

**Devon and Cornwall Police and
Crime Panel**

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

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

Friday 20 November 2020
10.30 am
Virtual 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 - 12)

To sign and confirm as a correct record the minutes of the meeting held on 25 September 2020.

3. Declarations of Interest

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

4. Public Questions

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

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

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

5. County Lines

(Pages 13 - 22)

6. Update on Prevention of Serious Violence Programme

(Pages 23 - 32)

7. Update on recommendations from 101 deep dive

**(Verbal
Report)**

8. Commissioner's Update Report

(Pages 33 - 48)

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

(Pages 49 - 64)

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

(Pages 65 - 66)

11. Work Programme

(Pages 67 - 68)

Devon and Cornwall Police and Crime Panel**Friday 25 September 2020****PRESENT:**

Councillor Batters, in the Chair.

Councillor Haydon, Vice Chair.

Councillors Atherfold, Biederman, Croad, Derrick, Dewhirst, Fairman, Hackett, Hopwood, Howgate, Loudoun, Nelhams, Rule, Samuel and Sutton.

Emily Macualay (Co-Optee),

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), Joanne Heather (Cornwall Council). Chief Superintendent Daniel Evans, Chief Constable Shaun Sawyer.

The meeting started at 10.30 am and finished at 1.22 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.

12. Minutes

The Chair proposed the minutes of 3 July 2020 to the panel for approval; this was seconded by Councillor Haydon.

Councillor Beiderman requested that the minutes reflect his attendance at the meeting of 3 July 2020 and Councillor Croad requested that his apologies were recorded in the minutes as they were submitted.

Under this item Councillor Derrick raised that suggestions at the previous meeting regarding the draft annual report had not been included, specifically regarding Police Community Support Officer numbers and data on violent crime in the form of a graph/ trends.

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

13. Declarations of Interest

There were no declarations of interest made by members.

14. Public Questions

The Chair advised the Panel that no public questions had been received.

15. 101 Deep Dive

Alison Hernandez, Police and Crime Commissioner, introduced the report on the 101 Deep Dive scrutiny.

Members were advised that the review would commence in October. It would be reported in December 2020 and would focus on the following 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 would convene a bespoke OPCC Panel which would include existing scrutiny panel volunteers and councillor advocates, supported by task and finish activity led by the OPCC. The OPCC Panel's work would be informed by focus groups, analysis of complaints and correspondence into OPCC and Force and public surveys.

The Police and Crime Commissioner highlighted the following key points:

- the risk that police officers were taking to protect the public; this was in response to two serious assaults to police staff in Devon and Cornwall and London;
- £1.3 million had been invested to support the highly vulnerable to access help via phone or online opportunities;
- there was a 93.4% increase in calls – an increase in crime reported both on the telephone and online;
- increased growth in contact methods, more help to access policing.

The Panel discussed:

- the Police Officer injured in Cornwall and offered their condolences;
- the positive move towards the digital age with Interactive Voice Recognition (IVR) and questioned if the reopening of front desks was realistic?
- if Verint was helping to support staffing levels and what could be done to reduce call wait times?
- that the 10% increase in calls was substantial and questioned what could be done to reduce the number of calls? Could the calls be diverted to a pre-dialling system or answer machine for non-emergency cases?
- why the numbers of calls were increasing when crime figures were on a slow decline? Was the increased demand on resources during the summer when tourists were in the area taken into account?
- the reduced visible presence of Officers in communities, calling 101

could be seen as the only way to speak to a police officer or representative. In Kingskerswell a survey was undertaken asking the public 'when they last saw an officer?' The response was that it had been years; there was a request for more information on why this was happening and why Officers were no longer a visible presence;

- key issues to address included the number of staff on duty, the quality of services and on-call waiting times. It was questioned if call wait times were good enough? 4 to 5 minutes was a long time to wait. Did the information take into account abandoned calls and what was the abandon rate of calls?

How was the length of wait time measured?

Could social media channels be used to reduce the number of calls?

Could a call back system be employed for low risk calls?

The Police and Crime Commissioner clarified that –

- the implementation of Verint, a system which predicted staffing levels required from previous call data, had a positive impact but it needed to have enough staff to follow the guide. Unfortunately the calls were not always that predictable and there needed to be reaching out into communities, asking the question do call handlers need to be in Plymouth and Exeter to make the service work? There was a high staff turnover in call centres;
- to reduce the number of calls people needed to be directed where to go. Not all calls received were all police related as 101 was one of the only 24/7 contact lines. Most agencies direct to 101 as it was a 24/7 out of hours contact service. During lockdown when public announcements were broadcast there were a surge of calls to 101 to clarify guideline information. Devon and Cornwall was the number 1 domestic tourist destination and they were prepared for an increase in calls during the high season however needed to work better collaboratively to manage the increase in calls;
- the reopening of front desks to support communities: Truro front desk was closed as the council offices were closed - this was on pause until out of Covid;
- agencies were leaning on policing teams – during Covid Police teams had not stopped supporting communities. The most vulnerable and at risk people were able to contact the service. For example 22,088 missing people were reported using 101; efforts needed to be focused on working more alongside our partners to reduce the number of calls and referring people correctly;

- there were no clear figures for abandoned calls as some people hang up when they hear the automated message directing callers to go online. Double the number of people were now logging issues online.
- the challenge to manage wait times was complicated. Balancing priority 999 calls and 101 calls, and managing capacity to deal with a surge in calls or response to emergency situations within the call room. There was a 10 second threshold for answering 999 calls. The complexity and logistics of both calls being received into the call room needed to be managed effectively;
- high risk victims get through quickly and were supported. A million calls a year was not simple to process. More direction to the online service was offered, with a possibility to create a campaign highlighting the issue, to support policing by reporting issues directly online and reduce number of non-emergency calls and waiting times;
- during busy times call handlers do prompt people they will be called back but currently this was an ad-hoc system;
- the new European legislation requiring police social media accounts to be manned 24/7 would put additional strain on the system. Teams would be required to be available to respond to queries any time of the day. The ruling would be implemented by December.

Police Chief Superintendent Evans additionally added he was thankful for the additional feedback from the panel to help to improve the service. The deep dive would focus on improving access for the vulnerable, risk management of calls, prevention and signposting to online services. Control room assessments were measured by outcomes and referrals, the number of independent referrals had dropped. The control room may spend longer on calls to ensure that the team were happy the risk had been managed. There was focus on training call handlers to access individual risk, this may impact the quality of service overall. Complaints received were on the length of call waiting and not on the quality of the service. Implementing a system where people were able to leave a message would still need to be monitored and would need to have more investment. This would be after the scrutiny meeting, with the introduction of the second phase of IVR. The number of abandonment calls were recorded however some could be positive abandonment as people may be going online to use web chat or ring other agencies directly.

The Recommendations from the panel proposed by Councillor Gareth Derrick and seconded by Councillor Allister Dewhirst was as follows:

1. The Panel recommends that the Police and Crime Commissioner changes the strategic performance indicator on the 101 Call System from AMBER to RED, indicating the severity of our concerns over its performance and the need for focused action in addition to scrutiny.
2. The Panel support early initiation of the planned OPCC Thematic Scrutiny, and request an additional key line of enquiry as follows. "What additional

measures and/or investment is necessary to restore the effectiveness of the 101 system to acceptable levels?"

3. Consider the viability of non-emergency calls being transferred to an answering machine or call back service.

The Panel agreed the recommendations

16. **Commissioner's Update Report**

Alison Hernandez, Police and Crime Commissioner, introduced the Commissioner's Update report 'as read' and highlighted:

- the Road Safety National Survey, encouraged this survey be promoted and completed: 46,000 had completed the survey to date. It could be found on the home page OPPC Devon and Cornwall:
<https://www.devonandcornwall-pcc.gov.uk/>
- the level of resource required to set up and establish the Virtual Remand Courts, the lack of priority given to this by the Government and the backlog of cases. Devon and Cornwall Police lobbying challenges faced in MP Service and the limited number of people allowed in the chamber.

The Panel discussed:

- reference to page 32 (1.11) the road safety community speed watches. The board meeting businesses drivers and how they would feel to know company workers endangering lives of customers and children area which needed to be looked at in October. Noted the lack of visible information regarding project EDWARD;
- Virtual Courts: why were the police managing this and not contractors? Was it sustainable for 6 officers to manage the process 5 days a week?
- why was 'Clean Devon' not listed? Highlighting the Devon and Cornwall police program 'Clean Devon' Multi- agency group focusing on the huge problem with littering and fly tipping. The Panel highlighted their appreciation to the team creating the website as well as the need for pressure to be put on organisations regarding litter;
- concerns as the Autumn Budget scrapped at multiyear spend review. What funding was left? There was a huge increase towards violent crime and it was important to ensure this aspect was highlighted. Investing to make 'safe places safer' also needed to be highlighted;
- would the army support be required to support the police force? What roles and powers would the army have and what accountability would there be? Could any thoughts be brought back to the panel to scrutinise?

The Police and Crime Chief Commissioner clarified:

- Vison 0 was a multi-national road traffic safety project which aims achieve a highway system with no fatalities or serious injuries involving road traffic. Zero deaths on roads. The commitment to make all roads safer, not just major roads but aiming to make rural roads safer too;
- 'Edward' has been launched – (Every Day Without Road Death); this was now being implemented so would hear more about this going forward;
- the virtual remand court was currently being run by police team not the escort service contracted by government. It was currently not legally possible for contractors to complete/manage virtual meetings. Police teams were currently managing due to risk in court space, lobbying by MP's by October but legislation was not due to early next year. Looking to withdraw police resources by December as it currently required 6 police officers 5 days a week: this was not sustainable;
- Clean Devon was not listed in the Commissioners Update Report as the OPCC were not directly involved. Heart-warming to hear support, nice to know we're on the right track with issues peninsular Devon and Cornwall, Torquay and Plymouth, thank rural crime. Originally a team of 2 now team of 4, required more resources. The website was created by a police volunteer;
- budget information was received late last year, don't want to be in the same situation current situation due to conflicting announcements. CSR looks to be within existing budget envelope. Promised uplift want to hear as early as possible. Not an area in receipt of a violence deduction unit from government, why additional council tax has been requested to invest in violence protection work. Keep moving forward to get government to recognise some of the struggles here. Have received 'Turning Corners' funding of around half a million pounds to tackle gang related issues in South Devon and Safer Streets for North Stone House to tackle burglary. Struggle to fight of allocations but in close contact with ministers and MPs;
- the armed forces were used for logistics during the last lock down; a major crisis meant the army could be used. During the lockdown Covid marshals were used however it was not known if the army or street marshals would be used again. Waiting for clarity from the government as don't know what will need to be required.

It was proposed by Councillor Howgate and seconded by Councillor Hackett to note the report.

17. **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 following key points were highlighted:

- there was no additional financial support or 'COVID' money to give to the community since August 2020;
- on the 25 September 2020 the Estates and Police team in Barnstaple moved the enquiry office to open in new location in Seven Brethren;
- Safe Summer Scheme – there were discussions around extending the current Marshalls Scheme but in different locations, taking wardens from beauty hotspots and bringing them into towns and cities, to support businesses. Money was going directly to local authorities, requests support to help from funding given to local councils;
- ACS Glen Mayhew who led the local resilience forum, had organised an Award Ceremony to recognise members for support and efforts during Covid. Hannah Hart with others awarded for the virtual remand court implementation, Dr Davina Cull was a new member of staff awarded for supporting victim care service and facilitating funding from Government. Additional thank you to Andrew Kirchin in Communications and Emily Owen in Commissioning who were nominated for working alongside the Police force.

The Panel discussed –

- deep dive requested in increased reports of use of crack cocaine and street drink during lock down. This needs to be a priority focus towards drug and alcohol.
- offered congratulations on the relocation in Barnstaple and questioned where the new custody was moving, what would the local impact be when officers removed from the area, would the front desk be in Roundswell or Seven Brethren and what was the safety of the old building?
- deep dive requested in Domestic Abuse figures, was there any evidence it had increased? Other areas are a concern such as Drug Abuse, fraud with elderly people and vulnerable people;
- more additional focus needed over PPE for officers and staff, looking forward would be critical with the second wave and future supplies. Was the supply adequate?
- with the announcement stating an audit on the impact of the ethnic minority communities across the area and how they are being disproportionately impacted upon was to be completed. The commissioner's report highlighted the outcomes, impact and victims. What was the Commissioners teams' role within communities where initial evidence

showed the communities were being disproportionately treated within Devon and Cornwall?

The Police and Crime Chief Commissioner clarified:

- there was an increase in reported issues such as violence since Covid; the team were focusing on prevention. Last year a drug Seminar called Frank Conversation was held. Consider a scrutiny within the local authority on drug and alcohol services to support the endeavour against drug use;
- the new front desk would be at Seven Brethren, creating a temporary custody unit. Help from North Devon at the length of time they can stay in the area. Introduction of temporary custody unit, were hoping to be moved over to new station by October. New custody unit would be a higher expenditure. No requirement to go to Exeter at this stage and the custody suite was currently situated at the old police station. Roof concerns were being taken into account and a risk assessment was being completed every week to assess whether there was a need to be moved out to the new location. There was no deadline to move given by surveyor, ongoing inspection was being taken into account;
- there had recently been a Domestic Abuse Joint Leadership Board, data had maintained a steady state. The biggest concern was lack of referrals from third parties as they were not interacting as much. Less referrals received, working assumption that true figures could be higher. There was more work to be done after home office deep dive. The review was a welcome opportunity to drill into data intensely. This was one of only four areas having the deep dive;
- fraud in elderly: this was an opportunity to campaign for prevention within local councillors. Scam ambassadors were promoting all the time. The right message needed to be communicated regarding prevention as well as campaigning to highlight concerns over fraud to the elderly;
- PPE: the commissioner had not been alerted to any challenges for sustainable supply with PPE through the supply chain. Face masks with medical grade were originally required however there was inconsistency in messages received from government as to what needed to be worn;
- the review towards 'stop and search powers' including members of the public. ACC Jim Colwell was working directly with diverse communities. The Commissioners office in Plymouth was working with diverse communities and Cornwall Leadership Board were a fantastic example of supporting the voice for Black, Asian, Minority and Ethnic groups in Cornwall. Running a round table and leaders to sign up to particular principles, discuss issues and accepting racism exists in the community and challenging what happens next to stop it.

It was proposed by the Chair and seconded by Councillor Atherfold to note report.

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

Alison Hernandez, Police and Crime Commissioner, introduced the Impact of Covid on Criminal Justice Processes update.

It was highlighted that the Criminal Justice Board had no powers as it was a group of people trying improve locally, the Criminal Justice system. As it was not a statutory partnership the government did not recognise the Criminal Justice Board as an emergency response provider during the Covid crisis. Therefore the Local Criminal Justice Board did not have any say in what could be done to help.

The Government have been trying to improve this and PCC's have been having weekly and fortnightly meetings with Ministers. Issues were experienced with the lack of access to information which should be transparent. In terms of probation, the organisation had been working from home, when prisoners were released on license they were not having face to face meetings. Work was ongoing to try to help partners improve the service. The Commissioner had gone to the Judiciary to help establish identified locations for Nightingale courts and two locations had been found in Cornwall. Nightingales court were created so other civil business can be moved out and criminal cases could be dealt with more securely.

The Panel discussed:

- that the community payback in Teignbridge area had not been in operation since lockdown, at least 9 months;
- that there was a degree of crisis in the justice system which needed to be fixed rapidly. It was considered that the investment in police numbers could go into the system. With regards to the level of prosecution, outcomes had fallen from previous years however it was questioned what was currently being achieved?
- request to see additional data information and report regarding RUI;
- responsibility to Dorset, Devon and Cornwall probation service, what was the Commissioner's responsibility and was it possible to have figures of completion as well as data regarding Community Payback?

The Police and Crime Chief Commissioner clarified:

- that the Minister for Justice had announced that the PCC would be consulted on community payback programs regarding more visibility and transparency at local levels;
- Released Under Investigation, defence lawyer based in Cornwall part of the Criminal Justice Board who has produced a paper about RUI;
- 5 PCC's have formed the Regional Reducing Reoffending Board.

