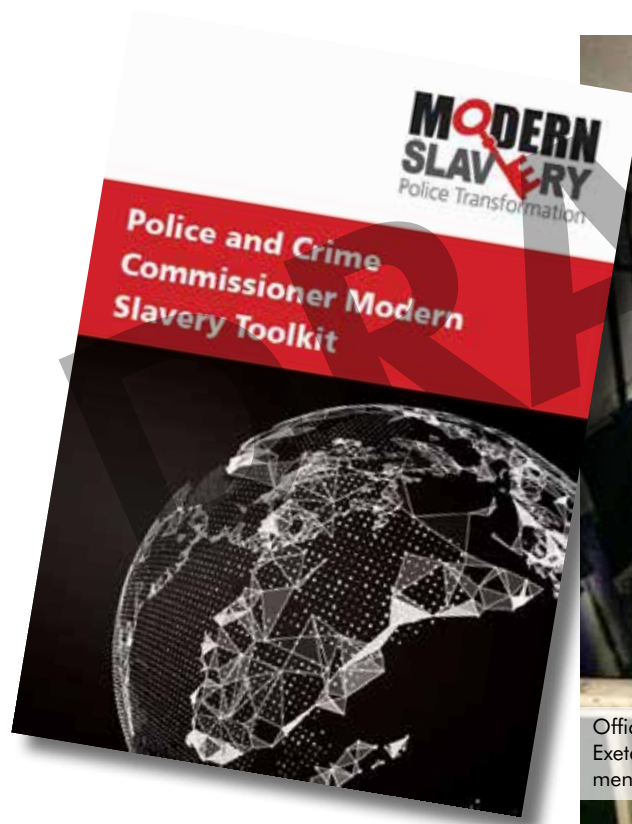
It ensures that there is an effective, collaborative response to modern slavery and exploitation and that police, local authorities and other agencies are working with a common purpose in mind.

In addition the OPCC has been working with Trading Standards in the South West on a Buy With Confidence scheme to reassure consumers that produce has not been produced by people who have been exploited.

The national Modern Slavery Unit in Exmouth, established by this office and led by Chief Constable Shaun Sawyer, continues to be at the forefront of the battle against modern slavery.

It identifies best practice in intelligence

gathering and investigation of crimes against the most vulnerable people and delivers training to those involved in prevention, prosecution and safeguarding, throughout the country, to ensure there is a coordinated response. Since it was established in 2017 hundreds of detectives have been trained there.



Four men were charged with modern slavery offences after a van carrying 29 migrants on the M5 in Devon was stopped by police



Officers for Devon and Cornwall Police found car wash workers in Exeter living in cramped and sordid conditions after arresting two men under modern slavery legislation. Image: DevonLive

Supporting victims and witnesses...

4

- The PCC and Chief Constable will publish a joint victim strategy
- The PCC and the Chief Constable will work with criminal justice partners on a full review how victims of sexual offences are treated in the criminal justice system
- The PCC and the Chief Constable will work with the Crown Prosecution Service to deliver an increase in prosecution resources for sexual offence cases
- The PCC will work with the Chief Constable and partners to launch a new victim led restorative justice process
- The PCC will commission additional victim services in the following areas:
 - Young victims of crime
 - Adult victims of domestic abuse, sexual offences, and exploitation
- The PCC will lobby and campaign locally and nationally for health partners to provide timely therapeutic mental health services to victims of serious crimes
- The PCC will work with the PCC for Dorset and the two chief constables to enhance victim and witness care through our Strategic Alliance

PCC
Office of the Police
and Crime Commissioner
Devon and Cornwall

Operation protects young witnesses and victims of domestic violence

Devon and Cornwall Police now works with Operation Encompass to help timely information sharing between police and schools when a child is exposed to domestic abuse.

The system works by putting police in touch with a trusted member of staff at a victim's school.

For example, when headmistress Wendy received a call from Operation Encompass telling her that one of her reception children had witnessed an incident of domestic abuse at home she knew what to do immediately.

She immediately spoke to the child's class teacher so that she was prepared for him to behave differently from his usual very happy self.

He arrived at the classroom with his mother and his teddy bear.

At that time his class teacher would normally have either asked him to put the teddy in a safe place in the classroom or asked him if he wanted mum to take teddy home so that he would be safe.

She did neither - understanding that his teddy had been brought for a reason.

The teacher quietly supported him all day, working next to him allowing him to hug his teddy all day and just letting him know that she was there.

The most important thing she did was not to ask him to let mum take his teddy

home and not to put his teddy out of the way she didn't even make any comment about him hugging his teddy all day.

For the staff it was a simple act of understanding and reacting to a child's needs... but to that little boy it was everything.

30 seconds

A domestic abuse call is made to the police in England and Wales every 30 seconds



More help is on hand for children who are exposed to domestic violence. Credit:

Getting the best out of the police...

5

- The PCC will work nationally and locally for changes to the police funding formula so it better reflects the demands faced by Devon, Cornwall and the Isles of Scilly
- The Chief Constable will maximise efficiency in policing by:
 - Designing and delivering a new police operating model
 - Reviewing the balance between police officers and police staff
 - Driving out savings from efficiency reforms;
 - Delivering a high standard of contract management
- The PCC and the Chief Constable will support investment in technology including:
 - Completing the roll out of mobile data devices
 - Adopting cloud based computing services
 - Delivering a new shared emergency services mobile communications system
- The PCC will revise the Estate Strategy informed by the Chief Constable's operational requirements and connectivity
- The PCC will invest reserve funds to maximise resources to the front line
- The PCC and the Chief Constable will work with PCCs and Chief Constables across the South West to ensure strong governance of regional and multi-force services and projects
- The PCC will deliver changes to the way in which complaints against the police service are handled
- The Chief Constable will support the workforce through effective wellness programmes, management structures and the provision of high quality training, facilities and equipment
- The Chief Constable will ensure the police service embraces opportunities to broaden skills within the Force
- The Chief Constable will deal fairly, efficiently and transparently with matters of professional standards and conduct. High standards of behaviour is expected and he will support for officers and staff to meet those standards. Timely action will be taken where standards fall short
- The PCC will work with the Chief Constable to increase the proportion of non-location specific roles within the Force and how to increase units and roles based in Cornwall
- The PCC and the Chief Constable will support partnership activities to keep people safe such as community safety partnerships, safeguarding boards, mental health services, and health and wellbeing boards
- The PCC and the Chief Constable will implement our Strategic Alliance with Dorset – putting service improvement and efficiency at the centre of this work and delivering the projected annual savings on implementation
- The PCC and the Chief Constable will formalise and expand with fire and rescue services – seeking operational collaboration across the organisations where it provides benefits for our communities



One of the force's state-of-the-art cameras

Force boosted by body worn video

Irrefutable evidence, better protected officers and greater transparency - just some of the positive effects Devon and Cornwall Police are seeing following the introduction of body worn video.

Last year the OPCC conducted a survey where 71% of the 4,000 people who took part said they would be willing to pay an additional £1 per month* in return for improvements in their police force; and body worn video forms a key part of that investment.

By 2020 every frontline member of staff in Devon, Cornwall and the Isles of Scilly will have this important bit of kit.

From capturing the scene at a domestic abuse incident, recording a traffic offence or effectively dealing with complaints, body worn video is being used in almost every aspect of police work.

Frontline officers using the new kit are already reaping the benefits at a personal level too.

FACTFILE

- Cameras shoot in HD 1080p with excellent low-light capabilities.
- Cameras have a sealed rubber amour making them waterproof and drop-proof to ensure they can withstand the day-to-day activities of our officers.
- A 12-hour record time will last an entire shift.
- The cameras can also be used in vehicles, as an interview recorder or hand-held camera.

Combining forces to create a new emergency services role

This year Devon and Cornwall Police has welcomed seven on-call fire-fighters from Devon and Somerset Fire and Rescue Service who have trained as special constables in a new role known as a community responder.

The unique project is a national first, encompassing the skills of an on-call firefighter and special constable in a single post.

These new responders have the ability to go to both and police and fire incidents, increasing the police presence and number of available on call firefighters available in communities.

Cullompton, CREDITON, Dartmouth, Honiton, Okehampton, Newton Abbot and Totnes all now have community responder. A further six towns have been identified as locations which would benefit from the scheme pending suitable applicants.

Fresh out of training and looking forward to taking up his new role in Cullompton, Kevin Pearce says being able to look at incidents from both points of view will be really beneficial.

“As a firefighter we’re used to dealing with vulnerable people and in this role we will still be exposed to that and be able to help more people.

“We’re special constables in our respective towns but still on call for any fire incident. If there is a fire shout, we will drop what we’re doing as a special constable and respond to the fire station.

“I hope people will see us as a point of contact for any concerns - fire or police related. Hopefully, we will be a contact for almost everyone in the town who will be able to recognise and approach us.

“Ultimately we’re all trying to achieve the same thing which is public safety in our community.”



Liam Lowley is CREDITON's new Community Responder. Credit: Alan Quick



Communities benefiting from a Tri Service Safety Officer:

Liskeard, Bude, St Just, Hayle, St. Ives, Fowey and Polruan, Perranporth, St. Dennis, Looe, Lostwithiel.

Communities benefiting from a Community Responder:

CREDITON, Cullompton, Honiton, Newton Abbot, Totnes, Dartmouth, Holsworthy and Okehampton.

The Police and Crime Panel

Police and Crime Panels were created in each force area under the Police Reform and Social Responsibility Act 2011.

Devon and Cornwall's Police and Crime Panel consists of nine members from the local authorities of Devon one from Torbay, two from Plymouth, five from Cornwall, one from the Isles of Scilly and two independent non-councillors from Devon and Cornwall.

The Panel is directly funded by the Home Office and has the following statutory responsibilities:

- To review the Police and Crime Commissioner's Police and Crime Plan
- To hold the Police and Crime Commissioner to account for the delivery of the Police and Crime Plan – the panel has powers to request any necessary information from the Commissioner on her decisions
- To review and report on the appointment of the Chief Constable and other senior appointments – the Panel has powers to veto the appointment of the Chief Constable
- To review the Commissioner's proposed police precept – the panel has powers to veto the precept
- To support and challenge the Police and Crime Commissioner in the performance of her duties
- To consider complaints against the Police and Crime Commissioner.

The panel has had a busy year and highlights have included:

- Review and approval of the Proposed Precept, Budget and Medium Term Financial Strategy 2019/20 – 2022/23
- Detailed consideration and debate with regards to the proposed merger of Dorset Police and Devon and Cornwall Police, including holding an Extraordinary General meeting in August 2018 on the proposal.
- Reviewing the Policing Road Safety Strategy 2018-21 for Devon, Torbay, Plymouth and the Isles of Scilly. This Strategy is specifically aimed at reducing the number of people killed and seriously injured on our roads.
- Reviewing Neighbourhood Policing in the region. Known as Project Genesis this initiative aims to maintain the sustainability of neighbourhood policing.
- Receiving regular update reports and performance reports from the Police and Crime Commissioner

The Panel's Chairman has continued to oversee on behalf of the panel, responses to the complaints against the Commissioner of a non-criminal nature.

Looking ahead, the Panel already has a number of items to consider over the coming year. These include Summer



The Police and Crime Panel discusses the annual budget

Policing and the impact of tourism; the Future of Policing Technology; Rural Crime and Road Closures and Road Safety.

The Panel is administered by officers from both the Office of the Police and Crime Commissioner (OPCC) and the Police and Crime Panel, working together to support the work of panel

and ensure meetings are planned and co-ordinated effectively.

Did you know? Members of the public can watch panel meetings live and pose questions to members. Visit plymouth.gov.uk or call 01752 668000.



