



Devon and Cornwall Police and Crime Panel

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

Please ask for Jamie Sheldon
T 01752 305155
E democratic.support@plymouth.gov.uk
www.plymouth.gov.uk/democracy
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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 3 July 2020

11.00 am

MS Teams meeting

Members:

Councillors Atherfold (Cornwall Council), Batters (Cornwall Council), Biederman (North Devon Council), Croad (Devon County Council), Howgate (Torbay Council), Derrick (Plymouth City Council), Dewhirst (Teignbridge District Council), Fairman (Cornwall Council), Hackett (Torridge District Council), Haydon (Plymouth City Council), Hopwood (South Hams District Council), Representative of (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)

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

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Tracey Lee
Chief Executive

Devon and Cornwall Police and Crime Panel

1. Appointment of the Chair and Vice Chair for the municipal year 2020/21

2. Apologies

To receive apologies for non-attendance submitted by Members.

3. Minutes (Pages 1 - 6)

To sign and confirm as a correct record the minutes of the meeting held on 07 February 2020.

4. Declarations of Interest

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

5. Public Questions

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

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

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

6. Continuing to deliver an effective Policing and Crime service to the Public throughout COVID-19 (Pages 7 - 20)

7. Devon and Cornwall OPCC annual report 2019-2020 (Pages 21 - 54)

8. Police and Crime Commissioner's Update Report (Pages 55 - 74)

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

9. Office of the Police and Crime Commissioner's Performance Report (Pages 75 - 90)

To receive an overview of the Office of the Police and Crime Commissioner's assessment of current performance.

10. Complaints against The Police and Crime Commissioner received under the Police Reform and Social Responsibility (Pages 91 - 92)

Act

To receive an update on complaints received.

11. Black Lives Matter

**(Verbal
Report)**

12. Work Programme (discussion)

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Devon and Cornwall Police and Crime Panel**Friday 7 February 2020****PRESENT:**

Councillor Batters (Cornwall Council), in the Chair.
Councillor Haydon (Plymouth City Council), Vice Chair.
Councillors Atherfold (Cornwall Council), Biederman, Croad (Devon County Council), Derrick (Plymouth City Council), Dewhirst (Teignbridge District Council), Fairman (Cornwall Council), Hackett (Torridge District Council), Hopwood (South Hams District Council), Howgate, Jarvis (East Devon District Council), Knowles (Mid Devon District Council), Samuel (West Devon Borough Council), Sutton (Exeter City Council) and Towill (Cornwall Council)

Apologies for absence: Councillors Macaulay (Independent Member), Nelhams (Isles of Scilly) and Rule (Cornwall Council)

Also in attendance: Also in attendance: Nicky Allen (Chief Finance Officer/Treasurer, OPCC), Fran Hughes (Chief Executive, OPCC), Alison Hernandez (Police and Crime Commissioner), Shaun Sawyer (Chief Constable), Claire Daniells (Senior Governance Advisor) and Jo Heather (Cornwall Council).

The meeting started at 10:30am and finished at 3pm.

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.

101. Minutes

The Office of the Police and Crime Commissioner proposed several amendments to the minutes of the meeting held on 13 September 2019.

Following a discussion, Councillor Hackett proposed and Councillor Haydon seconded that these minutes be reviewed.

102. Declarations of Interest

Councillor Dewhirst declared a personal interest in relation to Kingskerswell Community Speedwatch.

103. Public Questions

There were no questions from members of the public.

104. **Proposed Precept, Budget and Medium Term Financial Strategy (MTFS) 2020/21 - 2023/24**

The Police and Crime Commissioner, Alison Hernandez introduced the proposed Precept, Budget and Medium Term Financial Strategy for 2020/21-2023/24.

The report considered the future four-year financial position for the Police and Crime Commissioner and Chief Constable and presented the Commissioners Council Tax Precept recommendation for 2020/21.

The Commissioner highlighted:

- The continuing efforts to ensure grant allocation from government was maximised;
- That there is now greater political certainty following the recent General Election, which provides greater financial certainty as a Police Force;
- The changing dynamic to policing with more officers on the front line bringing new ways of thinking about being more digitally connected and mobile;
- The Chief Constables four-year strategy to change the mix of the skills within the force.

The commissioner presented a short video to the panel and highlighted the collaborative work that has been undertaken, including the opening of new office in Exeter and a transformation of the way people work and the culture within the Police force.

The Commissioner also highlighted:

- The recent award presented to Devon and Cornwall Police for its partnership with Operation Encompass, a scheme supporting children affected by Domestic Abuse – this award reflects that effective modern day policing requires partnership and collaboration. The Commissioner thanked members of the panel for their work with local schools;
- The high expectations amongst our communities in terms of how policing is delivered – an additional 126 officers will be in place by the end of March 2020;
- That if the full uplift is received from government then new recruits will make up a third of our police service – a recruitment of over 900 new officers over the past few years;
- The blue light responders introduced to increase visible presence in rural and coastal communities; this includes four Police Fire Community Support Officers in North Devon and seven Community Responders (Special Constables combined with Retained Fire Officers);
- The introduction of the Rural Crime Team to Devon and Cornwall;
- The cutting edge technology employed by the force, including drones and tasers, bodycams and the digital dogs;
- The enabling of over 250 new CCTV cameras in our towns;
- Current crime prevention initiatives including:
 - Pathfinder, a deferred caution scheme;

- Collaborations with criminal justice partners through supported accommodation and life skills for ex-offenders;
- Access to a network of organisations for victims, including services specifically for young victims of crime who often do not feel empowered to report their experiences;
- Specialist services for victims of criminal violence;
- Road safety and Operation Snap;
- The new Peninsula Road Safety Partnership, a collaborative approach to reducing deaths on our roads;
- The continuing work to tackle modern slavery and human trafficking
- Violent crime in the peninsula is on the increase, with 40% of recorded crimes including acts of violence – there is a need therefore to tailor the policing approach to the particular attributes of this part of the country. The challenges of the summer in particular were the basis for the application to the special grant bid to Government, a decision on this bid is pending;
- It is anticipated that Maritime Policing will be a focus going forward and has seen investment in blue light collaboration to protect our coastline;
- The proposal is to expand the blue light fund to a capacity of to 40 blue light officers in total;
- There has been a £200k investment in front offices to give residents the support they expect;
- £50k has been allocated to investigating the capacity in the two call centres as the number of calls from the public is increasing;
- The Office of the Police and Crime Commissioner had over 10,000 conversations with the public last summer, the top ask was for crime prevention, both tackling crime and preventing crime;
- It is proposed to develop a crime prevention centre which will bring together a broad range of people, building on police experience of neighbourhood policing and taking an approach that will have a whole population focus. This will build on the key successes of the turning corners project;
- £1m of investment is also proposed to address serious violence prevention, focussing on root causes and tackling adverse childhood experiences.

Nicola Allen, Treasurer and Chief Finance Officer of the Office of the Police and Crime Commissioner then provided a presentation to the Panel.

This highlighted:

- Headline figures of an increase of £1.1 billion funding into policing;
- £750m for the recruitment of officers
- £248m council tax flexibility
- £90m increase in the Counter Terrorism Grant
- The budget requirement for 2020/21 is £332.3m;
- Staffing is the main area of expenditure – 82% of the overall budget;
- Pay & inflation pressure of £9.5m;
- £9.36 increase (Band D) equates to 4.41%;
- Reserves set to decrease by £12.6m over the MTFS to fund the Capital Programme;

- The Capital Strategy will be made available on the Office of the Police and Crime Commissioners website;
- The Section 151 Officer confirmed that this was a robust and sustainable budget.

The Police and Crime Panel discussed:

- That there was much to commend in the budget, recognising some of the ground breaking achievements in Devon and Cornwall Police and welcomed the public health approach in particular;
- The additional 141 officers from the uplift were welcomed but the gap between services delivered in Devon and Cornwall were still widening compared to more metropolitan areas of the country;
- Why the proposed precept was not at the maximum allowable and whether this might undermine the summer policing bid;
- The panel highlighted that the commissioning budget for drug and alcohol abuse and sexual violence had flatlined and that increasing the precept could have a positive impact on the ability to provide the public health approach;
- The increase in instances of violent crime and that whilst overall crime rates in the region are the third lowest overall in the country, incidents with violence and injury are above national average;

The Police and Crime Commissioner highlighted:

- That raising the precept to the maximum allowable would seem an easy option but the potential impact of this increase on communities would be of concern;
- That the Community Safety Partnership has been maintained but there are ways that this could be done differently and the £1m aforementioned investment would be of help – it is about spending well rather than asking for maximum rise possible;
- In respect of the Summer Policing Bid, it is unlikely that any additional funds would be available soon, there is therefore a need to be innovative in what we do;

The Panel discussed:

- The net gain in terms of officers which was cited as 76;
- That the South Hams and West Devon Council Tax figures include the Devon County funding and that this should be separate;
- Concerns over the continuing reduction in the number of Police Community Support Officers (PCSO's) and the importance of this role as a vital link, especially in rural communities. The panel felt that they are a visible and reassuring presence that increases public confidence in the police and increases engagement with local communities. The panel questioned whether a higher precept could be used to fund additional PCSO's

The Commissioner responded:

- That there is an issue overall in terms of levelling up funding for the whole of the South West;
- That Plymouth has the highest crime rate across Devon and Cornwall and this is why the proposal to bring the knife angel sculpture to the city was made, but that this was declined by the City Council;
- That the budget on taking up the post as Police and Crime Commissioner was set from the previous year and involved reductions in police officer numbers which were overturned and therefore there are an additional 126 officers funded not 76.

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The Police and Crime Panel highlighted:

- The excellent work of the police force in Plymouth and the low prevalence of knife crime in the City – it was felt the knife angel sculpture would not therefore be appropriate;
- The assumptions made in the budget on additional funding and what would happen if this did not materialise;
- That the accommodation strategy does not reference Plymouth despite previous assurances and the very tired facilities in the City.
- The perceived lack of consultation with the public on the proposed precept.

The Police and Crime Commissioner highlighted that:

- Police Community Support Officers are more expensive to fund than Police Officers;
- That the issues with the estate in Plymouth were recognised and discussions were underway with the Leader of the Council but funding will need to be sought;
- That workforce allocation is moved dynamically across the region according to a range of criteria.

The Chief Constable, Shaun Sawyer highlighted that:

- PCSO's are part of the operating model for the duration of his tenure and indeed, Police Officers have left the force in part to protect funding for PCSO's;
- The initial reductions of PCSO's were financially driven – funding from central government to increase police officer numbers via Operation Uplift cannot be used for PCSO's;
- The need to operate within the financial plan whilst it is important to keep the effect of PCSO's, this needs to be flexible – it is about commitment to the role and the value this can bring, not to the term 'PCSO.'

The Panel took a vote to exercise its power of veto on the proposed Precept, Budget and Medium Term Financial Strategy (MTFS).

For (12)

Against (2)
Abstain (1)

The Panel therefore did not exercise its power of veto as the threshold of two thirds of the total membership of the panel required to exercise a veto was not reached.

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

The Panel noted the Police and Crime Commissioner's Update Report.

106. **Devon and Cornwall Police's Approach to Rural Crime**

The Panel noted the report on the Devon and Cornwall Police approach to Rural Crime.

107. **Delivery of the Road Safety Strategy and National Update**

The Panel noted the report on the Delivery of the Road Safety Strategy and National Update.

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

The Panel noted the Office of the Police and Crime Commissioner's Performance Report.

109. **Complaints Against the Police and Crime Commissioner Received Under the Police Reform and Social Responsibility Act**

The Police and Crime Panel noted the report on Complaints against the Police and Crime Commissioner.

110. **Future Work Programme (discussion)**

The Police and Crime Panel agreed to discuss the future Work Programme at a later date.

111. **Future meeting dates**

The Police and Crime Panel agreed the future meeting dates as follows:

- Friday 03 July 2020
- Friday 14 August 2020 (workshop/training day)
- Friday 25 September 2020
- Friday 20 November 2020
- Friday 29 Jan 2021
- Friday 12 Feb 2021



Devon and Cornwall Police and Crime Panel

3rd July 2020

CONTINUING TO DELIVER AN EFFECTIVE POLICING AND CRIME SERVICE TO THE PUBLIC THROUGHOUT COVID 19

During the COVID 19 pandemic there has never been a more important and challenging time to ensure that our communities remain **safe, resilient and connected**.

The Commissioner's **Police and Crime Plan** strategic intentions remain valid and have been applied to the devastating impact and consequences of the pandemic as it relates to policing, crime and community safety. Working with partners across Devon and Cornwall, Criminal Justice and Policing, and supporting the Chief Constable, the Office of the Police and Crime Commissioner's team have adapted to meet the needs of victims, offenders, wider communities and policing to ensure that Devon and Cornwall remains best placed to protect our communities. It has also focused on ensuring the resilience and recovery of Devon and Cornwall Police.

However, the emergency situation created by COVID-19 means that there has needed to be a reprioritisation of activity to meet the new demands. In order to respond to the emergency and fulfil her statutory responsibilities, the **Commissioner's focus** has been on:

1. Enabling the Chief Constable to access sufficient resources to respond to the emergency;
2. Supporting the Chief Constable to work in partnership to protect the public locally, regionally and nationally.
3. Ensuring, on behalf of the public, that the police respond in ways that are necessary, sufficient, proportionate and ethical (holding to account);
4. Facilitating effective partnership working among agencies and groups working in community safety, violence reduction and criminal justice;
5. Commissioning and co-commissioning new services, particularly for victims of crime, and providing grants for policing and crime reduction purposes;
6. Ensuring the organisational health of Devon and Cornwall Police, so that it not only responds to the national emergency effectively, but recovers and returns to normality as quickly as possible;
7. Ensure that the public receive a proportionate response to business as usual crimes and requests for service throughout the current emergency.

Business as usual has carried on as normal in all areas and these are detailed in the



PCC Update report to the Police and Crime Panel.

The nature of crime and policing changed throughout the COVID 19 pandemic. Whilst there were obvious reductions in some night time economy related crime such as violence and rape, in other areas crime types have seen escalations or no reductions e.g. domestic abuse, fraud, cyber-crime, child sexual exploitation. Escalating anti-social behaviour and business crime were other areas of concern and the challenge of people wishing to visit or utilise second homes across Devon, Cornwall and the Isles of Scilly.

Throughout this unprecedented crisis there has been the need for dynamic **risk assessment** on both the OPCC activities and those of the Force to ensure that the best possible decisions are made for the benefit of our communities. This risk management approach has been both in terms of operational delivery as the crisis has unfolded as well as having a clear focus on recovery and business change as a result of new opportunities which have presented themselves. One of the lasting legacies of COVID 19 will be the flexible approach to working enabled by IT solutions, which the Force and OPCC had utilised previously but not to the extent that was needed as a primary tool to do business. This will fundamentally change the way business is done in the future.

The **OPCC's Business Continuity Plan** provides resilience around the PCC and OPCC staff who have key decision-making roles and responsibilities within the schemes of consent and delegations, financial regulations and standings orders as to contracts.

The PCC's **evaluation and scrutiny work** continues to be risk-based and focused on those areas of significant public interest / concern, seeking to protect those most vulnerable from crime and ensuring the delivery of appropriate support services to those who become victims of crime.

1. Police and Crime Plan Priority: Connecting communities and policing - the Local Policing Promise (Accessible, Responsive, Informative and Supportive)

Policing received significant attention locally and nationally with the announcement of powers for the police to restrict movement and issue fixed penalty notices. Policing has always been by the consent of the public and this was the approach adopted by the Chief Constable. The number of fixed penalty notices issued by police forces in England was monitored nationally and as at 1st June 2020 975 fixed penalty notices were required to ensure compliance and the approach of 4Es (Engage, Explain, Encourage, Enforce) was deployed. This put Devon and Cornwall in the top five police forces in the country for enforcement. The Commissioner's arrangements have therefore included specific scrutiny and provided **checks and balances around the implementation of new police powers** introduced through the emergency provisions within the Act.

Part of this scrutiny included the Police undertaking an online survey with residents of Devon, Cornwall and the Isles of Scilly to assess how the public felt the policing approach was being implemented. Over 2500 residents completed the survey with 91.2% supporting the policing approach taken in Devon and Cornwall.

As the national guidance has evolved and changes to the restrictions have been lifted the Commissioner has discussed the enforcement approach with the Chief Constable at every stage.

Delaying and mitigating the spread of COVID 19 required Devon and Cornwall Police to work in partnership with a wide variety of organisations right across the peninsula and with other police forces in the region.

The Devon and Cornwall Local Resilience Forum (LRF) brings together frontline responders and other agencies with a significant role to play in managing and recovering from the effect of emergencies across the Force area. The LRF's COVID-19 Strategic Co-ordinating Group is implementing multi-agency emergency plans to mitigate the impact of the current COVID-19 outbreak on the communities of Devon, Cornwall and the Isles of Scilly. The most senior leaders from each of the relevant organisations are represented on this Group. Devon and Cornwall Police's representative and Chair of the LRF is Assistant Chief Constable (ACC) Glen Mayhew. The Force has been chairing and leading the Strategic Coordinating Group (SCG) and Tactical Coordinating Group (TCG) for Devon, Cornwall and the Isles of Scilly as well as running their own command structures to maintaining policing specific issues. The OPCC has actively participated in all these structures, this has not been common across the country.

From 1st April, following a government decision made in 2019, all **101 calls have become free for the caller**. The 999 services and 101 service have continued to receive large call volumes throughout the crisis.

Key to connectivity has been regular dialogue and communications with communities and the police and the OPCC have facilitated and supported much of this activity. In doing so and as part of wider considerations in holding the Chief Constable to account the OPCC has considered a wide range of information from a variety of sources, not limited to existing formal scrutiny processes.

Highlights include:

Information Conduits and exchanges

- Regular dialogue with **MPs and their offices**. The Commissioner convened a weekly briefing with MPs and the Chief Constable. These meetings provided an opportunity for a two way dialogue to keep all apprised of policing style, new police powers and local challenges around tourism and second home usage. This process also provided the conduit for updates from the LRF to be provided to MPs. There was also an ongoing regular dialogue with MPs offices to dynamically address any emerging

concerns, help to resolve issues quickly and provide the opportunity to raise local issues with MPs for escalation nationally.

- Regular dialogue between the Commissioner and **Leaders of local authorities** to ensure all were moving at a similar pace across Devon, Cornwall and the Isles of Scilly and had access to up to date information and opportunity to raise issues about policing with the Commissioner.
- Weekly nationally call with the **Policing Minister** to discuss emerging issues in policing and criminal justice and to feedback any areas of concern.
- The Commissioner continues to be an active participant in the **Cornwall Leadership Board, One Plymouth and Torbay Together**.
- A regular email cascade to all participants in the **PCCs Councillor Advocate scheme** about local issues and emerging threats e.g. fraud, Domestic Abuse, sources of help and support in localities etc along with the opportunity to ask questions to be answered publicly via the audio blog or Facebook live.
- Maintaining services under the new **complaints legislation** where the Commissioner is the appellant body. This has included the negotiation, oversight and risk management of temporary delays in misconduct hearings due to availability of resources and social distancing requirements. Investigation of complaints have continued as usual. The Commissioner made personal contact with complainants linked to the policing response to COVID.
- The OPCC has continued to facilitate the provision of independent legal qualified chairs for police misconduct hearings throughout the period.
- Introduction of new weekly podcast with the Commissioner (and guests including the Chief Constable) to update the public on key issues and provide feedback on frequently asked questions and concerns
- **Supporting** wider economic activity
 - Understanding the opportunities to procure locally to support the local economy;
 - Work with partners to identify and support businesses which have an elevated risk of crime during this period and exploration of a business resilience centre;
 - Joint procurement of Personal Protective Equipment for policing with other Forces in the South West.

Direct action to support Policing

- **Redeploying OPCC staff** to critical functions within the Force at the start of the pandemic restrictions to provide surge capacity and help fill skills gaps e.g. Communications, Victim Care Unit.
- Participation in key policing workstreams to help to identify blockages, synergies and issues – including participation in organisational cells looking at recovery, summer policing, HR as well as attendance by OPCC statutory officers at bi-weekly Silver and Gold Meetings.
- **Supporting OPCC staff** to work from home or remotely.

- The **Independent Custody Visiting Scheme** forms part of the Commissioner's scrutiny and assurance arrangements. This is a statutory scheme involving volunteers who visit police stations unannounced to check on the treatment and welfare of those held in police custody. The Commissioner suspended visits undertaken in person to help prevent the spread of the coronavirus. However, the OPCC has worked closely with the Independent Custody Visiting volunteers and the Force to implement revised arrangements. Such temporary arrangements have been aimed at providing adequate oversight and assurance on the welfare of detainees (as well as the welfare of police officers and others working in the custody setting), whilst not creating any additional risks. This has included a dip sample of custody records.
- The Commissioner opened Britain's **newest police station, in Exeter**, two weeks early because the custody unit is better suited to dealing with COVID-19 detainees than the one it replaces. The OPCC's Estates team has also submitted plans for a **new police station in North Devon** to replace the current station with structural problems.
- The Commissioner ensured the continuation of the **recruitment of new police officers** and has supported the police to train new recruits as 101 and 999 call handlers to help with any surge demand in calls.

2. Police and Crime Plan Priority: Preventing and deterring crime

Throughout the crisis, **business as usual policing has continued**. In some areas the police have had to prioritise service delivery based on threat, risk and harm and this resulted in different approaches and tactics deployed to provide services to the public. For example the Contact and Resolution Centre enhanced the triage of reported incidents based on the threat, harm and risk assessment. Incidents assessed to be of low risk were dealt with over the phone rather than deploying a resource. Between 23rd March and 21st May, 840 incidents were dealt with by this method.

The police have retained public access to all **front desks** associated with custody centres and where public access has not been possible access to blue police telephones which link to 101 and signposting to alternative methods of help and support have been provided. The remaining four front desks which are in the process of being reopened in accordance with COVID Secure guidance are Bodmin, St Austell, Camborne and Crownhill.

The Police and OPCC launched a new **campaign targeting domestic abuse** at the end of March 2020. This has been followed by other key campaigns to respond dynamically to areas of concern in terms of crime, including child sexual exploitation, fraud and road safety.

The OPCC have continued to support **Community Safety Partnerships** with their agreed levels of funding. Additional flexibility has been negotiated with the CSPs to ensure that they can divert some of the grant funding allocated to

emerging priorities and risks to meet the needs of COVID 19 impacts.

The OPCC has remained committed to working with the Force and partners to maintain long term planning and leadership in addressing the root causes of crime. This has included preparing our commissioned services and partners to be ready to respond to emerging issues such as mental health, drug and alcohol abuse once the pandemic abates. We have ensured the **continuation of services to victims of crime** and kept a close eye on the data trends. We have committed to ensuring that services are funded at the same levels until at least September 2020.

The OPCC also retained its commitment to drawing in national funding to support communities in Devon, Cornwall and the Isles of Scilly and worked with Plymouth City Council and partners to prepare and submit a PCC sponsored bid to the Home Office Safer Streets Fund for 2020/21.

Effective and targeted **communication and engagement** with communities has been vital in the OPCC response to COVID 19. This has been both bespoke messaging around emerging crime trends, as well as promoting the national messaging around social distancing, limiting travel and protecting the vulnerable in our society.

Work has continued on the **development of a new violent crime reduction approach** between the PCC and CC. The scope of the approach as now been agreed and a project team and governance structure set up to drive forward these interventions. Partnership engagement on this agenda will be escalated once the current crisis abates.

