



**Devon and Cornwall Police and Crime Panel**

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Published: 01/07/2021

## **DEVON AND CORNWALL POLICE AND CRIME PANEL**

Friday 9 July 2021  
10.30 am  
Council Chamber, Plymouth, PL1 2AA

**Members:**

Councillors Alvey (Cornwall Council), Atiya-Alla (Torbay Council), Biederman (North Devon Council), Cheadle (West Devon Council), Chopak (Cornwall Council), Croad (Devon County Council), Dewhirst (Teignbridge District Council), Fitter (Cornwall Council), Hackett (Torridge Council), Hopwood (South Hams District Council), Knowles (Mid Devon District Council), Loudoun (East Devon Council), Mrs Pengelly (Plymouth City Council), Rodger (Isles of Scilly), Shayer (Plymouth City Council), Tilbey (Cornwall Council), Towill (Cornwall Council), Wright (Exeter City Council).

Independent Members: one vacancy (Devon), one vacancy (Cornwall)

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

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**Tracey Lee**  
Chief Executive

## **Devon and Cornwall Police and Crime Panel**

**1. Appointment of the Chair for the municipal year 2021 - 22**

**2. Appointment of Vice Chair for the municipal year 2021 - 22**

**3. Apologies**

To receive apologies for non-attendance submitted by Members.

**4. Minutes (Pages 1 - 10)**

To sign and confirm as a correct record the minutes of the meeting held on 5 February 2021.

**5. Declarations of Interest**

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

**6. 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](mailto:democratic.support@plymouth.gov.uk)

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

**7. Appointment of Independent Member (Cornwall) of Devon and Cornwall Police and Crime Panel (Verbal Report)**

The Panel will be asked to approve the Selection Panel's recommendations regarding the appointment of an independent member to the Devon and Cornwall Police and Crime Panel.

**8. Police and Crime Commissioner's Update Report (Pages 11 - 20)**

**9. Office of the Police and Crime Commissioner's Draft Annual Report (Pages 21 - 44)**

**10. Office of the Police and Crime Commissioner's Performance Report (Pages 45 - 58)**

**11. Government Review of the Role of Police and Crime Commissioners (Pages 59 - 64)**

- 12. Complaints against The Police and Crime Commissioner received under The Police Reform and Social Responsibility Act** **(Pages 65 - 66)**
- 13. Work Programme** **(Verbal Report)**

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**Devon and Cornwall Police and Crime Panel****Friday 5 February 2021****PRESENT:**

Councillor Batters (Cornwall Council), in the Chair.  
Councillor Haydon (Plymouth City Council), Vice Chair.

Councillors Atherfold (Cornwall Council), Biederman (North Devon Council), Croad (Devon County Council), Councillor Atiya-Alla (Torbay Council), Derrick (Plymouth City Council), Dewhirst (Teignbridge District Council), Fairman (Cornwall Council), Hackett (Torridge District Council), Hopwood (South Hams District Council), Knowles (Mid Devon District Council), Loudoun (East Devon Council), Nelhams (Isle of Scilly), Samuel (West Devon Borough Council), Sutton (Exeter City Council) and Towill (Cornwall Council)

Co-opted Representatives: Emily Macaulay

Apologies for absence: Councillor Rule sent apologies and Councillor Haywood substituted. Councillor Howgate sent apologies and Councillor Atiya-Alla substituted.

Also in attendance: Chief Constable Shaun Sawyer, Nicky Allen (Chief Finance Officer/Treasurer, OPCC), Alison Hernandez (Police and Crime Commissioner), Andrew Loton (Head of Governance Performance and Risk, Plymouth City Council), Jamie Sheldon (Senior Governance Advisor, Plymouth City Council) and Linda Torney (Monitoring Officer).

The meeting started at 10.34 am and finished at 2.00 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.*

**32. Minutes**

Councillor Rachel Sutton proposed the minutes of 20 November 2020 to the panel for approval; this was seconded by Councillor Kevin Towill.

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

Councillor Rachel Sutton requested a progress update in appointing a new independent member of the panel to represent Cornwall and the Isles of Scilly; Andrew Loton (Head of Governance, Performance and Risk) informed Members that they had found a suitable candidate and would be making that recommendation to the panel in June 2021.

33. **Declarations of Interest**

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

34. **Public Questions**

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

35. **Proposed Precept, Budget and Medium Term Financial Strategy (MTFS) 2021/22 - 2024/25**

Alison Hernandez (Police and Crime Commissioner) introduced the report on the Proposed Precept, Budget and Medium Term Financial Strategy (MTFS) 2021/22.

The Police and Crime Commissioner highlighted the following key points:

- there would be 498 more officers and 271 new jobs;
- it would make the most of the Council Tax flexibilities the Prime Minister has allowed;
- it was designed to meet the needs of local communities to prevent and deal with crime;
- PCC had the second lowest crime rate in England and Wales but was ninth lowest with regards to violent crime. The target was to be the lowest;
- building on success with the Home Office and create a progressive policing service;
- 181 more officers 40 of which funded by council tax;
- 79 police staff – investigating crime and focusing on violent and sexual crime;
- 22 members of staff to improve 101 waiting times;
- 20 new members of staff to work on data reliability and accuracy which will in turn improve effectiveness of front line staff;
- build on improvements made in the maritime arena;
- special constable payment scheme to ensure the right training and equipment to create a special reserve similar to the armed forces;
- there would be an increase of 6.7%/£1.50 a month for Band D;
- focus on building reserves, there was more than the usual 3-5%, but some of this was already earmarked for projects such as the airwaves

replacement project;

- there was a focus on the future, not just the short term.

Shaun Sawyer, Chief Constable, spoke about the precept drawing particular attention to the following:

- the way the Police work best with other organisations to prevent crime;
- the Police must focus on inclusion and fairness within society and ensure the vulnerable were not falling through the safety nets;
- particular focus on reducing domestic abuse and sexual exploitation;
- the Police needed to be ready for the night time economy to return this year.

Nicola Allen (Chief Finance Officer/ Treasurer, OPCC) gave a powerpoint presentation detailing some of the key figures from the report.

The Panel discussed:

- how the new staff would be distributed across different frontline areas within the Police;
- how better data collection and use could improve Police services;
- what was encompassed within 'Other Staff Costs';
- capital programmes including Barnstaple Police Station;
- why there was a need for temporary staff on some projects;
- if additional funds could be better spend on update digital systems rather than being spent on hiring more officers;
- if enough consideration had been given to pressures on domestic abuse as well as alcohol and drug abuse support services;
- the fact that the Police and Crime Commissioner said in 2020 they would not ask for a further increase in the precept and now is.
- support with a summer programme, with particular attention on the night time economy in Plymouth and people using second homes to holiday in this summer;
- loss of PCSO's from the service;

- how the Police aimed to be more environmentally friendly;
- the G7 summit in St Ives;
- support for members of BAME communities.

The Police and Crime Commissioner clarified:

- front line staff did not just include Police Officers but also call centre works, detectives and more;
- that better data collection and use would improve the efficiency of front line workers and that improved systems would also improve efficiency;
- that 'Other Staff Costs' included items such as insurance and medical costs;
- that 22 new staff on the 101/999 calls would help improve the 101 service, particularly at peak times;
- PCC were working with other Police forces on the procurement of services and equipment to make savings;
- temporary staff were needed for specific projects that would only last a certain amount of time;
- the need to stop people from entering the criminal justice system unnecessarily and to help people with mental health problems;
- the 37% increase in the precept since she had been Police and Crime Commissioner but that the budget was scrutinised and every penny was needed and spent well;
- that the summer programme was included in the base line budget and was therefore not mentioned in the precept papers;
- PCSO's were not always 'lost' from the service but often transferred to other roles;
- the environmental benefits of the new Police force building in Exeter;
- the importance of the G7 summit of collaborative working and showing other countries how the UK police service works;
- central government only provided £300,000 a year for capital projects;
- investments were being made in improving outdated technology and programmes;
- that in consultation with the public, carbon reduction programmes were not a priority;



- her involvement in organisations and boards working to increase and celebrate diversity.

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

The Panel voted to agree the budget, the proposed precept and the MTFs, but noted that with this year's precept rise of 6.73%, the Police and Crime Commissioner would have raised the precept by 37% during her term of office, substantially above inflation, and agreed the following recommendations:

- (a) that given strong public support for Police Community Support Officers (PCSOs) across the region, further consideration should be given to bringing about some growth in PCSO numbers where they are needed, in place of some of the warranted officers.
- (b) That future uplifts to the Commissioning Budget are made during the life of the plan, to reflect a prevention and public health approach to policing in Devon and Cornwall.
- (c) With a bumper "staycation" season predicted this year, the Police and Crime Commissioner considers with the Chief Constable, how best to resolve the summer policing surge, in cooperation with Local Authorities as soon as practicable.
- (d) That any future Medium Term Financial Strategy includes force-wide measures to implement carbon reductions to reduce the effects of climate change, in partnership with Local Authorities as appropriate.
- (e) That the Police and Crime Commissioner brings to the Panel a detailed assessment of the financial risks and force sustainability given the risk assessment presented in the report and the significant growth in cost base.
- (f) That the Police and Crime Commissioner redoubles her efforts to lobby government to ensure a fairer share of central government funding in future, given the substantial (£40m) shortfall in Devon and Cornwall central funding in relation to the national average.

*Councillor Samuel raised concerns with regard to Councillor Derrick not declaring an interest.*

*It was clarified that Councillor Derrick had no legal obligation to declare an interest, however Councillor Derrick declared a personal interest as he will be the Labour selected candidate in the Devon and Cornwall Police and Crime Commissioner elections.*

Councillor Samuel proposed an amendment to agree the precept with recommendations, each recommendation to be voted on separately, this was seconded by Councillor Hopwood. Councillor Hopwood subsequently withdrew and Councillor Towill seconded the amendment in place.

<b>Votes for: 9</b>	Councillors Artherfold, Derrick, Dewhirst, Hackett, Haydon, Hopwood, Nellems, Samuel, Towill
<b>Votes Against: 8</b>	Councillors Atiya-Alla, Batters, Biederman, Fairman, Knowles, Loudon, Macauley, Sutton
<b>Abstentions: 0</b>	
<b>Absent/Did not Vote: 2</b>	Councillors Croad & Heyward

The amendment passed and became substantive.

A vote on acceptance with the precept with recommendations to be voted on separately took place.