SECTION THREE

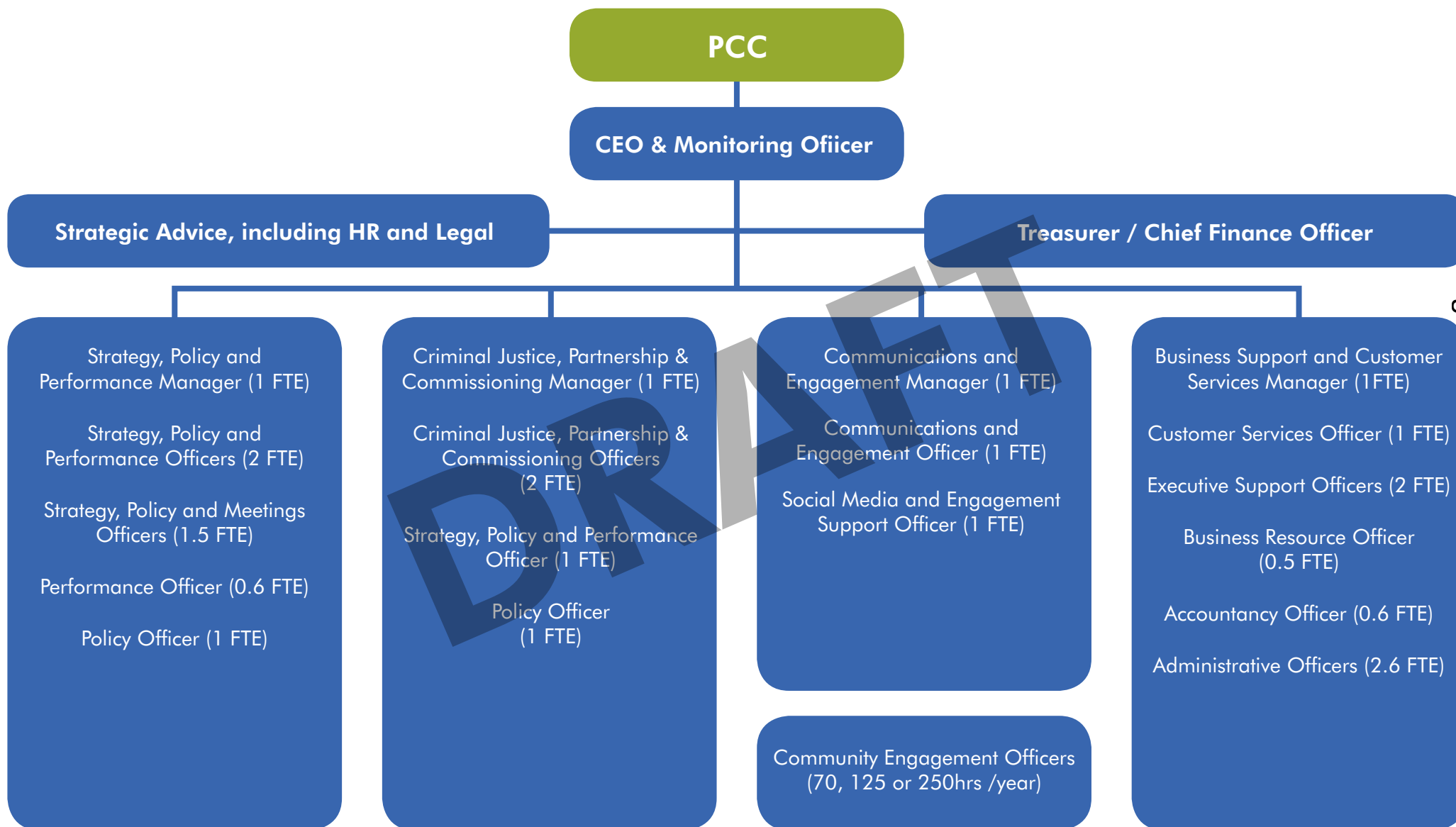
Our people and partners

Office structure

The PCC must have a chief executive officer (CEO), and a chief financial officer (treasurer). These are statutory roles within the Office of the Police and Crime Commissioner - the CEO also acts as the monitoring officer and head of paid service.

The OPCC structure has permanent posts equating to 27 x FTE members of staff. This figure includes the statutory posts of CEO and treasurer, and up to eight community engagement workers who are each employed for up to 250 hours per year.

Our office structure chart is as follows:



Directory

Office of the Police and Crime Commissioner for Devon & Cornwall

Alderson Drive, Exeter, EX2 7RP

T: 01392 225555

E: opcc@devonandcornwall.pnn.police.uk

Report a crime or a suspicion to Devon and Cornwall Police (non-emergency)

T: 101

E: 101@devonandcornwall.pnn.police.uk

W: devon-cornwall.police.uk/contact/contact-forms/101-non-emergency

Police enquiry office

W: devon-cornwall.police.uk/contact/police-enquiry-offices

Report a crime anonymously to CrimeStoppers

T: 0800 555111

W: crimestoppers-uk.org

The Devon and Cornwall Victim Care Unit

If you have been a victim of crime

T: 01392 475900

W: victimcaredevonandcornwall.org.uk

Neighbourhood Watch

Contact Devon and Cornwall Community Watch Association (DaCCWA)

E: DaCCWA@devonandcornwall.pnn.police.uk

Rural crime

Including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK

W: devon-cornwall.police.uk/advice/your-community/stop-rural-crime

Report safeguarding concerns to adult services

W: devon-cornwall.police.uk/advice/your-community/adults-at-risk/reporting-abuse

Accessing the Child Sex Offender Disclosure Scheme (Sarah's Law)

T: 101

E: 101@devonandcornwall.pnn.police.uk

Reporting safeguarding concerns to Children's Services

W: www.devon-cornwall.police.uk/advice/threat-assault-abuse/child-sexual-exploitation

For children and young people - reporting online sexual contact to CEOP

W: ceop.police.uk/safety-centre

For children and young people - Childline advice, help and support

W: ceop.police.uk/safety-centre

Police and Crime Panel

For further information contact:
Claire Daniells, Senior Governance Advisor, Chief Executive Office, Plymouth City Council

Neighbourhood Watch

W: devon-cornwall.police.uk/neighbourhoodwatch

Road Safety Advice

W: devon-cornwall.police.uk/advice/on-the-road

Modern Slavery Helpline

T: 08000 121700

W: modernslaveryhelpline.org

Revenge Porn Helpline

T: 0345 6000459

W: revengepornhelpline.org.uk

Police Cadets

Devon & Cornwall Police
Youth Issues
Local Policing and Partnership
Department
Police Headquarters, Middlemoor
Exeter Devon EX2 7HQ

W: devon-cornwall.police.uk/youth/police-cadets



Police and Crime Panel

14 June 2019

Report from the Police and Crime Commissioner

Devon and Cornwall Police and Crime Commissioner

Summer Policing

The PCC and the Chief Constable will provide a joint presentation on the impact of summer policing on Devon and Cornwall Police. The areas to be covered by the presentation will include:

- Funding landscape and challenges
- Scope and scale of tourism
- Summer demand in policing
- Policing response for summer 2019
- Home Office special grant
- How can the Panel assist

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

nicola.long@devonandcornwall.pnn.police.uk

This page is intentionally left blank



Police and Crime Panel

14 June 2019

Report of the Police and Crime Commissioner

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT

1. Introduction

This report provides an overview for the Police and Crime Panel of the OPCC's assessment of current performance against the strategic indicators for the Police and Crime Plan 2017-2020 'Safe, resilient and connected communities'.

2. The Police and Crime Plan Strategic Indicators - context

The current reporting arrangements in place for the Police and Crime Panel are based on the strategic indicators set out in the PCC's Police and Crime Plan "Safe, Resilient and Connected Communities".

The Panel have previously indicated that they would like to see the strategic indicator information reported in a more accessible format. A proposed new format was presented at the February 2018 Panel meeting and as a result it was agreed that the new infographic would be used to report on performance against the strategic measures moving forward.

In response to comments from the Panel a fuller narrative has been included below for each of the measures. The purpose of this is to provide narrative to support the infographic and the necessary interpretation required to explain the OPCC's judgement.

As part of the work of the OPCC to review the performance framework for the 2018/19 performance year the Commissioner amended the categorisation of the red/amber/green as follows:

RAG	Previous judgement key	New judgment key
	Currently achieving expected attainment level	Content
	Achievement of attainment level at risk	Requires additional scrutiny
	Not achieving expected attainment level	Of concern – action being taken

These new categorisations provide a better linkage between performance management and scrutiny and better enable the Commissioner and the Panel to assess performance, identify issues of concern and understand where additional action here is required to ensure delivery of the Police and Crime Plan.

Where a matter is identified as 'requires additional scrutiny' it will be included within the PCC's scrutiny programme. That scrutiny will enable the PCC to reach a judgement as to whether performance is acceptable or of concern. The findings of the scrutiny will be brought back to the Police and Crime Panel via this report and will inform future categorisation. Where an indicator is marked as red 'of concern – action being taken' an agreed course of action will be identified and reported on regularly.

3. Performance against the Police and Crime Plan Strategic Indicators - overall

The OPCC's assessment of performance to-date against the headline strategic indicators for the performance year ended 31st December 2018 show most indicators at Green – 'Content'. This is the latest data for all indicators that are available unless stated otherwise. The infographic for February 2019 is included at Annex 1.

Summary:

	June 2019 Panel	February 2019 Panel
Green	9	9
Amber	2	2
Red	0	0
Ungraded	0	0
	11	11

Two indicators have been graded as amber (requires additional scrutiny) in this report: Public Confidence '% of the public who say the police are doing a good/excellent job and 'Repeat Victimisation'. Both of these areas are under active scrutiny by the Commissioner – to determine what if any action is required to address this issue.

i. Public Confidence – 'Police do a good/excellent job' **AMBER**

(Based on 12 months to December 2018, released on the 25th April 2019)

The latest publication which covers the 12 months to December 2018 – shows that the number of survey respondents who felt that Devon and Cornwall were doing a good or excellent job has remained at 62% as reported at the February Panel meeting. Our national rank for this measure also remains the same at 15th out of the 43 Force areas in England and Wales.

Although the survey results for this measure have remained stable since the February Panel, the Commissioner will continue to judge this measure as AMBER, until continuous improvement is evident and performance aligns more closely with the baseline attainment figure of 68%.

The latest survey period covers the calendar year 2018. During this period the Chief Constable launched his new Connectivity Strategy and local connectivity plans across the force area. Any positive impacts from this activity are not expected to be fully reflected in the latest release. This should start to become increasingly apparent in future releases of this data, which will be monitored closely over the year.

The Commissioner will continue to monitor the delivery of the force's Connect to Protect Framework and consider its impact on future releases of the Crime Survey for England and Wales Public Perception Survey results. The OPCC will also continue to look holistically at other sources of information which relate to people who have been in contact with the police. The Commissioner notes that the figures relating to the percentage of survey respondents who have confidence in the police remains consistently high, as do performance measures relating to victim satisfaction.

ii. Repeat Victimisation: **AMBER**

(12 months to March 2019)

At the October 2018 Panel meeting the Commissioner reported on an early finding from additional scrutiny activity that had commenced in this area - which has changed the measure used to monitor repeat victimisation to provide a truer reflection of repeat victimisation levels. The measure used previously (which was at 32% when last calculated) had counted offences not individual people or businesses. The new measure which focuses on individual people

and organisations as victims, not offence levels provides a better reflection of the true impact on individuals and businesses. This figure was reported at 25% at the February Panel Meeting and based on the latest available data remains at 25% - so a quarter of victims (people and organisations) of crime have also reported at least one offence in the previous 12 months.

Devon and Cornwall Police are carrying out additional analysis to better understand repeat victimisation in the area, including examination of people who have been the victim of more than 5 crimes. Activity is also taking place to examine further the treatment of businesses who are repeat victims of crime and to identify problem solving initiatives for businesses. The Commissioner has retained this measure at AMBER until the work described above has been carried out and presented back.

4. Commentary on **GREEN** strategic indicators

Public Confidence – Overall confidence GREEN

(Based on 12 months to December 2018, released on 25th April 2019)

At February's Panel meeting, which covered the 12 months to September 2018, 79% of survey respondents had confidence in Devon and Cornwall Police when 'taking everything into account'. The latest publication which covers the 12 months to December 2018, shows that this figure remains at 79% and slightly above the national average of 76%. Our performance for this measure has remained at 79% for the last five releases (Dec 2017, Mar, Jun, Sept and Dec 2018).

During this period our national rank has changed from the 18th to 14th and now 15th highest. However national rankings provide limited value as percentage levels separating police forces are so narrow that 0.1% change could mean a significant rise or fall up the rankings.

