



Oversight and Governance

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 7 February 2020
10.30 am
Warspite Room, Council House

Members:

Councillors Atherfold (Cornwall Council), Batters (Cornwall Council), Biederman (North Devon Council), Croad (Devon County Council), Howgate (Torbay Council), Derrick (Plymouth City Council), Dewhurst (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.

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Tracey Lee
Chief Executive

Devon and Cornwall Police and Crime Panel

1. Apologies

To receive apologies for non-attendance submitted by Members.

2. Minutes

(Pages 1 - 10)

To sign and confirm as a correct record the minutes of the meeting held on 13 September 2020.

3. Declarations of Interest

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

4. Public Questions

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

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

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

5. Proposed Precept, Budget and Medium Term Financial Strategy (MTFS) 2020/21 - 2023/24 (to follow):

6. Police and Crime Commissioner's Update Report

(Pages 11 - 26)

To review matters arising and progress made since the last Panel meeting in September 2019.

7. Devon and Cornwall Police's Approach to Rural Crime:

(Pages 27 - 46)

8. Delivery of the Road Safety Strategy and National Update:

(Pages 47 - 56)

9. Office of The Police and Crime Commissioner's Performance Report

(Pages 57 - 72)

To receive an overview of the Office of the Police and Crime Commissioner's assessment of current performance against the strategic indicators for the Police and Crime Plan 2017-2020.

10. Complaints Against the Police and Crime Commissioner

(Pages 73 - 74)

Received Under the Police Reform and Social Responsibility Act

To receive an update on complaints received and handled up to January 2020.

11. Future Work Programme (discussion):

12. Future meeting dates

To approve the proposed meeting dates for the municipal year 2020-21.

- Friday 03 July 2020
- Friday 14 August 2020
- Friday 25 September 2020
- Friday 20 November 2020
- Friday 31 January 2020
- Friday 14 February 2020 (Provisional / If veto exercised)

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Devon and Cornwall Police and Crime Panel**Friday 13 September 2019****PRESENT:**

Councillor Batters (Cornwall Council), in the Chair

Councillors Croad (Devon County Council), Dogget (Torbay Council), Derrick (Plymouth City Council), Dewhirst (Teignbridge District Council), Fairman (Cornwall Council), Hackett (Torrige District Council), Jarvis (East Devon District Council), Nelhams (Isle of Scilly), Penberthy (Plymouth City Council), Samuel (West Devon Borough Council), Sutton (Exeter City Council), Toms (Cornwall Council) and Towill (Cornwall Council).

Emily Macaulay (Independent Member).

Apologies: Councillors Haydon (Plymouth City Council) (Councillor Penberthy substituting), Artherfold (Cornwall Council), Rule (Cornwall Council) (Councillor Toms substituting), Knowles (Mid Devon District Council), Hopwood (South Hams District Council), Biederman (North Devon Council) and Howgate (Councillor Dogget Substituting)

Also in attendance: Nicky Allen (Chief Finance Officer/Treasurer, OPCC), Fran Hughes (Chief Executive, OPCC), Alison Hernandez (Police and Crime Commissioner), Dr Richard Bullock, Sian Millard, (Lead Officer), Jamie Sheldon (Democratic Advisor).

The meeting started at 10.30 am and finished at 12.30 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.

92. Minutes

The minutes of 14 June 2019 were approved subject to below amendment -

Councillor Derrick requested to include on page 3 Misrepresentation in public consultation leaflet and add to minutes regarding lack of transparency about the precept.

Proposed: Councillor Batters (Chair)

Seconded: Councillor Hackett

93. Declarations of Interest

There were no declarations of interest made by Members in accordance with the code of conduct.

94. **Public Questions**

There were no questions from members of the public.

95. **Police and Crime Commissioners Performance Report**

Alison Hernandez, Police and Crime and Commissioner, introduced the report

- (a) The report provided 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'.
- (b) The current reporting arrangements in place for the Police and Crime Panel were based on the strategic indicators set out in the PCC's Police and Crime Plan "Safe, Resilient and Connected Communities". A narrative commentary was 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.
- (c) The OPCC's assessment of performance to-date against the headline strategic indicators for the performance year ended 31st July 2018 show most indicators at Green – 'Content'. This is the latest data for all indicators that are available unless stated otherwise. The infographic for September 2019 is included at Annex 1.

	September 2019 Panel	June 2019 Panel
Green	7	9
Amber	4	2
Red	0	0
Ungraded	0	0
	11	11

(d) Four indicators had been graded as amber (requires additional scrutiny):

- Public Confidence: % of the public who say the police are doing a good/excellent job;
- Public Confidence: % of the public that have confidence in the police;
- Repeat Victimization: % of victims who are repeat victims of crime within a 12 month period;
- 101: non- emergency calls waiting longer than 10 minutes.

(a) Repeat Victimization In the 12 months to 31st July 2019 a quarter of victims (both people and organisations) of crime had also reported at least one

offence in the previous 12 months. This figure of 25% was unchanged from the performance level reported to the June 2019 Panel meeting.

- (b) 101 non-emergency calls and waiting times was the biggest challenge through summer period due to additional tourists. At the moment the PCC was to submitted summer policing bid to help the government understand challenges in Devon and Cornwall.
- (c) Informed members of the 'Call the Cops' TV programme which focused on local policing issues.
- (d) Had done something different with 101, when ring it you get an IVR (interactive voice recognition) which had helped the calls to get to the right places quicker;

The Panel discussed -

- Cllr Derrick raised concerns about the misrepresentations provided to the public regarding the precept proposals;
- what could be done to encourage the supermarket stores to step-up their security and take responsibility for what was happening locally;
- what was being done regarding street drinking and drug taking, the Council was clearing up the debris but the Police haven't tackled the problem;
- the increases in domestic violence which had been increased by 5% and what was being done to tackle this;
- Raised concerns about the consultations and the visibility of Police officers;
- whether the Commissioner was satisfied with 8,000 emails not being answered through 101;
- whether the Commissioner was confident recruiting to the current targets by 2020 and how much extra it was likely to cost to get to those targets;
- Cllr Derrick requested that the narrative in the report was highlighted regarding the levels of domestic violence which was noted.

The Panel noted the Police and Crime Commissioners Performance Report -

Proposed: Councillor Toms

Seconded: Councillor Jarvis

96. **Police and Crime Commissioners Update followed by questions from the panel**

Alison Hernandez (Police and Crime Commissioner) presented this report –

- (a) The impact of tourism on our policing service was an issue that is recognised by the Police and Crime Panel and was one of the reasons that the Commissioner continued to argue for a new, better funding formula for policing that reflected the impact of tourism as well as our resident population.
- (b) Numbers second only to London, at around 45 million nights per year, Devon, Cornwall and the Isles of Scilly see significant increases from April to September in levels of recorded crime and in calls for service in areas such as missing persons and road traffic accidents. This level of tourism was equivalent to a base population increase throughout the whole year of 7% of who needed to be protected and police with no extra funding. Our recorded crime increased in the summer period and were the highest of any police force, and affected all areas of our geography as demonstrated by the presentation to the Panel at meeting in June 2019.
- (c) The Commissioner was expected to submit the application by the end of September and will keep the Board informed on progress. Panel members were invited to work with the Commissioner and her office to drive forward the campaign in this area and to join the Commissioner when she travels to Westminster to submit the application.
- (d) Progress had been made over the past two months on the establishment of a centralised solution for mobile CCTV. The OPCC had worked with Cornwall Council to jointly fund the purchase of 4 mobile CCTV units which are available for deployment across Devon, Cornwall and the Isles of Scilly.
- (e) Operation of these units was being managed by Cornwall Fire and Rescue Service who were able to view recordings remotely through the 4G network.
- (f) The OPCC and Cornwall Fire and Rescue Service were finalising arrangements for requests for deployment, in consultation with partner organisations and they will be communicated to local authorities and councillors in October 2019.
- (g) On 12 July 2019 the Police and Crime Commissioner's Out of Court Disposals Scrutiny Panel met. The panel was comprised of specialists from a range of organisations including Youth Offending Teams, Her Majesty's Magistrates' Service, the Crown Prosecution Service and Devon and Cornwall Police. An Out of Court Disposal (OoCD) was a way of dealing with a crime without it having to go to court.
- (h) At the panel's meeting on 12 July 2019, 15 cases were scrutinised (adult and youth cases) all of which related to stalking and harassment. The panel was assured that all 15 cases demonstrated that Devon and Cornwall Police had issued each disposal legally and in accordance with relevant polices, and highlighted 4 cases as best practice.

- (i) Devon and Cornwall Police began accepting film footage from the public of potential driving offences on 15th July. The facility, known as Op Snap, allowed the public to upload dash cam footage to the police via an online portal. The footage is then reviewed with a decision taken on whether further action was to be taken against the driver.
- (j) Announced a 2 year roads policing review to be run jointly between the Department for Transport and the Home Office. The Commissioner has been invited to join the Governance Board for the review on behalf of all PCCs and attended the preliminary meeting of the Board at the end of August 2019.

Agreed a letter would be drafted from the Panel to support the Commissioners application for funding.

The Panel noted Police and Crime Commissioners update –

The Panel discussed –

- do the minutes get published regarding the new Scrutiny panel and whether the public were aware;
- funding for the new violence reduction unit;
- whether the ‘Call the Cops’ program help add weight to the bid;
- Cllr Derrick raised concerns that the update requested by the Panel at the last meeting had not been reflected in the Annual Report. Does not reflect the PCSO reduction programme in the report;
- Could more be done to get extra publicity on the Operation Snap scheme;
- uploading footage regarding road issues, residents raised concerns because they felt they were being watched;
- the number of crimes in Devon and Cornwall that were resulting in charges and summons.

Proposed: Councillor Hackett

Seconded: Councillor Fairman

97. **Non-Criminal Complaints against the Police and Crime Commissioner**

Fran Hughes (Chief Executive) presented the report to the Panel –

- (a) Two formal complaints against the Police and Crime Commissioner were received in the last period (15th May 2019 - 13th August 2019).

- (b) The first complaint, 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.
- (c) The second complaint was sent to the Office of the Police and Crime Commissioner via the Police and Crime Panel. The Chief Executive is currently looking into the complainant's concerns and will be making recommendations to the Chair of the panel in due course.

The Panel noted the Non-Criminal Complaints against the Police and Crime Commissioner.

Proposed: Councillor Toms

Seconded: Councillor Derrick

98. **PCC update on National Police Officer Investment**

Alison Hernandez, Police and Crime Commissioner, presented this item to the Panel

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- (a) Since the investment of 20,000 additional police officers over the next three years was announced at the end of July, work had commenced both locally and nationally to prepare for this significant upscale in officer numbers. The new National Policing;
- (b) Board met at the start of August and had made this their number one focus;

The main aspects of the uplift that were known were as follows:

- 20,000 warranted officers uplift for England and Wales was announced by the new Prime Minister;
- Additional officers would be recruited over a three year period to March 2023;
- The phased implementation was proposed to be 6,000, 8,000 and then 6,000 officers over the respective years. It was likely that the first year of the uplift will cover September 2019 to March 2021 with additional officers being recruited in this financial year;
- A new National Police Board chaired by the Home Secretary had been set up to oversee the uplift. Representatives of both the Association of PCCs (APCC) and the National Police Chiefs' Council (NPCC) were members of the new board. The APCC was represented by its Chair, PCC Katy Bourne. Work was being undertaken by the NPCC to assess the full cost of the uplift and the support requirements necessary to achieve it and all police forces were working on recruitment plans to achieve the uplift;

- The distribution of the additional 20,000 police officers had not yet been decided and will ultimately be a matter for Ministers to determine;
- The Commissioner was in no doubt that our communities will expect this investment to deliver tangible and visible increases in policing presence locally. The Commissioner was lobbying with our MPs to make the strongest possible case for allocation of these resources in a way that brings maximum benefit to the communities of Devon, Cornwall and the Isles of Scilly.

The Panel discussed –

- whether there would be any halt on PCSO or estate rationalisation;
- what the specific ask was when lobbying Government and how our Leaders could help;

ACTION- the Commissioner to share what the OPPC had done with MPs with Council Leaders.

The Panel noted the PCC update on National Police Officer Investment –

Proposed: Councillor Doggett

Seconded: Councillor Hackett

99. **Update report on digital technology in policing**

Alison Hernandez (Police and Crime Commissioner) introduced this report to the Panel -

- (a) There were 17 national programmes co-ordinating and delivering additional capability that will be available across all Police Forces. These were set to enable all
- (b) Forces to work towards the National Policing 2025 Vision, which included a focus on digital policing and better use of technology.
- (c) Initial funding for these programmes had been enabled through national bodies, including the Police Transformation Fund, although each Force had to fund its own delivery and ongoing support costs through their local budgets. Programmes included -
- (d) Emergency Services Network (ESN): The ESN capability was a national replacement to the Airwave system, upgrading handsets (so they would become a capability more than a radio akin to a mobile device with potential to have applications on them and be able to utilise a wider network (4G/5G etc.) this would improve the deployment of officers.
- (e) Digital Public Contact; The national programme was delivering a capability for the public to interact with the police service online. This reform would mean

websites would be consistent across each Force, alongside increasing the ability to receive and interact online, for people would be able to report a crime / incident, and webchat,

- (f) Automatic Number Plate Recognition (ANPR); The programme was developing the ANPR capability for all Forces rather than each developing separately.
- (g) Biometrics: The national programme provided access via mobile devices to enable officers to check at a scene fingerprints via the national data base
- (h) Digital First: The programme was in the initial phases allowing digital evidence transfer from police systems into the CPS and other organisations.
- (i) Office 365: The Microsoft suite of products included around 28 additional capabilities that could be used to improve efficiency and effectiveness.
- (j) Body Worn Video: Over the past year the successful roll out of body worn video had been enabled, allowing recording of police actions at point of public interaction.
- (k) *Op Snap*: this initiative allowed the public to upload dashcam footage of suspected road traffic offences.

Dr Richard Bullock (Head of Alliance Business Change) handed out some police technology for Panel to look at.

The Panel discussed -

- Cornwall Fire and Rescue Service were promoting a phone app called What Three Words to help pin point locations down to 3 metres;
- how long would videos captured via Digital Public Contact, Body Worn video and Op Snap be stored for;
- whether it was possible to track peoples locations through their mobile phones.

The Panel noted the update report on digital technology in policing -

Proposed: Councillor Jarvis

Seconded: Councillor Hackett

100. **Work Programme**

The Panel noted the Work Programme and agreed to -

Receive an update on numbers in Devon and Cornwall and Isle of Scilly resulting in charges, summons and conviction;

To bring forward Forensic Sciences (Deep Dive) to the 31 January 2020 meeting;

Schedule an additional meeting in the spring, it was agreed to make use of the February meeting if not needed for a precept meeting.

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Devon and Cornwall Police and Crime Panel
7th February 2020
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 September 2019 - any of which the Police and Crime Commissioner (the Commissioner) would be happy to expand upon further.

This report does not contain updates on issues related to road safety or rural crime which are the subject of separate reports to this meeting.

1. Policy developments

1.1 Development of an application to the Home Office for a Special Grant

The Police and Crime Panel were informed at the last meeting of the work the Commissioner and Chief Constable were conducting to seek additional funding from the Home Office to reflect the additional pressures placed upon Devon and Cornwall Police as a result of the summer surge of tourism.

PCCs can apply for special grant funding from a national £73m Special Grant Funding process to meet additional costs that would be incurred from policing unexpected or exceptional events. Earlier this year the Office of the Police and Crime Commissioner (OPCC) commenced discussions with the Home Office, on the advice of the then Policing Minister Nick Hurd MP regarding an application for a Special Grant based upon the unique demands that are placed upon Devon, Cornwall and the Isles of Scilly by the combined factors of exceptionally high tourism levels, rurality and geographical isolation.

With visitor numbers second only to London, at around 45 million nights per year, we see significant increases from April to September in levels of recorded crime and in calls for service in areas such as missing persons and road traffic accidents. This level of tourism is equivalent to a base population increase throughout the whole year of 7% of whom we need to protect and police with no extra funding. Our recorded crime increases in the summer period are the highest of any police force, and affects all area of our geography as demonstrated by the presentation to the Panel at its meeting in June 2019.

On 26th September 2019, the Commissioner led a delegation of elected members and police representatives to London to present the funding submission to the Home Office. The Policing

and Fire Minister Kit Malthouse MP received the bid on behalf of the Home Office. Accompanying the Commissioner in presenting the application were representatives of the Police and Crime Panel: Cllr Chris Batters (Chair), Cllr Sally Haydon (Vice Chair), Cllr Philip Hackett and Cllr Kevin Towill. The delegation was joined by a number of local MPs, Devon and Cornwall Police representatives and the Chair of the local Police Federation. The Commissioner would like to formally thank the Panel members for their support in writing to the Minister and to also thank those local authorities and leadership boards who have written letters of support for the bid. We are aware of letters of support from Plymouth City Council, Exeter City Council, Teignbridge District Council and the Torbay Together Board. The Commissioner also welcomes the support received from a large number of our local MPs who have written to Ministers regarding the application (Selaine Saxby, Neil Parish, Simon Jupp, Steve Double, Anne Marie Morris, Cherilyn Mackrory, Mel Stride, Derek Thomas and Sheryll Murray).

The Commissioner's application was for a total of £17.9 million which related to expenditure across three financial years (2017/18, 2018/19 and 2019-20). Consideration of matters related to all special grant applications were delayed at the end of 2019 due to the general election but the Commissioner and her team have been in further discussions with the Home Office regarding our application in January. No formal decision regarding the application has been made by Ministers at the time of writing this report.