Councillor Biederman proposed and Councillor Atherfold seconded to note the report.

19. **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 and highlighted that the data was correct up to March 2020.

The Panel discussed:

- why calls to the 999 number had increased?
- the performance summary and failure to give adequate priority to the rise in violent crime;
- Public Confidence in Policing: for the 12 months prior to 1 April 2016 this was 72%, compared to the 56% reported today - that was a fall of 16%, and yet the PCC rating remained GREEN;
- that there was no strategic indicator and focus on crime prevention and crime types in the report;
- Violent Crime Trends: there was an absence of a strategic indicator relating to any crime type, but in the 2015-16 report violent crime was rated RED (for the 12 months prior to April 2016) as follows:
 - (a) Violence with Injury 4.6 cases/1000 population. This compared with 8.9/1000 in today's report (+93%)
 - (b) Violence without injury 4.7 cases/1000 population. This compared with 8.8/1000 in today's report (+87%).

The Police and Crime Commissioner clarified:

- policing responded to what was happening in the communities right now; it was highlighted that there was an increase in domestic abuse reports involving knives in the home, that organised crime groups were not as high as in other areas and there was an increase in robbery and levels of theft/ shoplifting had been going down due to the shops being shut;
- new figures would have been provided had the election for a Police and Crime Commissioner happened; it was questioned if the Panel would be happy to consider a new report which could be reviewed and to help whether to support the budget? The information provided was reporting on the previous Commissioner's plan.

It was proposed by Councillor Atherfold and seconded by Councillor Hackett to note the report.

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

Fran Hughes (Chief Executive) advised the Panel that the IOPC had reviewed the complaint and it was decided that there was nothing unlawful in the Commissioner's conduct and that the Chair and her would have a discussion about the next steps to be taken prior to the next meeting.

It was proposed by Councillor Biederman and seconded by Councillor Atherfold to note the update.

21. **Work Programme (to follow)**

Panel Members discussed the draft work programme and raised the following items for inclusion:

- update on the recruitment plan;
- an update on drugs on county lines; was this disturbed with Covid and what is the current state of play/ challenges and next steps?
- an update on 101 calls;
- Culture of Policing – motivated arrests.

Members were asked to contact Jamie Sheldon to prioritise items with a deadline of 2 October 2020.

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Devon and Cornwall Police and Crime Panel

20th November 2020

BRIEFING ON COUNTY LINES

1. Introduction

- 1.1 As part of the work plan the Police and Crime Panel made a specific request for a report to update on the current situation in relation to drugs and County Lines.
- 1.2 County Lines' is a term used to describe crimes involving gangs and organised criminal networks moving illegal drugs around the UK. Gangs look to move their drug dealing outside of their normal operating area in order to establish themselves as the main dealers in a new area, usually a seaside town or market town outside of a big city like London. In order to establish themselves they often use violence and exploit local vulnerable people (young & old) in order to help them achieve this.
- 1.3 Gangs and networks involved in county lines are likely to target and exploit children and vulnerable adults to move and store drugs and money involved in these deals. Often gangs use coercion, intimidation and violence (including sexual violence) to force these vulnerable people to carry out criminal acts.
- 1.4 The nature of these crimes presents two main challenges for policing:
 - understanding the nature and extent of exploitation and coercion within these networks, ensuring that vulnerable victims get the help they need rather than being treated as criminals; and
 - understanding the county lines networks, which typically don't align with police force boundaries, ensuring the right collaborations are in place to prevent vulnerable people being drawn into crime, bring perpetrators to justice, and protect the public.
- 1.5 Serious and organised crime affects all our communities. We know that County Lines drug networks, driven by organised crime gangs, result in complex crimes, often hidden from public view. The perpetrators target some of the most vulnerable people in society and no single agency can resolve this problem on its own. The issues arising from County Lines networks are much wider than just policing. To tackle them we need police, businesses, local authorities, the NHS, the third sector, schools and residents to work together.



- 1.6 As a result of the increase in of these types of crime, the Home Office commissioned HMICFRS to inspect police forces' understanding of, and approach to, county lines. Particular focus was to be given to whether the vulnerability and exploitation of individuals is understood and prioritised by the police. This report is entitled Both sides of the coin: An inspection of how the police and National Crime Agency consider vulnerable people who are both victims and offenders in 'county lines' drug offending.
- 1.7 The 2018 Home Office Serious Violence Strategy defines County Lines as:
- "...gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas [within the UK], using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move [and store] the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons"*
- 1.8 Devon and Cornwall is a largely rural Force, with many coastal and market towns it is a net importer of County Lines, the majority of which originate in Merseyside, the West Midlands and London. The ongoing situation is dynamic. It changes frequently as new lines start up, existing lines are disrupted, and old lines resume their activity.
- 1.9 County Lines groups travel to the peninsula using a range of personal vehicles, hire vehicles, buses and the rail network. They will often change between methods of transport based on availability or adapt after previous Police disruption. Arterial roads such as the M5 motorway and A303/A30 are frequently used.
- 1.10 Within Devon and Cornwall most County Lines dealing takes place in coastal and market towns and cities. This is because drug users are more likely to reside in towns in a greater concentration than in rural areas. However, County Lines groups do often base themselves in more rural areas to avoid detection by Police. They may use caravan parks or short-term rental accommodation, then travel into towns and cities to conduct their activity.
- 1.11 County Lines gangs can pose a violent threat to the community, particularly where they 'cuckoo' upon vulnerable people's addresses. This describes the process of forcing local drug users and vulnerable people to house them while they conduct drug dealing activity. Violence can be experienced when County Lines groups enforce debts related to drug supply. Infrequent and low levels of violence may also occur where County Lines compete for territory and customers. Devon and Cornwall Police work closely with vulnerable communities and target those that would exploit them.
- 1.12 Rather than take risks themselves, they callously exploit children and vulnerable adults, getting them to travel across police force and regional borders to distribute drugs and collect the proceeds. Contact between dealer and user relies heavily on mobile phones. Dealers often use a dedicated phone number publicised to users. This is 'county lines' offending. It presents major challenges for the police. Criminals often use violence to enforce debts and protect territory. It causes significant harm to local communities, including knife crime. And there are clear links between County Lines and other crimes, including modern slavery and human trafficking.
- 1.13 The strategic framework and context for County Lines is detailed within:

- HM Government Drug Strategy 2017
- Serious and Organised Crime Strategy 2018
- Serious Violence Strategy 2018

1.14 The Government's *Serious and Organised Crime Strategy* (2018) provided a framework for tackling organised crime, using four themes: "Pursue, Prepare, Protect and Prevent", also known as 'the 4Ps'. The police and National Crime Agency often use this framework to tackle County Lines offending. These documents identify themes with the collective overall objectives of:

- i. Reducing demand by placing a greater emphasis on building resilience and confidence amongst young people.
- ii. Reducing supply by taking a smarter approach to restricting the supply of drugs.
- iii. Building recovery by raising an ambition for full recovery amongst user groups.
- iv. Global action taking a leading role in driving international action
- v. Preventing people from engaging in serious and organised crime
- vi. Protecting victims, organisations and systems from its harms
- vii. Prepare for when it occurs mitigating the impact.
- viii. Tackling County Lines and misuse of drugs
- ix. Early intervention and prevention
- x. Supporting communities and local partnerships
- xi. Law enforcement and the criminal justice response

1.15 The strategic threat assessment from drugs in Devon & Cornwall remains high. It acknowledges that there is a substantial impact on the local community when drug distribution gang-related violence happens in communities or when children are pulled in to act as runners. There is a high public expectation that the police will protect them and stop the violence and drug-dealing and in the last 12 months there have been murders relating to drugs, as well as rapes and serious violence. It also recognises the long-term physical, psychological and financial impact on the users of class A drugs.

1.16 Leadership for tackling County Lines offending is provided by the National Crime Agency Director of Investigations and the National Police Chiefs' Council lead for tackling gangs and knife crime. The National Crime Agency has the statutory responsibility to lead the overall law enforcement response to serious and organised crime, as part of a 'whole-system' approach involving other parts of government. The national county lines co-ordination centre was launched in September 2018. It is staffed with approximately 40 personnel from police forces, regional organised crime units and the National Crime Agency.

2. **Extent of the problem**

2.1 County Lines in Devon and Cornwall is a dynamic and changing landscape as groups re-organise or re-brand to avoid detection. Devon and Cornwall Police identify and

monitor these threats on a daily basis, working alongside the NCA and the Regional Organised Crime Units (ROCU) to ensure emerging risks are identified. County Lines groups active in Force come from major cities across the UK.

- 2.2 County Lines groups feature as some of the highest risk criminal groups in Force, measured against the Management of Risk in Law Enforcement (MoRiLE) scoring matrix which elected Members will be familiar with from their Community Safety Partnerships work.
- 2.3 County Lines groups make regular trips into and out of the Devon and Cornwall area to re-stock class A drugs for supply. This usually takes place on a weekly to fortnightly basis but is sometimes seen in bursts of daily activity. This is achieved using a range of personal vehicles, hire vehicles and the rail network and often County Lines groups will often change between methods of transport based on availability or the need to adapt after previous Police disruption.

3. **Partnership working**

- 3.1 The Devon & Cornwall Peninsula Strategic Assessment 2018/19 (PSA) compiled on behalf of the Police and Crime Commissioner by the Community Safety Partnerships (CSPs) assesses County Lines and dangerous drug networks as an increasing threat with “high risk to the public and major knowledge gaps with significant risks to partnerships”. Risks to the public include, heightened concerns in communities and increase in Organised Crime Group (OCG) activity including a rise in physical harm. In addition, there was a strong focus on drug and alcohol misuse particularly amongst the young and street attached. These assessments are based upon analytical, statistical and other analysis. Multi-agency partnership forums supported by the Community Safety Partnership have been set up across the force to agree the most effective response and preventative measures. A police specialist problem solver is linked into every Community Safety Partnership.
- 3.2 The 2019-20 PSA records that there were 17 county lines networks identified as operating across Devon, Cornwall and the Isles of Scilly in August 2019. The PSA also highlights increasing levels of partner intelligence submissions – 518 – highlighting the importance of partnership and collaboration in disrupting and pursuing the criminal gangs that operate County Lines. Star (situation, task, action, result) analysis carried out by the Peninsula Crime Analysts Network to inform the PSA highlights that increases in drug offences and possession of weapons are priority areas across all CSP areas.
- 3.3 County Lines is a priority within each of the Force areas. Each Basic Command Unit (BCU) have a proactive team whose core focus includes [is] County Lines, based primarily upon the threat, risk and harm posed and their organisational capability. They focus on disruption activity in the form of surveillance, warrants, stop checks, other overt interventions, the building of case files, the safeguarding of vulnerable individuals and addresses and liaising with local authority and housing providers, including closure orders where appropriate. The structure of operational policing responses is a matter

for the Chief Constable in law but the Commissioner has actively supported the Chief Constable in his decision to establish proactive teams in each BCU over the past [3 years] to support more targeted activity to disrupt and pursue county lines.

- 3.4 The Force are reliant on each local authority areas partnership activity as the vehicles for making an impact, such as
- Drug & Alcohol Partnership Boards
 - CSP – Drug, Alcohol & Serious Violence Priorities
 - Health and Well Being Boards – Drug, Alcohol & Serious Violence Priorities
 - Drug & Alcohol Commissioning Groups
 - Safeguarding Boards – adults and children
- 3.5 A large proportion of Serious and Organised Crime Branch activity is directed towards County Lines and other drug based Organised Crime Group's. Successful activity targeting County Lines groups are recorded through a national 'Disruption' reporting process. These may be 'pursue' focussed arrests and convictions or preventative actions such as safeguarding visits and making the Force a hostile location for groups to operate in. The majority of Devon and Cornwall Police's disruptions are made in response to County Lines and dangerous drug networks.
- 3.6 Through the funding provided by the PCC to Community Safety Partnerships a proportion of this is allocated by the CSPs to address their priority areas.
- 3.7 Examples have been highlighted as best practice by the Specialist Problem Solvers linked to each Community Safety Partnership as supporting this partnership response to the threat posed by county lines include:
- Turning Corners Programme in South Devon and Torbay;
 - Police and Plymouth City Council work closely in relation to crack house closures and ASB notices to disrupt drug supply activity, something which is repeated across the Force area.
 - Police engaged with Secondary School Head Teachers Forum which involve multiple partners from which a 'Substance Misuse in Schools Training' package has evolved in Plymouth
 - All young people entering YOT in Cornwall following a referral for drugs are enrolled in Wyze Up, an evidence based programme based on staying safe. The programme has reached over 10,000 young people.
 - An Adolescent Safety Framework has been introduced in East and Mid Devon which works alongside ASB meetings to automatically review open cases to social care which are assessed as red RAG status. This has now been rolled out across Devon.
 - South Devon parental support groups have improved information flow to identify persons or locations who pose a risk.
- 3.8 Fearless, the youth service of the Crimestoppers aimed at 11-16 year olds, is a key resource in wider partnership work to raise awareness of the risks and dangers associated with County Lines with young people in our communities. Using a youth

work approach, Fearless talks to young people about serious violence in a non-judgemental way and helps empower them to make positive, informed decisions about crime and criminality. It is tasked with increasing awareness of the dangers surrounding street crime, drugs and violence. Armed with a belief in the power of prevention and intervention, Fearless aims to help our future generations navigate a safe path to adulthood. Fearless have been working with youth groups in Cornwall, in a dedicated project with the Devon and Cornwall Police Specialist Problem Solver. Plans to roll out Fearless Awareness training via the Devon and Cornwall Volunteer Police Cadets through training workshops with a Fearless worker have been impacted by the COVID 19 restrictions but digital delivery is a priority focus for Crimestoppers over the remainder of 2020/21 as part of its partnership with the OPCC.

3.9 Devon and Cornwall Police are also part of the South West Heroin and Crack Action Area Project (HACAA):

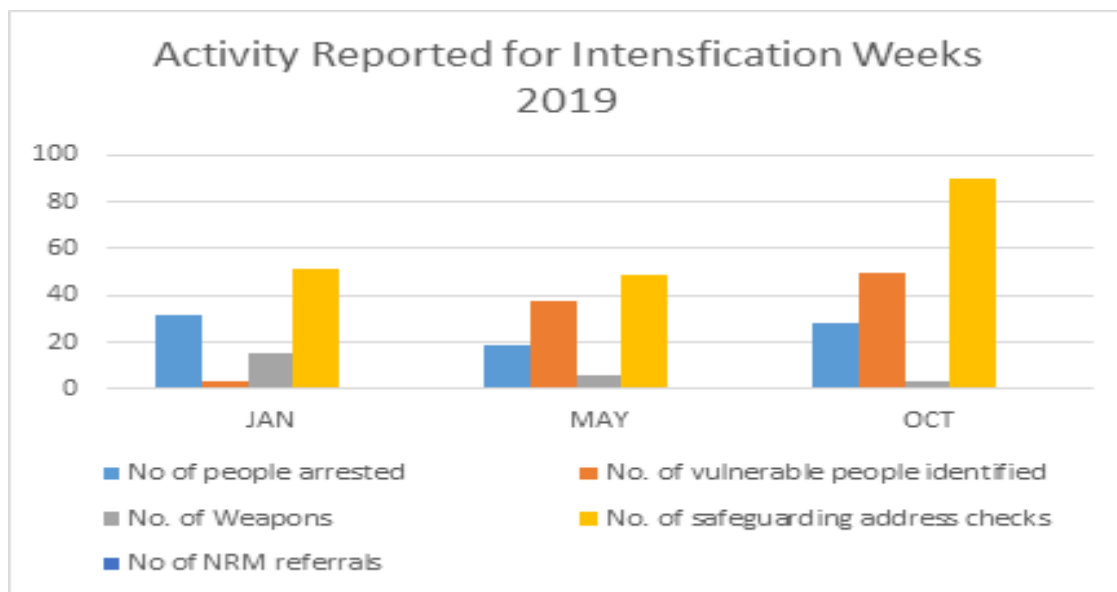
- In the Serious Violence Strategy, drug markets were identified as one of the main drivers of the recent increases in serious violence.
- The HACAA's allow local partners and communities to consider their response to a variety of public health issues, particularly around problematic heroin and crack use, the links to serious violence, and the increase in drug-related deaths.
- The South West Region secured funding of £75,000 for Devon and Cornwall Police to host & co-ordinate activity across the South West.
- This funding is being used to :
 - I. bring local partners together (e.g. local authority, health, policing and probation) to reduce heroin and crack use and offending in their area
 - II. ensure that there were coordinated pathways available to provide appropriate support to users
 - III. help forces in the region to understand the drivers of the crack increase;
 - IV. ensure that solutions were provided to areas and that local partners were committed to actions and held to account
 - V. ensure the evaluation of the impacts of different initiatives to support other areas with decisions on their local initiatives

3.10 Devon and Cornwall Police maintain strong relationships with non-Police partners across the Peninsula. They are actively involved in partnership working groups and have good channels of communication to share information, manage risk and protect the vulnerable. They also work closely with partner Forces from across the UK, as well as the NCA and other Law Enforcement Agencies to target and disrupt County Lines activity at source.