Given that survey results of overall public confidence have been consistent for some time in Devon and Cornwall and performance aligns closely with the baseline attainment figure of 80%, the OPCC judgement continues to be Green for this measure.

Priority Victim Satisfaction GREEN

(12 months to March 2019)

The latest available survey data indicates that 73% of priority victims are satisfied with their overall experience with the police. Performance against this measure remains stable from the February 2019 Panel meeting and attainment of the baseline figure of 73% has been achieved (which was taken from a 12 month average to the end of 2016).

Emergency Call (999) GREEN

(12 months to March 2019)

Based on the latest available data, 90% of 999 calls were answered within 10 seconds which is a slight decrease in attainment since the figure of 91% was reported at February's Panel meeting. However, the latest data reflects a period of significant increased demand on 999 services, locally and nationally. In 2018/19, 221,668 calls to 999 were answered compared to 199,698 in 2017/18. This equates to an 11% increase or 21,970 more calls. Although the proportion of 999 calls answered within 10 seconds has decreased slightly, performance continues to be strong for this measure and the OPCC is encouraged that despite the increase in demand the level of service has been maintained. The OPCC judgement continues to be Green for this measure.

Attendance time for Immediate calls for service: GREEN

(Average (median) time for response – 12 months to March 2019)

The baseline figure of 14 minutes 3 seconds is taken from the 2 year average to the end of 2015. For the 12 months to March 2019 the median time to attend an immediate incident was 14 minutes and 21 seconds across the Force as a whole.

The number of immediate incidents attended in 2018/19 compared with 2017/18 has increased by 4.3% or 3061 more immediate incidents attended. Despite the increase, Devon and Cornwall Police have managed to maintain good performance and attend 70% of these within the current aspirational time for emergency attendance of 20 minutes. In addition, the average (median) attendance time has only increased by 7 secs from 14 mins 14 secs to 14 mins 21 secs. However, it is recognised that this will mask significant variation in terms of incidents and geography.

Given the increase in demand in 2018/19 compared with 2017/18, it is encouraging that average attendance times have stayed relatively stable and performance has been maintained in this priority area. The OPCC judgement continues to be Green for this measure.

Following the Commissioner's review of response times at sector level in 2018 the OPCC continues to monitor performance in this area on a 6-monthly basis at Police Sector level. The information on responding to immediate incidents within 20 minutes, 30 minutes and 50+ minutes is published on the OPCC website. The next six monthly data set will be published by the end of June 2019. [Immediate Response Time Data - April to September 2018](#)

Non Priority Calls (101) GREEN

(12 months to March 2019)

Based on the latest available data, 67% of 101 non-priority calls that are not resolved at the 1st point of contact are passed to someone who can help with an enquiry within 10 minutes. This is a decrease since the February Panel meeting when this figure was reported at 69% and performance for this measure sits just below the baseline attainment figure of 68%.

The 101 non-emergency number deals with a large volume of calls each year - in 2018/19 nearly 632,000 101 calls were received. 47% of answered calls were resolved immediately without the need for members of the public to be transferred and wait additional time for their enquiry to be dealt with. This measure covers those calls that are not resolved at first point of contact which are referred through to the Force Enquiry Centre.

The 11% increase in 999 call demand in 2018/19 compared with 2017/18, is likely to have had an impact on the proportion of secondary contact 101 calls being answered within 10 minutes, as 999 calls are prioritised as they pose the greatest risk.

The 101 service has been closely monitored throughout the year and will continue to be monitored closely during the next few months with the introduction of Interactive Voice Routing (IVR) which will go live in June 2019 which will allow callers to self-navigate their calls to specific departments or personnel. It is anticipated that this will see a reduction of calls being managed by Switchboard, which will allow more capacity to manage secondary queues and prioritise those most vulnerable. Improvements such as IVR as well as continued focus on encouraging the use of digital channels where possible such as webchat, 101 email and online crime reporting are particularly important in view of the considerable upward trend in calls being received by the police, locally and nationally on 999 and 101.

In view of the clear increase in demand during the last 12 months and the need to prioritise high risk emergency calls over non-emergency calls, as well as the continued focus the Force have on process and ICT investments to improve the service, the OPCC judgement will remain at Green.

Emails (101) and texts GREEN

(12 months to March 2019)

A baseline of 98% has been set for this measure which is based on the first 12 months of operation that accurate data was available for (12 months to December 2017).

Based on the latest available data, 95% of 101 emails and texts are responded to within 24 hours. Performance for this measure remains strong, particularly in view of the increased number of emails and texts received in 2018/19 compared with 2017/18 – there has been a 21% (n=16,096) increase in the number of emails and texts received.

The OPCC continue to judge this as Green and are encouraged that an increasing number of people appear to be using email as a way of contacting the police in a non-emergency situation. This is proving to be an effective and timely service and will be further promoted by the Commissioner and force as an alternative contact method to phoning 101.

5. Funding and Resources information

At the February 2019 Police and Crime Panel meeting the Panel were advised that the previously provided value for money indicators on the infographic can no longer be updated due to changes in the HMICFRS Value for Money Profiles from which the data had previously been extracted. The OPCC advised that new indicators would be included within the infographic from June 2019 in their place:

- a) Funding per day per head – comparing Devon and Cornwall to the average of its most similar group (MSG) ¹ of forces, the national England and Wales average and the previous year;
- b) Funding composition – comparing Devon and Cornwall to the average of its MSG of forces, the national England and Wales average and the previous year
- c) Officer and staff numbers (full time equivalent – FTE)

Devon and Cornwall has 49p per person per day for policing in 2019/20². This is slightly lower than our force MSG average and 8p less per day per person when compared to the England and Wales average of 57p. This figure is based on total resource funding (grant and council tax). The 2019/20 total funding per head of population in Devon and Cornwall is £179.6 per year. If Devon and Cornwall received funding per head at the England and Wales average it would result in an additional £47 million per year in funding for Devon and Cornwall.

In terms of funding composition, for the 2019/20 financial year, council tax has contributed 41.5% of the available funding for Devon and Cornwall Police, compared to 39% in 2018/19.

4. New performance information section of OPCC website

In previous meetings the Panel have indicated a desire to access greater information regarding crime data within Devon and Cornwall.

In response to this, the OPCC has developed a new performance section of the OPCC website, which includes briefing documents on recorded crime based on the Office of National Statistics (ONS) data that are published quarterly. These briefings provide an overall profile for Devon and Cornwall every quarter as well as individual profiles for Devon, Cornwall, Plymouth and Torbay every 6 months.

Attached to this report as Annex 2 is the 'profile' for the whole of Devon and Cornwall for the 12 months to end of December 2018. The next area based crime profiles for the 12 months to March 2019 will be published on the OPCC website in July 2019 covering the period to 31st March 2019.

¹ Devon and Cornwall force MSG comprises of the following police force areas: Norfolk; North Wales; North Yorkshire; Suffolk; Warwickshire; West Mercia and Wiltshire.

² The funding per person is calculated on resident population and takes no account of the increase in population which results from tourism.

These profiles provide an overview of recorded crime and trends based on the main Home Office offence categories. It should be noted that the ONS data upon which the profile at Annex 2 is based relates to the year to the end of December 2018 as there is a delay in the publication of ONS data due to verification processes.

Views from the Panel are welcomed on the attached profile and on any refinements you might wish to see in future reporting cycles.