The Commissioner has been clear that pursuance of a special grant is just a part of a wider strategy to secure fairer funding for Devon and Cornwall Police through improvements to the funding formula. While we continue to seek support through the special grant process the Commissioner will also continue to campaign for an updated funding formula for policing which reflects not just the population increases we see from tourism but also the resource implications of policing a large rural area such as ours and of dealing with incidents such as mental ill health, missing person searches and road accidents.

The work carried out to develop the bid has allowed us to better understand and articulate the pressures faced within Devon, Cornwall and the Isles of Scilly. We will continue to highlight both our exceptional circumstances and the innovative ways we are trying to tackle them through our 'We Police' campaign. A summary of the analysis carried out by OPCC Team has now been published on the OPCC website and is available in the Key Documents section of the OPCC website <https://www.devonandcornwall-pcc.gov.uk/information-hub/key-documents/>

1.2 National investment in 20,000 new police officers

At its September 2019 meeting the Police and Crime Panel were provided with an update on the Prime Minister's announcement in July 2019 that an additional 20,000 new police officers would be recruited nationally. The Commissioner reported that a new National Policing Board chaired by the Home Secretary had been set up to oversee the uplift and that work was underway within Devon and Cornwall Police to prepare for a significant uplift in officer recruitment and to lobby for the best possible allocation for Devon and Cornwall.

The Government's national recruitment drive – 'Be a Force For All' was launched in September 2019 www.joiningthepolice.co.uk. Since that time Ministers have confirmed the allocation to each police force for the initial 6,000 recruits who will be in place by March 2021.

It was announced in late October 2019 that Devon and Cornwall Police would receive funding for 141 additional police officers as part of this first phase.

All of the 6,000 additional police officers in this first phase have been allocated to local police forces, in line with the distribution of core police grant. However Ministers have made it clear in statements in the House of Commons that they expect the future allocations will also include additional resources for nationally delivered policing services such as the National Crime Agency and Counter Terrorism. The Commissioner will continue to work with our 18 MPs to make the strongest possible case for allocating future new recruits to local police forces and to seek an allocation that is based upon population rather than the existing funding formula model which is widely acknowledged to not be fit for purpose.

Additional funding is being allocated to police forces to reflect the additional recruitment, training and support costs that will be incurred by this uplift in officer numbers and preparations within Devon and Cornwall for additional recruitment rounds is well advanced and the first new police officers have already commenced their training.

The Panel will be aware that in 2019 Devon and Cornwall Police, along with forces across England and Wales, moved to a new framework for police officer training. The new Police Education Qualification Framework (PEQF) has made some significant changes to the recruitment pathways for police officers. New recruits will have the option to join on a 2 year graduate programme having completed an undergraduate degree or to join the new Police Officer Degree Apprenticeship Course and undertake a course of formal course of study alongside practical training over a 3 year period.

These changes are a recognition of the complex mix of legal, technical and practical skills held by our highly professional police officers. Contrary to media reports it is not the case that all joining police officers must have a degree - in recognition of the study they carry out and the skills they learn during their training they will be awarded a degree at the end of their training period. These changes are just part of the wider PEQF framework that has been introduced nationally and if the Panel would find it helpful a presentation can be provided to a future Panel meeting on the new arrangements.

1.3 Preventing gang violence – the Turning Corners Project in South Devon and Torbay

As the Panel is aware from previous reports in November 2018 the OPCC was awarded over £500,000 in funding from the Home Office Early Intervention Youth Fund for the Turning Corners Project until March 2020. This is a collaborative project being led by the Community Safety Partnerships in South Devon and Torbay. The project seeks to identify and divert young people at risk of becoming engaged in violence and gang activity and activity is primarily focused on Newton Abbot and Torbay.

The team have utilised an innovative Youth Exploitation Tracker Assessment (YETA) which was developed by the Metropolitan Police. The project team have adapted that tool and it is being used to understand the risks, behaviours and needs of individual young people in the area who are referred to the project by the police, schools, social services or other agencies. This assessment then enables the project team to identify appropriate interventions for that individual to manage those risks. Following these assessments tailored individual plans are

put in place with diversionary activities and sports led by specialist youth workers. As at 06 January 2020 there have been 144 referrals to the Turning Corners Project. Referrals have been made from the three areas within pilot as follows: Torbay (61), Teignbridge (46) and South Hams (37).

The evaluation of the project is being led by external evaluators appointed by the Home Office who will be meeting the project team at the end of January 2020. It is anticipated that the recommendations and outcomes of the evaluation report will shape the long-term future of any legacy commitments.

As we approach the end of the Home Office funding on 31st March 2020 Devon and Cornwall Police and the OPCC are working with delivery partners and with local authorities to determine the extent to which elements of the project might be sustained beyond March 2020. Whilst the evaluation is ongoing it is clear that the project has had a positive impact on the lives of people living in these communities and highlights the importance of taking a proactive and early intervention approach to issues of violence.

1.4 Publication of the 2019/20 Peninsula Wide Crime and Disorder Assessment (the Peninsula Strategic Assessment)

The Panel have previously been advised that the OPCC and Devon and Cornwall Police were working with the community safety partnerships from across Devon, Cornwall and the isles of Scilly to support the creation of a new Peninsula Strategic Assessment (PSA) for 2019/20. The 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. The 2019/20 PSA was finalised in November 2019 and identifies ten high level threats within Devon, Cornwall and the Isles of Scilly as well as a series of moderate and low level threats. A copy of the 2019/20 PSA is available in the Key Documents section of the OPCC website <https://www.devonandcornwall-pcc.gov.uk/information-hub/key-documents/>

The ten high level threats set out in the PSA are grouped in three areas:

Domestic abuse and sexual violence

- Domestic Abuse, including Domestic Homicide
- Rape and Sexual Assault
- Child Sexual Abuse and Exploitation

Exploitation

- Drug Trafficking, including County Lines
- Modern Slavery
- Terrorism/Violent Extremism

Vulnerability and Complex Needs

- Problem Drug Use, including Drug Related Deaths
- Problem Drinking and health-related harms

- Vulnerability on the streets
- Youth risks and vulnerability

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 PSA continues to inform the PCC's Commissioning Intentions and the discussions held regularly between the OPCC and the CSPs who receive funding from the Commissioner to support activity in these areas and in general pursuance of the Police and Crime Plan.

1.5 Expansion of the Pathfinder Programme to include deferred charge

In 2017 the OPCC and Devon and Cornwall Police introduced an innovative programme ; the Pathfinder Diversion Scheme as part of their commitment to reducing reoffending by intervening at an early stage in the offending cycle. The scheme focused on the deferring of a caution for eligible offenders who agree to undertake actions to tackle the underlying causes behind their offending which subject to satisfactory completion of the terms of their 4 month contract would not receive a caution. The Devon and Cornwall Pathfinder Programme has been recognised nationally as best practice and won the Howard League for Penal Reform's Policing and Adults Award in 2018. The Panel have received previous reports regarding the operation and impact of the Pathfinder Scheme. The initial pilot programme is being evaluated by Cambridge University who are due to report in 2020.

In December 2019 new arrangements were introduced in Devon and Cornwall Police for Pathfinder with the expansion of the scheme beyond cautions to situations where the offender may be charged with an offence. The Pathfinder Programme now offers deferred caution and deferred charge options for eligible offenders aged between 18-30, widening the potential impact that this programme can have on tackling offending at an early stage and diverting people away from crime. Individuals who wish to defer their caution or charge (where eligible to do so) will need to undertake to not reoffend and commit to taking action to address the underlying causes of their offending. Those who seek to take a referral will also have to comply with any conditions set regarding their engagement in community resolution activities, restorative justice and voluntary work during the four month period.

1.6 CCTV Investment Strategy

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. Over the lifetime of this investment our funding has contributed to the delivery of several hundred new or upgraded cameras and has provided access to CCTV monitoring services for a number of towns which might otherwise have been unable to access those services. Since the last report to the Panel in September 2019 there has been progress in a number of areas.

The OPCC have been working with Plymouth City Council to explore opportunities to work together to enhance CCTV provision in Plymouth in line with the Commissioner's investment plan and the Council's priorities for the City. This has included the agreement of OPCC funding to support CCTV development in Torridge Way, Crownhill and the Barbican. In

addition Plymouth City Council are exploring how they might be able to support towns in other parts of our area to access monitoring services for their CCTV.

The OPCC has confirmed funding support for the development of CCTV in North Devon (including the development of a monitoring hub facility), Okehampton, Liskeard and Newquay. The PCC is currently awaiting a formal bid from Exeter City Council.

OPCC staff met with Cornwall Fire and Rescue Service in early January to review the initial pilot scheme for mobile CCTV deployment which has been previously reported to the Panel. Arrangements for the future deployment of the 2 mobile CCTV units that were funded by the OPCC are being finalised and initial discussions are underway to pilot the use of one of the cameras in Devon in the coming weeks.

1.7 Tackling Business Crime – Business Crime Prevention Assessments

Under the PCC's Approach to Business Crime¹ work is continuing within the OPCC, in partnership with Devon and Cornwall Police and the South West (SW) Business Crime Centre to explore opportunities to set up new Business Crime Reduction Partnerships or other business crime prevention initiatives across Devon, Cornwall and the Isles of Scilly. The OPCC is supporting the provision of business crime prevention assessments by the SW Business Crime Centre and Devon and Cornwall Police. This initiative was launched in November 2019. The OPCC will be writing to towns and community safety partnerships across Devon, Cornwall and the Isles of Scilly in the next few weeks to seek any further requests for an assessment.

To date assessments have been completed in Teignmouth and Liskeard. Assessments are scheduled for Bodmin, Camborne, Helston, Saltash, St. Austell and Wadebridge and we dates are being scheduled for a further seven towns who have expressed an interest. Initial feedback from towns on the Business Crime Assessment is positive. The towns are now invited to consider the report and decide upon which if any steps they wish to take. The OPCC has made financial provision in the draft commissioning intentions plan to provide some seed funding to towns to help them take forward business crime prevention improvements.

1.8 Safer Towns Programme

The Safer Towns proposal is a place based initiative bringing community safety partners, town councils, businesses and communities together to support their local efforts to address identified local issues.

In 2018/19 the OPCC worked in partnership with Cornwall Council through the Safer Cornwall CSP to support the establishment of 10 Safer Towns across Cornwall. The towns, which were identified by Safer Cornwall have been established since mid-2018 and provide an additional 'place based' focus for shared action. In 2019/20 the OPCC identified in the PCC's Commissioning Intentions Plan a desire to support CSP partners in Devon to adopt a similar approach and the development of a network of Safer Towns.

¹https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/PCC_Business_Crime_V2.pdf

Provision was made to support a number of towns or specified areas/wards in the context of our large urban centres. The support offered by the OPCC to towns that wish to take part, nominated through their local CSP, is to help them to establish and operate local problem solving approaches. It includes data analysis, support to develop a community profile; access to a business crime prevention assessment and regular multi-agency engagement days in the community as well as a small seed fund to support local projects.

In 2019/20 the Commissioner is supporting the establishment of safer town approaches in the following areas: Bideford, Barnstaple, Torrington, Ilfracombe, Cullompton, Cranbrook, Axminster, Paignton and Torquay harbourside with other towns also actively being considered.

The OPCC intends to provide further support for the safer town approach in 2020/21 which is set out in the PCC's Commissioning Intentions Plan which is at another item of the agenda.

1.9 Holding the Chief Constable to account: the PCC's Scrutiny Programme

As previously reported to the Panel the Commissioner introduced a new scrutiny framework in early 2019 which was developed with support from the Centre for Public Scrutiny. 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 built upon the existing scrutiny arrangements currently in place and a new scrutiny section of the Commissioner's website went live in February 2019 at www.devonandcornwall-pcc.gov.uk/plan-and-performance/scrutiny.

During 2019 the OPCC have supported the Commissioner in carrying out a wide range of scrutiny activities, assisted by 11 OPCC Scrutiny volunteers. This has included:

- A regular (monthly) programme of scrutiny activity comprising Panel meetings, task and finish deep dive review sessions and training days.
- The delivery of two deep dive thematic reviews by the Use of Police Powers Community Scrutiny Panel covering a) spit and bite guards and b) stop and search which have resulted in 25 Panel recommendations which will be subject of further consideration by the OPCC during 2020
- The convening of three case review panels under the Out of Court Disposal Panel which have reviewed 45 cases in detail
- A total of 234 hours of scrutiny activity delivered by the two established Panels (excluding reading and preparation time)

The Commissioner's scrutiny programme for January-April 2020 is focused in three areas:

- The Use of Police Powers Scrutiny Panel is currently engaged in a deep dive thematic review of taser. This work commenced in January 2020 following agreement of the specification with Devon and Cornwall Police leads
- The Out of Courts Disposal Scrutiny Panel will hold a case review panel in March 2020
- The OPCC is carrying out a thematic scrutiny review in the area of modern slavery which is scheduled to conclude in March 2020.

1.10 Changes to how public complaints about policing are handled

Home Office regulations that provide for the long-anticipated changes to police integrity processes have been laid in Parliament and will come into force on 1 February 2020. These changes provide for greater transparency and efficiency in the police complaints and discipline system and a greater role for PCCs in the complaints process. The reforms seek to deliver a proportionate approach to the handling of complaints and the addressing conduct matters with an emphasis on learning for the future as opposed to a focus on establishing blame.

As previously reported to the Panel, the legislation gives PCCs the mandatory role of handling qualifying complaint appeals (termed 'reviews' in the new legislation) against the outcomes of complaints to confirm or otherwise that the finding was reasonable and proportionate.

PCCs are not being given a formal role in the resolution process for complaints. Where a complaint is recorded, the statutory duty for resolving that complaint will rest with the police force. This is crucial for maintaining the independence of the appeals process but also the principle of operational independence.

The Commissioner is currently adopting the mandatory elements of the legislation although this approach may be reviewed at a later date. The OPCC is currently recruiting a Complaint Review Officer who will support the Commissioner in delivering this new statutory responsibility. It is anticipated that this post will be filled by the end of February.

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

The focus of the Devon and Cornwall Criminal LCJB which is chaired by the Commissioner continues to be reducing offending, victims and witnesses and improving services for those with a mental health issue within the criminal justice system (CJS). The Commissioner would like to highlight to the Panel several notable developments since its September meeting:

2.1 Reducing offending

The LCJB's Short Term Prisoner Resettlement Group continues to develop the check in and departure lounge based at HMP Exeter and is also working to find continuation funding for accommodation for prison leavers, which includes specific accommodation for women with complex needs. The Group has been working with the SW Region Reducing Reoffending Board to develop a project which builds modular housing at HMP Ley Hill. This project provides meaningful employment and skills for prisoners and the subsequent installation of the housing can also involve offenders working in the community. Ultimately the intention is for these flexible and low costs forms of housing to assist with housing stock availability in local authorities.

2.2 Victims and Witnesses

The LCJB has agreed to refresh its focus on victims and witnesses which will be led by the newly appointed Criminal Justice Superintendent within Devon and Cornwall Police. The group will identify key priorities for multi-agency collaboration throughout 2020/2021.

2.3 Mental Health in the Criminal Justice System

Based on the success of the pilot of Mental Health Treatment Requirement (MHTR) Orders in Plymouth, further funding has been agreed to support the further roll-out and development of the MHTR. Planning between the CJS agencies, Local Authorities, Devon Partnership Trust and EDP (Exeter Drugs Project) has now commenced.

3. **National developments**

3.1 Legislative developments

The Queens' Speech in December contained a number of announcements regarding future legislation in the areas of crime and criminal justice. This included legislation related to:

- Establishment of a Royal Commission to 'review and improve the efficiency and effectiveness of the criminal justice process'
- The establishment of a Policing Covenant to enshrine protections for police officers
- New sentencing laws to ensure most serious violent offenders serve longer in custody
- Requiring the parole board to take account of a prisoner's failure to disclose information about the victim in cases related to unlawful killing and indecent images of children
- Ensuring that schools, the police, councils and health authorities work together to reduce serious violence
- Speeding up the justice process in cases of knife possession
- Improving court processes for all who use them, including victims of domestic abuse
- Enhancing support for victims of crime and their families

The detail of proposals in many of these areas are still awaited but three new bills have been introduced into the Houses of Parliament in January 2020:

- Extradition (Provisional Arrest) Bill
- Prisoners (Disclosure of Information About Victims) Bill
- Summary of the Sentencing (Pre Consolidation Amendments) Bill

3.2 Ministerial changes

Following the General Election in December 2019 there have been no changes in the policing and criminal justice related Ministerial appointments within the Home Office and Ministry of Justice.

3.3 Launch of Home Office's Safer Streets Fund

On 26 January the Home Office launched its new Safer Streets Fund for bids from Police and Crime Commissioners across England and Wales to fund initiatives aimed at tackling high levels of acquisitive crimes such as theft, robbery and burglary in residential areas. The funding can be used for a range of initiatives such as increasing street lighting, installing better locks and gating alleyways. The funding can also be used for activities such as training community wardens, and delivering local crime prevention advice to residents or Neighbourhood Watch schemes. Successful areas could receive a grant of around £500,000 to support activity within that specific geographic area.

The OPCC, Devon and Cornwall Police and Devon and Cornwall Community Watch Association attended an engagement day in London on 22nd January to learn more about the parameters of the fund. The number of bids that can be submitted by a PCC will be restricted.