4. **Recorded crime and enforcement activity**

4.1 The Office of National Statistics does not record drug trafficking separately from other drugs offences in its national crime recording.

- 4.2 Data published through the annual PSA process highlights that drug trafficking offences in Devon and Cornwall has increased from 656 in 2016/17 to 1027 in 2018/18 – with a change in the rate per 1,000 population from 0.4 to 0.6.
- 4.3 There are number tactical interventions which are deployed across Devon and Cornwall as well as considerable work taking place nationally, through the NPCC to co-ordinate the response to County Lines. As part of this national process a series of intensification weeks take place each year providing a catalyst for enhanced national collaboration. This involves not only disruption but also safeguarding visits to vulnerable persons subject to ‘cuckooing’, where their property is taken over by the drug dealer(s). As a region the South West has been particularly successful at this approach accounting for over 50% of the safeguarding visits conducted nationally during recent intensification periods.
- 4.4 A summary of the activity carried out in Devon, Cornwall and the Isles of Scilly during the three 2019 intensification weeks is included below.



- 4.5 Whilst the number of arrests has remained relatively stable, the number of weapons recovered during these periods of activity has reduced.

Links with other crime types

Weapons offences

- 4.6 The Government’s 2018 Serious Violence Strategy recognises the linkages between the emergence of County Lines and increased possession and use of weapons within

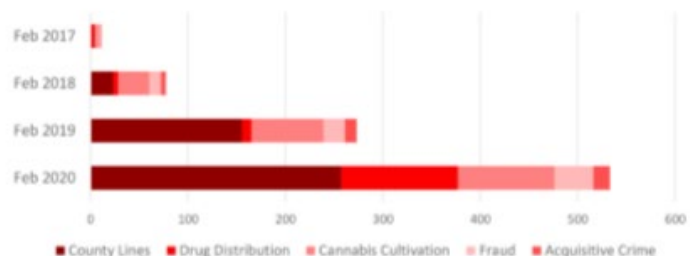
drug supply markets with gangs involved in County Lines drug trafficking considered more likely to use weapons as part of their operations than traditional local drug supply networks. There were 1081 possession of weapons offences recorded in Devon and Cornwall in 2019/20, which is an increase from 654 in 2016/17.

Modern Slavery

- 4.8 County Lines criminality may involve the exploitation of others to participate in the transportation and supply of the drugs which can raise issues both with regards to the committing of offences under the Modern Slavery Act and also the need to consider whether individuals who have been identified or detained as part of any investigation may need to be considered as a victim of modern slavery. Identification of individuals engaged in County Lines networks as modern day slaves may impact both upon duties and obligations owed by the police to refer those individuals into the National Referral Mechanism support systems funded by the Home Office and also the potential that those individuals may have a defence to any offences they have carried out during their slavery.
- 4.9 These links between modern slavery and County Lines are complex and there is a need for policing and other criminal justice partners to continue to develop skills, capability and awareness of those links to ensure that modern slavery offences and defences are considered and utilised appropriately. As the Panel will be aware from previous reports, Devon and Cornwall Police are the host force for the national Modern Slavery Police Transformation Programme, which has been funded by the Home Office since 2017. The unit brings together a wide range of partners including the NCA, ROCUs, the Gangmasters Land Labour Licensing Authority, Immigration, CPS policing and provides national leadership in intelligence, prevention, investigation and training to increase capacity and capability to tackle modern slavery across England and Wales.
- 4.10 The latest Annual Report from the programme which relates to 2019/20¹ shows the prevalence of County Lines criminality in modern slavery investigations which relate to exploitation for criminal purposes across England and Wales is clear.

The focus of criminal exploitation investigations

County Lines, other drugs distribution and cases involving cannabis cultivation make up the vast bulk of investigations involving the criminal exploitation of victims.



¹ <https://policingslavery.co.uk/media/2563/ms-annual-report-2020.pdf#:~:text=The%20annual%20total%20of%20modern%20slavery%20recorded%20crimes,through%20the%20NRM%20to%20support%20a%20s45%20defence.>

- 4.11 The Annual Report further identifies that there is a continued trend of British victims, particularly minors who are identified / self-identify as victims in the National Referral Mechanism. These remain the fastest growing referral group - specifically for criminal exploitation for drug offences, often accompanied with offensive weapons and knives. The number of British victims referred remains far higher than for all other nationalities and is different to the victim profiles that tend to be observed in other areas modern slavery.
- 4.12 The Home Office have provided continuation funding to support the continuation of the programme for 2020/21 and this has been welcomed by the Commissioner and the Chief Constable. This was an important decision by the Home Office to ensure that the good work and progress made to date was not lost. The long term plans for a national response to modern slavery is actively being explored by the Home Office and the National Police Chiefs Council as part of wider work looking at all forms of exploitation. Devon and Cornwall will remain closely engaged in this work and will be seeking to ensure that modern slavery is properly reflected in any new national structures and that the Home Office continue to provide support to the national unit in Exmouth until any new arrangements are fully established.
- 4.13 In 2019/20 there was a particular focus on prevention within the modern slavery programme. In support of this the OPCC successfully applied for a small grant from the national PCC Partnership Fund to provide a series of awareness workshops for agencies and organisations who engage with homeless individuals. The decision to focus on this cohort came from discussions with anti-slavery partnership colleagues from across Devon, Cornwall and the Isles of Scilly in the light of a report by Unseen in June 2019, which highlighted how vulnerable homeless individuals and rough sleepers individuals are to this form of abuse, including exploitation into County Lines activity. The training was delivered by Unseen and was held at community venues in Plymouth, Exeter, Newquay and Torquay. It is expected that a similar funding round will be run in the final months of 2020/21 and the OPCC is exploring whether a similar intervention would be suitable to further widen awareness in this important area of exploitation risk.

Serious Violence

- 4.14 Panel members are reviewing a separate report on the Police and Crime Commissioner's approach to preventing serious violence at this meeting.
- 4.15 Panel members are aware that Devon and Cornwall Police deliver a Regional Organised Crime Unit (ROCU) in collaboration with the five other regional forces in the South West. Owing to the nature of the work undertaken by this unit, County Lines is inherent in their disruption activities. Disruption reporting is used as a method of calculating the impact of the activities of the South West ROCU in combatting serious and organised crime. A disruption is achieved when an intentional activity leads to an Organised Crime Group or individual being unable to operate at their usual level of activity, or where the risk posed by a National Control Strategy (NCS) threat or vulnerability is reduced.

- 4.16 By way of example, the South West ROCU delivered 179 disruptions in the first quarter of this financial year, which reflects a significant fall due to the operational impacts of the COVID-19 pandemic. However, despite this there were some highly successful outcomes resulting in the following key achievements:
- 41 arrests and 4 charged;
 - 13 convicted for over 28 years' incarceration;
 - 23 children safeguarded;
 - 9.5 kilos of cocaine and 11.6 kilos of cannabis seized;
 - 2 guns and 25 rounds of ammunition seized.
- 4.17 Disruption activity is also linked to the use of police powers and therefore activities such as Stop and Search. This has been an area of focus since 2016 for the PCC when the use of police powers scrutiny panel was created. Its reports are available on the OPCC website.

5. **How can the Police and Crime Panel Assist**

- 5.1 County Lines is a growing problem, not just in Devon and Cornwall but across the country. It is something that the police can't tackle alone. We need the support of our communities to continue to provide information about suspected drug-related offences. We're asking residents, as well as people visiting the county, to be aware of the signs of County Lines exploitation and to contact the police if they spot anything.

Signs to look for include:

- A young person going missing from school or home;
 - Meeting with unfamiliar adults and/or a change in behaviour;
 - Using drugs and alcohol;
 - Money or expensive gifts they can't account for;
 - A neighbour who has not been seen for a while;
 - More people calling at a neighbour's home – often at unsociable hours;
 - Suspicious vehicles/people attending a neighbour's home.
- 5.2 Information and intelligence from the public will help further restrict and disrupt the deal lines and enable the Police to prosecute those organising the activity, safeguard vulnerable victims caught up in the networks and continue to keep our communities safe. Panel members are encouraged to support their communities to contact police if they see anything suspicious in their neighbourhood; such as unknown characters or lots of comings and goings from houses. Reports can be made using online contact channels: dc.police.uk/contact. Alternatively Crimestoppers can be called anonymously on 0800 555 111 or report online: crimestoppers-uk.org.

Contact for further information:

Frances Hughes

Chief Executive Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared on 12th November 2020



Devon and Cornwall Police and Crime Panel

20th November 2020

UPDATE ON PREVENTION OF SERIOUS VIOLENCE PROGRAMME

1 Introduction

- 1.1 As part of the budget requirement for 2020/21 the Police and Crime Commissioner (PCC) and Chief Constable (CC) agreed to implement a new programme of work to address the prevention of serious violence. This introduced a £1 million additional investment into tackling violent crime for at least the next four years. Despite the challenges of instigating a wide scale change due to COVID 19 work is progressing well.
- 1.2 Devon and Cornwall is not one of the areas funded by the government to set up a Violence Reduction Unit, however, the learning from these units has been helping to inform the Devon and Cornwall approach.
- 1.3 Panel members will recall the original rationale for the programme was as a direct response by both the Commissioner and Chief Constable to offer joint leadership and investment to tackle our inherent violence within our community. Although there are areas of best practice already within the police, such as the partnership which is Trauma Informed Plymouth and the World Class Policing Award for Operation Encompass achieved in 2019 a more coordinated partnership approach is necessary to turn the tide on this inherent community wide issue.
- 1.4 As part of this approach, Crest Advisory and the Social Care Institute for Excellence (SCIE) have been commissioned by our Pioneer Board – Prevention of Serious Violence, where the Chief Constable and the Police and Crime Commissioner work together to develop a new partnership-based violence prevention approach. These organisations have significant experience of work in relation to tackling violence and have worked for other OPCCs, violence reduction units and local authorities.
- 1.5 Over the course of the next 9 months, they will be undertaking a series of projects to help us define the problem of violence, to understand its drivers, to understand how to prevent violence and to develop a strategy for Devon and Cornwall on violence prevention. This will provide the evidence base for our four year programme and will inform our commissioning decisions going forward.
- 1.6 We have also been working with the Home Office on understanding pathways working backwards from the most serious violence, which is homicide. There are many different forms of homicide and therefore forming one single plan to address and



prevent it is not easy. This also links with the Deep Dive into Domestic Abuse was instigated by discussions with the Commissioner and Number 10 at the start of the pandemic. This created an opportunity taken by the PCC and CC, supported by the Home Office. We anticipate that a report on this work will be available by the end of the year.

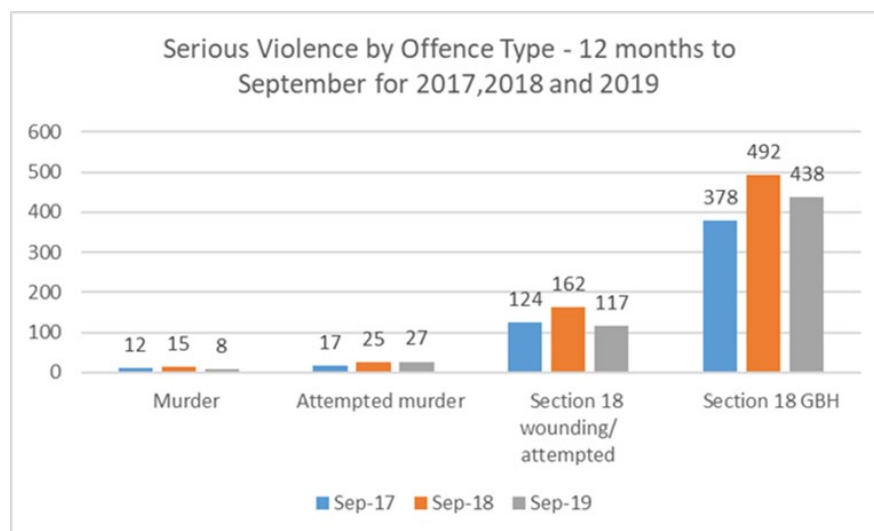
2. What is the problem we are trying to address?

2.1 Devon and Cornwall Police's review of serious violence in 2018 highlighted that:

- Most serious violence impacts predominantly on male victims aged between 18 to 36 years old (3 in every 4 crimes);
- Female victims are much more likely to experience most serious violence in a domestic context (50%) compared to males (11%);
- Around a third of offences appear to have been aggravated by alcohol, and three-quarters of offences occur between 6pm and 6am.

However, Severe forms of violence such as murder, attempted murder, section 18 GBH and wounding have decreased by 13% to 577 incidents (in the year ending March 2020).

The graph below also shows this decreasing trend. For example, in the year ending September 2019, serious violence had decreased over all categories (apart from attempted murder) when compared to 2018.



This data on serious violence reported above follows the OPCC's current working definition which includes; Murder, Attempted Murder, s18 GBH and Wounding.

2.2 The Peninsula Crime Analysts Network examined rising levels of serious violence in Devon, Cornwall and the Isles of Scilly as part of the development of the 2019/20 Peninsula Strategic Assessment (PSA) which was finalised in December 2019. This looked at recorded crime for the year 2018/19 and observed rises in serious violence in all areas apart from Torbay which remained stable. The PSA informs the work of the Community Safety Partnerships, the police and the activities within the PCC's Commissioning Intentions Plan over the coming year, in key areas including domestic abuse and the collective response to alcohol related violence.

- 2.3 The significant increase in proactive activity right across the geography to tackle organised drug supply, including county lines, can be observed in the increased levels of recorded crime being seen in the areas of drugs offences and possession of weapons. Apprehending offenders and removing weapons from circulation are an important step in keeping our communities safer. Since 2018 we have seen the establishment of dedicated proactive teams in each of the four geographic command units in Devon and Cornwall Police (Cornwall; Plymouth; South Devon and Torbay; and North, East and West Devon) which have played an important role in upscaling activity. This is supported by Devon and Cornwall Police's participation in national county lines operations, local partnership efforts around intelligence gathering and prevention and through work by the National Crime Agency and Regional Organised Crime Unit.
- 2.4 Overall Devon and Cornwall has the lowest rate of crime per 1000 people in England and Wales¹. Devon and Cornwall rate of violence against the person is 23.5 per 1000 compared to 29.9 per 1000 national average. However, violence against the person offences are notably higher as a proportion of total crime in Devon and Cornwall compared to other police force areas in the South West and the England and Wales average² (7% higher than the national average). Torbay has the highest rate of violence against the person offences³.
- Notably the rate of DA related offences (18/19) is 8.9 per 1000 compared to 10.3 per 1000 national average. However, the rate of detentions under s136 Mental Health Act per 10,000 is higher in Devon and Cornwall (6.5) compared to national average (5.9).
- 2.5 Whilst we have seen a reduction in levels of serious violence in the most recent data it is important that we are not complacent, and we continue to address the inherent violence within our communities. Devon, Cornwall and the Isles of Scilly has a higher rate of violence with injury than the national average and sees significant seasonality peaks as well as increasing levels of rape and domestic abuse. If we are to protect communities and stop these crimes from occurring, we need a significant and sustained partnership focus.
- 2.6 Unlike Devon and Cornwall, the major cities and core centres of knife and gun crime within England and Wales have an opportunity to bid and secure additional funding from central Government. These are colloquially known as Serious Violence Prevention Units and whilst they can be led directly by police, there is an opportunity for co-leadership with the Police and Crime Commissioner having responsibility for victim care and crime reduction, as is the arrangement within West Midlands Police.
- 2.7 Due to the issues of volume rather than seriousness of violence, forces such as Devon and Cornwall will thankfully never meet the threshold for obtaining additional funding through this mechanism. Nonetheless there is clear evidence that serious violence takes place, and more than we are often aware, as a large degree of serious violence is not recorded within police systems although it is captured in health data and within major trauma units. It is evident within the public health Joint Strategic Needs Assessments which are undertaken in each upper tier local authority area (Devon, Cornwall, Plymouth, Torbay). Additionally, there is intelligence and information held by other agencies which is shared with police as part of children and adult safeguarding

¹ ONS 2020

² Open access data

³ Peninsula Strategic Assessment

arrangements. However, the acquisition and analysis of that data is not conducted within one single repository, whereas the Serious Violence Reduction Units specifically carry that capability and in addition have the capacity to further invest in dedicated prevention subject matter experts.