Contact for further information

Frances Hughes

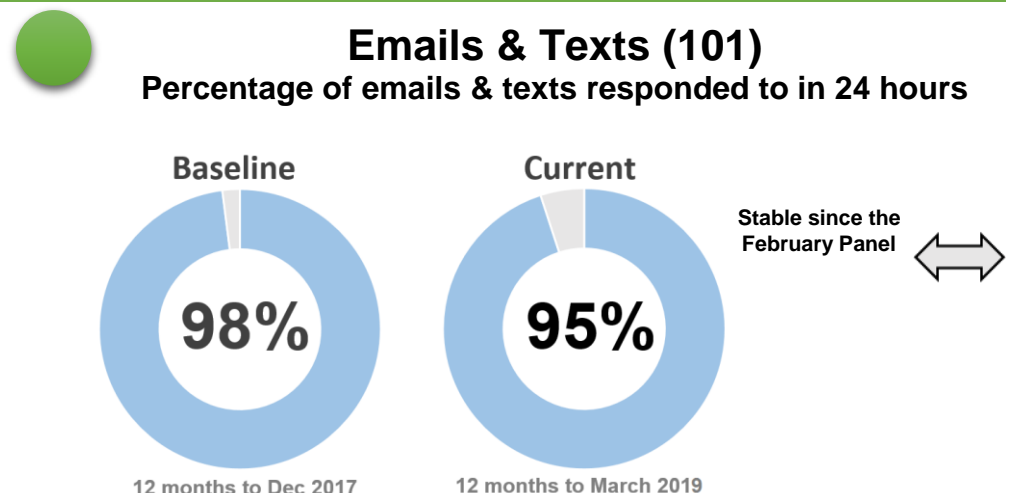
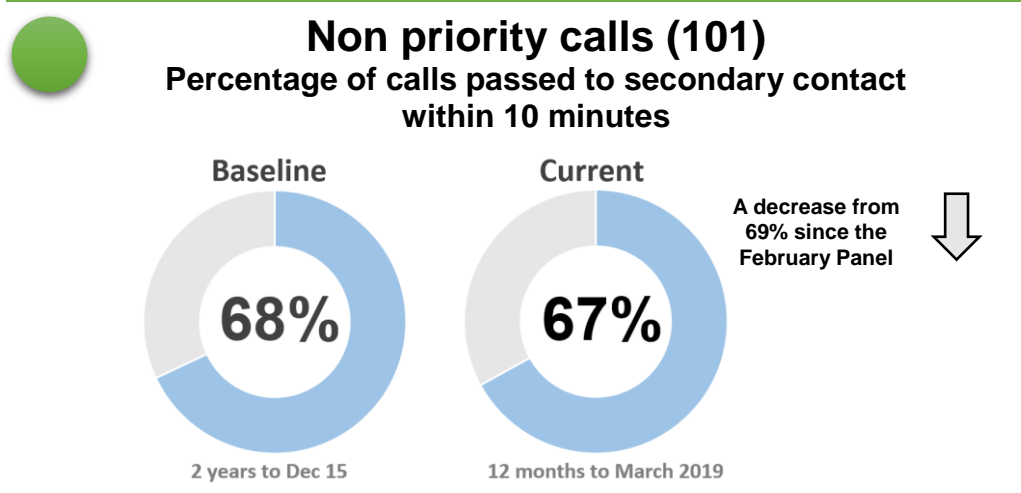
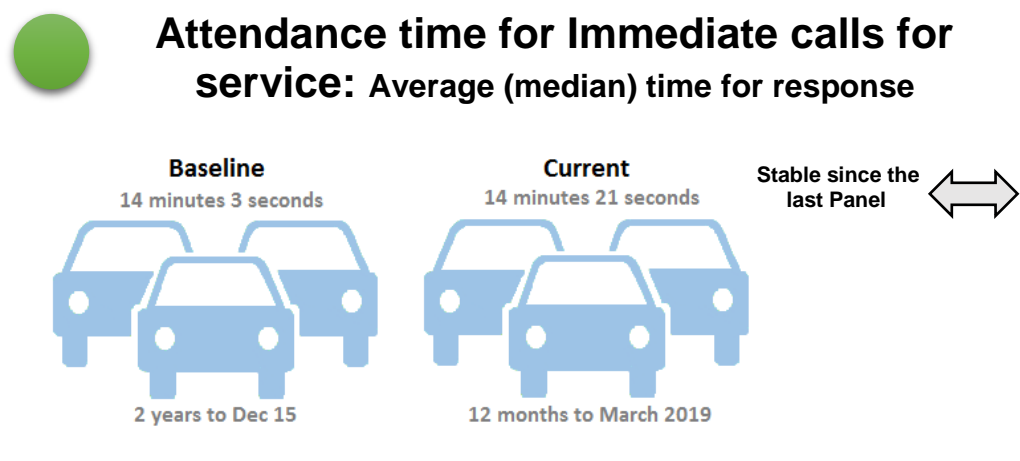
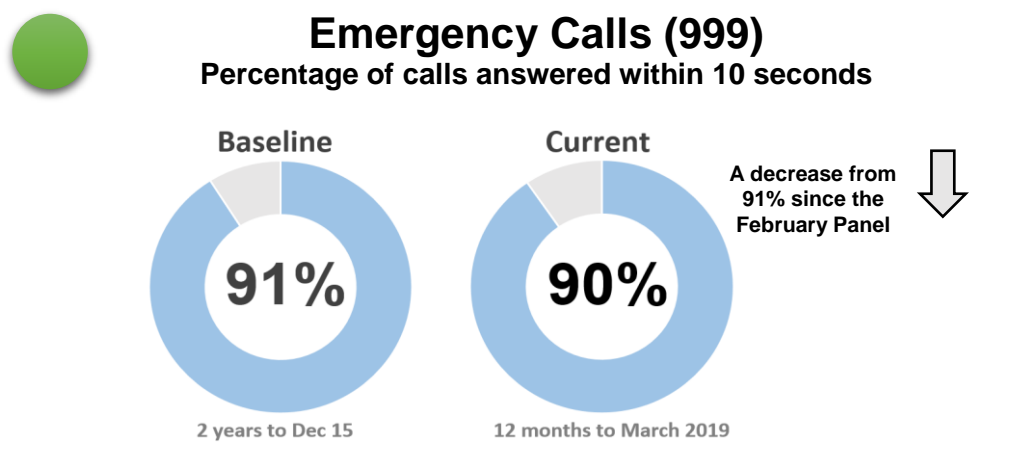
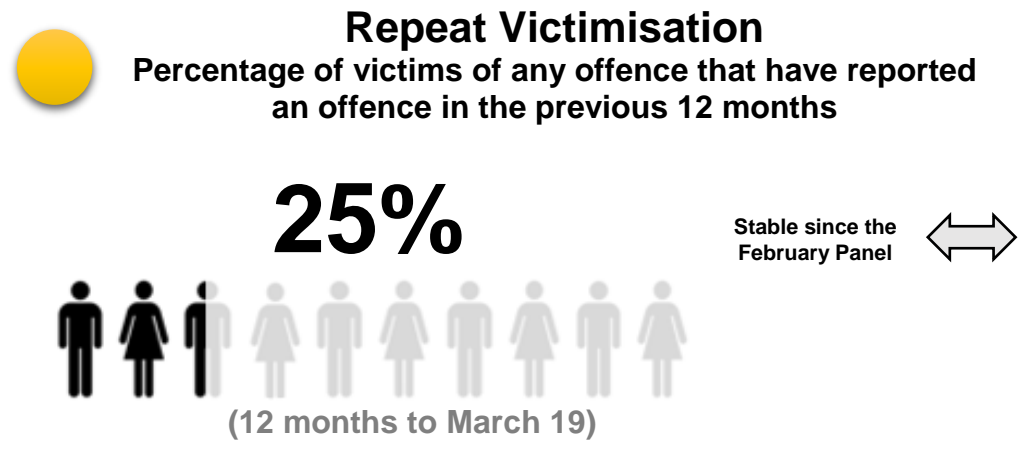
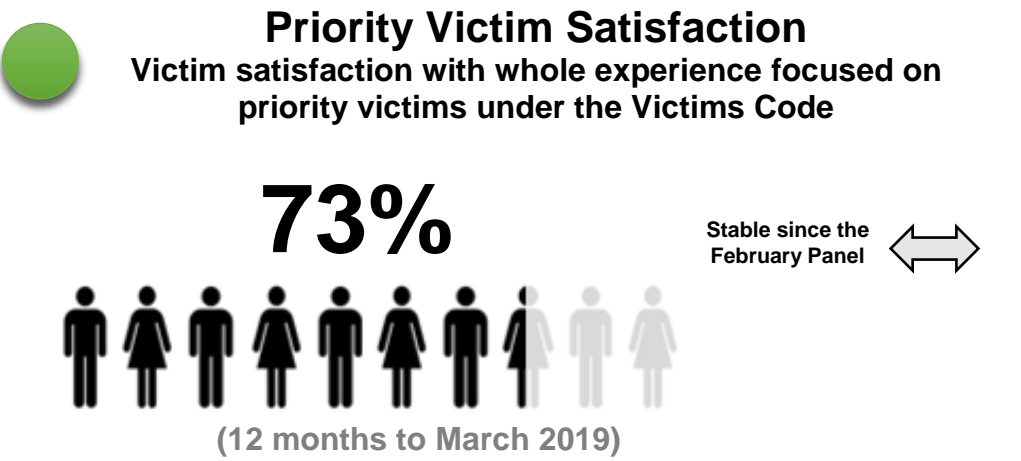
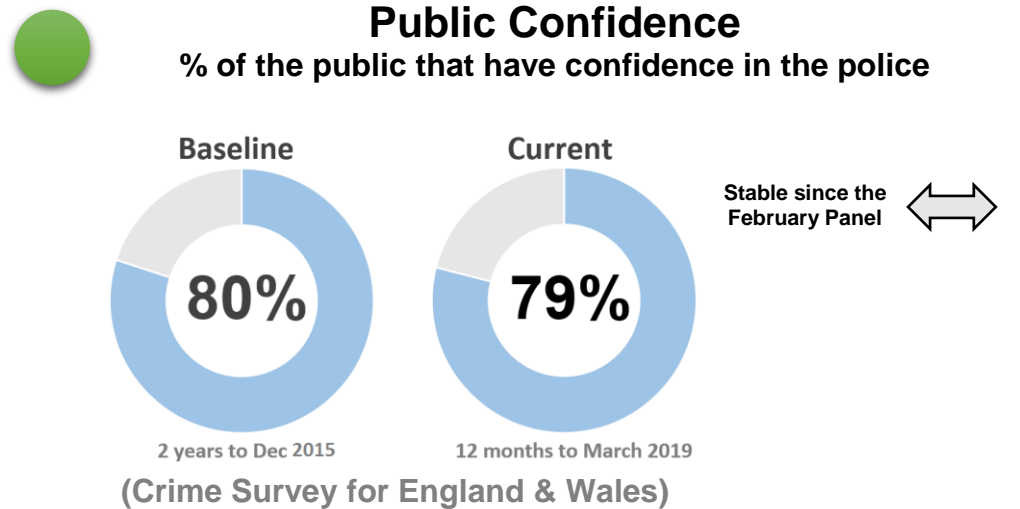
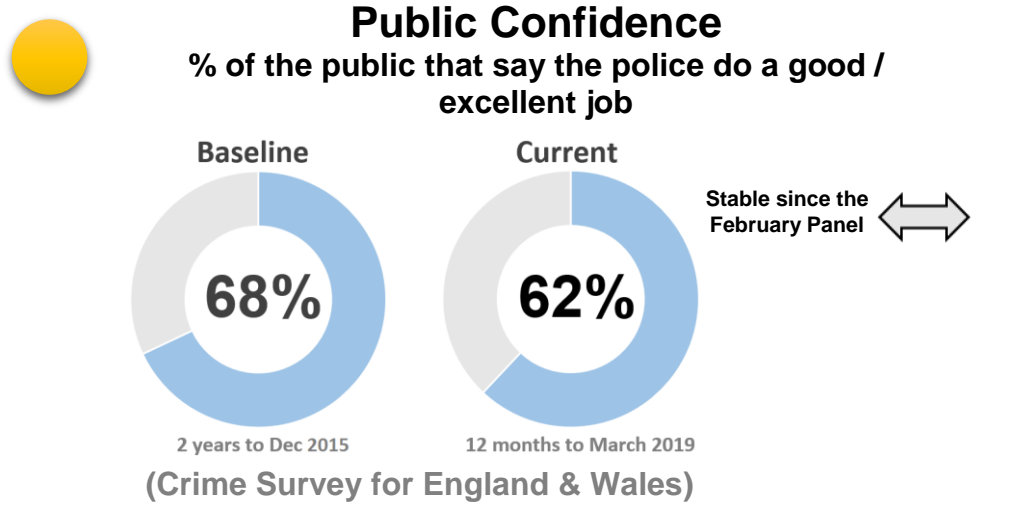
Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

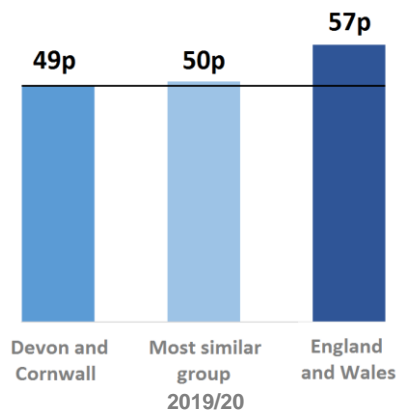
nicola.long@devonandcornwall.pnn.police.uk

Report prepared 5 June 2019

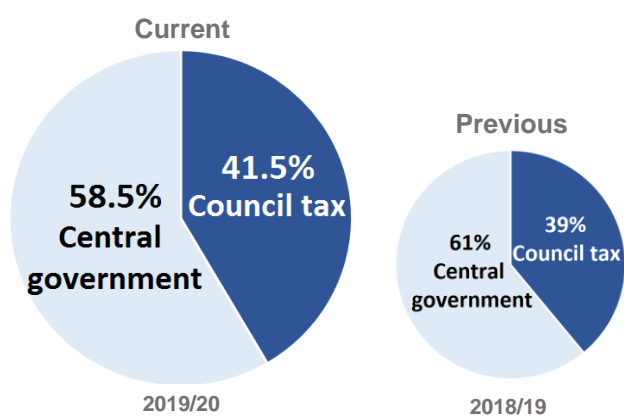
Performance Report – June 2019



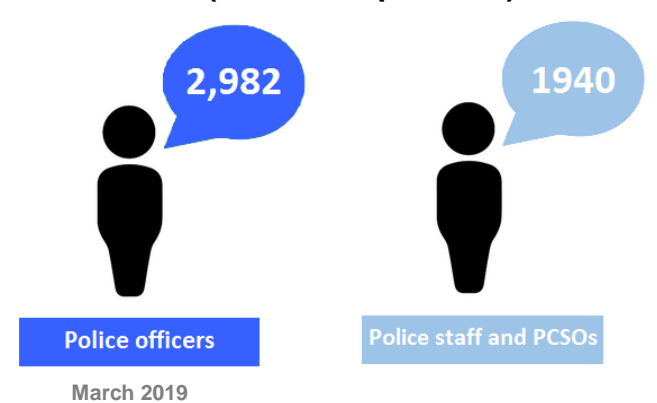
Funding per day per head



Funding composition
% of total funding from council tax



Officer and staff numbers
FTE (full time equivalent)



Judgements key: ● Content ● Requires additional scrutiny ● Of concern/ action being taken

This page is intentionally left blank

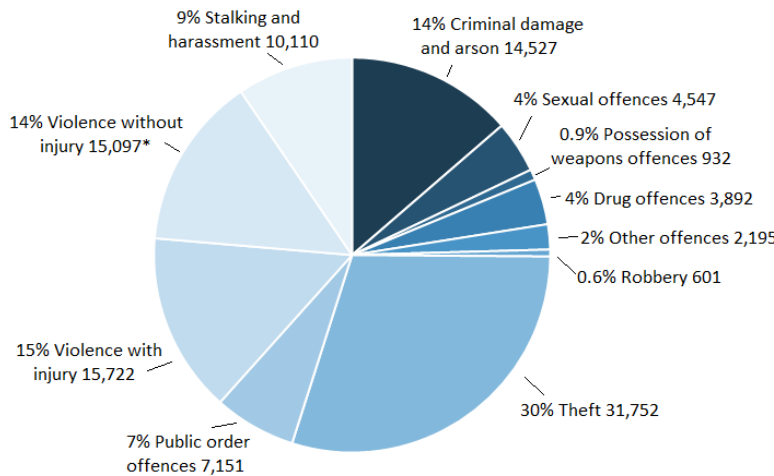
Recorded crime in Devon and Cornwall

For the 12 months to 31st December 2018 compared to the year prior

Overview

- 106,616 recorded crimes, equivalent to 61.0 per 1000 resident population, compared to 87.7 across England and Wales.
- 6th lowest rate of crime in England and Wales (out of 42 forces).
- 2nd lowest rate of theft offences in England and Wales.
- Total recorded crime increased by 6% in Devon and Cornwall compared to 7% nationally over the year period.
- The increase in recorded crime is largely due to improvement in crime recording of stalking and harassment offences, however there may have been some genuine changes in other crime types.