The OPCC are currently working with data analysts in Devon and Cornwall Police to understand the eligibility criteria and to identify areas that may be eligible for the fund. In developing any bids to the fund the OPCC will work closely with local authorities and other partners within the geographic area including community groups. The deadline for submission of bids is 20 March 2020 with decisions expected to be made in May 2020.

<https://www.gov.uk/government/publications/safer-streets-fund-application-process>

3.4 Implementation of legislation to introduce Stalking Protection Orders

On 20 January 2020 new legislation introducing Stalking Protection Orders came into force in England and Wales. This important legislation will allow courts to move more quickly to ban stalkers from contacting victims or visiting their home, place of work or study, helping victims to recover from their ordeal. The new Orders which can also be used to require perpetrators to seek professional help will usually last for a minimum of 2 years, with a breach counting as a criminal offence that can result in up to 5 years in prison.

3.5 Body scanners in HMP Exeter

In January 2020 the Ministry of Justice announced that high tech body scanners would be introduced into HMP Exeter (and 17 other prisons across the country). The scanners, which are due to be rolled out before summer 2020, will help prison officers to detect and prevent the smuggling of weapons, drugs and phones into prisons. The Commissioner has been lobbying for this action for the past 18 months and has actively welcomed the government's decision but will continue to campaign for similar facilities to be introduced into HMP Dartmoor and HMP Channings Wood and right across the prison estate.

3.6 On-going Government Consultations

Consultation on strengthening police powers to tackle unauthorised encampments

The Ministry of Housing, Communities and Local Government is currently consulting on whether criminalising unauthorised encampments would be preferable to the amendments originally proposed by the Government in the Criminal Justice and Public Order Act 1994, and if so, how it should work. The consultation launched on 5th November and will run until 4th March 2020.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/844954/Unauthorised_Encampments_-_consultation_paper.pdf

4. **OPCC Staffing**

On 6th January 2019 Dr Davina Cull joined the OPCC as the new Criminal Justice, Commissioning and Partnerships Manager, replacing Lyn Gooding who has left the OPCC to take up a post as the Chief Executive of First Light.

Sophie Baker, from the OPCC's Criminal Justice, Commissioning and Partnerships Team has taken up a two year secondment to lead the newly established South West Reducing

Offending Board. Sophie will be working on behalf of the five Police and Crime Commissioners for Devon and Cornwall, Dorset, Avon and Somerset, Wiltshire and Gloucestershire to bring together our efforts to reduce reoffending levels and to shape the new probation arrangements which will come into effect in 2021.

Pierre Michel Doutreligne has joined the OPCC on secondment from Cornwall Council Democratic Services Department and has joined the OPCC Strategy, Policy and Performance Team.

5. Her Majesties Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Publications

Her Majesties Inspectorate of Constabulary and Fire and Rescue services (HMICFRS) has published several reports relating to Devon and Cornwall Police in the period since the Police and Crime Panel meeting in September 2019.

5.1 Devon and Cornwall: Police Efficiency, Effectiveness and Legitimacy (PEEL) Inspection 2019

At the time of writing this report we await publication of HMICFRS's integrated PEEL inspection for Devon and Cornwall following their inspection in Autumn 2019. The PEEL inspection looks at the efficiency, effectiveness and legitimacy of our policing service. If that report is published before the Panel meeting on 7th February the Commissioner will provide a verbal update to the Panel at its meeting.

5.2 Devon and Cornwall: Inspection of Police Custody

On 11th September 2019, HMICFRS and HMI Prisons jointly published an inspection report into Devon and Cornwall Police custody.

<https://www.justiceinspectors.gov.uk/hmiprisons/wp-content/uploads/sites/4/2019/09/Devon-and-Cornwall-police-custody-web-2019.pdf>

This report contains the findings from an unannounced inspection of Devon and Cornwall custody facilities conducted in May 2019. This inspection is part of a rolling national programme of custody inspections across police forces in England and Wales.

In its inspection HMICFRS assessed the effectiveness of custody services and outcomes for people throughout the different stages of detention. It examined the force's approach to custody provision in relation to safe detention and the respectful treatment of detainees, with a particular focus on vulnerable people and children.

The report's assessments are made against the following criteria

- Leadership, accountability and partnerships
- Pre-custody: first point of contact
- In the custody suite: booking in, individual needs and legal rights
- In the custody cell: safeguarding and health care
- Release and transfer from custody.

The joint inspectorate found the Force was delivering good outcomes for detainees held in custody. Inspectors found a very clear strategic focus on diverting people, especially the most vulnerable, away from police custody. Children were only taken into custody as a last resort and those who were detained received good care and were treated well. The report identified some areas for improvement and made a recommendation regarding data. The findings of the inspection are being taken forward by Devon and Cornwall Police and regular reports on progress in addressing the issues identified in the report will be provided to the Commissioner and the OPCC.

The Commissioner's response to the report is published on the OPCC website.

<https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Response%20to%20HMIC%20reports/HMICFRS%20and%20HMI%20Prisons%20Joint%20Inspection%20report%20into%20D&C%20Police%20Custody%20-%20PCC%20response.pdf>

5.3 National Inspection Report: Shining a light on betrayal - Abuse of position for a sexual purpose

On 27th September 2019, HMICFRS published a PEEL spotlight report entitled 'Shining a light on betrayal - Abuse of position for a sexual purpose'. This is a national thematic report that does not refer specifically to Devon and Cornwall Police. HMICFRS previously inspected how forces are tackling abuse of position for a sexual purpose in 2015, 2016 and 2017. This issue has been re-visited by HMICFRS in their PEEL inspections and the inspectorate has published this national thematic review which draws upon those individual inspections.

<https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/peel-spotlight-report-abuse-of-position-for-a-sexual-purpose-1.pdf>

Inspectors noted some encouraging progress and an improved understanding of the problem across the whole of the police workforce including examples of forces being proactive and creative in looking for signs of corruption. In the report HMICFRS are clear that only a tiny proportion of police officers and staff abuse their position for a sexual purpose and that the vast majority of the workforce would never contemplate this behaviour.

However, while inspectors have found excellent work in some forces, it found that progress in some police forces was slow and set out several areas where there needs to be further progress. These includes forces: being more proactive in looking for the signs of officers and staff abusing their position for a sexual purpose; having enough staff to do this; having the right tools, such as monitoring software that allows them to easily see the records staff are accessing and the contact they have with victims and other vulnerable people; and forming more effective relationships with those agencies who support vulnerable people and who are most likely to become aware of the early warning signs of grooming before abuse takes place.

The Commissioner's response to the report is published on the OPCC website

<https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Response%20to%20HMIC%20reports/PCC%20response%20HMICFRS%20report%20Shining%20a%20Light%20on%20Betrayal.pdf>

5.4 Joint targeted area inspection of the multi-agency response to children's mental health in Plymouth

In November 2019, Ofsted, the Care Quality Commission, HMI Probation and HMICFRS carried out a joint inspection of the multi-agency response to 'front door' services, evaluating all forms of abuse, neglect and exploitation, as well as an evaluation of the responses to children's mental health in Plymouth. The joint inspectorate published its findings on 8th January 2020

<https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/Plymouth-JTAI-inspection-report-.pdf> .

The report found many areas of strength but with several areas for improvement. Plymouth City Council are required prepare a written statement of proposed action for the partnership and, where appropriate, individual agencies to Ofsted by 16 April 2020. Devon and Cornwall Police and the OPCC will be working with Plymouth City Council to contribute to the development of that statement.

6. OPCC Communications and engagement

6.1 Summer funding campaign and Back the Great South West

The OPCC has continued to lobby central government for financial recompense around the triple challenges to policing of rurality, isolation and tourism. The #InvestingInPolice campaign has highlighted how police officer density, despite recent recruitment drives, remains low in what is the largest police force area in the country. There are more visitors annually to Devon and Cornwall than there are to any other force area apart from London. Devon and Cornwall receives no additional funding for the policing of these visitors. The campaign supports the PCC's bid for a £17.9m Home Office Special Grant and to make the longer-term case for an annual funding settlement that fully recognises the challenges posed to police forces with a mix of dense urban and dispersed rural populations.

To strengthen its case, the OPCC has united with Local Enterprise Partnerships, public sector partners and private sector organisations in the Back the Great South West campaign, fronted by the Western Morning News. This campaign is making the case for greater government spending in the region so it can realise its economic and quality of life potentials.

6.2 Councillor Advocates

The councillor advocate programme, open to all elected council members in the force area, seeks to engage and educate these community-spirited individuals. Renewed focus has been given in the last quarter of 2019 to driving membership of the scheme following the May 2019 elections and this has been successful. There are currently 95 scheme members.

Since the Panel last met two councillor advocate seminars have been held, one in Devon and one in Cornwall. Subjects covered included liaising with Gypsy and Traveller communities and rural crime prevention. The March 2020 seminars will focus on tackling antisocial behaviour.

On 16th January the first Cranbrook Area Parish Council Liaison Meeting took place as a result of councillor advocates in Truro sharing best practice around the way meetings were held with their Neighbourhood Policing Team.

6.3 Neighbourhood Alert

The OPCC's Neighbourhood Alert email communications system remains a useful tool in reaching members of the public who have actively sought out information from the office. It circulates regular newsletters, polling requests and crime prevention advice to users.

The December performance indicator showed that the OPCC account had:

- 31,283 contactable users (+53 on the previous month)
- An email open rate of 67%
- A message quality rating of 6/6 (+0.20 on previous month)

7. **Estates**

Key developments under the Estates Strategy since the last Panel meeting in September 2019 are highlighted below.

7.1 New Exeter Police Station

The construction phase of the new Exeter Police Station has been completed on time and under budget. The building was handed over from contractor Willmott Dixon to the OPCC on 20th January and is being fitted out. Departments will be moved into the new building in phases with the Police Enquiry Office (public front desk) and custody departments opening at 8.00am on 22nd April.

The building has achieved BREEAM 'excellent' sustainability accreditation, and is among the top 10% of sustainable buildings in the UK. It produces a fifth of the carbon of a normal building of that size. The 40-cell custody centre is the most advanced in the country, with medical-grade cameras installed which monitor detainees' vital signs.

The project, funded from reserves and with a budget of £29m, made a significant contribution to the local economy, with 78% of total project spend within 50 miles and 63% within 40 miles.

Three engagement events have been held in Exeter to inform the public about the move of the public enquiry office from Heavitree Road Police Station to the new site in Middlemoor and leaflets have been produced and distributed across the Exeter, East and Mid Devon Policing Area to inform the community about the new arrangements.

An official event to mark the completion of this new station is taking place on 1st February 2020 to which Police and Crime panel members have been invited.

7.2 Liskeard Police Station

The new Liskeard Police Station will be opened on 1st February 2020. The station replaces the previous facility which was no longer fit for purpose. This £1.7 Million investment in a new police station is located on a blue light campus with the fire and ambulance services and will provide space for over 70 officers and staff.

An official event to mark the completion of this new station is taking place on 1st February 2020 to which Police and Crime panel members have been invited.

Contact for further information

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Chief Executive

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Report prepared January 2020

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Rural Policing Update



PCC
Office of the Police and
Crime Commissioner
Devon and Cornwall

Devon & Cornwall Police
Rural Crime Team



Working in partnership to protect rural communities

Police & Crime Panel February 2020



National Context



- 2018 – 2021 NPCC Rural Affairs Strategy

Identified, 'the fear of crime as increasing and a low satisfaction rate of police performance in rural areas.'



- D&CP was identified as a Force which had large rural Areas without any dedicated officers

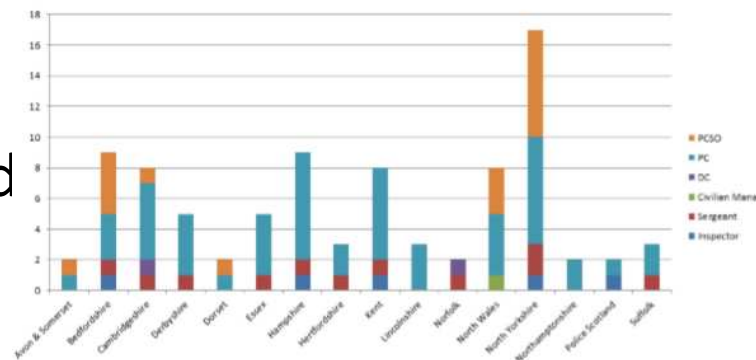


TABLE I
Shows the extent of officers dedicated to tackling rural crime

- The National Strategy did not provide a definition of Rural Crime.



Local Context



- Modernising Neighbourhood Policing 2018
- Structure of Rural Policing Team 2019
 - Creation of 2 Rural NBMs
 - Rural Engagement Team
 - Line Management Prevention Dept.
- Creation of D&CP Rural Policing Strategy



What is Rural Crime ?



- Alignment between NPCC RA Strategic Priorities and D&CP definition of Rural Crime to ensure consistency, simplicity and clarity.



Partnerships



Historic England



DEVON & SOMERSET FIRE & RESCUE SERVICE



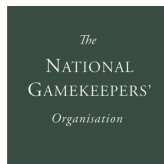
CORNWALL FIRE & RESCUE SERVICE
A service of Cornwall Council



Border Force



uk|National Wildlife Crime Unit



Mole Valley FARMERS



Driver & Vehicle Standards Agency



EXMOOR NATIONAL PARK



BODMIN MOOR COMMONS COUNCIL





Key Initiatives for Rural Team



BODMIN MOOR RURAL CRIME INITIATIVE



EXMOOR RURAL CRIME INITIATIVE



Dartmoor Rural Crime Initiative



The D&CP Team



- Line Management
- A Day in the life...

PC Chris Collins & PC Martin Beck

Chris.COLLINS@devonandcornwall.pnn.police.uk

Martin.BECK@devonandcornwall.pnn.police.uk



Engagement



- Over 200 Engagement Events in 2019
- Farm Watch
- Horse Watch



Rural Affairs - Cornwall @DCPoliceRural_C · May 4
 Come and see @DCPoliceRural_C @DCPoliceRural_D with @DC_PCC at Gwinear show today. Talk to us about preventing rural crime.





Engagement

Devon & Cornwall Police
Rural Crime Team



Working in partnership to protect rural communities



112th Okehampton Show



Incorporating Instow & Torrington Shows



...AND OTHERS



Page 35

Agricultural Shows 2019

Supported By:





Crime Prevention Campaigns



- Cold Caller
- Stop this Trailer
- Project Poacher





Training & Education



- New Recruits
- Neighbourhood Academies
- CMCU staff
- Partners
- Heritage/Wildlife Crime
- Hunting/Animal Activism
- Young Farmers, Bicton & Duchy College



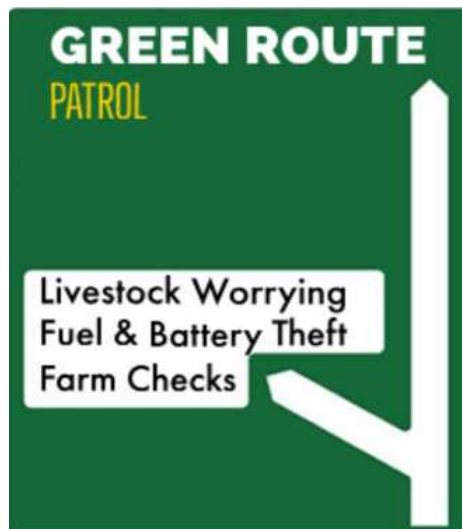
Analytical



- The requirement for data integrity
- Feeds the National Intelligence Model
- Hot spots and Targets – link to SOC OCG



Page 38



- Data allows the creation of Preventative Patrols
- Deployment of Rural Engagement Team
- Deployment of assets to mitigate OCGs



Future



1. There will be a doubling of Rural NBM's from 2 to 4 in 2020/21
2. Development of Community Engagement
3. Strengthening internal BCU links
4. Increased Analytical Capacity
5. Education and Prevention
6. Scoping of a Coastal Crime Team

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Devon and Cornwall Police and Crime Panel

7th February 2020

Report from Devon and Cornwall Police

DEVON AND CORNWALL POLICE'S APPROACH TO RURAL CRIME

1. Purpose

This report and accompanying presentation provides an update the Police and Crime Panel on developments locally (and national context) in the response of Devon and Cornwall Police to rural crime.

2. Police and Crime Commissioner's Introduction

- 2.1 Crime affecting rural, often isolated communities is an area of concern for the Commissioner. In last year's survey rural crime conducted by the National Rural Crime Network found that 52% of Devon and Cornwall farmers and rural-specific business owners had been a victim of crime in the previous 12 months, with 26 per cent saying they were fairly or very worried about becoming a victim in the future. And there's a perception that policing in local communities is poor, with only 27 per cent of respondents nationwide say their local police were doing a good job – 11 per cent lower than when the same question was asked in 2015. In Devon and Cornwall, the survey revealed that 26 per cent felt their local police were doing a good job.
- 2.2 At the Police and Crime Panel meeting in February 2019 the Commissioner in her PCC Update Report welcomed the appointment of two dedicated rural affairs officers for Devon and Cornwall. PC Martin Beck (Devon) and PC Chris Collins (Cornwall and the Isles of Scilly) who would work in partnership to deliver effective problem solving and support neighbourhood officers and other staff.
- 2.3 The Commissioner advised that the new Rural Crime Team would focus on improving how the force receives, allocates and investigates reports of rural crime in order to support delivery of local activity in support of the National Police Chiefs' Council (NPCC) Rural Affairs Strategy. The new officers would be supported by a Specialist Problem Solver and Field Intelligence Officer and would also work closely with the Force Wildlife Crime Officers and with the Rural Engagement Team led by the Special Constabulary.



