

**Devon and Cornwall Police and
Crime Panel**

c/o Plymouth City Council
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DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 25 September 2020
10.30 am
MS Teams meeting

Members:

Councillor Batters – Chair
Councillor Haydon – Vice Chair
Councillors Atherfold (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), Hopwood (South Hams District Council), Representative of (East Devon District Council), Knowles (Mid Devon District Council), Loudoun (East Devon 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. Apologies

To receive apologies for non-attendance submitted by Members.

2. Minutes

(Pages 1 - 10)

To sign and confirm as a correct record the minutes of the meeting held on 3 July 2020.

3. Declarations of Interest

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

4. Public Questions

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

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

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

5. 101 Deep Dive

(Pages 11 - 26)

6. Commissioner's Update Report

(Pages 27 - 44)

7. Continuing to Deliver an Effective Policing and Crime Service to the Public Throughout Covid 19

(Pages 45 - 56)

8. Impact of Covid on Criminal Justice Processes (verbal)

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

(Pages 57 - 70)

10. Devon and Cornwall Police and Crime Panel - Complaints against the PCC

(Pages 71 - 72)

11. Work Programme (to follow)

Devon and Cornwall Police and Crime Panel**Friday 3 July 2020****PRESENT:**

Councillor Batters, in the Chair.

Councillor Haydon, Vice Chair.

Councillors Atherfold, Derrick, Dewhirst, Fairman, Howgate, Knowles, Macaulay, Nelhams, Rule, Samuel and Towill.

Apologies for absence: Councillor Jarvis.

Also in attendance: Nicky Allen (Chief Finance Officer/ Treasurer, OPCC), Fran Hughes (Chief Executive, OPCC), Alison Hernandez (Police and Crime Commissioner), Andrew Loton (Head of Governance, Performance and Risk), Jamie Sheldon (Senior Governance Advisor).

The meeting started at 11.00 am and finished at 1.30 pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

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

The Panel received a nomination from Councillor Fairman for Councillor Batters to stand as Chair. This was seconded by Councillor Hackett.

There were no other nominations. The panel voted in favour of Councillor Batters taking the position as Chair for the next municipal year.

The Panel received a nomination from Councillor Batters (Chair) for Councillor Haydon to stand as Vice Chair. This was seconded by Councillor Rule.

There were no other nominations. The Panel voted in favour of Councillor Haydon taking the position as Vice Chair for the next municipal year.

2. Minutes

The Chair proposed the minutes of 7 February 2020 to the panel for approval; this was seconded by Councillor Haydon.

The minutes were agreed as a true and accurate record of the meeting.

3. Declarations of Interest

There were no declarations of interest made by members.

4. **Public Questions**

The Chair advised the Panel that one question had been received by Mr Agambar; this was read out by the Chair as follows:

With monuments/ places/ buildings etc being targeted before any consultation of the people of Plymouth, will there be increased monitoring to ensure confidence so the general public feel they do not need to protect these themselves.

The response was read out by the Chair as follows:

Unfortunately some of the media coverage has caused alarm to our community. This has meant that some of our communities in Devon, Cornwall and the Isles of Scilly wanted to either protest to support Black Lives Matter whilst others to protect our historical monuments and statues. Devon and Cornwall Police have proactively worked with both the protestors and the protectors to carry out a peaceful approach to their efforts. Since 4th June 2020 we have had 27 Black Lives Matter protests across the force area which from a national perspective puts them as the 9th highest for this protest activity.

Any monuments considered to be at risk have been identified and taken into consideration in the public order command strategy and liaison has occurred with the relevant local authority which has the responsibility to consider any physical protection. On the day of any protests, in reaction to any intelligence or reports received police in attendance will assess the situation that presents and respond in a considered and proportionate fashion. In Plymouth there has been comprehensive engagement with the City Council regarding any at risk sites. This is replicated across the force area and is assisted by public order command which risk assesses each protest including the monuments at risk and directs and informs local response and supports with additional resources where necessary.

5. **Continuing to deliver an effective Policing and Crime service to the Public throughout COVID-19**

Alison Hernandez, Police and Crime Commissioner, introduced the report on continuing to deliver an effective policing and crime service to the public throughout Covid 19.

The report set out the importance of ensuring that communities remained safe resilient and connected through the pandemic and highlighted that the Police and Crime Plan intentions remained valid. 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 had adapted as a result of Covid 19 and a reprioritisation of activity was undertaken to meet new demands. Focus was upon enabling the access of sufficient resources to respond to emergencies, working in partnership to protect the public and a proportionate response to business as usual crimes throughout the current emergency.

The Police and Crime Commissioner highlighted the following key points:

- the collective effort made across the south west to keep the corona virus to a minimum and the leadership role of the police in the Leadership

Forum in coordinating and responding to the crisis;

- how the local accountability and guidance from government had affected decision making;
- Devon and Cornwall was in the top 3 police forces in the country to issues fixed penalty notices and the balance required to police people accessing open space and people travelling to second homes;
- the commissioning and introduction of a 24/7 Victim Support helpline and web-chat set up during the pandemic; this would continue post-Covid.

The Panel discussed:

- the response of the Police in dealing with second home owners travelling to the south west and the impact of some businesses encouraging travel to the south west for short breaks and stays;
- the Street Marshalls concept and their role and responsibilities;
- if the Police and Crime Commissioner was seeking additional guidance or enforcement powers in respect of local lockdown plans;
- the Police and Crime Commissioner's 'Anti-Social Behaviour and Policing Protest' podcast which was considered to discredit Plymouth City Council's actions in renaming Sir John Hawkins Square, and a request for this podcast to be taken down and for an apology to be provided;
- who would be responsible for funding the 24/7 Victim Support Helpline and web chat post Covid 19;
- how positive steps and good work carried out during the pandemic could be continued in the future;
- the Safer Summer Scheme and how this, specifically regarding Street Marshalls, could be used in areas where it previously wasn't required;
- fixed penalty notices issued and if there was a likelihood of challenge due to the confusion surrounding what was and wasn't acceptable in terms of turning away second home owners/ holiday makers;
- how business as usual policing was undertaken during the pandemic and training of call operators;
- if the Police and Crime Commissioner would agree that the only real protectors of statues and monuments should be Devon and Cornwall Police;
- the powers, or lack of, for Street Marshalls.

The Police and Crime Commissioner clarified that –

- I. her comments regarding the change in name of Sir John Hawkins Square was linked to her attempt to move the issue from a political debate; she was of the opinion that the timing of the name change could be viewed negatively and that she was a strong believer in learning from history and supporting better education of issues such as racism.

The Chair proposed and Councillor Peterman seconded that the thanks of the Panel was noted in the minutes with regards to their support of the Police's response to the pandemic.

The Chair proposed and Councillor Haydon seconded to note the update from the Police and Crime Commissioner and the contents of the report.

6. **Devon and Cornwall OPCC annual report 2019-2020**

Alison Hernandez, Police and Crime Commissioner, introduced the Devon and Cornwall OPCC Annual Report 2019-2020.

The annual report set out the importance of building connectivity between organisations and the public they served to create more resilient communities. This, as well as providing a budget that allowed force strength to grow by over one hundred officers since the Police and Commissioner took office, was a major factor in Devon and Cornwall and the Isles of Scilly having the second lowest recorded crime per head of population.

The Police and Crime Commissioner highlighted the following key points:

- the Penzance Safer Towns Initiative, led by Safer Cornwall, was highlighted as being an example of successful partnership working; it was hoped that this approach could be brought to Devon;
- the recruitment of police officers this last year was prioritised with the actual figure recruited totalling 107 (to the end of March 2020);
- two police stations, one in Liskeard and one in Exeter, had been opened totalling £31m being invested in the policing estate for 2019-20. The new station in Exeter proved essential in tackling the police's response to the ongoing pandemic;
- the recognition of the efforts of the Chief Constable in the improvement of Her Majesties Inspectorate of Constabulary Fire and Rescue Services moving from a required improvement rating to a good rating;
- thanking those involved in the scrutiny of the service;
- key successes regarding the Turning Corners Programme which focused upon tackling gang related issues in South Devon; a great deal was learnt in how to deal with gangs and help young people to avoid joining a gang;

- the importance of Vision Zero;
- that the work surrounding partnership working with the Police and schools to help support children dealing with domestic violence had won a global award; this was a credit to all involved.

The Panel discussed:

- the high number of juveniles held in custody and if there was a better place for them to be held;
- the potential for the police supporting more 20mph zones;
- that satisfaction and public confidence appear to have reduced – it was queried as to why this was the case and how it could be addressed;
- thanks was passed onto gold control at Exeter for their speed watch – speed of traffic was decreasing already in these areas;
- that the overall uniform for force strength (including the number of PCSOs) should be included in the annual report and recorded accurately; it was considered that PCSOs had been cut by approximately 167 however this was not referenced;
- that there was an under reference to violent crime in the annual report and that these figures should be included;
- with regards to Stop and Search – the report did not specify if recommendations had been progressed and what that progress was;
- if the Police and Crime Commissioner would consider raising the level of funds spent in next year's budget on commissioning work in light of the increased money from Government.

The Police and Crime Commissioner clarified:

- that the number of juveniles held in custody, as detailed in the report, would be double checked;
- that overall force strength should be included accurately in report (including figures relating to PCSOs);
- that key graphs relating to violent crime over the period 2019-20 should be included in the report to aid with clarity;
- it would be helpful to circulate the results of public scrutiny to Panel Members once they were available.

The Chair proposed and Councillor Haydon seconded to note the report.

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

Alison Hernandez, Police and Crime Commissioner, introduced the report 'as read' and Panel Members moved directly to questions.

The Panel discussed:

- the Devon and Cornwall Community Watch Association and who had been given dashboard cameras and how many had been distributed and where.

The Police and Crime Commissioner agreed to provide Panel Members with an update on the Devon and Cornwall Community Watch Association work; this was welcomed by Members.

The Chair proposed and Councillor Howgate seconded that the report is noted.

8. **Office of the Police and Crime Commissioner's Performance Report**

Alison Hernandez, Police and Crime Commissioner, introduced the Office of the Police and Crime Commissioner's Performance Report.

The report set out an overview of the levels of recorded crime for Devon, Cornwall and the Isles of Scilly published by the Office of National Statistics for the 12 months to 31 December 2019 and the OPCC assessment of current performance against the strategic indicators for the Police and Crime Plan 2017 – 2020.

The Police and Crime Commissioner highlighted the following key points:

- that Devon and Cornwall was one of only five policing areas where recorded crime levels had reduced; the other areas were Staffordshire, Lancashire, Northumbria and Dorset;
- worked well in partnership to tackle county lines crimes;
- Devon and Cornwall had the lowest rate for victim based crime in the country, as well as the lowest for residential burglary and shoplifting offences;
- from 2015 – 2019 there was a massive growth in violent crime with a peak at 2016-17; there had been a real reduction in those figures however the crime type had changed and more things were categorised as violent crime due to the changes to the Malicious Communications Act (resulting in a big uplift);
- that she had an apology with reference to a sentence in the report which read: "...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..."; it was

highlighted that in her role as Police and Crime Commissioner and that of her office, stalking and harassment and malicious communication were not a less harmful crime and that this sentence should not have been included in the report;

- the Interactive Voice Recognition (IVR) system had been introduced to better manage 101 call centre calls – it was considered successful in prioritising reporting crime however unsuccessful in pushing non urgent calls to the back of the queue; a new approach was required to better manage the system however web-chat was considered a success.

The Panel discussed:

- that the Plymouth police estate was considered old and very tired and required additional funding; this has been a concern for many years;
- the impact of Covid 19 on the National Investment Funding and that 50% of ring-fenced money had been diverted to aid with the tackling of the pandemic; how would this be reflected in the future Recruitment Plan;
- if increased scrutiny would occur with regards to the IOPC report that called for greater scrutiny of Taser use that disproportionately affected BAMP individuals and those with mental health issues;
- why the Commissioner bid for a £3m National Grant for Victim Support yet only spent less than one quarter of the funds received.

Nicola Allen, Treasurer and Chief Finance Officer of the Office of the Police and Crime Commissioner, provided the Panel with information upon the impact of Covid 19 upon the budget:

- it was the decision of the individual Police and Crime Commissioners if 50% of the ring-fenced national investment funding budget was moved to cover to Covid 19 costs; the Devon and Cornwall Police and Crime Commissioner had decided against that option;
- the cost of obtaining and supplying PPE was considered the biggest financial element in tackling the pandemic; officers were in discussion with the Home Officer to establish if further costs linked to Covid 19 would be reimbursed from Special or Government Grants. An announcement had recently been made and officers were currently assessing this;
- the impact of the supply chain had affected the sourcing of PPE however officers had worked hard and there wasn't considered to be as significant an impact on the Police in comparison to other public sector organisations;
- there was a Government directive that stated that the Police were required to pay suppliers immediately to help with the movement of money to small businesses; this had an impact on the budget;

- there was a cost to procuring and installing technology to enable staff to work safely from home; it was considered that this would benefit future ways of flexible working and would be beneficial going forward.

The Chair proposed and Councillor Derrick seconded that the report is noted.

9. **Complaints against The Police and Crime Commissioner received under the Police Reform and Social Responsibility Act**

Fran Hughes, Chief Executive - Office of the Police and Crime Commissioner, led on the agenda item: Complaints against the Police and Crime Commissioner received under the Police Reform and Social Responsibility Act.

Members were advised that a single complaint had been received since the date of the last Panel meeting and that this was still a live complaint and in order to avoid it being unduly influenced, questions were unable to be answered in terms of its content.

The Chief Executive had referred the complaint, in consultation with the Chair, to the IOPC for advice in March 2020 and were still waiting for them to confirm what and if any involvement they might have.

An update would be provided at the next meeting.

The Chair proposed and Councillor Atherfold seconded that the report is noted.

10. **Black Lives Matter** (Verbal Report)

The Chair introduced this item and highlighted that this was added to the agenda at the request of Panel Members.

Alison Hernandez, Police and Crime Commissioner, briefly spoke to the report and praised the fair and proactive policing in Devon and Cornwall with regards to the Black Lives Matter protests and referred to the low arrest rate (5) despite being the 9th busiest area for protests in the country.

The Panel discussed:

- if the Police and Crime Commissioner would reassure Members that she was confident that Devon and Cornwall Police were taking all actions to promote equality and diversity through internal culture, HR processes and effective monitoring of complaints and feedback and how policing policy and actions applied in the policing area;
- that BAME individuals were approximately 6.4 times more likely to be stopped by the Police than white people and what the Police and Crime Commissioner was going to do to re-establish trust and credibility.

The Chair proposed that the report was noted.

11. Work Programme (discussion)

The Chair introduced this item and highlighted the importance of establishing a work programme for future meetings – it was recognised that in order to receive best possible reporting, adequate notice was required on agenda item requests, and this could be facilitated through the population of a clear work programme.

Members discussed items to be included for the future work programme as follows:

- 101 and 999 call system – how were operators trained and how were calls triaged and how could this service be improved (this would benefit from a working group);
- Recommissioning of Victims Care;
- Violent Crime prevention work;
- Evaluation of Summer Policing Plan;
- Policy on arresting people;
- Domestic violence;
- Serious and organised crime;
- Black Lives Matter;
- BAME Community Relations;
- Knife Crime;
- Prosecution rate – why re the outcomes so much lower than they used to be in terms of prosecutions.

The benefits of undertaking in-depth scrutiny of some of the issues raised above, specifically the 101 system, was welcomed by the Police and Crime Commissioner.

Under this item Members highlighted the benefits of virtual meetings.

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Devon and Cornwall Police and Crime Panel

25th September 2020

Background information on the 101 service to inform the Police and Crime Panel Deep Dive

This report provides the Police and Crime Panel with information regarding the delivery and performance of the 101 service and the investments that the Commissioner has made to inform their understanding of the current position and direction of travel.