<b>Votes For: 17</b>	Councillors Artherfold, Atiya-Alla, Batters, Biederman, Derrick, Dewhirst, Fairman, Hackett, Haydon, Hopwood, Knowles. Loudon, Macauley, Nellems, Samuel, Sutton, Towill
<b>Votes Against: 0</b>	
<b>Abstentions: 0</b>	
<b>Did not vote/Absent: 2</b>	Councillors Croad & Heyward

Recommendation (a)

<b>Votes For: 17</b>	Councillors Artherfold, Atiya-Alla, Batters, Biederman, Derrick, Dewhirst, Fairman, Hackett, Haydon, Hopwood, Knowles. Loudon, Macauley, Nellems, Samuel, Sutton, Towill
<b>Votes Against: 0</b>	
<b>Abstentions: 0</b>	
<b>Did not vote/Absent: 2</b>	Councillors Croad & Heyward

Recommendation (b)

<b>Votes For: 17</b>	Councillors Artherfold, Atiya-Alla, Batters, Biederman, Derrick, Dewhirst, Fairman, Hackett, Haydon, Hopwood, Knowles. Loudon, Macauley, Nellems, Samuel, Sutton, Towill
<b>Votes Against: 0</b>	
<b>Abstentions: 0</b>	
<b>Did not vote/Absent: 2</b>	Councillors Croad & Heyward

Recommendation (c)

<b>Votes For: 17</b>	Artherfold, Atiya-Alla, Batters, Biederman, Derrick, Dewhirst, Fairman, Hackett, Haydon, Hopwood, Knowles. Loudon,
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	Macauley, Nellems, Samuel, Sutton, Towill
<b>Votes Against: 0</b>	
<b>Abstentions: 0</b>	
<b>Did not vote/Absent: 2</b>	Councillors Croad & Heyward

Recommendation (d)

<b>Votes For: 16</b>	Artherfold, Atiya-Alla, Batters, Biederman, Derrick, Dewhirst, Fairman, Hackett, Haydon, Hopwood, Knowles. Louden, Macauley, Nellems, Samuel, Sutton
<b>Votes Against: 1</b>	Councillor Towill
<b>Abstentions: 0</b>	
<b>Did not vote/Absent: 2</b>	Councillors Croad & Heyward

Recommendation (e)

<b>Votes For: 17</b>	Councillor Artherfold, Atiya-Alla, Batters, Biederman, Derrick, Dewhirst, Fairman, Hackett, Haydon, Hopwood, Knowles. Louden, Macauley, Nellems, Samuel, Sutton, Towill
<b>Votes Against: 0</b>	
<b>Abstentions: 0</b>	
<b>Did not vote/Absent: 2</b>	Councillors Croad & Heyward

Recommendation (f)

<b>Votes For: 17</b>	Councillors Artherfold, Atiya-Alla, Batters, Biederman, Derrick, Dewhirst, Fairman, Hackett, Haydon, Hopwood, Knowles. Louden, Macauley, Nellems, Samuel, Sutton, Towill
<b>Votes Against: 0</b>	
<b>Abstentions: 0</b>	
<b>Did not vote/Absent: 2</b>	Councillors Croad & Heyward

*(Councillor Croad & Councillor Heyward left the meeting part way through this item and did not vote on the Precept, Budget and Medium Term Financial Strategy 2021/22 – 2024/25. They did not return to the meeting)*

### 36. Commissioner's Update Report

Alison Hernandez (Police and Crime Commissioner) introduced the Commissioner's Update Report as 'read'.

There were no questions.

Councillor Haydon proposed and Councillor Hackett seconded to note the report.

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

Alison Hernandez (Police and Crime Commissioner) presented the Office of the Police and Crime Commissioner's Performance Report and highlighted:

- the update included regarding the 101 service;
- there was a cost of 52p per day per head for Devon and Cornwall's policing service compared to 61p for the rest of England and Wales.

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

38. **Update on the 101 Service**

Alison Hernandez (Police and Crime Commissioner) requested the item be considered within agenda item 7. Councillor Biederman noted the improvements.

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

Nicky Allen (Chief Finance Officer/Treasurer, OPCC) confirmed that no complaints had been received during this period and no questions were received.

Councillor Biederman proposed and Councillor Knowles seconded to note the update.

40. **Tracking Recommendations**

Alison Hernandez (Police and Crime Commissioner) directed members to her report.

41. **Work Programme**

It was confirmed that items to be included on the Panel's work programme would be emailed to the Chair, Councillor Batters and Jamie Sheldon (Senior Governance Advisor, PCC).

42. **Future Meeting Dates**

Members noted the future meeting dates as follows:

- 18th June 2021;
- 10th September 2021

- 12th November 2021

The next Precept meeting would be agreed at a later date in consultation with The Office of the Police and Crime Commissioner.

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## Devon and Cornwall Police and Crime Panel

9<sup>th</sup> July 2021

### COMMISSIONER'S UPDATE REPORT

This is a report of the Police and Crime Commissioner, Alison Hernandez, drawing the Police and Crime Panel's attention to a number of matters that have arisen, or progress that has been made, since the last Panel meeting in February 2021 and since her re-election for another three years in May 2021.

#### 1. G7 Policing and Security

The recent security effort around the G7 Summit in Cornwall showed British policing at its best. The challenge of arranging security for a weekend that brought together heads of state, political leaders and their entourages would be immense at any time, even without the added complexity of a global pandemic.

Critical to the success or failure of the policing operation, under the leadership of Chief Constable Shaun Sawyer, was the style and tone of those uniformed officers who came face to face with the public. Around five thousand travelled from around the UK to provide a polite, friendly and reassuring presence that was an advertisement for a British mode of policing that we should be proud of.

Behind the scenes work was done to minimise the impact of the summit on the residents affected while ensuring we all received the high standard of policing which has helped secure some of the lowest recorded crime rates in the country.

This professional effort was underpinned and strengthened by the incredible contribution made by volunteers who gave their time to do everything from assuring custody was fit for purpose to patrolling neighbourhoods as Special Constables and to distributing surplus food to those most in need in Cornwall.

Feedback from our towns and villages has been overwhelmingly positive. For the most part residents, visitors and businesses put up with disruption caused by this once-in-a-lifetime event with a smile upon their faces and we received very positive feedback from local people.

At a time when police forces justifiably come under an incredible amount of scrutiny, and criticism if they are found wanting, it is only correct that we also celebrate when things go right. With the 20,000 uplift in police officer numbers presenting an opportunity to reshape policing it is worth reflecting on this style of policing and partnership which last weekend won admirers from around the globe.

As PCC my objectives were to:



- ensure that the public received a proportionate response to business as usual throughout the preparation and delivery of the international event;
- ensure that the Chief Constable was well supported;
- ensure that the Chief Constable worked in partnership to protect the public locally, regionally and nationally;
- ensure the organisational health of Devon & Cornwall Police, so that it not only responds to the international event effectively, but recovers and returns to normality as quickly as possible;
- ensure, on behalf of the public, that the police respond in ways that are necessary, sufficient, proportionate and ethical;
- promote Vision Zero for road safety to demonstrate the value of local partnership working to deliver a single objective.

The strong leadership demonstrated by the Chief Constable enabled me to achieve these objectives and see the delivery of a real success story for Devon & Cornwall Police.

Specifically, officers and volunteers from the OPCC were involved in supporting the overall policing leadership and partnership response to the event; undertaking ICVs to custody and triage centres; liaising with local areas regarding protest sites.

As PCC I liaised frequently with our regional MPs, met with the Home Secretary during a pre-event visit to Carbis Bay, supported the Chief Constable in a visible walk-about in Falmouth (the location of the media centre and policing accommodation); and visited St Ives and Cornish Councillor Advocates to seek their feedback on this historic event.

## **2. Policy Developments**

### **2.1 New Funding for Victim Services**

On the 1<sup>st</sup> of February 2021 the Ministry of Justice launched a £40m fund for organisations that support victims of domestic abuse and sexual violence. To find out more please visit <https://www.gov.uk/government/news/extra-40m-to-help-victims-during-pandemic-and-beyond> In our area we were allocated £305,403 in domestic abuse and sexual violence support uplift funding. To allocate this funding a panel of local commissioners with specialist knowledge and understanding of this area of need, alongside a lived experience advisor sat on the 16<sup>th</sup> of March 2021. The panel had a very difficult task in making awards because the demand for funding far outstripped the funding available. In total the panel had to make decisions on how to allocate £305,403 worth of funding, with £858,438 of applications. The panel used the assessment evidence template provided for each application, the eligibility criteria and an assessment of need to make a decision on a case by case basis in order to consider each award. I am delighted that the panel were able to award the full funding to twelve local organisations across Devon and Cornwall.

In addition to this funding, the commissioning team also applied for independent domestic abuse advisors (IDVAs) and independent sexual violence advisors (ISVAs) and were delighted to be awarded £1.14m for 15 posts across Devon and Cornwall. Many of these posts will be specifically skilled in supporting people with protected characteristics, young people and men and boys.

### **2.2 Update on Victim Services recommissioning**



Following a competitive tender, full evaluation and due diligence Victim Support were awarded a new, ambitious and innovative ten-year contract as my new strategic delivery partner for victim services on 1<sup>st</sup> April 2021. As the first PCC to issue such a long term contract for victim services, this new way of working will deliver sustainability of service provision, an ability to work together to implement services where we know there are gaps and will work with partners to improve access to victim services so that victims have a greater chance of coping and recovering after a crime has occurred. This new service will create a 'victim led' service provision that facilitates the evolution of the available victim care support services to be able to meet the ever changing needs of each and every victim, by matching the solution to their needs, rather than adapting their needs to fit solutions available.

Victim Support have nearly fifty years of experience in supporting victims of crime locally, regionally and nationally, therefore as strategic delivery partner they bring an in-depth knowledge and understanding of victims' needs, a wealth of wisdom from working with victims affected by trauma and harm and an exceptional reputation for service delivery. Of immediate note, I can report that the mobilisation period of this contract has been very successful and we are already starting to see the benefits for victims through the implementation of new support for victims of modern slavery, a protocol to support police and partners if there was a major incident of significant harm and the stabilisation of victim service delivery in our area.

### 2.3 Tri-service safety officers

The tri-service safety officer scheme which is a collaboration between Cornwall Fire and Rescue Service, Devon and Cornwall Police and South Western Ambulance Trust is expanding with the addition of three new locations and an increase in officers to a total of 14 across Cornwall. Three new locations (Helston, Callington and Torpoint) have been added for 2021/22 and the new officers are currently undergoing training and will be in place by September 2021.

The tri-service role was developed in 2013 and there are now 14 permanent posts across Cornwall. The tri-service officers are located in areas where the police, fire and ambulance services have a limited presence and where it is difficult to deploy a resource from a single agency. The posts have been joint funded by the three emergency services.

The tri-service officers are trained medically, to a co-responder standard, and receive firefighter training. They also have powers under the community safety accreditation scheme and have instant access to police, fire and ambulance IT systems. The 14 tri-service officers are based in Bude, Liskeard, Hayle, St Just, St Ives, Perranporth, Fowey/Polruan, Looe, Lostwithiel, St Dennis, Helston, Callington and Torpoint. I am pleased to continue to watch this service grow, and to have attended the latest passing out parade for officers last month.

### 2.4 Safer Streets Fund

In June we were successful in our bid for the government's second round of Safer Streets funding. The Safer Streets Fund is a Home Office initiative which provides support crime prevention measures and activities in areas with high levels of acquisitive crime. Following a partnership bid between my office and Exeter City Council, Exeter has been awarded £432,000 to tackle crime and make streets safer in the city centre and surrounding areas. Combined with match funding the total bid value is in excess of £550,000 and will support a series of investments and projects within

the city centre area.

Investments being made through the funding include additional CCTV, improvements to street lighting in some key locations, crime prevention training, the launch of new neighbourhood watch and student watch schemes, security measures for residential premises, improvements to Northernhay Park and work to tackle and prevent graffiti. Delivery of the project will be led by the Community Safety Partnership and involves a range of partners including Devon and Cornwall Community Watch Association, the University of Exeter and Exeter Businesses Against Crime and will be completed over the remainder of 2021/22.

I have previously updated the Panel have been on the progress of the Stronger North Stonehouse Project, which was funded by a £546,000 grant from the Home Office's first Safer Streets Fund. The project has successfully provided additional CCTV and street lighting, launched new neighbourhood watch schemes, improved dwelling security, provided crime prevention training and a programme of community projects, including new park facilities and the cleanup of graffiti and replacement with community artworks. The Home Office funding for this project will end on 30<sup>th</sup> June 2021 but I am providing additional funding alongside Plymouth City Council to enable the project to continue its work during 2021/22.