Crime Types



Percentage of total crime and volume by Crime type, Office of National Statistics data. *Violence without injury excluding stalking and harassment.

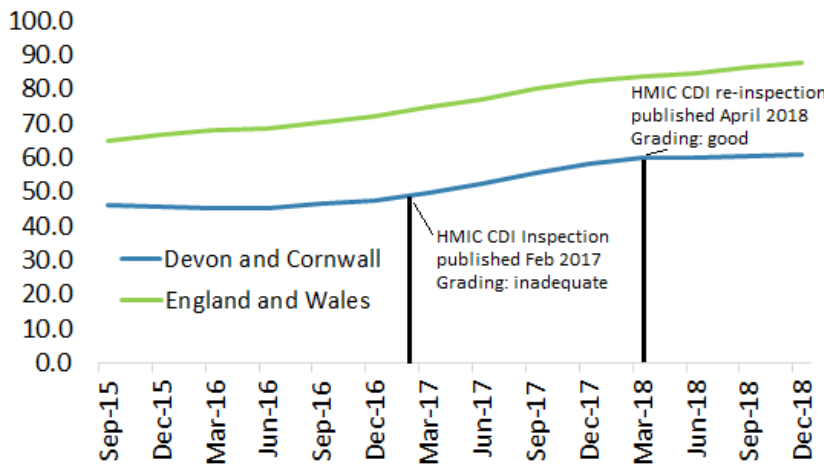
In total there were 106,616 recorded crime in Devon and Cornwall. This section shows those recorded crimes broken down into specific crime types.

In all categories the Devon and Cornwall crime rate per 1,000 population is lower than the national rate (see detail overleaf).

Of the crimes:

- 18% domestic abuse
- 14% alcohol related
- 1.5% hate crime

Trends

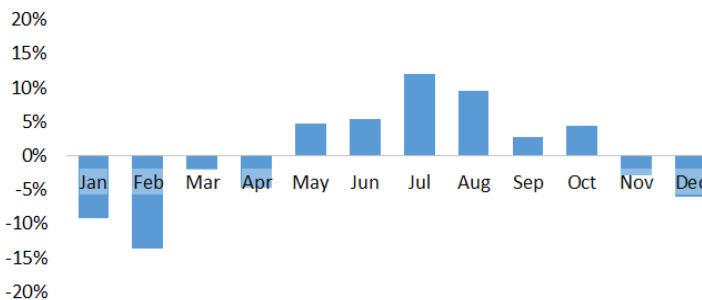


Crime rate per 1000 resident population 12 month rolling average, Office of National Statistics.

Between September 2016 and March 2018 there has been a large increase of recorded crime in Devon and Cornwall, mainly due to improvements in crime recording following HMIC's Crime Data Integrity (CDI) inspections of Devon and Cornwall Police.

This has resulted in an increase of violent crime, public order offences, sexual offences, and Domestic Abuse related crime being recorded. From March 2018 onwards the recording practices became more stable resulting in crime levels settling at a higher rate.

Seasonality



3 Year trend adjusted average of seasonality: month average compared to the yearly average. Note that the methodology of the seasonality measure has been improved, therefore the figure will alter compared with previous releases.

The amount of crimes reported in summer (June, July, and August) is 21% higher than the amount reported in winter (December, January, and February).

Seasonal factors include weather, lighter nights, and the large influx of tourists that visit during the holiday periods.

Crime trends In Devon and Cornwall

	National rate ¹	D&C rate ¹	D&C trend	Extra Information
Violence with Injury	9.2	9.0	↑ 12%	Violence with injury has increased over the past year, despite crime recording practices becoming more stable. Knife crime increased to 440 (a 14% increase), however this is a rare crime type and Devon and Cornwall has one of the lowest rates nationally.
Violence without Injury	11.2	8.6	↑ 9%	There may have been genuine increases in violence without injury over the past year.
Stalking and harassment	7.0	5.8	↑ 45%	Although stalking and harassment comes under the category of violence without injury, it has been separated out into its own category. Stalking and harassment increased nationally due to a change in the home office counting rules on stalking and harassment.
Sexual offences	2.7	2.6	↑ 5%	There have been continued improvements to Devon and Cornwall Police's crime recording for sexual offences.
Thefts	34.1	18.2	↓ -2%	Burglary decreased by 7%, vehicle offences increased by 4%, shoplifting decreased by 4%, and a 1% decrease in other theft offences. Burglary, vehicle offences, and robbery are generally reported and are well recorded by the police, so changes to these crimes types are likely to be genuine.
Robbery	1.4	0.3	↑ 15%	The 0.3 robberies per 1000 population in Devon and Cornwall is significantly lower than 1.4 nationally.
Criminal damage and arson	9.7	8.3	↓ -4%	There were 8.3 criminal damage and arson offences per 1000 population in Devon and Cornwall compared to 9.7 nationally. There has been an increase in criminal damage related to Domestic Abuse despite the decrease overall.
Public order offences	7.5	4.1	↑ 10%	More ASB incidents are being recorded as crimes nationally due to improvements and changes to recording practices. Many of which will now fall under public order offences.
Anti-social behaviour incidents ²	24.2	23.0	↓ -9%	This decrease doesn't necessarily reflect a decrease in the levels of ASB across Devon and Cornwall due to recording practice changes, as highlighted above. The latest Crime Survey for England and Wales data indicates that there has been an increase in the proportion of people that have experienced or witnessed ASB compared to the previous year in Devon and Cornwall. This means there may have been a genuine increase in ASB.
Possession of weapons offences	0.8	0.5	↑ 16%	Rates of possession offences can change based on the amount of proactive policing in this area. However some of this increase may relate to an increase possession and use of knives.
Drug offences	2.5	2.3	↑ 8%	This increase is partially reflective of a proactive effort to counter county lines drug trafficking.
Other offences	1.7	1.3	↑ 8%	This category includes offences such as obscene publications, dangerous driving, possession with intent to commit criminal damage, and perverting the course of justice.

¹Crime rate per 1000 resident population for England and Wales (includes British Transport Police) compared to Devon and Cornwall. ²Cases of ASB are categorised as incidents, not as crimes. George Crosland, April 2019



Devon and Cornwall Police and Crime Panel

14 June 2019

Report of the Police and Crime Commissioner

POLICE AND CRIME COMMISSIONER'S UPDATE REPORT

This report draws the Police and Crime Panel's attention to a number of matters that have arisen or progress that has been made since the last Panel meeting in February 2019 - any of which the Commissioner would be happy to expand upon further.

1. Policy developments

Summer policing

The impact of tourism on our policing service is an issue that is recognised by the Police and Crime Panel and is one of the reasons that we continue to argue for a new, better funding formula for policing that reflects the impact of tourism as well as our resident population.

Analysis of ONS travel survey data indicates that 12% of domestic overnight stays in England and Wales take place in Devon and Cornwall (40 million out of a total of 321 million overnight stays) as well as around 64 million day visits a year. This is a significant increase in our population for which we currently receive no additional finance through the existing outdated funding formula.

Following discussions with the Police and Crime Panel in February 2019, as part of consideration of the policing budget for 2019/20, the Commissioner and Chief Constable have announced that they intend to put a bid into the Home Office for a special grant to support the additional costs of summer policing. The special grant fund is a Home Office initiative that helps police forces deal with unexpected or exceptional events within their area.

The Policing and Fire Minister Nick Hurd MP has suggested that he is open to discussing options about the summer policing challenge and initial meetings have taken place between Home Office and OPCC and Force officials.

Summer policing and the plans to submit an application for a special grant are the subject of a separate agenda item to this meeting.

New Plymouth Sexual Assault Referral Centre

Plymouth's new Sexual Assault Referral Centre (SARC) was formally opened on 5 February, coinciding with the start of national Sexual Violence Awareness Week. The facility which began operating shortly before Christmas, is run by Northern Devon Healthcare NHS Trust (NDHT), is a new, purpose-built environment that will provide support to people who have experienced rape or sexual assault.

The premises located in Estover were formally opened by HM Deputy Lieutenant of Devon, Brigadier Simon Young, who was joined by a representative of the OPCC, NHS staff, members of Plymouth City Council and representatives from other local organisations. Funding to secure the premises was provided by both the OPCC & NHS England.

This opening links to the wider developments reported to the Panel at its meeting in October 2018 regarding the commencement of the new Independent Sexual Violence Advocacy service run by First Light which commenced in October 2018.

Blue light collaboration

The new Tri-Service Safety Officers (TSSO) had their formal passing out parade on 8 February 2019. The role is a collaboration between Cornwall Council, Devon & Cornwall Police, South Western Ambulance Service (NHS) Foundation Trust and Cornwall Fire, Rescue & Community Safety Service. There are now 10 permanent TSSO posts across Cornwall in Bude, Liskeard, Hayle, St Just, St Ives, Perranporth, Fowey/Polruan, Looe, Lostwithiel and St Dennis.

In Devon, the new Community Responders form part of an innovative police and fire collaboration project funded by the Commissioner. This unique pilot project is a national first, encompassing the skills of an on-call firefighter and special constable in a single post. The new community responders are based in Cullompton, Crediton, Dartmouth, Honiton, Okehampton, Newton Abbot and Totnes .

Evening and Night Time Economy Best Practice Seminar

In February 2019 the Commissioner was pleased to co-host a Best Practice Seminar in Plymouth with the Portman Group exploring and showcasing innovation and best practice in managing the night time economy. The event – which was attended by practitioners, organisational leaders and the third sector covered a range of topics, including notable good practice being driven forward in towns and cities across Devon and Cornwall. This included the work being carried out in the two Home Office Local Alcohol Action Areas (Cornwall and Exeter) and the contribution that initiatives such as Best Bar None and help zones make to keeping people safe in the night time economy.

Development of the Peninsula Strategic Assessment for 2019/20

The 2018/19 Peninsula Strategic Assessment (PSA) brings together analysts from the Peninsula Crime Analysts Network and practitioners from across the Community Safety Partnerships in Devon, Cornwall and the Isles of Scilly to provide a shared view on community safety priorities within the peninsula. The PSA is an important tool for all parties with an interest in keeping communities safe and it plays an important role in informing the Commissioner's activities and priorities and her commissioning plans.

This year's PSA is the first time that all local authority areas have utilised the nationally accredited 'Management of Risk in Law Enforcement (MoRiLE). MoRiLE was created in 2014 to provide a common methodology and language for the assessment of threat, risk and harm in relation to law enforcement. The model is a matrix which generates a score for each community safety issue based on the individual scores for: Impact; Likelihood; and Organisational Position.

The 2018/19 PSA identifies eight high level threats within Devon, Cornwall and the Isles of Scilly. A copy of the PSA can be viewed at www.devonandcornwall-pcc.gov.uk/plan-and-performance/performance. The eight high level threats are:

- Drug trafficking, including county lines
- Problem drug use, including drug related deaths
- Problem drinking and health related harms

- Domestic abuse, including domestic homicide
- Child Sexual Exploitation and Abuse
- Rape and sexual assault
- Modern slavery
- Terrorism/violent extremism

The PSA also highlights two key emerging issues – ASB linked to street homelessness and youth gangs. The Commissioner and the OPCC have examined the PSA and have discussed the issues identified within the assessment with the police and community safety partnerships. The Commissioner’s Police and Crime Plan for 2017-2020 ‘safe, resilient and connected communities’ reflects these threats and action is being taken, by the OPCC, policing and partners to address those threats, many of which are detailed in this paper.

Significant action is being taken by Devon and Cornwall Police on the issue of county lines, working with partners and through the new national County Lines Coordination Centre. It is important that decisive action is taken against these organised crime groups and to ensure that vulnerable people are protected from violence and exploitation. Our response to the threats identified in the PSA which link to substance abuse requires concerted action from community safety partners as a whole and other partners, in areas such as treatment, advice and housing and mental health services. Access to treatment and support is a fundamental part of that response such as the work being carried out in Axminster through local community based partners to provide locality based services to drug users within the area.