1. Introduction:

- 1.1 The Panel have requested information to support their deep dive into the 101 service. The following report provides a detailed picture of contact management services, investment in the service and performance over the last four years.
- 1.2 The report sets out:
 - The Contact and Resolution Command services for 999 and 101
 - Demand for the 101 and 999 services since 2016
 - Investment in 101 services since 2016
 - Current performance
 - Recent developments and planned future changes
- 1.3 The delivery of services for the national non-emergency 101, 999 and online contact options such as webchat, email and online crime reporting are interdependent and are all delivered within Devon and Cornwall Police's Contact and Resolution Command (CRC). This report aims to simplify some of the complexities of this working environment.

2. The Contact and Resolution Command: 999 and 101 services

- 2.1 The Contact and Resolution Command was established in 2019 following a reorganisation of services within Devon and Cornwall Police. This restructure moved the control room services of 999 and 101 call handling out of the broader Alliance Operations Department and placed them with the new Incident and Resolution Centre under the command of a new Assistant Chief Constable and Chief Superintendent for Devon and Cornwall Police.
- 2.2 There were over a million contacts made to Devon and Cornwall Police in the year to 31st July 2020 which include:



- 999 emergency responses – 261,483 calls.
- 101 call handling – just over 581,000 calls received.
- 101 email and texts (including online crime reporting) – 131,470.
- Webchat – 28,173 received.
- Public Enquiry Offices (front desks) – eight desks currently open to the public

2.3 These services, including the non-emergency contact methods, operate 24 hours a day, 365 days a year.

2.4 Staffing levels are 191.25 FTE call handlers and 19.37 FTE call handling supervisors.

What constitutes a 999 or 101 non emergency contact?

999 emergency calls for service:

2.5 An incident or crime is graded as an emergency if the incident is in progress and in which there is or is likely to be:

- A risk to life
- Use or immediate threat of violence
- Serious injury caused to a person
- Serious damage caused to property
- An offender is disturbed at the scene or has been detained and poses or is likely to pose a risk to other people

101 non-emergency calls for service:

2.7 All other contact is classed as non-emergency. There are several ways in which Devon and Cornwall Police manage this demand for service which is dependent on the circumstances and they seek to prioritise both the contact in terms of being answered or how quickly an officer is sent (if appropriate we may take the report over the phone without the need to send an officer or we may schedule an appointment) – priority incidents could include:

- Genuine concern for someone's safety
- An offender has been detained but poses no risk to others
- A witness or other evidence is likely to be lost
- A person involved is vulnerable or a repeat victim
- Identified force priorities (such as Domestic abuse; Hate crime; Missing persons; Roads; Sexual offence).

2.8 Therefore, a non-emergency call / contact for service is a crime or incident that has already happened and there is no emergency, this will include minor traffic collisions that do not require an emergency response or passing of information.

- 2.9 In April 2020 calls to the 101 service became free of charge nationally prior to this there was a maximum charge per call of 15p. This change was part of the national 101 contracting arrangements provided by the Home Office.

Call handler role in 101

- 2.10 Call handlers are at the front line of policing, providing that vital first point of contact with members of the public that either phone the 999 emergency-service or the 101 non-emergency service.
- 2.11 Call handlers within the 101 service provide also answer 999 calls when volumes are high or resources are constrained. The call handlers also answer 101 emails, carry out live 101 webchats and deal with online crime reports.
- 2.12 The role of a call handler is a wide and varied position comprising early, late and nights shifts, 7 days a week, 365 days per year. Call handlers are required to handle large volumes of calls, obtain and record accurate information, assess the situation and level of police response required and initiate the appropriate police action as rapidly as possible.
- 2.13 The 101 non-emergency service and 999 call handlers, are routinely dealing with traumatic incidents first-hand. It would not be therefore unusual for call handlers to be receiving details and listening to live incidents of suicide, serious injury, assault, fatalities or high risk missing people, for example and then the next call being similar in nature of its content or entirely different. The demand around those persons suffering mental health for call handlers is also significant. This role needs skill, understanding, adaptability, empathy, commitment and dedication.
- 2.14 The below link to a short video on the contact centre within Devon and Cornwall provides some further insight into the work carried out by call handlers. <https://youtu.be/bbMTAQ0zblU> . The variety and pressures faced within the contact centre have also been highlighted to great effect by the Call the Cops Channel 4 Documentary Series which completed its second series on 15th September.

Incident and Resolution Centre (IRC)

- 2.15 The Investigation and Resolution Centre (IRC) sits within the Contact and Resolution Command with the 101 and 999 call handlers and the radio despatch officers. The IRC was introduced in 2018 and is broken down to two areas; IRC Crime and IRC Incidents.
- 2.16 *IRC Crime* is a Force wide investigatory function that deals with crimes such as vehicle crime, shoplifting and violence without injury across the Force, ensuring that there is consistency in standards by one team across the whole of the Force area. They triage the crime, assess threat and risk, ensure the victim is properly safeguarded, develop an investigation plan and manage the investigation to the point of arrest or other means of finalisation. Although it is

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a Force wide function that is centrally managed within the CRC, the teams are based geographically within each Basic Command Unit (BCU). The team comprises 4 Inspectors, 8 Sergeants and 64 Police Constables.

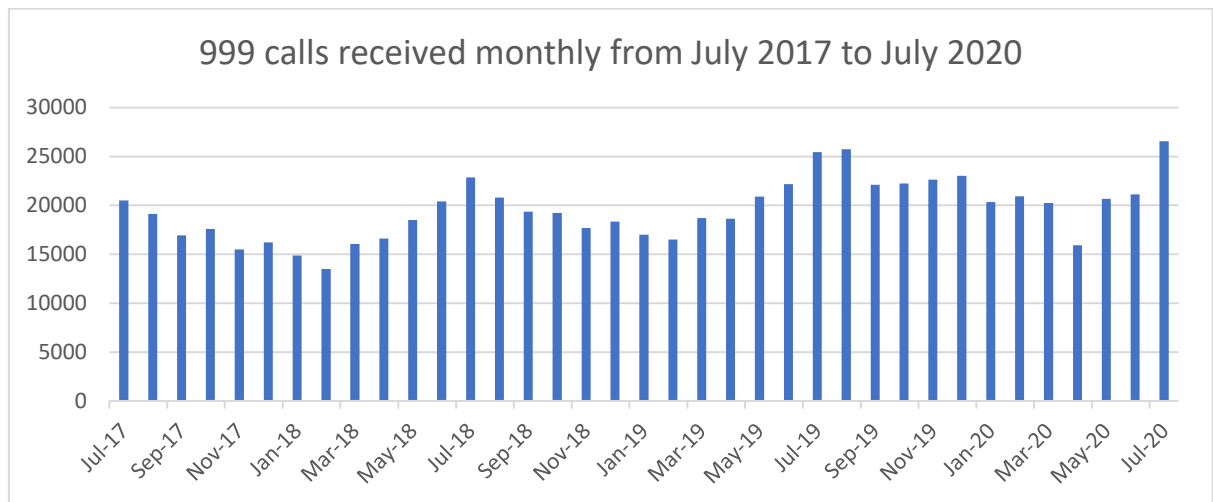
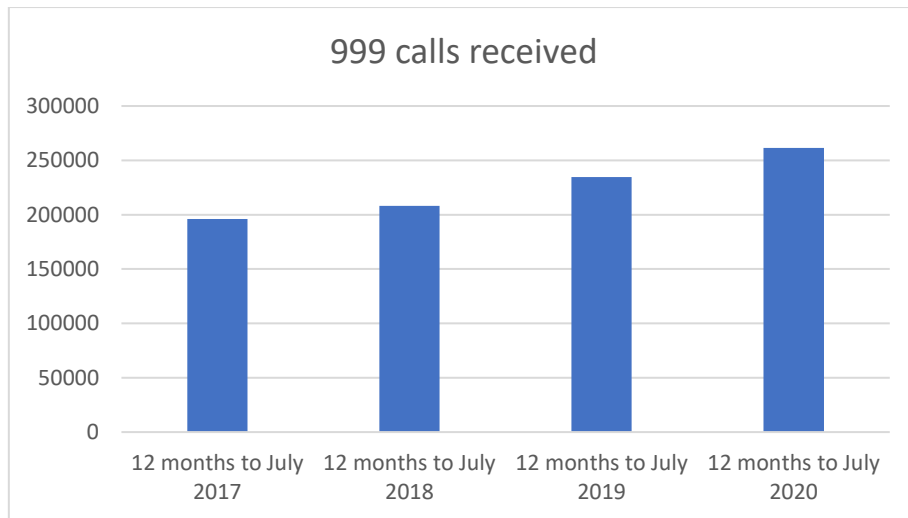
- 2.17 *IRC incidents* are based in Force control rooms, they triage and manage all routine incidents that come into the control room through the various contact channels. They assess threat and risk and deal with the incident in the most appropriate way possible. IRC Incidents also deal with Early Service Recovery (ESR) complaints from members of the public, responding to complaints in an efficient and timely manner, so that they are resolved promptly and satisfactorily. IRC incidents also provide support to 101 email and calls at times of high demand. The team is comprised of 1 Inspector, 3 Sergeants and 2 Police Constables.
- 2.18 Previously operating via telephone and email this service has now been expanded to include digital appointments as part of the Devon and Cornwall police's handling of the COVID 19 pandemic, offering members of the public the opportunity to have face to face contact with police officers who are handling their crime or incident.

3. Demand for 101 and 999 contact services

- 3.1 Devon and Cornwall Police received over 1 million contacts in the 12 months to 31st July 2020. The number of calls being made to the 999-emergency line has continued to rise over the 4-year period. The trend for 101 non-emergency calls has also been on an upward trend and the use of alternative contact channels such as webchat has also grown considerably over this period. Demand for 101 in the 12 months to 31st July 2020 has reduced slightly which is not unexpected in view of COVID 19 restrictions and impact on communities.

999-emergency calls

- 3.2 In the 12 months to July 2020 there were 261,483 calls to the emergency 999 service for Devon and Cornwall Police. Over the last four years emergency calls for service have increased by 33.4% which is equivalent to 65,499 additional calls. The growth in 999 calls received is most evident between 2018-19 and 2019-20.



3.3 Average call handling times has increased reflecting both the growing complexity of the calls received by the call handlers and the need for enhanced risk assessments and safeguarding procedures to be carried out. In the last year the average call handling time for 999 calls which includes the average talk time and the average post call processing time was 8 minutes and 41 seconds – which saw the average time taken to deal with a 999 call increase by 1 minute 32 seconds compared with a year earlier.

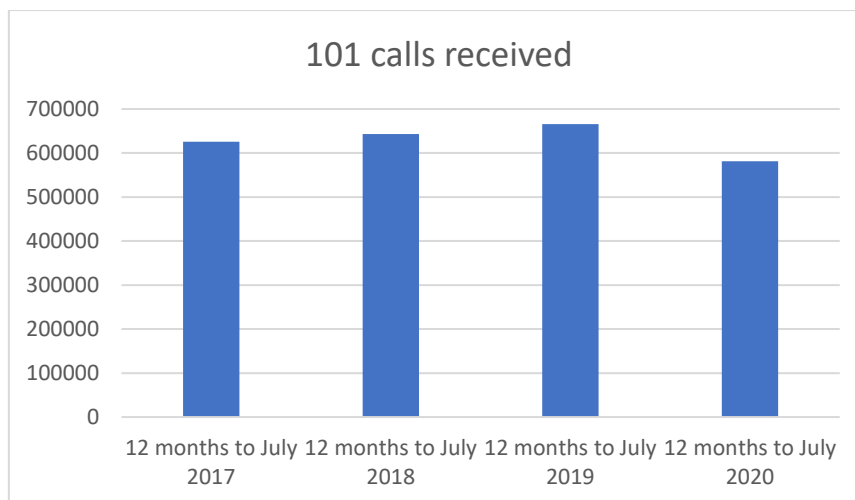
3.4 If the increase in average call handling time is applied to the volume of 999 calls answered in the 12 months to July 2020 this equates to an additional 6247 hours¹ of time spent dealing with 999 calls compared to the year earlier, which is equivalent to approximately 3.1 Full Time Equivalent (FTE) members of staff.

101 non-emergency calls

3.5 Calls to the 101 non emergency line have also been increasing into Devon and Cornwall Police. The last 12 months has seen a slight decrease in demand but

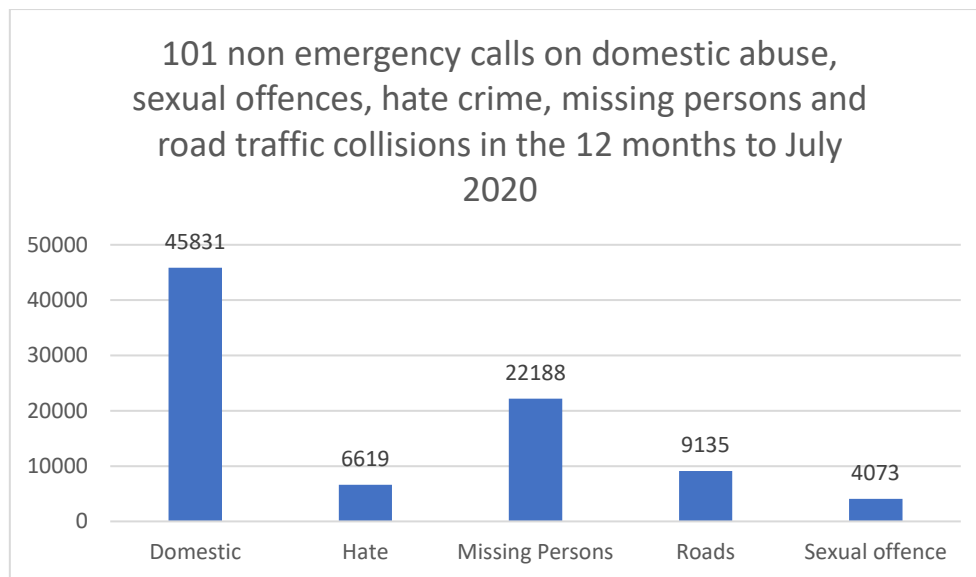
¹ Rounded to the nearest hour

it is not yet clear to what extent this is a direct result of the pandemic and whether call demand trends will adjust over the longer term.



- 3.6 In the 12 months to July 2020 101 call demand reached just over 581,000. Alongside this demand there has been a 50% increase in contacts to 101 alternative methods (emails/online reports, texts and webchats) which is equivalent to 53,235 more contacts. These services are also provided by the 101 call handlers, although recent initiatives to provide additional support to the call handlers by enabling staff within the IRC and police office front desk staff to deal with 101 emails and online crime reports is providing additional resilience and support. If the demand picture for 101 calls and alternative 101 contact methods is combined there has been a 5% increase in the number of non-emergency contacts received since 2017.
- 3.7 The nature of calls into 101 are varied. Around 10% of the calls received into 101 are actually for other agencies, such as local authorities or health services².
- 3.8 The graph below provides a snapshot for the Panel regarding the volume of calls received into 101 on domestic violence, sexual violence, hate crime, missing persons and road traffic collisions. Many of these can be highly complex calls, requiring multiple risk assessments to be carried out by the call handler. Collectively these five categories of call in the 12 months to 31st July 2020 totalled 87,846 – over 240 per day.