A third round of Safer Streets funding has recently been launched by the Home Office, focused on protecting people in public spaces, with a particular focus on the safety of women and girls. This funding round will close on 15<sup>th</sup> July 2021 and I am working with local authorities to prepare bids for submission to the fund.

## 2.5 ICV Scheme

The Independent Custody Visiting scheme has resumed its physical visits, and played an invaluable role in G7 activity. Independent Custody Visitors (ICVs) helped to review the arrangements at custody triage sites during the preparation phase for G7, and visited the triage and custody centres to check on the treatment and welfare of detainees. The ICVs provided both me as the Commissioner and colleagues in the Force managing G7 with assurance on provision in the sites and ensure that everyone, both detainees and staff managing the sites, were well treated and remained safe throughout the G7 period.

## 2.6 Specified Information

All PCCs have new requirements under the Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021. The amended order took effect on 31 May 2021 and requires that information relating to the force's performance against the Government's national priorities for policing, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) performance reports on the force, and complaint handling must be published in a prominent place on the PCCs website.

My office is working closely with colleagues in the force to review the requirements and ensure that all publications are delivered on time, in line with the new guidelines. My office already upholds high transparency standards, and has achieved the CoPaCC for the last five years running.

## 2.7 Police, Crime, Sentencing and Courts Bill

In March 2021 the government introduced the Police, Crime, Sentencing and Courts Bill into the House of Commons. The Bill contains a wide range of measures which includes strengthening

sentences for a number of offences, new police powers on tackling unauthorised encampments and for the management of protests, a doubling of the sentence for assaulting an emergency worker, reform of police bail arrangements and the establishment of the new statutory serious violence duty and new powers such as serious violence prevention orders.

The Bill is currently in the Committee Stage in the House of Commons and will return to the main chamber before summer recess. In May 2021 I was invited to address the Committee and gave evidence on behalf of the Association of Police and Crime Commissioners to support Committee members in their consideration of the Bill. I provided specific examples and evidence on the impact of unauthorised encampments on our communities and highlighted to the Committee the local appetite for greater investment in Road Safety, as supported by feedback from our recent surveys. Further information about the Bill and its passage can be found on the parliament website at <https://bills.parliament.uk/bills/2839>.

## 2.8 Summer 2021 Preparations

In March 2021 I announced partnership funding of up to £350,000 to support Community Safety Partnerships to keep people safe over summer 2021 and in the latter stages of unlock from the COVID-19 restrictions. This funding has been made available to assist local areas in preventing youth related anti-social behaviour and to promote safety within busy night-time economies as we return to the reopening of bars and nightclubs. I have allocated £100,000 between the four upper tier community safety partnerships and we have worked with the police and local authorities to identify 20 Evening and Night Time Economy (ENTE) hotspots which were invited to apply for up to £10,000 of funding from the PCC for initiatives including ENTE marshals, safe drinking schemes and additional CCTV monitoring, provided that 100% match funding could be provided locally.

Twenty locations have been offered ENTE funding and eighteen locations have sought, and been awarded, funding. A range of initiatives are being supported including the appointment of ENTE marshals, additional CCTV monitoring hours, extra CCTV cameras and the launch of new street-based volunteer support schemes.

Dedicated funding has been provided to enable CSPs to put in place additional interventions and activities to prevent anti-social behaviour by young people in public spaces during COVID 19 unlock and summer 2021. The Fund has allocated £100,000 across the four upper tier local authority CSPs based upon the formula for Community Safety Grant allocations which can be used for new initiatives or to expand capacity and coverage for existing activities or initiatives.

The eighteen locations are: Bude; Falmouth; Liskeard; Newquay Town; Penzance; St Austell; and Truro Centre/Lemon Quay; three locations in the city of Plymouth; Barnstaple; Bideford; Exeter Quay/City Centre; Ilfracombe; and Tiverton; Newton Abbott; Paignton Town Centre; and Torquay Town Centre/Harbour.

## 2.9 PCC's National Portfolios

Following the elections in May 2021 I will be leading nationally for all Police and Crime Commissioners on two areas of priority, both of which reflect significant proprieties for our communities within Devon, Cornwall and the Isles of Scilly.

*Local Policing and Partnerships:* This includes anti-social behaviour, the enhancement of neighbourhood policing, public contact, collaborative working with community safety partnerships and other partners as well as neighbourhood acquisitive crime. These are important issues for our communities locally and are areas where we are seeing an increased recognition from government of the need for an enhanced response for our communities.

*Roads Policing and Road Safety:* I am continuing in my national leadership role over this term of office for roads policing and road safety. Over the past few months we have seen considerable

progress in better understanding the needs of victims of road traffic collisions to determine how we can enhance the quality and consistency of support provided to victims, and in a national leadership role I will continue to champion this important work.

Alongside these roles I have been appointed as an Executive Board member of the National Rural Crime Network where I will be working with Police and Crime Commissioners from across England and Wales and with key stakeholders to ensure that the voice of rural communities is heard in policy debates and investment decisions for policing.

### **3. Estates**

#### **3.1 Estates Overview**

Work continues on the estate despite some delay due to the support provided to the G7 event. The ongoing items to note are:-

- The final moves have now taken place in Barnstaple with the custody provision in place at the Seven Brethren site. The need for a new station came about after safety concerns were identified with the roof of the North Walk station which were not financially viable to repair.
- Refurbishment has now commenced on Camborne Police Station.
- Further demolition work has commenced at the Middlemoor HQ. This work will include the demolition of the swimming pool and sports hall that were identified to have the same roof defects as Barnstaple Police Station. The work to replace the Sport Hall will start once the site is cleared.

As well as the work identified above the sale of St Ives Police Station has been approved. A police presence will remain in St Ives as it is planned to co-locate with Cornwall Fire and Rescue Service. New planning legislation was outlined in the Queen's Speech. The Building & Estates team through National Police Estates Group (supported by the NPCC and APCC along with fire and ambulance colleagues) have been intrinsically involved in lobbying Government to introduce changes in that legislation, making it obligatory for local authorities to consider the impact of development schemes on police infrastructure when determining planning applications for development. The Estates team are engaged in working with a number of local authorities to include references to police infrastructure in their upcoming CIL and Local Plans.

#### **3.2 Public Enquiry Offices**

Plans are be developed to pilot the commitment to expand the number of Public Enquiry Offices in the autumn.

#### **3.3 G7 Estates**

As part of the support to the G7 Summit over 40 additional sites were used to accommodate a variety of functions including triage centres for custody, welfare facilities and operational services.

## 4. Scrutiny

### 4.1 Community Speed Watch Scrutiny

I recently chaired a scrutiny review of Community Speed Watch (CSW) in Devon and Cornwall. The review considered what is currently working well, the challenges facing the scheme and the force's plans for further investment in the area. The panel took information and testimony from a range of sources, including focus groups with Councillor Advocates and CSW volunteers, and I would like to thank all those who gave their time and shared their views. The panel's findings and recommendations are published in a report on the Office of the Police and Crime Commissioner's website at <https://www.devonandcornwall-pcc.gov.uk/about-us/scrutiny/scrutiny-meetings-and-documents/>. The Chief Constable has considered the panel's findings and formally responded to me setting out his intended actions to progress the recommendations. This includes producing a revised CSW Policy, holding a conference for CSW volunteers, and taking forward the force's plans to invest further in CSW co-ordination support, additional speed detection officers and additional roads safety vehicles and portable cameras.

I again extends my thanks to Dorset Police who continue to provide ongoing support to Devon and Cornwall Police's CSW function through the Strategic Alliance, and who were also valuable contributors to this scrutiny review.

## 5. Recent HMICRS Inspection Reports

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) has published the following reports since the last Police and Crime Panel meeting.

### 5.1 Disproportionate use of police powers - A spotlight on stop and search and the use of force

This report is based on various sources of information including the findings of HMICFRS 2018/19 Integrated PEEL (Police Effectiveness, Efficiency and Legitimacy) Assessments. Of the 43 forces inspected, 19 were inspected on how well they treated the public and assessed combatting unconscious bias and using communication skills to prevent interactions escalating into conflict. For stop and search and use of force, HMICFRS considered training, monitoring use, understanding disproportionality and taking action, and external scrutiny. The report was published on 26<sup>th</sup> February and is available here:

<https://www.justiceinspectors.gov.uk/hmicfrs/publications/disproportionate-use-of-police-powers-a-spotlight-on-stop-and-search-and-the-use-of-force/>

My response to the report is published here:

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

### 5.2 Getting the balance right? An inspection of how effectively the police deal with protests

This was a thematic inspection examining intelligence, planning and preparation, collaboration, decision-making and current legislation around how the police manage protests. Ten police forces were visited during the Autumn/Winter of 2020, including Devon and Cornwall Police. The report was published on 11<sup>th</sup> March and is available here:

<https://www.justiceinspectors.gov.uk/hmicfrs/publications/getting-the-balance-right-an->

[inspection-of-how-effectively-the-police-deal-with-protests/](#)

My response to the report is published here:

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

### 5.3 Policing in the pandemic - The police response to the coronavirus pandemic during 2020

This was a thematic inspection which gathered evidence from all 43 police forces in England and Wales and from national policing organisations, carrying out more detailed inspections of 19 forces, including Devon and Cornwall Police. The inspection focussed on preparation for the pandemic, overall leadership, working with other organisations, policing (workforce wellbeing, protecting people who are vulnerable, requests for service, investigating crime, enforcing coronavirus legislation) and arrangements for keeping people in custody. The report was published on 20<sup>th</sup> April and is available here:

<https://www.justiceinspectors.gov.uk/hmicfrs/publications/the-police-response-to-the-coronavirus-pandemic-during-2020/>

My response to the report is published here:

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

### 5.4 Custody services in a COVID-19 environment

This thematic inspection report gathered evidence from all 43 police forces in England and Wales and carried out fieldwork in five forces (Devon and Cornwall Police were not one of these five). The inspection assessed how policing understood and prepared for the potential and actual impact of the pandemic, how forces responded initially, and continue to respond to the pandemic, and how the police are evaluating their response to the pandemic. The report was published on 20<sup>th</sup> April and is available here: <https://www.justiceinspectors.gov.uk/hmicfrs/publications/custody-services-in-a-covid-19-environment/>

My response to the report is published here:

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

## **6. Organisational Changes**

### 6.1 OPCC

Felicity Ridgway joined the OPCC as Director of Operations in April 2021, as part of the Executive Management Team.

### 6.2 Devon and Cornwall Police

ACC Jim Colwell was appointed to the role of Deputy Chief Constable in March 2021 following a highly competitive process. He will take up his new post on July 12.

## 7. Communications and Engagement

### 7.1 Election

The Communications and Engagement team worked to promote public understanding of the police and crime commissioner election and the period of heightened sensitivity in the weeks before polling day.

This included producing a video guide for OPCC staff to ensure they were aware of the conventions around the period of heightened sensitivity and assisting Devon and Cornwall Police's corporate communications department with its advice to police officers and police staff.

The team worked with Exeter City Council so that the results of the election were communicated accurately and in a timely fashion to journalists and the public. This included:

- Facebook live broadcasts of the declaration of results
- Regular social media updates on when results were expected
- The issuing of a press release to announce results

The election represented a significant opportunity to engage the public in the work of the office. Attending the count were journalists from ITV, the BBC, the Local Democracy Reporting Service and Bauer Media (local radio).