- 2.8 The investment in a Devon, Cornwall and the Isles of Scilly Serious Violence approach is not only to take an evidence-based approach, founded on the principals set out in the Serious Violence Strategy, but also to provide an opportunity for health and local government partners to work with us on this initiative.

HM Government's Serious Violence Strategy published in April 2018 endeavours to bring in a

"new balance between prevention and law enforcement. It declares a call to action to partners from across different sectors to come together and adopt a multi-agency public health approach to tackling and preventing serious violence at a local level."

- 2.9 The establishment of this new approach further supports the wider policing approach to prevention and critically, the development of information and intelligence. In addition, it will provide a platform for embedding a sustained public health approach to serious violence and create opportunities to invest in preventing and tackling the forms of serious violence that are particularly evident and relevant to our own communities. Such violence includes geographic areas of ingrained domestic abuse which is passed from one generation to another.

- 2.10 Public health approaches look behind an issue, problem or illness to understand what is driving it. These social determinants or structural factors, are the circumstances such as housing, education and income that underpin people's lives and make them more or less likely to experience poor health outcomes, criminal victimisation and premature death; have contact with the police and other services; and enter the criminal justice system. What is already clear is that many service users across the public sector have multiple and complex needs.

- 2.11 Our agreed programme objectives are:

- To develop and implement a new public health and partnership approach to address the causes of inherent violence within our communities;
- To build on proven interventions and implement new preventative and evidenced based approaches to address the causes of violent crime and reduce offending;
- To explore a partnership model to delivering preventative, evidenced based approaches which are known to reduce death/serious injury from serious violence;
- To make Devon and Cornwall more resilient and intolerant to violence in the community;
- To make Devon and Cornwall more unattractive for serious and organised crime groups.

3. Why we are addressing it now

3.1 The last few days of the 2019-20 financial year were among the most challenging for Devon and Cornwall Police and its partners, as the enormity of the challenge posed by Covid-19 became clear. While the force rapidly reacted to emergency legislation and society adapted to a host of extraordinary measures designed to save lives, a welcome report from the Office of National Statistics was published. It showed that Devon, Cornwall and the Isles of Scilly had the lowest recorded crime per head of population – lower than 42 of the 43 police forces in England and Wales. This was not a total surprise, the force has worked hard and although police performance is part of the picture, other factors have contributed. This improved further during the summer period and Devon and Cornwall became the lowest crime area in the country.

3.2 We have spent the last few years building connectivity between organisations and the public they serve to create more resilient communities. Initiatives like Safer Towns have brought police together with councillors, residents, health experts and organised groups, resulting in measurable reductions in crime. Penzance and St Austell stand out as good examples. As well as providing a budget that allowed force strength to grow by 317 by the end of March 2021. The Panel will remember that when we were coming out of austerity the PCC took the opportunity to use the council tax flexibility to create an investment opportunity as none was forthcoming from government. A budget which the Police and Crime Panel agreed as they did not use their veto. In collaboration we have worked to create new emergency services roles. Building on the already successful Tri-service safety officer scheme in Cornwall, last year saw the creation of community responders who are fully trained firefighters with full police powers in Devon.

3.3 It is forecast that the number of crimes relating to Violence against the person (Homicide, Violence with Injury and Violence without Injury) that are not domestic abuse related is likely to increase by and estimated 9% annually.

Serious organised crime shows an increased demand from emerging threat, risk and harm linked to county lines activity, cross border crime and organised drug and cross border criminality (human trafficking, serious violence, kidnap & extortion, money laundering, sexual exploitation, weapons) which cause immense harm to communities. There is already a collaboration with other Police Forces in the South West through the Regional Organised Crime Unit to address this complex area of work.

3.4 There are also greater opportunities to utilise civil preventative orders e.g. Domestic Violence Prevention Orders (DVPOs), Sexual Harm Prevention Orders (SHPOs), Sexual Risk Orders (SROs) and gang injunctions, and new orders such as Domestic Abuse Prevention Orders, Knife Crime Prevention Orders and Stalking orders.

3.5 However, demand data into policing is only part of the story and as part of the Prevention of Serious Violence Programme a detailed analysis of serious violence across all partners' information in Devon, Cornwall and Isles of Silly has been commissioned. Our learning from leading during COVID has been that swift and decisive decision making has facilitated innovation across the peninsula and the OPCC has facilitated flexible and responsive schemes such as COVID Street Marshals, targeted CCTV and a range of innovations as part of the summer policing plans.

- 3.6 Our new preventative approach, grounded in public health principles builds on our track record of successful projects/efforts including innovations such as award-winning, Pathfinder, Make Amends the restorative justice approach which have used for rape and serious violence, and our world class policing award for domestic abuse Op Encompass. And recent successes in achieving Howard League recognition for Make Amends, Circles and Trevi House in Plymouth, who all work within this complex agenda.

4. Current demand

- 4.1 There is no single definition of serious violence in terms of crime types and no clear definition across partners, and this is an area which the Pioneer Board will be exploring in more detail.

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

- The increase of violent offending seen over the past several years has slowed with a slight (0.2%) reduction in violence against the person. However, the focus on tackling serious violence (based on murder; attempted murder; S18 grievous bodily harm and wounding) at its grass roots remains a priority for the PCC and the Chief Constable. In the last 12 months serious violence offences have decreased by 12.6% from 661 to 578. Rape offences have increased by 3.4% from 1,575 to 1,629 over the same period.
- Levels of reported domestic abuse continue to increase with 20,798 domestic abuse crimes recorded in the year, a 4% increase on the previous year. While this may reflect increasing confidence to report these crimes which are often 'hidden' it must remain a significant area of focus to ensure that action is taken against perpetrators and that victims are protected.
- The year saw a 3.4% increase in recorded drug offences to 4,248 which reflects the increasingly proactive response from the force to pursue drug supply chains. While numbers remain low compared to other parts of the country there was a 13% increase in possession of weapons offences to 1,090 many of which are related to the drug supply chains being actively targeted. There were 300 organised crime group disruptions in the year which led to 43 convictions and nearly 300 years' imprisonment.

- 4.3 The national comparators from the Office of National Statistics relate to the 12 months up to the end of March 2020. Devon and Cornwall's crime rate for that period was 57.0 per 1,000 population which was significantly lower than the national average of 88.9 per 1,000 population. Devon and Cornwall have:

- the lowest recorded crime rate in England and Wales, and the lowest crime rate for crimes where there is an identified victim.
- one the lowest rates of acquisitive crime out of all force areas with the lowest rate of residential burglary, second lowest rate of theft offences, the lowest rate of robbery and the third lowest rate of vehicle offences.
- Comparing March 2020 with a year earlier, there were decreases in both domestic and non-domestic burglary offences, vehicle offences, shoplifting, other theft and criminal damage although there was a small rise in robbery across the year.

5. Our track record in Devon, Cornwall and the Isles of Scilly

- 5.1 Devon, Cornwall and the Isles of Scilly has existing partnership structures and commissioned services that already work towards these types of approaches. However, these are currently fragmented and complicated by the myriad of differing partnership boundaries across other statutory services. Good examples are the Trauma Informed City approach in Plymouth <http://www.plymouthscb.co.uk/wp-content/uploads/2019/04/Trauma-Informed-Plymouth-Approach-FINAL-April-2019.pdf> and the Turning Corners Project in South Devon which achieved government funding and which was externally funded by the Home Office and facilitated by the Office of the Police and Crime Commissioner.
- 5.2 The Prevention of Serious Violence programme cannot be considered in isolation and must be seen in addition to a wide range of commissioned services already in existence as well as the breadth of policing currently undertaken to address this issue. Domestic abuse and sexual violence are a significant element in the delivery of the current police and crime plan and demand on Devon and Cornwall police. In 2019/20 21,185 instances of domestic abuse were reported to the police. The Victim Care network received 11,177 referrals of which just over 1000 were specifically DA related. Many of the DA related interventions are for high and medium risk victims which are managed within the Sexual Offence and Domestic Abuse Investigation Teams (SODAITs). SODAITs are pivotal to providing the overall objective of a single process for safeguarding; where all cases are researched, risk assessed and considered for multi-agency information sharing. The creation of SODAITs has developed Force expertise in dealing with domestic abuse and sexual offences giving a specialised, professional service to vulnerable victims.
- 5.3 Specialist Domestic Abuse and Sexual Violence services account for £1,945,275 (35%) of the PCCs total commissioning budget. This includes the £630k contribution to domestic services in local authorities through the CSP grants to Community Safety Partnerships.
- 5.4 A Domestic Abuse Bill has been reintroduced to Parliament and is progressing quickly through the legislative process. Among the many measures affecting the national policy agenda and criminal justice system, the Bill proposes two new measures which may have a direct impact on the way in which domestic abuse support is commissioned in local areas. These are:
- placing a statutory duty on tier 1 local authorities (i.e. Devon County Council) to “assess [...] the need for domestic abuse support in its area, prepare and publish a strategy for the provision of such support [...] and monitor and evaluate the effectiveness of the strategy.” Monitoring and evaluating includes submitting an Annual Report to the Secretary of State on the local authority’s exercise of its functions.
 - the appointment of a Domestic Abuse Local Partnership Board (with specified membership) to advise the local authority in carrying out these functions.
- 5.5 The scope of “domestic abuse support” in the Bill is quite narrowly drawn: “support, in relation to domestic abuse, provided to victims of domestic abuse, or their children, who reside in relevant accommodation”. The meaning of “relevant accommodation”

will be set out in regulations, but is intended in a broad sense: “dedicated specialist services which provide a safe place to stay for victims and their children fleeing domestic abuse.”

- 5.6 The Victims Commissioner and Domestic Abuse Commissioner both expressed a desire for the duty to be extended to support services in the community, though this is not (yet) reflected in the Bill.
- 5.7 The government is also due to refresh the National Statement of Expectations (NSE) for Violence against Women and Girls originally published in 2016, now that the corresponding strategy has been refreshed in 2019. The NSE will be the basis for the Domestic Abuse Commissioner to hold local areas to account. The original NSE from 2016 recommended that local areas should take ‘a strategic, system-wide approach to commissioning (for VAWG)’. The updated NSE will be published this year and will set out best practice for commissioning all VAWG services locally, both accommodation- and community based.
- 5.8 The Police and Crime Commissioner also successfully facilitated an investment of over £500,000 into a Safer Streets Intervention in Stonehouse in Plymouth this year. This national funding was specifically to address areas with high acquisitive crime rates but will have impacts across the wider crime levels in the area. The intervention, being delivered in partnership with Plymouth City Council and the local community will see a range of improvements in the area which will all impact on reducing overall crime rates.
- 5.9 As detailed in November’s PCC update to the Police and Crime Panel the OPCC has secured additional government funding to intervene and change behaviours with domestic abuse perpetrators. In mid-August 2020 the Home Office announced that £5 million was available to Police and Crime Commissioners to support the introduction of perpetrator-focused domestic abuse programmes in their area. The grant stipulated that all funds secured from the Home Office must be spent by 31 March 2021. The Office of the Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly submitted a bid for £417,395 which has been approved. With total local match funding secured of £215,959 this amounts to an overall programme total of £633,354.

6. Immediate Next Steps

- 6.1 One of the aims of the programme is to commission evidence-based services with partners to reduce the overall levels of serious violence across Devon, Cornwall and the Isles of Scilly. This may be by creating new services; decommissioning services known not to be very effective; amending existing practices within policing or challenging practices delivered by partners. All decisions will be based on robust whole population data and not limited to police or partners demand data. There will be clear outcomes defined for any commissioned service to inform the overall success metrics for the programme.

The programme is running several projects in parallel with the collection of additional data to understand the complexity of commissioning in this space. These include:

- The development of a Hot Spot Policing Pilot to assess the impact of high profile, visible policing on high crime areas. This pilot is being delivered in partnership with academic research from Exeter University. This has been delayed due to Covid and the capacity of partners.

- Recommissioning targeted preventative activities in South Devon as part of Turning Corners Phase 2. This partnership approach will reduce the risk of young people in Devon becoming involved in violence, ASB and crime through early intervention and prevention. Phase 2 will build on the evidence and learning from the initial Turning Corners Project around ACE's, early intervention, maintaining trusted relationships and strengthening knowledge and understanding across multi-agency partnerships. The original scope of the project was detailed in last year's PCC Annual Report.
- Commissioning of services in Plymouth in partnership with Street Games to provide interventions to divert young people away from crime at a critical time in their lives;
- Undertaking an assessment of the outcomes of all Domestic Homicide Reviews across the areas to identify commonalities and opportunities to drive a system change in how preventative approaches can be identified;
- Undertaking an analysis of what currently works in terms of policing and partnership practice to reduce serious violence and identifying areas to challenge and change to meet the identified needs. We are revisiting the lessons from previous interventions which may no longer be being delivered but identified good practice. For example, working with the partners who were previously involved in delivering Turning Corners interventions in South Devon to determine whether there are opportunities to share the learning from this work more widely and to reinstate the evidence based interventions in a more targeted way;
- Exploring opportunities to work with Youth Offending Teams to identify a wider range of opportunities to reduce the unnecessary criminalisation of young people through a range of alternative arrangements for rehabilitation;
- Exploring the options to extend the current arrangements for Restorative Justice to specifically address serious violence, which has a clear evidence base for reducing reoffending;
- Piloting the interventions of a domestic abuse response car as well as a mental health response car as part of this year's summer policing approach;
- Commissioning of a teacher's helpline as part of Operation Encompass to provide access to a child Psychologist by teachers to help support those children in need. This service started in Devon and Cornwall and has now been made available nationally.

6.2 The programme has developed an interim board to direct the scope of the project, which will shortly be extended to a wider group of stakeholders following the appointment of a Programme Director. The Board has commissioned Crest Advisory to work with us over the next nine months to provide a baseline for serious violence in Devon and Cornwall and develop a serious violence strategic needs assessment to allow all partners to understand the scale of the problems we face and come together to address them. Crest Advisory will be working with the Social Care Institute for Excellence (SCIE) to advance this. SCIE brings significant experience and knowledge in the field of child maltreatment and safeguarding adults: their 'Learning Together'

systems approach, developed in 2015, has been used in over 80 local authorities in England and Scotland as well as internationally.

- 6.3 The serious violence strategic needs assessment to understand the nature and scale of violence in Devon and Cornwall and the Isles of Scilly. This will enable us to explore the potential drivers of serious violence in Devon and Cornwall and the Isles of Scilly. The final output from this element of the work will be a detailed report which sets out in full the evidence for use by the OPCC and Devon and Cornwall Police, using a range of data sources, qualitative and quantitative analysis and the voices of those affected by violence.
- 6.4 It is easy to forget that there is no single solution to escalating serious violence. Decisions made elsewhere in policing and across stakeholders such as the national and local uplift in police officer numbers and existing work of the Forces Prevention Department, services commissioned across partners in the peninsula to support both victims and perpetrators of domestic abuse and sexual violence will all play a contributing factor.
- 6.5 The appointment of a Programme Director for Serious Violence in October 2020 with a start date of January 2021 will provide the focus for the work in the coming months and enable a more detailed programme of interventions and evaluation to be implemented and a robust governance framework to be embedded.
- 6.6 In addition, the Force is currently redesigning its operating model. Within that redesign process, it has already been agreed that a new 'Vulnerability' Command will be created, providing an opportunity to draw together centrally the functions that provide strategic and organisational wide prevention, safeguarding and vulnerability reduction interventions. An overarching Vulnerability Reduction Strategy (VRS) is also in the process of being agreed, which driven by a Vulnerability Reduction Board, will focus organisational thinking in embedding on a public health approach to prevention and early intervention.