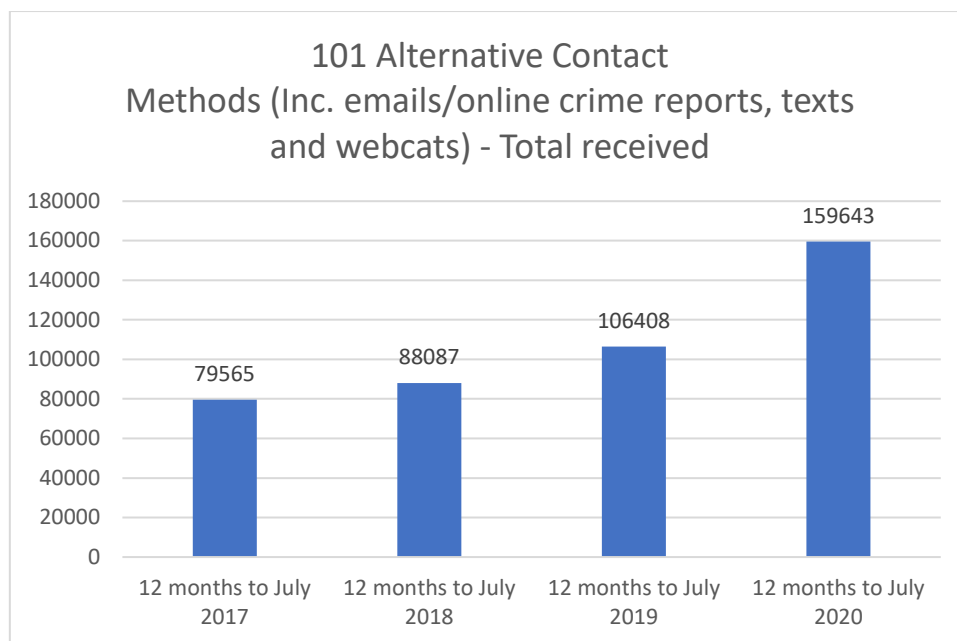
² Based on data capture exercises carried out in July 2020 within the 101 call centre
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- 3.9 The average duration of a 101 call has seen a notable increase over the past 12 months – increasing from 2 minutes 57 seconds in the 12 months to July 2019 to 5 minutes and 31 seconds in the year to July 2020. This increase will have been a result of a number of factors, including the need for additional risk assessments carried out by the call handler but also is likely to reflect the effective operation of the new Interactive Voice Recognition (IVR) system which will have directed calls that may have been shorter to the website or to recorded messages, such as lost property.

101 alternative contact methods

- 3.10 The Police and Crime Plan ‘Safe, Resilient and Connected Communities’ included a commitment to invest in alternative contact methods for 101 non-emergency services to provide the public with greater choice. These methods include 101 email, online crime reporting and live webchat as well as the online AskNED self-help directory.
- 3.11 Usage of alternative 101 contact methods (including Webchat) has more than doubled over the last 4 years from 79,565 in 2017 to 159,643 in the 12 months to July 2020.



- 3.12 The use of 101 emails and texts (including online crime reporting) has grown from 75,344 in the twelve months to July 2017 to over 131,000 in the 12 months to July 2020. Similarly since the full introduction of webchat in September 2018 we have increased from 8,738 webchats in the first 11 months of operation to over 28,000 in the twelve months to July 2020.

Public advice and communications

- 3.13 Recognising the significant demands placed on the contact centre through increased demand Devon and Cornwall Police continue to take steps to advise and inform the public about the best ways to contact the police in non-emergency situations. This includes regular use of social media and traditional advertising.
- 3.14 The Summer Policing Plan 2020 included a bespoke communications plan, which included:
- Social media content on Twitter, Facebook & Instagram
 - Devon and Cornwall Alerts
 - Engagement with stakeholder and community group - content on stakeholder websites, social media and digital screens
 - Distribution of printed materials
 - Digital screens in front offices
 - Paid social media advertising to residents of Devon and Cornwall and visitors to the area
 - Mobile phone banner advertising across key locations in Devon and Cornwall
 - Digital screens at M5 services and Cornwall Services

- 3.15 Below are some examples of social media graphics, traditional advertising posters and tweets from the campaign.



HMICFRS National Report into Call Handling and Control Rooms

- 3.16 In July 2020 HM Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) published a thematic report into contact handling and control rooms

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following the conclusion of their Integrated PEEL assessments of every force in England and Wales. **“A Call for Help - Police contact management through call handling and control rooms in 2018/19”**.

- 3.17 In their report HMICFRS highlight that the police service nationally is taking more calls that involve vulnerable people and dealing with mental health concerns and other complex problems. The report set out HMICFRS' expectations for all forces in this area for the future, rather than setting out specific recommendations for Chief Constables to adopt. The Commissioner has responded to the HMICFRS and will be regularly reviewing the Improvement Plans in place within Devon and Cornwall Police. A copy of the Commissioner's response is on the OPCC website³.

4. Resources, staffing and investment since 2016/17

Resources and staffing

- 4.1 Budgeted staffing levels have remained consistent within the budget over the past four years, with limited adjustments to reflect changes to supervisory arrangements. Current staffing levels are 191.25 FTE call handlers (including 40 new recruits joining in September and October) and 19.37 FTE supervisory staff for a 24/7 operation.
- 4.2 Turnover within the contact centre environment has been relatively high, at approximately 10%. This reflects both the competitive market-place for call handlers within Exeter and Plymouth and call handlers moving into new roles within the wider policing family, including call despatchers and police officers. To mitigate the impact of staff turnover on existing staff, welfare and performance of the service, the Chief Constable and Commissioner have authorised over recruitment at 11.9% within the contact centre for the past 12 months. This is one of the factors driving the Commissioners scrutiny of the 101 service during 2020/21.
- 4.3 During 2020 further investment has been made to increase resilience in the 999 and 101 call centres by utilising wider resources within Contact and Resolution Command. This has included training 999 despatchers and front desk staff to answer 999 and 101 calls and to respond to 101 emails in periods of low demand or via overtime and placing the necessary ICT infrastructure into those locations to enable them to provide this support.

³<https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Response%20to%20HMIC%20reports/A%20Call%20for%20Help%20-%20Police%20contact%20management%20through%20call%20handling%20and%20control%20rooms%20in%202018%202019.pdf>

- 4.4 This year due to COVID restrictions recruitment has continued with innovation. All recruitment has been completed virtually. Prior to this all recruitment of new staff would have been in person with candidates attending the Centre for assessments and interview. The new package has been re-designed to be able to undertake this process by way of digital platforms to enable candidates to undertake the process from their own homes or location of their choice. The recruitment has still maintained the same number of successful candidates to fill the planned vacancies.

Investments

- 4.5 The Commissioner has supported the Chief Constable to make a number of investments in contact services over the past four years, recognising the importance of the service to the public. These investments and improvements have taken place against the backdrop highlighted above of continued increases in demand for both 999 and 101 services and a growing complexity in the nature and duration of calls into the service. The programme for improvement continues to operate, adjusting to take account of emerging best practice, innovation and demand forecasts.

Technology

- 4.6 Since 2016/17, investment in technology has been a focal point of development, including the delivery of a new call handling platform which was essential to enable the introduction of new contact channels such as multi-channel webchat and the IVR. These have been substantial ICT change projects which were managed within the Forces' PRISM Programme. The total investment in 101 systems over the period has been £1.33 million. These investments were prioritised to reduce non-crime demand and enable priority calls to be managed more effectively.

- **2016:** Introduction of email access to 101 service.
- **2017:** Introduction of Ask NED: delivery of an online directory to provide answers to key non-emergency queries and issues.
- **2018:** AACC6 Call Platform introduced. The delivery of the AACC technical platform has enabled the introduction of multi stream call handling via webchat and the new Interactive Voice Recognition (IVR) call triage system.
- **2018:** Implementation of Verint: this demand management forecasting system enabled enhanced prediction of staffing and capacity requirements to meet predicted demand.
- **2018:** Introduction of a live Webchat service for non-emergency reports, updates and advice.
- **2019:** Pilot and introduction of Interactive Voice Recognition to self-triage calls. The IVR system was introduced on 101 to triage calls via an automated system

and directs them to call handlers or signposting messages depending on the nature of their call.

5. Current performance and waiting times

- 5.1 Service delivery within the contact centre should be considered in its broadest context, incorporating 101 calls, 999 calls and alternative methods of contact which are all handled by the same call handlers. During periods of high demand for 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.

999 performance levels

- 5.2 Devon and Cornwall Police aim to answer 999 calls in 10 seconds and the baseline attainment the OPCC have set is to achieve this 91% of the time⁴. In the 12 months to July 2020 84% of 999 calls were answered within this threshold. However, the performance for this service standard does vary depending on time of day, day of week, month of year and volume of calls. A significant spike in demand for a 2 to 3-hour period can be hard to recover from, over a 24-hour period

101 Waiting times

- 5.3 As already identified within the OPCC Performance Report for September 2020, the average call wait time for all 101 lines is 8 minutes and 52 seconds. However, it is recognised that at peak times when both 999 and 101 call volumes are higher some callers will wait much longer to speak to a call handler.
- 5.4 The Panel have been updated previously on the introduction of the IVR system by Devon and Cornwall Police to its 101 line on the 22nd July 2019. The key aims of the new system are as follows:
- To reduce call waiting times – particularly for 101 priority calls relating to domestic abuse, sexual violence, missing people, hate crimes and road traffic collisions.
 - To divert non-police matters away from the organisation in a more efficient way, via signposting and recorded messages.
 - Improving initial contact and call routing to ensure more calls are resolved at the first point of contact and are directed to call handlers with the required skills.
- 5.5 Calls which are identified in the IVR as high priority include calls relating to: Domestic Abuse; Hate crime; Missing persons; Roads; Sexual offences. The latest Devon and Cornwall Service Standards cite an aim to answer these calls within 5 minutes. These calls are consistently being answered more quickly

⁴ Baseline is based on the 2 years to December 2015

and dealt with at the first point of contact. Average call answer times for the missing person line for example was 4 minutes and 9 seconds for the 12 months to July 2020 and all other non-urgent high priority lines had average call wait times below 6 minutes.

	Average time taken to answer in the 12 months to July 2020
Domestic	5 minutes 29 seconds
Hate	5 minutes 6 seconds
Missing Persons	4 minutes 9 seconds
Roads	4 minutes 28 seconds
Sexual Offence	5 minutes 44 seconds
Other New Report	21 minutes 38 seconds
Other Update Report	5 minutes 46 seconds

5.2 The waiting times for all other 101 calls over the 12 months to July 2020 is longer and these are callers who may benefit from alternative methods of contacting the police. Current Devon and Cornwall Police Service Standard sets an aim to answer these calls within 20 minutes. On average callers had to wait 21 minutes and 38 seconds to provide a new report and just under 23 minutes to give an update on a previously reported incident or crime.

6. Future development and investment in contact services and PCC activities

Ongoing developments

6.1 There is a continual programme of improvement in operation within the Contact Centre environment, led by Chief Superintendent Evans. The current areas of focus include:

- Front desk staff and IRC staff triaging and dealing with 101 emails and online crime reports to reduce the volume of demand into the 101 call handlers
- A pilot to ring-fence 999 calls to reduce the level of abstraction from 101 call handlers to support 999 call volumes – this pilot which commenced in late summer will be monitored closely over the next three months
- Ongoing improvements to the IVR system introduced in July 2019 to improve the experience for callers:

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- Exploring the scope to increase the categories of calls which will be prioritised within the IVR system to a 5 minute waiting time
 - Allowing for the immediate transfer of calls for key departments such as custody, firearms licensing and ticketing to reduce demand into the main queuing system.
 - Inclusion of waiting time information on the Devon and Cornwall Police website and its inclusion within the 'in call' messaging.
- Finalising the scope for a new Voice Activated Directory which will enable any caller into 101 to be automatically routed to the individual they wish to speak with rather than waiting in main queuing system.

6.2 The CRC Improvement Programme is being re-developed following Devon and Cornwall Police's work with BT over the first half of 2020 to develop a new Customer Contact Strategy. Key projects that will be taken forward under the new contact strategy include a new email triage system, the introduction of digital appointments with police officers and a digital agent to better direct members of the public to access the information and advice they need online. In late September the CRC will host a 2 day visit/informal peer review from Kent Police, at the request of the Commissioner, one of the leading forces for delivery of 101 services to support the development of a revised improvement plan.

PCC scrutiny and oversight

- 6.3 The Commissioner has marked this area of policing as Amber in the Police and Crime Plan Performance Measures since September 2019.
- 6.4 In the 12 months to 31st July 2020 the OPCC received 65 items of correspondence relating to the 101 service, the majority of which were related to waiting times. The OPCC will be carrying out a review of correspondence over the past two years as part of its upcoming scrutiny.
- 6.5 The Commissioner holds the Chief Constable to account for the delivery of the 101 service through a number of forums and meets on a fortnightly basis with the responsible lead officer for an update on performance and on progress with the Force's improvement plan. The Commissioner is also monitoring Devon and Cornwall Police's activity to take forward work on the recommendations made by HMICFRS in their recently published thematic report on call handling.
- 6.6 In the 2020/21 budget the Commissioner allocated £50,000 to the Chief Constable to carry out a review to determine whether existing capacity within the two contact centres was sufficient. The dynamic operating environment adopted during the COVID 19 pandemic has seen the rapid adoption of dispersed 101 and 999 service delivery, with 7 satellite control rooms in operation and home working for call handlers and supervisors. The learning from this experience is being captured and considered as part of the wider improvement plan and the initial £50,000 allocated will be used to support the

Commissioners priorities of piloting the reopening of some front desks in police stations.

- 6.7 In May 2020 the Commissioner set out her planned scrutiny activities for the remainder of 2020/21 which included a scrutiny panel review of 101 services. The scope of that scrutiny is currently being finalised and the scrutiny exercise will commence in October and report in December 2020.

OPCC Thematic Scrutiny on 101

- 6.8 ***How effectively does Devon and Cornwall Police's approach to the delivery of 101 services within the IVR meet the needs of the public?***

This review will commence in October and report in December 2020. The review will focus on three key areas: defining and setting customer service standards, understanding and assessing the delivery services to the public; and continuous learning and development within the contact service. The OPCC will convene a bespoke OPCC Panel which includes existing scrutiny panel volunteers and councillor advocates which will be supported by task and finish activity led by the OPCC. The OPCC Panel's work will be informed by focus groups, analysis of complaints and correspondence into OPCC and Force and public surveys.

Key lines of enquiry
Defining and setting customer service standards
What is the force's definition and benchmark of 'good customer service' for non-emergency calls?
How does this differ between callers within the IVR system?
How does the force train call handlers in customer service?
How does the force understand the relationship between public confidence and 101 service delivery?
Delivering services to the public
How does the Force monitor and assess the performance of the 101 service?
What is the actual experience of callers to the 101 service for non priority lines?
How does this differ for victims, those unable to access digital services, vulnerable callers and protected groups?
How does the force collate, understand and act upon customer feedback received regarding 101 service?
How does the Force inform the public and stakeholders about how to contact the police in a non-emergency situation and the service levels that they can expect to receive?
Continuous learning and development:
How has the Force taken forward the findings of the interim evaluation of the IVR system presented to Joint Leadership Board in Autumn 2019?

How is the Force learning from COVID -19 emergency arrangements and summer policing plans to influence future delivery of 101 across the year?
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How does 101 performance information and insight support service development and investment planning within Devon and Cornwall Police?
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- 6.9 The Commissioner and the Chief Constable have commenced discussions regarding the 2021/22 policing budget. Any additional requirements or investments associated with contact services will be considered through the agreed budget process over the next few months.

7. **Next steps**

- 7.1 The Commissioner and the OPCC would welcome further views from the Panel regarding what additional information they would like to receive regarding the actions of the Police and Crime Commissioner in respect of the 101 non-emergency service to assist them in carrying out their deep dive and help inform the Commissioner as she implements her own scrutiny processes.

Contact for further information:

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Report prepared on 16 September 2020



Devon and Cornwall Police and Crime Panel

25th September 2020

COMMISSIONER'S UPDATE REPORT

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

1. Policy Developments

1.1 National Investment and Uplift of 20,000 new Police Officers

Regular updates have been provided to the Police and Crime Panel on the Prime Minister's announcement to recruit an additional 20,000 police officers nationally. The first 6,000 officers have started to be recruited with the allocations for Devon and Cornwall being 47 in 2019/20 and 94 in 2020/21, a total of 141. Devon and Cornwall remain on target to achieve the increase in officer numbers. These are in addition to the officers recruited as part of the investment by local council tax payers.

1.2 Prevention of Serious Violence Prevention

The focus and scope of the work has been jointly led by the Police and Crime Commissioner and the Chief Constable and the work is moving into a more established programme format.

Work has been commissioned to undertake an assessment of the scale and breadth of serious violence across Devon, Cornwall and the Isles of Scilly and we have appointed Crest Advisory as our preferred supplier to deliver this work with us. We are also in the process of recruiting a Serious Violence Prevention Programme Director to lead the programme of work, with interviews scheduled for early October.