Highlights include:

Partnership Support

- Engagement with **Road Safety Camera Partnership** about revised service provision during the lockdown.
- **Support to Community Safety Partnerships** around funding decisions, gaps in service provision, risk management of local community safety issues.
- Flexibility in funding allocations to meet gaps in service e.g. **Operation Encompass** with the development of a new phone line to support teachers, which has now been expanded to provide a national service through government funding.
- Work with the Force to understand the **changing patterns of crime** and receiving a weekly briefing on the data trends.
- Support businesses and communities to remain safe online and promoting access to **resources for businesses**. The OPCC became a member of the South West Business Council COVID Task Force.
- Commissioner acted as a conduit for understanding the impact of the MOJ decision to **release prisoners early** under the agreed risk assessed approach.

- Regular social media profile and the development of the ***Hocking House VLOG*** which is a weekly audio interview with the Commissioner on key topics. This is in addition to a continued regular newspaper, TV and radio presence.
- Regular information cascades through ***Neighbourhood Alert*** and local community messaging
- Providing timely responses to ***requests for information*** from the public on the interpretation and approach in applying the new restriction on movement requirements.

3. Police and Crime Plan Priority: Protecting people who are at risk of abuse or who are vulnerable

We continue to support victims and support is available to any victim of crime, including domestic abuse. We have started our planned exploration of alternative service delivery models with our providers to ensure that we remain focused on harm reduction.

The OPCC continue to fund **Crimestoppers** and **DACCWA** to ensure that there are a variety of routes open to report crime and protection communities.

The OPCC has been working hard ***to ensure that the Commissioner's commissioned services continue to operate and support vulnerable people*** when they need them. Specific new services commissioned or co-commissioned by the Commissioner are:

- Access to Victim Support 24/7 online and by telephone
- Operation Encompass Teacher's Helpline
- Providing funding to Devon Community Foundation and Cornwall Community Foundation to their COVID Emergency Funds

The OPCC has been working hard to ensure that existing victim services remain robust and accessible to those who need it and may not be in a secure environment. This includes:

- Operating a ***regular cascade with the Victim Care Network*** to ensure that contingencies are in place to minimise the impact on victims of crime.
- Reassurance to commissioned services and a ***commitment to current funding levels for the next 6 months.***
- ***Lobbying for additional funding*** for victim services with Ministry of Justice and Home Office.
- Supporting the ***Victim Care Unit*** delivery within Force, including through the secondment of OPCC personnel to boost capacity within the service.
- Enabled people affected by crime to access self-help resources and wellness programs through ***Silver Cloud***
- Assessing the impact on the provision of public and third sector support services of ***changes in demand for victim services.***

- Contributing to a small **grant scheme** through Devon and Cornwall Community Foundations for small community organisations.
- **Facilitating funding applications** with our statutory partners for funding to support the recovery of victim services.
- Facilitating additional communications including a video of ten providers of victim services promoting that they are all still open and **encouraging victims** to access shared widely on social media channels.
- Dynamically amended the **scrutiny approach for custody** to observe the social distancing requirements but still provide a level of assurance through a new quality assurance system via scheme coordinator direct contact with custody sergeants
- **Facilitated a £3Million bid into government to support voluntary and community organisations** with additional central funding to support vulnerable people through the £750M announced support for charities by the Chancellor of the Exchequer at the start of April 2020. Bids were required to be coordinated over the Easter weekend and coordinated by PCCs offices with strict criteria on eligibility.
- Similar support has been provided through grant funding made available specifically for **domestic abuse and sexual violence services** at the end of May. The OPCC has run a process in accordance with Ministry of Justice guidance to distribute approximately £600k funding to services in Devon and Cornwall. <https://www.devonandcornwall-pcc.gov.uk/about-us/commissioning/covid19-extraordinary-funding-for-domestic-abuse-and-sexual-violence-services-across-devon,-cornwall-and-the-isles-of-scilly/>
- Increased the number of **Councillor Advocates** across Devon and Cornwall to 140.

The OPCC has recently published a briefing on the support provided to victims of crime during the pandemic which is available on the OPCC website at <https://www.devonandcornwall-pcc.gov.uk/about-us/commissioning/>

4. Police and Crime Plan Priority: Supporting victims/witnesses and helping victims to get justice

The unprecedented social distancing requirements have temporarily changed the way in which our communities live and work and with it there was an anticipated greater risk for those who are vulnerable, victims of crime and for those who were part way through a criminal justice process, either as a victim or an offender. The Commissioner has been supporting community and voluntary sector organisations to ensure that they can continue to offer vital services through new and innovative approaches to protect those who find themselves in distress.

Regular contact with Criminal Justice Partners has been essential in understanding the complex landscape for criminal justice components. **Devon and Cornwall's Criminal Justice Board (LCJB)** is made up of those key partners who work in the criminal justice system e.g. the police, Crown

Prosecution Service, courts, prisons, probation services, local Judges, Youth Offending Teams, etc. Criminal Justice partners have provided excellent commitment and support to the Commissioner through:

- **Weekly LJCB calls** to manage the complexities of keeping the justice system running, accessible and proportionate;
- Overseeing **new protocols to support those in custody**, voluntary attenders and defence solicitors in terms of duty of care during COVID 19 to ensure adequate support and appropriate social distancing and remote contact is in place
- Facilitating investment in resources to bring forward the **Virtual Remand Court** into police custody as one of the first areas of the country to be enabled. Virtual court processes were stood up and tested within 2 weeks across the criminal justice partners in Devon and Cornwall in advance of the national roll out. Additional capacity was supported by the OPCC and hosted a specialist officer. The remand court service commenced in Bodmin on 20th April 2020 and Exeter on 27th April 2020.
- Working with partners to assess the impact on partners and communities of early prison releases.
- Facilitated the development of a partners cascade for LCJB partners to update and provide reassurance to all parts of the sector and the changes to processes
- Ensuring that continuation of core elements of the Pathfinder interventions and protection of the deferred charge elements are kept under review;
- The OPCC have convened **a new partnership between domestic abuse service commissioners**, community safety leaders and service providers have been working together to sustain domestic abuse (DA) services during and after the pandemic. It was vital that those who were most vulnerable could access services when they needed them the most. This newly formed partnership has worked at pace and for the collective good of prioritising an area of service delivery most at risk of demand. Working together across Devon, Cornwall and the Isles of Scilly, this group have achieved amongst other actions:
 - Lobbied the government for funding for LAs / Victim Services and Housing
 - Shared intelligence and our local picture at a national level through our respective associations;
 - Shared resources, including leaflets, guidance and training resources
 - Mapped and articulated our ask around perpetrator programs to be ready if future funding is released;
 - Significantly improved the victim care website;
 - Submitted a financial application to central government through a number of specific bids;
 - Identified the risks to recovery of DA provision in the short, medium and long term;

- Proactively worked with our Victim Care Network to understand the opportunities for how it could help our DA / Sexual Violence services going forward
- Supported the data and intelligence gathering activity being presented alongside reported police data;
- Supported a successful DA Communications Campaign across the peninsula including the exploration innovative new approaches locally to service delivery (DA support in supermarkets and pharmacies);
- Ensured that national services understood our local offer.

The Commissioner has also been lobbying nationally for the reopening of all courts with appropriate COVID secure measures to ensure that the backlog of cases can be cleared expediently and that those awaiting trials and victims and witnesses receive justice.

5. Police and Crime Plan Priority: Getting the best out of the police

There is no doubt that all parts of the public sector have been under considerable strain in responding to the global pandemic. In such circumstances the way in which policing responds to lead across agencies is relied upon by other agencies and partners as a pivotal coordination role. With a global and national emergency of the scale of COVID the police have fulfilled their coordination role on behalf of the wider public sector as well as continuing to deliver their **“business as usual”** policing functions.

The checks and balances in place to ensure that policing in Devon, Cornwall & the Isles of Scilly remain effective and well supported have continued.

Strong **financial and risk management processes** have been providing assurances to the Commissioner that the financial position and balance of risks is proportionate given the emerging circumstances. This has included the monitoring of the financial markets to ensure liquidity and investment approaches remain correct during the period of uncertainty, managing grant opportunities from central government and renegotiating funding agreements with partners.

Independent Audit Committee (IAC). This statutory Committee provides assurance around the effectiveness of the Commissioner’s and Chief Constable’s arrangements for managing risk, maintaining an effective control environment and reporting on financial and other performance. IAC has had a heightened role in providing assurance on the robustness of Force and OPCC arrangements in mitigating risks presented by the coronavirus, whilst delivering the Medium Term Financial Strategy.

Risk assessed accountability and scrutiny processes adapted to meet current circumstances have been implemented to maintain a focus on key areas of business.

The new Corona virus regulations brought in new police powers to ensure that health protection was not compromised. This included the power to issue enforcement notices on those who were not complying with the restrictions. The

Commissioner convened a **scrutiny panel** specifically to provide an assurance to the commissioner and to the public that Devon and Cornwall Police are using their new powers in response to Covid-19 legitimately, appropriately and proportionately. The outcomes of the scrutiny review have been published on the OPCC Website.

Devon and Cornwall Police also undertook a “pulse” survey of the public. There were over 2500 respondents with 91.2% in support of the Devon and Cornwall Policing approach.

This has also included:

- OPCC representation at **Police Gold Group** to ensure good governance and oversight.
- OPCC representation **at Police Silver Group** to ensure good governance and oversight.
- Oversight on **new legislative powers** at Joint Leadership Board (JLB)
- **PCC Scrutiny panel repurposed** to include a review of the new legislative powers.
- OPCC CEO Participation at **Force Performance Board**.
- **JLB and Resources Board** continued to meet throughout COVID 19
- Oversight of the relationship that the Force has with local communities whilst the police have extra powers to deal with members of the public
- Oversight of service provision and reprioritisation at times of reduced staffing ensuring that resources re allocated to greatest risks, threats and harm
- **OPCC representation in delivery cells such as HR, Recovery and Summer Policing** to ensure that the Force is supported to recover as soon as practicable but also to ensure that innovative practices, in particular around remote and agile working, are retained and mainstreamed where appropriate.
- **Oversight of Op Uplift and continuing recruitment processes** e.g. support to the training of new officers in a new online format
- Supporting the Chief Constable’s decision to **train student officers** to provide support within Force Contact Centre which answers 999 and 101 calls
- Expectations of **additional usage of special constables** and opportunities for retirees to return to work
- **Oversight of accessible PPE to police officers**, staff and those for whom the police have a duty of care
- OPCC Chief Executive providing **independent assurance** on senior staff recruitment panel for Assistant Chief Officer role both as OPCC and independent HR oversight.
- Regular **welfare checks with Chief Constable and Senior Team** to ensure welfare issues identified early and adequate support over time in place

Estates Management

Estate management by the OPCC has had to adapt to ensure that the significant estate across Devon, Cornwall and the Isles of Scilly remains fit for purpose, adequately maintained and complaint. All estates functions have continued including:

- Continuing to operate the maintenance helpdesk and repairs.
- **Barnstaple Police Station relocation** progressed to deal with urgent structural issues
- Facilitated the advanced **migration of Custody and front desk to Exeter Police** Station two weeks ahead of schedule to support enhanced social distancing in custody and facilitate the new virtual remand court arrangements
- Ensuring that **partnership opportunities** are explored to ease pressure across the public sector e.g. utilisation of some police estate as places of safety, changing layouts to accommodate virtual courts,
- Coordinating the **waste disposal arrangements** for the PPE, classified as clinical waste required across the Force
- Implementing **COVID-secure workplaces** across the entire police estate to facilitate the return to work of staff in key areas and the phased return to work of the entire workforce;

Crime during COVID 19

Since the Government announced the UK lockdown on the March 23rd, Devon and Cornwall Police have monitored, crime trends, as well as many other datasets to assist with operational policing on a weekly basis. This information has been shared with operational partners across Devon and Cornwall, including representatives of all upper and second tier local authorities, through Local Resilience Forum structures to assist with the COVID-19 response.

The latest published information on recorded crime levels is available on the Devon and Cornwall Police website and relates to the 12 months to 31st May 2020 which includes the first ten weeks of the COVID-19 restrictions. The key points that the Panel may wish to note from that information are:

- In the 12 months May 2020, 96,977 crimes were recorded in Devon and Cornwall. This is an 8.8% decrease or 9,313 fewer recorded crimes compared with the equivalent period a year earlier.
- The last 3 months (March; April; May) of the 12 months to May 2020 have been a significant contributor to those decreases and gives an indication of the impact that COVID-19 and lockdown measures has had on total crime levels.
- Significant decreases across the spectrum of acquisitive crimes have predominately contribution to the fall in crime levels year on year
 - Residential burglary decreased by 12% from 2,502 last year to 2,200 crimes this year;
 - Commercial burglary decreased by 17.1% from 3,178 last year to 2,636 this year;
 - Vehicle offences decreased from 5,502 last year to 4,259 this year;
 - Shoplifting decreased by 24% from 7,360 last year to 5,594 this year;

- Other theft decreased from 11,872 last year to 9,071 this year.
- In the 12 months to May 2020, Violence with injury offences decreased by 6.5% from 15,908 last year to 14,881 reported crimes this year.
- Overall victim-based crime (excluding Domestic Abuse crimes) decreased by 14% in the 12 months to May 2020 from 67,854 to 58,359 recorded crimes.

The Road to Recovery

The planning for recovery from the pandemic to a “new normal” by the OPCC and Devon and Cornwall Police is well underway and the transition phase has been in process for some months. The expectation is that neither organisation will return to the business as usual which existed pre-COVID with learning and improvements identified during COVID being incorporated into new ways of doing business. This comes at a time when the surge demand in Devon, Cornwall and the Isles of Scilly during the summer months also needs to be managed. The area has gone from a time of just managing its inherent population with movement restrictions, where overall crime demand levels fell in some areas, to a position where the needs of summer policing and an increased volume of visitors to the area may dramatically increase and with it the challenge of policing where many partners services were not yet available. It is easy to forget that Devon, Cornwall and the Isles of Scilly is the number one domestic visitor destination in England outside of London, and that was before trips abroad where significantly curtailed. Summer policing plans have therefore been developed and implemented in earnest throughout the transition phase, and the OPCC will continue to make the case for additional resources to cope with this additional pressure.

Contact for further information:

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared on 9th June 2020

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Devon and Cornwall Police and Crime Panel

3rd July 2020

DRAFT ANNUAL REPORT 2019 - 2020

The Draft Annual Report for 2019-2020 is attached for consideration and comment by the Police and Crime Panel.

Following the receipt of comments from the Panel the draft annual report will be finalised, with a view to publication at the start of July 2020.

Contact for further information:

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared on 10th June 2020



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Devon and Cornwall OPCC annual report 2019-2020

Foreword

Communities are working together and safer than ever – but there is more to be done

The last few days of the 2019-20 financial year were among the most challenging for Devon and Cornwall Police and its partners, as the enormity of the challenge posed by Covid-19 became clear.

While the force rapidly reacted to emergency legislation and society adapted to a host of extraordinary measures designed to save lives, a welcome report from the Office of National Statistics was published.

It showed that Devon, Cornwall and the Isles of Scilly now has second lowest recorded crime per head of population – lower than 42 of the 43 police forces in England and Wales.

This was not a total surprise, the force has worked hard and although police performance is part of the picture, other factors have contributed.

We have spent the last few years building connectivity between organisations and the public they serve to create more resilient communities. Initiatives like Safer Towns have brought police together with councillors, residents, health experts and organised groups, resulting in measurable reductions in crime. Penzance and St Austell stand out as good examples.

As well as providing a budget that allowed force strength to grow by 176 officers since I took office – including 97 in this reporting period - I have worked to create new emergency services roles.

Building on the already successful tri-service safety officer scheme in Cornwall, last year saw the creation of community responders who are fully trained firefighters with full police powers in Devon.

Policing in the 21st Century requires modern facilities, equipment and technology. Brand new police stations in Exeter and Liskeard opened on time and on budget, and planning began for a third, in Barnstaple.

These investments unlock capital which has been released to provide our frontline workers with the modern working environments they deserve.

There is still much to be done. The challenges of policing an area that has more domestic visitors than any other yet no additional resource, the criminal gangs that seek to exploit young and vulnerable residents, the hidden crimes which are under-reported, the corrosive effect of violent crime and much-needed reform to reduce reoffending are areas where we and our partners need to focus effort.

Despite this, there is no reason that we, and the people and communities we work with, should not now aspire to create the safest force area in England and Wales.

Alison Hernandez

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

Section 1 – Review of 2019-2020 (Full page with image)

Key developments (full page with image)

Local and national funding gives boost to officer numbers

Devon, Cornwall and the Isles of Scilly represents the largest force area in England, with one of the lowest police officer densities, every boot on the ground helps.

Local taxpayers have made an increasing contribution to the overall police budget in recent years, up to 39% in 2018/19 to 41% in 2019/20.

In 2019/20 those living in a Band D property paid £212.28 towards policing – an increase of 41p a week (12.75%) on the previous year.

So, as every council tax paying household has contributed more to keeping us safe, it is only right that every community should see a tangible benefit.

In addition to providing more detectives which ensures more criminals face the consequences of their actions, every one of the 27 neighbourhood policing teams has been joined by an additional neighbourhood beat manager.

These are now in place. Four in Plymouth sectors, nine in Cornwall, six across south Devon and eight across the Exeter, East and Mid Devon policing area.

In all, 50 additional officers were supported by our communities in 2019/20 which will contribute to a total increase in budgeted officer numbers of 176 between the last Police and Crime Commissioner elections and the end of 2020/21.

The number of police community support officers (PCSOs) has reduced during the same period as part of a policy to support the recruitment of more regular officers, although the ranks have also been supported by the addition of eight tri-service safety officers in Cornwall and seven community responders in Devon.

Council taxpayers in Devon and Cornwall have done their bit, so it is right that central government increases the amount it gives to our force area.

In August 2019 the Government committed to increasing police officer numbers by 20,000 over a three-year period.

In the first year of this national uplift, funding was for an additional 141 officers over 18 months as part of its three-year uplift. By the end of March 2020 47 of those were already in place,

When combined with officers already being funded by our communities it will take it to 3,241 officers at March 31, 2021. The allocation of additional officers for years two and three has yet to be announced and is dependent on the commitment of the Government for further funding.

Local knowledge, often referred to as 'intelligence' in police circles, is vital to those charged with keeping communities safe.

Liam Lowey is one of seven retained firefighters that have now been trained as Special Constables and are working as community responders in rural towns across Devon.

Community Responders have all the powers of a sworn police constable and as they are on-call and within five minutes of their base station for 21 hours a week, they now spend that time patrolling the town as a special constable.

The Office of the Police and Crime Commissioner (OPCC) has provided each responder with an electric bike which substantially extends the area they can cover and it keeps them on their patch.

This versatile use of dual powers makes a big difference to the communities they serve. Community responders are initially based in Cullompton, Crediton, Totnes, Dartmouth, Honiton, Okehampton and Newton Abbot.

Creating a platform for modern and sustainable policing

In a drive to continue improving connectivity with communities and create 21st Century facilities, two new police stations in Exeter (as the new operational headquarters for Devon) and Liskeard opened this year.

The OPCC, which owns the force estate, funded and planned both projects which were delivered on time and on budget.

Exeter's new £29 million police station was built by contractor Wilmott Dixon and is located next to the force's Middlemoor headquarters. The station is in the top 10% of sustainable buildings in the country and at around 8,000sqm, the largest construction project that the OPCC has ever undertaken.

More than 500 officers and staff will be based there.

Representing the biggest single investment in Cornwall's police estate for a decade, the £2 million development replaced Liskeard's existing station which was built in 1968 and had structural problems. The new station is a major boost to policing in Cornwall. One of the main aims of the estate strategy is to reduce force carbon emissions while redesigning new buildings in a more cost-effective way, making better use of space and greener materials.

Barnstaple

In early 2020 a survey of the Barnstaple police station's roof revealed a need for repair. Repair not being economically viable, a decision was taken to invest in a new and modern environment for staff, officers and members of the public to serve north Devon. There will be a phased relocation of the public enquiry office, office space, custody and the armoury, to maintain levels of service to the public and to prioritise the safety of staff, officers and members of the public.

Camborne

The planned refurbishment and reconfiguration of the Camborne Police Station commenced this year and was supported by collaboration with Cornwall College, to ensure that teams are located centrally during the temporary relocation period.

Once complete, Camborne will have a modern, agile work environment for our visitors, the public and our staff.

HQ Middlemoor, Exeter

In June 2019, the existing sports and swimming complex was closed due to safety concerns about the roof structure.

Subsequent design work has been undertaken which will see a new sports hall on the existing site, with work expected to commence in the autumn 2020, and completion likely in summer 2021.

Exeter's new police station is in the top 10% of sustainable buildings in the country.

Key features:

- 314sqm of solar panels

- a state-of-the-art water supply
- stringent thermal efficiency standards
- 22 per cent less carbon dioxide used than a standard building.
- builder Willmott Dixon planted 300 new trees through the force estate and in local beauty spots
- 98% of building waste did not go to landfill.
- the company has also supported two major diversity events, Plymouth Respect and Into the Mix Torbay, involved over 700 students in projects and is working with the criminal justice system to support prisoners being released from prison.

Inspector Mat Helm who helped co-ordinate the Exeter project, said: “These are fantastic new buildings which will help residents feel safe and connected to the police.

“There will also be a much better working environment for officers, staff and volunteers helping to boost their welfare and morale delivering highly professional policing that our communities rely on.”

“Everyone worked together to shape these new stations and ensure they met the needs of staff and officers. Although we have worked hard to keep disruption to a minimum, local communities showed great patience as the build took place.”

How improved scrutiny has influenced HMICFRS ‘good’ inspection

Whilst the work of Her Majesty’s Inspectorate of Constabularies and Fire and Rescue Services (HMICFRS) is very different to that of the Office of the Police and Crime Commissioner (OPCC), two organisations which are completely independent of the police, strive to support improvements in policing.

HMICFRS does this through inspection of processes, the OPCC achieves this through governance, scrutiny, performance accountability and public engagement.

HMICFRS integrated PEEL inspection for 2018/19 considered three categories, ‘police efficiency, effectiveness and legitimacy’.

Each category consists of separate topics that HMICFRS inspect, and each of those topics receives a ‘grade’ of either ‘outstanding’, ‘good’, ‘requires improvement’ or ‘inadequate’.

The combined grades of each topic give an overall grade for the category.

When the PCC was elected in 2016, the inspectorate graded Devon and Cornwall Police as ‘requiring improvement’ in two categories, namely effectiveness and efficiency.

In 2017 the force had improved and was graded as ‘requiring improvement’ in terms of one category, effectiveness.

Now in the final year of her term, the force has achieved ‘good’ grades by HMICFRS in all three categories of police effectiveness, efficiency and legitimacy.

The independent scrutiny function has explored and challenged performance in a range of areas including how the police use force, and how the force makes decisions relating to the use of out-of-court disposals.

PCC scrutiny panels have also carried out in-depth scrutiny reviews into specific issues such as how the force uses its power to stop and search people.

The office also runs the Independent Custody Visitor Scheme which ensures checks occur every month by specially trained volunteers on those individuals who are detained in police custody, to ensure that they are being treated legally and ethically. An area for improvement identified by HMICFRS under 'treating the public fairly' is that 'the force should ensure that all relevant officers and supervisors understand what constitutes reasonable grounds for stop and search and how to record them'. The office will monitor this specific area for improvement during 2020/21.

In September 2019, the Use of Police Powers Community Scrutiny Panel carried out an independent review into how Devon and Cornwall Police use spit guards.