Contact for further information:

Frances Hughes

Chief Executive Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared on 12th November 2020



Devon and Cornwall Police and Crime Panel

20th November 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 September 2020.

1. Policy Developments

1.1 COVID Response

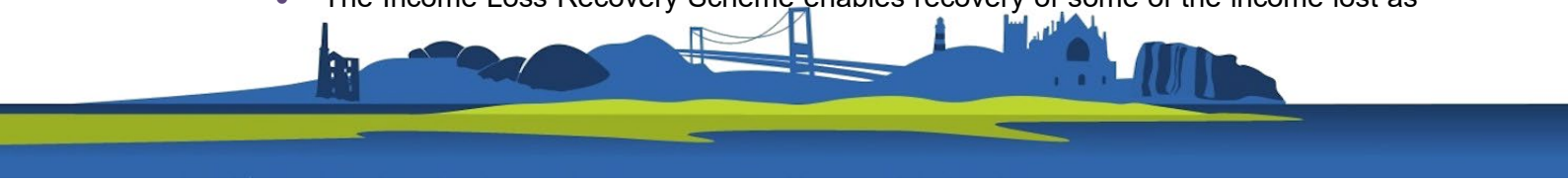
The police involvement in managing the pandemic continues to be an evolving picture with policing playing a pivotal role in the coordination of the local and national effort. The policing approach throughout has been to support the public in following the regulations by engaging, explaining and encouraging, and enforcing with a fine as last resort. However, where it is clear that the public are not responding to policing interventions then there will be a need to move more quickly to enforcement by issuing a fine. In October the Prime Minister announced a 'three-tier' system of COVID restrictions and the implementation of these requires the close cooperation of policing with local partners, and the successful partnership of the Health Protection Boards with the Local Resilience Forum to manage the implications.

With the country now in a new national lockdown, and new national regulations and guidance issued policing remains at the forefront of the response.

The Prime Minister recently committed to providing local authorities and police forces with additional funding to enhance their enforcement activities to help in the management of COVID.

There are three streams of funding which have been announced which are available to Devon, Cornwall and the Isles of Scilly:

- The reimbursement of the medical grade PPE. Up to the end of September 2020, approximately £700k has been reclaimed against COVID related expenditure of £1.5m.
- The £30m COVID surge grant recently announced for policing has seen Devon, Cornwall and the Isles of Scilly allocated £705k. This funding will be used in accordance with an Enforcement Plan which was submitted to the Home Office by the deadline of 31st October.
- The Income Loss Recovery Scheme enables recovery of some of the income lost as



a direct result of COVID. The scheme allows for 75p in every £1 of lost income (after a 5% deductible) to be reclaimed. A claim for £217k has been submitted to cover April to July 2020. The majority of this income relates to road safety.

1.2 Domestic Abuse Perpetrator Funding

In mid-August 2020 the Home Office announced that £5 million was available to Police and Crime Commissioners to support the introduction of perpetrator-focused domestic abuse programmes in their area. The grant stipulated that all funds secured from the Home Office must be spent by 31 March 2021. The deadline for bids was 29 September 2020 and the Office of the Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly submitted a bid for £417,395 which has been approved. With total local match funding secured of £215,959 this amounts to an overall programme total of £633,354.

The Office of the Police and Crime Commissioner in partnership with domestic abuse commissioners from Cornwall Council, Plymouth City Council, Torbay Council, and Devon County Council, applied to this fund to help create a community and system wide response to domestic abuse perpetration to reduce harm and improve outcomes for people affected by domestic abuse. The proposal seeks to directly work with those who harm others through domestic abuse and the families of those individuals throughout Devon, Cornwall and the Isles of Scilly.

The proposal has 5 objectives as follows:

1. To lay the foundation for an improved whole systems response to and understanding of domestic abuse perpetration by building on the existing infrastructure and strengthening our response.
2. To share learning about perpetrator interventions to influence organisational, societal and cultural change.
3. To upskill staff and develop the workforce by raising awareness, inspiring confidence and encouraging action.
4. To begin dialogue / start a conversation with our communities that supports a shift in attitude towards perpetration with the aim of empowering communities to evolve their response and approach to perpetration.
5. To intensively working with perpetrators.

It is based on 4 tiers of activity:

- Tier 1 – action through awareness – this would be predominantly delivered through bystander interventions
- Tier 2 – action through ownership – this work uses training/interventions to broaden intervention opportunities in organisations outside of the specialist domestic abuse arena (i.e. elsewhere in ‘the system’)
- Tier 3 – action through targeted intervention – this work would strengthen existing provision in our area for those who perpetrate domestic abuse, as well as supporting the development of new provision in one geographical area
- Tier 4 – action through evidence – evaluations to help us understand what works in which areas, and why.

One local commissioner of specialist domestic abuse services described the process as: “I thought the final bid and supporting narrative was really good – well put together and comprehensive, showed some real strategic thinking rather than just chasing the cash”.

1.3 Direct intervention to change lives: Modular Housing Project

The Commissioner is sponsoring an innovative pilot project that aims to address a construction skills shortage, high reoffending rates and homelessness.

In 2019 the PCC developed an new innovative modular housing project in partnership with Torbay Council, a modular housing provider (AGILE) and HMPPS Leyhill to provide a single dwelling in Torbay, made and assembled by prisoners and assembled with the help of a prisoner, released on temporary licence (ROTL) from HMP Channings Wood. It will be occupied by young mothers, who would otherwise be in unsuitable accommodation and are in need of support to develop life skills for independent living.

It is the first low carbon, affordable modular home is to be made by prisoners at HMP Leyhill. The PCC is supporting this intervention as a proof of concept with the aim of assessing the ability to scale this project up with regional colleagues. The project will provide an affordable dwelling for to assist the local authority and will provide meaningful work for prisoners as part of their rehabilitation. Due to COVID this intervention has been delayed, and work is now recommencing with the hope that the dwelling can be delivered early in 2021.

1.4 Mental Health Community Sentence Treatment Requirement for Cornwall

Following the success of the Mental Health Treatment Requirement programme with the Courts in Plymouth, the LCJB led by the Commissioner is working with Cornwall Council are working with partners to introduce the scheme through integration with their commissioned drug and alcohol service. Reoffending rates, are significantly higher for those released from short-term prison sentences and therefore reducing the number of mentally ill people going to prison and instead get them treatment and help there is a better chance they will not end up back behind bars, lives can be put back on track and pressure on the Prison Service relieved. The current steering group, which manages the Plymouth pilot will be expanded to include strategic management of the Cornwall scheme and will continue to work with the LCJB Mental Health Partnership and NHS England to plan roll out in Devon during 2021/22.

1.5 CCTV investment update

The Commissioner is pleased to provide financial support to Exeter City Council to assist with its upgrade of its CCTV suite and monitoring facility. Police and Crime Panel members will be aware that a decision has been awaited from Exeter for some time upon its intentions for CCTV investment. Following their decision to proceed, the PCC is making available a £80,000 contribution to part-fund the technical refurbishment. When complete, this will improve both the quality and reach of the city's CCTV coverage and allow Exeter to offer monitoring services to other towns across Devon. Along with Tolvaddon (Camborne), Plymouth, Torquay and Barnstaple – all of which have received similar ratios of funding from the PCC, Exeter's upgraded facility will increase the options available for towns wishing to connect into a monitoring service. The timeframes for the completion of Exeter's works is yet to be confirmed but it is likely to be Spring 2021.

The Commissioner is making £30,000 available to Devon and Cornwall Police to improve connectivity between the two police control rooms and from the local authorities' CCTV monitoring rooms. The investment will provide the hardware to allow the trial of new software to enable the Force Incident Managers to have sight of camera feeds from the CCTV hubs mentioned above. The project will also enable the police control rooms to have live access to officer's Body Worn Video feeds.

1.6 SW Peninsula Road Safety Partnership

The SWPRSP Board, chaired by the Commissioner and comprising representatives from each highways authority, elected members and the emergency services met on the 13th October 2020. The partnership's vision for zero death and serious injury on the road network was restated and the partnership Board agreed to adopt the new name of VISION ZERO SOUTH WEST in place of the existing SWPRSP.

Tragically between 23rd June 2020 (the date of the last meeting) to 12th October, 26 people lost their lives on our roads and a further 27 were critically injured. In keeping with practice for each meeting the names and ages of the 26 people who had died were read out, following which the Board held a minute's silence.

The Board received an update on progress provided by each of the 8 theme leads 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

There then followed a more in depth presentation from both the Young Drivers and Driving for Better Business theme leads. Board members were asked to formally sign up to the Driving for Better Business programme and consider how this could be promoted further not only within individual 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 participated in project EDWARD (Every Day Without a Road Death) which involved a week of enforcement activity coordinated between 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. The main focus for this year for project EDWARD was Work - Related Road Risk.

The learning from this week of action will be used to inform further partnership route-based intervention over the forthcoming year and a schedule of this and other road safety activity will be published in November.

As part of project EDWARD, Friday the 18th of September was earmarked as 'Leadership Day' and the partnership used 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.

Sunday the 15th of November is 'United Nations World Day of Remembrance for Road Traffic Victims' and the partnership intends to take appropriate action to acknowledge victims of road crashes and their families and make it a major advocacy day for road traffic injury prevention.

The precise arrangements are in the process of being developed, led by the OPCC Comms and Engagement team supported by comms representatives from all partner organisations. The approach taken will be aligned to and in partnership with RoadPeace, a national road safety charity which was responsible for the inception of the day of remembrance which was later adopted by the UN.

2. National Developments

2.1 Road Safety Survey

In September, the Commissioner led a national road safety and enforcement survey on behalf of the Association of Police and Crime Commissioners (APCC). The poll covered a small number of questions relating specifically to the adequacy of current enforcement of traffic laws, strength of feeling for increasing traffic fines, and views of reinvesting that money into enforcement and road safety.

This is the first time the APCC has backed and co-ordinated a survey by all PCCs. The poll, which was open for the whole of September, received a total of 66,266 responses from members of the public from every part of England and Wales. 6,792 responses were from residents of Devon, Cornwall and Isles of Scilly.

To what extent do you feel safe on the roads where you live?		
	Devon & Cornwall	National
Very safe	9.22%	7.54%
Safe	35.63%	34.76%
Neither safe or unsafe	25.62%	26.61%
Unsafe	24.29%	25.21%
Very unsafe	5.24%	5.88%

To what extent do you witness road traffic offences on the roads where you live? (e.g using a mobile phone, speeding, not wearing a seatbelt etc)		
	Devon & Cornwall	National
Daily	52.94%	55.59%
Weekly	22.25%	21.52%
Occasionally	17.86%	16.67%
Rarely	5.77%	5.25%
Not at all	1.18%	0.97%

To what extent do you agree that offences that occur on roads where you live require more enforcement?		
	Devon & Cornwall	National
Strongly agree	45.67%	47.87%
Agree	33.55%	33.88%
Neither agree nor disagree	12.51%	12.17%
Disagree	5.32%	4.08%
Strongly disagree	2.94%	2.00%

To what extent do you agree that fixed penalty fines for road traffic offences like speeding (currently £100 fine) and failure to wear a seatbelt (currently £100) should be increased to be in line with other serious offences like using a mobile phone whilst driving (currently £200) to serve as a greater deterrent?		
	Devon & Cornwall	National
Strongly agree	43.86%	43.10%
Agree	25.4%	27.30%
Neither agree nor disagree	13.18%	14.52%
Disagree	11.01%	10.20%
Strongly disagree	6.55%	4.88%

To what extent do you agree that some of the money raised through fixed penalty fines should be reinvested into enforcement and road safety measures to deny criminals the use of our roads and keep us safer?		
	Devon & Cornwall	National
Strongly agree	61.07%	60.49%
Agree	25.06%	28.38%
Neither agree nor disagree	6.33%	5.85%
Disagree	3.34%	2.59%
Strongly disagree	4.20%	2.69%

These results were included in the Commissioner's submission to the Department for Transport's Call for Evidence on roads policing. The Call for Evidence is a key part of the Government's two-year review of roads policing.

The Commissioner remains convinced that increasing traffic fines with the additional revenue being invested into local enforcement and road safety schemes improve road safety without placing an additional burden on taxpayers.

PCCs from across the country discussed the results of this poll at the Road Safety Roundtable on 21st October and the individual Force results have been shared with the National Police Chiefs Council Roads Policing lead, Anthony Bangham for circulation amongst chief constable colleagues. The results have also been shared with local MPs.

2.2 Home Office National Review of Police and Crime Commissioners

Part one of the national policing review has now been undertaken with a variety of stakeholders asked to submit their views to the Home Office. Part two of this review will be scheduled for after the PCC elections in May 2021. Nationally there have been a series of workshops between the Home Office and PCCs to discuss the PCC Review. The discussed

have been has been focused around transparency and accountability; resilience of PCCs; scrutiny and accountability; PCC oversight of Chief Constables; Other governance models including Mayoral models and Fire governance; and the potential to expand the PCC remit. The results of the part one findings are anticipated to be made available at the end of November.

2.3 Spending Review 2020

It has now been formally announced that the Chancellor will deliver the 2020 Spending Review (SR) alongside the OBR forecast on the 25th November, setting out spending plans for the next year. The Comprehensive Spending Review already announced for 2020 has now been amended to a one year CSR rather than multi-year with an announcement of the department allocations anticipated in late November. The timescale for the announcement of the detailed settlement is, as yet, uncertain but anticipated to be before Christmas. The government remain committed to the national uplift in police officer numbers and a focus on crime.

2.4 New National Sport and Youth Crime Prevention Board

The Commissioner has accepted the opportunity to join the new National Sport and Youth Crime Prevention Board. This Board will enable PCCs to input to and access the latest thinking and opportunities in areas of intervention, (what works) research and insight whilst addressing cross-cutting themes such as BAME and vulnerable women and girls. This strongly links to the Commissioners own work with the Chief Constable of prevention of serious violence and supports the Commissioners own Commissioning Intentions Plan development.

2.5 National recognition for PCC Commissioned Services

The Howard League for Penal Reform annual awards are for the country's most successful community projects encouraging desistance from crime. Projects which help to keep people out of the criminal justice system by providing alternative, proportionate, effective and targeted interventions will help reduce the risk of re-offending.

These annual awards celebrate best practice in diversionary work and champion work in the community that challenges and changes people for the better – be it with children, women, mental health programmes or restorative approaches. The awards recognise projects and organisations whose work and practice is delivered above and beyond normal service delivery.

In October 2020, three services supported or commissioned by the PCC in Devon and Cornwall received awards:

- **Make Amends Restorative Justice**

Shekinah Mission, was the winner of the 'Restorative approaches' category. Make Amends is a restorative justice service delivered in partnership with Shekinah and commissioned by the Office for Police and Crime Commissioner (Devon and Cornwall).

- Trevi House Womens Centre in Plymouth

Winner of the 'Women' category. Trevi House is a charity based in Plymouth that provides safe and nurturing spaces for women and their families to heal, grow and thrive. In its 27 years of operation, the charity has helped to transform the lives of thousands of women and their children. It runs three centres.

Another South West charity, Shekinah Mission, was the winner of the 'Restorative approaches' category. Make Amends is a restorative justice service delivered in partnership with Shekinah and commissioned by the Office for Police and Crime Commissioner (Devon and Cornwall).

- Circles South West

Circles South West were Commended in the Community Award in the "Children in Care and Care Leavers" category. Circles are one of the services the commissioned by the Office for Police and Crime Commissioner (Devon and Cornwall).

This follows on from the success in 2019 when the overall winner of the overall award of the Pathfinder scheme, another intervention developed by the PCC which forms part of her Police and Crime Plan.