The Programme has identified a first phase of a number of interventions which have a strong evidence base which reduce serious violence. We will be delivering a pilot for Hot Spot Policing in the New Year in partnership with Exeter University. A review of Domestic Homicide Reviews (DHRs) also been undertaken to inform future work in this area. We are in the process of commissioning a service utilising sport and physical activity to intervene with youth people to prevent them getting involved in crime and antisocial behaviour focused on the Plymouth area.

1.3 Recommissioning Victim Care Services

The Victim Care Network recommissioning is underway which will establish a



Strategic Partnership with a service provider who, in the initial stages of the contract, will take on the management of the Victim Care supply chain to provide emotional and practical support to victims of a crime of all ages. With a 10 year contract the strategic partner would concurrently move the existing approach to Victim Care from its current methodology, towards a new strategic vision for the service. It is anticipated that this will be through the establishment of a 'bi-modal supply chain' where a supplier uses their resources to allow them to deliver existing requirements in line with current approaches AND works towards establishing the infrastructure and capability to deliver an agreed strategic goal of a more 'service user focussed' efficient and effective service. Improvements are made and monitored with an agreed milestone delivery plan. The Strategic Partner will be expected to manage a supply chain to deliver the victim services. For any future delivery of Victim Services to be successful we must have outcomes for victims at the heart of the strategic planning process and everything that follows.

The first market engagement event is planned for the second week in September, offering providers the opportunity to learn more about the proposed contract and seek clarification on the aims and objectives. With early interest being positive it is hoped that this contract opportunity is seen as both innovative and exciting, allowing the office to work with a delivery partner who is focused on making service delivery the very best it can be for victims. The specification will be published on the 30th of September with providers submitting their bids for assessment at the end of November 2020.

1.4 National Grants and Funding

In the commissioning intentions plan for this year the PCC committed to a financial investment of £100k 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. In the scoping stage of this project it was identified that one of the most successful mechanisms to achieve this would be through sport. The current project manager at has now engaged with our local partners in Plymouth and has generated a contract specification which will enable Street Games, a national leading delivery partner, to begin work on this project from the Autumn onwards. Street Games will also have some grant funds available to local trusted partners who will deliver the sports interventions and work with local partners to embed sport as an effective mechanism to reduce the risk of offending and reoffending. Whilst the pandemic places some challenges on the successful delivery of this project in the earlier stages, we are confident that with the return of schools and young people re-entering social spaces this work will commence at a suitable time to support full community engagement and involvement.

The Home Office is seeking to award grant funding to Police and Crime Commissioners in England and Wales to support the development of domestic abuse perpetrator programmes in their area. The available fund is £5 million for the 2020-21 financial year, with all bids required to be for between £200,000 and £1 million. PCCs are required to secure match funding to deliver an additional six months of activity beyond the end of the financial year (April 2021-September 2021). The OPCC is currently working with local authority commissioners to develop a single bid covering Devon, Cornwall and the Isles of Scilly. The aim of the bid is to support and develop three interventions with perpetrators of domestic abuse in each area which

will be evaluated to support evidence-based practice and improve our collective understanding of 'what works' and why. The deadline for the bid is the 29th September with a start date of October 2020.

1.5 Summer Investments for 2020

The continuing COVID-19 pandemic has brought an additional complexity to the annual challenges faced in Devon, Cornwall and the Isles of Scilly in managing the annual summer surge from tourism. This has included changing dynamics and a much greater focus on socialising in outdoor spaces and an expected elongation of the summer season through to (and in some locations beyond) the end of September.

Summer Policing

Devon and Cornwall Police instigated its summer policing strategy from 1st July 2020, operating under a silver command structure and supported by an additional £400,000 in funding from the 2020/21 budget to support summer. The summer policing plan is in operation until the end of September 2020 and this funding has supported a number of innovative practices. This has included 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.

Additional OPCC Investment

As the Panel are aware the Commissioner invested £400,000 via Community Safety Partnerships at the start of July to enable them to introduce specific additional measures in 20 hotspot locations for alcohol related ASB in the context of a COVID 19 summer. The 20 locations, which are set out in detail in the COVID 19 Report to this Panel meeting were identified by operational policing leads in Devon and Cornwall Police and were available to support local investment in street/beach marshals, additional CCTV capacity, temporary toilets and support for initiatives such as street pastors and best bar none schemes. The OPCC will be carrying out a full review of the scheme in October and is seeking views from local partners, MPs, the public, businesses and those engaged directly in the scheme to inform that review. A further update on the scheme, and on the wider policing plan will be provided to the Panel at its meeting in November 2020. The Prime Minister has since announced nationally that COVID marshals will be introduced, we believe on a similar model to those deployed across Devon and Cornwall.

1.6 Blue Light Collaborations

The Community Responders pilot has been extended until January 2022 to ensure that the scheme can be properly assessed with the agreement of the Fire Service. The Tri Service Safety Officers scheme in Cornwall is currently recruiting due to some personnel moving to other roles, and recruitment will be external to the service for the first time. Plans to expand the scheme further are being explored with partners.

Other collaborations are also in the pilot phase including the Mental Health response car in Devon and the Domestic Abuse car in Cornwall.

The police have partnered with experts from First Light in Cornwall and Plymouth Domestic Abuse Services (PDAS). A dedicated unmarked vehicle will see an independent domestic violence advisor (IDVA) (Plymouth) or a specialist domestic abuse support worker (Cornwall) and a plain clothes police officer deployed together to any domestic abuse incident.

This is delivering an immediate response to incidents of domestic abuse at the most critical point providing the best support to the victim, whilst at the same time enabling officers to gather quality evidence of offences and to provide a thorough risk assessment. The unmarked car works between 4pm and 2am on Friday and Saturday. There is one based in Newquay and the other is based at Charles Cross police station in Plymouth city centre.

A similar approach is being taken to mental health. Since July three mental health Joint Response Units have been set up in partnership with the social enterprise Livewell South West and the Devon Partnership NHS Trust. These are operating in Plymouth, Torbay and Exeter.

Each car is crewed by a police officer and a mental health practitioner and means that those on the front line have direct access to NHS patient data, so they can make much more informed decisions when a request for service comes in. Real time access to police and NHS systems has led to better informed decisions and more appropriate courses of action taken at the scene.

1.7 Increased connectivity

The PCC has worked with the Chief Constable to explore options to increase connectivity with communities resulting in increasing access to the public at two police stations. Newquay Police station front desk has been reopened and scoping is underway to provide greater access to the police station in Tiverton as a pilot initiative. The aim is to provide greater opportunities for the public to engage with their local police and encourage greater contact to allow the public to report issues of concern. This is part of the PCCs overall connectivity programme which forms part of the Police and Crime Plan.

This increase is part of the wider offer that policing has to connect with its community and builds on the 27 new sector inspectors which the PCC invested in, as well as new technologies which make it easier for the public to report issues which do not require a 999 response. There are now more ways to stay connected the police and report issues of concern including: email, webchat, virtual appointments, Crimestoppers and Neighbourhood Alert.

<https://www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/>
<https://crimestoppers-uk.org/give-information>
<https://alerts.dc.police.uk/>

1.8 Successful bid for North Stonehouse to the Home Office Safer Streets Fund

The Panel were advised at its meeting in July 2020 that the OPCC was waiting to hear from the Home Office regarding its application to the Safer Streets Fund for a project focused on tackling acquisitive crime within North Stonehouse. At the end of July 2020 the Home Office announced that Devon and Cornwall OPCC had been awarded £546,000 for its partnership bid for North Stonehouse which had been developed in conjunction with Plymouth City Council, Devon and Cornwall Police, Neighbourhood Watch and local community groups and partners. The funding is provided to support crime prevention measures and activities in areas with high levels of acquisitive crime and was available to support infrastructure investment, community development to reclaim public spaces and crime prevention initiatives.

The Home Office funding is for the financial year 2020/21 and a collaborative project delivery team has been set up across all the partners to secure delivery over this timeframe. The project is jointly overseen by the Commissioner and the relevant portfolio lead within Plymouth City Council, Councillor Sally Haydon. The investment supported by the funding includes investment in CCTV and street lighting, home security improvements, community development, graffiti clean-up and park improvements and the launch of new Neighbourhood Watch structures and a crime prevention campaign. The Home Office has engaged Kantar to carry out a national evaluation of the projects funded by the scheme to examine the potential for wider roll-out of such initiatives in the future.

1.9 Business Crime Approach

In July the five Police and Crime Commissioner's and Chief Constables from the south west region agreed to establish a South West Business Resilience Centre. This will form part of the National Cyber Security Programme which seeks to establish regional business resilience centres to develop better connectivity between SMEs and the police, public, private and academic partners to provide subsidised or free products and services to help SMEs and micro businesses protect themselves better in a digital age. The centre will be based upon the model adopted elsewhere in the country including London, the North East and Greater Manchester to work with police.

The South West region will become the next region to access the support offered by the NPCC Cyber Crime Programme to deliver a self-sufficient, self-funding South West Business Resilience Centre (SWBRC) in 2021. National funding of £160,000 will be drawn down to establish the centre.

1.10 CCTV

The OPCC remains in contact with towns looking to increase their CCTV capability and to offer assistance to help move forward when they are able to do so.

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 and latterly by major flooding impacting on Barnstaple but this work has now recommenced with the intention to award contracts in late September/ early October.

The Commissioner is aware that there remain some particular challenges in Devon as towns who were seeking to connect into a potential new monitoring hub in Exeter have not been able to progress pending Exeter City Council's decision on investment. Again, the response to the Covid emergency has placed resourcing pressures on the Council and at the time of preparing this report, a decision on progress is awaited.

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.

1.11 South West Peninsula Road Safety Partnership (SWPRSP)

The SWPRSP Board, chaired by the Commissioner and comprising representatives from each highways authority, elected members and the emergency services met on the 23rd of June 2020. The partnership's vision for zero death and serious injury on the road network was restated. Tragically between 17th March (the start of lockdown) to 2nd September, 20 people lost their lives on our roads and a further 216 were seriously injured.

Following the publication of a road safety strategic analysis for Devon and Cornwall, the partnership is focussing on harm reduction for the following themes with a lead partner allocated to each as follows:-

1. Route based interventions – Devon and Cornwall Police
2. Young drivers – Cornwall Fire & Rescue Service & Devon & Somerset Fire & Rescue Service
3. Motorcycling – Cornwall Council
4. Older drivers – Highways England
5. Business drivers – (Driving for Better Business) Highways England
6. Cyclists – Devon County Council & Plymouth City Council
7. Pedestrians – Devon County Council
8. Post-Crash Response – University Hospitals Plymouth and OPCC

Each of the theme leads are in the process of producing detailed delivery plans and are meeting every six weeks to progress these and will present them to the Board for sign off in due course.

The next meeting of the Board will be in October and the intention is to focus on Business Drivers, with the aim of seeking all partners' agreement to sign up for the Driving for Better Business programme and consider how this could be promoted further not only within partner organisations but through procurement and for employees who use their own vehicles for work purposes (the grey fleet).

Between the 14th and 18th of September, the partnership will be participating in Project EDWARD (Every Day Without a Road Death) which will involve a week of enforcement activity by the Police and partners on a number of high risk routes in Devon and Cornwall as well as a range of partnership activity aimed at promoting road safety awareness and education.

For 2020, Project EDWARD will also focus on Work - Related Road Risk and the partnership will support this national campaign.

As part of Project EDWARD, Friday the 18th of September has been earmarked as 'Leadership Day' and the partnership intends to use this to promote its strategic vision and casualty reduction target as part of a 'hard launch' of the partnership across Devon and Cornwall, led by the OPCC and Local Authorities.

2. Transforming Justice and the LCJB

2.1 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 as part of the national Community Sentence Treatment Requirement (CSTR) project. Planning between the CJS agencies, Local Authorities, Devon Partnership Trust and EDP (Exeter Drugs Project) started pre COVID. Activity ceased due to the initial COVID19 response but a commissioning framework continued to be consulted upon. Devon County Council and Torbay Commissioner felt unable to proceed this financial year, however, Cornwall Council have agreed to implement the CSTR programme from autumn 2020. Although, funding has been provided to NHS England to roll out across the region, the OPCC have made early implementation possible by contributing to initial set up costs. The Local Criminal Justice Board, under the chairmanship of the PCC, is leading on stakeholder management and governance.

2.2 Virtual Courts

As part of the COVID19 response, all police forces were asked to establish virtual remand court (VRC) provision in their area to support the continued operation of justice. Due to the 2016/17 virtual court pilot carried out in Devon and Cornwall local resources were able to mobilise quickly and Devon and Cornwall Police was the first police force 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.

The 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 are ten partner organisations involved in running the VRC. The courts continue to run well and are an excellent example of cross sector working, led by the Local Criminal Justice Board under the chairmanship of the Commissioner.

Devon and Cornwall Police are responsible for manning the VRC and managing detainees who are due to appear in remand hearings. This is a role that would, in a normal court environment, be carried out by the appointed courts contractor. To support this the Chief Constable has had to deploy a number of additional police officers to custody units which is not considered by the Commissioner to be a sustainable solution or in the best long term interests of the people of Devon, Cornwall and the Isles of Scilly who wish to see their police officers deployed in communities. The Commissioner is working closely with the Association of PCCs, MPs and key stakeholders to review the sustainability of the provision and explore other options.

3. National Developments

3.1 Debate in the House of Commons on Policing in Devon and Cornwall

The Commissioner welcomed a Parliamentary debate on the challenges faced by frontline officers in the peninsula in the House of Commons which called on the Government to ensure that the Force receives a good share of extra officers planned through Operation Uplift so that it can cope with the impact of tourism. The debate was led by St Austell and Newquay MP Steve Double to the Policing Minister, Kit Malthouse MP and included interventions by local MPs: Selaine Saxby MP, Simon Jupp MP and Anthony Magnall MP.

The Minister paid tribute to the work of the force in dealing with the problems posed by an influx of visitors and the coronavirus epidemic and confirmed the intention to announce the next round of allocations from the national uplift programme later this month. He also gave personal thanks to Devon and Cornwall's Deputy Chief Constable Paul Netherton for his national leadership in co-ordinating local responses to the pandemic through the network of Local Resilience Forums.

3.2 Road Safety national portfolio

Roads enforcement and safety survey

On 3rd September, the Commissioner launched the national roads safety and enforcement survey in partnership with the Association of Police and Crime Commissioners (APCC). It is believed to be the first time the APCC has agreed to endorse a national PCC survey of this type.

As part of the Roads Policing Review, the DfT is running a Call for Evidence for roads policing and enforcement. Commissioners across the country already have a clear understanding of the issues affecting their communities and the public's priorities for change. This poll is intended to seek the public's views on a small number of questions that will help further inform Commissioners' submissions to the Call for Evidence.

The short poll is not intended as a comprehensive road safety poll – the public views are already well known and recorded in other surveys and research. This poll is designed to gauge the public view towards increasing enforcement of road traffic laws and how that may be supported.

The Commissioner is keen to hear from as many people as possible and Police and Crime Panel members are asked to share the survey as widely as possible before the closing date of **30 September 2020**.
<https://www.surveymonkey.co.uk/r/apccsaferoads>

APCC Road Safety/ Roads Policing Portfolio

The Commissioner chaired the first meeting of the new APCC Road Safety/ Roads Policing Portfolio by holding a virtual roundtable on 23 July. This meeting attracted over 50 representatives from OPCCs across the country including over 20 Police and

Crime Commissioner's in person. The meeting heard from guest speaker Barry Sheerman MP, chair of the Parliamentary Advisory Council for Transport Safety, who provided some helpful insight from over 40 years' service as an MP and encourage local areas to continue to reflect local pressures to Government to ensure their voices were heard. During the meeting Commissioner also discussed the recent HMICTRS Roads Policing Review- *see later in this report*, and received a progress report on the joint Home Office / Department for Transport Review into Roads Policing.

The meeting concluded with an agreement to establish a regional network of PCC's with a road safety and roads policing responsibility. The intention of the regional PCC leads will be to improve connectivity between the National Police Chiefs Council (NPCC) and APCC on roads policing and roads safety matters, support the APCC Roads Safety/ Roads Policing Portfolio network by sharing knowledge, information and best practice, risks and opportunities amongst PCCs and increase the prominence of road safety and roads policing amongst PCCs and Forces and demonstrate this to stakeholders and the public. Each regional PCC lead will have a key contact in the regional ACC Roads Policing officers established by the NPCC. The next meeting is scheduled for 16 September and will look at enforcement and good practice.