This scrutiny panel is made up of specially trained volunteers and aims to scrutinise how the force uses some of its legal powers such as use of force and stop and search. The panel reports its findings to the PCC.

The PCC may then use the panel's insight to inform their work with the Chief Constable.

The panel's role is not to criticise the police. Their aim is to identify what is working well along with any opportunities to make improvements.

The panel's value comes from the fact that it is not part of the police, so it can view that organisation and how it works independently and differently.

For this piece of scrutiny, the panel did a small-scale review into how the force uses spit guards and, subsequently, made several recommendations, including:

- that the force regularly review its use of spit guards on under 18s and vulnerable people;
- that the force consider the experiences of those subjected to spit guard use to inform future deployment;
- that the force consider making it standard practice for officers to inform detainees that they are planning to use a spit guard prior to doing so.

Four-year engagement plan has given people a real voice in policing

Devon, Cornwall and the Isles of Scilly provides many geographic challenges for the police – it provides just as many for a commissioner who has a statutory duty to provide a link between the police and the public and to give people a voice in policing issues. The OPCC's engagement team has increased both its range and impact on communities year on year with 2019 the culmination of a four-year deliver plan which coincided with the PCC's elected term.

This included being much more supportive of partners, with 20 events organised to support Safer Towns in Cornwall, monthly rural crime surgeries with the force's rural crime team and work the CMCU staff, who joined the team at many events to promote working in the call centre.

During the year the team managed to:

- Increase the overall number of events from 172 to 96 in 2018
- Improve the geographic spread of events
- Carry out talks to around 100 organisations which over 3,000 people attended
- Have face to face conversations with 13,500 people
- Conduct survey which 8,354 people took part in (500+ more took part online too)

- Bring the PCC Alert to a potential audience of 31,000 subscribers.
- Increase Instagram, Facebook and Twitter followers to almost 11,000.

The spread of events attended is proportionate across the four force basic command units – Cornwall and the Isles of Scilly, Plymouth, North East and West Devon and South Devon.

Engagement rates in the Basic Command Units (BCUs) are broadly in line with population ie Devon BCU has 32.69% of the force total population and 38.95% of OPCC events took place.

While a great deal of effort goes into being seen in rural areas it was important too that the OPCC was properly represented in more urban areas.

New events for 2019

Cornwall

- Bodmin x 2
- Camborne x 2
- Falmouth x 2
- Liskeard x 2
- Newquay x 2
- Penzance x 3
- Redruth x 2
- Saltash x 2
- St Austell x 2
- Truro x 2
- Camborne Show
- Camelford Show
- Gwinear Show
- Women's Hope Conference (Truro)
- Liskeard Show
- Cornwall Skills Show (Wadebridge)
- Party in the Park (St Columb)

Rural surgery in:

- Liskeard

Devon, Plymouth and Torbay

- Plymouth community launch
- Plymouth Freedom Fields Festival
- Plymouth Diwali Festival
- Stoke and Backhouse Family Day (Plymouth)
- Ernesettle Funday (Plymouth)
- County Show (Newton Abbot)
- Into The Mix (Torbay)
- Dawlish Carnival
- Holsworthy Show
- Woolsery Show
- Kingsbridge Show
- Tedburn Fair (Exeter)

Rural surgeries in:

- Barnstaple
- Exeter
- Bovey Tracey x 3
- Cullompton x 3
- South Molton
- Tavistock x 2
- Holsworthy

Turning Corners helps children at risk of gang related behaviour

Dozens of children in South Devon have been helped by a scheme designed to stop them being drawn into dangerous gang activity and reduce youth violence.

Turning Corners was set up in South Devon and Torbay with £528,569 of Home Office funding after a successful application from the OPCC.

In 12 months, it helped 162 young people who were at risk of gang-related behaviour. A conference held in Torbay which shared the best practice and learning from this intervention heard moving testimony from a mother whose children were becoming involved in illegal activity before they were helped by a team of concerned parents, police officers, school staff and youth workers.

Partners have worked directly with partners to increase communication and understanding of the lives of young people to increase safer outcomes. One of the parents set up parent support groups including a WhatsApp group for other parents to help them support each other.

Individual plans include diversionary activities and sports led by specialist youth workers from youth services organisations, Space and Love Sport.

Agencies involved in this project remain committed to ensuring that vulnerable young people in this area continue to be presented with positive options about their future and are not exploited by criminals.

One element of the project, Moving Up Together, supports children who will shortly be starting secondary school and who have been identified as being at risk of exploitation.

An assessment is created for each one to aid their transition to secondary school, with a youth worker available in the first two terms to help the transition.

Evidence shows that a positive transition sets the foundation for positive, long-term engagement and reduces the many of the risks for exploitation.

Recent figures released by the project team show that the age group 14-16 account for 73% of all referrals and 80% of all referrals are male.

Chair of Turning Corners, Superintendent Jez Capey, said: "The Turning Corners project has engaged a variety of partners and the public, which has helped us to better understand gang related issues.

"We are now more educated about youth gang culture in Devon and have an improved understanding of how collectively we can make a difference.

"Now that we have picked up the stone there is no going back, and I urge partners to continue to work together so they can intervene earlier and positively impact on young people and local communities."

2020/21 Virtual courts open in Devon and Cornwall

Devon and Cornwall Police area has become one of the first regions outside London to open virtual courts, ensuring that victims still get justice, and this has been particularly useful considering the challenges posed by Covid-19.

Any crime which requires the defendant to be remanded in custody for the next available court now qualifies for a virtual hearing. Defendants remained in custody, supervised by police until the outcome of the case was determined. Court staff and the judiciary remained at the court to co-ordinate the hearing.

Cloud-based technology enables all other court users to join proceedings from a remote location using video conferencing facilities.

Each police custody centre - including the country's newest virtual court at Exeter Police Station – links into courts running across Devon and Cornwall.

Cases from the custody units in Cornwall (Newquay and Camborne) remotely link into Bodmin Magistrates Court, while Exeter Combined Court hears cases from the custody units across Devon (Barnstaple, Exeter, Torquay and Plymouth).

PCC Alison Hernandez is chairman of the Local Criminal Justice Board (LCJB) that brings together key agencies in Devon and Cornwall across the criminal justice system.

"Our experience and ability to mobilise so quickly was testament to our strong partnership relationships across the peninsula," she said.

"All partners were committed to making this work efficiently for the justice system and local community."

Victoria Cook, chief Crown prosecutor for Crown Prosecution Service South West, said: "In recent years, the CPS and our criminal justice partners have taken huge steps in using digital technology to transform the way in which trials are run.

"This, together with the experience from the virtual court pilot run in Devon and Cornwall, has ensured that the South West Criminal Justice System is in the best possible position to adapt to new challenges.

"Virtual Courts enabled the Crown Prosecution Service to continue to deliver justice alongside our police and court colleagues, while ensuring that the safety of all involved came first and foremost."

Chris Spencer, solicitor at Cornwall Defence Solicitors, said: "The launch of virtual courts ensured that our criminal justice system continued to operate effectively and safely for all of those involved in it despite the current challenges.

"I am confident that the technology available ensured that appropriate advice, representation and support was given to defendants, some of whom found themselves in court for the first time."

Partnership work, CCTV and safer towns

In order to deliver on the strategic priorities of the Police and Crime Plan the OPCC works with dozens of partners, from local authorities to major national charities to small community interest companies and groups of volunteers.

It is only through this approach that significant change can be delivered, and problems tackled from multiple directions. The challenges posed by anti-social behaviour, for example, require local authority intervention and support, a community response and an enforcement option.

Examples of the OPCC's work with partners include the investment in Community Safety Partnerships (CSPs), the Regional Reoffending Board, the Safer Towns initiative and the South West Peninsula Road Safety Partnership

In 2019-20 the OPCC invested a total of £1.7m in CSPs.

CSPs are made up of representatives from the police, local authorities, fire and rescue authorities, health trusts and probation services that use evidence to identify priorities and then combine to form a joined-up approach to tackling crime and threats.

Typically, they will use intelligence such as the Peninsula Strategic Assessment to inform actions plans. Projects that they have become involved in include the Turning Corners scheme to divert young people away from gang crime in South Devon, commissioning services for victims of Domestic Abuse and reducing anti-social behaviour.

The Regional Reoffending Board had its first full year of operation in 2019-20, bringing together south west police and crime commissioners with senior leaders from criminal justice, health, the voluntary sector and the Ministry of Justice to reduce reoffending rates across the region and to help improve the probation service. The board has set itself ambitious targets.

The Safer Towns initiative was rolled out across 10 towns in Cornwall - Penzance, Camborne and Redruth, Falmouth, Truro, Newquay, St Austell, Bodmin, Saltash and Liskeard - while working in partnership with the CSP for Cornwall, Safer Cornwall. Like CSPs but with a more targeted, ultra-local approach, these establish a set of priorities and delivery plans design to target specific community issues and involve town councils.

The support offered by the OPCC includes data analysis, access to business crime prevention assessments, access to survey tools to help them gather community views and regular multi-agency engagement days in the community. It also included a £5,000 seed funding grant to support the safer town group in that area to drive forward activity.

The OPCC is now working to establish Safer Towns across Devon.

Another example of partnership work is the OPCC's continued investment in CCTV systems. In October 2019 the commissioner and Torbay Council's leader unveiled a new CCTV hub in Torquay. The first such hub in Devon, it consisted of a network of 282 state-of-the art cameras, connecting towns into a central monitoring station to build resilience. The OPCC supported the £420,000 project with an investment of £60,000.

In 2019 the OPCC established the South West Peninsula Road Safety Partnership – a collective of organisations who jointly agreed a strategy to reduce the number of people killed and seriously injured (KSI) on the region's roads. A 'vision zero' approach was established, with partners agreeing that any casualty was one too many, and an interim target of reducing the KSI rate by 50% in a decade was set.

Case Study: Safer Town Penzance

In June 2018 Penzance Town Council held an extraordinary meeting to discuss significant rises in anti-social behaviour and crime increases in the town centre.

Members of the public had complained that groups of street drinkers and aggressive begging was making the market town an unpleasant place to visit and shop.

A police report to the meeting showed that there had been 297 offences in the town's cumulative impact zone in 2017-18, up from 181 the previous year.

The Penzance Safer Towns initiative was given the task of tackling this challenge.

Bringing together Cornwall Council, Devon and Cornwall Police, Cornwall Fire and Rescue Service, the National Probation Service, the Dorset, Devon and Cornwall Community Rehabilitation Company, Penzance's Business Improvement District, Penzance Town Council, Addaction, St Petroc's, Cornwall Housing, Growing Links, the OPCC and NHS Kernow, it established priorities and an action plan for the town. Since then this partnership has provided traders with ongoing support to tackle shoplifting. Penzance was also one of three towns in Cornwall to pilot emergency services training to support problematic persistent drug users who are not engaged with treatment, and multi-agency walkabouts have taken place to reassure the public that the town's problems were being taken seriously.

A dedicated anti-social behaviour worker was recruited in June 2019.

In November 2019 Penzance launched the 16 Days of Activism Against Gender Based Violence campaign for Cornwall, with the theme this year being businesses. Safer Penzance in partnership with Safer Futures approached hairdressers, barbers and nail salons to encourage them to support the campaign and attend training which had been organised specifically for the launch of the campaign. Twelve businesses signed up to promote their premises as a safe place and implement a Safer Cornwall domestic abuse policy for their employees.

In September 2019 the partnership reported that crime in Penzance had reduced by 13% (224 offences) on the previous year, with the greatest reductions seen in shoplifting, criminal damage and violence. This reduction is much greater than that seen across Cornwall and the other large towns (-2% and -4% respectively).

A survey of residents of the town completed in September 2019 found that 38% of people thought that antisocial behaviour had dropped in the preceding 12 months while only 13% thought it was getting worse.

How the PCC's commissioning budget is making a difference

The OPCC has funding relationships with 77 organisations who support people affected by crime, those responsible for crime, their families and their communities.

The range of services funded is incredibly broad, supporting people of all ages, genders, sexualities and ethnic backgrounds.

The network of grant funded victim services, which includes 49 charities and community groups, all of different sizes, supported 3,612 people affected by crime last year.

The services commissioned are for people affected by all offence types including murder, sexual offences, domestic abuse, violent offences and all dishonesty offences – amongst many others.

OPCC commissioned services help people affected by crime to cope and recover by providing therapy, as well as practical and emotional support.

From January to March, one of those services for young people affected by crime, operated by Young Devon, Young Cornwall and Kooth, reports that 100% of young people referred to the service feel they had been helped.

Young people using the service increased their wellbeing and improved how they felt about themselves by 73%.

One young person reflected: "I enjoyed the one to one support and then the groups and realised I wasn't the only one with issues. I became less defensive and realised that other people could help at times if I let them."

In another of the victim services for adults, operated by Victim Support, the service was able to report an 88% improvement across the following areas for people they were supporting - health and wellbeing, ability to cope, perception of safety, reintegration, feeling informed and experience of the CJS.

People affected by crime who have benefitted from this service describe it as supportive, helpful and understanding.

One person commented: "I felt like I was alone in society and now I don't feel alone any more. They helped my confidence."

The OPCC also commissions a restorative justice which is delivered by Make Amends. Because it has been shown to reduce reoffending restorative justice makes sense from an investment point of view. Two significant studies have shown that for every £1 spent on restorative justice between £3 and £8 of public money is saved further down the line.

Finance and resources

Introduction

This section provides the draft income and expenditure for the financial year ending March 31, 2020. It also provides a general guide to the financial situation of the PCC as at March 31, 2020, full details are provided in the *Statement of Accounts 2019/20* which can be found at www.devonandcornwall-pcc.gov.uk/about-us/what-we-spend.

The overall financial settlement for policing for 2019/20 saw a 1.9% increase in central government funding, the first increase in a number of years.

Although this represented a cash increase in funding, this below inflation increase continued to represent a decrease in central funding in real terms and was coupled with significant additional pressures, such as the increase in the employer cost of the police officer pension scheme.

No account of any potential future formula funding review was taken in the projections. As part of the 2019/20 overall central government funding settlement the council tax flexibility provided to police and crime commissioners was set at a maximum of £24 per Band D equivalent property before a referendum was required.

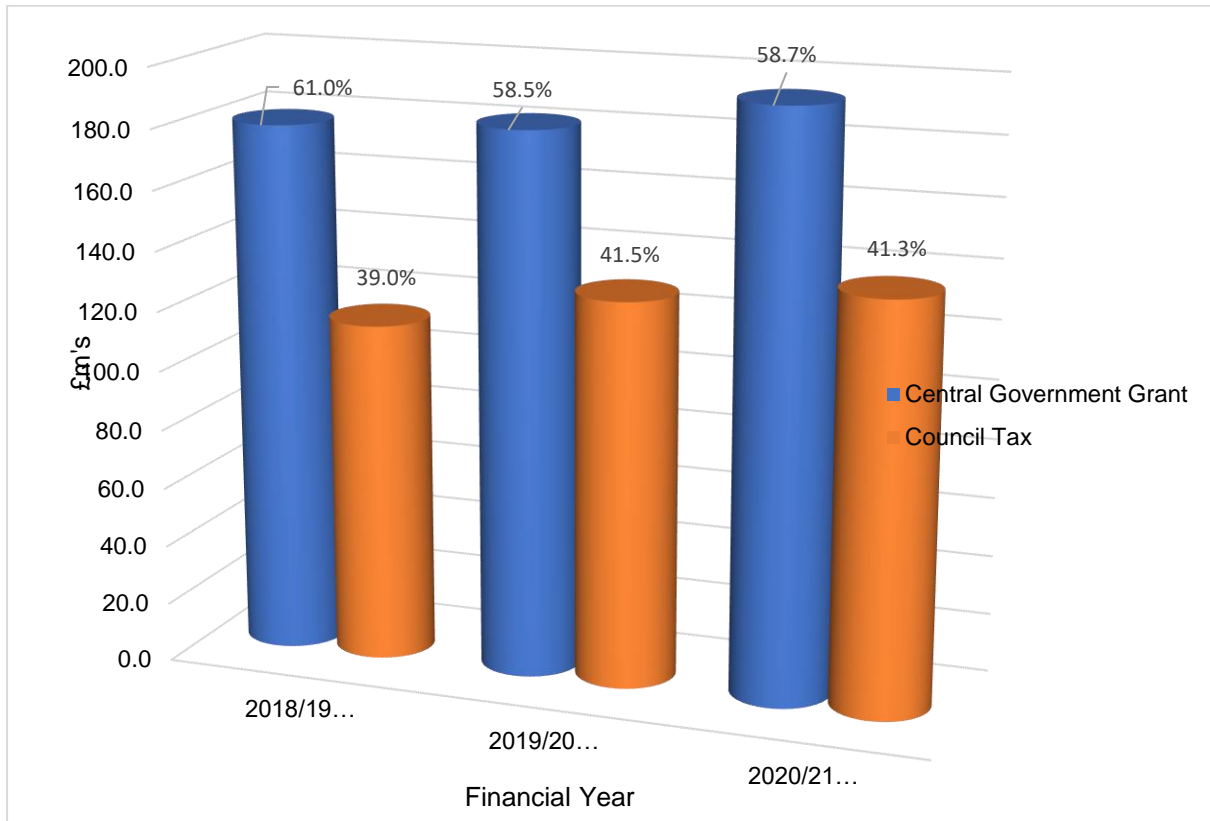
The commissioner, in consultation with the Police and Crime Panel, increased the council tax element for policing by the £24 (12.75%) so that services to the public could not only be maintained but enhanced. Council tax was set at £212.28 for a band D property.

The overall impact of increases to the Home Office core grant and special grant, and council tax increases relating to the precept, tax-base and surplus was an increase in funding in 2019/20 of £22m more than received in 2018/19.

However, significant additional pressures were predicted in relation to police officer pensions (£7.7m), nationally agreed pay awards (£7.5m), developments outlined in section 3.6.4 below (£3.8m), and general inflation (£2.2m). In order to achieve these pressures savings of £4m were still planned and required.

The chart below shows the revenue budget funding sources in 2019/20 as well as the funding in the previous and following year for comparative purposes.

In 2018/19 Central Government grant was 61% of revenue funding, in 2019/20 it fell to 58.5% and in 2020/21 it increased slightly to 58.7% following the provision of additional funding in that year to increase officer numbers nationally.

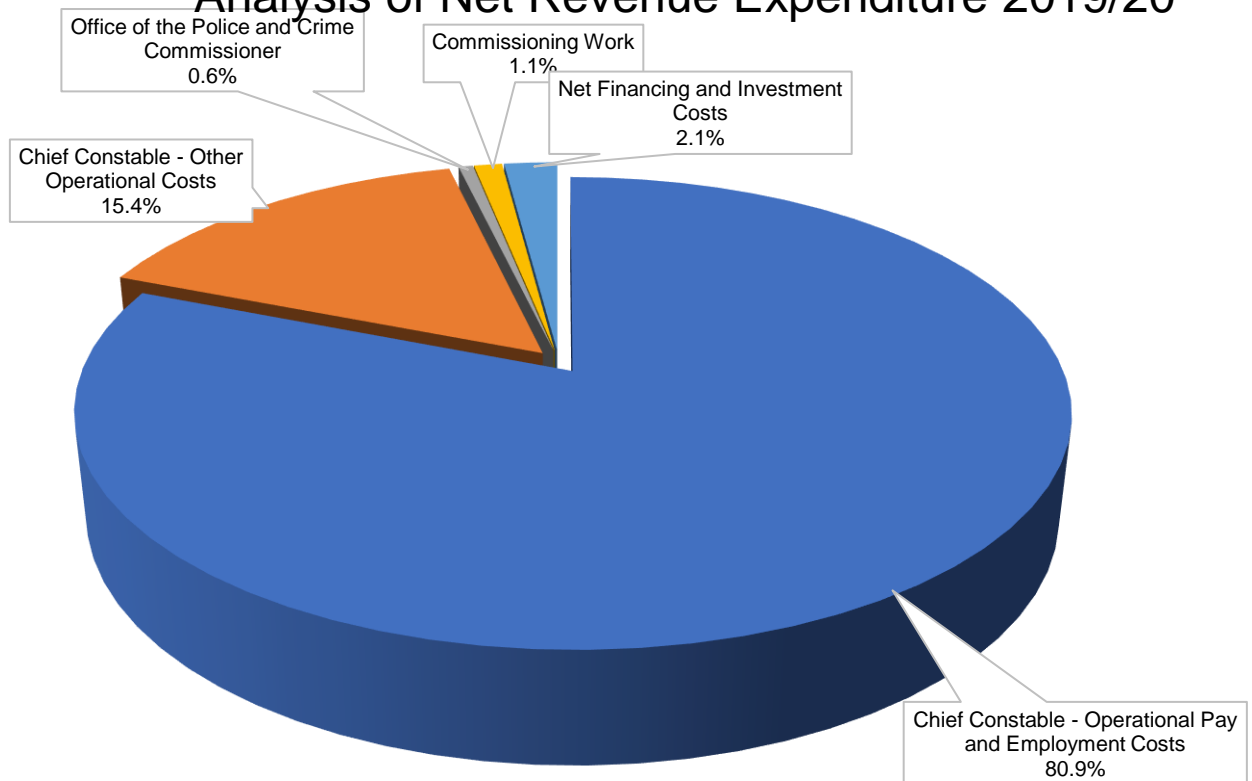


Actual expenditure compared to budget

A budget of planned expenditure is agreed by the PCC in order to set the council tax level for 2019/20. For 2019/20 the final outturn position for the Chief Constable's operational budget was an underspend of £1,067k against a budget set of £306.9m. The OPCC final outturn position was a breakeven position against a budget set of £5.2m.

Therefore, the group final outturn position shows an underspend of £1,067k on the overall budget of £312.1m, which equates to 0.34%.

Analysis of Net Revenue Expenditure 2019/20



What has been achieved during the year?

We said we would	What happened
<p>Increase officer numbers to 3,100 over the next two years.</p> <ul style="list-style-type: none"> • Provide an additional connectivity neighbourhood police officer in each of our 27 sectors. • Increase detectives by 30 to address most serious offending and meet areas identified in the FMS where demand exceeds current resources. • Increase front line response teams. <p>Increase the investment in collaborative posts such as bi-service and tri-service officers.</p>	<p>The number of officers funded from the precept has increased to 3,050 at 31 March 2020 and is on track to reach the 3,100 target by March 2021. During the year a national uplift of 20,000 officer was announced by the Home Office. The first phase of the increase has seen Devon and Cornwall Police increase its numbers by 47 by 31 March 2020 and a further 94 by 31 March 2021.</p> <ul style="list-style-type: none"> • 27 Neighbourhood police officers have been appointed. • More detectives have been recruited. • More response officers have been recruited. • Numbers of bi-service and tri-services officers have increased to 17.

<p>Continue with the piloted police staff team who ensure accuracy of crime data and take statements, removing work from the front line. For example, we anticipate 8,000 statements a year will be taken by the team, providing a better service for the front line and the witness.</p>	<ul style="list-style-type: none"> • The pilot has continued and now been integrated into business as usual.
<p>Roll out of Integrated Service Delivery (ISD) by summer 2019, taking 73,000 sets of workload from the local policing teams. ISD will fundamentally change the way the police deal with non-emergency demands, resolving calls earlier and allocating tasks, where appropriate, across the whole force, rather than to specialist teams. The ISD programme is designed to improve system efficiency and provide a better service to the public.</p>	<ul style="list-style-type: none"> • ISD has been rolled out across the force area. Since July last year, 42% of all crime is now finalised there and 21,000 crimes have been processed within 12 hours
<p>Invest in technology.</p>	<ul style="list-style-type: none"> • Body Worn Video now fully rolled out. • Expansion of the Taser programme. • Voice recognition is helping to prioritise 101 calls and allowing reallocation from switchboard to call handling. Whilst demand in these areas continues to increase significantly, we have invested in technology to at least partially mitigate this.
<p>Continue with high visibility and connectivity as a priority for all officers.</p>	<ul style="list-style-type: none"> • 27 neighbourhood police officers have been appointed to increase connectivity with the community.