CCTV Investment

The Commissioner set out her support for CCTV in the Police and Crime Plan, highlighting the protection CCTV affords to vulnerable people, the reassurance it brings to members of the public generally, and the operational benefits for policing in areas such as deterrence, investigation and conviction.

As part of the continuing growth of an integrated CCTV network across Devon and Cornwall, recent developments have included:

- PCC Capital Investment Grants paid: Bodmin, St Austell, Penzance, Wadebridge, St Ives, Torbay, Dartmouth.
- PCC grants approved for: Tolvaddon control room expansion, Stoke Village (Plymouth)
- Councils intending to apply for capital funding support from the PCC: North Devon District Council, Exeter City Council, Exmouth, Liskeard, Budleigh Salterton.

A number of other towns in Devon and Cornwall are currently considering investment in CCTV systems and are likely to apply for funding support in the next two months.

In addition the OPCC have begun to work with Devon and Cornwall Police and with local authorities to enable local authority and fire control rooms to connect into police control rooms with the aim over the next two years of creating a fully integrated network of CCTV systems across Devon and Cornwall.

Cornwall Sexual Violence Awareness Conference

On 5 February, the OPCC formally opened the Cornwall Sexual Violence Awareness Conference at the Post Graduate Centre, Royal Cornwall Hospital in Treliske as part of National Sexual Violence Awareness week. The event showcased a range of services dedicated to supporting victims of serious sexual violence.

National Volunteer Police cadets

The Volunteer Police Cadets (VPC) is a nationally recognised police uniformed youth group throughout the UK. The national team is led by Chief Constable Shaun Sawyer and supported by funding from the Home Office, individual forces and Youth United provides a national framework, curriculum, training and resources for cadet units operating across the country. Volunteer Police Cadet Units are now operating in every Local Policing Area in Devon and Cornwall.

Devon and Cornwall Police encourages young people from all backgrounds to join the VPC, including those who may be vulnerable to the influences of crime and social exclusion. More information about police cadets is available through the police website www.dc.police.uk/cadets. Units normally meet at a local community venue and are led by police officers, police staff and volunteers. Cadets develop their leadership skills by undertaking challenging social action projects in their communities with an expectation they will volunteer a minimum of three hours each month. This voluntary work offers opportunities to learn new skills including working alongside officers and PCSOs at events, giving out crime prevention advice, promoting the cadet programme and participating in social action projects, amongst others.

In May 2019 the Commissioner co-funded the first Devon and Cornwall wide cadet camp for all units operating in our policing area which took place at Taw Bottom Camp on Dartmoor. At the camp, cadets from across Devon and Cornwall came together with cadets from Wiltshire to carry out a series of challenges and team building and leadership exercises across the 3 day camp.

PCC Approach to Business Crime

The Commissioner will be hosting the first quarterly business forum on 24 June in Exeter. This will bring together representatives of the business community to discuss opportunities to work more closely and increase the reporting of crime against business.

The Commissioner will take this opportunity to launch the PCC's Approach to Business Crime which has been developed following consultation with business networks across the counties. This approach sets out opportunities for towns to establish Business Crime Reduction Partnerships, encouraging businesses to report crime and incidents through the range of online channels, encouraging businesses to employ ex-offenders. This complements in excess of £400,000 provided by the PCC for investment in CCTV across the peninsula.

Tackling Modern Slavery

As the Panel are aware from previous reports Devon and Cornwall Police are the host force for the national Modern Slavery Police Transformation Programme, which has been funded by the Home Office Police Transformation Fund. The Unit which began operating in 2017 brings together over 70 personnel based in enforcement organisations across the country under the stewardship of Chief Constable Shaun Sawyer and is led by the national unit based in Exmouth.

In April 2019 the Home Secretary confirmed that an additional £3.1million funding would be provided for 2019/20 to allow the unit to continue its work for a further 12 months. The Commissioner and the Chief Constable have welcomed this additional commitment from the Home Office which allows this important work to continue and they will be working closely with the Home Office and partners over the coming months to seek a longer term solution to the national infrastructure required to support the law enforcement response to this terrible crime. In 2019/20 there will be a particular focus on enhancing preventative work within the law enforcement community and on tackling specific issues linked to the risk of re-trafficking of victims and the important areas of child trafficking.

The primary focus of the transformation programme is to deliver enhanced intelligence, improve investigative skills and create analytical products and best practice to enhance the police response to this heinous crime. Police and Crime Commissioners have an important role to play in helping to transform the response to modern slavery and the Commissioner, as Chair of the Strategic Oversight Board for the Programme has been working closely with Mark Burns Williamson who chairs the PCC National Anti-Human Trafficking and Modern Slavery Network to drive forward work in this area, in particular in two key areas:

Trading Standards Pilot to expand the Buy With Confidence Scheme

Supported by funding from the national programme, Devon and Cornwall OPCC has been working with Devon Trading Standards to deliver a pilot which extends the established Buy With Confidence to include modern slavery. Trading Standards have introduced a new Modern Slavery clause into their admissions audit for new members which provides that all new businesses are free of any practices that could relate to Modern Slavery. On January 23rd, Trading Standards held a formal Modern Slavery training day for their auditors, with speakers from the South West Regional Organised Crime Unit (ROCU) and Unseen UK, a charity that supports victims of modern day slavery and promotes action to tackle the problem, supported by a training video and further materials. The training video can be viewed online at: https://youtu.be/lo_6Dr-OCx8.

This is a national pilot and the Devon Trading Standards Team and the Modern Slavery Unit will be presenting on their work at the upcoming Trading Standards Symposium in June 2019. During 2019/20 the OPCC will be working with trading standards colleagues to support wider adoption and roll-out nationally.

PCC Modern Slavery Toolkit

The OPCC has worked closely with West Yorkshire OPCC and partners including the National Network of Anti Slavery Partnerships to prepare a Modern Slavery toolkit to support PCC's in helping to tackle modern slavery and scrutinising performance and delivery in their own policing area. The toolkit will ensure that all PCC's in England and Wales have a good understanding of modern slavery and are suitably equipped to tackle this serious and organised crime. To support the rollout of the toolkit, the two OPCCs hosted nine workshops across England and Wales which were well attended by Commissioners, Deputy PCCs and OPCC staff. The workshops were a great opportunity to enhance their understanding of modern slavery, learn from colleagues about how to use the toolkit effectively and share best practice. In 2019/20 the OPCCs will be continuing this work with follow-up workshops being held later in 2019 to evaluate learning and identify any further enhancements to the toolkit.

Devon and Cornwall Police Stalking Conference

In February 2019 victims, police officers and experts participated in Devon and Cornwall Police's first ever stalking and harassment conference. The aim of the event jointly hosted by the OPCC and Devon and Cornwall Police was to improve the way in which the police handle crimes where someone is being harassed before the situation escalates and serious harm is done. Victims and their families were at the centre of the conference. Delegates heard a moving talk from Clive Ruggles whose daughter Alice was tragically murdered by her stalker.

When stalking was made a crime in 2012 a parliamentary inquiry estimated there were about 120,000 victims in England and Wales, but only 53,000 incidents were being recorded as crimes by police, and only one in 50 of these led to someone being jailed. There is evidence that more victims are feeling confident that their cases will be taken seriously by police and they are coming forward with complaints.

Stalking clinics will be piloted in Cornwall with a view to them being rolled out across the force area. The clinics will combine Probation staff, Crown Prosecution Service experts and Police officers. Meeting once a month they will identify those offenders demonstrating high risk behaviour and manage and review these cases with the aim of reducing the chance of reoffending.

The force is also asking stalking victims to become involved in reviewing call handling and asking for advice on how it can be improved.

Rural engagement surgeries

As the Panel are aware from previous reports a new Rural Crime Team has been established by Devon and Cornwall Police to enhance its response to rural and wildlife crime. Two specialist officers have been appointed and will work with local police officers, partners and communities across the policing area to identify and respond to rural crime issues. To support this and improve engagement and connectivity with rural communities the Rural Crime Team are working with the OPCC to hold a series of rural engagement surgeries. The first rural engagement of the year took place in Cullompton in February. OPCC staff were joined by police officers and PCSOs at the surgery. This is one of a programme of engagement events which are taking place across rural parts of Devon and Cornwall this year as part of a new partnership between the rural affairs team and the OPCC.

The Commissioner has also provided seed funding to the Dartmoor, Exmoor and Bodmin Moor Rural Crime Partnerships to support initiatives to prevent crime in these rural areas.

Drugs Harm Reduction Seminar

The Commissioner is hosting a Drugs Harm Reduction Seminar on 18 June. The event will bring partners together to explore current practice, new opportunities and where change needs to be seen. Delegates will hear from a number of organisations who help those with drug problems cope plus from those impacted by the harm caused by drug addiction.

Workshop sessions will consider issues including.

- Heroin Assisted Treatment;
- Support for families impacted by addiction;
- Exploring the specific challenges faced by women and mothers;
- Dual Diagnosis (mental health and substance misuse);
- The commissioning gap between primary and secondary health care;
- The challenges faced when running supported accommodation for people with complex needs, including short term commissioning and dual diagnosis;
- Illegal drugs in prisons, how the prison are managing this and what support they need. Treatment services within the prison and resettlement in the community.

PCC's Scrutiny Framework

In 2018 the Commissioner worked with the Centre for Public Scrutiny to review her approach to scrutinising Devon and Cornwall Police. In response the Commissioner has created a new scrutiny framework and infrastructure. The framework is a comprehensive and public facing document which details the Commissioner's own definition of scrutiny and what she expects to change as a result of good scrutiny practices. The document also describes how the Commissioner uses scrutiny to inform policy and to hold the Chief Constable to account. It builds upon the existing scrutiny arrangements currently in place, such as the Use of Force Panel and the Out of Court Disposals Panel which are already providing valuable scrutiny and assurance. A new scrutiny section of the Commissioner's website went live in February 2019 at www.devonandcornwall-pcc.gov.uk/plan-and-performance/scrutiny. The Commissioner's scrutiny

timetable is now also available on the website along further information about the findings of each panel. The Commissioner's staff have received scrutiny skills training from the Centre for Public Scrutiny and training has now also been provided to relevant staff and officers from Devon and Cornwall Police.

Transparency

For the fourth consecutive year the OPCC has received a prestigious Open and Transparent Quality Mark, awarded by CoPaCC (Comparing Police and Crime Commissioners - an independent organisation established in 2012 to monitor policing governance in England and Wales).

Each year, CoPaCC undertakes an independent analysis of the ease with which members of the public can access information about how they work – particularly through their website. Of the 42 OPCCs, 23 were this year judged to demonstrate they are transparent in what they do, meeting relevant legal requirements.

Devon and Cornwall Independent Custody Visiting Scheme

Devon and Cornwall's Independent Custody Visiting Scheme has been recognised in an awards ceremony held in the House of Lords. The Devon and Cornwall scheme received code compliant status meaning it has achieved a good status of recruitment and training, managing its volunteers, transparency and looking after detainee welfare from the inaugural Independent Custody Visiting Association (ICVA*) Quality Assurance awards on 15 May 2019. ICVA is the national organisation which supports, leads and represents locally-run custody visiting schemes. Schemes manage teams of independent volunteers who visit those detained in police custody.

Independent custody visitors are members of the local community that volunteer to visit police stations unannounced to check on the treatment of detainees, the conditions in which they are being held and ensure that their rights and entitlements are being observed. The Police and Crime Commissioner has a statutory responsibility to provide an Independent Custody Visiting Scheme. Volunteers make unannounced visits to police custody to check on the rights, entitlements, well-being and dignity of detainees held in police custody, reporting their findings to Police and Crime Commissioners and Police Authorities who in turn hold Chief Constables to account.

2. Road Safety developments

Community Speedwatch

One of the priority actions emanating from the Road Safety Strategy is to place Community Speedwatch on a firmer footing by providing sustainable support for the scheme and increase the number of active schemes in operation. It is accepted that some aspects of the central support for Community Speedwatch require improvement to ensure it remains an effective means for the public to volunteer their support.