Department for Transport/ Home Office Review of Roads Policing

The Commissioner attends the governance board of the joint DfT/ Home Office Roads Policing Review. To date the review has focussed upon the three key tasks

- Conducting background research and evidence to baseline the work of this review - *complete*
- commissioning the HMICTRS Roads Policing inspection – *published on 15 July 2020* <https://www.justiceinspectors.gov.uk/hmictrs/wp-content/uploads/roads-policing-not-optional-an-inspection-of-roads-policing-in-england-and-wales.pdf>,
- launching the Call for Evidence of roads policing – *published on 13 July 2020* <https://www.gov.uk/government/consultations/roads-policing-review-future-methods-to-improve-safety-and-reduce-causalities/roads-policing-review-call-for-evidence>

The Board has now established several Working Groups, upon which the OPCC is represented, to take forward a number of the themes that the above work has highlighted. The first two of these are victim care and taking forward the recommendations made by HMICTRS through their review. The Panel will be kept updated on progress.

Pavement parking review

The Government is running a consultation on certain aspects of pavement parking. <https://www.gov.uk/government/consultations/managing-pavement-parking/pavement-parking-options-for-change>

Pavement parking is an issue that is of concern to many residents and can be

dangerous to the partially sighted or disabled people. It is an issue that is raised regularly with the Commissioner.

The consultation follows the House of Commons Transport Committee's recommended last year that the Government should work towards introducing a national ban on pavement parking. The DfT is seeking views on proposals including amendments to existing Traffic Regulation Orders, through to legislation that would restrict or prohibit pavement parking unless where it was explicitly permitted.

The Commissioner anticipates the consultation will generate significant interest both from the general public and local authorities.

The consultation runs until 22 November.

3.3 Review of Police and Crime Commissioners

At the end of July the government has announced a review of Police and Crime Commissioners. Announced by the Home Secretary, the review delivers on the governments manifesto commitment to strengthen and expand the role of PCCs. Measures to be considered in the review include:

- raising the profile of PCCs
- giving the public better access to information about the performance of their PCC
- sharing best practice so that PCCs are delivering consistently across the country
- reviewing the relationship between PCCs and Chief Constables

The review will take place in two parts. The first stage, to be conducted before October 2020, will look at raising standards and improving accountability, so that all members of the public are getting a good service from their PCCs. It will also consider ways to strengthen the accountability of fire and rescue services in line with the Government's long-term ambitions on fire governance reform.

The review's second stage will take place following the PCC elections in May 2021 and will focus on longer-term reform. This will include looking at what extra powers PCCs need to better fight crime in their areas.

Longer-term plans, including increasing the number of mayors with responsibility for policing, will be detailed in the Local Recovery and Devolution White Paper, which the government intend to publish in the autumn. The review will not consider scrapping the PCC model nor will it review the 43 police force model. The Police and Crime Panel were contacted directly by the reviewers as a stakeholder.

3.4 Spending Review 2020

A Comprehensive Spending Review has been announced for 2020. It is anticipated that the overall funding levels will be provided as part of the autumn budget due to be announced in November 2020. Work is currently being undertaken by the NPCC and APCC to inform a submission to the Home Office for discussion with the Treasury. The PCC and OPCC are actively engaged with this process to provide as much detail as possible on the issues facing Devon, Cornwall and the Isles of Scilly.

The CSR will inform funding levels for Policing for 2021/22 to 2023/24. The government remain committed to the national uplift in police officer numbers and a focus on crime.

3.5 Key Government Consultations

The government is currently consulting on a number of policy and legislative proposals which relate directly to the Commissioner's priorities within the Police and Crime Plan. The OPCC is supporting the Commissioner to prepare submissions to the following consultations.

Serious Violence Reduction Orders – Consultation on draft statutory instrument measures (closes 8th November 2020)

<https://www.gov.uk/government/consultations/serious-violence-reduction-orders>

Pavement parking – proposed options to tackle pavement parking at a national or local level (closes 22nd November 2020)

<https://www.gov.uk/government/consultations/managing-pavement-parking>

Review of The Highway Code to improve road safety for cyclists, pedestrians and horse riders (closes 27th October 2020)

<https://www.gov.uk/government/consultations/review-of-the-highway-code-to-improve-road-safety-for-cyclists-pedestrians-and-horse-riders>

Roads policing review: future methods to improve safety and reduce casualties (Closes 5th October 2020)

<https://www.gov.uk/government/consultations/roads-policing-review-future-methods-to-improve-safety-and-reduce-causalities>

3.6 Select Committee Inquiries

The Justice Select Committee is currently conducting an inquiry into court capacity in the context of COVID 19. The Commissioner has been working with PCCs from across England and Wales to contribute to the inquiry's work, highlighting the significant issues facing the local criminal justice system as a result of limited capacity for criminal trials and hearings within the crown court and the magistrates' court during the pandemic. The Commissioner is also preparing a separate response for Devon, Cornwall and the Isles of Scilly. The committee is accepting evidence until 12th October 2020. Details of the Committee's work can be found at <https://committees.parliament.uk/work/481/court-capacity/>

4 **Scrutiny**

4.1 PCC's Scrutiny Workplan

The Commissioner's scrutiny workplan for the remainder of 2020/21 has been finalised. The workplan incorporates two thematic reviews in the areas of 101 and road safety and continued work through scrutiny panels in the areas of use of police powers, out of court disposals and compliance with the victims' code of practice.

Thematic scrutiny reviews

Two thematic scrutiny reviews will be carried out over the remainder of 2020/21.

How effectively does Devon and Cornwall Police's approach to the delivery of 101 services within the IVR meet the needs of the public? This review will commence in October and report in December 2020. The review will focus on three key areas: defining and setting customer service standards, understanding and assessing the delivery services to the public; and continuous learning and development within the contact service. The OPCC will convene a bespoke Panel which includes existing scrutiny panel volunteers and councillor advocates which will be supported by task and finish activity led by the OPCC. The Panel's work will be informed by focus groups, analysis of complaints and correspondence into OPCC and Force and public surveys.

How effectively has the Road Safety Strategy 'Road Safety is Everybody's Business' been implemented within Devon and Cornwall Police? This review will commence in December and report in February 2021. The review will focus on three key areas: culture and leadership within Devon and Cornwall Police; governance and performance; and community engagement and responsiveness. The OPCC will deliver the scrutiny exercise within the OPCC on behalf of the PCC. The review will be informed by written responses from Devon and Cornwall Police to key agreed questions with focus groups being held with police officers, councillor advocates, local policing teams, volunteers (including Community Speedwatch members) and local partners.

Use of Police Powers Scrutiny Panel

The PCC's Use of Police Powers Scrutiny Panel will re-convene in autumn 2020 and will focus its work on: reviewing progress on recommendations regarding the two thematic reviews completed in 2019/20 (spit guards and stop and search); and examining disproportionality amongst ethnic minority groups and young people in the use of force and the exercise of stop and search powers.

Out of Court Disposals and Victim Code of Practice Compliance Scrutiny

At its meeting on 19th August 2020 the Local Criminal Justice Board agreed to establish new scrutiny arrangements in the areas of Out of Court Disposals (OCD) and Victim Code of Practice (VCOP) Compliance, providing an assurance process for the PCC and wider partners within the LCJB. The new scrutiny panel will meet bi-monthly and alternate its focus between out of court disposals and compliance across the criminal justice system with the victims' code of practice. The Panel's work will incorporate both dip samples and thematic deep dives and the focus of its first meeting in October/November will be a dip sample examination of the use of out of court disposals in hate crime cases.

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

5.1 HMIC Summary Position of Inspection Reports

Resumption of inspection work

Following the suspension of inspection activity during the lockdown period, HMICFRS has now signalled its intention to resume inspections in the coming weeks. HMICFRS has amended its inspection programme for the remainder of the year in order to reduce unnecessary impact on Forces still dealing with the Covid emergency and plans to conduct as much of its work as possible virtually – avoiding on-site visits to forces where it can.

An inspection of the police response to Covid-19 will commence in October. This will be a national review of how the police service is managing in the emergency and will inform a wider assessment of how the criminal justice system as a whole is coping with the pandemic.

PCC responses to recent HMICFRS reports

HMICFRS published the following reports in recent months.

- A Call for Help - Police contact management through call handling and control rooms in 2018/19

The full report can be viewed here:

<https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/a-call-for-help-police-contact-management-call-handling-control-rooms-2018-19.pdf>

The PCC's response can be viewed here

<https://www.devonandcornwall-pcc.gov.uk/information-hub/response-to-hmic-consultations/hmic-responses-may-2016-onwards/>

- Roads Policing: Not optional - An inspection of roads policing in England and Wales

The full report can be viewed here:

<https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/roads-policing-not-optional-an-inspection-of-roads-policing-in-england-and-wales.pdf>

The PCC's response can be viewed here

<https://www.devonandcornwall-pcc.gov.uk/information-hub/response-to-hmic-consultations/hmic-responses-may-2016-onwards/>

- The Hard Yards – Police to police collaboration

The full report can be viewed here

<https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/peel-spotlight-report-the-hard-yards-police-to-police-collaboration.pdf>

The PCC's response can be viewed here

<https://www.devonandcornwall-pcc.gov.uk/information-hub/response-to-hmic-consultations/hmic-responses-may-2016-onwards/>

6. Estates

6.1 Barnstaple Police Station and Custody Centre

Due to structural issues at Barnstaple Police station it was necessary to seek a new location for the police station as repairing the roof was not economically viable. Specialised staff have now relocated to an office at Roundswell with an operational patrol base and custody facility at Severn Brethren due to be occupied soon. The operational patrol base will be migrate in late October with the custody migration in late December. The vehicle workshop facility will be relocated to the Instow MoD base.

6.2 Demolition works at Middlemoor

Work has been undertaken on the Middlemoor Headquarters in Exeter to demolish four buildings and structures. These buildings were already vacant and were no longer fit for purpose. The demolition of these buildings will provide a financial benefit as business rates and utilities will no longer be payable.

7. Communications and Engagement

7.1 Police and Crime Commissioner's Annual Report

In September 2020 the Police and Crime Commissioner published her annual report which shows in great detail the work carried out by her office to help make communities safer during 2019/20.

The highlights included:

- Providing a budget that allowed force strength to grow by 97 in the reporting period;
- 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;
- Building on the already successful tri-service safety officer scheme in Cornwall the further creation of new emergency service roles with community responders being deployed in Devon;
- Completing new police stations in Exeter and Liskeard which opened on time and on budget and provide 21st Century facilities, equipment and technology.

The annual report is available via the Commissioner's website https://devonandcornwall.s3.amazonaws.com/Documents/Our%20information/Key%20document/20110_PCC_annualreport_19-20_FINAL-smaller_for_web_use.pdf

7.2 The Story of Summer

The Communications and Engagement team played a key role in explaining the approach taken to support communities this summer, when a high number of domestic tourists were expected while Covid-19 restrictions were in place. The team supported visits to 20 areas where OPCC funding had helped pay for marshals to

patrol streets and beaches. Interviews with local and regional media outlets were organised and local councillor advocates were invited to meet the commissioner and marshals. The visits resulted in a number of follow up questions about the scheme which were responded to by the team.

7.3 The Councillor Advocate Network

The number of councillor advocates in the network is increasing. Councillor Advocates are local authority members who are connected to the OPCC and their neighbourhood policing teams and have proved beneficial during the Covid-19 lockdown when most forms of physical engagement have not been possible. As of September 1, 2020, the number of Devon, Cornwall and Isles of Scilly councillors in the scheme stood at 212, up from 98 on January 1, 2020. Community Engagement Workers who would usually be busy supporting the office at events were reallocated to build links with local authorities in their areas to support the scheme. Councillor advocates have been kept informed of developments in policing and with partners through regular newsletters, podcasts and digital question and answer sessions with the Commissioner. The team are now exploring the possibility of restarting councillor advocate seminars remotely.

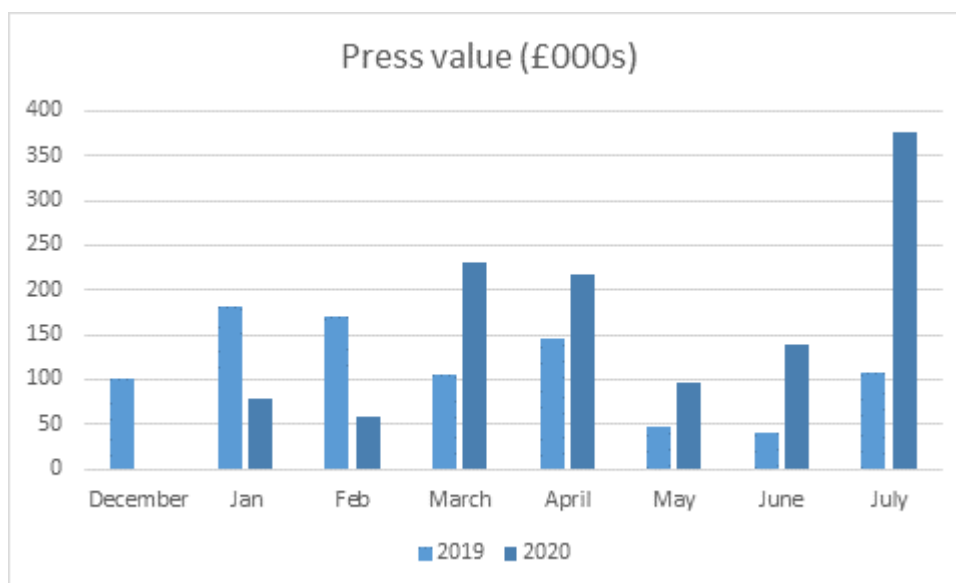
7.4 Response to COVID-19: Devon Newspaper

Early in the Covid-19 pandemic partners including the Devon Clinical Commissioning Group, Devon and Cornwall Police and district and county local authorities had identified similar challenges in communicating messages regarding police, victim care and NHS services to members of the public who did not have access to digital services. Using pooled resources we commissioned a guide to be produced and distributed across the county, free at point of pick up or deliver in the form of a newspaper. In total there was a 303,000 print run with 272,000 delivered to rural communities via door to door services and Royal Mail/Whistl (95% delivery guaranteed). A total of 31,000 copies was distributed through supermarket pick-up locations where pick-up rates were 97%. Details of how to contact police and support services, NHS advice and a directory page of key contact numbers were included in the publication. A thorough evaluation of the project has been carried out via an Audit Bureau of Circulation (ABC) accredited survey.

7.5 Reaching the Public

7.5.1 Media Opportunities

The communications and engagement team have been using every available media opportunity to offer reassurance, support and advice to residents of Devon, Cornwall and the Isles of Scilly, and potential visitors, during the summer period, this effort has resulted in a year on year increase in the number of news articles featuring the Office of the Police and Crime Commissioner (see below). Bespoke media campaigns have included those on accessing victim services, road safety (particularly around peak visitor weekends) and domestic abuse. A significant amount of press coverage was in the national media, and targeted at potential visitors.



The team continued to support external communications of police estates matters, keeping the public informed of developments including the new police station in Exeter and the plans to create a new police station in North Devon. In June a poll of Exeter residents showed that 86.6% knew that a new station had opened in Exeter, this compares with 76.8% of respondents in November 2019 responding that they were not aware of the opening date.

7.5.2 Website/Social media

The website of the office of the Police and Crime Commissioner has continued to attract steady traffic for the calendar year of 2020. The website of the Victim Care Unit, which is managed by the OPCC's Communications and Engagement team jointly with the Devon and Cornwall Police communications and engagement team, attracted significant increases in traffic that coincided with the #ByYourSide campaign to promote victim care services. The two communications teams are now working together to update and improve the Victim Care Network website.

The office's social media influence has continued to grow, with a total of 13,393 followers across all platforms (As of September 3, 2020). The most significant increase has been on Facebook in response to live question and answer sessions between the public and the commissioner designed to enhance transparency and accountability.