Visits to the OPCC website for quarter four of the 2020-21 financial year were 37% up on the same quarter 12 months earlier and we can surmise that the elections were partially responsible for this increase.

### 7.2 Social media

The Communications and Engagement team regards social media as a vital tool to engage communities that are hard to reach using traditional media. In the six months to June the OPCC saw growth across all platforms (Facebook, Twitter, LinkedIn and Instagram).

During the Covid-19 pandemic the OPCC has been using its social media platforms to disseminate Government advice on staying safe and changes to regulations. The top performing social media post of 2021 related to lockdown rule changes on May 5, reaching in excess of 34,500 Facebook users.

### 7.3 Neighbourhood Alert

Neighbourhood Alert is an email distribution scheme that the communications and engagement team uses to inform and communicate with registered users. Despite a six-week period of pre-election heightened sensitivity the user base has continued to grow. As at April 30, 2021 there were 32,286 total users, with approximately 190 new users per month, and this has increased even more since the G7 event in June following a push on advertising.

#### 7.4 Councillor Advocates

Councillor advocates are members of local authorities in Devon, Cornwall or the Isles of Scilly who agree to receive regular updates from the OPCC and are entitled to regular meetings with their neighbourhood policing teams.

OPCC Cllr Advocate numbers continued to grow in the year to June 2021. A total of 330 councillors had signed up to the scheme in January 2021. In April 2021 this had increased to 348. Numbers declined after the May elections but have increased since then. As at June 25 there were 343 scheme members.

I encourage all members of this Panel to join the Councillor Advocate scheme and encourage their colleagues to do so and visit <https://www.devonandcornwall-pcc.gov.uk/take-part/councillor-advocate-scheme/>.



**Alison Hernandez**

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

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Report prepared on 1<sup>st</sup> July 2021



Draft



## Devon and Cornwall Office of the Police and Crime Commissioner

### 2020-21 Annual Report

#### Building Safe, Resilient and Connected Communities

### 1 Performance Dashboard



### 2 Foreword – leading partners through the pandemic

In March 2020 the Government announced the first of three lockdowns as the nation grappled with the extraordinary and terrifying prospect of a coronavirus infection that was sweeping the world.

Pandemics had been predicted and planned for by most public services, and while the spreadsheets and contingencies have their place, the reality of such a crisis quickly exposed a multitude of challenges that required a swift and effective response.

It was a year in which my office really found its feet as a regional leader, helping to co-ordinate a multitude of partnership projects and maintaining Devon, Cornwall and the Isles of Scilly as some of the safest, most resilient and connected communities in the country.

When the Ministry of Justice could not run remand courts because of social distancing requirements, it was the Local Criminal Justice Board, chaired by the Commissioner, that stepped in to provide a plan to get virtual courts running.

When the lockdown raised concerns about a potential rise in domestic violence, it was the OPCC that acted as a conduit for Government money, providing extra 24/7 services, a helpline for teachers of children affected by violence in the home and a newspaper, in partnership with councils and the NHS, that landed on the doormats of our most vulnerable residents.

When a critical problem emerged with a major police station in North Devon our estates team provided the funding and the support to deliver a new station in a few short months.

And when, in the summer of 2020, restrictions were eased to allow visitors back into the region, it was our office that provided practical help in 20 tourist hotspots to reassure our residents and help maintain some of the lowest infection rates in the country.

This report summarises some of that important and – in the very real sense of the word – ‘extraordinary’ work that we carried out for our communities. It also explains how we continued with our ‘business as usual’ throughout that period.

That work includes representing the public voice in policing, surveying thousands of residents of the force area to inform decision-making and finding ways to carry on with pioneering work such as using the UK’s first project to build an affordable eco-home using prison labour.

We also played a leading role in securing more than half a million pounds to improve the prospects of Stonehouse in Plymouth – part of the force area that has higher levels of crime than most of our policing area and has traditionally felt quite removed from policing.

We invested time and effort in keeping our communities connected - growing the number of councillors in our police councillor advocate scheme

It was also a year in which we marked a new dawn in victim care with the signing of a new partnership agreement that will deliver significant improvements to the service victims of crime receive.

Serving the people of Devon, Cornwall and the Isles of Scilly throughout the pandemic has been an honour, and I hope this report shines a light on some of the amazing people that have been part of that story.

*Alison Hernandez*

## **PART ONE: REVIEW OF 2020-21**

### **ILLUSTRATED HIGHLIGHTS TIMELINE**

#### **2020**

April – the OPCC supports Operation Encompass charity to launch a helpline for teachers of children affected by domestic abuse

May – the OPCC launches its #ByYourSide campaign to reassure residents of the force area that support services for domestic abuse victims are still accessible

May – virtual remand courts are supported by the OPCC in order to help the criminal justice system continue through the pandemic

June – planners approve proposals that will see Barnstaple Police Station moved into a new location after severe defects were discovered in its roof

July – Devon Together newspaper distributed to thousands of households. A collaborative project involving Devon County Council, the NHS and the OPCC it contains information on staying safe and accessing support services

August – Street and beach marshals funded by the OPCC’s £500,000 Safer Summer Scheme support tourist communities and businesses in 20 tourist hotspots around Devon and Cornwall as coronavirus restrictions are temporarily eased

September - OPCC co-ordinates the national road safety survey on behalf of the Association of Police and Crime Commissioners it attracts more than 66,000 responses

September – the comms and engagement team lead the regional launch of the Vision Zero South West road safety partnership

October – the pioneering Turning Corners project which helped bring down an emerging culture of gangs and violence in young people in South Devon is able to continue after its central government grant money runs out thanks to a £900,000 investment by the Chief Constable and Police and Crime Commissioner

November – an OPCC-coordinated bid for Government money to address the perpetrators of domestic abuse in Devon and Cornwall is granted £417,395

December – work gets fully underway to deliver the £546,000 of funding OPCC secured from the Home Office’s Safer Streets to improve community safety in North Stonehouse, an area of Plymouth with higher levels of acquisitive crime than the force average

#### **2021**

January - the OPCC announces the results of its most comprehensive public survey into the budget

February – the police budget for the 2021-22 financial year is agreed. It will allow for a further 181 police officers to be added to force strength in 12 months

February – Police and Crime Commissioner Alison Hernandez enters a 10-year agreement with the charity Victim Support to provide services to victims of crime in Devon and Cornwall

March – Independent Custody Visitors – a scheme run by the OPCC to provide assurance and scrutiny of police custody resumes visits after several months suspended due to coronavirus

### 3 Estates: Team opens two stations in a year to remember

Usually a new police station takes years to plan and construct. Unfortunately when a critical structural issue was identified with the Reinforced Aerated Autoclaved Concrete (RAAC) roof at Barnstaple's North Walk station was discovered in early 2020, the estates team managed by the Office of the Police and Crime Commissioner (OPCC) did not have the luxury of time.

Being without a policing base in a significant force area was not an option, so the only way forward was to replace the facility in short order.

Potential premises had to be found, planning permission secured, the building fitted out and staff moves planned – all while the force and the estates team, which is managed by the Office of the Police and Crime Commissioner - were grappling with the coronavirus pandemic.

The OPCC and the force worked intensively with partners in the Ministry of Defence, private sector and local government to seek to find suitable locations retaining a publicly accessible location and a positive work environment for the staff, vehicles and equipment that had to be re-homed.

By October 2020, Barnstaple's new police station at Seven Brethren was opened and most of the town's police force had relocated to the new £2m station a short walk from the original building.

As well as the public facing enquiries desk, officers from the area's response and neighbourhood teams, local Investigation, domestic abuse unit, roads policing and armed response teams moved across to the new premises, with the custody centre following later once the new build bespoke off-site modular detention unit had been constructed, transported and craned into position.

Other functions were moved to office premises and MoD locations in North Devon.

The force and OPCC's estates department has now become a leading expert on the problems of RAAC and advises other public sector bodies on the challenges posed by ageing buildings constructed using this construction material.

The pandemic meant numerous additional requests came the way of the team, such as the reallocation of meeting rooms to allow police officer recruit training to continue while social distancing was in place.

As the first lockdown took hold the team also successfully opened Exeter's £29m new station early because its state-of-the-art custody cells were better for isolating detainees with coronavirus symptoms than those at the 1950s building it replaced.

Planning for future challenges continued. For the first time in Devon and Cornwall, the estates team applied for developer contributions towards police infrastructure through the planning system, with bids including a request for £1.9m linked to a Cornish housing development.

Estates managers also worked nationally with Bluelight partners to produce a unified response to a Government White Paper on planning contributions, making the case for new developers to contribute funding to support emergency services.

Towards the end of the year the estates team became heavily involved in the many demands of policing the G7 World Leaders summit due to be held in Cornwall in June 2021.

### 4 Commissioner set budgets to enable further growth in officer numbers

Setting a budget that enables Devon and Cornwall Police to sustain what is consistently one of the safest force areas in the country, while also reflecting the needs and financial circumstances of the residents that it serves, is a key responsibility of a police and crime commissioner.

Surveying by the OPCC over several years has indicated that council tax payers were concerned about reductions to police officer numbers following the 2009-10 period of austerity and have been happy to 'pay more to get more' in neighbourhood teams and to recruit more detectives to bring more criminals to book.

The commissioner, who had lobbied national Government over the fact that Devon and Cornwall residents have less central funding for police than the average for England and Wales, took the decision to increase the precept for a band D property for 2020-21 by £9.36. The rise enabled the force to add 50 police officers to force strength in the year. A further 141 were funded via the national uplift scheme, bringing budgeted officer numbers for the 2020-21 financial year to 3,241, levels not seen since 2010-11.

The number of Police Community Support Officers (PCSOs) budgeted for reduced from 196 to 150 in line with a long-term remodelling by the Chief Constable to deliver his new neighbourhood policing approach. A significant number of PCSOs have retrained to become Police Constables or taken on police staff opportunities and there were no redundancies.

The 2020-21 precept increase also created a £1m annual fund to prevent violent crime which was established by the OPCC and force (see page XX Xref section 18).

The commissioner's most significant budget survey was carried out in the winter of 2020-21. It showed there was still demand for more visible policing in the force area, with 87% of respondents supporting greater investment in it. A rise of £14.92 for a band D property for 2021-22 was accepted by the Police and Crime Panel in February 2021. Combined with the national uplift it will fund the recruitment of a further 322 front line posts, 22 additional contact centre staff to deal with a rising number of calls into the force and improvements including an expansion of the police drone team.

Recruitment had to adapt to Covid-19 restrictions but it did not stop. Many of the meeting rooms at police headquarters were given over to training to enable new recruits to socially distance. Passing out ceremonies have taken place without friends and families present and with face masks worn by all those attending.

#### Budgeted police officer, PCSO and staff numbers

	2016/17	2017/18	2018/19	2019-20	2020-21	2021-22 (projected)
Police officer numbers	2,924	2,944	2,990	3,097	3,241	3,422
PCSOs	360	260	229	196	150	150
Police staff	1,779	1,862	1,920	2,069	2,100	2,217

### 5 Helping out during Covid-19



As the enormity and uncertainty of the Covid-19 pandemic started to become obvious staff from the OPCC responded by volunteering to support the police in strategic functions.

Three members of the communications and engagement team joined the force's silver and gold emergency response and the Chief Executive joined the local resilience forum, a multi-agency forum formed by key emergency responders and supporting agencies.