The Commissioner remains very committed to Community Speedwatch and has provided support by way of funding the recent Speedwatch Review and additional administrative support for the scheme. An action plan has been agreed for Community Speedwatch which is being overseen by Assistant Chief Constable Paul Davies. Superintendent level leads for road safety have been appointed within each of the 4 geographic policing areas in Devon and Cornwall and they will play an important role to play in helping Speedwatch develop. Progress has been made in addressing backlogs that had arisen in areas such as training and site assessment and a Speedwatch Development Group chaired by Superintendent Drummond-Smith from East Cornwall and

supported by the OPCC has held several meetings to work with volunteers to identify future developments and improvements to the scheme.

The initial focus has been on ensuring strong levels of support for existing schemes before looking at opportunities to broaden the reach of Speedwatch. The Commissioner has made available in her 2019/20 Commissioning Intentions Plan a dedicated fund to support infrastructure for Speedwatch and the OPCC is exploring (with 4 pilot areas from existing CSW units) the potential benefits that innovations such as the CSW online system might bring to Speedwatch volunteers in the peninsula.

Driving for Better Business Initiative

The Commissioner has backed the Driving for Better Business Scheme organised by Highways England. This encourages private and public organisations to ensure they have the right processes and procedures in place to protect their staff, customers and the public from road risk. Organisations are encouraged to self-assess their vehicle fleet and those employees who drive for work to ensure they are compliant with road rules. The Commissioner will be hosting a regional launch event for Driving for Better Business in the autumn.

Transport Committee Inquiry into Road Safety

Parliament is holding an inquiry into Government's approach to road safety. The Transport Committee is concerned that reductions in the number of people killed or seriously injured on our roads has levelled off and is to scrutinise the Government's approach. The inquiry will investigate which changes would be most effective at reducing the number and severity of road traffic accidents.

The OPCC submitted written evidence to the Parliamentary enquiry which is available here: <http://data.parliament.uk/writtenevidence/committeeevidence.svc/evidencedocument/transport-committee/road-safety/written/101405.html> . As national lead for Road Safety, the Commissioner also co-ordinated a submission based upon views provided from PCCs across the country. Following this submission the OPCC was pleased to participate in an informal roundtable discussion on 22 May in the House of Commons with members of the Select Committee to inform them in taking their inquiry forward.

Road Safety Summit

The Commissioner has been engaging with statutory road safety partners across Devon and Cornwall for some time to explore opportunities to improve the strategic response to road safety across the peninsula. From these initial discussions in 2018, a new strategic needs analysis was commissioned for Devon and Cornwall along with a review of existing local and national road safety strategies to identify themes and areas of shared interest. The Commissioner and Dr Virginia Pearson, the Director of Public Health for Devon and Cornwall hosted a Road Safety Partnership summit in the first week of June to further explore how partners can work together to keep our roads safe.

Submission of dash cam footage

The Devon and Cornwall Police Road Safety Strategy includes a commitment to introduce dash cam reporting for road offences. Discussions have taken place with the company that provides the portal and preparations are underway for its adoption in Devon and Cornwall which is expected to take place by the end of July. The Commissioner has been working jointly with Chief Constable Anthony Bangham the NPCC Roads Policing Lead to distribute £100,000 of funding from the Department for Transport to police forces to assist them in adopting dash cam reporting.

Twelve forces including Devon & Cornwall Police and Dorset Police were awarded funds to support roll-out.

National Collision Investigation Pilot - RAC Foundation Trust

Devon and Cornwall was approached by Department for Transport to participate in a 3 year pilot to enhance understanding of the causes of road accidents and their wider societal impact. Devon and Cornwall was chosen because of its rural nature and the scale of our road network. The Department for Transport are providing £480,000 to support the project nationally and Devon and Cornwall are one of three forces engaged in the pilot. The funding will include payment for additional analytical capacity within Devon and Cornwall to deliver the pilot activity. The pilot is due to commence this summer.

Immersion Challenge

The OPCC and Devon and Cornwall Police have been continuing to work with Exeter City Futures and Dorset OPCC on the development of the immersion challenge competition. The funding for the project has been provided jointly by the two PCCs. The purpose of the challenge is to tap into wider private sector innovation to design a solution that will reduce by 50% the time taken for roadside investigation following a road traffic collision whilst not compromising the integrity of the investigation. The competition launched in May and an information event for potential bidders is being held in mid-June.

APCC Deep Dive on Road Safety

The Commissioner has secured an APCC deep dive afternoon on road safety for July 2019. This is an important opportunity to move forward collective PCC views on key issues, such as enforcement capacity, education and legislative priorities.

No Excuse team

The No Excuse Team have been operating since October 2018, based out of Bodmin and Exeter. The Team are working collaboratively with partners, including through the Peninsula Road Safety Partnership. Between 1st October 2018 and 10th May 2019, the No Excuse team conducted a wide range of operations which saw 1639 traffic offences reported, 697 vehicles seized, 146 arrests and 72 drivers reported at the roadside as well as activities such as drug and alcohol testing and stop and search.

Cornwall Road Safety and Community Speed engagement event

The OPCC was pleased to participate in this event hosted by Cornwall Council on 14 May at County Hall, Truro. The event was attended by a wide range of partners from across the county including highways, the police and many local town and parish councillors.

3. Transforming Justice and the Devon and Cornwall Criminal Justice Board (LCJB) developments

The focus of the Devon and Cornwall Criminal Justice Board which is chaired by the Commissioner continues to be reducing offending and improving services for those with a mental health issue within the criminal justice system (CJS). Amongst the wide range of work being taken forward through the Board the Commissioner would like to highlight to the Panel several notable developments in a number of important areas:

- The community sentence treatment requirement pilot in Plymouth, which the Panel was updated on in October 2018 has been extended with a welcome decision from the MOJ to

provide funding for this pilot project until March 2021. Discussions on how to establish a model in Devon and Torbay have now started.

- The multi-agency victim and witness forum, initially focussing on delivery of the Victim Code of Practice is now well established.
- Recruitment of two co-opted representatives from the Voluntary, Community and Social Enterprise Sector onto the LCJB is currently ongoing.
- The Board are now regularly holding discussions with our Crown Court Resident Judges and are working with them to improve prison escort services for women and young people.

HMP Exeter Check Out and Departure Lounge

The Panel have received previous reports on the establishment of this innovative pilot at HMP Exeter as part of the wider Transforming Justice Project led by the OPCC and supported by Home Office Police Transformation funding.

Since September 2018, 162 people received a bespoke service focused on addressing any immediate needs that may have put the individual at increased risk of reoffending. These included phone calls, charging phones, giving breakfast and coffee, sorting out medications issue, calling probation, speaking to family, handing out clothing and more. Initial reports are that housing is the main concern for prison leavers and two housing navigators funded by the Ministry for Housing, Communities and Local Government will be employed to work within HMP Exeter to complete housing referrals and plans. User feedback is positive with 80% of prisoners stating their attendance at the Check Out lounge improved their confidence that they would be able to stay out of prison when released.

Julian House - Supported Housing Solutions for ex-offenders

The Julian House Devon & Cornwall Prison Resettlement Service (Supported Housing) commenced on 1st August 2018. Sixteen shared and single dispersed housing units in Devon and Cornwall (with a target of 20 units) provide accommodation on a gender specific basis, any and all can be configured specifically for either gender depending on referrals. This is now funded to March 2020 and the additional four units are being sourced.

Enhancing employment solutions for ex-offenders

The New Futures Network is a new department in Ministry of Justice (MOJ) created following the MOJ Education and Employment Strategy published in May 2018. It was formed in October last year to help find work in prisons, work outside on Release on Temporary Licence (ROTL) and employment opportunities on release. Exploration of opportunities with national companies to widen employment opportunities in areas such as driving and construction are continuing.

The OPCC has also met with locally based construction firms to discuss employment opportunities for ex-offenders and have shared their opportunities for their Skills Academy (onsite training facility) with the Local Criminal Justice Short Term Prisoner Resettlement Group whose members include Probation and the Prison Service. This training facility provides opportunities such as construction based theory and practical courses and onsite work placements and controlled practical work experience.

Short Term Prisoner Resettlement

The Local Criminal Justice Board (LCJB) Short Term Prisoner Resettlement Group have finalised a referral process for those in the criminal justice system under the Homelessness Reduction Act and are monitoring referrals. The group is also monitoring prisoners leaving HMP Exeter, HMP Channings Wood and HMP Eastwood Park and who have no settled accommodation.

4. National developments

Government decision on the future of the probation service

In May the Ministry of Justice published its proposals for the future of Probation Service in England and Wales in which it was announced that the supervision of all offenders on probation would be put back in the public sector from December 2020. This will bring to an end the arrangements where Community Rehabilitation Companies (CRCs) managed low and medium risk offenders. The management of those offenders who posed the most serious threat had remained with the National Probation Service for England and Wales.

The Commissioner, along with other PCC's, has been lobbying Ministers for the change for some time following an inspection report which was strongly critical of probation services in Dorset, Devon and Cornwall. The Government's proposals include a regional approach with clear responsibility for strengthening engagement in local and regional partnerships. This aims to ensure there is greater transparency around probation performance that services are responsive to local priorities, and opportunities are taken to co-commission those services that are key to reducing re-offending with partners including PCCs, local authorities and health commissioners.

The Commissioner welcomes the Government's decision and pays tribute to those who have worked in probation during this challenging period.

Home Office to abolish 101 call charges

On 28th May the Home Secretary announced that the existing 15p charge for calling 101 will be removed. The move will make the number free of charge for all members of the public, including victims of crime, from April 2020. The cost of providing this service will be met by the Home Office – at an estimated £5million per year. Nationally the 101 non emergency number receives around 30 million calls annually. Currently, callers to the 101 number are connected to their local police force, or a force of their choice, and charged 15p a time.

The Home Office is continuing to work with PCCs and Chief Constables nationally to support the development of a new national website, the Single Online Home, to provide the public with additional options for reporting crime online. The Panel will be aware that Devon and Cornwall Police currently have a number of existing options for reporting issues to the police, including the online crime reporting form, email services and the new webchat service.

New Victims Commissioner

Following the completion of Baroness Newlove's term of office as the government's Victims Commissioner the role will be taken by the current Northumbria Police and Crime Commissioner Dame Vera Baird QC.

The Commissioner expresses her gratitude and thanks to Baroness Newlove for the work she has done to champion and enhance the support provided for victims nationally and for the support she has shown for our local victim care services when she visited the Victim Care Network in 2017.

Government's Consultation Response on Police Pursuits

In May 2018, the Government published a consultation inviting comments on reforms to emergency service exemptions from certain aspects of road traffic law, the tests set out for the offences of careless and dangerous driving, police guidance and training; include both pursuit and response driving. This will give police officers greater confidence that they will be appropriately protected by the law if they drive in accordance with their training with a view to

protecting the public. The consultation response is available here https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/797817/The_Law_Guidance_and_Training_Governing_Police_Pursuits_-_Response.pdf

Animal Welfare (Service Animals) Act

The Animal Welfare Act 2019 received Royal Assent on 8 April. The Act, often referred to as Finn's Law after the police dog who received severe injuries whilst protecting its police handler from an armed robber, makes prosecution easier in cases where a police dog or police horse is intentionally injured in the course of its duties by removing a loophole that served in a defence.

The Commissioner wrote in support of the campaign to Justice Secretary David Gauke MP and strongly backed this legislation whilst it proceeded through Parliament. The Commissioner would like to pay tribute to the Finn's Law team including local campaigner Nicola Skelley, an employee of Devon and Cornwall Police.

Offensive Weapons Act

The Offensive Weapons Act 2019 received Royal Assent on 16 May, bringing in new measures that strengthen law enforcement's response to violent crime. The Act will make it illegal to possess dangerous weapons in private, including knuckledusters, zombie knives and death star knives, and will make it a criminal offence to dispatch bladed products sold online without verifying the buyer is over 18.