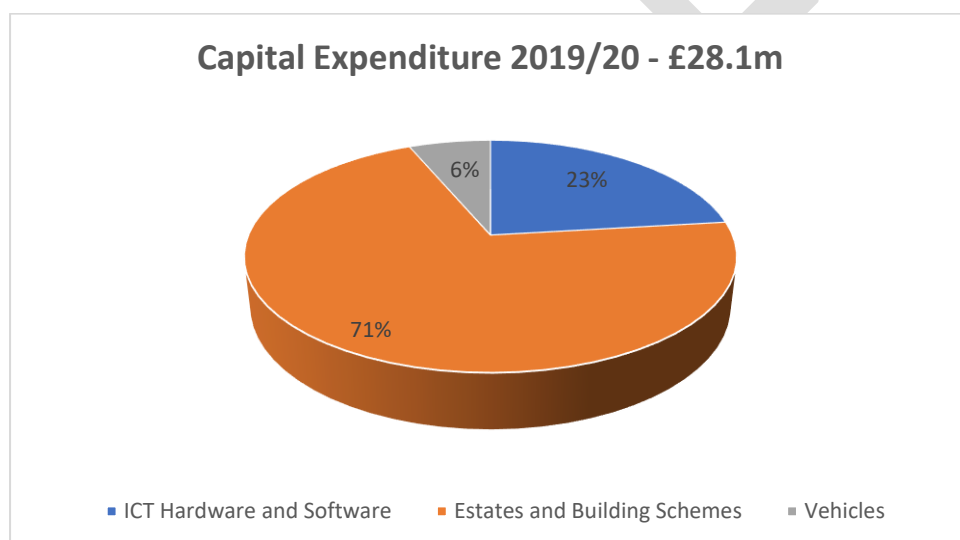
Staffing

Staff and employment costs make up almost 81% of the overall budget. The full-time equivalents (FTE) at the start and end of the year are shown below:-

	As at 31 March 2019	As At 31 March 2020
Police officers	2,982	3,094
Police community support officers (PCSOs)	227	197
Police staff	1,713	1,770
Office of the PCC	27	26
Total	4,949	5,087

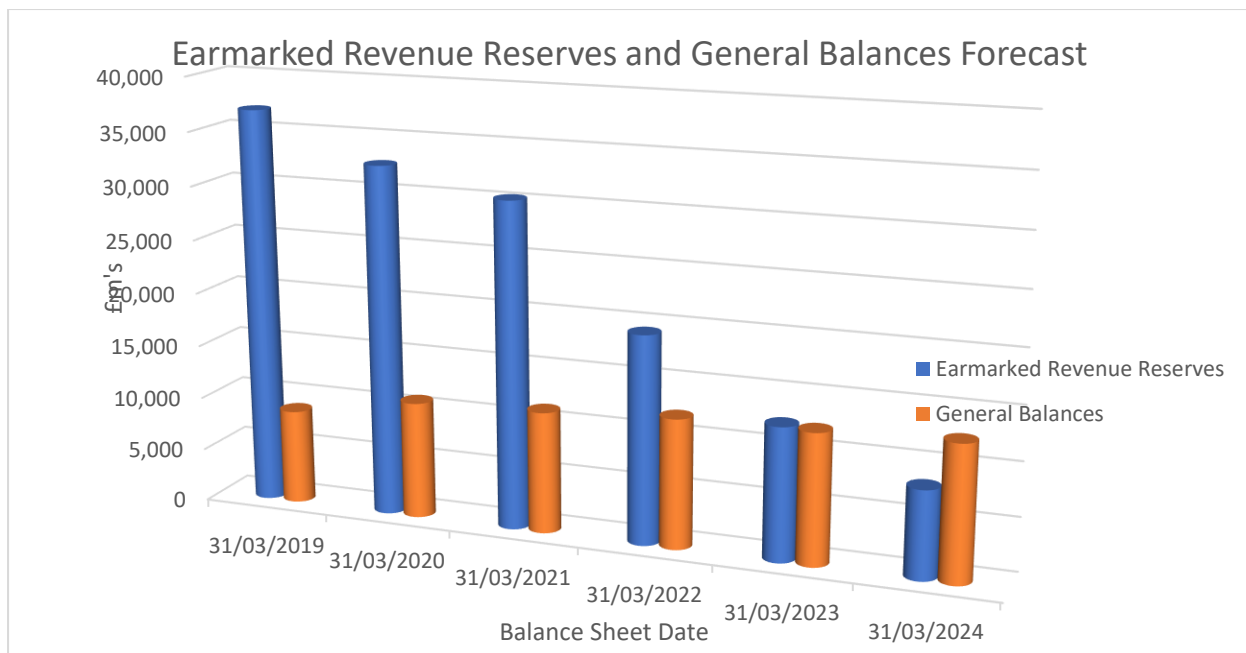
Capital expenditure 2017/18

Capital expenditure of £28.1m was incurred during 2019/20. The chart below highlights the major areas of spend with Estates and Building Schemes being the largest area of spend. The work on the new Exeter Police Station at Middlemoor and the new Liskeard Police Station has continued at pace during the year with both completed in January 2020.



Reserves and balances

Reserves have decreased by £4.4m between 1 April 2019 and 31 March 2020. However, in line with the reserves strategy, general balances have increased by £2.1m to bring them to 3.49% of the net revenue budget. The chart below shows the level of reserves and how we plan to reduce them over the next five years as they support the capital programme for Devon and Cornwall Police.



Managing financial risks and opportunities

The current medium term financial strategy (MTFS) covering 2019/20 to 2023/24 indicates a balanced position. Work is now ongoing to assess the impact of the Coronavirus on policing and the way in which the Officers and staff work differently in the future.

Taking the campaign for summer funding to Westminster

In September the PCC headed to Westminster to strongly argue that Devon and Cornwall Police should receive an additional £17.9m to compensate it for the cost of policing a 'summer surge' of visitors over the past three years.

Each year the force is put under additional strain because the two counties host more domestic visitors than any other force area.

The OPCC's special grant application contained detailed facts and figures that explain the additional pressures placed on officers and staff between April and September.

This 'summer surge' impacts staff and officer welfare and leads to a reduced service for the 1.7m residents of Devon, Cornwall and the Isles of Scilly throughout the year. This is because so much training and leave is compressed over the winter months to ensure adequate summer cover.

Supported by 18 MPs and by the Police and Crime Panel, the PCC asked for an additional £17.9m from the Home Office special grant fund – a pot of money set aside to reimburse police forces for exceptional events – to compensate it for money spent mitigating the extra calls for help.

Devon, Cornwall and the Isles of Scilly is the largest force area in England yet receives 8p per head per person less funding than the England and Wales average, increasing to an 11p difference once visitor numbers are factored in.

This leads to increased crime - 11% higher in July, August and September than the rest of the year – a value rise higher than for any other police force.

Tourism is vitally important to the south west, and contributes at least £300m a year to the Treasury through VAT.

This application aimed to get back some of that money and would repay the heavy investment in additional resources like a rural and wildlife crime team, collaborations with other blue light services and additional roads policing teams that help cope with the summer surge.

The OPCC made three trips to Westminster (July and October 2019 and February 2020) to lobby MPs around the bid and to showcase force innovations in blue light collaboration, operational policing including digital dogs and drones, and modern slavery and tracking.

The summer surge:

- Devon and Cornwall has the second highest level of tourism in England & Wales behind London – 45 million nights
- The number of visitors is equivalent to a 7% increase on the base population of the force area - the highest in England & Wales – it equates to 125,000 extra people each day if spread across whole year
- The impact of that additional 125,000 people reduces force funding to just 46p per person per day compared to a national average of 57p

Summer lasts from April-September – in that period Devon and Cornwall Police sees:

- An 11% increase in crime: largest in England & Wales
- A 14% increase in incidents, with significantly higher rates in some areas
- An 18% increase in high risk missing people

Performance **(Full page with image)**

Satisfaction and public confidence

Satisfaction

It is a requirement of the Home Office for police forces to conduct victim satisfaction surveys with specific victim groups.

These surveys are structured around several core questions, exploring satisfaction across different stages of interaction: ease of contact; arrival; actions taken; kept informed; treatment and whole experience.

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

A priority victim is anyone who is vulnerable, intimidated, persistently targeted, or a victim of the most serious. This includes (the list is not exhaustive): Children under 18 years of age at the time of the offence; any person suffering from a mental disorder or learning disability; any person who is physically disabled.

The levels of satisfaction for priority victims and domestic abuse victims fell slightly for the year when compared with 2018/19.

In the 12 months to March 2020:

- 69.4% of priority victims were satisfied with their overall experience of the service they received from the force, compared with 73% in the previous 12 months
- 83.8% of domestic abuse victims were satisfied with their overall experience of the service they received from the force, compared with 86% in the previous 12 months

Public confidence

The force uses the office of National Statistics Crime Survey for England and Wales (CSEW) to track the confidence of the local public.

Public confidence relates to measurements taken from the general public regardless of whether they have had contact with the police.

In the 12 months to December 2019:

- 55.8% of survey respondents felt the force was doing a good or excellent job, which is a reduction from 62% in the previous 12 months. This is on par with the national average of 55.6%.
- 76.7% of adults in Devon and Cornwall had overall confidence in the local police - which is a slight reduction from 78% in the previous 12 months. This is 2.4% higher than the national average of 74.3%.
- 88.9% of respondents agreed the force would treat you with respect, compared with the national average of 87.4%
- 69.3% of respondents agreed the force would treat you fairly compared with the national average of 67%
- 68.9% of respondents agreed the force understands local concerns, whilst 53.4% felt that local concerns were dealt with. Results are slightly higher compared to national averages for these measures

Crime incidents

- 100,501 crimes were reported across the force in 2019/20 – which down almost 6% (6,360 less crimes) compared to the previous year with 57 crimes per 1,000 population. There were 6,406 fewer victim-based crimes recorded in the year (a reduction of 6.9%).

Crime recording compliance improvements following HMICFRS's Crime Data Integrity (CDI) inspection in 2017 and re-inspection in 2018 have remained strong with a compliance rate of 93.4% for violent crime and 94.4% for sexual offences.

Overall, total crime levels have reduced across the year, with the largest reductions in the second half of the year. As at the end of March 2020 there were 57 crimes per 1,000 population.

- The increase of violent offending seen over the past several years has slowed with a slight (0.2%) reduction in violence against the person. However, the focus on tackling serious violence (based on murder; attempted murder; S18 grievous bodily harm and wounding) at its grass roots remains a priority for the PCC and the Chief Constable. In the last 12 months serious violence offences have decreased by 12.6% from 661 to 578. Rape offences have increased by 3.4% from 1,629 to 1,575 over the same period.
- Levels of reported domestic abuse continue to increase with 20,798 domestic abuse crimes recorded in the year, a 4% increase on the previous year. While this may reflect increasing confidence to report these crimes which are often 'hidden' it must remain a significant area of focus to ensure that action is taken against perpetrators and that victims are protected.
- The year saw a 3.4% increase in recorded drug offences to 4,248 which reflects the increasingly proactive response from the force to pursue drug supply chains. While numbers remain low compared to other parts of the country there was a 13% increase in possession of weapons offences to 1,090 many of which are related to the drug supply chains being actively targeted. There were 300

organised crime group disruptions in the year which led to 43 convictions and nearly 300 years' imprisonment.

The latest national comparators from the Office of National Statistics relate to the 12 months up to the end of December 2019.

- Devon and Cornwall's crime rate for that period was 58.3 per 1,000 population which was significantly lower than the national average of 88.7 per 1,000 population.
- Devon and Cornwall has:
 - the second lowest recorded crime rate in England and Wales, and the lowest crime rate for crimes where there is an identified victim.
 - one the lowest rates of acquisitive crime out of all force areas with the second lowest rate of residential burglary, third lowest rate of theft offences, the seventh lowest rate of robbery and fourth lowest rate of vehicle offences
- Comparing 2019/20 with a year earlier, there were decreases in both domestic and non-domestic burglary offences, vehicle offences, shoplifting, other theft and criminal damage although there was a small rise in robbery across the year.

Victims and offenders

The OPCC is focussed on reducing the impact of crime by providing care for those who have been the victims of crime.

When officers identify a requirement for victim support services that individual is put in contact with services in the Victim Care Network through experts at the Victim Care Unit.

Victim care activity included:

- In 2019/20, 72,281 Victim Needs Assessments (VNA) were completed
- 12.1% of crimes with a VNA identified a victim need
- As a result, 8,768 victims required victim support services
- Currently the Victim Care Network has over 60 member organisations, offering support services to victims of crime

For the 12 months to 31 March 2020 14.6% of recorded crimes had a positive offender outcome, which includes diversionary, educational or intervention activities as well as prosecutions.

Contacting the Police

In the 12 months to March 2020, Devon and Cornwall's police contact centre received:

- 1,024,982 calls, which equates to 2,808 per day or 1.95 contacts every minute. This was a 0.5% decrease on the previous year.
- Of these 264,404 were emergency 999 calls which is a 17% increase compared with 2018/19
- Despite the increase, 83.2% of 999 calls were answered within 10 seconds
- The contact centre staff managed 644,039 101 calls in 2019/20, which is a 1.1% decrease on the previous year.
- The average wait time for a call in 2019/20 was 6 minutes and 31 seconds.
- In July 2019 Devon and Cornwall Police introduced a new interactive voice recognition system which removed the previous triage system.
- From July 2019 the 101 contact centre managed 406,623 calls into 101. The average wait time for a call was 9 minutes and 44 seconds and 61.4% of calls

were answered within 10 minutes. There remains significant variations in call answering times due to calls being prioritised on a threat, harm and risk assessment. This leads to those calls assessed as having the lowest risk taking longer to be answered. Improvements in call handling times are continually sought by the OPCC in our scrutiny of the service.

- While phone calls remain the primary form of contact for members of the public, efforts to improve options to report crimes or concerns are in place. There were 114,630 emails, texts and online form submissions to 101 this year which is a 23.6% increase in the number received in 2019/20 compared with 2018/19 – 66.7% of which were answered within 24 hours (a reduction from 95% in the previous year)
- In addition, there continues to be an increase in the number of people using web chat with positive feedback received – 16,955 people spoke to Devon and Cornwall Police via this method in 2019/20, with an average talk time of 17 mins and 1 second.

In 2019/20 the force recorded 244,586 incidents in response to calls for service

- Just over 78,000 of which were graded as immediate incidents (emergency calls) a reduction of 4% from the previous year. These are priority incidents that the police aim to respond to within 20 minutes.
- In the 12 months to 31 March 2019, 68.6% of immediate incidents were attended to within 20 minutes and the median (average) response time was 14 minutes and 32 seconds. These figures are slightly lower than the previous year which saw 70% attended within 20 minutes and a median response time of 14 minutes and 20 seconds.

Section 2

Making progress against the Police and Crime Plan

Accessible

Investment in 101 continues

Thanks to a £7 million investment from the Home Office in 2019 the general public no longer pay for 101 non-emergency calls.

While this positive step has made it easier for people to contact the police, 101 call waiting times continue to be an issue of concern for the public and the commissioner. The OPCC and the force continue to invest in alternative contact methods for non-emergencies and how 101 calls are answered.

The new interactive voice recognition (IVR) system makes it easier for callers to reach the most appropriate person to deal with their enquiry and improves the quality of service.

It also means higher priority non-urgent reports, such as domestic abuse or missing persons are 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 force website.

The additional pressures placed on 101 and 999 by the summer surge is a clear annual cycle and the OPCC continues to campaign for greater recognition of the immense pressures placed on Devon, Cornwall and the Isles of Scilly as a result of tourism. The pressure on the contact centre to respond to increasing contact with existing resources is high.

The contact centre has also been prioritised in the budget for 2020/21 which will allow the Chief Constable to look at the capacity and capability within the two contact centres and whether it remains appropriate.

How to contact the police

In an emergency ALWAYS call 999.

In a non-emergency **ClickB4UCall**.

Why call when you don't have to?

Visit the force website – dc.police.uk, to use the online contact methods – Web Chat, Report Online and AskNED.

Web Chat – The force's Web Chat allows direct access to the contact centre staff, just the same as calling them.

It's simple and easy to use and can be accessed through any desktop, laptop, tablet or mobile device, 24 hours a day, seven days a week – just the same as calling.

Report online - Simply fill in the details on the online crime reporting form (dc.police.uk/crimereporting) and then once submitted the information/crime report will be logged.

AskNED – an online directory provides the answers to all non-emergency questions. Alternatively queries and reports can be emailed to 101@dc.police.uk.

Responsive

Tri-service safety officers to receive new fleet of specifically fitted vehicles

Since becoming operational in February 2019 Cornwall's 10 tri-service safety officers (TSSOs) have become vital to the safety of communities across the county.

The OPCC part-funded development of the TSSO role as a direct result of the increased contribution to the police budget paid by council tax payers.

In August a new fleet of dedicated vehicles was unveiled which will both help them to do their job more effectively and provide them with a highly visible and recognisable presence in the towns and villages they serve.

The new vehicles are specifically fitted so TSSOs can respond to urgent medical emergencies but are also equipped to support both police and fire and rescue services in their role.

Cornwall has 10 TSSOs who have been fully operational since February supporting the local communities.

They primarily focus on engagement, early intervention, prevention and reducing demand for police, fire and ambulance services as well as responding to emergencies on behalf of the fire and ambulance service.

The TSSO role is jointly funded by the force, South Western Ambulance Service (NHS) Foundation Trust and Cornwall Fire, Rescue & Community Safety Service.

TSSOs operate in the community they are based, having instant access to police, fire and ambulance IT systems to enable a rapid understanding of incidents.

The 10 TSSOs across Cornwall are:

- St Just- Mesha Wardman
- Hayle - Adrian Hart
- St Ives - Dan Tildesley
- Fowey and Polruan - Liam Baker
- Perranporth - Phillip Graham
- St Dennis - Vacant
- Looe - Phil Whittingham
- Lostwithiel - Vacant
- Liskeard - Richard Deavall
- Bude –Adam Chapman

These officers have powers under the Community Safety Accreditation Scheme and are able to give community safety and prevention advice such as information on antisocial behaviour.

In addition, they can undertake home safety fire checks, (installation of smoke alarms etc), and provide medical support and onward referral.

This has shown clear benefits to the community as well as reduced 999 demand on frontline emergency services.

TSSOs are proving a vital tool in the police's armoury when it comes to preventing and deterring crime and more are expected to be deployed in the future.

How connectivity is changing communities for the better

In some parts of Devon, Cornwall and the Isles of Scilly neighbourhood officers were well engaged with other services like local councils, while in other areas the vital connections between police and the people they serve were quite badly broken.

So 'Connect to Protect' became the key priority in the PCC's first *Police and Crime Plan* and it remains so to this day – the different sections of this annual report mirror those priorities.

The reason is simple, it is easier to solve problems when people pull in the same direction and building bridges between the police and local councils is as good a place to start as any.

With hundreds of councils, from parish authorities serving remote villages to the unitary authority serving our biggest city, connecting the police force with these individuals was always going to be a challenge.

There is still a long way to go but the OPCC's councillor advocate programme is making great strides in doing so.

This enables any council member to receive regular policing updates and puts them in regular touch with their neighbourhood team. There are over 140 councillor advocates across the peninsula, from a range of backgrounds and political parties and plans are under way to increase that rapidly in 2020.

It is a super-efficient way of delivering connectivity when a police inspector would not be able to justify visiting each parish in his or her patch.

There is still got a long way to go to make sure that police and councils are pulling in the same direction to tackle crime and create safer, more pleasant places to live.

Informative

OPCC lands fourth consecutive transparency award

For the fourth consecutive years the OPCC has received the prestigious Open and Transparent Quality Mark from Comparing Police and Crime Commissioners (CoPaCC), which each year undertakes an independent analysis looking at how easy it is for members of the public to access information about how PCCs work – particularly through their websites

This year's assessment used the Home Office's 2013 publication *Guidelines for PCCs on Publishing Information* based on the 2011 Elected Local Policing Bodies (Specified Information) Order, as the basis for scoring each disclosure requirement ie that the information both exists and is timely.

This year, CoPaCC added further criteria for assessment – 'ease of use' ie how easy is it for a member of the public to find the information disclosure.

The OPCCs were then assessed by a 'mystery shopper' looking for the required information on each website.

Thirty-two OPCCs were assessed this year including the 28 who received the quality mark in 2019 plus four more who responded to the invitation to take part.

Bernard Rix, CoPaCC chief executive, said: "Each recipient presents key information in an accessible format on their websites. They have all demonstrated that they are transparent in what they do, meeting relevant legal requirements."

Paul Grady, Head of Police for sponsor Grant Thornton, the leading police assurance provider, said: "For the public to be able gauge how successful their PCC is in delivering their electoral mandate, they need access to information that is accessible, easy to understand and fit for purpose.

"For my part, these OPCCs have all demonstrated that they are transparent in what they do, meeting relevant legal requirements. They present key information in an accessible format on their websites."

Why we invested in a response to rural crime

In 2019 the force took a new approach to engaging rural communities and helping them prevent themselves becoming victims of crime.

Dedicated rural engagement officers, supported by the OPCC, are now dedicated to talking to communities about what steps that have been taken to reduce crimes in rural Devon, Cornwall and the Isles of Scilly and giving advice on prevention.

They could be seen at many of the rural shows and fairs, livestock markets and developed a great relationship with Mole Valley Farmers – holding regular surgeries across their shop network.

The OPCC also supports the many watch schemes across the force area and has invested in Devon and Cornwall Crimewatch Association.

They were often supported by the team of dedicated rural Special Constables.

Both the rural crime team and the rural Specials offer great advice on deterring criminals, as well as practical help with kits that can mark equipment.

In the last three years the force has invested more than £11m in a rural crime and incident response strategy in order to combat these problems.

People in rural communities experience crime just like anyone else – and the fact that Devon and Cornwall are sparsely populated only adds to the challenge.

Livestock and equipment theft have a devastating impact on small businesses and the morale of people who work in the industry, but crime does not have to be rural in its nature to disproportionately affect residents of rural areas.

The range of crimes that is affected by rurality is wide too - most of the fatalities on the vast network of roads occur on lanes.

With a large force area and relatively few officers in comparison to urban forces it can be tough for officers to respond to incidents.

In the summer these problems are exacerbated by the huge rises in the population and a corresponding rise in incidents. Between April and September there is an increase in incidents of 14%, there is an 11% increase in crimes and an 18% increase in high risk missing people cases.

Supportive

How restorative justice helped Jane move forward after devastating loss

A woman whose teenage son was killed in a car crash has spoken about her decision to meet the driver found guilty of causing the collision.

Jane Ure, from Uplyme, described Will as sensitive, kind-hearted and sociable boy who had a wide group of friends. Tragically the apprentice carpenter was killed when the Honda Civic he was a passenger in came off the A3052 in east Devon in the early hours of December 17, 2016.

Will, 17, was killed while the driver, his friend Richard Weldon, 28, escaped with serious injuries.

Last year Richard was given a suspended sentence at Exeter Crown Court after he admitted causing death by careless driving.