This helped ensure the timely flow of information to the public but also to police officers, staff and their families which was key in being able to provide an effective police service to our communities.

Another member of staff was embedded into the Force Victim Care Unit to support it in ensuring victims of crime continued to receive the support they needed despite the crisis.

## 6 Joining the #ComeBackLater campaign

As Easter 2020 approached the Police and Crime Commissioner backed calls for tourists and second homeowners to stay away and to consider making properties available for the coronavirus response.

Despite restrictions on people's movement remaining in place, residents had reported that some holiday accommodation providers were continuing to trade, and Devon and Cornwall Police had issued fines to some who had been travelling to the Westcountry for holidays.

This concern, shared by other tourism hotspots across the UK, attracted national attention and the hashtag #ComeBackLater trended on social media.

The commissioner, part of the Back the Great South West business and public sector partnership, added her voice to those calling for both tourists and second home owners to stay in their primary residences until restrictions were eased.

She also asked for anyone with empty property in the area to make it available for key workers and people fleeing domestic abuse.

"When restrictions are over we will be welcoming visitors back with open arms, but right now we implore you to stay away and come back later," she told the media.

## 7 Donation from OPCC to Cornwall Coronavirus emergency appeal

As the enormity of the Covid-19 pandemic started to be understood it was important the commissioners quickly identified areas where emergency funding could support frontline community services.

It quickly became obvious that Covid-19 was putting huge pressure on foodbanks and other frontline groups in Cornwall and the appeal was launched to support all vulnerable and isolated people in the area.

In April 2020 the OPCC agreed to donate £15,000 for digital youth projects and vital services to help vulnerable people who were unable to access their usual channels of support during the Covid-19 crisis.

The £15,000 donation to the Cornwall Coronavirus Emergency Appeal was intended to help frontline community groups and local charities enhance their digital connectivity with those they support who were experiencing social isolation caused by the pandemic. At the time Commissioner Hernandez, said she was pleased to support Cornwall's community groups so they could better reach those who needed support.

"Improving digital communication at this challenging time is vital to ensuring that people still get access to the help and support they need," she said.

"This funding will also help support innovative youth provision programmes that are vital in preventing harm, increasing safety and helping to keep young people focused and positive during this difficult time."

The donation was welcomed by Tamas Haydu, chief executive of the independent charity, Cornwall Community Foundation, who said: "The generous donation made a real difference for crisis projects in Cornwall. Grant awards always make a big difference and change people's lives, but this time many grants were saving people's lives."

## 8 Operation Encompass Teachers' Helpline

Also, in April the OPCC funded charity Operation Encompass to launch a helpline for teachers who were worried about the welfare of a vulnerable child after a domestic abuse incident.

The helpline provided specialist support to teachers working at schools which remained open in the first lockdown. Home Office emergency funding for Covid-19 then supported the roll out of funding nationwide.

Operation Encompass is activated on a school day when police have attended an incident where a child or young person has been present during, or exposed to, domestic abuse. When this occurs, the school is informed of the incident before 9am.

The helpline offered teachers the opportunity to discuss concerns as they prepared for a child coming in to school following a report of domestic abuse.

A child and educational psychologist and clinical psychologist were available to offer advice to teachers on an anonymous and confidential basis.

The teacher helpline remained open until the end of the summer term.

Dave Carney-Haworth, former police sergeant and founder of Operation Encompass, said: "The teacher's helpline demonstrated our commitment to supporting children who are victims of domestic abuse. We believe that the confidence gained by obtaining advice through the helpline enabled teachers to ensure that these children were given the support and nurture that they needed at a time when they need it the most."

“Devon and Cornwall Police have shown true commitment to Operation Encompass and therefore children experiencing domestic abuse and, whilst delivering the calls was trickier than normal, we supported them in their determination to serve the victims in our community.”

## 9 Sharing the vision of a safer future for our roads

In September the office oversaw the launch of an ambitious road safety partnership involving emergency services, local authorities, NHS trusts and charities.

Vision Zero South West partners have a shared vision of a Devon and Cornwall road network that is completely free of death and serious injury.

The group, the trading name for the South West Peninsula Road Safety Partnership, is chaired by the commissioner, who also holds the national APCC portfolio for road safety.

It consists of 16 organisations such as the Police, Ambulance, Fire Service, Devon County Council, Cornwall Council, Highways England, and both Devon and Cornwall’s air ambulance services.

Despite the ongoing pandemic, the Office of the Police and Crime Commissioner worked with partners to organise launch events across the South West in Devon, Cornwall, Torbay and Plymouth.

The partnership has identified certain groups of road user that are disproportionately represented in roads collision data - young drivers (16 to 24) older drivers (60+), cyclists, motorcyclists, pedestrians and business drivers - and has specific strategies to tackle these.

To coincide with the launch, the commissioner launched a national survey to get people’s views on road safety. The survey proved hugely successful with more than 66,000 responses, over 6,700 of which came from Devon and Cornwall. These findings have been fed directly into the Department of Transport’s Call for Evidence on road safety to give the public a stronger voice in helping to shape government policy on this incredibly important issue.

The OPCC also issued grants to the value of £25,000 to community groups across Cornwall to help support road safety schemes. The recipients included the Bodmin Moor Dash Cam project, Godolphin Cross Community Association and the Friends of Connor Downs Academy.

In her national APCC role, the commissioner represented police and crime commissioners from across the country on the Roads Policing Review Board, co-chaired by the Department for Transport and Home Office. This board was instrumental in commissioning a national thematic inspection into roads policing by HMICFRS, launching a Call for Evidence and conducting a nationwide police survey.

## 10 Virtual courts open in Devon and Cornwall

The impact of the pandemic had a huge impact on the criminal justice system.

According to four inspectorates for policing, prisons, probation and prosecutions by January 2021 the backlog of cases had reached 54,000.

Court work slowed and, in the case of jury trials, stopped during the first part of the pandemic.

But in Devon and Cornwall, with some additional support from the OPCC, the justice system was in the best possible position to adapt to the significant challenges posed by Covid-19 thanks to the learning from a virtual court pilot run in 2016/17.

So, Devon and Cornwall became one of the first places, outside London, to open virtual courts – a remarkable achievement that was delivered over a few weeks.

Ten organisations, including HM Courts and Tribunal Service, worked together, in partnership, to allow this to happen.

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

Cloud-based technology enabled all other court users to join proceedings using video conferencing facilities to participate.

Cases from police custody units in Cornwall (Newquay and Camborne) were remotely linked into Bodmin Magistrates Court. While Exeter Combined Court heard cases from the custody units across Devon (Barnstaple, Exeter, Torquay and Plymouth).

“In a matter of weeks, we radically altered the operation of our local justice system through the use of technology,” said Commissioner Hernandez. “The launch of virtual courts ensured the justice was delivered effectively and safely and ensured that victims got justice, despite the challenges.”

## 11 Reaching vulnerable residents with Devon Together

In July the OPCC was delighted to join colleagues from the NHS and local authorities in producing a 16-page newspaper called Devon Together which told some great stories about how communities responded to the pandemic.

It also set out a clear direction for the county’s recovery and pointed readers towards help that was available.

Devon Together was delivered to more than 300,000 homes across Devon\* and was a resounding success.

So much so that a second edition, was produced in 2021 which focussed on the many hard to reach groups and gave advice about staying safe, staying healthy, support that is available and help for communities to move on.

## 12 A welcome message of support as lockdown hit

The introduction of the first set of coronavirus restrictions was accompanied by a rise in reports to police of domestic abuse and a national increase in demand for services for victims.

It is thought these rises were related to additional pressures on families created by the fact that they were spending extra time with each other while sometimes facing financial uncertainty.

In Devon and Cornwall organisations tasked by the Police and Crime Commissioner to provide services to victims of domestic and sexual abuse had adapted swiftly to lockdown conditions. For example, counsellors at First Light, a charity commissioned by the PCC, delivered support to victims of sexual and domestic abuse from their own homes using digital solutions.

The commissioner wanted to reassure residents of the force area that these services were still available despite the new restrictions. The #ByYourSide campaign was launched to direct residents of the force area towards the Devon and Cornwall Victim Care Unit and the new 24/7 Victim Support text support line was commissioned for Devon and Cornwall. This service, which linked victims of crime to expert advisors around the clock, was up and running within days.

Multiple local media outlets helped the commissioner get out the message to people suffering with the effects of a crime past or present, such as abuse, violence or rape, that they were not alone despite the coronavirus lockdown.

The campaign led to an increase in traffic to the Victim Care Unit website.

### **13 Summer marshals reassure communities in key visitor locations**

Another example of a project delivered with Covid regulations in mind and specifically related to Covid – was our 2020 Safer Summer Scheme.

In July the commissioner set aside half a million pounds to launch an alcohol related antisocial behaviour fund. This fund provided £500,000 to provide preventative measures at 20 hotspot locations around Devon and Cornwall. The fund was developed in direct response to the concerning scenes in areas like Exmouth, Exeter Quay and Plymouth Hoe as lockdown started to lift in Summer 2020 and community concerns about a busy summer and social distancing.

The money was used in a number of ways, but mainly to provide Covid Marshals and extra CCTV as part of the 12-week scheme.

The role of the marshals was to prevent and de-escalate anti-social behaviour whilst providing a re-assuring presence for the public. The Security Industry Authority (SIA) accredited marshals also helped out by providing advice and guidance regarding Covid safety.

Other resources funded by the project included body worn video cameras, radio systems to allow partners to keep in close contact and portable toilets.

The 20 locations that benefited from the scheme were: Exmouth seafront and Orcombe Point, Exeter Quay, Exeter Cathedral, Bideford Quay, Woolacombe Beach, Croyde Bay, Torquay seafronts, Paignton seafronts, Newton Abbot, Teignmouth waterfront, Brixham Waterfront and Harbour, Towan Beach and waterfront (Newquay), Fistral Beach (Newquay), St Ives Waterfront, Lemon Quay (Truro), Perran Sands (Perranporth), Penzance waterfront, Bude waterfront, Plymouth Hoe and Plymouth Barbican.

### **14 Mobile domestic abuse and mental health advisors add expertise to summer response**

In July, the Police and Crime Commissioner funded an innovative new project to help high-risk domestic abuse victims in Cornwall and Plymouth.

In a scheme representing a major part of her investment in summer policing, the Devon and Cornwall Police partnered with experts from First Light in Cornwall and Plymouth Domestic Abuse Services (PDAS).

The commissioner is responsible for commissioning services which protect and support victims and this project aims to build victims' confidence so police have a better chance of taking formal action and bringing offenders to justice.

A dedicated unmarked vehicle was introduced with an independent domestic violence advisor (IDVA) (Plymouth) or a specialist domestic abuse support worker (Cornwall) and a plain clothes police officer. The vehicle was then deployed to any domestic abuse incident that was reported to police in those areas.

The idea behind the scheme was to deliver an immediate response to incidents of domestic abuse at the most critical point, providing the best support to the victim whilst also enabling officers to gather quality evidence of offences and provide a thorough risk assessment.

The unmarked cars, based at Newquay and Plymouth's Charles Cross Police Station, worked between 4pm and 2am on Fridays and Saturdays.

In just the first two weekends the team attended eight incidents.

At one incident in Plymouth, the victim did not engage with the response officers who arrived on scene first, but the safeguarding team were able to take a statement and complete a full risk assessment. At another incident in Cornwall, the team made sure the victim was safe and brought a charge against the suspect who was remanded in custody.