2.4 The Panel have received further updates on the work of the team over 2019 and requested that an agenda item was scheduled to focus on this new area of activity with an opportunity to meet the team.

3. Background

3.1 During 2018 Devon and Cornwall Police were key stakeholders of the National Police Chief's Council Rural Affairs (NPCC RA) Strategy 2018 – 21¹, which highlighted that, '*the fear of crime as increasing and a low satisfaction rate of police performance in rural areas.*'

3.2 Concurrently, Project Genesis was conducting a review of the Forces Neighbourhood Policing Delivery to modernise the Neighbourhood Policing offering in line with the Policing Vision 2025 and Police & Crime Plan 2017-20. As a result of the NPCC Rural Affairs report, the Project recommended, (Recommendation 6.2), "*That the Force initially invests in 2 x PCs to act as Rural NBMs.*" To deliver improved service and connectivity as part of a wider package of measures to improve policing in rural areas.

3.3 The investment in rural crime officers came thanks to the council tax precept increase in additional police officers.

4. Overview of National Strategy

4.1 To mitigate the concerns raised by communities the 2018 NPCC RA Strategy identified the strategic aims of:

- Safer rural communities.
- Enhanced public engagement.
- Increased public confidence in the police.
- Empowered communities.
- Strong partnership working.
- Raised profile of rural affairs embedding an appropriate focus into policing culture.

4.2 It highlighted the following issues as its priorities:

- **Farm Machinery, Plant and Vehicle Theft (FMPV)**; including Quad bikes and all-terrain vehicles, modern and vintage tractors and tools & equipment from outbuildings.
- **Livestock offences**; including livestock theft, worrying and attacks.
- **Fuel theft**; including heating oil, theft and diesel.

¹ NPCC National Police Chief's Council Rural Affairs Strategy, Strengthening safe and prosperous communities 2018 – 2021. Produced by North Yorkshire Police, Northallerton, March 2018.



- **Equine crime**; including horse trailer and horse box theft, horse theft and tack theft.
- **Fly tipping**; Note this is for collaboration with stakeholders to tackle a public priority as members of the National Action Group.
- **Poaching**; Note cross over with Wildlife, this is specifically looking at the OCG aspect of this activity.

4.3 Whilst the Rural Strategy identified strategic aims and priorities it did not agree on a classification of what defined Rural Crime. This was critical for the creation of the new D&C Rural Crime Strategy to enable benchmarking and also, more importantly, to provide an accurate picture of rural crime to focus activity. Environmental scanning was conducted with other Forces to identify options for categorising rural crime, this identified a plethora of different definitions, a number of Forces defined Rural Crime as, 'Any crime which occurred in a rural area,' however this was recognised to be too broad to focus on the priorities identified in the RA Strategy.

5. Devon and Cornwall's Approach to Rural Crime

5.1 In October 2018 the 2 Rural NBMs were recruited, with one based in each County. The NBMs worked closely with the already established Special Constabulary Rural Engagement Teams (RET), seeking to enhance this network of officers operating within rural areas.

5.2 The Rural NBMs are line managed by the Neighbourhood Policing Development Sergeant, who is also responsible for overseeing the development and embedding of the modernising NHP guidelines (currently Project Genesis). This sits within the Prevention Dept. reporting to the Neighbourhood Policing Lead Inspector.

5.3 In April 2019 the Devon and Cornwall Rural Policing Strategy defined rural crime as the 'priorities' identified within the NPC RA Strategy (Para 3.2). This would ensure consistency with the National Strategy, providing simplicity and clarity, this proposal was ratified. (See Appendix A for Devon and Cornwall Rural Policing Strategy 2019 – 22, including Performance Management measures).

6. Key activity in 2019 for the Rural Policing Team

6.1 Strategic Partnerships - the team have established close relationships with the National Farmers Union (NFU) and Countryside Landowners Association (CLA), along with other influential rural networks including; the British Association for Shooting and Conservation (BASC) and Young Farmers. This has created a network to cascade messages, feedback on community views and also the opportunity to work in collaboration; using the influence of these recognised 'rural



brands' to gain community support and also to secure funding for campaign materials.

6.2 Rural Crime Initiatives – Exmoor, Dartmoor and Bodmin Moor; these initiatives are seen as key milestones as they form natural community safety partnerships where partners will work together to tackle community issues, this best practice is then rolled out force wide. Examples of the work undertaken include activity to improve Road Safety on Moorland and tackle; Illegal raves, Livestock worrying and fly-tipping.

6.3 Engagement – In conjunction with the OPCC the team undertook a calendar of 72 Engagement Events for 2019 including

- County Shows and OPCC rural crime surgeries at key rural locations i.e. Mole Valley Farmers – these provided public engagement opportunities with the community.
- Social Media – The team operate two very active Twitter accounts which provide updates on engagement activity and also crime prevention advice.
- The team are driving Farm Watch and Horse Watch, linked to Devon and Cornwall Community Watches Association, leading to a 135% increase in membership. These Watches use community alerts to cascade information and build a network to disseminate prevention messages.
- In November 2019 the team organised a Devon & Cornwall Rural Policing seminar for 200 delegates. This was hosted by the Chief Constable and had a Q&A session with strategic partners, this was followed by inputs on crime prevention, engagement and domestic extremism.

6.4 Crime Prevention Campaigns – 'Cold caller campaign' to raise awareness and mitigate criminals who stake out farms to commit acquisitive crime, 'Stop This Trailer' which encouraged the stop checking of plant machinery at key times. Op Poacher highlighting and raising awareness about the impact of poaching on the integrity of the meat market.

6.5 Training & Education – In order to raise awareness, the team provide inputs, training and awareness sessions both internally and with partners. This has included input to the councillor advocates. They have provided inputs to the NHP Academies for all NBMs and PCSOs and will provide training to all new officers. They have also provided sessions for CMCU. As experts in their field they are also supporting the arenas of Hunting and Heritage crime.

- Analytical Development – The team interpret data in collaboration with partners to produce a seasonal matrix which highlights themes of crime types according to season, (e.g. deer poaching and raves)
- 'Green Routes' which identify hotspots for the Special Constabulary Rural Engagement Team to patrol.



7. Future Developments

- 7.1 Investment in the Rural Policing Team, the Chief Constable has committed to expanding the team, with a 2020/21 commitment to increase the Rural NBMs from 2 to 4 in February 2020, with aspiration to further invest against the uplift. On top of maintaining the activity of 2019 the increase will enable the following growth;
- 7.2 Development of external Community Connectivity. Linked to the re-energising of the Devon and Cornwall Watches Association, (enabled through investment by the OPCC), which create a stable platform the team will seek to further develop community engagement through Farm Watch and Horse Watch, to increase two way communication and crime prevention.
- 7.3 Strengthening internal Basic Command Unit links, the uplift in the team will enable each BCU to have a nominated single point of contact, who will attend tactical tasking and coordination meetings, supporting a wider internal cultural change to highlight and represent rural community needs when police resources are allocated.
- 7.4 Increased Analytical Capacity – There is a requirement to improve the data quality to feed the tasking of the team against the National Intelligence Model.
- 7.5 The team have developed links with the Duchy and Bicton College and have agreement to foster greater links through mutual training, so that the team are engaged with the future of farming.
- 7.6 Coastal / Maritime – The Force has established Community Responders, Tri-Service Safety Officers and Fire Police Community Support Officers to support coastal communities. A scoping exercise has commenced to understand what service local policing teams currently provide around maritime to inform the expansion of the Commissioner’s Bluelight Fund.

Author

Inspector Rob Bolt
Neighbourhood Policing Lead, Devon & Cornwall Police
Report date: 21st January 2020

Sponsor

Paul Davies
Assistant Chief Constable
Local Policing and Connectivity

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**Devon and Cornwall Police and Crime Panel
7th February 2020
Report of the Police and Crime Commissioner**

DELIVERY OF THE ROAD SAFETY STRATEGY AND NATIONAL UPDATE

1. Introduction

- 1.1 This report sets out the broad range of work the Police and Crime Commissioner and Devon and Cornwall Police are conducting to improve road safety. This covers work by both the OPCC and Force.
- 1.2 The Commissioner is also the national lead for road safety for the Association of Police and Crime Commissioners. This report covers a number of the national initiatives that are being taken forward in this context.

2. Background Information

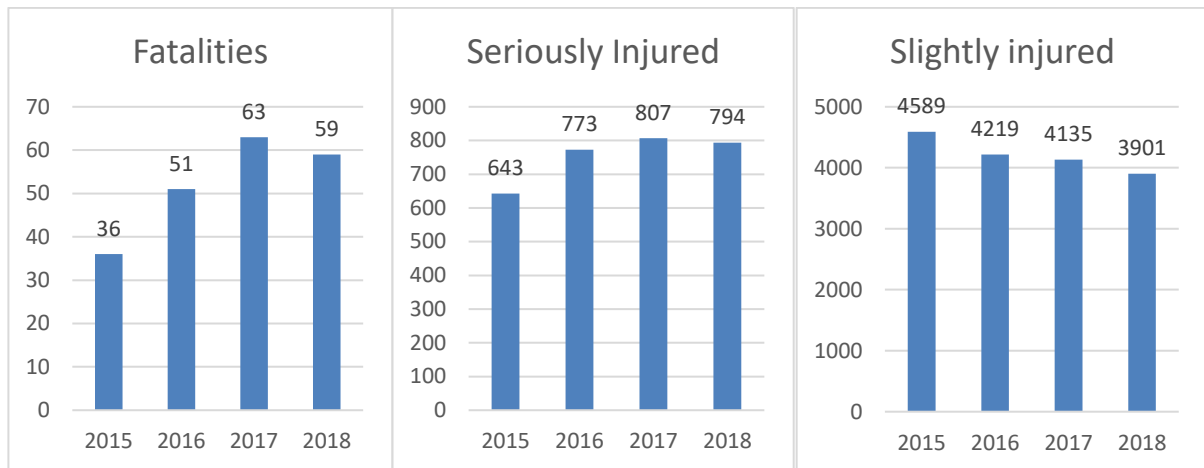
- 2.1 Road safety is of key importance to the Commissioner. In 2017, Department of Transport figures show that 1,793 people died on the roads of the Great Britain. In addition, there were 24,831 people seriously injured. In 2018 the national fatality level was 1,784. In Devon and Cornwall the figures for 2018 are 59 fatalities, 853 people seriously injured with over 4,000 casualties.
- 2.2 These figures set the backdrop to a renewed focus on road safety by Devon and Cornwall Police with the support of the Commissioner, agreeing a new Road Safety Strategy in September 2018. The Strategy was developed in consultation with partners and was presented to the Police and Crime Panel in October 2018 prior to its publication. The strategy set out a new, whole force, commitment to road safety – in full recognition of the concerning increase in the number of people killed or seriously injured each year. [https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/PCP_Roads%20Policing%20Strategy_Oct%202018\(v.2\).pdf](https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/PCP_Roads%20Policing%20Strategy_Oct%202018(v.2).pdf)
- 2.3 The strategy and associated action plan identify a range of activities and actions which are being progressed by the Force and the OPCC, collaboratively and with partners. To support delivery of an enhanced response to road safety there has been significant investment in roads policing in 2018, through the introduction of 28 additional police officers across a variety of roles, including the establishment of a No Excuse proactive team.
- 2.4 The Commissioner is the national lead for road safety and engages nationally with policy makers and stakeholders on behalf of the Association of Police and Crime Commissioners. In carrying out this role the Commissioner works closely with the National Police Chiefs Council (NPCC) lead Chief Constable Anthony Bangham and Department for Transport colleagues.

3 Delivery of the Road Safety Strategy 2018-2021

3.1 The Road Safety Strategy centres activity in the areas of prevention, intelligence, enforcement, reassurance, partnership and policy. A Roads Policing Group chaired by the Alliance Operations Superintendent coordinates implementation of the strategy and delivery plans across Devon and Cornwall.

Performance data

3.2 The national data for 2018 was published by the Department for Transport in summer 2019 and shows a reduction in all three categories, although that reduction is slight in the areas of fatalities and serious injury. Official statistics for 2019 are not expected to be published by the DfT until September 2020.



Update on operational policing activity

3.3 In 2018 a series of investment decisions were taken within Devon and Cornwall Police regarding roads policing resources, including:

- No Excuse Team of 1 x sergeant and 6 x constables plus a researcher
- Enhanced network of Road Casualty Reduction Officers (1 for each Basic Command Unit plus one for the Highways England strategic road network)
- Investment of additional roads policing officers
- Additional inspector post in serious collisions
- Launch of Op Dragoon across Devon and Cornwall

3.4 *No Excuse Team:* The No Excuse Teams have been operating since the autumn of 2018, based out of Bodmin and Exeter. These dedicated road safety teams focus activity towards the so-called Fatal 5 offences (excess speed, distraction driving, drink/drug driving, not wearing a seatbelt and careless driving). The Teams are working collaboratively with partners, including the Peninsula Safety Camera Safety Partnership.

3.5 The table below summarises the enforcement activity of the No Excuse Team from 1st January to 31st December 2019.

Traffic offence reports issued	1835	Drivers reported at roadside (not issued with TORs)	136
Arrests	164	DVLA submissions for no tax	280
Vehicles seized	621 481 no insurance 79 no licence 61 other, incl stolen		
Breath tests conducted	840	Positive breath tests	35
Drug wipes used	167	Positive drug wipes	76

- 3.6 *Enhanced operations (national and local campaigns)*: In line with the Road Safety Strategy commitment, the Force have been carrying out a number of dedicated operations including engagement in joint operations with the Peninsula Safety Camera Safety Partnership and other partners such as Driver and Vehicle Standards Agency, participation in NPCC Tier 1 campaigns and intensification weeks.
- 3.7 *Operation Allied Wolf (August 2019)*: Operation Allied Wolf ran in Cornwall around the A30 and A38. The scale of the operation was reduced following the cancellation of Boardmasters but still saw a significant volume of activity, including:
- 425 camera activations for excess speed (highest speed 107 mph).
 - 9 Mobile phone use
 - 21 No insurance
 - 2 No driving licence
 - 5 Excess speed
 - 4 Not in proper control
 - 7 No seatbelt
 - 14 No MOT
 - 19 No Vehicle Excise Licence (and a further 18 clamped or seized by DVSA)
- 3.8 *NPCC Tier 1 campaigns*: The National Police Chiefs Council (NPCC) operate a calendar of road safety campaigns during the course of the year. Each police force is invited to participate in the Tier 1 campaigns and provide data returns to the NPCC for collation into a performance report. These campaigns follow a pattern of a week or so of awareness raising followed by a period of several days of enforcement.
- 3.9 Devon and Cornwall Police participated in the following Tier 1 campaigns in the final quarter of 2019.
- October – tyre safety month
 - November – No insurance and using a mobile phone whilst driving
 - December – Alcohol and drugs. Special Constables including Traffic Special Constables ran four operations throughout the Force targeting drink and drug driving during the Christmas/ New Year period.
- 3.10 *Op Snap*: Op Snap launched in Devon and Cornwall in July 2019. The facility allows the public to upload dash cam footage of alleged poor driving to the police website. The web link is here: <https://www.devon-cornwall.police.uk/opsnap> . The footage is then reviewed with a decision taken on whether further action is to be taken against the driver.
- 3.11 Op Snap has been operating in a number of police force areas across the country for some time and is an issue that has been raised by the Police and Crime Panel on several

occasions. Road users, particularly the most vulnerable such as cyclists and horse riders, have been calling for the introduction of this system for some time.

- 3.12 Implementation in Devon and Cornwall has been supported through seed funding provided by the Department for Transport (DfT) which was distributed on behalf of DfT by the Commissioner in her role as APCC road safety lead. An application process was carried out across England and Wales which saw 12 eligible forces receive financial support, including Devon and Cornwall.
- 3.13 Op Snap started receiving submissions from the public on 15th July 2019. Submissions have been of a reasonable volume as awareness of the facility grows. Police forces in Wales, who have been operating Op Snap for longer than in England, report seeing a drop in submissions during the winter months.
- 3.14 Submissions to Op Snap in Devon and Cornwall for the period 15th July to 31st December 2019 have resulted in 62 NDORS courses attended, 60 warning letters were issued and 19 cases prepared for court.
- 3.15 *Rural Affairs Team:* The Rural Affairs Team (supported by the Rural Engagement Specials) are continuing to carry out a number of activities to improve rural road safety, working in collaboration with wider Force colleagues and partners including the PRSP. This activity has included:
- Working with the Dartmoor and Bodmin Rural Crime Partnerships to develop an initiative on tackling livestock RTCs
 - Social media awareness campaigns around tourism, safe speeds, off road biking and mud on roads
 - Development of Operation Close Pass in conjunction with the British Horse Society, widening this initiative that has previously focused on cyclists to other vulnerable road users
 - Development of joint operations with No Excuses on road-worthiness, transport of waste, illegal off-roading and other offences.
- 3.16 *Community Speedwatch:* The OPCC has worked closely with the Force to support the improvement of Community Speedwatch (CSW) arrangements which was one of the key commitments set out in the Road Safety Strategy 2018-2021. The action plan identified two distinct phases of work: stabilisation of the CSW initiative; and future development, growth and enhancement. This work followed a review carried out on behalf of the OPCC and the Force.
- 3.17 A Community Speedwatch Development Group chaired by Superintendent Ian Drummond Smith has been meeting on a monthly basis since March 2019 to co-ordinate activity. Notable progress has been made in a number of areas. The ownership of CSW has transferred formally to Alliance Roads Policing Team under the leadership of the Alliance Roads Policing Chief Inspector. The OPCC has supported CSW through the funding of a part time administrator to support the Scheme Co-ordinator. The long term requirements for administrative support post CSW Online is being scoped by the Alliance Roads Policing Team.
- 3.18 Efforts to improve engagement with CSW schemes continues. Lead Coordinators have been written to explaining the new arrangements and investment being made by the Commissioner and the Chief Constable. While responses have been largely positive there is recognition that there must be a continued focus to deliver results and build volunteer confidence in the scheme. To aid this, each scheme now has a confirmed local 'buddy' – in most cases a PCSO, and each BCU has established a lead at superintendent

level for Road Safety to include CSW. All training and site review backlogs have been addressed and new sites and schemes are now being accepted.