Both Jane and Richard decided to take part in restorative justice - a scheme that enables communication between victim and the person that committed the crime against them.

In Devon, Cornwall and the Isles of Scilly restorative justice is delivered by Make Amends, a service commissioned by the OPCC.

"I was away visiting family when my husband phoned to tell me the news that Will had died in a car crash. That was the moment that my world shattered," Jane said.

"The restorative justice team became involved because my police liaison officer had told me about the service and, when the criminal proceedings ended, I felt the need to find out more.

"The Make Amends team came to visit me at my home on a number of occasions and they guided me through the whole process.

"They helped me to understand my needs, managed my expectations and explored the impact of the harm. I wanted to meet the driver and they helped prepare me for a face-to-face meeting."

It is a service that she hopes more victims of crime will consider exploring.

Restorative justice is available to victims of a range of crimes.

From tiny acorns do mighty oaks grow

In 2019 the OPCC was proud to see the impact the £61,000 given to 27 organisations the previous year as part of its small grant scheme handed out in the previous year had on the successful organisations.

The small grant scheme was designed to further complement existing partnership work and proves how a relatively small amount of money can make a disproportionate difference to many people.

The Bungalow Youth Project in Buckfastleigh received £2,131 to set up the Saturday Session which focuses on young people who are at the age where they start to 'go out' on a Friday and Saturday night.

One such person was Oliver (not his real name) who had been going to the Bungalow for about six years and had been supported to battle shyness, anger management and anti-social behaviour issues, as well as dyslexia.

Youth workers decided it was time to offer Oliver a key volunteering role at Saturday Session, which boosted his confidence and helped him prepare for and secure his first job.

The Believe project, run by the Dracaena Centre in Falmouth, was based on a premise that early intervention reduces demand on the police.

The project, which received £2,128 from the small grant scheme, asked young people what their needs are and to identify the gaps in provision.

They said that significant cuts to early intervention, preventative work and diversionary activities means those most in need are falling through the gaps.

In the South Hams, Ivybridge Youth for Christ (YFC) received £1,665 towards its Bridge Project, which it used to insure, tax and service its youth 'party' bus which is used for youth outreach.

The bus visits South Brent on Thursday evenings, goes to Ivybridge on Fridays, to Yealmpton once a month and is used by about 100 young people every week.

And finally, Youth Focus South West received £2,495 to support detached youth workers in Devonport.

The funding helped workers build trust by using a range of diversionary activities to build relationships with local young people and other key professionals including the police.

It has provided useful evidence and is contributing to shaping future provision in their community.

Preventing and deterring crime

Neighbourhood Watch gets new champion for its community services

Devon and Cornwall Community Watch Association (DaCCWA) has appointed Julie Fairman as its first-ever staff member to enable it to strategically evolve its community watch schemes across Devon, Cornwall and the Isles of Scilly.

Funded by the OPCC for an initial two years, in her role as strategic coordinator Julie is focused on expanding both the spread and reach of the charity's existing schemes. She will also explore and launch new community engagement initiatives as well as smarten its existing resources and outreach before raising even greater awareness of the role and benefit of community watches in both counties.

As the recognised umbrella organisation for watch schemes across Devon and Cornwall, DaCCWA aims to promote good citizenship and greater public participation in the prevention and solution of crime and quality of life issues.

This is primarily achieved by providing effective links between the police and its various watch scheme communities whilst also ensuring its infrastructure is aligned to local policing structures.

However, Julie is also examining how the organisation can build on its crime prevention roots, to develop and encourage other forms of community assistance and engagement projects which will ultimately lead to much stronger, friendlier and more resilient neighbourhoods.

Most recently, DaCCWA launched its Good Neighbour Group initiative to provide structure and guidance to communities as they pulled together to ensure those who were vulnerable or more isolated could be considered and supported during the Covid-19 outbreak.

In addition to providing resources and support to its existing network of watch schemes, the initiative saw an additional 250 new community groups wanting to get involved with the DaCCWA family at such an extraordinary time.

Public thinks prevention is better than cure

This report has already focussed on strides taken over the last four years to increase the number of police officers serving our communities - but 2019 showed that the public doesn't want officer numbers to be the only focus when it comes to keeping communities safe.

That was the clear message the public gave when the OPCC carried out the biggest survey into policing ever to be held in Devon and Cornwall.

Over the course of 2019 the OPCC engagement team attended over 170 public events, of various sizes, and talked to people from across all sections of society.

This resulted in over 13,000 conversations and produced a wealth of anecdotal evidence which tells how the public feels about its police force.

And this year saw a shift in emphasis – no longer are people saying that their key issue is more police officers.

A total of 8,875 people cast over 25,000 votes and the result clearly showed that crime prevention (6,965 votes) was where the public felt more investment was needed.

Such data will really help the commissioner in developing the next *Police and Crime Plan*.

Protecting people who are vulnerable or at risk

Why we all have a role to play in protecting the vulnerable

Although anyone can be a victim of crime experience tells us that those with learning disabilities are disproportionately affected by criminal activities and less likely to report their experience to the police.

This could be for a variety of reasons: they don't always understand what's happening to them, the people around them don't know how to spot the signs of hidden criminal activity or, sadly, when they try to speak up, they aren't taken seriously.

This is something PC Kate Marks noticed and wanted to change.

Kate, along with Jo Morgan from Devon Link-Up, a charity which supports adults with learning disabilities, won funding from the OPCC as part of its connectivity fund to put on Hidden Crime Awareness training sessions for professionals working with vulnerable adults across Devon.

A total of six sessions were put on across the county, highlighting key safeguarding and crime prevention messages delivered by relevant experts from across the force. Social workers, carers, health professionals and many more attended the training.

Those attending heard about ways in which malicious criminals target some of the most vulnerable in our communities, how the police handle these incidents, especially in relation to vulnerable people but most importantly how to prevent the situations from happening in the first place.

Criminal gangs are ruthless and do not care how much suffering they inflict on a person's life, nor who they are or how vulnerable they might be, so any measure we can take to keep potential victims safe is extremely welcome.

It is important to remember that education is key because the police can't be everywhere all the time.

Rangers find they aren't alone and learn new skills

What happens when you are 11 years old and find forming positive relationships difficult, have additional needs and generally struggle to engage in mainstream education?

A lot of those who find themselves in this situation often leave school with few qualifications, can't find work and may easily be exposed or drawn into criminal activity.

In Tavistock, Tavistock College alongside the force and South West Lakes Trust (SWLT), developed a Student Rangers project where groups of 11-16 year-olds could learn valuable and practical life skills.

Teachers at the college selected students to take part in the project for a variety of reasons including having emotional or behavioural needs, as potential victims of bullying and, or have issues relating to drug use.

Many of these young people are at risk of offending or have already done so and need a diversion away from the lifestyle.

In the 10-week programme, where pupils spend one day a week at a reservoir, they undertake practical land and habitat management tasks, engage with open volunteering sessions and participate in dedicated sessions where they learn a wide variety of skills including survival and bush craft, personal safety on the moors and knife crime awareness.

Although the project is primarily run by SWLT volunteers, the OPCC committed a small amount of funding for each session as part of its connectivity fund.

The project is the brainchild of PC Jules Fry, a youth intervention officer based in Tavistock, who applied for funding from the PCC's office.

As well as breaking down barriers with some of the hardest to reach communities, Jules has delivered topical police related inputs on things like knife crime and the law surrounding blades.

Supporting victims and witnesses

Bereaved mums tell their stories at PCC's first Drugs Harm Reduction Seminar

Mothers told their harrowing stories of losing their children to addiction at the first Drugs Harm Reduction Seminar organised by Police and Crime Commissioner Alison Hernandez.

The event at the Riviera International Centre in Torquay was attended by experts in offender management, homelessness, addiction treatment and policing from around Devon and Cornwall.

Speakers included Christine Evans, a mum from South Devon whose son Jake was an A grade student attending Exeter University before he became addicted to heroin.

Jake ended up dying in Thailand of an accidental overdose. Christine now tells his story to discourage others from using drugs.

Elizabeth Burton-Phillips MBE then took to the floor to explain how her twin sons' recreational use of cannabis developed into a heroin addiction which saw them both become homeless. Tragically one of the twins, Nick, took his own life while in the grip of addiction, while his brother was able to kick drugs to lead a regular life.

Now a government advisor and campaigner, she founded the charity DrugFAM with the aim of supporting families whose members have become addicts and her book, "Mum, can you lend me £20?" has sold 65,000 copies worldwide and been translated into five languages.

Their message to the audience was that drugs were equal opportunities killers – and even those with bright futures could have their lives ruined and even ended by them.

Seminar speakers also included Phil Harris, who has pioneered innovative approaches to dealing with the mentally unwell, a recovering addict who described his experience, and prison staff who run substance misuse programmes.

There were break-out group sessions during which subjects like heroin assisted treatment and the challenges facing drug-addicted mothers were discussed.

Picture caption: Elizabeth Burton-Phillips MBE, Police and Crime Commissioner Alison Hernandez, holding a copy of Elizabeth's book, and Christine Evans at the Riviera International Centre in Torquay, where the PCC's first Drugs Harm Reduction Seminar was held

New centre for victims of sexual violence opens in Exeter

In September, Devon Rape Crisis and Sexual Abuse Services, opened a new centre for victims of sexual violence in Exeter, offering a wider range of services in modern, safe and clean surroundings.

The charity provides services to victims of sexual violence in Torbay and in Devon (outside Plymouth).

It receives funding from the OPCC through the Devon and Cornwall Victim Care Network.

The PCC also funds it to provide a young people's counselling service.

Although there has been an increase in the number of people reporting sexual assault and rape, they remain under-reported crimes, so it is vital that the right services are in place to encourage victims of all ages and of all backgrounds to come forward.

Investing in centres such as this one in Exeter helps reduce the impact of crime.

The charity has taken over another floor of the building it occupies in Sidwell Street and invested in a range of improvements.

It now has five counselling rooms, a waiting room and a group room. For the first time it has opened its services to men of all ages while also ensuring that for most of the time there is a women-only environment in line with victims' requests.

The charity provides services to victims of sexual violence in Torbay and in Devon (outside Plymouth).

The Devon Rape Crisis and Sexual Abuse Services Centre has been working across Devon and Torbay since 2011. In that time the number of staff has grown from three to 15 and seven volunteers have become 22. It also has offices in Torquay and Barnstaple.

It receives around 1,000 phone calls and emails a year from people seeking support and delivers direct therapeutic services to 85 women and men every week.

Getting the best out of the police

Plan for Violent Crime Prevention Centre unveiled

In February ambitious plans for a new approach to prevent violent crime were unveiled – a £1m investment to tackle inherent violence that blights lives and has widespread repercussions for society.

This preventative approach will be established as a partnership between the OPCC and Devon and Cornwall Police.

It will bring in experts from across social care and public health to get to the root cause of offending and intervene to prevent people from getting involved in violence.

As a force area Devon, Cornwall and the Isles of Scilly has one of the lowest recorded crime rates in the country but violence is on the increase and the centre will help to understand why people resort to violence and work robustly and swiftly to prevent them from doing so, taking a public health approach to the problem and creating a prescription for change.”

Taking an evidence-based approach, using data to understand the detailed, as much as the generic, causes. Thereafter, to utilise resources across the public sector system to reduce and prevent crime.

This approach can also incorporate capabilities from the private sector and most importantly, third sector providers in the voluntary and charitable sector who have their own knowledge and expertise to bring to bear on these systemic community and familial issues.

The OPCC has already been supporting multi-agency partnerships that aim to reduce violence through early intervention, such as the Turning Corners project in South Devon.

Evidence from other projects shows that experiencing violence at a young age makes adults more likely to commit acts of violence themselves.

Areas of focus for the centre could include reducing the number of homicides in the force area, domestic abuse related violence and violence relating to the exploitation of vulnerable victims and associated activity such as county lines and misuse of drugs.

World class policing on your doorstep

Operation Encompass, the Plymouth based sharing initiative that ensures a child who witnesses domestic abuse can receive appropriate support from the school, was recognised as being World Class in 2019, as the inaugural winner of the overall World Class Policing Award.

In 2011 the scheme started in Plymouth, the brainchild of then officer David Carney-Haworth and his head teacher wife Elizabeth, but has now supported hundreds of thousands of children across the country.

It beat off competition from over 100 entries from across the globe.

Judges were not only very impressed by the scheme but also deeply moved by what has been achieved, saying: “This deals with a perennial issue that happens behind closed doors, affects generations and has a pernicious effect on society.

“As a charity, police and education collaboration, it’s exceptional and most importantly it has been sustained. It has now had almost complete UK saturation and has spread to other countries.”

Though the scheme started in Plymouth it took some time for the force to fully embrace it into business as usual, but its effects are now being felt by children here and in forces across the country. Its impact will be felt throughout their lives.

In addition to being crowned overall winner, Devon and Cornwall Police was also highly commended for its work with the Jewish community in the wake of a terrorist attack on Exeter’s synagogue.

It was highlighted for demonstrating not only the importance of every officer in the fight against terror, but also the importance of working closely with all agencies and sharing information effectively.

End of term report (Full page with image)

Straight lift of the pages from the ‘End of term report’ entitles ‘Charting progress over 4 years’

Police and Crime Panel (Full page with image)

Lift from 2018-2019.

Section 3 - People and partners (Full page with image)

Our structure

Working with strategic partners - collaborating across the region

As well as working in partnership with several national and regional organisations the PCC sits on several boards to encourage collaboration and to enable the delivery of strategic visions.

The South West Collaboration Strategic Board is made up of PCCs and chief constables from across the south west and facilitates the procurement of services and goods cost effectively. It also enables them to work together to deliver police training and region-wide functions.

This board, for example, provides governance for the procurement of the Regional Organised Crime Unit, regional forensics collaboration and a regional and organised crime centre. A region-wide programme for the training of firearms officers is also possible because of this arrangement.

Further efficiency is driven through an alliance agreement with Dorset Police, with departments such as finance, communications and engagement and roads policing shared between forces. This is managed via the Working Together Board comprising Dorset’s and Devon and Cornwall’s commissioners and their respective chief constables,

Externally the PCC engages with businesses, charities and public bodies through a series of collaborative structures. These include the Cornwall and Isles of Scilly Leadership Board, which provides collective leadership of Cornwall and the Isles of Scilly, progressing shared ambitions for the county and working together to tackle issues and challenges.

Including in its membership Cornwall Council's leader, the chair of the Local Enterprise Partnership and the president of the Cornwall Chamber of Commerce, it also provides the platform for advancing work to strengthen regional links between Cornwall and the rest of the south west.

In Devon, the commissioner has regular meetings with political and business leaders through initiatives such as One Plymouth and Back the Great South West and sits on the boards of Torbay Together, a Torbay wide partnership that is made up of representatives from the private, public, voluntary and community sectors. It represents the ambitions and actions of local organisations who are working together to develop skills, growth and opportunity in Torbay.

Independent custody visitors

Independent assessors give thumbs up to Devon and Cornwall custody visitors

Custody visiting is part of the UK's National Preventive Mechanism (NPM), designated bodies, mandated under a United Nations convention to have regular, independent visits by volunteers to detention centres.

These visits serve as an important safeguard against abuse, prevent torture and ill-treatment in places that by their very nature fall from the public gaze.

The custody visiting scheme in Devon and Cornwall has powers to:

- Inspect all places of detention;
- Access information relating to detainees;
- Interview detainees in private;
- Choose where to visit and who to speak to;
- Make recommendations based on human rights norms to relevant authorities.

In 2018 schemes were invited to be assessed under a quality assurance framework (QAF) by ICVA, which is the Home Office approved body that provides guidance to custody visiting schemes.

The scheme coordinator undertook a thorough review of the scheme considering:

- Recruitment and management of volunteers
- Rewriting of volunteers' handbook and policies
- A training review including understanding human rights

A new application pack was produced, and two separate recruitment processes led to nine new visitors being appointed.

As part of this process prospective candidates were given an opportunity to look around a custody suite to give them a realistic idea of the custody environment in which they would be volunteering.

The scheme is promoted using the OPCCs social media platforms as well as OPCC Alert which reaches 31,000 people.

Significant effort was made to attract applicants from across the community, attending events at Respect and Pride festivals with minority groups and contacting universities and volunteer organisations.

All of these were evidenced and inspected by the independent assessors and the scheme was awarded compliant status following its peer review.

Other highlights:

In June 2019 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) assessed Devon and Cornwall as "delivering good outcomes for detainees held in custody";

The scheme coordinator and volunteer panel coordinator attend regular meetings with custody inspectors. The Criminal Justice and Custody Inspector attends the volunteer panel meetings;

In December 2019 the scheme celebrated the dedication and commitment of its volunteers. The Police and Crime Commissioner gave out awards and certificates.

The PCC's blog about volunteering for OPCC mentioned custody visitors;

PlymouthLive published "Inside the cell – what happens to you inside if you get arrested";

Custody visitors took part in evaluation of new custody suite in Exeter, as tweeted by Inspector Helm;

Custody visitors have taken part in the events alongside the OPCC's engagement team to talk about their experiences as custody visitors to members of the public.

2019/20 key facts and figures

There are seven custody centres in Devon, Cornwall and the Isles of Scilly

18,975 adults and 1,040 juveniles were held in custody

ICVs carried out 199 visits during which time 785 people were detained

582 detainees accepted visits

93% of visits take place between Monday and Friday with most (25%) on a Monday

In 87% of visits no complaints are made

Most complaints relate to family not being informed of an arrest

Many positive comments are made by detainees following visits by ICVs



Devon and Cornwall Police and Crime Panel

3rd July 2020

UPDATE REPORT

This report draws the Police and Crime Panel's attention to a number of matters that have arisen, or progress that has been made, since the last Panel meeting in February 2020.

1. Policy Developments

1.1 National investment in 20,000 new police officers

At the meetings of the Police and Crime Panel in both September 2019 and February 2020 updates have been provided on the Prime Minister's announcement in July 2019 that an additional 20,000 new police officers would be recruited nationally. As part of the funding settlement for 2020/21 £750m additional funding was provided with £168m (£3.9m for D&C) being ring-fenced and paid in line with the progress in recruiting. The Home Office have since agreed that 84m (50% of the ring-fence) will be 'repurposed' to allow for expenditure on COVID-19 pressures.

The first 6,000 officers have started to be recruited with over 3,000 already in training nationally. The allocation for Devon and Cornwall Police is 47 in 2019/20 and 94 in 2020/21, a total of 141. As at 30th June 2020, 70 of the 141 have commenced their training with further intakes in progress. A number of pre-requisite processes have been adapted nationally and locally to virtual methods in order to move forward with the recruitment of these officers.

1.2 Violent Crime Prevention

The focus and scope of the work has been jointly led by the Police and Crime Commissioner and the Chief Constable. We have agreed the objectives of this programme of work, the commissioning of evidence to inform interventions and have been exploring the governance options and infrastructure required to drive it forward.

The overall aim is to have less people at risk of perpetrating or becoming a victim of homicide and serious violence in Devon, Cornwall and the Isles of Scilly.

- (i) To develop and implement a new public health and partnership approach to address the causes of inherent violence within our communities;
- (ii) To build on proven interventions and implement new preventative and evidenced based approaches to address the causes of violent crime and reduce offending;



- (iii) To explore a partnership model to delivering preventative, evidenced based approaches which are known to reduce death/serious injury from serious violence;
- (iv) To make Devon and Cornwall more resilient and intolerant to violence in the community;
- (v) To make Devon and Cornwall more unattractive for serious and organised crime groups;

The breadth and possibilities of this work is vast and therefore research has been undertaken with the support of experts in their field to identify what is possible during the timescales outlined, where there is a clear evidence base for action and where would be the best point to intervene to secure the best possible long term solutions in Devon, Cornwall and the Isles of Scilly. To date the programme has been focused on assessing the current landscape and reviewing current evidence based practices. This has included conversations with a variety of specialist organisations who work within the serious violence arena and local partners including Public Health England, Director of Public Health (Cornwall Council and Plymouth City Council), the South West Academic Health Science Network, and those connected to the trauma informed network of the World Health Organisation.

Domestic Abuse Deep Dive

Devon and Cornwall has also agreed to be one of four policing areas to undertake a deep dive into Domestic Abuse during COVID 19 supported by the Home Office and Number 10. The Commissioner and Chief Constable have agreed that this work will support our wider work on prevention of violence.

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

The Turning Corners intervention operated in South Devon and Torbay from November 2018 to end March 2020, following receipt of over £500,000 from the Home Office's Early Intervention Youth Fund. Turning Corners was a collaborative project led by the Police and Community Safety Partnerships which sought to identify and reduce young people being at risk of becoming engaged in violence and gang activity primarily focusing on Newton Abbot and Torbay

A conference to share learning from the project was held at the English Riviera Centre, Torquay, on 10 March. It was opened by the Commissioner and attended by nearly 200 professionals from public, private and third sector organisations. The Turning Corners Project was subject to a Home Office evaluation undertaken by an independent team and the evaluation report is still awaited.

Whilst the project has formally ended, Devon County Council Youth Intervention Team are ensuring that young people identified within the Turning Corners project continue to be assisted. Additionally, the Turning Corners project analyst has been seconded to the Safer Devon Partnership to build on the learning from the project and to develop a strategic profile of intra-familial and extra-familial youth violence in Devon. Safer Communities Torbay (Torbay's community safety partnership) is funding a six month continuation of the Youth Violence Prevention Worker post to ensure continuity for young people within the project. These two initiatives have been supported by the Commissioner through funding to the CSP.

In Torbay the Council has facilitated partnership conversations that produced a bid

led by Active Devon to the Home Office's Youth Endowment Fund to support a youth outreach project in Torbay which builds on the learning from Turning Corners and existing partnerships.

Youth Intervention Project

In the PCC's Commissioning Intentions Plan for 2020/21 the Commissioner committed to a financial investment of £100,000 into a community project which would prevent youth offending, increase community safety and reduce the likelihood of young people coming to the attention of the police. The development of this project is progressing and will be focused on engagement through sport. An OPCC Project Manager has been allocated and work is underway to identify suitable community partners. As this project progresses we will be able to update further at the next panel.

1.3 Victim Care Recommissioning

Between January and April 2020 the current Victim Care Network (the network of 46 victim services who take referrals from the police Victim Care Unit) was evaluated. The network has been in place for five years and has not been fully evaluated for some time. Therefore it was important to see how well the model was working, whether it provided value for money and was offering the best support possible for people affected by crime. The evaluation found that whilst victims were receiving a good service overall, there was lots more which could be done to improve the service offer, ensure better governance, increase value for money and improve overall care for victims.

Following these findings, it was agreed by the Commissioner that a new service would be commissioned for victim care to take effect from April 2021. The approach will be characterised by improving the victim experience and moving towards sustainable improvements over a longer period of time.

All of the current victim care providers were informed that the contract will be recommissioned and now have the opportunity to consider how they might like to be part of the commissioning approach going forward. Market engagement events are due to commence in July and the OPCC are currently engaged in conducting 1-2-1 meetings about what the future might look like. The initial reaction from local victim care providers has been positive and they welcome the opportunity to find longer term approaches to supporting victims locally.

1.4 National Grants and Funding

During the COVID 19 pandemic there have been numerous opportunities for the Commissioner to bid for funding, or to share funding opportunities with other statutory partners as well as the voluntary, community and social enterprise sector. The office has shared regular weekly-emails to the sector detailing the funds they could apply for, including government, philanthropic and commercial sources.