3. Budget Engagement with the public 2021/22

As part of the development of the budget the PCC is required to engage the public in her proposals for the entirety of the police budget. The legislation is very broad, and therefore allows PCCs a wide discretion as to how views may be obtained. There is, for example, no express reference to public polling, community engagement events or any other particular mechanism for consultation. Therefore PCCs have flexibility as to the precise method by which public views are sought. A new national best practice document has been developed to assist PCCs in this activity and this has been led by the OPCC Chief Executive of Devon, Cornwall and the Isles of Scilly.

In previous years residents of the Devon and Cornwall Police force area have helped the Police and Crime Commissioner set the strategic direction of the force and influenced decisions to increase taxation and bolster police officer numbers. This year the Commissioner has launched her most comprehensive survey into attitudes towards policing and community safety in preparation for the 2020/21 budget development on 2nd November 2020.

Last year an increase in the precept was increased by the commissioner. It helped the force cope with rising costs and assisted in funding a rise in force strength of 50 additional police officers for the 2020/21 financial year.

This year's survey takes a little longer to complete than those of previous years. Its results will be vital in helping us plan and build a force that moves even further towards reflecting the wishes of the people it serves. The survey takes around seven minutes to complete and can be found online [here](#) or via the Police and Crime Commissioner's website at devonandcornwall-pcc.gov.uk. Those without access to the internet can call the office on 01392 225555 to request a paper copy or complete over the phone. Alternatively they can

write to The Office of the Police and Crime Commissioner, Andy Hocking House, Alderson Drive, Exeter, EX2 7RP, and a paper copy will be sent to them. The survey will run until midnight on Sunday, January 3, 2021.

3.1 Government consultations

(i) Funding allocation methods: new domestic abuse duty

The Domestic Abuse Bill is currently undergoing its passage through the House of Lords having completed its passage through the House of Commons prior to the Summer Recess. The Bill includes a new duty on local authorities in England to provide support for victims and their children within safe accommodation. Subject to the successful passage of the Bill, the new duty will commence in April 2021. The Ministry of Housing, Communities and Local Government is currently consulting on the allocation method to distribute the new burdens funding associated with the duty.

<https://www.gov.uk/government/consultations/funding-allocation-methods-new-domestic-abuse-duty>

The consultation will close on 13 November 2020. The OPCC is engaging with local authority partners regarding the consultation and is intending to make a response to this consultation, in particular highlighting the need for: the funding mechanisms to take account of the existing challenges associated with delivery of such services in rural areas, adequate time to be allowed for local authorities to prepare for this new duty; and the need for multi year funding awards to support development of meaningful services for victims .

(ii) Review of The Highway Code to improve road safety for cyclists, pedestrians and horse riders

The government's consultation on proposed amendments to the highway code to improve road safety for cyclists and pedestrians closed on 27th October 2020. The Commissioner submitted a response to the consultation which focused on clarifying and strengthening the Highway Code and its protections and highlighted the importance of additional protections to support horse riders in particular on rural roads.

(iii) Roads policing review: future methods to improve safety and reduce casualties

This Call for Evidence on roads policing closed on 5th October 2020 and the Commissioner submitted a local response in her capacity as PCC for Devon, Cornwall and the Isles of Scilly as well as leading the national APCC response. The Commissioner's response was informed by the national APCC survey on roads policing and the enforcement of road traffic laws which received 6,792 responses from within Devon, Cornwall and the Isles of Scilly. The Commissioner's response includes a call for stronger national leadership and the setting of targets to support greater focus on road safety and more enforcement of road traffic laws, including a strengthening of existing penalties for many road traffic offences and reinvestment of penalties into road safety activities.

(iv) Pavement Parking: Options for Change

The Department for Transport is currently consulting on options for change to the current national rules relating to pavement parking, which closes on 22 November 2020. This is an

issue that the Commissioner has previously campaigned for action from government on, including through engagement with the Transport Select Committee. The government is seeking views on 3 options:

- Improving the Traffic Regulation Order (TRO) process, under which local authorities can already prohibit pavement parking.
- A legislative change to allow local authorities with civil parking enforcement powers to enforce against 'unnecessary obstruction of the pavement'.
- A legislative change to introduce a London-style pavement parking prohibition throughout England.

The Commissioner has been encouraging local interest groups to engage with the consultation and will be submitting a response to the consultation *[add something from Richard on what the PCC's position will be]*.

(v) Root and Branch Review of the Parole System

The Ministry of Justice is currently consulting on whether some parole board hearings should be opened up to attendance by victims of crime or wider persons. This consultation was launched on 20 October and will close on 1st December 2020.

<https://www.gov.uk/government/consultations/root-and-branch-review-of-the-parole-system>

The Commissioner is currently considering whether to submit a response to the consultation in particular with respect to the proposals impact on victims of crime. The Commissioner has also sought to publicise the consultation across victim care services within Devon, Cornwall and the Isles of Scilly to ensure that they are aware of the consultation and can respond if they wish to do so.

(vi) Expanding the offence of using a hand-held mobile phone while driving to include non-connected mobile application actions

The Department of Transport is currently consulting on changes to existing legislation to broaden the offence of using a hand-held mobile phone while driving so that it captures standalone mode functions as well as the existing interactive communication functions. This is an important amendment to address an emerging loophole within the existing law and is supported by the Commissioner, both locally and in her role as national road safety lead for PCCs.

<https://www.gov.uk/government/consultations/expanding-the-offence-of-using-a-hand-held-mobile-phone-while-driving-to-include-non-connected-mobile-application-actions>

The consultation will close on 17th January 2021 and the Commissioner will be making a submission to this consultation. The Commissioner is also continuing to campaign nationally for increases in the penalties associated with other road traffic offences, such as speeding to give them parity with the current mobile phone offences and to utilise additional revenues from such an increase to support local road safety activities.

(vii) Serious Violence Protection Orders

The Home Office consultation on the design of a new court order to target known knife and offensive weapon carriers closed on 8 November 2020. The Commissioner has submitted a response to this consultation supporting the APCC's views but also highlighting the work taking place locally, funded by council tax payers, to prevent serious violence within Devon, Cornwall and the Isles of Scilly.

3.2 Justice Select Committee Inquiry into Court Capacity in COVID 19

As the Panel are aware from the PCC Update Report to its meeting in September 2020 the Justice Select Committee is currently carrying out an inquiry into court capacity issues during COVID 19. The Commissioner submitted written evidence to the Committee – supporting the broader response provided by the Association of PCCs but also highlighting four specific issues of concern:

- The scale of the backlog locally and nationally and its impact on victims and witnesses in terms of delayed trials, including the impact on victims of modern day slavery in her capacity as Chair of the Strategic Assurance Board for the National Modern Slavery and Organised Immigration Crime Unit
- The need for transparency in local backlog data and recovery plans to enable the public, community leaders and others such as Police and Crime Panels to understand the scale of the challenge and to scrutinise the planned response
- The need to bring criminal justice agencies into Local Resilience Forum and emergency planning structures – to enable faster and more localised decision making and action in future emergency situations (and as we progress through the pandemic)
- The unsustainability of the existing virtual remand court arrangements – recognising that Devon and Cornwall Police will cease the provision of staffing for the operation of virtual remand courts within police custody units from the end of November 2020 due to its impact on police officer resources.

The Committee has not yet commenced its oral evidence sessions on this inquiry.

3.3 Engagement with local MPs

The Commissioner is continuing to provide fortnightly briefing calls for all MPs across Devon, Cornwall and the Isles of Scilly. These calls provide an opportunity to brief MPs on policing issues and to address any emerging issues or questions that MPs have. These fortnightly briefings, which are supplemented by regular written updates, cover activities by Devon and Cornwall Police in response to the ongoing pandemic, crime levels and issues such as the police budget, capacity concerns within the courts, the need to consider blue light services in planning reforms and support for victims of crime. The Chief Constable or Deputy Chief Constable joins the call at least monthly to provide an operational update.

Constraints within the criminal justice system locally and nationally remain of particular concern to the Commissioner, who is actively working with MPs and with colleagues across the APCC to raise these issues within government and to seek greater action and urgency. This has included joint letters from the Commissioner and a number of MPs, working with MPs to have issues raised in Parliament through Parliamentary Questions and direct dialogue with Ministers.

4. Formal Scrutiny of Policing

4.1 101 Scrutiny Review

The Commissioner's Scrutiny Review of 101 is taking place between October and December 2020. The 101 Scrutiny Panel will be meeting on three occasions over November and December 2020 and will consider a range of evidence in exploring the terms of reference that were set out in the report to the Panel in September 2020. The first meeting will take place on Wednesday 11th November.

Taking account of the feedback received from the Panel, the scrutiny review will also explore views on the levels of investment that may be required to 101 service as part of that review.

The scrutiny panel will be considering a range of evidence, including national best practice, force strategies and processes, public survey information and correspondence received by the OPCC. The Panel will also be conducting a listening exercise of a dip sample of 101 calls to support its consideration of quality of service.

5. Summer Policing and surge demand

5.1 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. This was on top of the additional pressures from managing the COVID pandemic. The summer policing plan operated until the end of September 2020 and saw the policing response supported by a number of innovative practices. This included the expansion of collaborations with partners such as the operation of joint mental health response units across the geography and the Domestic Violence Advocate Car. Unfortunately due to capacity constraints within partners it was not possible to operate the Independent Domestic Violence Advocate Car across all areas and the Commissioner is keen to see these capacity constraints addressed for future summers given the potential for this intervention to enhance the service received by victims and to relieve pressures on police response units.

It was an extremely busy summer as we saw increased levels of domestic tourism, the unlocking of restrictions due to COVID 19 and a series of protests across the police force area. Devon and Cornwall Police faced high levels of demand, with both the police and SWAST recording their busiest ever day in control rooms during the summer. Demand for policing was up 8% in terms of calls for service overall across the summer period.

For example, Devon and Cornwall Police answered almost 2000 more 999 calls in August 2020 compared to August 2019. This resulted in an average wait of 17 seconds to answer, compared to 12 seconds in August 2019.

Devon and Cornwall Police also attended more immediate incidents than in the previous year over the summer, attending an additional 413 immediate incidents in August 2020

compared to the previous August (a total of 7031 immediate incidents). Despite this increase attendance times remained good in the busiest time of the year, with an average attendance time of 8 minutes and 11 seconds compared to the previous August of 8 minutes 0 seconds. 86.8% were attended within 20 minutes compared to 87.7% the previous year. The Panel will recall that in 2018 the Commissioner carried out a scrutiny review of response times – at that time the annual percentage of immediate incidents attended within 20 minutes was at 70%. This reflects the increased focus placed on response times and additional investments made in strengthening response units through police officer uplifts funded by local council tax precept increases as well as the start of increased officer numbers through the national uplift programme (FTE in post in response/patrol is 15.5 FTE higher on 31st March 2020 than on 31st March 2018).

The full Devon and Cornwall Police debrief of Summer 2020 will conclude in December.

5.2 PCC's COVID 19 Safer Summer Scheme

In July 2020 the Commissioner pledged up to half a million pounds to launch a Summer 2020 COVID 19 and alcohol related anti-social behaviour (ASB) fund. The fund, formally known as the 'Covid-19 Safer Summer Scheme', provided targeted measures to help tackle ASB in 20 hotspot locations across Devon and Cornwall as a direct response to the unlocking associated with COVID 19 and the anticipated rise in anti-social behaviour.

Full details of the scheme were detailed in the Commissioner's report to this Panel in September 2020.

The total costs for the delivery of the COVID 19 Safer Summer Scheme is £393,533.26 based upon the final CSP returns at the end of October 2020. The full evaluation report is currently being drafted and is due to be published before the end of November 2020, following feedback from the CSPs. An interim set of findings have been shared with all local authorities through the LRF to support them in considering their own marshal arrangements as part of the £30 Million funding announced by the government in October.

In addition the Commissioner worked with Dartmoor National Park Authority to repurpose an existing funding allocation to support the challenges As restrictions on people's movement have eased in early summer, Dartmoor experienced a significant increase in visitors to the area including a rise in the number of individuals camping overnight, many of whom were breaching National Park bylaws. Beauty spot Bellever in particular has recently seen unsustainable levels of anti-social behaviour with littering, human waste and fires causing damage to habitats and animals. To help assist with enforcement and to help keep the area safe, National Park Rangers were joined by National Park Marshals at Bellever thanks to funding from the Commissioner's office.

6. **Estates**

6.1 Investment

The PCC has agreed the purchase and development of a facility in Plymouth. The capital project will cost approximately £7m and provide a support function to the Force across Devon, Cornwall and the Isles of Scilly.

7. Communications and Engagement

7.1 Spotlight programme on policing



The communications and engagement team worked with the BBC to organise the first regional news programme broadcast live from Middlemoor police headquarters and focussed on policing matters. The programme, broadcast on the evening October 6, 2020 from the Exeter contact centre, consisted of a discussion around Covid-19 policing and the Covid-19 marshals funded by our office through the Safer Summer Scheme.

A pre-shot package centring on the work of the Roads Collision Immersion Challenge. Funded by Dorset and Devon and Cornwall Police and Crime Commissioners, this project seeks innovative solutions to reducing the time spent investigating serious road traffic collisions.

The programme gave the OPCC and police force an opportunity to reassure communities and reinforce community safety messages.

7.2 The Councillor Advocate Network

The councillor advocate scheme continues to improve communication between local councillors, the police and the police and crime commissioner. The scheme works by improving the consistency and frequency of communication, offering advocates face-to-face discussions, access to a quarterly meeting with police at a local level, access to councillor advocate themed seminars and access to a named contact within the commissioner's office. The scheme has replicated good practise in the Devon and Cornwall Police force area and assists in community connectivity at a time when due to coronavirus restrictions physical events and meetings have not been possible. The number of councillor advocates continues to increase, particularly in Cornwall due to an effort by Community Engagement workers to address a historical under-representation from the Duchy. Council.

Numbers at October 10, 2020, were as follows:

	October 2019	October 2020
Devon	63	157
Cornwall	25	99
Total	88	256

Recent developments include:

- The setting up of virtual meetings between neighbourhood Inspectors
- A chance to put questions to the Chief Superintendent in charge of Covid-19 policing
- Streamlining/assistance of a councillor advocate looking to set up a Speedwatch scheme
- The setting up of a live question and answer session with new basic command unit commanders

Contact for further information:

Frances Hughes

Chief Executive Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared on 12th November 2020

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Devon and Cornwall Police and Crime Panel

20th November 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 second safest area in the country, as published by the Office of National Statistics for the 12 months to 30th June 2020 (published on 28th October 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 30th June 2020 – were published by the ONS on 28th October 2020.
- 2.2 In the 12 months to June 2020, total crime in Devon, Cornwall and the Isles of Scilly decreased by 9.5%. Whilst this is consistent with the national trend, the decrease has occurred at a higher rate – total crime has decreased by 4.9% in England and Wales as a whole. A total of 95,632 crimes were recorded across the force area, which is equivalent to 54 crimes per 1000 population. This is notably lower than the national average of 84.7 crimes per 1000 population.
- 2.3 The latest quarter of this 12-month period was affected by the coronavirus (COVID-19) pandemic and related lockdown restrictions. The yearly 9.5% decrease was mainly driven by substantial falls in crime during April to June 2020. This reflected the increase in time people spent at home during the lockdown period, a reduction in opportunities for theft in public spaces and the closure of the night-time economy. During this period there were significant decreases in theft offences as well as violence with injury offences.






- 2.4 Devon, Cornwall and the Isles of Scilly now has the 2nd lowest rate of crime in England and Wales, as well as the 2nd lowest rate of victim-based crime. Although the crime rate in Devon and Cornwall has decreased since the previous ONS release¹ (from 57.0 crimes per 1,000 population to 54.0), North Yorkshire have now overtaken Devon and Cornwall in the rankings to have the lowest crime rate in the country, at 53.3 crimes.
- 2.5 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
 - the 3rd lowest rate of violence without injury offences
- 2.6 Levels of violence with injury offences have decreased by 9% compared to the previous year. Over the same period, offences that comprise the serious violence category² have decreased by 6%.
- 2.7 Levels of domestic abuse and serious violence remain areas of concern. Nearly 4 in 10 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 October 2020³. This crime profile is also published on the OPCC's website at

<https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/crime/>.