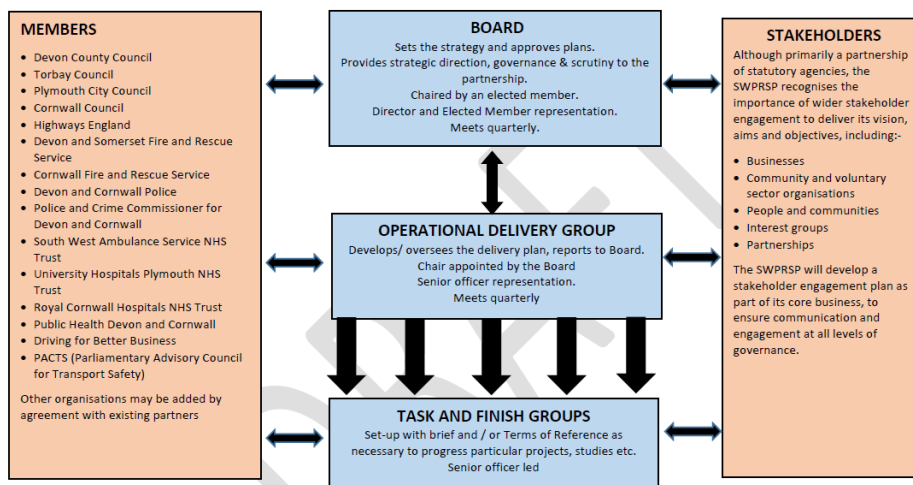
- 3.19 There are currently over 100 CSW schemes operating across Devon and Cornwall with communities invited to establish new schemes where there is local support. The Commissioner is aware that some volunteers are finding it difficult to get new schemes up and running; the police have established a new escalation mechanism to the policy owner – the Head of Roads Policing - to resolve issues and get schemes operating.
- 3.20 *Community Speedwatch Online:* Community Speedwatch Online (CSW Online) is a cloud-based portal developed by a group of CSW volunteers in Sussex. The portal which is in use in a number of other forces is volunteer led and provides a mechanism whereby volunteers can request new schemes, manage existing schemes, input results from CSW sessions, book equipment and bring in new volunteers. A pilot of the CSW Online portal was carried out between April and July 2019 which involved 9 CSW schemes from across Devon and Cornwall. The pilot was informed by data collection and surveying data from the participants. The overall response to the pilot has been positive from participants in October 2019 the CSW Development Group considered the results of the pilot and endorsed the decision to progress with the purchase of CSW Online for Devon and Cornwall.
- 3.21 The OPCC has been finalising arrangements for the roll-out of the system across all CSW schemes by mid-April 2020. This new approach has been funded through the Commissioner's CSW infrastructure funding set out in the PCC's Commissioning Intentions Plan for 2019/20.
- 3.22 *The Honest Truth:* The Honest Truth charity founded in south Devon following the death of several young people in a road traffic collision in the area. The founding members of the charity included emergency services and local authorities across the south west. In late 2019 the Honest Truth initiative transferred to the First Car group who specialise in motoring education, information and marketing. The Honest Truth continues to support the key message of delivering road safety education to young people.
- 3.23 During 2019 the OPCC worked with the road safety group The Honest Truth to encourage student drivers to spend more time learning about road safety. The Commissioner has worked with The Honest Truth to support schemes in North Devon and Plymouth which allow Approved Driving Instructors (ADIs) access to resources and information to share with their students. The programme seeks to help them to understand and address risk, teaching them positive driving behaviours and how to deal with distractions whilst behind the wheel – such as mobile phones, noisy passengers or friends encouraging dangerous driving. In early 2019 the OPCC also partnered with The Honest Truth to raise awareness of key road safety risks by way of a partnership with a Bideford- based road haulier, Evans Transport.
- 3.24 *Plymouth City Youth Council:* In December 2019, the Commissioner was invited to attend the Plymouth City Youth Council to discuss road safety and in particular hear the ideas of young people to help improve the safety in the city. Approximately 50 pupils from across the city attended the meeting which was chaired by a student from Scott Medical College and co-chaired by a pupil from Marine Academy Primary school.
- 3.25 The consultation and research conducted by the Youth Council will be collated into a report and presented to the Commissioner.

4 South West Peninsula Road Safety Partnership

- 4.1 The Policing Road Safety Strategy 2018-2021 envisaged a new collaborative way of working on road safety in line with the Safe System model - a widely accepted approach to road safety <https://www.brake.org.uk/facts-resources/15-facts/1484-safe-systems-facts-page> A key element of Safe System is strong leadership and an agreed vision to which partners commit and hold organisations to account. Discussions between the Commissioner, Devon and Cornwall Police, Local Authorities, Highways and partners in the first half of 2019 agreed that most benefit would be gained from improving road safety across the peninsula by establish a partnership board within a Safe System framework.
- 4.2 A road safety seminar was held in June 2019 and was attended by senior representatives of a broad range of partners engaged in road safety as well as representatives from SWAST and NHS. The event included inputs from the Parliamentary Advisory Council for Transport Safety, Safer Essex (road safety partnership). This lead to the collective agreement to take action jointly to address road safety and increasing trend in RTCs across the Peninsula.
- 4.3 The first meeting of the new South West Peninsula Road Safety Partnership was convened in October 2019. The Commissioner has been appointed as the chair of the Board and is working in close partnership with political leads and senior leaders from across the peninsula to embed this new approach and drive forward progress.

SOUTH WEST PENINSULA ROAD SAFETY PARTNERSHIP (SWPRSP)

GOVERNANCE STRUCTURE



- 4.4 The Board has adopted Vision Zero approach with a vision for the road network of Devon, Cornwall and the Isles of Scilly to be free from death and serious injury.
- 4.5 This is supported with casualty reduction strategy and targets to reduce the number of fatalities by 50% by 2030 and to reduce the number of serious injuries also by 50% over the same period – based on the average numbers recorded between 2014 and 2018. The baseline average for this period was 58 fatalities and 791 serious injury casualties. Achievement of these targets would result in this reducing to 29 fatalities and 396 serious injury casualties by the year 2030.

4.6 Eight priorities have been established and a lead organisations established. Development of activity in each of these areas will take account of the public views / community engagement.

1. Post-Crash Care –South West Peninsula Road Safety Partnership
2. Route based interventions –Highways England
3. Young drivers –Cornwall Fire & Rescue Service and Devon & Somerset Fire & Rescue Service
4. Motorcycling –Cornwall Council
5. Older drivers –Highways England
6. Business drivers – Highways England (Driving for Better Business)
7. Cyclists –Devon County Council & Plymouth City Council
8. Pedestrians – Torbay Council

4.7 Work has commenced exploring innovative ways to tackle the road safety issues affecting road users. There are several notable actions to report, including

A38 south east Cornwall Day of Action (January 2020):

4.8 The new SW Partnership carried out a multi agency day of action in January 2020. Research commissioned by the Peninsula Road Safety Partnership identified the south east Cornwall corridor of the A38 as a high risk route. In response to this Devon and Cornwall Police led a partnership operation on 14th January 2020 which brought together officers and staff from a wide range of agencies including the police, the Peninsula Road Safety Partnership, the Driver and Vehicle Standards Agency, Highways England, Driver and Vehicle Licensing Agency, Cornwall Council and HM Revenue and Customs. The enforcement operation was backed up by a public road safety awareness event in Liskeard.

4.9 This was a high visibility enforcement operation focussing on the stretch of road from Bodmin to Saltash targeting breaches of the Fatal 5 (excess speed, distraction driving, drink/ drug driving, not wearing a seatbelt and careless driving). The operation resulted in over 70 driving and vehicle defect offences being enforced including no insurance, no MoT, use of a mobile phone and 29 drivers exceeding the speed limit. Further joint operations will be undertaken during the course of the year focussed on sections of road that are shown to present a higher than average level of risk or danger.

Post-Crash Care:

4.10 A workshop has been arranged for 24th March 2020 to explore how the immediate response to road casualties can be improved. The event will focus on the 'First Response' aspect in terms of basic life support including collisions scene identification, having the right equipment to manage haemorrhaging at the scene and skilling up the community to provide simple but critical interventions. The workshop will hear from Dr Tim Nutbeam (Consultant at Derriford Hospital Major Trauma Centre) who specialises in pre-hospital Emergency Medicine and early intervention in trauma.

5 Progress on other D&C initiatives

National Collision Investigation Pilot

5.1 Devon and Cornwall was approached by the Department for Transport to participate in a 3 year study by the RAC Foundation to enhance understanding of the causes of road accidents and their wider societal impact. The research will inform thinking on whether to establish a road accident investigation branch similar to those in the aviation and rail sectors. Devon and Cornwall was chosen because of its rurality and the scale of the road network.

- 5.2 The Department for Transport has provided £480,000 to support the project nationally and Devon and Cornwall are one of several forces engaged in the pilot. The funding will include payment for additional analytical capacity within Devon and Cornwall to deliver the pilot activity. The study is due to complete in June 2021.

Road closures resulting from collisions - Immersion Challenge Project

- 5.3 Road traffic collisions can have a devastating impact on those involved in incident and their family and friends. They can also have a significant impact on the wider population using the road network, in particular when roads need to be closed. Road closures following a collision can affect the economic functioning of our area, disrupting business operations and can create an unwanted environmental impact. There are a number of different reasons for closing a road – primarily to preserve a potential crime scene and also to allow time for any repair works to the carriageway to be carried out.
- 5.4 A number of factors will determine the length of time the road will remain closed including the availability and proximity of specialist equipment or staff, the amount of clear-up work to be carried out at the scene including clearing fuel spills and the collection of evidence and scene measurements by the police or forensic collision investigators.
- 5.5 It is in no one's interests to keep a road closed for any longer than is absolutely necessary – as queuing or diverted traffic can cause further collisions elsewhere on the road network. However the police have a duty to investigate the scene thoroughly including to standards required by HM Coroner. The Highways Authority – which takes the final decision on when to re-open a road, must also be satisfied that the carriageway is safe to do so.
- 5.6 The OPCC and Devon and Cornwall Police have been continuing to work with Exeter City Futures and the Dorset OPCC on the development of the immersion challenge competition. This challenge responds directly to the commitment made in the Road Safety Strategy 2018-2021 to seek innovative solutions to the impact on transport of road closures. The purpose of the challenge is to tap into technical innovation to design a solution that will reduce the time taken by the police at the scene of a road traffic collision by 50% whilst not compromising the integrity or quality of the investigation.
- 5.7 Following an open competition two entrants were shortlisted to move forward to the next phase of working alongside police collision investigation teams in Devon, Cornwall and Dorset for 12 weeks to gain a deeper understanding of the functionality required to develop and test their proposed solutions. The final proposals were presented and demonstrated to the Commissioner on 31st January 2020 – the Police and Crime Panel will be provided with a verbal update at the meeting.

Driving for Better Business

- 5.8 This scheme is focused on encouraging businesses to improve driver awareness and behaviours within their workforce for the benefit of business efficiency and the wider community. A regional launch event for Driving for Better Business was held at Middlemoor in late September 2019 to raise awareness of the scheme and encourage businesses to sign up.
- 5.9 Devon and Cornwall Police and the OPCC have agreed to join the scheme and are the first police Force in the country to do so. A number of driving-related policies and practices are undergoing adjustment to bring the two organisations into the scheme.

6 The PCC's National Road Safety Portfolio and National Landscape

Association of Police and Crime Commissioners (APCC)

- 6.1 The Association of PCCs held a Deep Dive into Road Safety on 23 July 2019 in London. The session was hosted by the Commissioner who is the national Road Safety Lead for all PCCs. A number of presentations were provided including from the Parliamentary Advisory Council for Transport Safety, Community Speedwatch Online and the Ministry of Justice (MOJ).
- 6.2 At the event representatives from the Ministry of Justice announced that central government funding for Brake (a national charity which provides support to victims of road collisions) would continue until March 2020. This announcement was welcomed by PCCs who had been lobbying the government to reconsider their decision to cease funding from September 2019. The OPCC is a member of the MOJ Working Group that will consider future arrangements. The group was next due to meet on 28th January but the MoJ cancelled this at short notice. As a result, the Commissioner has written to the MoJ indicating her disappointment that this important work has not progressed and calling for urgent action to close the gap created by the Ministry's decision to withdraw funding.
- 6.3 The two priority areas for APCC activity for the future were agreed nationally by PCCs:
- Securing improvements to post collision response – this includes the emergency response to collisions and their investigation as well as improvements designed to support quicker re-opening of roads whilst not undermining the integrity of the police investigation. PCCs will also be championing greater support to victims of road collisions and their families.
 - Additional government investment in road safety – this includes exploring how some of the money that HM Treasury receives through fines for traffic offences could be re-invested back into road safety and enforcement of traffic laws. A key element of this is the agreement to seek an increase in speeding fines paid to the government and distribution of that increase locally to support road safety activity (in line with the strong public support shown in a poll carried out by the OPCC in January 2019). The Commissioner has begun to work with PCC David Jamieson of West Midlands to make this case to government on behalf of PCCs and is encouraging all PCCs to carry out a similar poll within their policing area to support the case for change. The potential for progress in this area to unlock additional funding to support road safety activity is considerable.

New Government Road Safety Statement and 2 year Action Plan

- 6.4 In July 2019, the DfT published the long-awaited Road Safety Statement and 2 year Action Plan This provided a steer from Government about the direction it will be taking in the areas of road safety. The action plan identifies government plans to take forward policy in areas including sight tests for older drivers, penalties for non-use of seatbelts and research into the benefits of Graduated Driving Licences.

Roads Policing Review

- 6.5 In 2019 the Home Office and DfT has commenced a major review of roads policing. The two year review will be led by ACC Steve Barry of Sussex Police and involves representatives from policing, local authorities and Highways England. The Commissioner is a member of the Review Board which is due to meet for the second time in mid February. The review will structure its work under seven workstreams:

1. Type approval process
2. Driver training / standards
3. Roads intelligence
4. Forensic collision investigation
5. Operational enforcement
6. Back office case assessment and prosecution functions
7. Road Safety Partnerships

HMICFRS thematic review of Roads Policing

- 6.7 As part of the Home Office and DfT Roads Policing review, DfT commissioned Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to conduct a thematic review of roads policing across England and Wales. Devon and Cornwall Police were one of the seven Forces selected for inspection and was visited by HMICFRS in early November. Fieldwork was completed just before Christmas and HMICFRS are now preparing their report which is expected to be published in March.

Westminster engagement

- 6.8 The Commissioner participated in a number of inquiries by the Transport Select Committee held in the last Parliament:
- Pavement Parking: the Commissioner submitted evidence that the focus of effective enforcement should be on civil enforcement not criminal offences with police enforcement. The Committee's Report contained specific recommendations on this matter in support of the Commissioner's view and we now await the government's response to this report is awaited.
 - Road Safety: the Commissioner submitted evidence to the Committee to support its inquiry into road safety and the OPCC attended a roundtable with the Committee in 2019 to discuss the key issues emerging from the initial call for evidence. We await notification on the next steps for this inquiry.
 - Young and novice drivers inquiry: The Commissioner submitted written evidence to this inquiry which explored the high casualty rate amongst 17-24 year olds. We await notification on the next steps for this inquiry.
- 6.9 We await the publication of the Transport Committee's inquiry schedule for the current Parliament.
- 6.10 The Commissioner is continuing to build strong links with Department for Transport Ministers and officials to support national and local activity. The Commissioner was due to meet the new Road Safety Minister Baroness Vere, before Christmas but the meeting was postponed due to the General Election. Arrangements are in hand to reschedule this meeting in the coming weeks.
- 6.11 The Commissioner has been forging good links with the Parliamentary Advisory Council for Transport Safety (PACTS) and has met with the Chair of the Council Barry Shearman MP to discuss areas for collaborative working. The Commissioner and local partners joined with PACTS to co-sponsor a conference in November 2019 which focused on improving the post collision response from health and other agencies to collisions.
- 6.12 The new South West Peninsula Road Safety Partnership is a member of PACTS and David Davies, PACTS' Executive Director, has joined the newly established board as an independent advisor to the Partnership.