There have been two opportunities from central government funding for victims and witnesses. The first is from the Ministry of Justice. Each area was asked to inform the Ministry of their local need which was done by seeking information from the sector. This resulted in £3 million being submitted to the Ministry in relation to Devon,

Cornwall and the Isles of Scilly.

This information was collected and analysed nationally. Ultimately the Ministry has made funds available locally in line with the regular 'victim grant' awards which are based on population density on a geographical basis. In total the Commissioner received £596,000 to be awarded to charities that support victims of domestic abuse and sexual violence. This funding was to be distributed in line with criteria set out by the Ministry, through an OPCC administered application process. The OPCC convened a panel to consider applications which included representatives from local authority commissioners, wider stakeholders and lived experience.

In the proceeding process the OPCC did not receive applications for the full amount of funds available from local organisations. This is likely to be as a result of the very stringent conditions regarding what could be applied for and when this must be sent. In addition organisations who support people affected by sexual violence could also apply to the 'rape support fund' simultaneously. The OPCC received applications totalling three quarters of the fund available and is currently finalising the final award process.

Once finalised the results of the funding panel will be publicised on the OPCC website, which will detail the full amount awarded and who was awarded. The only other opportunity presented for funding for victim services during the pandemic has been for funding for sexual violence therapy from NHS England. Locally we made two bids to support the reduction of waiting lists for victims of rape and were successful in confirming funding for Devon Rape Crisis for £41,000 and Cornwall Women's Centre for £37,000.

One of the services promoted through the fund was the Teacher's Helpline set up with Operation Encompass. The Commissioner included this in the funding bid for it to be rolled out nationally and this was successful. Now every teacher has access to a professional via this helpline to offer advice on how best to deal with a child affected by abuse.

1.5 Special Grant Application

The Commissioner would like to thank the Panel for their help in supporting the Special Grant submission and joining her in a delegation to deliver it to the Policing Minister last year. Unfortunately, the bidding criteria was refined to ensure its core purpose was strictly adhered to and we were not successful in recent rounds. There will be further opportunities for the Panel to support the Commissioner's continued efforts to secure long term funding that reflects our challenges should the funding formula for the national distribution of the revenue grant get re-considered. However, there is no timetable for this yet.

1.6 Summer Policing for 2020

The impact that the continuing COVID-19 pandemic will have on tourism for summer 2020 is to some extent unknown. This is both in terms of the level of tourism we will see and also whether continued restrictions may result in different challenges for policing, such as an increase in the volume of 'informal' social events outside of traditional evening and night-time economy structures. Preparations for policing the

summer are well advanced and the operational summer policing plan will commence from 1st July 2020. Devon and Cornwall Police will be operating a silver command structure across the area throughout the summer in order to ensure that policing arrangements are adaptive as the situation develops.

The Commissioner made a specific provision for £400,000 in the 2020/21 budget to support summer policing activities and this funding is being used to support a number of innovative practices, including the expansion of collaborations with partners such as Independent Domestic Violence Advocate cars, joint mental health response units and the provision of additional capacity in key areas such as hospital accident and emergency departments, call centres, investigation and resolution centres and telephone statement taking as well as bespoke policing plans to aid connectivity and tackle crime and disorder in public spaces such as beaches and parks.

1.7 Safer Towns

In February 2020 the Commissioner updated the Panel on plans for the coming year for the safer town project which had originally commenced in Cornwall in partnership with Safer Cornwall. The Commissioner set out her plans to support a wider network of towns to take forward place-based approaches to community safety, through the establishment of a safer towns network.

Under the network the OPCC, working with local CSPs, would offer towns support in a number of areas, including: multi agency engagement days, training opportunities in areas such as bid writing, a local online survey, assistance with data analysis to create community profiles and an annual conference to share best practice across the network.

As at March 2020 seven towns within Devon had been identified to join the network (Cullompton, Cranbrook, Axminster, Tiverton, Ilfracombe, Torquay Harbourside, Paignton, Barnstaple and Bideford) and had received seed funding to support their work. The OPCC was working with the CSPs for those towns to develop community profiles, plan engagement events for early summer and to explore what training opportunities would benefit the town. However due to the COVID -19 pandemic response there has been a delay in moving forward with these plans. Local participants have been focused on other activities linked to their local COVID-19 response and the opportunity for both training sessions, engagement days and a conference have all been constrained by the restrictions in place to manage the pandemic.

The OPCC has remained in contact with the local CSPs to offer any immediate support and reiterating the Commissioner's intention to move forward with the support provided by the network but recognising that towns are currently constrained in capacity. A proposed new timetable, which is being finalised for discussion with safer town representatives will include a survey this summer to understand training needs and local plans (and how these may have altered as a result of the revised challenges due to the pandemic). We are also looking at opportunities to use webinars to support training during social distancing and scoping what options might exist for engagement activities within the current environment. The Commissioner is also in contact with the CSPs with a view to expanding the network's offer to a wider range of towns at the time it is appropriate to do so.

1.8 Business Crime Approach

Under the PCC's Approach to Business Crime¹ work continued in February and March, in partnership with Devon and Cornwall Police and the South West Business Crime Centre to explore opportunities to set up new Business Crime Reduction Partnerships or other business crime prevention initiatives. This initiative was launched in November 2019 and before the lockdown restrictions were imposed business crime prevention assessments had been completed in St. Austell, Bodmin, Teignmouth, Wadebridge, Helston, Newquay, Saltash and Liskeard. These business crime prevention assessments help towns to understand the options that may be available to them and to consider what if any steps they wish to take. Assessments scheduled for other towns had to be postponed due to Covid-19 restrictions. It is intended that this work will recommence as soon as practicable, recognising the wider challenges facing town centres.

The Commissioner had made financial provision in the PCC Commissioning Intentions Plan for 2020/21 to provide some contributory seed funding to towns to help them take forward business crime prevention improvements but the COVID-19 pandemic has had an impact on these plans. There has been a delay to a number of business crime prevention assessments as a result of the COVID 19 restrictions and the Commissioner is acutely aware of the different position faced by town centres and businesses. As such the Commissioner intends to utilise the £50,000 funding set out in the Commissioning Intentions Plan in a different way and is working with business representatives to explore how this funding can be used to support business recovery and sustainability for SMEs. The OPCC has been approached by the South West Business Council to explore a pilot for a new local business resilience centre focussed on fraud and cyber crime. This would strengthen the links between the police, the private sector and academia to enable businesses to better protect themselves from crime and provide a single, trusted source of information.

As businesses recover from COVID-19 restrictions and look to recommence trading, the OPCC's business engagement approach has been adjusted to better meet the needs of local businesses. The OPCC is looking at how it can provide enhanced support to watch schemes and other initiatives in the Evening and Night Time Economy (ENTE) to ensure they can resume their important role in helping to keep people safe and secure on a night out.

The OPCC has also provided a range of information and support to business in response to the Covid-19 restrictions.

- The OPCC website provided information to signpost businesses to help and support including Government grants that were available. <https://www.devonandcornwall-pcc.gov.uk/covid-19-info/> A dedicated support email address was established for businesses to use should they have any specific enquiries for the OPCC.
- The OPCC joined a number of other public and private sector organisations

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

- on the Covid-19 Taskforce established by the South West Business Council.
- At the request of the Federation of Small Businesses, the OPCC worked with the Devon and Cornwall Police Cyber Protect Team to facilitate a webinar for Small and Medium-sized Enterprises (SMEs) giving advice on how to protect themselves and their businesses from online crime, scams and fraud. The event was well received, and further webinars will be arranged upon request.

1.9 CCTV

In February and March 2020, prior to the pandemic restrictions the Commissioner was pleased to support additional CCTV investment in a number of areas:

- Torbay Council – camera capacity at Beacon Cove -£1,500
- Cornwall Fire, Rescue and Community Safety Service - additional capacity at the Monitoring Hub - £15,000
- Falmouth Town Council – three additional cameras - £8,300
- Perranporth/Perranzabuloe Parish Council - eight CCTV cameras - £15,000

It is recognised that the COVID-19 pandemic has impacted on progress in this area as towns are focused on wider emergency response matters. The OPCC has been in contact with towns to understand their position and to offer assistance to help move forward when they are able to do so.

The Panel will recall that at the end of 2019 North Devon District Council received funding from the OPCC to develop a monitoring hub service and to update its own system. Work to commence implementation has been affected by the pandemic response but the OPCC are working with North Devon to understand when this work might be able to commence.

The Commissioner is aware that there continue to be some specific challenges in Devon as towns who were seeking to connect into a potential new monitoring hub in Exeter have not been able to progress as they await decisions by Exeter City Council on whether to progress. The Commissioner is seeking a decision on this matter by the end of August 2020 to allow this work to move forward. The OPCC has facilitated discussions for these towns with other potential monitoring hubs, although these have been affected by the scale of activity required within local authorities to manage the pandemic. The OPCC is engaging with all towns to understand their likely timetable for progressing this work and to see what, if any, additional assistance the OPCC may be able to offer to support towns to move forward. This includes the potential for greater use of mobile CCTV opportunities to assist towns facing intermittent challenges.

1.10 Rural Crime Team Expansion

The Panel received a comprehensive report at the meeting in February 2020. This outlined investments in the Rural Policing Team and the Chief Constable's commitment to further expansion to support rural communities. The two new rural affairs officers are due to start on 1st July once released from their current roles, joining PC Chris Collins and PC Martin Beck

- PC Kerry Whitting (currently based in Bideford)
- PC Julian Fry (currently a youth intervention officer based in Tavistock)

2. Road Safety

2.1 SW Peninsula Road Safety Partnership

The Panel has been advised previously about the establishment of a new partnership to significantly reduce the number of people killed or seriously injured on our roads within Devon, Cornwall and the Isles of Scilly. The partnership, which is chaired by the Commissioner, brings together representatives from the following organisations and represents the largest geographic road safety partnership in England:-



The second meeting of the partnership was held on the 23rd January 2020 where partners agreed and signed off the South West Peninsula Road Safety Strategy including the following vision, strategic aims and interim casualty reduction targets:-

Vision Zero

‘Our shared vision is for the road network of Devon, Cornwall and the Isles of Scilly to be free from death and serious injury.’

This vision should not be regarded as a short or medium term casualty reduction target but reflects our aspirations for the long term and a shared view that death and serious injury should not be an acceptable consequence of using our road network.

Strategic Aims

To deliver our vision, we will work together in partnership, to drive changes which:-

- Prevent death and serious injury as a consequence of using our road network and;
- Improve our post collision response and care

Milestone Targets

We believe the time is right to introduce formal and challenging targets to which all partners can subscribe and as an incremental step toward achieving our vision and strategic aims we have agreed the following collective milestone targets for the peninsula:-

- Reduction in the number of road related deaths by 50% by 2030²
- Reduction in the number of road related serious injury casualties by 50% by 2030

Each of the local authority elected member representatives have agreed to formally adopt this new strategy through their own governance arrangements.

The Commissioner has agreed to take the lead on providing support to the partnership for its governance, administration, finance/treasurer, stakeholder engagement and communications. The third meeting of the partnership was due to take place on 18th March, but was postponed due to COVID 19. However, the partnership subsequently met on 23rd June.

To meet the stated aim of vision zero we know we need to work even more closely alongside our communities who both want to see improvements and will actively participate. The Commissioner has tested a 'Call for Ideas' in partnership with Cornwall Community Foundation with £25,000 which has identified three community led projects which are outlined further below in this update.

The Partnership are also aiming to carry out a further Action Day during the summer to further test the approach that was trialled in Cornwall at the start of 2020. This initial pilot involved a mixture of enforcement, education and engagement around a known collision hotspot with the Safer 38 campaign group, the police, Highways England, fire and rescue services, HM Revenue and Customs and local councillors.

2.2 Road casualties during COVID 19

The COVID-19 restrictions and lockdown has presented particular challenges to road safety. Despite greatly reduced traffic movements and Government rules banning travel in all but exceptional circumstances, Devon and Cornwall still experienced a number of tragic fatalities and injuries on the roads, including a 27-year-old who lost his life in East Devon when his car came off the road on 23 May. A man who died on the A38 and two motorcyclists were seriously injured in a collision on Dartmoor. Later in May another motorcyclist was seriously hurt in a crash in north Devon and more recently two cyclists, one of them just 15, were seriously injured in separate collisions involving other vehicles in Cornwall.

We are unable to name these victims but they and too many like them are the reason road safety must be a higher priority for all. The Commissioner offers her deepest condolences to the families and friends of these victims.

During the weeks when all but essential travel was prohibited, the Commissioner and Chief Constable issued strong 'do not travel' messages, the 'Come back Later' campaign and the Commissioner publishing an open letter asking people not to travel to Devon and Cornwall to prevent additional pressure being placed upon the NHS and emergency response services <https://www.devonandcornwall-pcc.gov.uk/news-and-blog/multimedia-hub/police-and-crime-commissioner-writes-open-letter-to->

² The required percentage reductions are based upon a baseline of the average numbers recorded between 2014 and 2018 inclusive.

[tourists/](#)

As the Government eased travel restrictions, the Commissioner and Chief Constable urged people to ‘think twice’ before travelling to Devon and Cornwall. Against a backdrop of fine weather, several Bank Holiday weekends and the wish by many to travel again after weeks of lockdown, the volume of traffic on the roads picked up rapidly and caused congestion and community tensions at a number of beaches, beauty spots and on the moors.

The OPCC issued messages calling on motorists to take extra care when returning to driving, being particularly aware of the increased number of cyclists and pedestrians and to ensure their vehicles are ready for the road by carrying out some simple safety checks that may also reduce the likelihood of breaking down.

2.3 ‘Call for ideas’ test in Cornwall

In January 2020, the Commissioner provided £25,000 to Cornwall Community Foundation to distribute to road safety projects in the county. The grant had been made available largely from the Property Act fund money that has been raised by selling off items that have been seized from criminals.

Six eligible bids were received with three receiving a grant as follows:

- Godolphin Cross Community Association - awarded £9,000 to reposition road signs with reduced speed limit (down to 20 mph) to:
 - improve pedestrian safety to include minor junctions and the dangerous stretch for walkers to the National Trust estate
 - improve the location of the bus stop for safety,
 - add a critical but short length of pavement near the school and a “safe play” zone.
- Devon & Cornwall Community Watch Association (DACCWA) - awarded £5,000 to procure dashboard cameras to be issued to landowners, farmers and community enabling them to submit footage of dangerous and inconsiderate driving to Devon and Cornwall police Operation Snap.
- Friends of Connor Downs Academy - awarded £1,000 for the purchase of high visibility vests for children. They will be worn on class visits, improving their visibility to other road users and while taking part in cycling proficiency schemes and any other off site activities.

2.4 Mobile phone law enforcement loophole

Most people recognise that driving whilst using a mobile phone is a very dangerous behaviour. So dangerous that the Government increased the fine to £200 and 6 points in 2017.

However a judgment in the case of DPP v Barreto [2019] EWHC 2044 (ADMIN), presents a significant problem for enforcement given the police/ Crown Prosecution Service must now prove ‘interactive communication’ to secure a prosecution rather than just use of a phone at the wheel. In its response to the Transport Select Committee’s enquiry into this matter last year, the Government signalled its intentions to review and update this offence as a matter of urgency.

The Commissioner understands the law is in preparation but the Commissioner is calling for this to be prioritised so that the police can once again enforce this dangerous activity effectively. The Commissioner has written to the Policing Minister urging the Government to urgently introduce legislation to address this matter.

2.5 HMICFRS Review of Roads Policing

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICRS) is due to publish its thematic report into roads policing in England and Wales shortly. At the time of writing the release date is yet to be confirmed. The report is expected to make recommendations for a clearer national strategy and co-ordination for roads policing across the country, which is welcomed by the Commissioner in her role as the national lead for PCCs for road safety matters. .

2.6 Road Safety National Portfolio

It was agreed at the Association of Police and Crime Commissioners Deep Dive in July 2019, that the two areas of focus for road safety would be returning traffic fines money to local partnerships and post-collision response (including victim care).

Returning traffic fines money to local partnerships

The Commissioner and the APCC were hoping to meet with HM Treasury and Department for Transport officials in spring to discuss the APCC's push for local retention of increased traffic fines to support investment in road safety activities. This meeting has not yet taken place due to the wider pressures within the Treasury as a result of the COVID 19 pandemic.

Post collision response

A national workshop for PCC leads will be held to benchmark where we are collectively from an OPCC perspective. This event will be informed by discussions between the Ministry of Justice / APCC on Road Crash Victims but the timing of this work has been impacted by limited capacity within central government as they respond to the COVID 19 pandemic.

The Commissioner is hosting a roundtable of PCCs in July 2020 with government officials and policing leads which will examine the likely continued impact of COVID 19 on progress in these and other road safety matters and develop a revised timeline for activity.

2.7 Parliamentary Advisory Council for Transport Safety's report into roads policing and its contribution to road safety

The Parliamentary Advisory Council for Transport Safety (PACTS) has published a report examining the importance of police enforcement to improve road safety and calls on the Government to take steps to increase the prominence of roads policing in England and Wales. The Commissioner welcomes this report and is continuing to work closely with PACTS both nationally and locally via their membership of the SW Peninsula Road Safety Partnership to ensure that greater action is taken to improve safety on our roads.

Some 1,800 people die on UK roads each year –more than twice the number of deaths from homicides and terrorism combined. In Devon and Cornwall in 2018 (the most recent year for which official published figures are available from the Department for Transport) there were 59 fatalities and 794 serious injuries

The report's findings which draws on the research from over 100 individual studies, concludes there is clear evidence that an increase in enforcement will lead to a reduction in both fatal and serious injury collisions. Major studies show strong international evidence that road traffic enforcement has a significant impact on levels of compliance, collisions and casualties.

Based on the research, and on interviews and consultation with a wide range practitioners, academics and stakeholders, PACTS recommends that the government, and particularly the Home Office, explicitly recognises the scale of death and injury that results from road traffic offences and the vital role of roads policing in combatting it. As a start, the government could specify roads policing as part of its strategic policing requirement. The full report is available on the PACTS website and can be accessed at: <http://www.pacts.org.uk/wp-content/uploads/sites/2/Roads-Policing-Report-FinalV1-merged.pdf>

3. Transforming Justice and the LCJB

3.1 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. Activity ceased due to the initial COVID19 response but a commissioning framework is being consulted upon in partnership between the OPCC and NHS England to move this project forward over the next few months.

3.2 Virtual Courts

As part of the COVID19 response, all Police Forces were asked to stand up their virtual remand court provision. Due to the 2016/17 pilot, Devon and Cornwall were able to mobilise quickly and were the first in the region (and outside of London) to introduce a virtual remand court using the 'common video platform' (CVP) rolled out by the Ministry of Justice.

CVP has enabled all court users to join hearings by video using Skype or Teams, either from their workplace or whilst working from home. There were ten partner organisations involved in implementation, ranging from the police who have redeployed staff into their custody units to run the court, the judiciary and magistracy and individual defence lawyer practitioners. The virtual remand courts for Devon, Cornwall and the Isles of Scilly launched in April 2020 and operate out of Bodmin and Exeter. The courts have been running well and are an excellent example of cross sector working, led by the Local Criminal Justice Board under the chairmanship of the Commissioner.

4. National Developments

4.1 Domestic Abuse Bill

The Domestic Abuse Bill is continuing its passage through the House of Commons and completed its Committee Stage on 17th June 2020. The Bill will return to the House of Commons in the next few weeks for Report Stage and will move into the House of Lords for consideration.

4.2 National Consultation on Victims Code of Practice

In May 2020 the Ministry of Justice completed their second and final round of consultation on the revised Victim Code of Practice for Victims of Crime. The first consultation which took place in 2019 was exceptionally detailed and helped to inform the second round, so much so that the second consultation focused only on 6 questions. In essence this round was seeking assurances that the MOJ had identified the correct guiding principles on which the code should be based and whether or not the proposed layout would be beneficial for those whom the code is aimed; namely victims, professionals and criminal justice agencies.

The OPCC considered each of the questions and responded to the consultation, affirming that the principles identified in the proposal adequately covered what was needed. The office made some suggestions around clarity and governance, but gave overall agreement that the proposed changes were suitable and would make a difference for victims understanding their rights and entitlements and professionals interpreting their responsibilities under the code.

4.3 Ministerial Changes

In February and March 2020 the Prime Minister made a number of changes to his ministerial team following from the December 2019 general election. Of particular note in the areas of criminal justice is the creation of two joint ministerial posts between the Home Office and Ministry of Justice which highlight the increased recognition within government of the interdependency between the two departments.

Kit Malthouse MP has been made Minister for State across both the Home Office and the Ministry of Justice, following his previous Home Office appointment as Policing Minister.

Chris Philip MP has been appointed Parliamentary Under Secretary of State across the Ministry of Justice and the Home Office as Minister for Immigration Compliance and the Courts

Other changes include:

Appointment of Lord Stephen Greenhalgh as an unpaid Minister across the Home Office and the Department of Housing Communities and Local Government with specific responsibility for Fire.

Appointment of Kevin Foster MP as a Minister of State for Future Borders and Immigration at the Home Office

Appointment of Alex Chalk MP as an unpaid Parliamentary Under Secretary of State

in the Ministry of Justice whose responsibilities include domestic abuse, victims and racial disparity in the criminal justice system.

The Shadow Ministerial Team has also undergone a number of changes following the election of a new leader of the Labour Party. In the area of policing and criminal justice in particular this includes:

- Nick Thomas Symonds MP as Shadow Home Secretary
- David Lammy MP as Shadow Justice Secretary
- Jess Phillips as Shadow Minister for Domestic Violence and Safeguarding
- Peter Kyle MP as Shadow Minister for Victims and Youth Justice
- Bambos Charalambous MP as Shadow Minister for Crime Reduction and Courts
- Sarah Jones MP as the Shadow Minister for Policing and Fire
- Alex Cunningham MP as Shadow Minister for Courts and Sentencing
- Lyn Brown MP as Shadow Minister for Prisons and Probation

4.4 Safer Streets Fund

In February 2020 the Panel were advised on the launch of the Safer Streets Fund by the Home Office which sought 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 Panel were advised that funding could potentially be used for a range of initiatives such as increasing street lighting, installing better locks and gating alleyways. The funding could 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 worked closely with Plymouth City Council, community groups, stakeholders and Devon and Cornwall Police to explore this opportunity and jointly developed a bid for Stonehouse in Plymouth which involved infrastructure improvements, community development, crime prevention and capacity building in the community. The bid was submitted to the Home Office on 3 April 2020.

Due to the COVID 19 pandemic there has been a delay in decisions regarding the fund and we have been advised that decisions are now not expected until mid to late July 2020, compared to the intended decision date of Mid June. Delivery of the steps and improvements contained within the bid will need to be completed by the end of the current financial year and this presents a particular challenge given the volume of COVID-19 disruption currently being experienced within the public sector. The OPCC will be working closely with the Plymouth City Council and the wider partners involved in the bid to identify any new risks to delivery in light of the current COVID 19 landscape and how these might be managed if our bid is successful.

4.5 Modern Slavery (national programme expansion and Westminster pop up event)

As the Panel are aware the national Modern Slavery Police Transformation Programme has been operating out of Exmouth for the past four years, under the stewardship of Chief Constable Shaun Sawyer as the national lead for modern

slavery and organised immigration crime and the Commissioner as the Chair of the Strategic Oversight Board. The Unit, which has been funded through the Home Office Police Transformation Fund has overseen a significant step change in the national policing response to modern slavery. The funding has assisted policing and wider law enforcement to improve its collective intelligence picture on modern slavery, to enhance the skills of police officers to identify and investigate modern slavery and to embed prevention work to protect future victims.