The Act includes a number of other measures to tackle serious violence, including:

- a ban on selling bladed products to a residential address without age verification
- changing the legal definition for threatening someone with an offensive weapon to make prosecutions easier
- banning the sale of corrosive products to under 18s
- making it an offence to possess a corrosive substance in a public place

Draft Domestic Abuse Bill

The draft Domestic Abuse Bill was published on 21 January 2019 and introduced into the house for pre-legislative scrutiny. The response to the consultation process which ran in summer 2018 identifies nine measures that require primary legislation to implement which will be taken forward in the draft Domestic Abuse Bill:

- provide for a statutory definition of domestic abuse
- establish the office of Domestic Abuse Commissioner and set out the Commissioner's functions and powers
- provide for a new Domestic Abuse Protection Notice and DAPO
- prohibit perpetrators of domestic and other forms of abuse from cross-examining their victims in person in the family courts (and prevent victims from having to cross-examine their abusers) and give the court discretion to prevent cross-examination in person where it would diminish the quality of the witness's evidence or cause the witness significant distress
- create a statutory presumption that complainants of an offence involving behaviour that amounts to domestic abuse are eligible for special measures in the criminal courts
- enable domestic abuse offenders to be subject to polygraph testing as a condition of their licence following their release from custody
- place the guidance supporting the Domestic Violence Disclosure Scheme on a statutory footing
- ensure that, where a local authority, for reasons connected with domestic abuse, grants a new secure tenancy to a social tenant who had or has a secure lifetime or assured tenancy (other than an assured shorthold tenancy), this must be a secure lifetime tenancy

- extend the extra-territorial jurisdiction of the criminal courts in England and Wales to further violent and sexual offences

The Joint Committee was taking oral evidence from witnesses in May 2019.

5. Estates

The central focus of the Estates team is to deliver an investment led dynamic asset management approach to our property portfolio.

During 2018/19, the Estates team worked to establish the three key strategic drivers for the year ahead in 2019/20, which would enable the OPCC and Force to make informed decisions, these are outlined below:

- a. To implement the newly formed Compliance Framework, which covers 14 key strands across the asset base. During 2019/20, the team will be targeting asbestos, fire safety and stock condition data, ensuring we provide safe and healthy work environments for our staff and the public.
- b. The formation of an agreed medium to long term business plan for our property portfolio.
- c. To embed the Estates Governance and associated Estates change process to deliver strategic decision making across our property portfolio.

An update has been included below on key estate projects:

Exeter Police Station – The £29 million new build remains on target to complete in early 2020 and will accommodate 450 officers and staff across a range of operational functions.

Liskeard Police Station – The new build is on target to complete in the spring of 2020.

Camborne Police Station – The first phase of the refurbishment and remodelling has been completed. The second phase is due to commence in the summer 2019.

Bluelight collaboration - fire stations – Officers in Devon have access to a number of rural fire stations which can be used to assist them in carrying out their duties in the local area. Following the success of these arrangements in Devon 5 key fire stations have been identified in Cornwall where police officer and PCSO access will be provided.

6. HMICFRS Publications

Her Majesties Inspectorate of Constabulary and Fire and Rescue services (HMICFRS) has published three reports which relate to Devon and Cornwall Police in the period since the February 2019 Police and Crime Panel meeting. Two of these reports are thematic reports covering policing as a whole while the third report relates to an inspection of Sussex Police which resulted in recommendations for all police forces.

The police response to domestic abuse – an update report

This report published on 26th February 2019 is the fourth in a series of thematic reports, which consider the response the police service provides to victims of domestic abuse. In March 2014, HMICFRS published their first report in this series (Everyone's Business: Improving the Police Response to Domestic Abuse).

Since that time, HMICFRS reports that the service the police give to victims of domestic abuse has improved markedly. Victims are now better supported and better protected. The report does not include any national recommendations to forces. But it does comment on progress made since its previous reports. HMICFRS will be inspecting all forces in this area as part of the next round of Police Effectiveness, Efficiency and Legitimacy inspections (PEEL).

Report here: <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/the-police-response-to-domestic-abuse-an-update-report.pdf>

The Commissioner's response is available here

<https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Response%20to%20HMIC%20reports/Domestic%20Abuse/HMICFRS%20Police%20Response%20to%20Domestic%20Abuse%20-%20response%20of%20the%20Devon%20and%20Cornwall%20PCC.pdf>

Fraud: Time to Choose – An inspection of the police response to fraud

This report, which was published on 2nd April 2019 is a thematic report based upon data provided from 11 police forces, the nine regional organised crime units, the National Crime Agency, Action Fraud, the National Fraud Intelligence Bureau (NFIB) and Europol. Devon and Cornwall Police was not one of the 11 forces inspected.

The inspection focused on the effectiveness and efficiency of the police response to fraud, including online fraud. Including whether:

- Law enforcement has a well-designed strategy for tackling fraud;
- Organisational structures provide the necessary capacity, capabilities and partnerships;
- Victims of fraud receive a high-quality response.

The inspection included fraud against individuals and businesses but not fraud against public authorities. The report is available here <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/fraud-time-to-choose-an-inspection-of-the-police-response-to-fraud.pdf>

The Commissioner's response has been published <https://www.devonandcornwall-pcc.gov.uk/information-hub/response-to-hmic-consultations/hmic-responses-may-2016-onwards/>

Stalking and harassment

In December 2018, upon the request of the PCC for Sussex, HMICFRS conducted an inspection of the way Sussex Police deal with stalking and harassment. As part of their inspection report HMICFRS have published new national recommendations applicable to all Chief Constables.

The report is available here: <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/stalking-and-harassment-inspection-sussex-police-commissioned-pcc-update-national-recommendations.pdf> The Commissioner's response has been published <https://www.devonandcornwall-pcc.gov.uk/information-hub/response-to-hmic-consultations/hmic-responses-may-2016-onwards/>

7. Staffing developments

The Chief Constable has appointed Jim Colwell as Assistant Chief Constable Innovation and Demand from 1 July 2019. Mr Colwell was formerly BCU Commander for North, East and West Devon prior to attending the Strategic Command Course.

Temporary Assistant Chief Constable Dave Thorne will return to his substantive post of Chief Superintendent Commander for Plymouth in mid August once ACC Colwell takes up his new role.

8. OPCC Communications and engagement

PCC's Annual Report

The Commissioner has a legal obligation to complete an annual report. This has been co-ordinated by the communications and engagement team and a draft report for the 2018-19 financial year awaits approval from the Police and Crime Panel. The draft annual report includes a section on the progress against the 2017-2020 Police and Crime Plan, in addition to the usual annual updates and budgetary information. The Commissioner's draft Annual Report is the subject of a separate item on this agenda.

Councillor advocates

The councillor advocate programme remains an integral part of the Commissioner's effort to better connect communities with the police. Local councillors have an in-depth knowledge and understanding of their communities and we want to work with them to help the police to engage with communities and to engender a better understanding of policing within Devon, Cornwall and the Isles of Scilly. Since January the responsibility for running the scheme has been taken on by the OPCC's Communication and Engagement team.

Councillor advocates are invited to quarterly seminars on policing matters, with advocates invited to suggest topics or themes for each seminar. They are also provided with bespoke and consistently communicated information throughout the year to support them in their role. They are provided with details of their local policing team and encouraged to make regular contact with them.

Since the Police and Crime Panel last met the OPCC has:

- Held councillor advocate seminars in Devon and Cornwall, on the subjects of working with partners to reduce reoffending and using police intelligence to target county lines drug trafficking networks
- Begun a review of the scheme to ensure consistency in delivery across the force area
- Identified gaps in local authority participation and taken steps to engage upper tier local authorities with few or no councillor advocates
- Reviewed and updated the Councillor Advocate Information Pack

Devon BASH awards 2019

The OPCC was proud to support this year's Devon BASH awards which recognise the achievements of people from disabled communities in line with being active, being safe and being healthy – which is where the name BASH derives.

The awards are organised jointly by the Office of the Police and Crime Commissioner and Devon and Cornwall Police in collaboration with Devon Link Up and ROC Active - two of the county's key charities involved in supporting those with learning disabilities. This year there were seven award winners from over 70 nominations. A list of award winners can be found here <https://www.devonandcornwall-pcc.gov.uk/news-and-blog/multimedia-hub/celebrating-our-disabled-communities/>

Devon and Cornwall Policing Volunteer Awards

The Commissioner was delighted to recognise the contribution made by police volunteers to policing and community safety in an award ceremony held on 4 June. The Chief Constable and Commissioner presented awards to a number of members of the police family who give their time freely to support Devon and Cornwall Police in the event held at St Mellion near Saltash.

Included within the awards was the PCC's Team Award which is for a community group which demonstrates an outstanding ability to galvanise activity in support of a variety of local causes and keep our communities safe. The 2019 winner was Cornwall Trading Standards Volunteers who provide help, support and advice to vulnerable people to protect them from scams and cyber crime. In addition to the winner, Highly Commended certificates were provided to: the South Asian Society of Devon and Cornwall for their work to build community cohesion; and Dartmoor Search and Rescue Group for the vital contribution they make to keeping people safe on the moor and the surrounding area.

The Commissioner would like to thank all volunteers who give their time to assist the police and those who work in their communities to keep people safe.

Media releases/responses

Between January 1, 2019 and May 23, 2019, the team had issued 83 press releases/blogs or responses to media enquiries compared to 43 over the same period last year.

Engagement diary

The OPCC's 2019 events commitment extends to more than 100 events across Devon, Cornwall and the Isles of Scilly. These include:

- Meet your PCC events
- Rural crime roadshows in collaboration with the force's rural engagement team
- Community talks delivered by Community Engagement Workers
- Diversity/Pride festivals
- Country shows

The events give the public the opportunity to speak to OPCC staff about the work of the office, take part in surveys and polling work and engage directly with the commissioner. This year's commitment represents an increase on last year's, with additional effort being made to engage in city centres, where the OPCC was under-represented in relation to rural areas last year.

Contact for further information

Fran Hughes

Chief Executive

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared May 2019



Police and Crime Panel

14th May 2019

Report of the Chief Executive of the Office of Police and Crime Commissioner

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

1. The number of complaints received and handled since the PCC's election on 12th May 2016 are shown at Table 1 which is annexed to this report. This paper covers the period up to 14th May 2019.
2. One formal complaint against the Police and Crime Commissioner was received in the last period (10th January-14th May 2019).
3. A scoping exercise was undertaken by the Chief Executive and recommendations were sent to the Chair of the Police and Crime Panel for handling the complaint, which were accepted. The complainant was written to and the complaint is now finalised.

Fran Hughes

Chief Executive, Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report updated: 14th May 2019

Table 1: Complaints received and handled since 12th May 2016

Dates	Complaints received	Number of Complaint recorded	Number of Complaints unrecorded	Total	Complaints forwarded to IPCC by the OPCC
12 th May – 15 th June 2016	0	0	0	0	0
16 th June– 26 th September 2016	0	0	0	0	0
27 th September -23 rd November 2016	1	1	0	1	0
24 th November 2016 – 23 rd January 2017	0	0	0	0	0
24 th January -31 st May 2017	1	1	0	1	0
1 st June-19 th September 2017	3	3	0	3	0
20 th September – 3 rd November 2017	0	0	0	0	0
4 th November 2018 – 16 th January 2018	1	1	0	1	0
17 th January – 21 st May 2018	1	1	0	1	0
22 nd May-19 th September 2018	3	3	0	3	0
20 th September 2018-9 th January 2019	0	0	0	0	0
10 th January – 14 th May 2019	1	1	0	1	0
			Grand total	11	0

Devon and Cornwall Police and Crime Panel

Work Programme

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

Date of Meeting	Agenda item	Action
03 June 2019	Training (delivered by Frontline Consulting)	
14 June 2019	Election of Chair	To appoint the Chair and Vice-Chair of the Police & Crime Panel for 2019/20
	Annual Report	To consider the draft Annual Report of the Police and Crime Commissioner
	Sumer Policing	To review the impact of summer tourism on policing in the region
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update (to include the Forensic Operations Update)	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item
13 Sept 2019	Future of Policing Technology	To receive an update on the Future of Policing Technology
	Serious Violence	To receive an update on Serious Violence
	Rural Crime	To receive an update on Rural Crime
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item
15 Nov 2019	Roads/Road Closures & Road Safety	To receive an update on Road Safety
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item

Date of Meeting	Agenda item	Action
31 Jan 2020 (14 Feb 2020 if precept is vetoed)	Precept Proposal for 2019/20, Budget and Medium Term Financial Plan Update	To consider the Precept Proposal for 2019/20, Budget and Medium Term Financial Plan Update
	Police and Crime Plan	To consider the Police and Crime Plan
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item