Contact for further information

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Report prepared 22nd January 2020



**Police and Crime Panel
7 February 2020
Report of the Police and Crime Commissioner**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER'S
PERFORMANCE REPORT**

1. Purpose of the report

- 1.1 This report provides an overview for the Police and Crime Panel of:
- the most recent recorded crime figures from the Office of National Statistics which relate to the 12 months to 30th September 2019 (published on 23rd January 2020) which shows Devon and Cornwall as the third safest force area in England and Wales;
 - information on levels of serious violence and mental ill health and police attendance at A&E as requested by the Panel at its meeting in September 2019; and
 - 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. Recorded Crime in Devon, Cornwall and the Isles of Scilly (Office of National Statistics (ONS))

- 2.1 The ONS publishes data on levels of recorded crime and trends in performance on a quarterly basis. The latest figures on recorded crime – which cover the year to 30th September 2019 – were published by the ONS on 23rd January 2020.
- 2.2 The performance section of the OPCC website provides regular briefing documents on recorded crime in Devon, Cornwall and the Isles of Scilly based on the ONS. These briefings provide an overall profile for Devon and Cornwall every quarter of recorded crime and trends based on the main Home Office offence categories. In addition to the OPCC prepares and publishes individual profiles for Devon, Cornwall (including the Isles of Scilly), Plymouth and Torbay every 6 months. <https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/crime/>.
- 2.3 Attached to this report at Annex 1 is the OPCC's crime profile for Devon, Cornwall and the Isles of Scilly which has been prepared following the latest data release. It should be noted that the latest figures and national rate calculations exclude Greater Manchester Police due to an issue with data recording within that force. Adjustments have been made by the ONS to account for this and it does not have any notable impact on the relative position of our area.
- 2.4 The OPCC are currently preparing area profiles for the four upper tier local authorities which will be published on the OPCC website in early February.
- 2.5 In the 12 months to 30th September 2019
- There was a 0.3% decrease in total recorded crime for the area, compared to an 5.3% increase nationally.

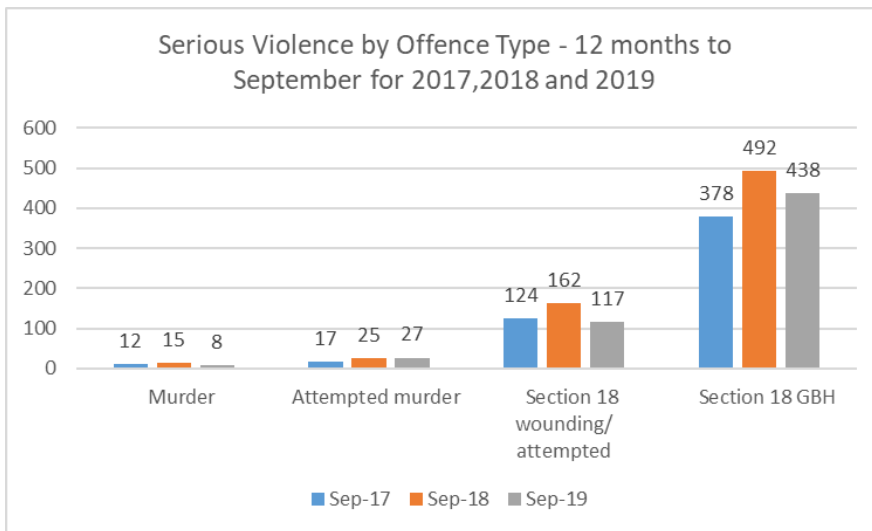
- There were 104,626 crimes recorded for Devon, Cornwall and the Isles of Scilly. This is equivalent to 59.4 crimes per 1000 resident population, compared to 84.6 crimes per 1,000 resident population across England and Wales
- Devon, Cornwall and the Isles of Scilly was one of only six policing areas in the country which saw a reduction in recorded crime levels in this period;
- Devon and Cornwall had the 3rd lowest rate of crime in England and Wales out of 42 police forces (the lowest rates being North Yorkshire with 57.5 crimes per 1000 population and Gloucestershire with 58.6 crimes per 1000 population).
- Compared to all other forces in England and Wales our area had:
 - the lowest rate of residential burglary offences; and
 - the 2nd lowest rate of theft offences.
- Levels of violence with injury have increased by 5% in the year compared to a 1% increase nationally, although we have seen reductions in the areas of serious violence (down 15%) and knife crime related violence with injury (down 3%). Serious violence is discussed further in section 3 below.
- Levels of domestic abuse and the links between alcohol and violence remain areas of concern and are recognised in the multi agency Peninsula Strategic Assessment (PSA), the PCC's Commissioning Intentions Plan and local CSP plans as key areas for action
 - around one third of all cases of violence with injury were identified as domestic abuse incidents
 - alcohol was flagged as a factor in 32% of cases of violence with injury.
- 1.8% (1,841) of the recorded crimes for our area in the year were identified as a 'Hate' crime which is an increase of 11% from the previous year.
- Seasonal variations continue to have a significant impact on recorded crime levels, with an 10% increase in recorded crime over the 3 month summer period compared to the rest of the year. This is the highest seasonality in England and Wales.

Sexual offences

2.6 The number of recorded sexual offences in Devon, Cornwall and the Isles of Scilly has reduced slightly (down 2%) with 4,456 offences recorded. This is an area where crimes often go un-reported and so we do not consider that this reduction relates to a reduction in the level of victims. Fundamental to encouraging people to report sexual offences is the support that victims receive through the criminal justice system. The OPCC will continue to work with the police and community safety partners in this area to ensure that victims are encouraged to come forward and that they receive the support they need to help them to recover and to support investigations so that offenders can be brought to justice.

3. Serious violence

3.1 Most serious violence is defined as murder, attempted murder and section 18 (both GBH and wounding/attempted GBH). Overall numbers have remained low but have seen a series of rises over recent periods. In the most recent data released on 23rd January 2020 we have seen a 15% reduction in serious violence compared to the previous year. The figures for the past 3 years are shown in graph 1 below:



Graph 1: Serious Violence by Offence Type

- 3.2 Serious violence has no single cause. Serious violence offences can occur linked to domestic abuse, mental ill health, alcohol fuelled violence in our town and city centres and also organised crime, in particular around drug supply chains. Recent increases in knife crime, homicides, domestic abuse and rape all highlight the importance of proactive and decisive action n serious violence.
- 3.3 Devon and Cornwall Police’s review of serious violence in 2018 highlighted that:
- Most serious violence impacts predominantly on male victims aged between 18 to 36 years old (3 in every 4 crimes);
 - Female victims are much more likely to experience most serious violence in a domestic context (50%) compared to males (11%);
 - Around a third of offences appear to have been aggravated by alcohol, and three-quarters of offences occur between 6pm and 6am.
- 3.4 The Peninsula Crime Analysts Network examined rising levels of serious violence in Devon, Cornwall and the Isles of Scilly as part of the development of the 2019/20 Peninsula Strategic Assessment (PSA) which was finalised in December 2019. This looked at recorded crime for the year 2018/19 and observed rises in serious violence in all areas with the exception of Torbay which remained stable. The PSA will inform the work of the Community Safety Partnerships, the police and the activities within the PCC’s Commissioning Intentions Plan over the coming year, in key areas including domestic abuse and the collective response to alcohol related violence.
- 3.5 The significant increase in proactive activity right across the geography to tackle organised drug supply, including county lines, can be observed in the increased levels of recorded crime being seen in the areas of drugs offences and also possession of weapons. Apprehending offenders and removing weapons from circulation are an important step in keeping our communities safer. Since 2018 we have seen the establishment of dedicated proactive teams in each of the four geographic command units in Devon and Cornwall Police (Cornwall; Plymouth; South Devon and Torbay; and North, East and West Devon) which have played an important role in upscaling activity. This is supported by Devon and Cornwall Police’s participation in national county lines operations, local partnership efforts around intelligence gathering and prevention and also through work by the National Crime Agency and Regional Organised Crime Unit.
- 3.6 Whilst we have seen a reduction in levels of serious violence in the most recent data it is important that our work in tackling violence continues to develop. The Commissioner is concerned about levels of violence in their broadest form right across our communities.

Devon, Cornwall and the Isles of Scilly has a higher rate of violence with injury than the national average and sees significant seasonality peaks as well as increasing levels of rape and domestic abuse. If we are to protect communities and stop these crimes from occurring we need a significant and sustained partnership focus. In recognition of this the Commissioner has made specific proposals with regards to tackling violence as part of the budget proposal that is being brought to this meeting.

Mental ill health and police attendance at A&E

- 3.7 Dealing with people who present with a mental health crisis is a particular challenge for Devon, Cornwall and the Isles of Scilly which is a national outlier on suicides and self-harm. There is a need for us to provide support across a large and isolated geography.
- 3.8 In 2018/19 police officers recorded a total time of 8,738 hours (nearly 365 days) as supervising an individual with mental ill health. This is an increase of 14% from the previous period. This included a 55% increase in hours at a place of safety (at 847 hours) and a 58% increase in attendance at hospital for section 136 incidents (at 1,621 hours). The largest volume related to attendance at hospital for non section 136 cases – which equates to nearly 6,000 hours in the year. The Commissioner continues to work with health partners to seek solutions to these challenges and to hold them to account for how the investment of £2.3 billion from the government in 2019 will support people suffering from mental health, in particular specific investments on mental health ambulances and a 24/7 telephone service which we were informed by Ministers are part of that overall package.

4. The Police and Crime Plan Strategic Indicators

4.1 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”. A narrative commentary is 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.

In 2018/19 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

4.2 These 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.

Overall performance against the Police and Crime Plan Strategic Indicators

4.3 The OPCC’s assessment of performance to-date against the headline strategic indicators for the performance year ended 31st December 2019 show most indicators at Green – ‘Content’. This is the latest data for all indicators that are available unless stated otherwise. The infographic for February 2020 is included at Annex 2.

Summary:

	February 2020 Panel	September 2019 Panel
Green	7*	7

Amber	1	4
Red	0	0
Ungraded	3*	0
	11	11

4.4 One indicator has been graded as amber (additional scrutiny) in this report – the measure on waiting times for 101 non-emergency calls.

*It is the Commissioner’s view that the three measures included in the infographic in 2019 in place of the previous vfm indicators from Her Majesty’s Inspectorate (which are set out in section 6 of this report) should be marked as ‘ungraded’. These measures are not indicators of performance but provide important information regarding the relative funding position and resource levels of our area compared to other areas in England and Wales.

i. 101: non-emergency calls waiting longer than 10 minutes- AMBER

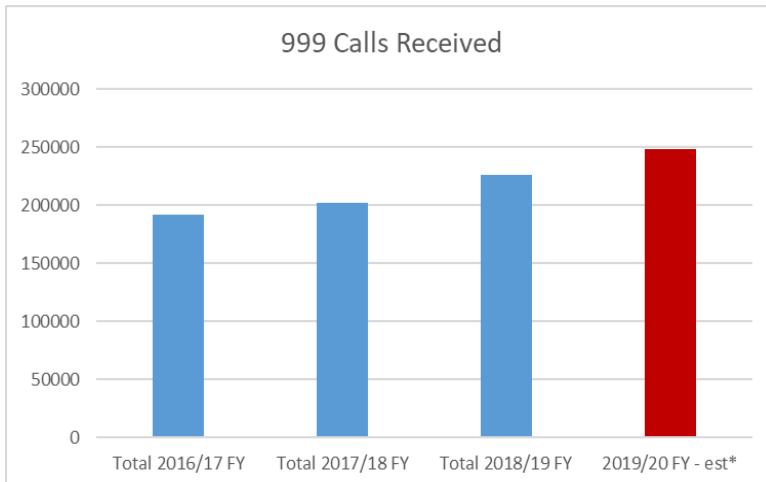
4.5 Between the reporting period 1st August 2019 to 31st December 2019, 62% of all 101 calls connected through the IVR system were answered within 10 minutes. This data only relates to the period from 1st August 2019 which is the point at which the new interactive voice recognition (IVR) system was introduced in Devon and Cornwall Police as calls are routed differently through the new system. As such it is not possible to provide a full year data or to compare directly with the performance data reported under the old system.

4.6 247,359 calls were connected between 1st August 2019 and 31st December 2019. The average wait time to speak to a call handler has been 9 mins 25 secs. However, it is recognised that some callers, particularly at peak times, will have experienced much longer wait times.

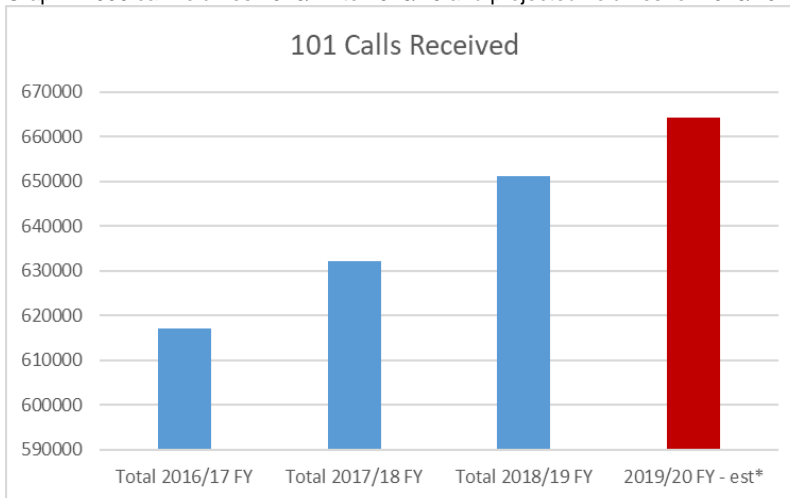
4.7 The number of calls being made to both 999 emergency line and the 101 non-emergency line continue to rise year on year. In addition the average call time has continued to increase year on year which reflects both the growing complexity of the calls received by call handlers and the need for enhanced risk assessments and safeguarding procedures to be carried out. This is particularly noticeable in the area of 999 calls where current average handling times for a call (which include both call time and post call processing) are three times longer than in 2016/17 at over 7 minutes.

4.8 The Commissioner recognises that 999 and 101 performance are interdependent, as call handlers within 101 may be diverted to managing 999 calls in periods of high demand. Similarly in periods of high demand for 999 calls there can be an impact on performance in areas such as webchat services as call handlers manage contacts dynamically with 999 calls rightly prioritised due to the potential threat to life.

4.9 The graphs (Graphs 2 and 3) highlight these challenges and the growth in call numbers over recent years. The current projection is that by the end of 2019/20 Devon and Cornwall Police will have received over 57,000 more 999 calls in that year compared to levels in 2016/17 and over 46,000 more 101 calls which equates. This equates to a 30% increase and 7% increase respectively over that 4 year period.

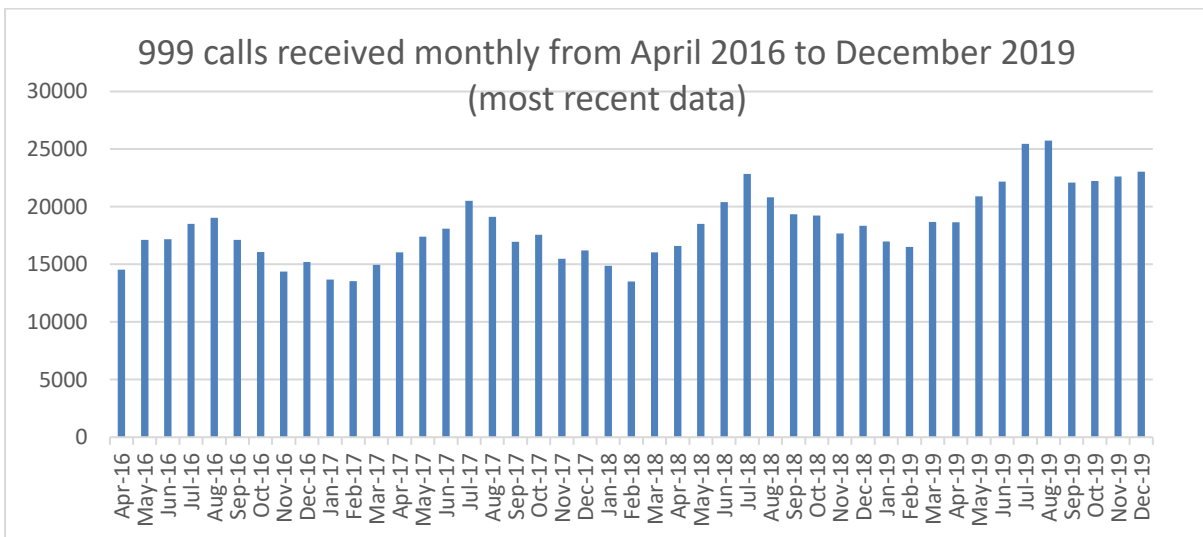


Graph 2: 999 call volumes 2016/17 to 2018/19 and projected volumes for 2019/20



Graph 3: 101 call volumes 2016/17 to 2018/19 and projected volumes for 2019/20

4.10 The additional pressures placed on 101 and 999 by the summer surge is also well evidenced in graph 4 below which sets out monthly demand into 999 for each of the past 4 years with a clear annual cycle of increased calls within the summer period. The Commissioner is continuing (with the support of the Chief Constable) to campaign for a greater recognition of the immense pressures placed on Devon, Cornwall and the Isles of Scilly as a result of tourism and made an application the Home Office for special grant funding in September 2019.