The Domestic Abuse cars ran alongside three mental health Joint Response Units set up in partnership with Livewell South West and the Devon Partnership NHS Trust. These operated in Plymouth, Torbay and Exeter.

Each crew was crewed by a police officer and a mental health practitioner, meaning that those on the front line had direct access to NHS patient data. Between July 10 and August 4, when an interim report was written, the units had completed a total of 34 shifts and influenced decisions made at 65 mental health incidents.

### **15 Working in partnership to reduce reoffending**

Reoffending is thought to cost the UK more than £18bn every year, and too many people are trapped in the cycle of crime, prison and probation. The Office of the Police and Crime Commissioner works with partners on many projects to try and reduce reoffending and its impact.

#### **South West Reducing Reoffending Partnership**

The South West Reducing Reoffending Partnership was established in March 2019 and brings together partners from across the South West to support multi-agency work to tackle some of the main causes of reoffending, such as lack of accommodation, access to health services and employment opportunities.

The partnership is made up of a range of criminal justice partners which includes:

- The South West regional PCCs



- Ministry of Justice
- National Probation Service
- Community Rehabilitation Company
- The NHS
- Public Health
- The voluntary sector
- Prisons
- Police
- Youth Justice Board
- The Department of Work and Pensions

Together, they aim to reduce the frequency and harm of reoffending by adults and children in order to reduce crime and prevent further victims. There is a particular focus on four main priorities:

1. Reducing short custodial sentences and improving the rehabilitation and resettlement of prison leavers
2. Women in the Criminal Justice System (CJS)
3. Children in the CJS
4. Ex-Service Personnel in the CJS

They are an innovative Partnership delivering a number of ambitious projects, which include:

Increasing community sentences which are proven to be more effective at reducing re-offending than short custodial sentences. Improving the rehabilitation and resettlement of prison leavers to enable them to lead a crime free life and prevent the revolving door into prison

- Improving prison safety – reducing crime in prisons and improving mental health and behaviour
- Increasing meaningful and productive activity in prisons to improve the culture of prisons, behaviour of residents, and employment prospects
- Working with statutory and voluntary sector organisations, and businesses to increase work and employment opportunities for those leaving prison
- Working with Her Majesty's Prison and Probation Service and local and central government to give training opportunities to prisoners and probation staff (see case study)
- Working with Local Authorities, criminal justice partners, the voluntary sector and Homelessness Prevention Taskforces to ensure people leaving prison have suitable accommodation
- Improving the health care transition from prisons to the community
- Improving the resettlement of men and women from prison back into the community with co-commissioned support at HMPs Exeter and Eastwood Park
- Working with local partnerships and in consultation with the Ministry of Justice to scope a Residential Women's Centre in the South West as an alternative to custody
- Reducing violence amongst children (violence against the person accounts for 30% of offending amongst children in the South West)
- Ensuring a Child First approach, diverting children away from the criminal justice system where appropriate
- Ensuring Ex-Service Personnel and their families receive the right support in the community and prison
- Holding events with statutory and non-statutory organisations and people with lived experience across the South West to identify opportunities for promoting and strengthening joined-up partnership working; and to develop proposals to address challenges and barriers (South West Homelessness Prevention Webinar July 2020; South West Managing Vulnerability in Partnership: Women Webinar (Nov 2020)

### **Case study: Giving offenders much needed construction skills while providing affordable homes**

#### **Factbox**

- The TAM housing unit makes the most of small sites
- The home is manufactured using renewable, carbon capturing materials including timber and straw that minimise the environmental footprint.
- Energy costs and carbon emissions are reduced by up to 90% compared with traditional building methods.

In a ground-breaking project sponsored by the commissioner, Torbay welcomed the first of what Local Criminal Justice Board members hope will be many modular eco-homes manufactured by serving prisoners.

The stylish, one-bedroom home was built in Torquay with the help of a local man who was on probation and will provide valuable accommodation for local people in need of suitable housing and support to gain greater independence.

The sleek and stylish TAM home was designed by Agile Homes and built by contractors MW Benney on land owned by Torbay Council alongside the St Edmund's NHS building in Torquay.

Since November 2020, prisoners at HMP Leyhill in Gloucestershire have been learning valuable skills to build the timber and straw panels for the modular home.

It is hoped this project in Torquay could see the ambitious scheme rolled out on a far greater scale to reduce reoffending, support prison leavers into jobs and homes, help alleviate the national lack of affordable housing and deliver new, low carbon, modular homes at pace.

The project, which is the brainchild of the South West Regional Reoffending Partnership (SWRRP), was funded by £100,000 from the Office of the Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly.

It has received nationwide plaudits.

Prisons Minister Alex Chalk MP said: "Helping offenders find work on release is at the heart of our strategy to reduce reoffending, cut crime and create fewer victims. This project is another fantastic example of the great work our prisons do to support their communities as we build back safer from the pandemic."

#### **Restorative Justice**

##### **Delivering restorative justice through the pandemic**

Restorative justice is a victim-led service that brings together people harmed by crime or conflict with those responsible for the harm, to find a positive way forward.

Between 2017 and 21 this service was provided in Devon, Cornwall and the Isles of Scilly by the charity Shekinah Mission through its Make Amends Service. Management of the service then transferred to Victim Support, the OPCC's strategic partner for victim services.

The restorative justice principles can take a number of forms and be applied to a range of conflicts and crimes, addressing a broad spectrum of harms. Engagement can take place in many different forms, from letter writing to 'shuttle mediation' and face to face meetings.

Restorative Justice creates opportunities for people affected by crime, conflict, antisocial behaviour or the harmful actions of others to have some type of communication with the person responsible for causing the harm in order to get answers to their questions and to explain the effect the incident has had on them.

It gives those who accept responsibility for the harm they have caused an insight into the real impact their actions have had on the person affected, their friends and family or the community. It also creates opportunities to find ways in which those who have caused the harm can make amends for what they have done and aims to help everyone move on.

The Covid-19 pandemic presented a number of challenges for Make Amends practitioners. Courts were closed for significant periods meaning that the pattern of referrals from the criminal justice system undulated.

The charity also found that changes to people's priorities arose so Make Amends developed different strategies of engagement including a greater level of patience and understanding when facilitating a restorative outcome.

Greater use of digital technology was one way that the team's skilled and committed staff still managed a significant number of interventions throughout the 2020-21 year.

A full impact report for the 2017-21 period is available on the Make Amends website [www.shekinah.co.uk](http://www.shekinah.co.uk).

#### **In Devon, Cornwall and the Isles of Scilly Make Amends dealt with:**

541 referrals

47% of which were sensitive and complex cases

21% of referrals were initiated by the harmer

19% of referrals were initiated by professionals

#### **Positive outcomes:**

164 restorative conversations were held

44 cases were delivered by shuttle mediation

40 interventions were delivered by restorative letter

25 face to face conferences were held

14 cases of compensation were delivered from harmer to harmed

#### **CASE STUDY: Robbery at knifepoint**

##### **The Incident**

The person involved was working a night shift in her place of work which was a convenience store. She was approached at the till by someone wearing a mask and with a knife. He asked her for the money which was in the till. The money was given to him and the police apprehended him six weeks later.

##### **Learning from the case**

It once again reminded the Make Amends practitioners that with enough preparation, even the most nervous participants can find a face-to-face conference beneficial. The practitioners had to trust that they had prepared both participants thoroughly and this proved to be the case. It was a good example of working effectively in trauma-informed practice.

##### **Restorative Interventions provided**

The person harmed from the incident was very open about all the things she was worried about in relation to this case. It was clear that the trauma of the offence had stayed with her and had been hugely re-triggered by the participants release from prison. She had a fear that she could be attacked by him at any time. During the restorative conversations, she identified that she needed an apology and to feel safe when she went into the town where the harmer lived. She decided she wanted a face-to-face conference at which point restorative steps were then completed with the harmer.

He was very nervous and found it hard to express how he was feeling. His need was to do anything that would make the harmed feel better. Once both parties were fully prepared, the conference was held. The conference flowed effortlessly and very early on in the process the harmer was able to apologise. The harmed was able to express all the things that she wanted to and stated that "I am not scared of you anymore". She said it felt like this fear had just been lifted. The two agreed that it would be fine if they passed each other in the street. They ended the meeting by shaking hands. During post-conference check in's, the harmed asked that the harmer was told that she forgave him. After hearing this, the harmer stated, "that means a hell of a lot". They both felt like they had moved on and felt much better about the incident.

## **16 Commissioner's 'broad and comprehensive' survey**

As part of her commitment to actively engage with the communities of Devon, Cornwall and the Isles of Scilly the commissioner launched the annual policing survey 'Have your say on the funding of policing in Devon, Cornwall and the Isles of Scilly' on November 6, 2020.

The aim was to survey a representative sample of residents on their views and experiences of policing in their communities to inform the next Police and Crime Plan and assist with decision making related to the 2021/22 policing and commissioning budgets.



Due to the Covid-19 pandemic face-to-face engagement was impossible so there was a greater reliance on traditional media, social media, virtual meetings and newsletters to engage participants.

The quantitative survey was designed to seek significant levels of engagement on questions around policing and investment priorities before the 2021-22 budget proposals were finalised. It was supplemented with a series of qualitative telephone interviews with members of the public.

The digital survey ran from November 6, 2020, to January 3, 2021. Telephone interviews were carried out between January 20, 2021 and January 28, 2021.

The main points of the quantitative survey were:

- It was completed by 4,130 people, making it statistically significant.
- Most of those (52%) who had contact with the police in the 12 months prior to taking the survey were either very satisfied or satisfied with their chosen method.
- When asked where they perceived policing needed greater investment 'preventing crime' was the most popular choice; 'on our roads' was second and 'on the streets where I live' was in third place.
- Antisocial behaviour, drug dealing and road traffic offences were the offence types that participants felt most needed dealing with in their communities.
- In terms of national policing priorities 'reducing neighbourhood crime' was participants' highest priority, with 'disrupting drug supply' in second place and 'reducing serious violence' in third (of six priority areas).
- Narrative responses from the qualitative survey were collated and are published on the OPCC website.

An independent review of the budget consultation was commissioned and undertaken by the South West Audit Partnership (SWAP). The report concluded: "Overall, the 'Have your say on the funding of policing in Devon, Cornwall and the Isles of Scilly' was a broad and comprehensive consultation with the public seeking a range of views on policing priorities, as well as other topics that will provide insight to the OPCC."

## 17 Winning cash for our communities

In the summer of 2020, as Covid gripped the planet, the OPCC made a successful bid for £546,000 from the Home Office's Safer Streets fund to be used to reduce domestic burglaries in North Stonehouse, Plymouth.

A partnership, Stronger North Stonehouse, was formed to help the community drive out crime such as burglaries, vehicle thefts and robberies and in doing so improve the area's reputation.

There's strong evidence that crimes like these can be prevented by using tactics that either remove opportunities to commit crime or act as a deterrent.

A computer modelling survey was used to assess the level of street lighting at different times and as a result, a so-called 'dimming profile' was implemented making 320 streetlights are now 'dimnable'.

The survey identified 40 black spots which now benefit from new lighting.

Six brand new CCTV locations were identified, and cameras installed.

The project brought together several community organisations to run projects like graffiti clean-up and improvements to public spaces. A community sparks fund awarded almost £45,000 to 25 groups who submitted ideas on how to prevent crime and make the community safer. Thirteen new community watch groups were formed with the help of Devon and Cornwall Community Watch Association.