7.5.3 Neighbourhood Alert

Neighbourhood Alert continues to be a valuable way of informing communities of developments at the Office of the Police and Crime Commissioner, enabling the office to directly contact 31,568 (September 1, 2020) people who have signed up to receive either text, voice or email messages from the office. The net number of those signed up to the service continues to increase and, according the latest KPI report (Received August 4, 2020) users recorded an average satisfaction of 5.52/6. On September 3, 2020 the office used the Alert system to distribute a public opinion survey on road safety.

Contact for further information:

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Report prepared on 16th September 2020

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Devon and Cornwall Police and Crime Panel

25th September 2020

CONTINUING TO DELIVER AN EFFECTIVE POLICING AND CRIME SERVICE TO THE PUBLIC THROUGHOUT COVID 19 (PART 2)

In early July 2020 the Police and Crime Panel received a report from the Police and Crime Commissioner on the activity of the Commissioner and her Office specifically in relation to the COVID 19 Pandemic. This update report provides details of the activity during the period June to Sept 2020.

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**. Despite the COVID challenges Devon and Cornwall Police have become the safest place from crime in the country this year.

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.

The **Commissioner's focus** has remained as:

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.
During this period the Commissioner and her office have supported the police as they move through the transition phase to a return to a more business as usual approach. Likewise the OPCC are transitioning to a new way of working with a wider focus than just the pandemic response.

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

The police continue to enforce, where necessary the powers to restrict movement and issue fixed penalty notices. Policing has always been by the consent of the public and this continues to be the approach adopted by the Chief Constable. In July 2020 the Police received additional powers to enforce the wearing of face coverings in retail premises. The approach of 4Es (Engage, Explain, Encourage, Enforce) was deployed as with previous powers.

Further changes to the coronavirus regulations came into force on Monday 14 September 2020, which set out the '**rule of six**' and its exemptions and guidance material has been provided nationally to police officers and staff to reflect the changes.

The new regulations reduce the size of gatherings from 30 to a maximum of six people, and will apply to settings indoors and outdoors, including in private homes, with a limited number of exemptions, such as education and work settings.

Devon and Cornwall Police will continue to use the approach of engage, explain, encourage and, only as a last resort, enforce.

Existing good practice has continued, including:

- Regular dialogue with **MPs and their offices continues**. The Commissioner convenes a fortnightly 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 the unlocking of previous restrictions and any new enforcement powers.
- Regular national call with **Ministers** to discuss emerging issues in policing and criminal justice and to feedback any areas of concern.
- The Commissioner continues to be an active participant as part of the **Cornwall Leadership Board, One Plymouth and Torbay Together** and has representatives in the Cornwall Recovery processes.
- A regular email cascade to all participants in the **PCCs Councillor Advocate scheme** about local issues and emerging crimes 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. The number of Councillor Advocates has increased to above 200 in recent months.

- The weekly podcast continues to update the public on key issues and provide feedback on frequently asked questions and concerns
- **Supporting** wider economic activity
- In partnership with other regional Commissioners it has been agreed that the South West will set up a regional cyber resilience centres as part of nationwide approach to supporting businesses from cyber-crime. This is funded by the Home Office in partnership with key businesses in the South West.
- The ***Independent Custody Visiting Scheme*** (ICV) 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.
With the reduction to COVID Alert Level 3 the ICV scheme resumed face to face activity, with limitations. The interventions are now a mixture of **physical** and **virtual** visits. Each custody suite will receive at least one of each type per month per suite and appropriate health and safety has been agreed to minimise risk of potential infection to volunteers, officers, staff and detainees.

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 March 23rd and end August 2020 the IRC resolved over 2500 logs by telephone through advice, signposting to other agencies or submitting intelligence. Over the busy summer, with June and July seeing a 27% increase in routine and vulnerable logs on the same period last year this approach has assisted in prioritising demand. In August, the team resolved 43.5% of all issues that were sent for triage. That's 509 fewer requiring a physical deployment in one month alone.

The Commissioner welcomed a Parliamentary debate on the challenges faced by frontline officers in the peninsula and called on the Government to ensure that the Force receives a good share of extra officers planned through Operation Uplift so that it can cope with the impact of tourism. The debate was led by St Austell and Newquay MP Steve Double to the Policing Minister, Kit Malthouse MP and included interventions by local MPs: Selaine Saxby MP, Simon Jupp MP and Anthony Magnall MP.

The Minister paid tribute to the work of the force in dealing with the problems posed by an influx of visitors and the coronavirus epidemic and confirmed the intention to announce the next round of allocations from the national uplift programme later this month. He also gave personal thanks to Devon and Cornwall's Deputy Chief Constable Paul Netherton for his national leadership in co-ordinating local responses to the pandemic through the network of Local Resilience Forums.

Investment to reduce crime and antisocial behaviour

The PCC invested additional resources to tackle crime and antisocial behaviour in 20 key summer locations across the two counties ahead of the easing of coronavirus restrictions and a summer surge in visitors. The funding allocated via Community Safety Partnership's has been spent on street marshals, CCTV, assisting volunteer schemes like Street Pastors and the provision of temporary toilets. The new measures have complemented the wider summer policing investment made by the Commissioner in the 2020/21 budget.

The 20 locations, which were identified by operational policing leads within Devon and Cornwall Police, are: Exmouth seafront and Orcombe Point, Exeter Quay, Exeter Cathedral, Bideford Quay, Woolacombe Beach, Croyde Bay, Torquay seafronts, Paignton seafronts, Newton Abbot, Teignmouth waterfront, Brixham Waterfront and Harbour, Towan Beach and waterfront (Newquay), Fistral Beach (Newquay), St Ives Waterfront, Lemon Quay (Truro), Perran Sands (Perranporth), Penzance waterfront, Bude waterfront, Plymouth Hoe and Plymouth Barbican. The PCC has visited all the funded locations with respective community leaders throughout the summer.

This investment was welcomed by North Devon MP Selaine Saxby in a House of Commons debate. She highlighted the additional funding the commissioner had provided to help deal with post lockdown antisocial behaviour and asked Home Secretary Priti Patel to join her in welcoming the £500,000 commitment made by Commissioner Hernandez.

The Commissioner was also approached by Dartmoor National Park Authority to re-purpose funding which the Commissioner had already given to them for business crime interventions to expand the marshal scheme to Belever and other high risk unauthorised encampment sites on Dartmoor. This was agreed and implemented in early August.

The Commissioner's wider investment of £400,000 to support the policing response to the summer surge has been used flexibly to help address new emerging ASB hotspots in the latter stages of the summer, with the allocation of additional resources through that funding to each Local Policing Area to enable targeted deployment of additional police resources into those areas.

This approach has now been taken up nationally with the government announcing COVID marshals in September 2020.

Bluelight Services Commitment

As it has been more difficult to fully deliver on our ambitions for the Bluelight Fund during COVID, the Commissioner has decided to consolidate existing schemes. This has included the extension of the Community Responder Scheme in South Devon for a further year until January 2022 which secures the Firefighter/Special Constables in seven of our towns Honiton, Newton Abbot, Crediton, Okehampton, Dartmouth, Cullompton and Totnes.

The Tri-Service Safety Officers are also being recruited to fill vacancies with discussions underway with SWAST for further expansion.

Other collaborations are also in the pilot phase including the Mental Health response car in Devon and the Domestic Abuse car in Cornwall.

The police have partnered with experts from First Light in Cornwall and Plymouth Domestic Abuse Services (PDAS). A dedicated unmarked vehicle will see an independent domestic violence advisor (IDVA) (Plymouth) or a specialist domestic abuse support worker (Cornwall) and a plain clothes police officer deployed together to any domestic abuse incident.

This is delivering an immediate response to incidents of domestic abuse at the most critical point providing the best support to the victim, whilst at the same time enabling officers to gather quality evidence of offences and to provide a thorough risk assessment. The unmarked car works between 4pm and 2am on Friday and Saturday. There is one based in Newquay and the other is based at Charles Cross police station in Plymouth city centre.

A similar approach is being taken to mental health. Since July three mental health Joint Response Units have been set up in partnership with the social enterprise Livewell South West and the Devon Partnership NHS Trust. These are operating in Plymouth, Torbay and Exeter.

Each car is crewed by a police officer and a mental health practitioner and means that those on the front line have direct access to NHS patient data, meaning they can make much more informed decisions when a request for service comes in. Real time access to police and NHS systems has led to better informed decisions and more appropriate courses of action taken at the scene.

Investment in High Crime Areas

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 which was successful in July 2020. A total of £546,781 has been made available through the fund to reduce acquisitive crime in North Stonehouse

The funding will give residents access to additional security measures such as extra CCTV cover, improved home security, neighbourhood watch schemes, additional street lighting and crime prevention advice. It will also support the community to develop public spaces in the area. The commissioner's office worked with residents, the neighbourhood policing team, Plymouth City Council and the Plymouth Community Safety Partnership, Safer Plymouth, to put the bid together to support greater connectivity. Project delivery will run until 31st March 2021 and is being jointly managed by Plymouth City Council and the OPCC.

Effective and targeted communication and engagement

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. In partnership with other public sector bodies in Devon, the PCC has developed a free newspaper which has been delivered to targeted households across Devon with updates from all services to ensure that residents with limited internet access have the most up to date information during the pandemic. Downloadable resources have been made available to businesses to support the wearing of face masks as well as the exemptions which apply.

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

We have continued to work to provide safe places for people to seek support, utilising new technologies and regular dialogue with our service providers. 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. Devon and Cornwall Community Watch Association (DaCCWA) has connected with almost 300 new communities since the beginning of Covid-19 as residents look to support each other during lockdown.

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

Additional investments in Sexual Violence services

The OPCC has been successful in receiving new funding of £57,000 for Independent Domestic Violence Advisors from the Ministry of Justice which was aimed at recruiting Independent Sexual Violence Advisors (IDVAS) in order to increase the number of victims of rape and sexual assaults who support prosecutions. It will also provide for a specialist multiple and complex needs ISVA to support victims of rape and sexual assault across Devon and Cornwall and the funding will last for 18 months, alongside the 24 month post for a Men and Boys ISVA awarded in the first round.

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. We continue to work across agency, which has been so important over the last few months

and have broken down barriers and collaborated in ways which would not have been possible previously. This has included anticipating demand for services as the pandemic has evolved and improving opportunities for people to talk, share and listen. We have continued to operate a ***regular cascade with the Victim Care Network*** to ensure that contingencies are in place to minimise the impact on victims of crime. In addition the Commissioning team within the OPCC have begun a series of monthly webinars to offer providers a space to discuss challenges of working during the pandemic. These webinars are informal lunchtime sessions aimed at giving the space to connect with other providers and gather some learning from each other and/or guest speakers.

Additional support for service providers

Since the pandemic started the OPCC and its partners have worked tirelessly to manage the crisis. With the lockdown now easing and organisations and communities beginning to adjust to our new 'normal' society, we have a moment in time to pause and reflect on what we have learnt since March 2020 and if that experience could/should shape our future thinking as strategic commissioners. This pause is even more timely as in 2021 the office of the police and crime commissioner will be re-commissioning services to support those who have experienced crime. This activity will mark a substantial strategic, tactical and cultural change in how those services, which the police and crime commissioner directly commissions, are delivered.

The OPCC facilitated an ***on line event*** with service providers to:

- capture what commissioners of these services have learnt during the pandemic (about themselves as professionals, about how they work, about their commissioning relationships, about those they commission, about the opportunities, about the challenges, about the really challenging things that they may not be comfortable to say etc)
- to assess how commissioners' respond to feedback about pandemic learning from the staff within these services
- to explore what a joint vision of a future whole system approach to preventing and responding to domestic abuse and sexual violence, could be
- to seek the views of commissioners about what opportunities and challenges they foresee in relation to our organisation's new commissioning direction and how that might impact on the whole system

Application for additional funding for Domestic Abuse Perpetrator Programmes

The Home Office has now opened applications for bids to work with domestic abuse perpetrators. The funding is open to local services and **must be submitted via PCCs** by mid-September.

There are two pots of funding one (£1.1m) is specifically for those areas looking to implement Drive in their local area. The other, (£5m) pot of funding, is for a range of perpetrator interventions – focused on building the evidence base and addressing

known issues in relation to domestic abuse offending. This is a real opportunity to help with preventing crime because it is targeted at the perpetrators behaviour and means there will be greater help for those who want and need to change.

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

The unprecedented social distancing requirements have 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/complainant or a suspect/defendant. 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:

Investment in **Virtual Remand Courts** into police custody has continued. There is an ongoing cost to policing from this way of working and discussions are ongoing nationally to determine its longevity.

The Commissioner remains concerned about the backlog in the **criminal justice system** and has lobbied throughout for greater transparency and accountability for criminal justice to ensure that victims and witnesses get swift access to justice. "Nightingale Courts" are now a consideration but the Commissioner remains concerned about the transparency of the plans and the long term impact on victims, witnesses and those accused of crime. This has included working with fellow Commissioners to highlight the need for greater action to unlock capacity, supporting MPs from across Devon and Cornwall to raise these issues with Ministers and participating in the current Justice Select Committee inquiry into court capacity during COVID 19.

In the first quarter of 2020/21 the **Victim Care website** received more than 29,000 hits. 4249 victims received direct support from the Victim Care Unit, with 529 receiving additional specialist support from the Victim Care Network. Of which 62 were referred to restorative justice services.

Impact of the pandemic on criminal justice

The Commissioner is working nationally to understand the long term impacts of the pandemic on crime and criminal justice. The OPCC is one of a few nationally working with Crest Advisory services to understand how **Covid-19 is impacting the criminal justice system**. Although it is still unclear which reforms may be accelerated or hindered, it seems certain that the post-COVID criminal justice system will look very

different to what went before - there can be no return to business as usual. This project has the potential to benefit agencies across the criminal justice system as they seek to manage the current crisis and move forward with lasting positive changes beyond the COVID-19 crisis.

As the impact of the COVID-19 virus grows, every agency within the CJS is forced to re-allocate resources in order to adapt to social distancing measures, doing so whilst demand changes. Practitioners and policymakers are (understandably) focused on getting through the next few weeks/ months, but the current crisis will raise fundamental questions about whether the system itself requires serious re-design. This is partly because of the sheer size of the backlogs that will have built up over the preceding months (e.g. CPS investigations, court cases, remand), but it is also because CJS agencies will have been forced by the current crisis to adopt different ways of working, which may ultimately drive different behaviours and public appetite.

The current crisis may therefore prove to be a once-in-a-generation opportunity to consider what a more intelligent justice system can look like and where there are opportunities for different ways of working whilst retaining the support of the general public. The work is being delivered at no cost to the OPCC.

Since March 2020, the Office of the Police and Crime Commissioner has facilitated more than £1.4 Million of additional investment into Devon, Cornwall and the Isles of Scilly to protect those most at risk. This has included £400k for the Safer Summer Scheme, £546k for Safer Streets in Plymouth, £57k for Independent Sexual Violence Advisors and £438k to support the voluntary and community sector during the pandemic.

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

Impact of the pandemic on domestic abuse

OPCC and Devon and Cornwall Police are one of only four areas participating in a **Deep Dive into Domestic Abuse** with the commissioned by the Prime Ministers central team with the Home Office lead officer on Domestic Abuse and Violence Against Women and Girls (VAWG).

The purpose of the deep dives is to address the following questions:

1. What is the impact of Covid-19 restrictions on domestic and honour-based abuse cases reported to the police? This would involve a number of sub-questions, such as:
 - a. Are there any changes in the volumes of different types of domestic abuse or honour-based abuse? (e.g. intimate partner vs family, physical, financial, control and coercion, etc)
 - b. Are there any changes in the characteristics of DA victims and offenders? (demographics, repeat vs new perpetrators/victims)
 - c. Are there any changes in how domestic abuse is being reported to the police? (e.g. the source of reporting, time taken to report)

2. What is the impact of Covid-19 restrictions on the police response to domestic abuse?
3. What is the evidence on good practice schemes for effective partnership responses to policing domestic abuse, and how can this be understood within a Covid-19 context?

Through working in partnership with police as well as with other government departments, support services and academics, the aim is to provide initial recommendations on how the national response to domestic abuse can be adapted in order to meet the demands of the Covid-19 situation.