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

¹ Year ending March 2020

² Murder, attempted murder, section 18 GBH and wounding

³ The ONS dataset also excludes data for the City of London due to its low resident population.

- 3.3 The OPCC's assessment of performance to-date against the headline strategic indicators for the performance year ended 30th September 2020 show most indicators at Green – 'Content'. This is the latest data for all indicators that are available unless stated otherwise. Due to the short timeframe between the September and November Panel, there has not been a significant change in the grading of judgements and as such performance mirrors the picture reported to the Panel in September 2020. The infographic for November 2020 is included at Annex 2.

Summary:

	November 2020 Panel	September 2020 Panel
Green	6	6
Amber	2	2
Red	0	0
Ungraded	3 ⁴	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 October 2019 to 30th September 2020, 65% of all 101 calls connected through the IVR system were answered within 10 minutes. This is a slight increase from 64% which was reported to the Panel in September 2020 and performance remains above the baseline attainment figure of 62%. Nonetheless, the Commissioner has retained this indicator at Amber until continued improvement is evident.
- 3.6 Between 1st October 2019 and 30th September 2020 - just over 570,900 calls were connected to IVR. Over this period, the average wait time to speak to a call handler has been 8 mins 42 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 in its broadest context incorporating the volume of 101 calls, 999 calls and alternative 101 contact methods which are all handled by the same call handlers. During periods of high 999 demand, call handlers are often diverted away from answering 101 calls to prioritise emergency calls which pose the highest risk,

⁴ 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.

with 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. Devon and Cornwall Police have recently published a live 101 monitoring board on their website which allows members of the public to see the number of calls waiting and the expected time to get through to a call handler - with the warning that wait times could be affected if there is an increase in calls to the 999 emergency number. The monitoring board can be accessed here: <https://www.devon-cornwall.police.uk/contact/>

- 3.8 The deep dive into the 101 service that was presented to the Panel in September provided a greater insight into police contact management and detailed the complexities of this working environment and the challenges in managing and maintaining strong performance for both 999 and 101, particularly in view of the increases in demand for 999 and 101 services and the growing complexity in the nature and duration of calls.
- 3.9 Over the past 4 years the Commissioner has supported an investment programme of over £1.3M to enhance the technology within 101. It was hoped that this could help to alleviate pressures on the control room and to reduce waiting times for those who need to call 101 - the impacts of which have been less effective than desired due to the factors cited above. This has included investment in a new telephony system (IVR) which has previously been identified to the Panel. Whilst this has not had the impact on the proportion of calls that were answered within 10 minutes as anticipated, it has delivered some real benefits to the public and vulnerable victims of crime. Calls which are identified in the IVR as high priority including calls relating to: Domestic Abuse; Hate crime; Missing persons; Roads and Sexual offences are consistently answered more quickly with average call wait times below 6 minutes.
- 3.10 While answering 999 emergency calls must take priority within the contact centre, the Commissioner remains concerned about the length of waiting times that can arise for all other 101 calls and the impact this can have on individual callers.
- 3.11 The Commissioner is committed to taking additional action to see how we can further improve the service. As identified to the Panel in September, the Commissioner will be carrying out a review of the 101 service supported by volunteers and experts. 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. An additional line of inquiry was recommended by Councillor Derrick - and other Panel members who were in favour - to explore 'what additional measures or investment are necessary to restore the 101 service up to an acceptable standard', this will be explored as part of the review. Scrutiny activity has commenced, and the report is due in December.
- 3.12 The Panel recommended that the Commissioner's judgement of Amber should change to Red. The Commissioner has considered the Panels comments but has made the decision to keep her judgement at Amber pending the findings of

her own 101-scrutiny review - which is currently underway - and given that the current performance level remains above the baseline attainment figure of 62%. The Commissioner has taken on board the feedback from the Panel and is finalising the scope of her scrutiny review.

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

- 3.13 Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable or intimidated. The latest available survey data indicates that 71% of priority victims are satisfied with their overall experience with Devon and Cornwall Police, a slight improvement on the figure reported in the previous Panel meeting (69%). Nevertheless, the latest figure is based on a smaller sample, as the surveying of priority victims was temporary suspended for three months⁵ due to the COVID-19 pandemic. The Commissioner has therefore retained this indicator at Amber until continued improvement is evident.
- 3.14 As suggested, the latest available survey data indicates that 71% of priority victims are satisfied with their overall experience with Devon and Cornwall Police. Police 'Action taken' and 'Kept informed' are the key drivers to overall victim satisfaction. Satisfaction levels for these areas are lower than satisfaction levels for Police 'Ease of contact'; 'Arrival' and 'Treatment' which has impacted on the overall victim satisfaction level.
- 3.15 As reported to the Police and Crime Panel previously, during the initial weeks of the COVID pandemic the PCC 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.
- 3.16 The Commissioner has facilitated over £1.33 Million of investment to support Devon and Cornwall communities since March 2020 and has recently secured an additional £400k to enhance perpetrator programmes in the peninsula.
- 3.17 The OPCC is in the process of recommissioning victim care services and the specification was published on the 30th of September with providers submitting their bids for assessment at the end of November 2020. 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.
- 3.18 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.

⁵ April, May and June 2020

4. Commentary on **GREEN** strategic indicators

Public Confidence: ‘Police do a good/excellent job’ **GREEN** (Based on 12 months to March 2020 – **Please note: This data has not been updated since September’s Panel.**

- 4.1 Due the coronavirus (COVID-19) pandemic the face-to-face Crime Survey for England and Wales (CSEW) was suspended on 17 March 2020. A telephone-operated version of the CSEW (TCSEW) was specifically designed to allow The Office of National Statistics (ONS) to continue measuring crime during this period whilst face-to-face interviewing is not possible. However, the change of mode has meant that the questions on public perception by police force area are currently unavailable.
- 4.2 However, a new module of questions included in the TCSEW around perceptions of crime, the police and anti-social behaviour during the COVID-19 pandemic at a national level have been published. Across the three interview months, more than two-thirds of adults gave the police a positive rating for the work they were doing in their local area, with around half saying they were doing a good job (between 49% and 50%) and one-fifth saying they were doing an excellent job (between 20% and 21%). This compared with 4% to 6% of adults who said that the police were doing a poor or very poor job. In addition, between 90% and 92% of adults were satisfied with the way local police were responding to the coronavirus pandemic (fairly satisfied, 63% to 67%; very satisfied, 25% to 28%). The commissioner is encouraged that the national survey results indicate strong satisfaction levels with the way local police were responding to the coronavirus pandemic.
- 4.3 In the absence of updated public perception data for Devon and Cornwall, the Commissioner has retained this indicator at Green and the narrative supporting the Commissioner’s judgment remains the same as reported to the Panel in the September Performance Report⁶.
- 4.4 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 – **Please note: This data has not been updated since September’s Panel.**

- 4.5 Due the coronavirus (COVID-19) pandemic the face-to-face Crime Survey for England and Wales (CSEW) was suspended on 17 March 2020. A telephone-operated version of the CSEW (TCSEW) was specifically designed to allow The Office of National Statistics (ONS) to continue measuring crime during this

⁶ The Performance Report presented to the Police and Crime Panel on the 25th September 2020 can be accessed via the Plymouth City Council website, here:
<http://democracy.plymouth.gov.uk/documents/s105812/PCP%2025%20Sep%2020%20-%20Performance%20Report.pdf>

period whilst face-to-face interviewing was not possible. However, the change of mode has meant that the questions on public perception by police force area are currently unavailable. As a result, the commissioner has retained this indicator at Green and the narrative supporting the Commissioner's judgment remains the same as reported in the September Performance Report.

- 4.6 Nevertheless, despite the ONS data not being currently available, the Commissioner is reassured that public confidence remains high. This summer the Commissioner's office undertook an independent scrutiny review of Devon and Cornwall Police's enforcement powers during Covid-19. The scrutiny Panel, comprised of members of the public, concluded that the Police have enforced Coronavirus regulations legitimately, appropriately and proportionally. Similarly, results from Devon and Cornwall Police's own surveying of the public in May, indicates that 41% of respondents said that they fully support the approach Devon and Cornwall Police have taken to enforcing the COVID-19 guidelines and 91% said they had qualified support.

Repeat Victimisation: GREEN (12 months to September 2020)

- 4.7 In the 12 months to 30th September 2020 26% of victims (both people and organisations) of crime had also reported at least one offence in the previous 12 months.
- 4.8 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. There has been no change in performance since last reported to the Panel in September and a stable trend continues to be evident. The Commissioner's judgement remains at Green for this measure.

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

- 4.9 Based on the latest available data, 84% of 999 calls were answered within 10 seconds and performance remains stable since September's Panel meeting. In the 12 months to September 2020, the 999-service received 265,994 calls. This equates to a 9.7% increase or 23,561 more 999 calls received compared with last year. Across the year, on average, this works out at around an additional 65 calls per day.
- 4.10 The 101 deep-dive presented and discussed at September's Panel meeting highlighted 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. Similarly, Devon and Cornwall operate within a national system of control room support which provides that all 999 calls in the UK are answered in a timely and efficient manner. This may mean that Devon and Cornwall's 999 calls are transferred to a neighbouring police force at times of full capacity, and Devon and Cornwall may take calls from other police forces in the same instance.

- 4.11 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 30th September 2020). Given that performance has remained stable 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 September 2020)

- 4.12 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 September 2020 the median time to attend an immediate incident was 14 minutes and 12 seconds across the Force as a whole. Whilst the latest figure is 9 seconds above baseline, stable performance continues to be evident and the Commissioner's judgment remains at Green.
- 4.13 70,286 immediate incidents were attended in Devon and Cornwall between October 2019 and September 2020 – 70% of which were attended within 20 minutes and 87% were attended within 30 minutes.

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

- 4.14 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.
- 4.15 In the 12 months to September 2020, nearly 137,000 emails and texts were sent to 101, this equates to an average of 11,391 emails and texts received by Devon and Cornwall Police each month. This figure also includes online crime reports submitted via the website (which are converted into email). This represents an increase of 35% or 34,404 more emails and texts received compared to the year to the 30th September 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.
- 4.16 During the 12 months to September 2020, 71% of 101 emails and texts were responded to within 24 hours. This is below the baseline of 98% and represents a 1% increase compared to the data provided to the Panel in September 2020 which covered the 12 months to July 2020 position.
- 4.17 The proportion of 101 emails and texts answered within 24 hours has fluctuated from month to month in the past year which has impacted on overall performance levels for the year. The most recent weekly performance data shows that 100% of emails received have been answered within threshold. However, in order to see an increase in performance across the year sustained improvement is required.

- 4.18 The Commissioner is aware of the continued significant increase in demand within the call centres and has introduced new ways of working to support sustained performance in emails and text response times. The Commissioner has further welcomed a Covid-19 Surge Grant from central government, to help with increased demand related to Covid-19. This will ensure that additional funds are allocated to the control room to assist in demand management following the new national Covid-19 guidelines. Whilst immediate 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 2020/21.

5. Infographic: funding and resources

- 5.1 The monetary 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. There has been no change to these figures since they were reported to the Panel in September and the narrative supporting these financial indicators remains the same as was reported in the September Performance Report.
- 5.2 The data on officer and staff numbers, as also reported in the infographic, reflects the FTE levels for police officers and staff as at 30th September 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.

Contact for further information

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared 10th November 2020

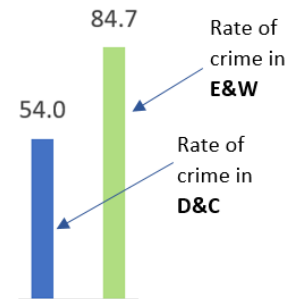
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Recorded crime in Devon and Cornwall

For the 12 months to 30th June 2020 compared to the year prior

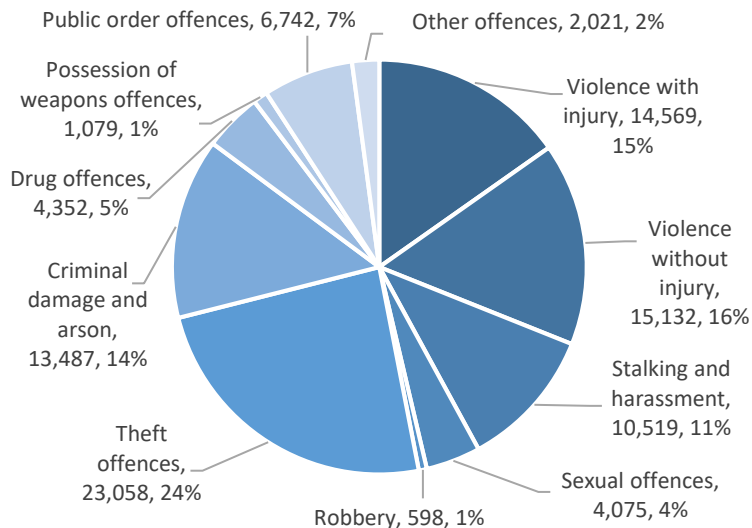
Overview

- Devon and Cornwall have the second lowest rate of crime across England and Wales (out of 42 forces¹)
- The second lowest rate of victim-based crime.
- The lowest rate of burglary offences.
- The third lowest rate of violence without injury.
- 95,632 crimes were recorded across Devon and Cornwall. This is equivalent to 54.0 crimes per 1000 resident population (compared to 84.7 across England and Wales).
- Total recorded crime decreased by 9.5% (around 10,000 offences) in Devon and Cornwall in the year, compared to a 4.9% decrease nationally.



Important note: this statistical release includes crime recorded during the Covid-19 lockdown period (April – July 2020). As such, national and local rates of crime will appear lower than in previous years. Similarly, any decreases in crime may be exacerbated by the lockdown period, with the 9.5% decrease in crime across Devon and Cornwall mainly driven by substantial falls in crime during April to June 2020.

Crime Types



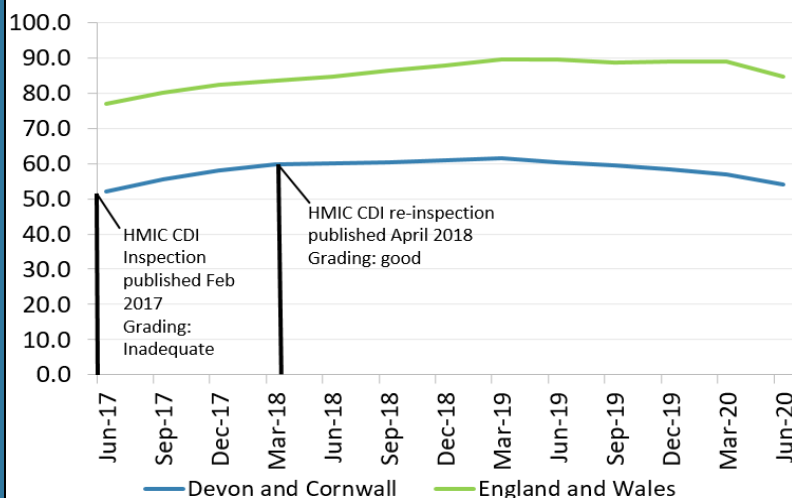
Volume and percentage of crime by crime type. Source: Office of National Statistics, June 2020.

The 95,632 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 22% of all crimes.
- Alcohol was recorded as a factor in 15% of all crimes.
- 2% of crimes were hate crimes.

Trends



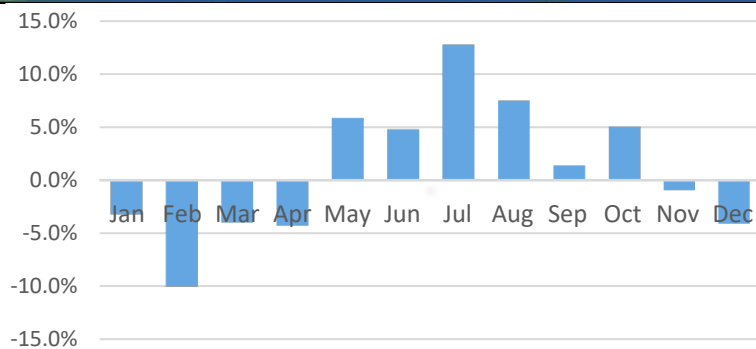
Monthly averages for recorded crime. Crime rate per 1000 resident population. Source: Office of National Statistics, June 2020

Between September 2016 and March 2019, we saw a steady 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) inspection in 2016 - and subsequent publication in 2017 - which saw Devon and Cornwall Police's crime recording classed as 'inadequate'.