A 'Feel Safe Scheme' was launched which will help residents carry out small repairs to their properties, such as fitting stronger locks and other security devices.

Free crime prevention courses were offered to residents as was restorative justice training provided by the OPCC's commissioned provider. In March 2021 commissioner Hernandez agreed legacy funding to help set up a board to act as a fulcrum between all the different community organisations.

## 18 Leading the drive to reduce violent crime

In February 2020, the Police and Crime Commissioner and Chief Constable announced a new preventative approach to serious violence. The four-year, £1m Serious Violence Prevention Programme will develop a new approach to prevent and tackle the forms of violence most evident across the region and in our communities.

The programme will adopt a public health approach to tackling violence, treating it as a preventable consequence of a range of factors, such as adverse early-life experiences, harmful social or community experiences and influences. Successful public health programmes rest upon strong multi-agency partnerships that bring together the entire system of public sector partners, from health to education, who can work together to build both short term and long term interventions to address the root causes of violence, not just its symptoms.

Year one has been focused on programme initiation and the building of a clear evidence base for action. Highlights include the funding of *Turning Corners*, a youth diversion programme in Devon, and the commissioning of Crest Advisory to build a strategic needs assessment to better understand the scale and nature of violence and identify its drivers. Crest Advisory's work, due for finalisation in May/June 2021, will not only be critical in shaping the decisions of the programme, but will also support the Police and Crime Plan and the PCC's Commissioning Intentions Plan for future years.

In Feb 2021, a programme director joined the OPCC and force to lead this work, starting with the programme's dedicated business plan and building close relationships with local partners ahead of the Serious Violence Duty launch (expected in early 2022). This will place a legal responsibility on a range of agencies to work together to tackle violence.

## 19 Public accountability of police performance aided by scrutiny

The Commissioner carried out three pieces of scrutiny work in 2020-21, which were into the following area of police activity:

- Use of Covid-19 powers
- Performance of 101 non emergency contact service
- Performance of Community Speed Watch

Alongside new regulations introduced as the UK grappled with the Covid-19 outbreak were new police powers that enabled officers to fine those who refused to abide by them.

Forces around the country applied these powers in different ways depending on the challenges facing them. In Devon and Cornwall there was a focus on those people illegally travelling from other areas of the country during periods of restricted movements.

The commissioner instigated an urgent piece of work to scrutinise the use of these powers in Devon and Cornwall and chaired a virtual scrutiny panel on May 4, 2020. Included on the panel were members of the public who observed that during the pandemic the police had, in terms of public perception, a difficult task because different people want and expect different things from them.

The panel considered the opinions of individuals who had felt a genuine cause to complain or felt dissatisfied with the force's approach, but overall, and based on all the information reviewed, it considered that the force's response had been proportionate.

In their findings, the panel considered a range of information including legislation, regulations, guidance, the number of complaints received by the Force, correspondence to the commissioner, national briefing papers, the views of frontline officers, public opinion surveys, body worn video and the number of overall penalties issued by the Police, a social media poll carried out by the commissioner, and the results of the Force's 'Pulse Survey' to establish a view on the public's perception of the Force's use of its new powers. In addition, the Commissioner sought the views of MPs.

***{pull out quote} Chief Constable Shaun Sawyer said: "I have always welcomed an independent view of the performance of the force. This was a moment in time when our policing style as well as our use of powers was tested. This public feedback involving the commissioner was shared with the Covid operational commander to enable dynamic feedback on our policing style during Covid-19.***

***"Since that time new guidelines have been published and we continue to police both fairly and proportionately as we did during the first phase and which is clearly identified by our communities as the style of policing they wish for and the style of policing identified by the panel. Our overall aim will continue to be one that sees us engage, educate and encourage people to comply with Government guidance."***

In October of 2020 the Commissioner undertook a 'scrutiny deep dive' examination of the performance of Devon and Cornwall Police's 101 non-emergency contact service.

The panel brought together to carry out this work consisted of existing lay scrutiny panel members, councillor advocates and the voluntary sector via Victim Support.

The panel recognised that significant investment had been made into the service, which had received an additional £1.3m over the previous four years, mostly into technology. Live WebChat and email contact routes had been added, as had voice recognition software that meant priority calls were dealt with before less urgent matters.

The panel found that the telephone service provided a good quality of responses to members of the public when they get through and that the voice recognition system had helped police to identify and prioritise crime types where they consider vulnerability was higher.

The panel found, however, that demand for the non-emergency service had increased, average call length had also increased in line with additional complexity.

The scrutiny report, which can be read in full on the OPCC website, made 12 recommendations relating to the public's experience of the 101 telephone service, the management of demand, investment in skills, training and technology and public information and communications.

The report informed the Chief Constable's decision to invest in a further 22 staff for the service and the commissioner's decision to include financial support for this increase in staffing in her 2021-22 budget.

The office also undertook a review of the Community Speed Watch service, a vital tool for the police and communities to support their joint priority of making our roads safer.

The purpose of the review was to examine the success of the scheme, as well as the challenges it faces, and review proposed changes and further investment in the scheme.

In Devon and Cornwall, Community Speed Watch (CSW) is, at the time of publication, delivered through the force's alliance with Dorset Police, but this is an informal arrangement. While Dorset Police staff have provided excellent support to date, there is a clear need for a more permanent arrangement to be put in place.

The review identified a number of issues, such as:

- A lack of permanent police resourcing
- Inconsistent service across communities
- Not enough community access to CSW performance data
- A perceived lack of support for, and recognition of volunteers

As a result, the review has made several recommendations to the force. The review determined that a clear, robust road safety structure and strategy was required with transparent leadership. The review also highlighted the need for quarterly CSW improvement action plans and performance reports, supported by an annual report.

In terms of volunteers, the review recommends they be supplied with regular data and feedback on their activities, receive support to publicise and promote their scheme and also take part in an annual conference event for training and recognition of their achievements.

## 20 Independent Custody Visits Restart

Physical visits to custody centres by independent volunteer inspectors in a scheme run by the Police and Crime Commissioner restarted in March after the Covid-19 pandemic sent the service online.

Independent custody visitors (ICVs) are members of the local community who visit police stations unannounced to check on the treatment of detainees, the conditions in which they are being held and ensure that their rights and entitlements are being observed.

The visits are unannounced and take between 30 minutes and two hours. They are conducted at all police stations with custody suites, including Exeter, Torquay, Plymouth, Barnstaple, Newquay and Camborne.

Alison Hernandez, Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly, said: "The ICV scheme is a very important part of a PCC's duties and I was delighted these were able to recommence.

"The service is vital in providing transparency and reassurance to the public about the treatment of detainees. Although our team had been continuing with their work by scrutinising custody, speaking to detainees over Skype and staying in touch with custody officers, it was great news that physical visits could resume as helped with the quality of reports."

- See part five for a full report into the activity of the ICV scheme.

## 21 Westminster Engagement

Our work with Westminster over the year looked very different to previous years as a result of the challenges presented by the Covid-19 pandemic.

Instead of face to face meetings and pop up events in Parliament on topics such as the modern slavery programme, digital dogs and tri service officers the Commissioner and OPCC's work with Westminster had to quickly move online.

In April, the OPCC set up local networks with our 18 Members of Parliament and hosted weekly online briefings by the Commissioner and the Chief Constable to keep MPs up to date on policing challenges relating to the pandemic and to ensure that MPs could raise issues of concern for their communities swiftly.

Throughout the year the OPCC has continued to work with the Commissioner to help MPs champion policing and crime issues for the people of Devon, Cornwall and the Isles of Scilly in Parliament despite the distance from Westminster. From a Parliamentary Debate in July on the impact that tourism has on policing services each year led by Steve Double MP to call for funding formula reform to supporting local MPs to raise topics such as court capacity, road safety, police welfare and victim safeguards in the criminal justice system and seek solutions.

Police and crime commissioners nationally also came together 'virtually' and worked together to help ensure that government understood and could respond to the challenges being faced on the ground. The Commissioner and the OPCC worked to support local communities and victims of crime on Covid related topics like pressing for government action to get courts open safely to reduce backlogs and keep justice moving and on ensuring that victim services were supported to adapt and deliver much needed help for victims of crime.

While the pandemic has dominated much of the year, other longer term issues have also been a key area such as helping to shape government thinking on how the role of Commissioners can be strengthened to better serve their local communities, improving the safety of our roads through the Government's Roads Policing Review and addressing challenges in equality and diversity highlighted by the global movement following the tragic death of George Floyd.

In the coming year while face to face engagement will return we intend to keep the best of both worlds as the pandemic has proved that we can ensure the voice of Devon, Cornwall and the Isles of Scilly is well heard in debates despite the distance between London and Penzance.

## 22 Police and Crime Commissioner given more influence over police complaints

New legislation in February 2020 enabled PCCs to have a greater role in police complaints. When a member of the public is dissatisfied with how their complaint has been handled by their local police force, the PCC may be contacted to conduct a police complaint review. The OPCC must determine whether the police's handling of the complaint and the outcome was reasonable and proportionate. Where mistakes are identified and the review is upheld the OPCC will make recommendations to the police to rectify the issue.

Between February 2020 and March 2021, 140 requests for review were received.

As well as providing the PCC with a role in police complaints, the legislation made significant changes to the police complaints and disciplinary systems. They introduced several changes designed to achieve a more customer-focused complaints system including:

- A broadening of matters that can be complained about
- Enabling certain types of complaints to be resolved outside the legislation. This allows for the police to quickly learn from and make improvements
- A requirement for those responsible for an investigation to be held to account if an investigation takes longer than 12 months to complete
- Changes to misconduct proceedings to increase learning and improvement opportunities, with a new process which encourages officers to reflect and learn from any mistakes or errors

- The replacement of complex appeal processes with a simple right to apply for a review of the outcome of the complaint

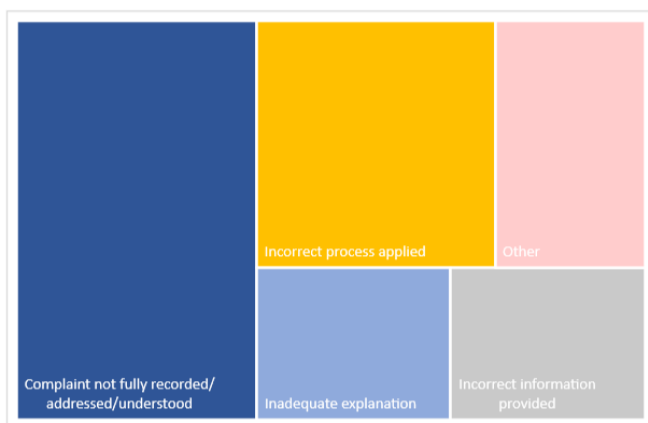
Demand for complaint reviews has increased throughout the year. During the first seven months of the reporting period (February – August 2020), the OPCC was receiving an average of six requests per month. In the latter half (September 2020 – March 2021), this had more than doubled, with an average of 14 requests per month.

The PCC has made a number of recommendations to the force as a result of its statutory review of complaints. This most commonly involves referring the complaint back to the force so they can provide additional explanation, further investigation under Home Office guidance, or an apology.

The PCC can also provide feedback to the police about matters which have no bearing on the outcome of the review but are picked up as learning opportunities for the force. These are called oversight issues. Any complaint, regardless of whether the OPCC's review concluded that it was upheld or not, may result in oversight issues.