Police and Crime Commissioner Leadership

The Commissioner continues to provide leadership through:

- Oversight on ***new legislative powers*** at Joint Leadership Board (JLB) with the Chief Constable
- 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
- Regular ***welfare checks with Chief Constable and Senior Team*** to ensure welfare issues identified early and adequate support over time in place
- Speaking at ***police officer passing out parades*** of which the first face to face one occurred on the 25th August.

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 compliant. There has been additional focus on:

- ***Oversight of accessible PPE to police officers***, staff and those for whom the police have a duty of care and the OPCC making leading the arrangements for the

continuation of supply, storage, distribution and disposal of PPE for the foreseeable future.

- **Barnstaple Police Station relocation.** During lockdown approval for the station, to be opened at the former Barum Auto Parts building at Seven Brethren in Barnstaple, was granted by North Devon Council's planning committee. The Seven Brethren site is owned by North Devon Council and will be an operational patrol base and custodial facility with desk space for up to 154 staff, allowing for short term growth. Staff will be relocated to an office at Roundswell as there was not quite enough space for policing functions to transfer from the old police station. In total the project represents a £2m investment in the force estate.
- 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;
- Identifying and implementing a **long term storage solution for PPE** at Middlemoor and facilitating the grant claims for medical grade PPE. Following their commitment to reimburse all medical grade PPE, the Home Office issued a request on 3rd August 2020 for details of all PPE purchased to deal with the COVID-19 pandemic. The claim totalled £777k of which £701k related to medical grade PPE, and £76k non-medical grade. Whilst non-medical grade PPE is currently out of the scope of this reimbursement process, details were requested in order to inform further discussion which are ongoing around these costs.

The Road to Recovery

The continuing impact of COVID will remain with us for the foreseeable future. The OPCC team continue to work from primarily from home, with arrangements for staff via a rota to work from the main Exeter office, which has been at the forefront nationally by remaining open throughout.

The Commissioner and the OPCC team are actively working to support local authority and criminal justice recovery groups and are actively seeking opportunities to add value and provide data to support local decision making.

At a virtual award ceremony convened by the Gold Commander for the Pandemic, ACC Glen Mayhew on behalf of Devon and Cornwall Police in September 2020, numerous members of the Office of the Police and Crime Commissioner were nominated for their roles to date in responding to the pandemic. Hannah Hart (LCJB Manager) as part of the team delivering the Virtual Court and Dr Davina Cull (Commissioning, Partnerships and Criminal Justice Manager) for Leadership were overall winners.

The landscape continues to change as the pandemic continues. Areas of the Commissioner's focus such as road safety and 101 waiting times have been under significant pressure throughout the summer, with 236 people killed and seriously injured on our roads since mid-March. The latest figures for August 2020 show 999 call demand remains at record levels with a 13 per cent increase in calls on the same period in 2019 – averaging almost 1,000 per day and rising to 1,200 during busy days and

weekends. During August 24 and 25, the force received 2,039 emergency calls and this impacts on 101 call handling. These areas have implications for our communities and will receive additional focus by the Commissioner during the next period.

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Report prepared on 16th September 2020



Devon and Cornwall Police and Crime Panel

25th September 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. This includes an exploration into the statistical release that identified Devon and Cornwall as the safest area in the country, as published by the Office of National Statistics for the 12 months to 31st March 2020 (published on 17th July 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 March 2020 – were published by the ONS on 17th July 2020.
- 2.2 In the 12 months to March 2020, total crime in Devon, Cornwall and the Isles of Scilly decreased by 6%. This is in differentiation to the national trend, which saw a 1% increase over the same period. A total of 100,529 crimes were recorded across the force area, which is equivalent to 57 crimes per 1000 population. This is notably lower than the national average of 89 crimes per 1000 population.
- 2.3 Devon, Cornwall and the Isles of Scilly now has the lowest crime rate in England and Wales, as well as the lowest rate of victim-based crime. The Commissioner has thanked law-abiding residents for the role they have played in making the force area the safest in the country but there is no room for complacency
- 2.4 Compared to 41 other forces in England and Wales our area had:
- The lowest rate of residential burglary offences
 - the second lowest rate of theft offences; and




- o the 3rd lowest rate of shoplifting offences.

- 2.5 Levels of violence with injury offences have decreased by 2% compared to the previous year with is lower than the 6% decrease seen nationally. Over the same period offences that comprise the serious violence category have decreased by 13%.
- 2.6 Levels of domestic abuse and serious violence remain areas of concern. Just over 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.

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 July 2020¹. This crime profile is also published on the OPCC's website at <https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/crime/>. In addition, crime profiles covering the upper-tier local authority areas of Devon; Plymouth; Torbay and Cornwall are published on the OPCC r.

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

¹ 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. The ONS dataset also excludes data for the City of London due to its low resident population.

Summary:

	September 2020 Panel	July 2020 Panel
Green	6	6
Amber	2	2
Red	0	0
Ungraded	3 ²	3
	11	11

3.4 Two indicators remain 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 July 2020, 64% of all 101 calls connected through the IVR system were answered within 10 minutes. This is a slight decrease from 65% which was reported to the Panel in July 2020 however performance remains above the baseline attainment figure of 62%. The latest data covers the first twelve months since the introduction of the interactive voice recognition system (IVR).

3.6 Between 1st August 2019 and 31st July 2020 - just over 581,000 calls were connected to IVR. Over this period, the average wait time to speak to a call handler has been 8 mins 52 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 considered in isolation and must be considered alongside 999 call demand. During the weekend of the 8th – 9th August 2019, the force received 2,301 999 calls; up 26.5% when compared to the same period in the previous year. During periods of high demand, call handlers prioritise emergency calls as they pose the highest risk and have a potential threat to life. Subsequently, during these busy periods, waiting times for the 101-telephone service may be impacted. 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 deep dive into 101 that the Panel have requested for the September's meeting provides a greater insight into police contact management and the changes that have impacted on 101 and 999 performance since July 2016 - most notably the increases in call demand for both emergency and non-emergency calls for service. This additional report helps to highlight the

² 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.

complexities of this working environment and the challenges in managing and maintaining strong performance for both 999 and 101.

- 3.9 As reported previously 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 calls, such as domestic abuse or missing persons answered more quickly.
- 3.10 The Commissioner has been clear that further action is needed to improve the experience of callers to the 101 service. The responsibility for delivering improvements are the responsibility of the Chief Constable. The Commissioner will be carrying out a formal scrutiny over the next few months, with the help of the Police and Crime Panel, 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 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 and as a result the Commissioner is seeking to open some front desks on a pilot basis.

ii. Priority Victim Satisfaction AMBER (12 months to March 2020 – *Please note: This data has not been updated since July's Panel*)

- 3.13 The surveying of priority victims was temporary suspended due to the COVID-19 pandemic. Telephone surveying of priority victims re-started in August 2020 so an updated position is not yet available, but it is anticipated that more recent data will be provided at the November Panel meeting. As a result, the Commissioner has retained this indicator at Amber and the narrative supporting the Commissioner judgment remains the same as below.
- 3.14 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.
- 3.15 As reported at the last Police and Crime Panel within the COVID update report, the PCC has commissioned 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
- 3.15 The Commissioner has facilitated over £1.5 Million of investment to support Devon and Cornwall communities since March 2020.
- 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 delivering 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 March 2020, released on the 17th July 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 March 2020, 56% of 800 survey respondents felt that Devon and Cornwall were doing a good or excellent job and performance for this measure remains stable since last reported to Panel in July 2020. In addition, this aligns with the national average.
- 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 35 other force areas. 4 police force areas have a statistically significantly higher proportion of respondents who answered 'Good' or 'Excellent' and 2 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 March 2019) the level of survey respondents who rate Devon and Cornwall Police as Good/ Excellent has decreased from 59%. However statistically this is not significantly different, so again presents a stable but not improving position.
- 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 March 2020, released on 17th July 2020)

- 4.7 For the 12 months to March 2020, 78% of 845 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 32 other force areas. No police force areas have a statistically significantly higher proportion of respondents who agreed that ‘overall they had confidence in the local police’ and 9 police forces areas have a statistically significantly lower proportion of respondents who agreed that ‘overall they had confidence in the local police’.

Repeat Victimisation: GREEN (12 months to July 2020)

- 4.9 In the 12 months to 31st July 2020 26% of victims (both people and organisations) of crime had also reported at least one offence in the previous 12 months which is 1% higher than the 25% figure previously reported to the Panel.
- 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. Whilst a very slight increase is evident performance for this measure shows a stable trend over time.

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

- 4.11 Based on the latest available data, 84% of 999 calls were answered within 10 seconds. This is a slight increase of 1% since this figure was reported to Panel in July (based on the 12 months to May 2020) and follows a decrease of 5% for the 12 months to 31st July 2019, where 89% of 999 calls were answered within 10 seconds.
- 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. The Panels request to have a further deep dive into 101 performance based on more recent data continues to highlight this picture. In the 12 months to July 2020, the 999-service received 261,483 calls. This equates to an 11.4% increase or 26,720 more 999 calls

received compared with last year. Across the year, on average this works out at around an additional 73 calls per day.

- 4.13 Whilst the Commissioner has concerns around performance continuing to fall below the baseline attainment figure of 91%, the Commissioner is reassured that the average answer time for 999 calls remains low; at 12 seconds (for the 12 months to 31st July 2020). Given that performance has remained stable with an indication of slight improvement the Commissioner has decided to retain this indicator at Green, but will continue to monitor closely over the coming months.

Attendance time for Immediate calls for service: GREEN

(Average (median) time for response – 12 months to July 2020)

- 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 July 2020 the median time to attend an immediate incident was 14 minutes and 9 seconds across the Force as a whole. Performance of this measure remains stable since it was reported at July's Panel meeting and when compared with the same period last year, where this figure stood at 14 minutes 24 seconds.
- 4.15 69,763 immediate incidents were attended in Devon and Cornwall between August 2019 and July 2020 – 70% of which were attended within 20 minutes and 87% were attended within 30 minutes.

Emails (101) and texts GREEN (12 months to July 2020)

- 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 July 2020, 131,470 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 35.3% or 34,303 more emails and texts received compared to the year to 31st July 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 this alternative contact method, which is welcomed. During the 12 months to July 2020, 70% of 101 emails and texts were responded to within 24 hours.
- 4.18 This is below the baseline of 98% and represents a 1% reduction compared to the data provided to the Panel in July 2020 which covered the 12 months to May 2020 position. 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 An average of 10,956 emails and texts are received by Devon and Cornwall police each month. Email and text response times were above 80% in January and above 90% in March, April and May 2020. The slight reduction in the

percentage answered within 24 hours is as a result of a significant reduction in February 2020 and more recent dips in performance in June and more noticeably in July 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. Whilst performance has not improved the Commissioner has decided to retain this indicator at Green given the impending scrutiny of the 101 service and in recognition of COVID-19 and summer impacts. The OPCC will be monitoring this indicator on a monthly basis over the rest of 2020.

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 most similar force group 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 change³. 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 additional £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 30th June 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.
- 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

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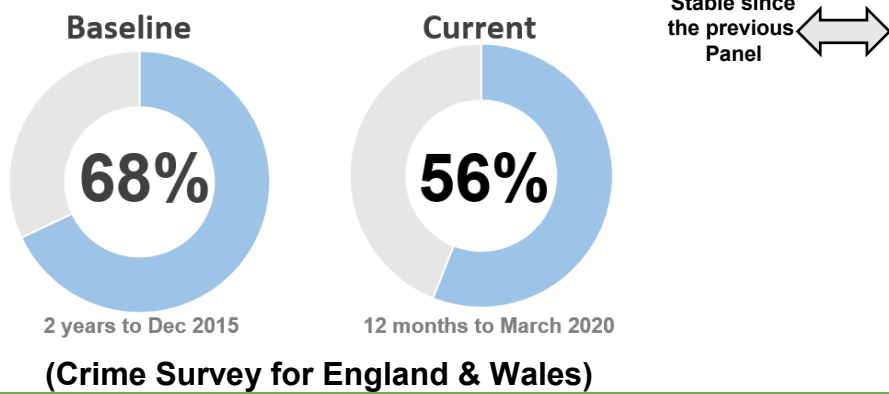
Report prepared 16th September 2020

³ 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 – September 2020

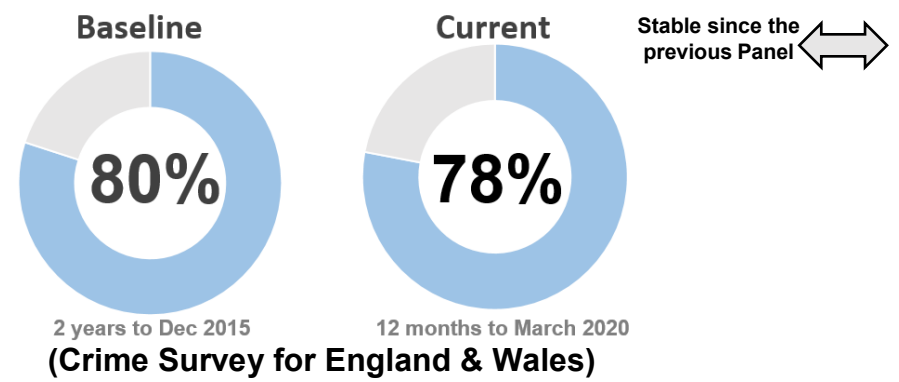
Public Confidence

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



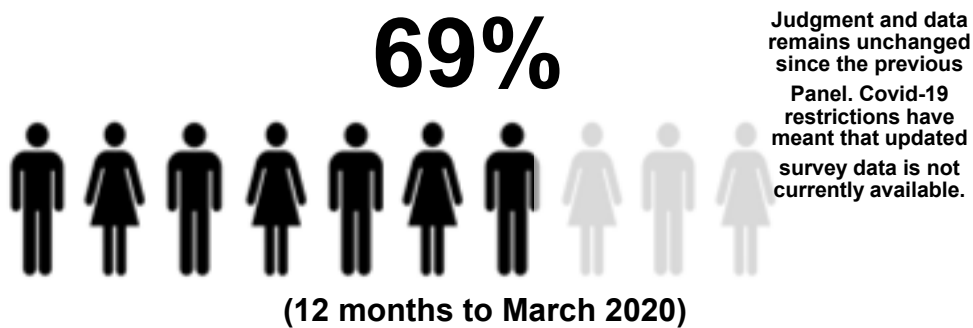
Public Confidence

% of the public that have confidence in the police



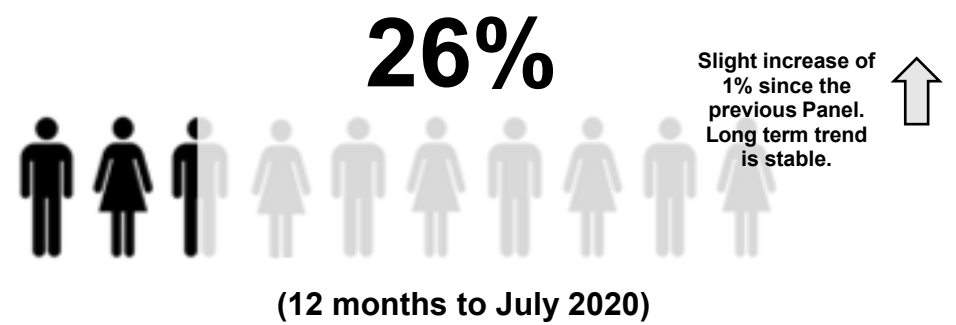
Priority Victim Satisfaction

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



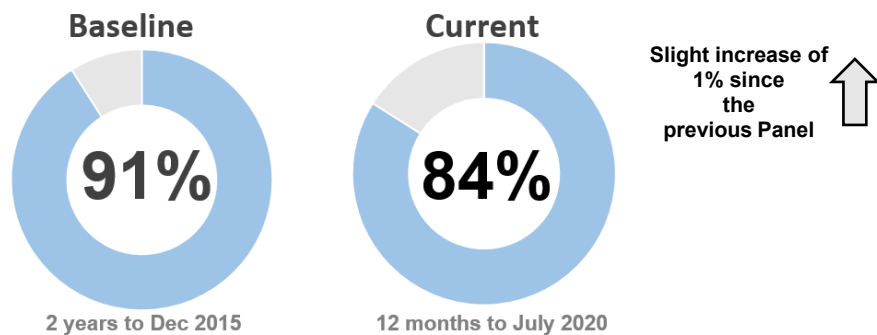
Repeat Victimization

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

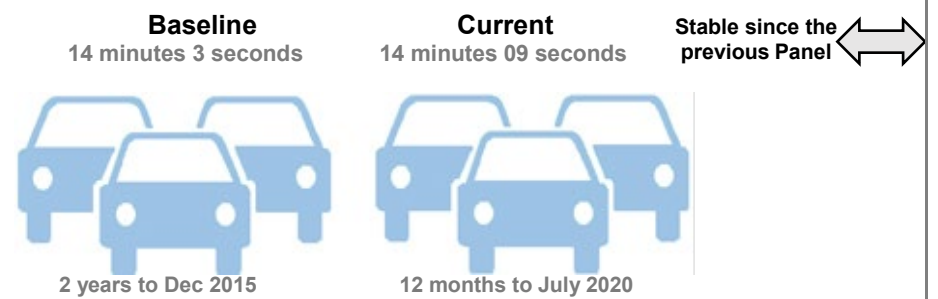


Emergency Calls (999)