In February 2020 the Commissioner hosted a pop up event in the Houses of Parliament to raise awareness of the work of the Modern Slavery Police Transformation Unit and the PCC led National Anti-Trafficking and Modern Slavery Network. The pop event included presentations by the National Crime Agency, the national policing unit and the national PCC network. Visitors to the event included the Policing Minister, the Immigration Minister, Chair of the All Party Parliamentary Group for Human Trafficking, the Home Office and parliamentarians from across the country. This was an excellent opportunity to showcase this Devon and Cornwall based initiative, to highlight the legacy changes that have come from the project, including ongoing investment by the NCA and to reiterate the continued need for investment to tackle this national threat.

In late March 2020 the Home Office confirmed that it would provide further funding for 2020/21 to the Commissioner to enable the national unit to continue its work in key areas such as improving prosecution rates and now also including the tackling of organised immigration crime.

5. Scrutiny

5.1 Use of Police Powers Scrutiny Panel

Two specific areas of scrutiny have been published since February 2020, a review into how Devon and Cornwall Police use stop and search and a scrutiny exercise to examine the use of policing powers under the Coronavirus Act 2020.

Stop and search: The Panel conducted a review into the arrangements for stop and search within Devon and Cornwall Police. A summary of the panel's findings and recommendations is available on the Office of the Police and Crime Commissioner's website at www.devonandcornwall-pcc.gov.uk/about-us/scrutiny/scrutiny-meetings-and-documents. The Chief Constable has considered the panel's findings and formally responded to the PCC setting out his intended actions to progress the recommendations. The Commissioner will receive a further report on this matter in November 2020.

Use of Police Powers during Covid-19: As one of the top three forces for issuing Fixed Penalty Notices, the Commissioner established the panel urgently to ensure that the scrutiny could be considered in a timely manner which was responsive to a pandemic situation. The Panel convened on 4th May 2020 chaired by the Commissioner and considered a range of evidence, including the findings of workshops with police officers as well as legislation, officer guidance, data and body worn video. The Panel's report was completed and published within 14 days from the Panel meeting. The Panel was assured that in general terms Devon and Cornwall Police has used its new Covid-19 powers legitimately, appropriately and

proportionally. The Chief Constable has considered the panel's findings and formally responded to the PCC with his views. A summary of the panel's findings and recommendations is available on the Office of the Police and Crime Commissioner's website at www.devonandcornwall-pcc.gov.uk/about-us/scrutiny/scrutiny-meetings-and-documents.

5.2 Out of Court Disposals

The Out of Court Disposals Panel is comprised of specialist practitioners from a range of criminal justice organisations. The panel is independent from Devon and Cornwall Police and makes recommendations directly to the PCC. Panel members volunteer their time to carry out scrutiny of randomly selected cases and examine the police's decision making rationale for the issuing of out of court disposals. This scrutiny enables not only public assurance to take place, but also enables assurances to be provided to partner organisations across the criminal justice system.

The March 2020 meeting of the panel was postponed due to the COVID-19 pandemic. Due to the way in which this panel works and the extensive information it considers, for data security / data protection reasons it cannot meet virtually. The public summaries from this panel's meetings are available online at www.devonandcornwall-pcc.gov.uk/about-us/scrutiny/scrutiny-meetings-and-documents.

6 **Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS)**

In February 2020 HMICFRS published the results of its Integrated PEEL (Police Efficiency, Effectiveness and Legitimacy) inspection of Devon and Cornwall Police which took place in 2019.

The Inspectorate graded Devon and Cornwall Police as GOOD in each of the three categories which was an improved position from the position in 2016 when efficiency and effectiveness were both graded as 'requiring improvement'³. The Commissioner's published response to the HMICFRS report can be viewed on the OPCC website⁴.

In March 2020 HMICFRS suspended all inspection work requiring contributions from police forces and fire and rescue services, to enable them to focus on their vital work during the COVID 19 pandemic.

The HMICFRS has recently published a number of national thematic reports, including on counter terrorism, integrated offender management and child protection. The OPCC is currently preparing formal responses to those reports, in discussion with the Chief Constable. Each response will, as always, be published in due course on the OPCC website.

³ <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/peel-assessment-2018-19-devon-and-cornwall.pdf>

⁴ <https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Response%20to%20HMIC%20reports/PEEL/Integrated%20PEEL%202018-19.pdf>

7. Estates

7.1 Exeter Police Station Migration

Following the first phase of migrations to the new Exeter Police Station a decision was made at the end of March to pause further moves due to the COVID 19 restrictions. However, the migration of the Custody facility was accelerated and came into service on 7th April 2020 instead of 20th April 2020. The decision to bring forward the opening date was due to the ability for the new custody facility to better facilitate social distancing in a custody setting and potential detainees with COVID 19 symptoms.

The revised migration plans for the new Exeter Police Station will see the remaining officers and staff moving into the new station during the summer and into the autumn.

7.2 Barnstaple Police Station and Custody Centre

Due to structural issues it has been necessary to seek a new location for a police station after it was decided that repairing the existing station at North Walk was not economically viable as its roof was deteriorating.

Approval for a new police station to be opened on Seven Brethren in Barnstaple has been granted by North Devon Council's planning committee. The accommodation will be an operational patrol base and house a custody facility which will be a self-contained unit within the site with a secure perimeter fence. There will be a public enquiry office located on the ground floor of the building. Some specialist staff will also be relocated to an office at Roundswell.

The Commissioner would like to thank the Armed Forces, North Devon Council, Barnstaple Business improvement District, the local policing team and the office of the MP for all assisting to make this relocation happen at a pace and to everyone's satisfaction.

8 Communications and Engagement

8.1 Significant communications projects since the last Police and Crime Panel

Estates

The OPCC has supported the opening of police stations in Liskeard and Exeter through communications and engagement programmes. This involved working closely with the force over a number of weeks to formulate and execute a complex communications delivery plan, organising community events, signage and opening ceremonies, as well as co-ordinating traditional media coverage of the opening and multi-media elements such as a virtual tour. Both stations were officially unveiled on the same day, with members of the local communities invited to inspect the facilities.

The OPCC is also responsible for external communications regarding the plan to relocate Barnstaple Police Station which has resulted in significant coverage by media in North Devon.

Community Responders launch

The OPCC supported the official launch of Community Responders by organising a regional press call and media interviews and 'Meet the Community Responder' events in the seven locations where they are deployed (Dartmouth, Honiton, Okehampton, Newton Abbot, Cullompton, Crediton and Totnes) where local journalists were given interview opportunities.

#ByYourSide

In order to reassure victims of crime that services were still operating during the lockdown the OPCC have led a new multi-media campaign to support the Devon and Cornwall Victim Care Network and a new 24-hour helpline commissioned via Victim Support.



8.2 Community Engagement

Councillor Advocates

Councillor Advocates – councillors who volunteer to connect with policing and community safety via the Commissioner's office - have been an increasingly valuable tool in both providing intelligence to the office and providing reassuring and helpful information to communities.

The number of those enrolled on the scheme has risen from 95 (at date of last Police and Crime Panel meeting) to 138 by June 15, 2020. We have set a target of enrolling 300 councillors into the scheme by 2021.

In order to better reach councillor advocates, as face to face seminars have had to be postponed, updates have been sent on a fortnightly rather than monthly basis and a weekly podcast has been recorded and distributed during which the Commissioner answers questions sent in by them.

Developing digital channels

The Commissioner's office has been driving digital engagement. Increases are as follows:

- Neighbourhood Alert (OPCC email newsletter): As of May 31, we had 31,610 total users,
- Twitter: A total of 9,406 followers,
- Facebook: A total of 2,113 likes

Facebook Live - The Commissioner has taken part in weekly live question and answer sessions on Facebook during the Covid-19 pandemic, answering questions from members of the public on a range of topics. These posts have significantly above average reach and engagement.

Contact for further information:

Frances Hughes

Chief Executive Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared on 22nd June 2020

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Devon and Cornwall Police and Crime Panel

3rd July 2020

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:

- Levels of recorded crime for Devon, Cornwall and the isles of Scilly published by the Office of National Statistics for the 12 months to 31st December 2019 (published on 23rd April 2020);
- OPCC 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 on a quarterly basis. The latest figures on recorded crime – which cover the year to 31st December 2019 – were published by the ONS on 23rd April 2020.
- 2.2 Devon, Cornwall and the Isles of Scilly was **one of only five policing areas in the country which saw a reduction in recorded crime levels** in this period, with a 3% reduction in recorded crime levels in our area compared to a national increase of 4%.
- 2.3 There were 102,827 crimes recorded for Devon, Cornwall and the Isles of Scilly in the 12 months. This was the **2nd lowest rate out of 42 police forces across England and Wales** with 58.3 crimes per 1,000 population compared to 89 crimes per 1,000 resident population across England and Wales. The lowest rate was North Yorkshire at 58.1 crimes per 1,000 population.
- 2.4 Compared to all other forces in England and Wales our area had:
- the lowest rate of victim-based crime;
 - the lowest rate of residential burglary offences; and
 - the 3rd lowest rate of shoplifting offences.



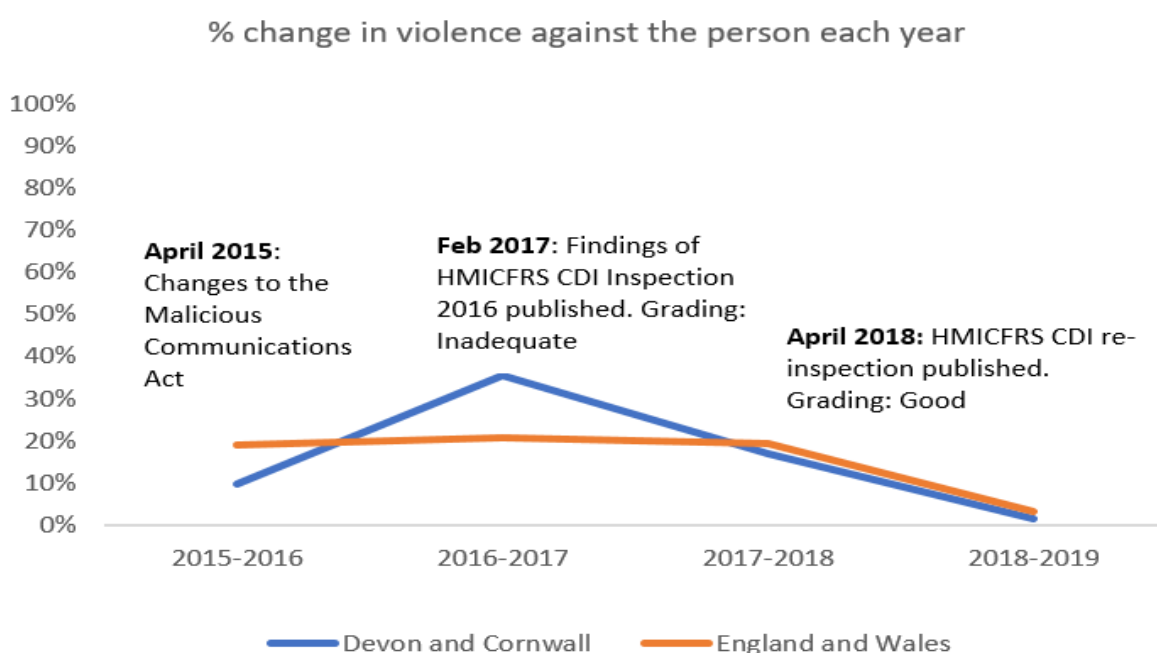
- 2.5 Levels of violence with injury remained static compared to the previous year which mirrors the national trend but we have seen reductions in the area of serious violence which is down 15%. We have seen a 10% increase in violence with injury related to knives and bladed objects – which has risen to 484 across the year. Devon, Cornwall and the Isles of Scilly still has the lowest knife crime rate in England and Wales but this will remain a focus for our shared work on violence prevention.
- 2.6 Levels of domestic abuse and the links between alcohol and violence remain areas of concern. Around one third of all cases of violence with injury were identified as domestic abuse incidents. Alcohol is flagged as a factor in 33% of cases of violence with injury. These areas are recognised in the multi-agency Peninsula Strategic Assessment (PSA) and are key areas of investment and focus for the PCC's Commissioning Intentions Plan and local Community Safety Partnership plans.
- 2.7 Attached at Annex 1 is the OPCC's crime profile for Devon, Cornwall and the Isles of Scilly which has been prepared following the latest ONS data release in April 2020. This crime profile is also published on the OPCC's website at <https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/crime/>
- 2.8 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.

Violence against the person

- 2.9 The Panel has requested additional information regarding violent crime, in particular to understand the growth in recorded crime levels in this area since 2015 and what actions are being taken to improve prevention and policing effectiveness.
- 2.10 Violent crime within ONS data covers a broad spectrum of offences. This includes violence without injury, malicious communications over the internet, and harassment as well as a number of offences which result in physical injury occurring to the victim. The full list of crimes included in the definition is

Violence With Injury	Violence Without Injury
Homicide	Threats to kill
Causing death by careless driving under the influence of drink or drugs	Assault without injury
Endangering life	Cruelty to children/young persons
Attempted murder	Harassment
Assault with intent to cause serious harm	Stalking
Causing death by driving: unlicensed, disqualified or uninsured drivers	Malicious communications
Assault with injury	Racially or religiously aggravated assault without injury
Racially or religiously aggravated assault with injury	Assault without injury on a constable
Causing or allowing death or serious physical harm to a child or vulnerable adult	Child abduction
Assault with injury on a constable	Modern slavery
Causing death by careless or inconsiderate driving	Kidnapping

- 2.11 Levels of recorded violence in Devon, Cornwall and the Isles of Scilly increased 76% during the period from 31st December 2015 to 31st December 2019, as identified in the ONS data. This trend is consistent with that of England and Wales which saw a 77% increase over the same period.
- 2.12 The rate of growth in violent crime reduced to 1% in Devon, Cornwall and the Isles of Scilly in the 12 months to 31st December 2019 compared to a 3% growth nationally. This rate of growth is much lower than the other years in this period.
- 2.13 The table below shows the percentage (%) change in violence against the person each year in comparison to the previous year. For instance, the graph shows that in 2017 there was a 36% increase in violence against the person in Devon and Cornwall in comparison to 2016.



- 2.14 There are a number of factors that are likely to have impacted on the trends that has been experienced both locally and nationally during this period. The effect of recording improvements by the police following inspections nationally by HMICFRS is an important factor in the rise. This impact is thought to have been most pronounced in the relatively less harmful types of violent crime, particularly in relation to stalking and harassment offences and malicious communication offences. There have also been changes in the coverage of this group of offences and in the rules governing the recording of these. In April 2015 the Criminal Justice and Courts Act came into force and modified the Malicious Communications Act 1988 and Section 127 of the Communications Act 2003. As part of these amendments a specific offence was created for 'distributing a private sexual image of someone without their consent and with the intention of causing them distress'. Since 2015, there have been significant increases in the number of recorded malicious communications offences in Devon and Cornwall.

- 2.15 In 2019 the rate of violence against the person in Devon and Cornwall was 23.5 crimes per 1000 population. This is the 9th lowest rate amongst all police forces in England and Wales. Devon and Cornwall's rate is also less than that of the national average, which stands at 29.5 crimes per 1000 population.
- 2.16 The spectrum of violent crime is complex and there is no single cause. Serious violence offences can occur linked to domestic abuse; mental ill health; alcohol fuelled violence in our town and city centre; and organised crime, in particular around drug supply chains.
- 2.17 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 and the reduction of some of the most serious violent offending. 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.
- 2.18 Whilst we have seen a reduction in levels of serious violence in the most recent data our work in tackling violence must continue to develop. If we are to protect communities and stop these crimes from occurring, we need a significant and sustained partnership focus. Prevention of violent crime within Devon and Cornwall is a priority for the Commissioner and Chief Constable and as part of the 2020/21 budget £1million has been invested in violent crime prevention.

3. The Police and Crime Plan Strategic Indicators

- 3.1 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".
- 3.2 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.

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

Overall performance against the Police and Crime Plan Strategic Indicators

- 3.3 The OPCC's assessment of performance to-date against the headline strategic indicators for the performance year ended 31st May 2020 show most

indicators at Green – ‘Content’. This is the latest data for all indicators that are available unless stated otherwise. The infographic for July 2020 is included at Annex 2.

Summary:

	July 2020 Panel	February 2020 Panel
Green	6	7
Amber	2	1
Red	0	0
Ungraded	3 ¹	3
	11	11

3.4 Two indicator has been graded as amber (additional scrutiny) in this report:

- waiting times for 101 non-emergency calls;
- Priority victim satisfaction.

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

3.5 Between the reporting period 1st August 2019 to 31st May 2020, 65% of all 101 calls connected through the IVR system were answered within 10 minutes. This is a slight improvement from 63% which was reported to the Panel in February 2020. 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.

3.6 Between 1st August 2019 and 31st May 2020 - 482,600 calls were connected to IVR. Over this period, the average wait time to speak to a call handler has been 8 mins 47 secs. However, it is recognised that some callers, particularly at peak times, will have experienced much longer wait times.

3.7 As previously identified to the Panel, 101 and the fluctuations in performance cannot be understood in isolation and must be considered alongside 999 call demand. During periods of high 999 volumes, call handlers are often diverted away from answering 101 calls to prioritise emergency calls which pose the highest risk, with potential threat to life. Similarly, an increase in 999 calls can also impact on performance for other 101 contact methods including, Web Chat and 101 Email.

3.8 The focus on 101 and 999 performance presented to the Panel in February 2020, provided greater insight into police contact management and the changes that have impacted on 101 and 999 performance since April 2016 - most notably the increases in call demand for both emergency and non-emergency calls for service. This highlighted the complexities of this working environment

¹ As reported to the Panel in February 2020 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.

and the challenges in managing and maintaining strong performance for both 999 and 101.

- 3.9 As reported in February 2020 to the Panel the implementation of the new 101 call system (IVR) has not had the impact on the proportion of calls that were answered within 10 minutes that was anticipated. 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.
- 3.10 Whilst there has been a small increase in the proportion of 101 calls that have been answered within 10 minutes the Commissioner has been clear that further action is needed. The responsibility for delivering improvements sits with an Assistant Chief Constable. The Commissioner will be carrying out a scrutiny exercise in the next three months which looks at the service provided to callers to 101, how service varies depending on the nature of the call and how well the new IVR system is serving the public. The Commissioner has also prioritised the contact centre within the budget for 2020/21 to enable the Chief Constable to look at capacity and capability within the two contact centres. The response to the COVID-19 pandemic has already seen some important changes in terms of remote working and satellite sites and there is much that can be learned from those changes.
- 3.11 This year's Summer Policing Plan includes a series of actions to increase capacity within the contact centre from early July 2020 to respond to the expected increase in 101 and 999 call volumes during the summer months. A programme of work is also taking place to mainstream new working practices and innovations introduced during COVID-19 to support ongoing improvement in capacity and service.
- 3.12 The Commissioner will monitor progress in this area on a monthly basis over the rest of 2020 and scrutinise performance and the progress of the improvement plans.

ii. Priority Victim Satisfaction **AMBER** (12 months to March 2020)

- 3.13 Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable or intimidated.
- 3.14 The latest available survey data indicates that 69% 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 February 2020. Police 'Action taken' and 'follow-up / kept informed' are the key drivers to overall victim satisfaction. Based on the latest survey results, satisfaction levels for these areas are lower than satisfaction levels for Police 'Ease of contact'; 'Arrival' and 'Treatment', which has impacted on the overall victim satisfaction level.

- 3.15 Whilst this is only a slight decrease and performance remains close to the baseline level of 73% the Commissioner has moved this indicator to Amber.
- 3.16 The OPCC is in the process of recommissioning victim care services. This work will be completed by the end of 2020/21 and was set out in the PCC's Commissioning Intentions Plan which was submitted to the Panel in February 2020.
- 3.17 Alongside this Devon and Cornwall Police are carrying out a project to redesign and enhance their victim and witness care service arrangements. The importance of regular engagement with victims to support their recovery and keep them engaged in the criminal justice process will be an important factor in this work.

4. Commentary on **GREEN** strategic indicators

Public Confidence: 'Police do a good/excellent job' GREEN

(Based on 12 months to December 2019, released on the 23rd April 2020)

- 4.1 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 and responses may be affected by national media reporting on wider policing issues, as well as local experiences.
- 4.2 For the 12 months to December 2019, 56% of 861 survey respondents felt that Devon and Cornwall were doing a good or excellent job. This is a slight decrease but in statistical terms there has been no actual change since February 2020.
- 4.3 Performance for this measure is very similar between all Force areas and Devon, Cornwall and the Isles of Scilly is not an outlier. The percentage of respondents who answered 'Good' or 'Excellent' is not statistically significantly different to the level in 20 other force areas. 14 police force areas have a statistically significantly higher proportion of respondents who answered 'Good' or 'Excellent' and 7 police forces areas have a statistically significantly lower proportion of respondents who answered 'Good' or 'Excellent'.
- 4.4 Levels of public confidence in policing are of significant importance and the Commissioner highlighted in the February 2020 report concern about reductions in confidence levels across the country. Compared to the same survey period a year earlier (12 months to December 2018) there has been a 6% decrease in the percentage of survey respondents who rate Devon and Cornwall Police as Good/ Excellent.
- 4.5 The overall landscape for policing has altered considerably during the period covered by the survey with the announcement of 20,000 additional police officers and wider investment in policing. The current perception of policing will

not be fully reflected in the public perception figures until at least January 2021, which will cover the 12 months to September 2020.

- 4.6 The indicator is marked as Green as the Commissioner does not intend to carry out additional scrutiny at this time. However the OPCC will continue to monitor these indicators closely during 2020-21.

Public Confidence – the public have overall confidence in the police GREEN
(Based on 12 months to December 2019, released on 23rd April 2020)

- 4.7 For the 12 months to December 2019, 77% of 901 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%. Most people don’t encounter the police but form their opinions about them when they witness their work, hear about the police by word of mouth and see policing in the media, whether that be local, national, or possibly internationally.
- 4.8 As with the public confidence measure above, performance in this area is similar between all Force areas. The percentage of respondents who agreed that overall they had confidence in the local police is not statistically significantly different to the level in 19 other force areas. 5 police force areas have a statistically significantly higher proportion of respondents who agreed that ‘overall they had confidence in the local police’ and 17 police forces areas have a statistically significantly lower proportion of respondents who answered agreed that ‘overall they had confidence in the local police’.

Repeat Victimisation: GREEN (12 months to May 2020)

- 4.9 In the 12 months to 31st May 2020 a quarter of victims (both people and organisations) of crime had also reported at least one offence in the previous 12 months.
- 4.10 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%.

Emergency Calls (999) GREEN (12 months to May 2020)

- 4.11 Based on the latest available data, 83% of 999 calls were answered within 10 seconds. This is a decrease of 2% since this figure was reported to Panel in February (based on the 12 months to December 2019) and follows a decrease of 6% for the 12 months to 31st December 2019.
- 4.12 In February 2020 the Panel received a detailed report on the long term growth trends in both 999 and 101 calls within Devon, Cornwall and the Isles of Scilly which discussed the challenges involved with managing fluctuations in demand, for example in response to road traffic collisions. This growth trend has continued. In the 12 months to May 2020, the 999-service received 261,671 calls

– a 14.8% increase which equates to 33,700 more 999 calls or an average increase of 92 per day when compared with the 12 months to May 2019.