From March 2018 onwards the recording practices improved, 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 14,569	8.2	8.7	↓ -9% Down 6% nationally	This category includes a wide variety of offences which range in seriousness. Levels of violence with injury in Devon and Cornwall are below the national rate, at 8.2 offences per 1000 in the population. There has been a 9% decline in the number of recorded violence with injury offences over the past year, equating to a reduction of over 1,400 crimes. Assault with injury: accounts for 91% of violence with injury. Serious violence: Severe forms of violence such as murder, attempted murder, section 18 GBH and wounding have decreased by 6% to 557. Serious violence equates to 4% of all violence with injury offences. Alcohol: is flagged as a factor in 33% of all violence with injury offences. Domestic abuse: is identified as a factor in 38% of all violence with injury offences.
Violence without Injury (excl. Stalking and harassment) 15,132	8.5	12.1	↓ -1% Up 4% nationally	Violence without injury is a broad category of offences which includes assault without injury, threats to kill and kidnapping. In the year period there has been a 1% decrease in the number of recorded violence without injury offences; with around 150 fewer crimes this year in comparison to last year. Alcohol: is noted as a factor in 27% of violence without injury offences. Domestic abuse: 40% of offences are flagged as being related to domestic abuse.
Stalking and harassment 10,519	5.9	8.7	↑ 4% Up 13% nationally	There was a 4% increase in the number of reported stalking and harassment cases in the year period; equating to an increase of around 400 crimes. Despite this, the rate of stalking and harassment is still lower in Devon and Cornwall (5.9) when compared to the national figure (8.7). Domestic abuse: 44% (4,643 crimes) of stalking and harassment is identified as domestic abuse. This has increased by 4% in comparison to the previous year. Online: approximately 30% 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 4,075	2.3	2.6	↓ -11% <i>Down 7% nationally</i>	In the year period there were 1,548 recorded rapes, accounting for 38% of all reported sexual offences. Over 30% of recorded sexual offences 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 23,058	13.0	28.9	↓ -23% <i>Down 15% nationally</i>	Burglary: decreased by 16%. Theft from the person: decreased by 30% Vehicle offences: decreased by 24%. Shoplifting: decreased by 26% Other theft offences: decreased by 24%. There was a large (23%) decrease in the number of recorded theft offences over the year period; there were around 6,800 fewer crimes this year, in comparison to last year. It is nonetheless recognised that data on recorded thefts in part depends on the willingness of the victim to report.
Robbery 598	0.3	1.3	↓ -13% <i>Down 10% nationally</i>	Robbery decreased by 13% in Devon and Cornwall over the year period. The robbery rate per 1,000 population is 0.3 robberies which is significantly lower than the national rate of 1.3. The majority (89%) of robberies within Devon and Cornwall occur in urban areas.
Criminal damage and arson 13,487	7.6	8.8	↓ -8% <i>Down 8% nationally</i>	An 8% decrease in the number of recorded criminal damage and arson offences was evident both nationally and locally in the year period. Devon and Cornwall's rate of criminal damage and arson per 1000 in the population (7.6) is lower than the national rate (8.8). 72% of offences in Devon and Cornwall are committed in urban areas, equating to 9,673 crimes. There has been a 15% decrease in the number of cases related to business crime, decreasing to 931. Domestic abuse: There has been a 5% increase in criminal damage and arson related to domestic abuse, increasing to 1,842 crimes.
Public order offences 6,742	3.8	7.7	↓ -5% <i>Up 3% nationally</i>	Some anti-social behaviour incidents are now recorded as crimes (otherwise termed 'public order offences') due to changes to recording practices. Nonetheless, although a 3% increase was evident nationally, Devon and Cornwall experienced a 5% decrease in the number of recorded offences over the year period. There was however a 9% increase in the number of public order offences related to hate crime, rising to 861 cases.
Anti-social behaviour incidents ³ 37,931	21.4	24.0	↓ -2% <i>Down 8% nationally</i>	Tackling ASB is a shared responsibility with local authorities and is led through Community Safety Partnerships. The 2% decrease in ASB doesn't necessarily reflect a decrease in levels of ASB as it is possible that some incidents are not reported. Data from the Crime Survey for England and Wales (March 2020) 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 .

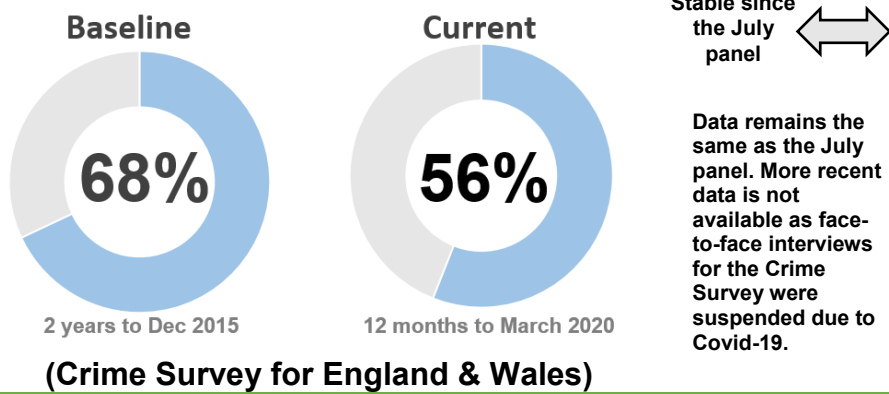
Possession of weapons offences 1,079	0.6	0.8	↑ 11% <i>Down 2% nationally</i>	Devon and Cornwall saw an 11% increase in the possession of weapons over the year period; this equates to around 100 more offences this year, in comparison to last year. Rates of possession offences will have been affected by 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. 52% of these offences were possession of knives or similar weapons. Possession of knives and bladed weapons increased by 14% on last year.
Drug offences 4,352	2.5	3.3	↑ 1% <i>Up 21% nationally</i>	Levels of recorded crime in this area will have been impacted by increased policing activity in Devon and Cornwall focused on the identification and targeting of drug operations. 52% of drug offences were linked to the possession of cannabis, of which have risen by to 3% to 2,301 crimes in the year period.
Knife crime 524	30.0	80.0	↑ 22% <i>Down 1% nationally</i>	Knife crime is a broad category which incapsulates 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 22% increase (93 crimes) in the number of knife crime offences over the year period, this should be considered against the rate of offences (30.0), which is still considerably lower than the national rate (80.0). Out of 42 forces, Devon and Cornwall have the second lowest rate of knife crime.
Other offences 2,021	1.1	1.8	↓ -4% <i>Up 1% nationally</i>	This is a broad catalogue of offences. It includes offences such as obscene publications, dangerous driving, possession with intent to commit criminal damage, and perverting the course of justice.

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. ²The crime rate is expressed as per 1000 resident population. The national rate includes British Transport Police. This statistical release includes crime recorded during the Covid-19 lockdown period (April – July 2020). As such, national rates of crime, and crime rates in Devon and Cornwall, will appear lower than in previous years. ³Cases of ASB are categorised as incidents, not as crimes. ⁴Survey results are based on a sample of Devon & Cornwall covering the year ending March 2020. Results are dependent on the respondent's perception of ASB and cannot necessarily validate that an incidence of ASB had occurred.

Performance Report – November 2020

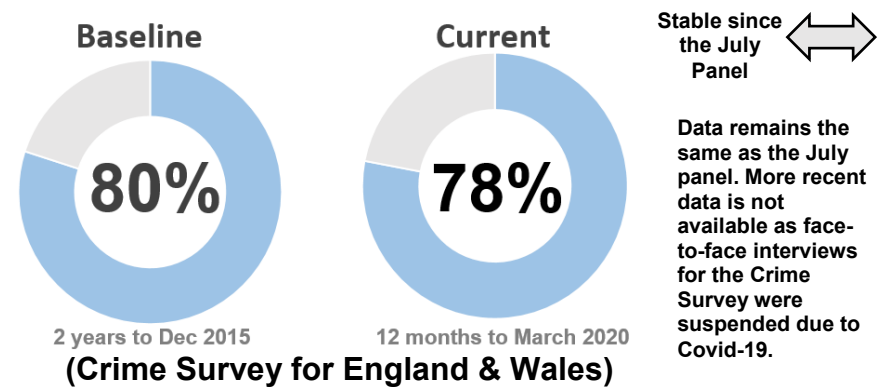
Public Confidence

% 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

71%

A 2% increase from the September Panel



(12 months to September 2020)

Repeat Victimization

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

26%

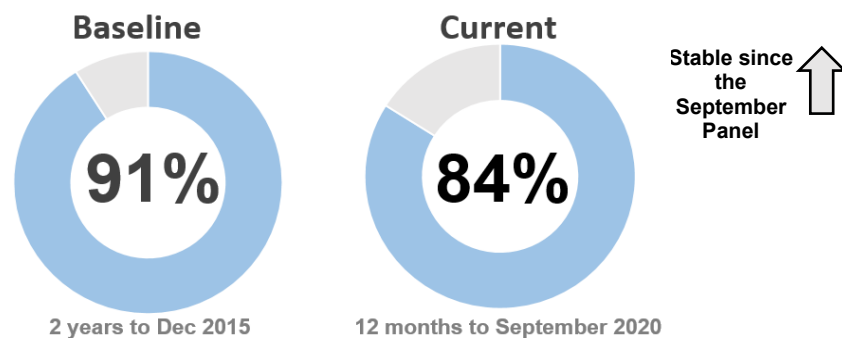
Stable since the September Panel



(12 months to September 2020)

Emergency Calls (999)

Percentage of calls answered within 10 seconds

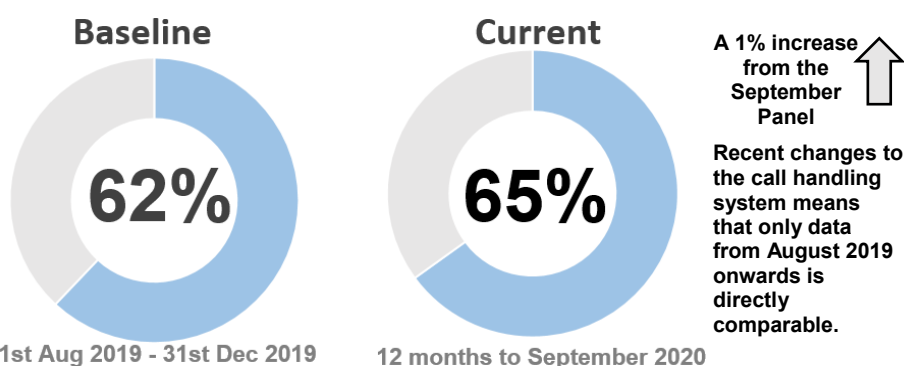


Attendance time for Immediate calls for service: Average (median) time for response



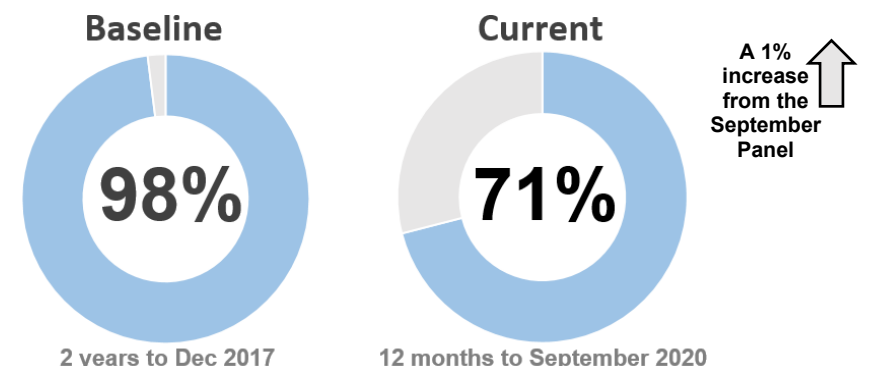
Non-emergency calls (101)

Percentage of 101 non-emergency calls answered within 10 minutes

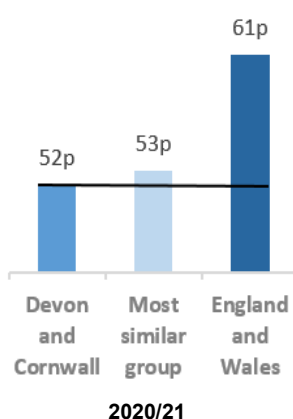


Emails & Texts (101)

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

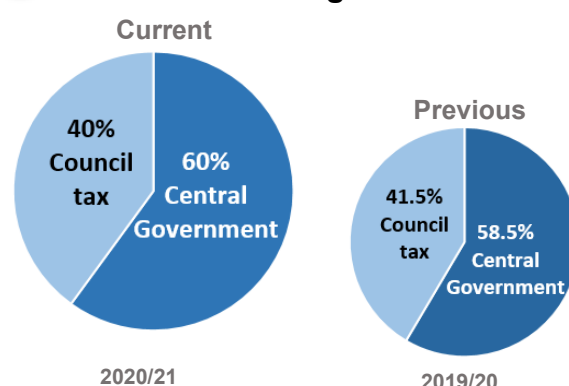


Funding per day per head

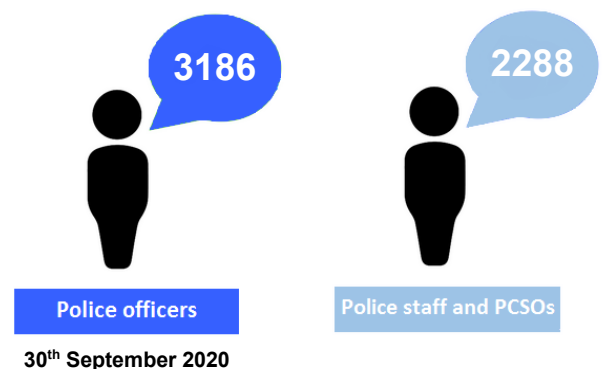


Funding composition

% 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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DEVON AND CORNWALL POLICE AND CRIME PANEL

20TH NOVEMBER 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 27th October 2020.
2. Within this period, no formal complaints have been made against the Police and Crime Commissioner.

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
8 th September -27 th October 2020	0	0	0	0	0
			Grand total	18	1

Contact for further information

Frances Hughes

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

frances.hughes@devonandcornwall.pnn.police.uk

Report prepared 10th November 2020

Devon and Cornwall Police and Crime Panel

Work Programme

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

Date of Meeting	Agenda item	Action
July 2020	Election of Chair	To appoint the Chair and Vice-Chair of the Police & Crime Panel for 2019/20
	Annual Report	To consider the draft Annual Report of the Police and Crime Commissioner
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update (to include the Forensic Operations Update)	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item
25 Sept 2020	I01 Deep Dive Report (Main Item)	
	PCC Review Report on the delivery against the PCC Plan	
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update (including Summer Policing)	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item
20 Nov 2020	Prevention of Serious Violence	
	Drugs and County Lines	
	Update Recommendations to I01 – update on progress, future actions	
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update	Standing Item
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item
5 Feb 2020 (12 Feb 2020 if precept is vetoed)	Precept Proposal for 2021/22, Budget and Medium Term Financial Plan Update	To consider the Precept Proposal for 2021/22, Budget and Medium Term Financial Plan Update
	Police and Crime Plan	To consider the Police and Crime Plan
	Police and Crime Commissioners Performance Report	Standing Item
	Police and Crime Commissioners Update	Standing Item

Date of Meeting	Agenda item	Action
	Non-Criminal Complaints against the Police and Crime Commissioner	Standing Item

Future Items

Agenda items to be scheduled	Action
Culture of Policing	
Recruitment Plan	
Public Health Commissioning Budget	
Domestic Abuse	
Serious and Organised Crime	