Percentage of calls answered within 10 seconds

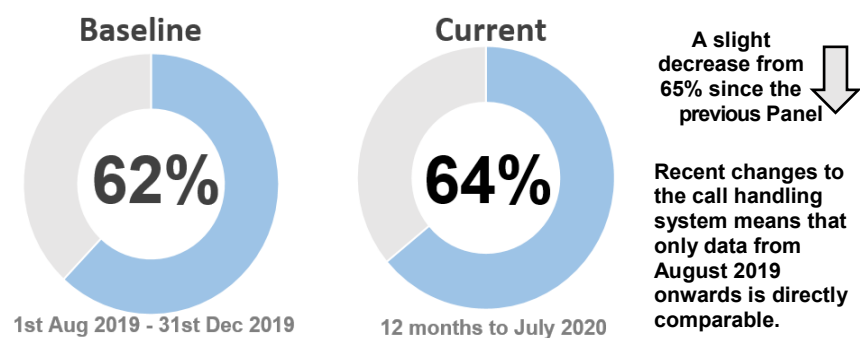


Attendance time for Immediate calls for service: Average (median) time for response



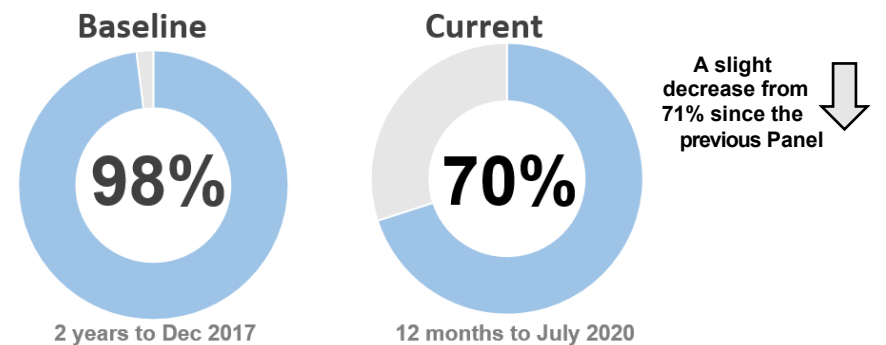
Non-emergency calls (101)

Percentage of 101 non-emergency calls answered within 10 minutes

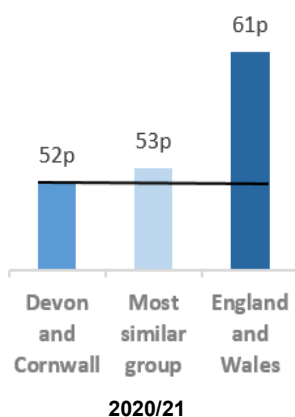


Emails & Texts (101)

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

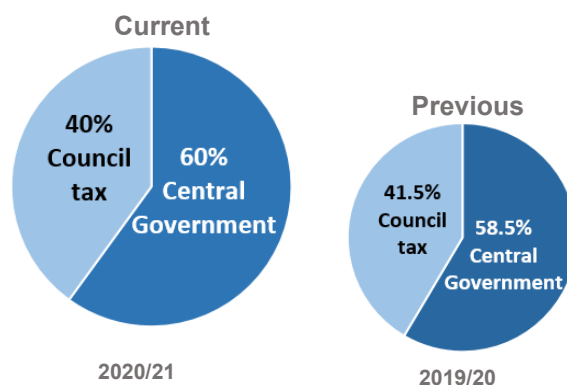


Funding per day per head

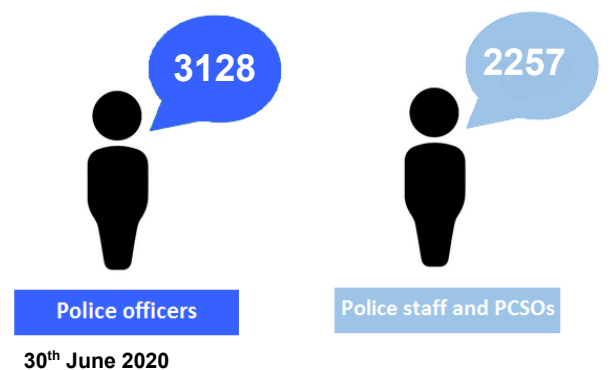


Funding composition

% 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

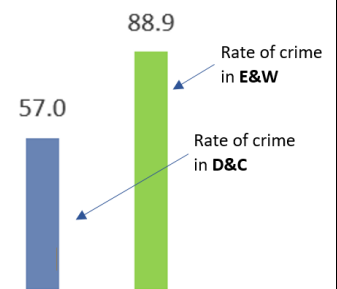
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Recorded crime in Devon and Cornwall

For the 12 months to 31st March 2020 compared to the year prior

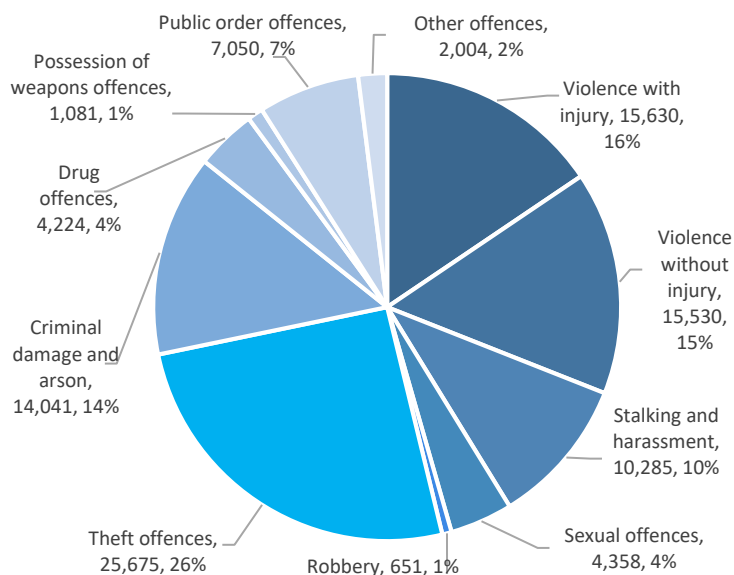
Overview

- Devon and Cornwall have the lowest rate of crime across England and Wales (out of 41 forces¹)
- The lowest rate of victim-based crime out of all forces.
- The lowest rate of burglary offences.
- 100,529 crimes were recorded across Devon and Cornwall. This is equivalent to 57.0 crimes per 1000 resident population (compared to 89.0 across England and Wales).
- Total recorded crime decreased by 6% in Devon and Cornwall over the year, compared to a 1% increase nationally.



¹There are 43 police forces across England and Wales. However, crime rates are not stated for the City of London in the Office of National Statistics data due to its low resident population. Similarly, crime rates are not stated for Greater Manchester due to recording issues.

Crime Types



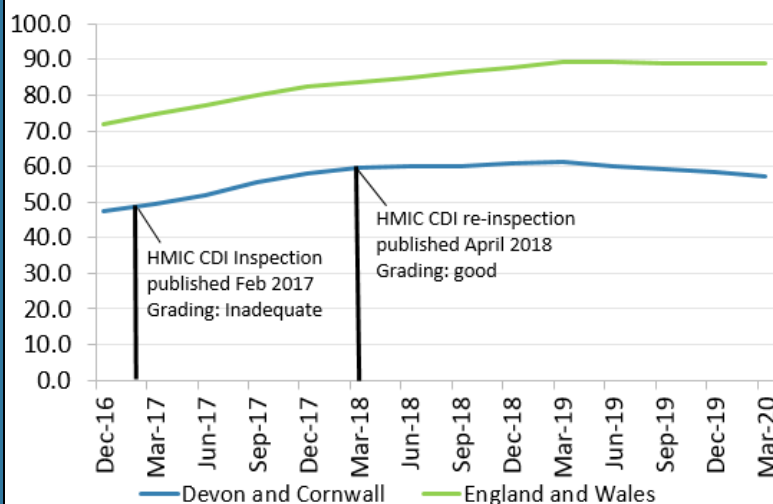
The 100,529 recorded crimes in Devon and Cornwall break down into specific crime types as shown.

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 21% 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, March 2020.

Trends



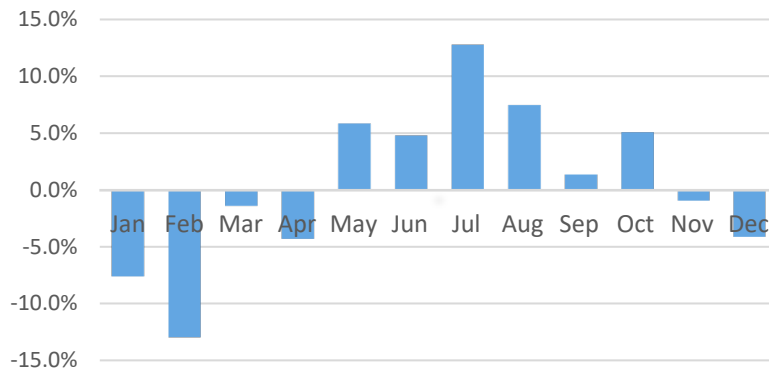
Monthly averages for recorded crime. Crime rate per 1000 resident population. Source: Office of National Statistics, 2020

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

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

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

Seasonality



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


Crime is 9% higher in July, August, and September compared with the rest of the year.

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

Crime trends In Devon and Cornwall

	D&C rate ²	National rate ²	D&C trend	Extra Information
Violence with Injury 15,630	8.9	9.2	↓ -2% Down 6% nationally	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 and there has been a 2% decline in incidents over the past year. Assault with injury: accounts for 93% of violence with injury. Serious violence: Severe forms of violence such as murder, attempted murder, section 18 GBH and wounding have decreased by 13% to 577 incidents. Serious violence equates to 4% of all violence with injury offences. Alcohol: alcohol is flagged as a factor in 33% of all violence with injury offences. Domestic abuse: Domestic abuse is identified as a factor in 35% of all violence with injury offences.
Violence without Injury (excl. Stalking and harassment) 15,530	8.8	12.3	↑ 2% Up 9% nationally	There has been a small increase in recorded violence without injury, primarily due to an increase in assault without injury (which has increased by about 700 incidents within the year period). Alcohol is noted as a factor in 27% of violence without injury offences. 39% of offences are flagged as being related to domestic abuse.
Stalking and harassment 10,285	5.8	8.4	→ 0% Up 12% nationally	Reported stalking and harassment cases have remained relatively stable across Devon and Cornwall in comparison to the previous year. This is despite a 12% increase nationally. Domestic abuse: 45% (4,512 crimes) of stalking and harassment is identified as domestic abuse. This has decreased by 0.2% in comparison to the previous year. Online: 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. This may not include contact that is made explicitly via text or telephone (as this does not necessarily have an online element).
Sexual offences 4,358	2.5	2.7	↓ -3% Stable nationally	In the year period there were 1,624 recorded rapes, accounting for 37% of all reported sexual offences. 28% of the sexual offences recorded are regarded as historic (historic refers to those cases where there is a gap of over one year between the offence occurring and it being reported to police).

Thefts 25,675	14.6	32.2	↓ -18% Down 4% nationally	Burglary: decreased by 11%. Theft from the person: decreased by 10% Vehicle offences: decreased by 19%. Shoplifting: decreased by 19% Other theft offences: decreased by 20%. It is recognised that data on recorded thefts in part 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 may impact recorded crime figures.
Robbery 651	0.4	1.5	↑ 4% Up 6% nationally	Robbery increased by 4% in Devon and Cornwall compared with last year. 24 Forces in England and Wales experienced increases in robbery in comparison to the previous year. The robbery rate per 1,000 population is 0.4 robberies which is significantly lower than the national level of 1.5. The majority (89%) of robberies within Devon and Cornwall occur in urban areas.
Criminal damage and arson 14,041	8.0	9.4	↓ -5% Down 2% nationally	There were 8.0 criminal damage and arson offences per 1000 population in Devon and Cornwall compared to 9.4 nationally. There has been a 13% increase in criminal damage related to domestic abuse, increasing to 1,784 incidents. There has been a 1% decrease in the number of cases related to business crime, decreasing to 1080 incidents,
Public order offences 7,050	4.0	7.6	↓ -1% Up 5% nationally	More ASB incidents are now being recorded as crimes due to changes to recording practices. Therefore, many ASB incidents can now be classed as public order offences. This is likely the reason for the 6% increase which is evident nationally. Conversely, Devon and Cornwall have seen a 1% decrease in public order offences compared to the previous year. There has however been a 2% increase in the number of public order offences related to hate crime, rising to 857 cases.
Anti-social behaviour incidents ³ 34,631	19.6	23.0	↓ -14% Down 6% nationally	Tackling ASB is a shared responsibility with local authorities and is led through Community Safety Partnerships. The 14% 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; 42% up from 38% ⁴ .
Possession of weapons offences 1081	0.6	0.8	↑ 12% Up 2% nationally	Rates of possession offences will have been affected by increased proactive policing activity in Devon and Cornwall through targeted operations and the use of stop and search powers in areas such as organised crime, drugs and violence. 51% of these offences were possession of knives or similar weapons. Possession of knives and bladed weapons increased by 14% on last year.
Drug offences 4,224	2.4	3.1	↑ 3% Up 18% nationally	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 drug operations. 79% (3114) of drug offences were linked to the possession of controlled substances.



Knife crime	29.0	82.0	<p>↑ 15%</p> <p>Up 6% nationally</p>	<p>Knife crime is a broad category which encapsulates a number of offences involving a knife or similar bladed object. Examples of crime types that are included in this category include threats to kill, attempted murder and robbery. Whilst Devon and Cornwall experienced a 15% increase in the number of knife crime offences over the year period, this should be considered against the rate of offences (29.0), which is still considerably lower than the national rate (82.0). Out of 41 forces, Devon and Cornwall have the second lowest rate of knife crime.</p>
Other offences 2,004	1.1	1.8	<p>↓ -8%</p> <p>Up 3% nationally</p>	<p>This is a broad catalogue of offences. It includes offences such as obscene publications, dangerous driving, possession with intent to commit criminal damage, and perverting the course of justice.</p>

²The crime rate is expressed as per 1000 resident population. The national rate includes British Transport Police. 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.

Devon and Cornwall Police and Crime Panel

25th September 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 in the table below. This paper covers the period up to 7th September 2020.
2. Within this period, no formal complaints have been made against the Police and Crime Commissioner in relation to a tweet on her personal account.
3. In relation to the complaint referred to the Independent Office of Police Conduct (IOPC) during the last period, this complaint was not investigated by the IOPC and has been referred back to the OPCC Chief Executive and Monitoring Officer. This matter is under discussion with the Chair of the Panel to be resolved locally.

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
10 th June 2020-7 th September 2020	0	0	0	0	0
Grand total				18	1

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

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Report updated: 16th September 2020