- 4.11 The number of call handlers has remained constant (at 367 FTE working 24/7 on a shift pattern), although with higher staff turnover and new recruits, the level of experience and confidence amongst call handlers which comes with time in the role, has not. This is due to the employment market being buoyant in Exeter and Plymouth along with the stresses of the job.
- 4.12 The pressure on the contact centre to respond to this growth within existing resources is high. The Chief Constable takes this seriously and responsibility for delivering improvements sits with an Assistant Chief Constable.
- 4.13 The implementation of the new 101 call system to date has not led to a reduction in the overall proportion of 101 calls answered within 10 minutes. However the new system has seen higher priority non-urgent reports, such as domestic abuse or missing persons, answered and dealt with at first point of contact and more quickly which is welcomed. The system is currently being developed further with action being taken to introduce more options as well as call messaging to allow callers to understand queue times and to provide live updates on the Devon and Cornwall Police website. The Commissioner has been informed that further changes are being made by the end of February 2020.
- 4.14 101 call waiting times continue to be an issue of concern for the public and the Commissioner and the OPCC judgement remains Amber for this measure. The OPCC will continue to monitor the 101 service closely. The Commissioner has also prioritised the contact centre within the budget for 2020/21 to enable the Chief Constable to look at the capacity and capability within the two contact centres and whether it remains appropriate.

5. Commentary on **GREEN** strategic indicators

Public Confidence

'Police do a good/excellent job' **GREEN**

(Based on 12 months to September 2019, released on the 23rd January 2020)

- 5.1 This measure is based on a national dataset issued by the Office of National Statistics each quarter and covers a rolling 12 month period. The baseline data is derived from the 2 years to December 2015 and is at 68%. The survey cohort includes people who may have had no dealings with the police over the recent past and responses may be affected by national media reporting on wider policing issues as well as local experiences.
- 5.2 For the 12 months to September 2019, 57% of 859 survey respondents felt that Devon and Cornwall were doing a good or excellent job. Although in percentage terms there has been a slight decrease, in statistical terms there has been no actual change.
- 5.3 Performance for this measure is very similar between all Force areas and Devon, Cornwall and the Isles of Scilly is not an outlier. In statistical terms, performance in Devon and Cornwall is only significantly lower than two forces and is significantly higher than three Forces.

Public Confidence – the public have overall confidence in the police **GREEN**

(Based on 12 months to September 2019, released on 23rd January 2020)

- 5.4 For the 12 months to September 2019, 76% of 875 survey respondents had confidence in Devon and Cornwall Police when 'taking everything into account'. Performance has remained stable for this measure and continues to sit above the national average of 74%. The survey cohort includes people who may have had no dealings with the police over the recent past and responses may be affected by national media reporting on wider policing issues as well as local experiences.

- 5.5 As with the public confidence measure above, performance in this area is very similar between all Force areas. In statistical terms, performance in Devon and Cornwall Police is only significantly lower than one force and is significantly higher than four Forces.

OPCC commentary on both public confidence measures

- 5.6 Both of these performance indicators were rated as Amber in the report to the Panel in September 2019. Whilst there has been no change in overall performance the OPCC's judgment is that they should now move to Green. The indicators have stabilised over the past two releases. The overall landscape for policing has altered considerably during the surveying period covered by the latest Crime Survey for England and Wales release with the announcement of 20,000 additional police officers and wider investment in policing. The OPCC considers that it is appropriate to monitor this indicator over the next six months rather than to commence additional new scrutiny activity in this area, which supports this move to Green.

Priority Victim Satisfaction GREEN (12 months to December 2019)

- 5.7 The latest available survey data indicates that 71% of priority victims are satisfied with their overall experience with the police. There has been a 2% decrease since this figure was last reported to the Panel in September 2019 although the level remains close to the baseline level of 73%. The OPCC judgement remains Green (i.e 'content') for this measure.
- 5.8 However the OPCC will be evaluating the current victim care arrangements in 2020 to ensure that they remain fit for purpose and meet the needs of victims. In carrying out this work there will be a specific examination of the interests of these victims (who are victims are serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable or intimidated). This evaluation will be informed by detailed analysis of the victim satisfaction surveying which is carried out by Devon and Cornwall Police.

Repeat Victimisation: GREEN (12 months to December 2019)

- 5.9 In the 12 months to 31st December 2019 a quarter of victims (both people and organisations) of crime had also reported at least one offence in the previous 12 months.
- 5.10 This measure includes all crime types and the Panel should note that victims do not have to be the victim of the same type of offence twice to be considered a repeat victim. Performance for this measure has remained stable for some time at 25%. The OPCC will be undertaking a review of the current victim care arrangements in 2020 to ensure that they remain fit for purpose and meet the needs of victims. In carrying out this work there will be a specific examination of the needs of repeat victims (both individuals and businesses). In view of this, the OPCC Judgement is that this indicator should no longer be marked as Amber (i.e. requires additional scrutiny') and has moved it to Green.

Emergency Calls (999) GREEN (12 months to December 2019)

- 5.11 Based on the latest available data, 85% of 999 calls were answered within 10 seconds. This is a decrease of 6% since this figure was reported to Panel in September (based on the 12 months to July 2019) and compared to the equivalent period to December 2018.
- 5.12 In the 12 months to December 2019, the 999 service received 255,087 calls – a 17% increase (i.e. 36,866 more 999 calls) compared with the 12 months to December 2018. In view of the context set earlier within this report (101 non-emergency calls and recent weekly performance data which shows an improving picture the OPCC judgement remains Green for this measure.

Attendance time for Immediate calls for service: GREEN

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

5.13 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 December 2019 the median time to attend an immediate incident was 14 minutes and 23 seconds across the Force as a whole. Performance of this measure remains stable since it was reported at September's Panel meeting and when compared with the same period last year, where this figure stood at 14 minutes 25 seconds.

5.14 71,801 immediate incidents were attended in Devon and Cornwall between January 2019 and December 2019 – 69% of which were attended within 20 minutes and 87% were attended within 30 minutes.

Emails (101) and texts GREEN (12 months to December 2019)

5.15 A baseline of 98% has been set for this measure which is based on the first 12 months of full operation and data recording (12 months to December 2017). Email and text traffic to 101 has increased since the baseline year when 71,754 contacts received. In the 12 months to December 2019 107,894 emails and texts were sent to 101. This represents an increase of 18% (n=16,608) compared to the year to 31st December 2018. During the 12 months to December 2019, 73% of 101 emails and texts were responded to within 24 hours.

5.16 This is below the baseline of 98% and represents a 19% reduction compared to the data provided to the Panel in September 2019. The OPCC understands there were some specific issues in the summer and early autumn of 2019 which resulted in a backlog of emails. The latest data provided to the OPCC shows that 100% of emails and texts have received a response within 24 hours for the past four weeks and assurance has been provided that the issues have been resolved. In view of this information the OPCC judgment on this measure has remained Green although the OPCC will continue to monitor this area.

5.17 Online contact is not confined to these two areas and significant increases are also being seen in the use of the Devon and Cornwall Police secure webchat facility. This service provides an interactive and immediate contact channel to 101. In the year to 31st December 2019 there were 13,046 requested webchats. Customer satisfaction with the webchat service is high

- 88% of people that used this contact method were happy with the service
- 92% said that they would use Devon and Cornwall Police webchat again.

6. Infographic: funding and resources

6.1 At its February 2019 meeting the Panel were advised that the previously provided value for money indicators on the infographic could no longer be updated due to changes in the HMICFRS Value for Money Profiles from which the data had previously been extracted. The OPCC introduced new information in June 2019 in place of those indicators:

- a) Funding per day per head – comparing Devon and Cornwall to the average of its most similar group (MSG)¹ of forces, the national 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)

6.2 The data contained within a) and b) reflects the financial situation for 2019/20 and do not alter within the financial year. These measures will be updated for 2020/21 once the financial position of other policing areas and their decisions regarding council tax precept are known and will be provided in the next report to the Panel.

6.3 The data contained within c) reflects the latest FTE levels for police officers and staff as at November 2019. Recruitment of police officers is continuing to occur with regular intakes of

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

new police officers, through new recruits and transferees from other police forces. The latest information regarding police officer and police staff numbers are included within the budget papers submitted to this meeting.

- 6.4 As noted in paragraph 4.4 above the Commissioner considers that these three measures should be marked as 'ungraded'. These measures are not indicators of performance but provide important information regarding the relative funding position and police officer and staff levels for our policing area.

Contact for further information

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Chief Executive

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Report prepared 28 January 2019

Recorded crime in Devon and Cornwall

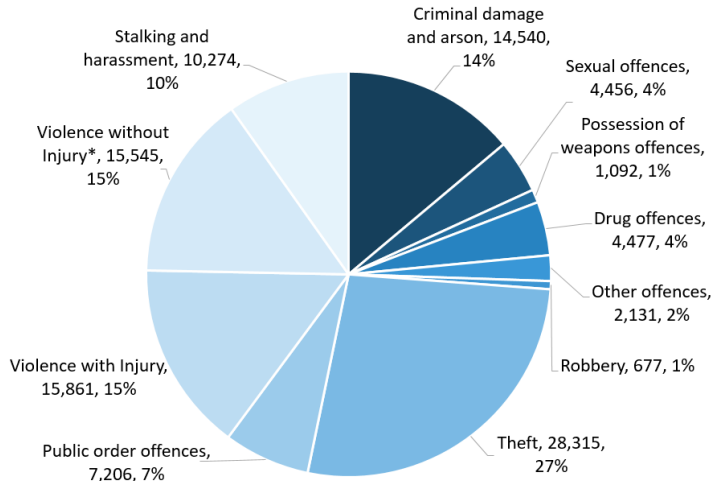
For the 12 months to 30th September 2019 compared to the year prior

Overview

- 104,626 recorded crimes, equivalent to 59.4 per 1000 resident population (compared to 84.6 across England and Wales excluding Greater Manchester due to recording issues).
- 3rd lowest rate of crime in England and Wales (out of 41 forces¹).
- 2nd lowest rate of theft offences in England and Wales.
- Total recorded crime decreased by 0.3% in Devon and Cornwall compared to a 5% increase nationally over the year period.

¹Crime rates are not stated for the City of London in the Office of National Statistics data, due to the low population.

Crime Types



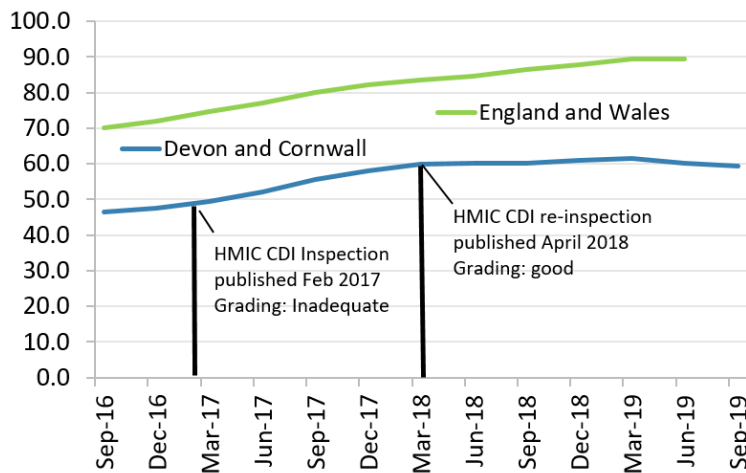
Percentage of total crime and volume by Crime type, Office of National Statistics data.
*Violence without injury excluding stalking and harassment.

The 104,626 recorded crimes in Devon and Cornwall break down into specific crime types as shown.

In every category except violence with injury the Devon and Cornwall crime rate per 1,000 population is lower than the national rate (see detail overleaf).

- Domestic abuse accounted for 20% of all crimes.
- Alcohol was recorded as a factor in 15% of all crimes.
- 1.8% of crimes were hate crimes.

Trends

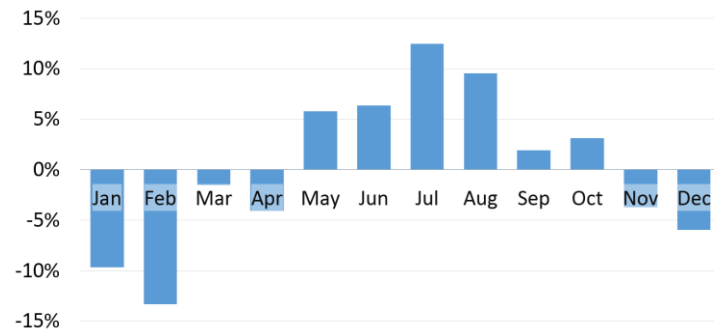


Crime rate per 1000 resident population 12 month rolling average, Office of National Statistics.

Between September 2016 and March 2018 we saw a large increase of recorded crime. A significant factor was improvements in crime recording practices within Devon and Cornwall Police which took effect in that period. This followed HMICFRS's Crime Data Integrity (CDI) inspections of Devon and Cornwall Police in 2016.

From March 2018 onwards the recording practices became more stable resulting in recorded crime levels settling at a higher rate.

Seasonality



3 Year trend adjusted average of seasonality: month average compared to the yearly average.

Crime is 10% higher in July, August, and September compared with the rest of the year. This is the highest seasonal impact for any police force.