- 4.13 Whilst the Commissioner has concerns around the continued reduction which is now 8% below the baseline the impact that such increases in demand can have is recognised. The Commissioner is reassured that the average answer time for 999 calls remains low at 12 seconds for the 12 months to 31st May 2020. For the moment the Commissioner has decided to retain this indicator at Green but it will be watched closely over the summer months.

Attendance time for Immediate calls for service: GREEN

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

- 4.14 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 May 2020 the median time to attend an immediate incident was 14 minutes and 19 seconds across the Force as a whole. Performance of this measure remains stable since it was reported at February's Panel meeting and when compared with the same period last year, where this figure stood at 14 minutes 23 seconds.
- 4.15 70,444 immediate incidents were attended in Devon and Cornwall between June 2019 and May 2020 – 70% of which were attended within 20 minutes and 87% were attended within 30 minutes.

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

- 4.16 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 continued to increase since the baseline year when 71,754 contacts were received.
- 4.17 In the 12 months to May 2020 126,693 emails and texts were sent to 101, this figure also includes online crime reports submitted via the website (which are converted into email). This represents an increase of 35.7% compared to the year to 31st May 2019. The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of the service and is welcomed. During the 12 months to May 2020, 71% of 101 emails and texts were responded to within 24 hours.
- 4.18 This is below the baseline of 98% and represents a 2% reduction compared to the data provided to the Panel in February 2020. In February 2020 the Commissioner reported that some specific issues had occurred in the second half of 2019 which had affected this indicator but that data for January 2020 indicated that matters had been resolved and response times were improving.
- 4.19 Email and text response times have been above 90% in March, April and May and were above 80% in January 2020. The slight reduction in the percentage answered within 24 hours is as a result of a significant reduction in February 2020. The Commissioner is aware of the continued significant increase in demand within the call centres and the introduction of new ways of working to

support sustained performance in emails and text response times. In view of the solid performance from March the Commissioner has retained this indicator at Green but will be monitoring it on a monthly basis over the rest of 2020.

- 4.20 Significant increases are also being seen in the use of the Devon and Cornwall Police secure webchat facility which provides a secure, immediate and interactive contact channel to 101.
- 4.21 In the year to 31st May 2020 there were 20,954 requested webchats – an increase of over 160%. Customer satisfaction with the webchat service (based on survey results for the 12 months to April 2020) is high
- 86% of people that used this contact method were happy with the service;
 - nearly 90% said that they would use the webchat again.

5. Infographic: funding and resources

- 5.1 The data contained within the infographic reflects the financial situation for 2020/21 for Devon and Cornwall and compares against our MSG and the national average.
- 5.2 The funding figures for Devon and Cornwall are based the final Net Revenue Budget for 2020/21, so the 'funding per day per head figure' and 'funding composition' figures will not change². The initial data suggests that Devon and Cornwall receive less funding per head of population per day than both our most similar force group and the England and Wales average, as it did last year. If Devon and Cornwall were funded to the national average, this would equate to an estimated £58.2m for policing in Devon and Cornwall.
- 5.3 The data on officer and staff numbers reflects the FTE levels for police officers and staff as at 31st March 2020. Recruitment of police officers is continuing to occur with regular intakes of new police officers, through new recruits and transferees from other police forces. This progress has been maintained through the COVID 19 pandemic and the police officer FTE as at 30th June is 3118.4.
- 5.4 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

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

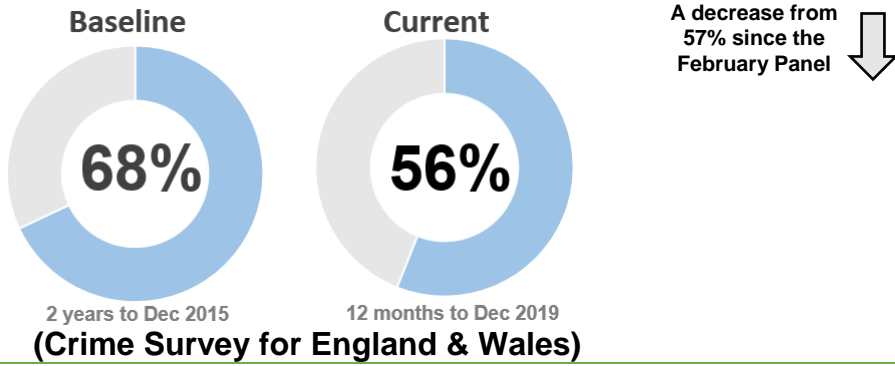
Report prepared 15 June 2019

² The financial information for our MSG and England and Wales is based on the Home Office data 'Police grants in England and Wales 2020/21, which calculates 2020/21 precept figures on the assumption that PCC's in England and Wales increase their precept Band D level by £10, and Office for Budget Responsibility forecast tax base increases. The final resource funding for these areas could differ from these estimates which may impact the comparison in funding per day per head.

Performance Report – July 2020

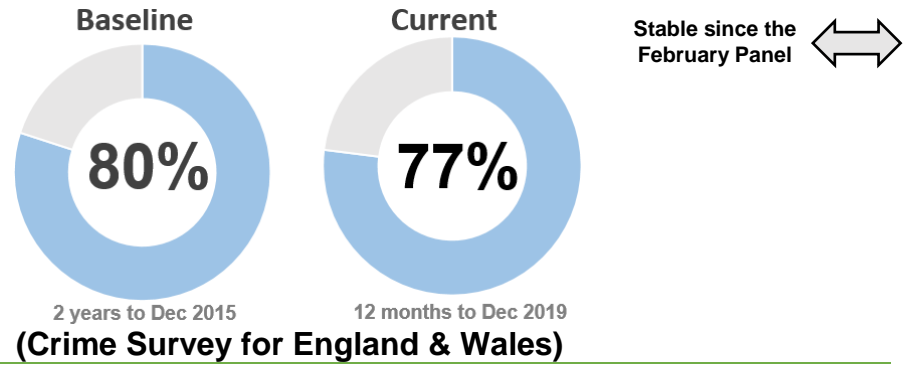
Public Confidence

% of the public that say the police do a good / excellent job



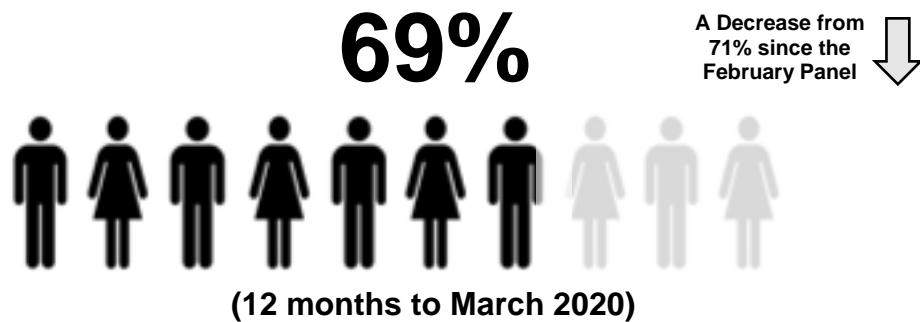
Public Confidence

% of the public that have confidence in the police



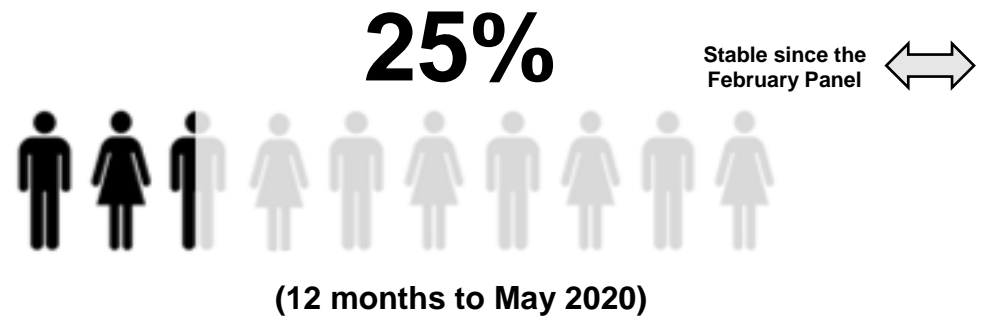
Priority Victim Satisfaction

Victim satisfaction with whole experience focused on priority victims under the Victims Code



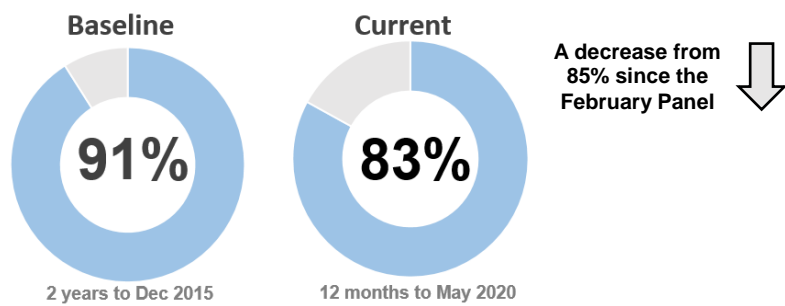
Repeat Victimisation

Percentage of victims of any offence that have reported an offence in the previous 12 months

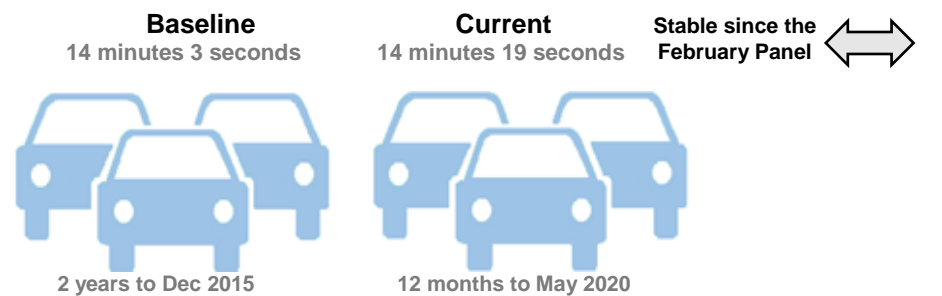


Emergency Calls (999)

Percentage of calls answered within 10 seconds

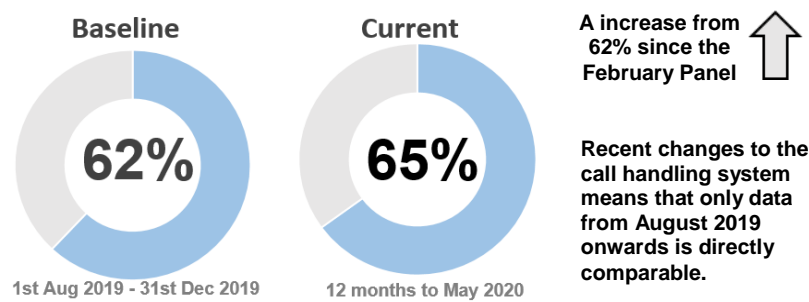


Attendance time for Immediate calls for service: Average (median) time for response



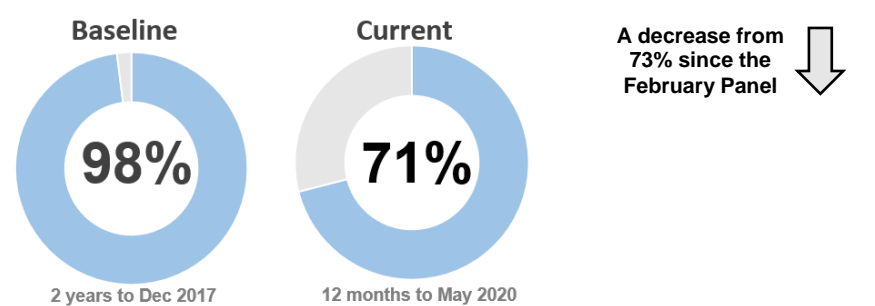
Non priority calls (101)

Percentage of 101 non priority calls answered within 10 minutes

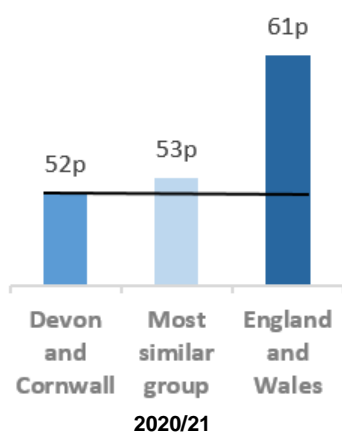


Emails & Texts (101)

Percentage of emails (including email crime reports) & texts responded to in 24 hours

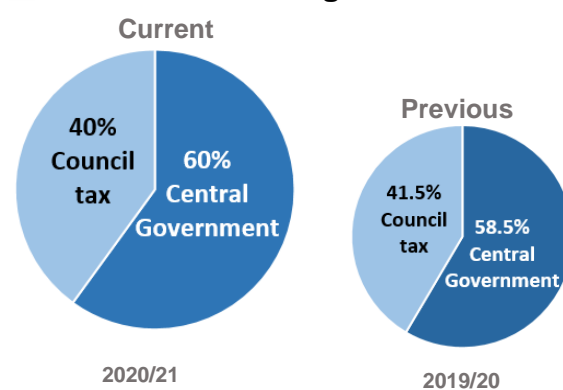


Funding per day per head

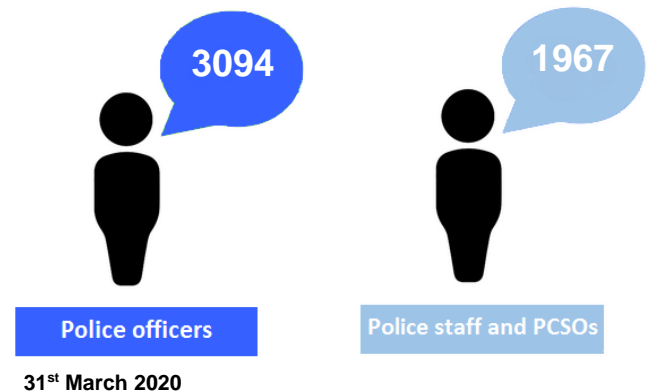


Funding composition

% of total funding from council tax



Officer and staff numbers FTE (full time equivalent)



Judgements key:

Content

Requires additional scrutiny

Of concern/action being taken

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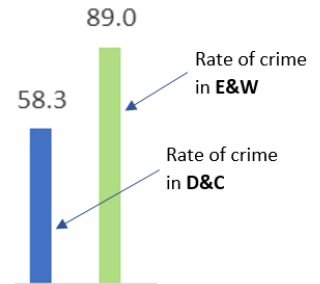
Recorded crime in Devon and Cornwall

For the 12 months to 31st December 2019 compared to the year prior

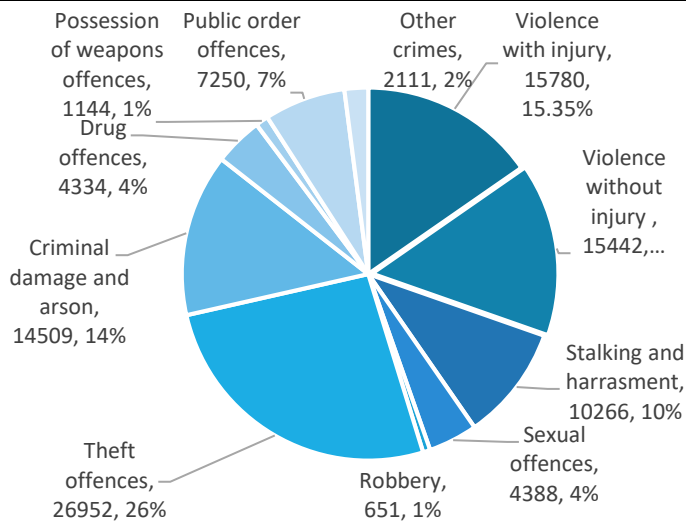
Overview

- 102,827 recorded crimes, equivalent to 58.3 per 1000 resident population (this is compared to 89.0 across England and Wales, excluding Greater Manchester due to recording issues).
- 2nd lowest rate of crime in England and Wales (out of 41 forces¹).
- The lowest rate of burglary offences in England and Wales.
- Total recorded crime decreased by 3% in Devon and Cornwall compared to a 4% increase nationally over the year period.

¹Crime rates are not stated for the City of London in the Office of National



Crime Types



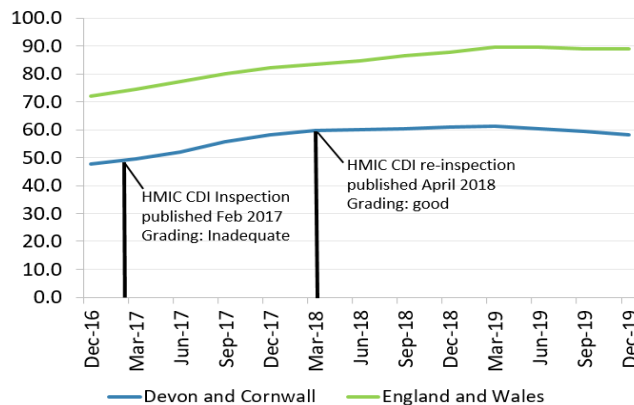
The 102,827 recorded crimes in Devon and Cornwall break down into specific crime types as shown.

In every category 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.
- 2% of crimes were hate crimes.

Volume and percentage of crime by crime type. Source: Office of National Statistics, December 2019.

Trends

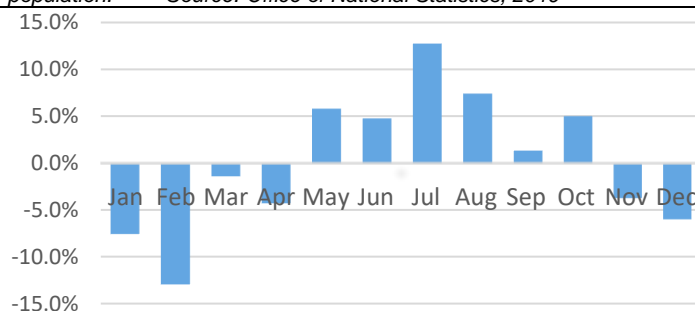


Monthly averages for recorded crime. Crime rate per 1000 resident population. Source: Office of National Statistics, 2019

From March 2019 onwards there has been a slight decline in the rate of crime in Devon and Cornwall.

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

Seasonality



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

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

Crime is 10% higher in the quarter from July-September, resulting largely from crime levels in July and August. Wider seasonality analysis for both crime and non crime matters shows increased demand across the longer summer period from May to October.

Crime trends In Devon and Cornwall

	D&C rate ²	National rate ²	D&C trend	Extra Information
Violence with Injury 15,780	8.9	9.2	➡ 0% Down 4% nationally	<p>This category includes a wide range of offences which range in seriousness. Levels of violence with injury in Devon and Cornwall are below the national rate at 8.9. There has been little change in the volume of incidents over the past year.</p> <p>Assault with injury: accounts for 92% of violence with injury.</p> <p>Serious violence: Severe forms of violence such as murder, attempted murder, section 18 GBH and wounding have decreased by 15% to 581.</p> <p>Knife crime: There were 484 knife crimes (a 10% increase on last year). Devon and Cornwall continue to have the lowest rate of knife crime nationally.</p> <p>Alcohol: alcohol is flagged as a factor in 33% of violence with injury.</p> <p>Domestic abuse: is identified as a factor in 34% of all violence with injury offences.</p>
Violence without Injury (excl. Stalking and harassment) 15,442	8.9	12.1	↑ 3% Up 11% nationally	<p>There has been a small increase in recorded violence without injury, primarily due to an increase in assault without injury and threats to kill.</p> <p>Alcohol is identified as a factor in 27% of offences. 39% of offences are flagged as being domestic abuse related.</p>
Stalking and harassment 10,266	5.8	8.2	↑ 2% Up 20% nationally	<p>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% (4,408 crimes) of stalking and harassment is identified as domestic abuse. There has been a 0.2% decrease in such incidents when compared to the previous year.</p> <p>Online: analysis shows that approximately 29% of stalking and harassment has an online element i.e. either all or part of the offence is committed via social media or other online contact.</p> <p>It is noted that Home Office counting rules have changed nationally and this is considered to have contributed to the increases both nationally and locally in this area.</p>
Sexual offences 4,388	2.5	2.7	↓ -3% Up 2% nationally	<p>In the period there were 1,559 rapes recorded accounting for 35% of all reported sexual offences. 28% of the sexual offences recorded are historic (historic refers to those offences where there is a gap of over one year between the offence and it being reported to police).</p> <p>Devon and Cornwall Police and the OPCC will increase their efforts to encourage the public to report sexual offences.</p>
Thefts 26,952	15.3	32.9	↓ -15% Down 2% nationally	<p>Burglary: decreased by 8%.</p> <p>Theft from the person: decreased by 7%</p> <p>Vehicle offences: decreased by 16%.</p> <p>Shoplifting: decreased by 16%</p> <p>Other theft offences: decreased by 18%.</p> <p>It is recognised that data on recorded crime 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 651	0.4	1.5	↑ 7% <i>Up 12% nationally</i>	Robbery increased by 7% equating to 116 more than the previous year. Most areas of England and Wales have experienced an increase in robbery compared with last year. The robbery rate per 1,000 population is 0.4 robberies which is significantly lower than the national level of 1.5. There are variances of the change in robbery across the force area, with the majority of the rise occurring in urban centres.
Criminal damage and arson 14,509	8.2	9.4	→ 0% <i>Down 1% nationally</i>	There were 8.2 criminal damage and arson offences per 1000 population in Devon and Cornwall compared to 9.4 nationally. There has been a 12% increase in criminal damage related to Domestic Abuse, increasing to 1,830 incidents.
Public order offences 7,250	4.1	7.5	↑ 2% <i>Up 7% nationally</i>	Nationally, more ASB incidents are being recorded by police services across the country as crimes due to changes to recording practices. Therefore, many ASB incidents can now be classed as public order offences.
Anti-social behaviour incidents ³ 35,741	20.3	23.0	↓ -11% <i>Down 5% nationally</i>	Tackling ASB is a shared responsibility with local authorities and is led through Community Safety Partnerships. The 11% decrease in ASB doesn't necessarily reflect a decrease in levels of ASB and needs to be considered alongside public order offences. 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 in Devon and Cornwall compared to the previous year; 41% up from 36% ⁴ .
Possession of weapons offences 1144	0.6	0.8	↑ 25% <i>Up 9% nationally</i>	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. 49% of these offences were possession of knives or similar weapons. Possession of these types of weapons increased by 14.5% on last year.
Drug offences 4,334	2.5	3.0	↑ 11% <i>Up 21% nationally</i>	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.
Other offences 2,111	1.2	1.8	↓ -2% <i>Up 5% nationally</i>	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.

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, therefore the national rate may appear lower than in previous releases.

³Cases of ASB are categorised as incidents, not as crimes.

⁴Survey results are based on a sample of Devon & Cornwall. Results are dependent on the respondent's perception of ASB and cannot necessarily validate that an incidence of ASB had occurred.

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Devon and Cornwall Police and Crime Panel

3rd July 2020

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 10th June 2020.
2. Within this period, one formal complaint has been made against the Police and Crime Commissioner in relation to a tweet on her personal account.
3. In accordance with national guidance, the complaint has been recorded and referred to the Independent Office for Police Conduct (IOPC) by the Chief Executive following consultation with the Chair of the Police and Crime Panel. The Chief Executive awaits further direction from the IOPC and will ensure the Police and Crime Panel are updated.

Table 1

Dates	Complaints received	Number of Complaint recorded	Number of Complaints unrecorded	Total	Complaints forwarded to IOPC 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
21 st January – 10 th June 2020	1	1	0	1	1
Grand total				18	1

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

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