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

Crime trends In Devon and Cornwall

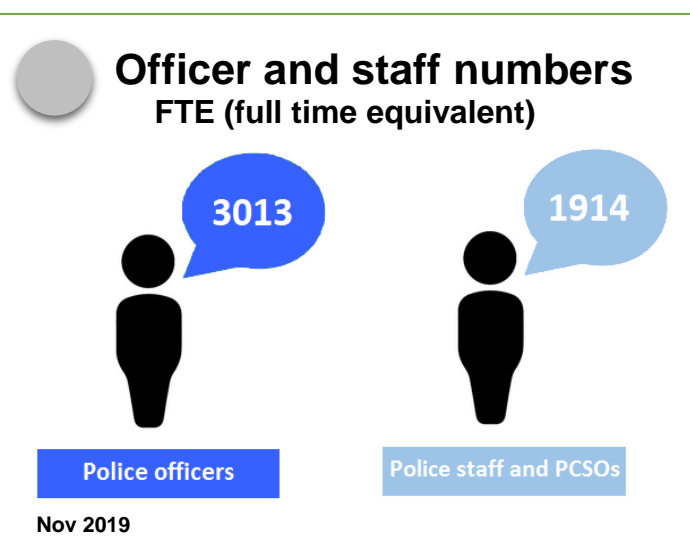
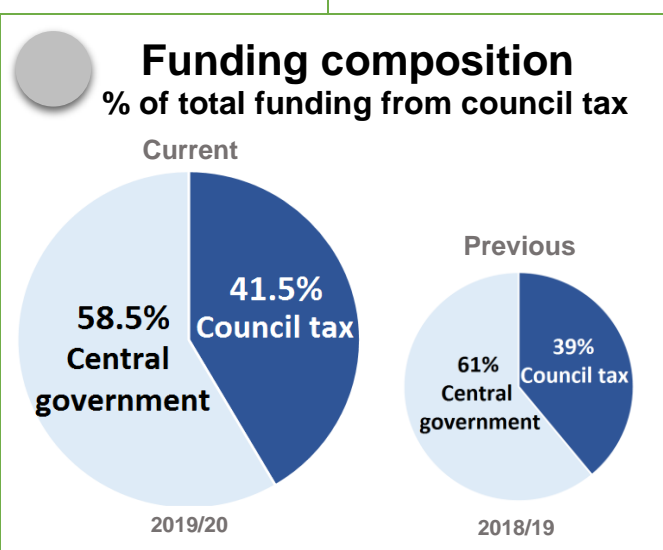
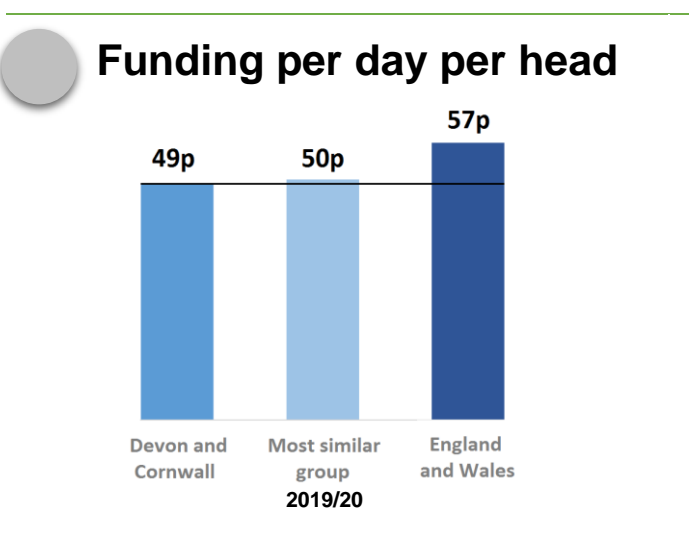
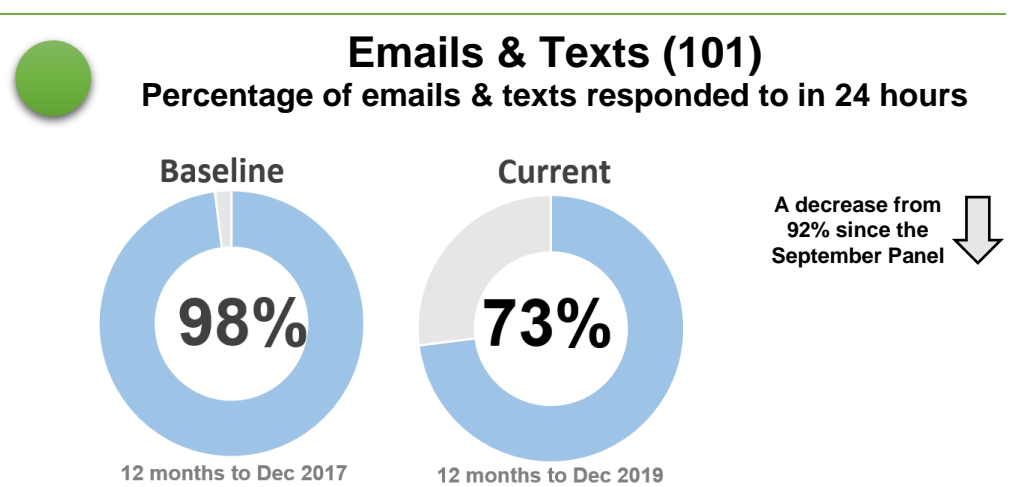
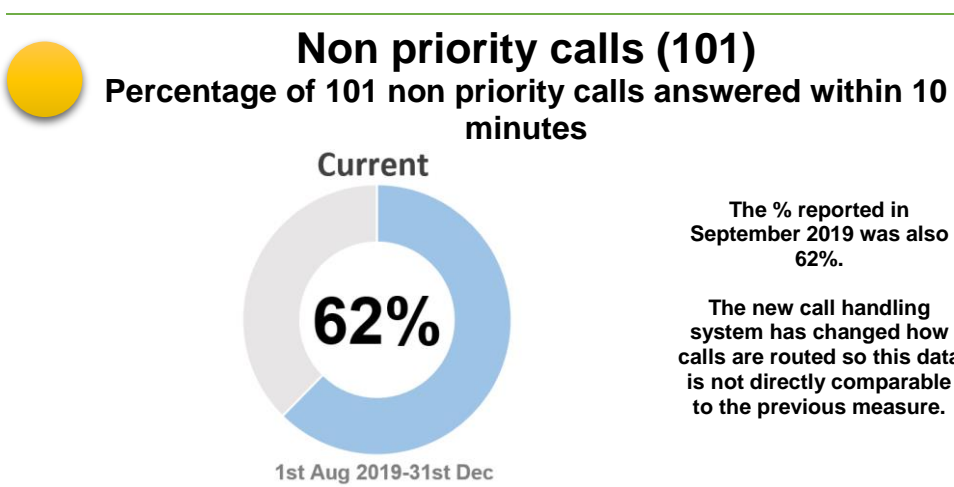
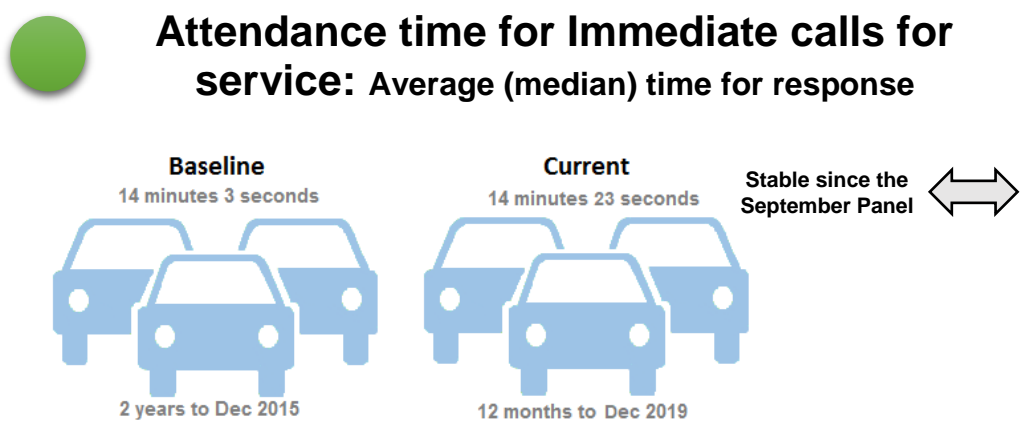
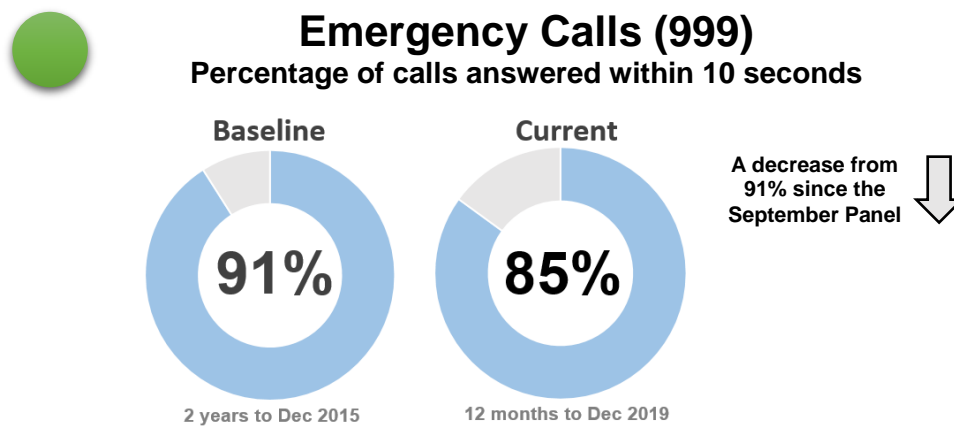
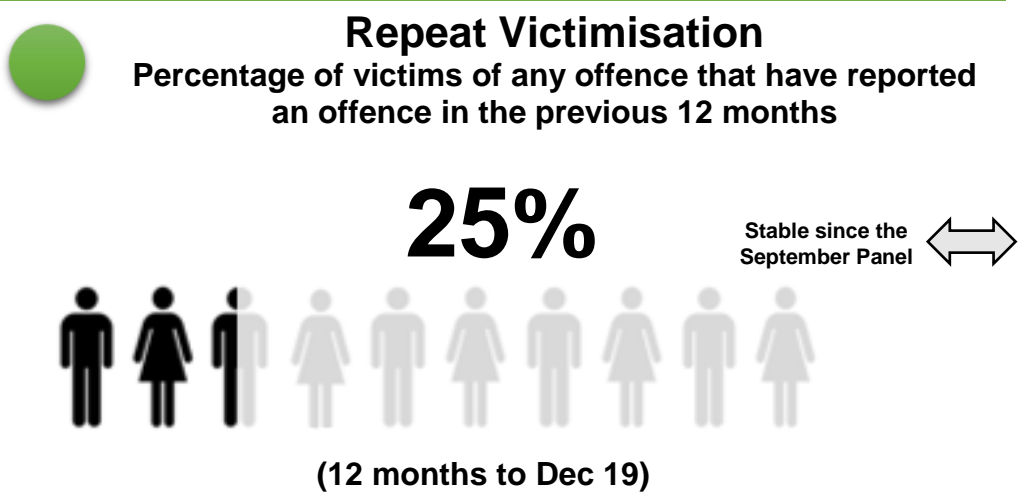
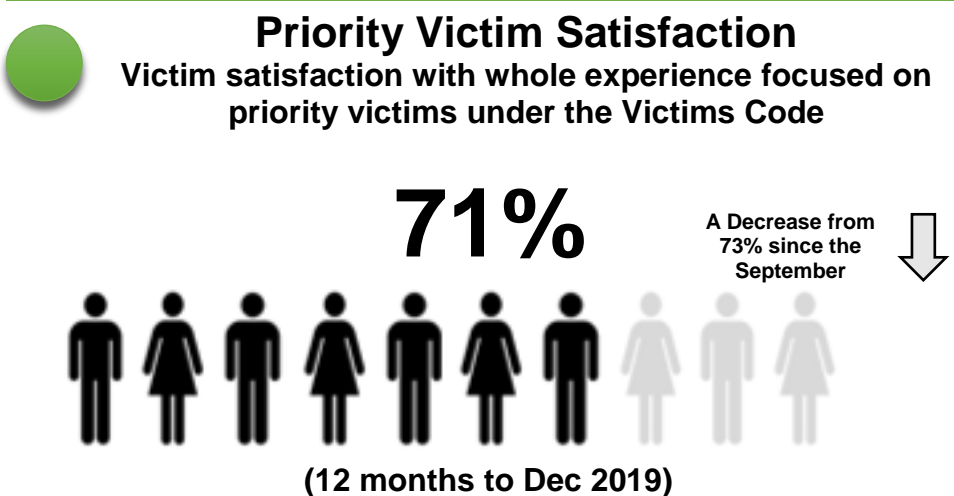
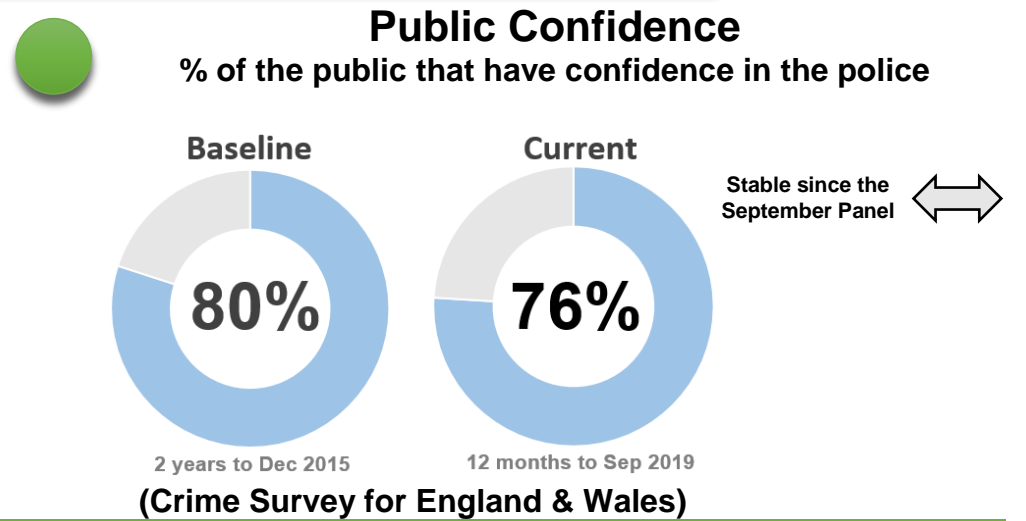
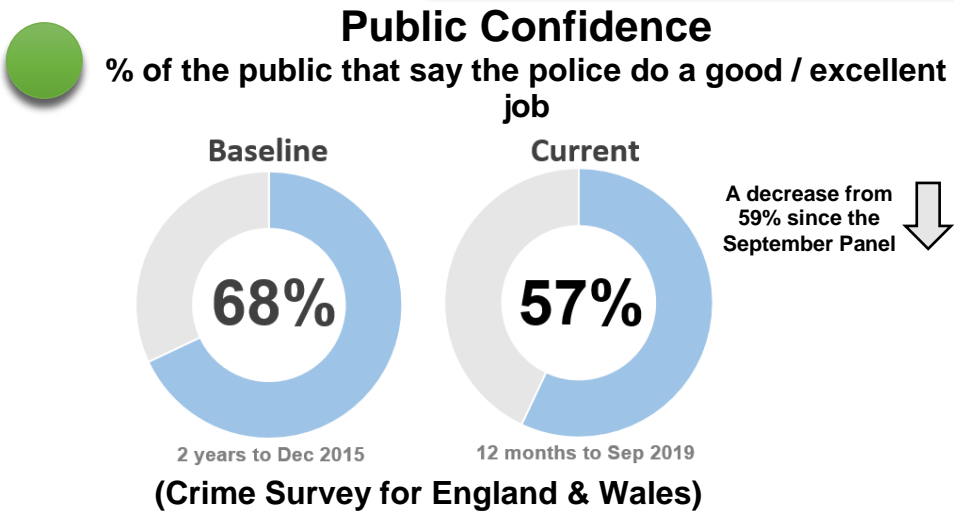
	D&C rate ²	National rate ²	D&C trend	Extra Information
Violence with Injury 15,861	9.0	8.7	↑ 5% <i>Up 1% nationally</i>	<p>This category includes a wide range of offences which range in seriousness. Levels of violence with injury just above the national average and have risen at a higher rate locally in the period (up 5% in D&C compared to a 1% rise nationally). Domestic abuse is identified as a factor in around one third of all violence with injury offences. Seasonal variations are significant and this has been an important factor in our special grant application.</p> <p>Assault with injury: accounts for 92% of violence with injury. Serious violence: Severe forms of violence such as murder, attempted murder, section 18 GBH and wounding have decreased by 15% to 588. Knife crime: has decreased to 427 (a 3% decrease). Devon and Cornwall has the lowest rate of knife crime nationally. Alcohol: alcohol is flagged as a factor in 32% of violence with injury.</p>
Violence without Injury (excl. Stalking and harassment) 15,545	8.8	11.2	↑ 5% <i>Up 12% nationally</i>	<p>There has been a small increase in recorded violence without injury, primarily due to an increase in assault without injury. Alcohol is noted as a factor in 26% of offences. 38% of offences are flagged as being domestic abuse related. Again seasonal variations in this area are significant and have been a factor in our special grant application.</p>
Stalking and harassment 10,274	5.8	7.6	↑ 9% <i>Up 28% nationally</i>	<p>Home Office counting rules have changed nationally and has resulted in increases both nationally and locally. There is an increasing recognition of significant harm these crimes can cause victims and priority has been placed on encouraging reporting and providing support to victims.</p> <p>Domestic abuse: 44% (4,481 crimes) of stalking and harassment is identified as domestic abuse. This increased by 42% compared to the previous year. Online: analysis shows that at least 30% of stalking and harassment is committed via social media or other online contact.</p>
Sexual offences 4,456	2.5	2.6	↓ -2% <i>Up 3% nationally</i>	<p>The increase in victims reporting these crimes over the last few years has stopped. In the period there were 1,639 rapes recorded accounting for 35% of all reported sexual offences. 28% of the sexual offences recorded are historic (historic in means offences where there is a gap of over year between the offence and it being reported to police).</p>
Thefts 28,315	16.1	31.8	↓ -11% <i>Stable nationally</i>	<p>Burglary: decreased by 9%. Vehicle offences: decreased by 7%. Shoplifting: decreased by 12% Other theft offences: decreased by 15%.</p> <p>It is recognised that data on recorded crime depends in certain areas of theft depends on the willingness of the victim to report. The areas of shoplifting and rural theft from businesses are two areas where reporting is considered to be low which will affect recorded crime figures.</p>

Robbery 677	0.4	1.4	<p>↑ 21%</p> <p>Up 12% nationally</p>	<p>Robbery increased by 21% equating to 116 more than the previous year. Most areas of England and Wales have experienced an increase in robbery over compared with last year.</p> <p>The robbery rate per 1,000 population is 0.4 robberies which is significantly lower than the national level of 1.4.</p> <p>There are significant variances of the change in robbery across the force area, with the majority of the rise occurring in urban centres.</p>
Criminal damage and arson 14,540	8.3	9.0	<p>→ 0%</p> <p>Down 2% nationally</p>	<p>There were 8.3 criminal damage and arson offences per 1000 population in Devon and Cornwall compared to 9.0 nationally.</p> <p>There has been a 13% increase in criminal damage related to Domestic Abuse, increasing to 1,789.</p>
Public order offences 7,206	4.1	7.0	<p>→ 0%</p> <p>Up 9% nationally</p>	<p>More ASB incidents are now being recorded as crimes nationally due to changes to recording practices. Many of these now fall under public order offences. Despite this, there has been no change in public order offences.</p>
Anti-social behaviour incidents ³ 37,439	21.2	22.2	<p>↓ -8%</p> <p>Down 8% nationally</p>	<p>Tackling ASB is a shared responsibility with local authorities and is led through Community Safety Partnerships. The decrease doesn't necessarily reflect a decrease in levels of ASB and needs to be considered alongside public order offences.</p> <p>The latest Crime Survey for England and Wales 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.</p>
Possession of weapons offences 1,092	0.6	0.7	<p>↑ 24%</p> <p>Up 12% nationally</p>	<p>Rates of possession offences will have been affected by increased proactive policing activity in Devon and Cornwall through targeted operations and the use of stop and search powers in areas such as organised crime, drugs and violence. 51% of these offences were possession of knives or similar weapons. Possession of these types of weapons increased by 18% on last year.</p>
Drug offences 4,477	2.5	2.8	<p>↑ 17%</p> <p>Up 20% nationally</p>	<p>Levels of recorded crime in this area will have been impacted by increased policing activity in Devon and Cornwall focused on the identification and targeting of county lines and other organised drug supply gangs operating in the area.</p>
Other offences 2,131	1.2	1.7	<p>↓ -2%</p> <p>Up 6% nationally</p>	<p>This is a broad catalogue of offences. It includes offences such as obscene publications, dangerous driving, possession with intent to commit criminal damage, and perverting the course of justice.</p>

²Crime rate per 1000 resident population for England and Wales (includes British Transport Police) compared to Devon and Cornwall. However Greater Manchester Police have been excluded due to recording issues, meaning that the national rate may appear lower than in previous releases. ³Cases of ASB are categorised as incidents, not as crimes. George Crosland, October 2019

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Performance Report – February 2020



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

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Police and Crime Panel

7th February 2020

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. This paper covers the period up to 20th January 2020.
2. As the last Police and Crime Panel was cancelled due to the announcement of the General Election, this report covers the period from 14th August 2019 to 20th January 2020.
3. Within this period, four formal complaints against the Police and Crime Commissioner were received. Three of the complaints have been dealt with by way of local resolution and one complaint is currently being handled by the Chief Executive. A draft response will be sent to the Chair with recommendations for his consideration shortly.

Table 1

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
15 th May -13 th August 2019	2	2	0	2	0
14 th August 2019-20 th January 2020	4	4	0	4	0
			Grand total	17	0

Frances Hughes

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Report updated: 20th January 2020