The graphs show the over-arching reasons why complaints were upheld and the types of oversight issues. The larger the block the more times the issue appeared. Generally, the force accept most of the OPCC's recommendations (88%) and oversight concerns in full (100%).

Reasons why complaints were upheld



Types of oversight issue



## PART TWO: FINANCE AND RESOURCES

### 23 Introduction

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2021. It also provides a general guide to the financial situation of the PCC as at March 31, 2021, full details are provided in the *Statement of Accounts 2020-21* which can be found here <http://www.devonandcornwall-pcc.gov.uk/about-us/what-we-spend/>

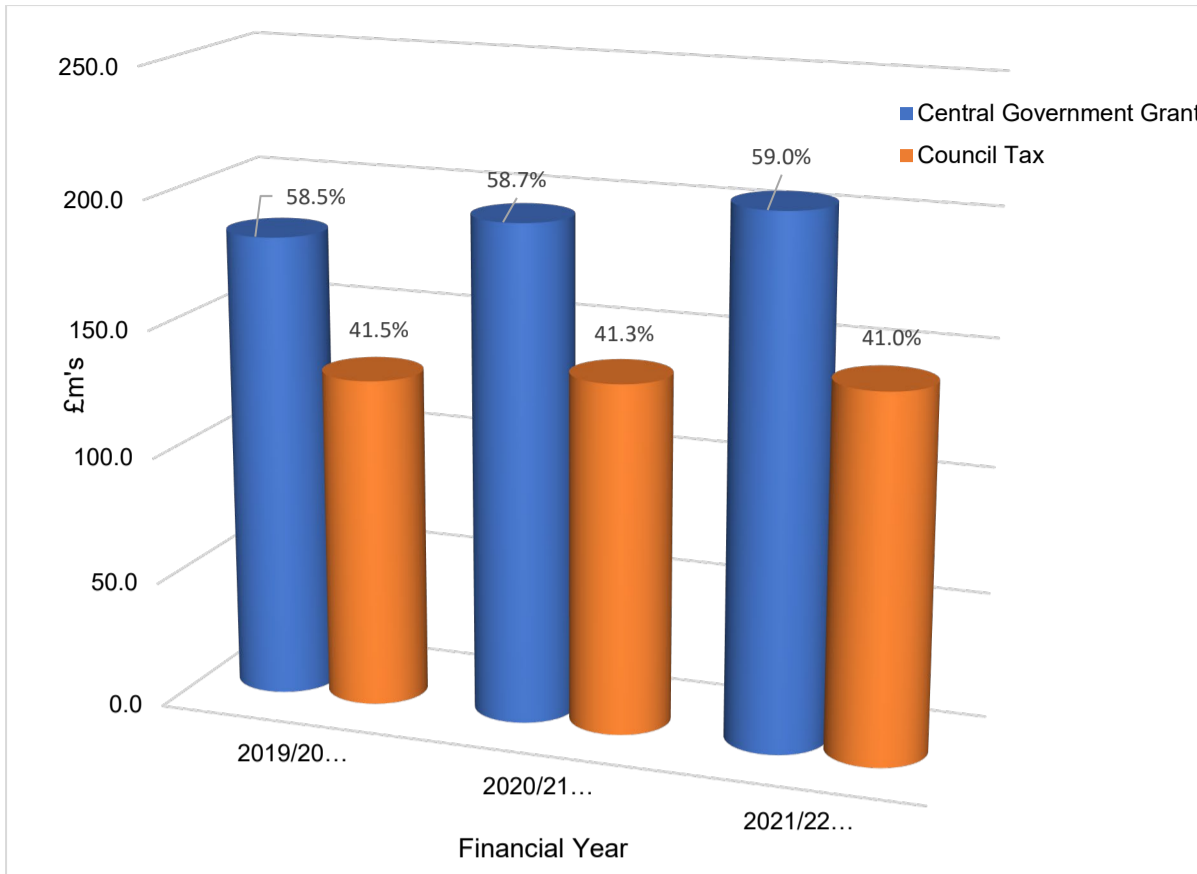
The overall financial settlement for policing for 2020-21 saw a 6.8% increase in central Government funding. Although this represented a cash increase in funding this was provided in order to start the process of recruiting an additional 20,000 nationally. No account of any potential future formula funding review was taken in the projections.

As part of the 2020-21 overall central government funding settlement the council tax flexibility provided to Police and Crime Commissioners was set at a maximum of £10 per Band D equivalent property before a referendum was required. The commissioner, in consultation with the Police and Crime Panel, increased the council tax element for policing by £9.36 (4.41%) so that services to the public could not only be maintained but enhanced.

Council tax was set at £221.64 for a band D property. The overall impact of increases to the Home Office core grant and special grant, and council tax increases relating to the precept, tax base and surplus was an increase in funding in 2020-21 of £24.1m more than received in 2019-20. This increase was allocated to the national and local police uplift (£10.7m), pay award and inflation (£9.5m), other pressures (£3.6m) and investments of £3m which included violent crime prevention, summer policing and blue light collaboration. To achieve these investments savings of £2.7m were identified.

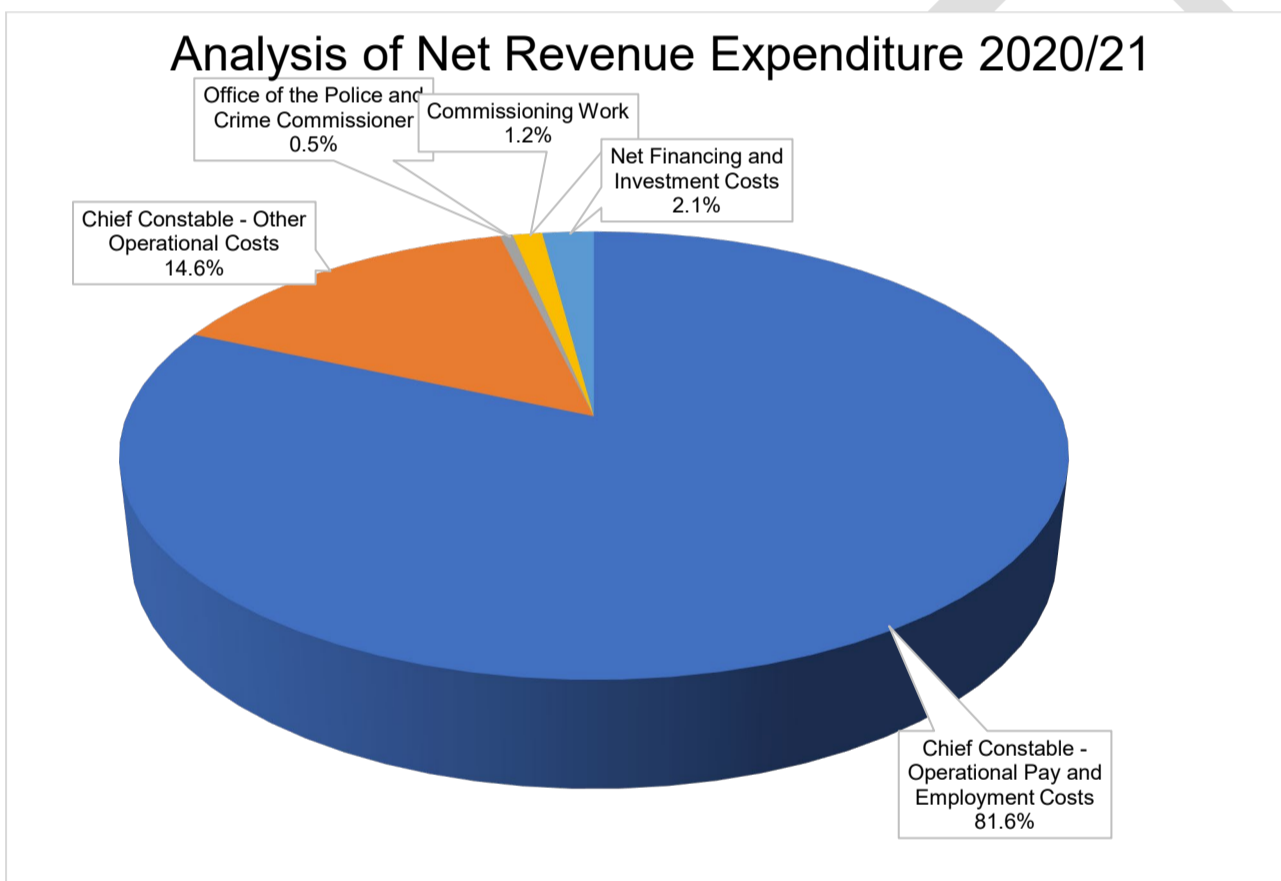
The chart below shows the revenue budget funding sources in 2020-21 as well as the funding in the previous and following year for comparative purposes. In 2019-20 central government grant was 58.5% of revenue funding, in 2019-20 it increased slightly to 58.7% and in 2020-21 it increased again to 59.0% following the provision of additional funding to increase officer numbers nationally.





**Actual expenditure compared to budget**

A budget of planned expenditure is agreed by the PCC in order to set the council tax level for 2020-21. For 2020-21 the final outturn position for the combined budget of £332.3m for the Police and Crime Commissioner and the Chief Constable was an underspend of £2,987k against a budget set of £332.3m. This represents 0.9% of the overall budget.



**24 What has been achieved during the year?**

The achievement of the investments agreed in February 2020 were impacted by the Covid-19 pandemic. However, wherever possible progress has been made to ensure that plans were developed.

We said we would .....	We have .....
Develop a violent crime prevention approach through partnerships across public health, local government and other organisation to get to the root cause of violent crime with the aim of building safer and more resilient communities	<ul style="list-style-type: none"> <li>The Serious Violence Programme Manager was appointed and commenced in December 2020</li> <li>Crest Advisory has completed research to define the problem through collection of information about the magnitude, scope, characteristics and consequences of violence</li> <li>Budget commitment for four years has been approved</li> </ul>
Double the investment for summer policing to ensure that innovation identified is taken forward	<ul style="list-style-type: none"> <li>Developed approaches to summer policing within the criteria and restrictions around the pandemic</li> <li>Developed innovation eg. bed watch, use of drones and increased campaigns</li> <li>Injected a further one-off funding of £500k to help deal with "hot spots" following the relaxation of restrictions to enable communities to feel safe</li> </ul>

Expand the Blue Light Collaboration to cover schemes like the Tri-Service and Bi-Service officers	<ul style="list-style-type: none"> <li>Development of additional collaboration posts to cover safeguarding in collaboration with fire and water safety in collaboration with harbour masters</li> </ul>
Improve customer service with investment in resilience for front desk opening hours	<ul style="list-style-type: none"> <li>Developed plans for the increase in the opening hours for front desks. This has been impacted by the pandemic and will be rolled out in 2021-22</li> <li>A pilot to open additional front desks will be rolled out in the autumn of 2021-22</li> </ul>
An investment in maintenance of our estate to reverse the decline in planned maintenance and improve sustainability work across the estate	<ul style="list-style-type: none"> <li>Additional planned maintenance has been undertaken. This includes fire compartmentation and essential works to an aging estate</li> </ul>
Continue with the local commitment to uplift officer numbers by an additional 50 above those recruited as part of the national uplift in officers	<ul style="list-style-type: none"> <li>An additional 50 officers were recruited during 2020-21 despite the difficulties of adjusting the training programme as a result of the pandemic.</li> </ul>

## 25 Staffing

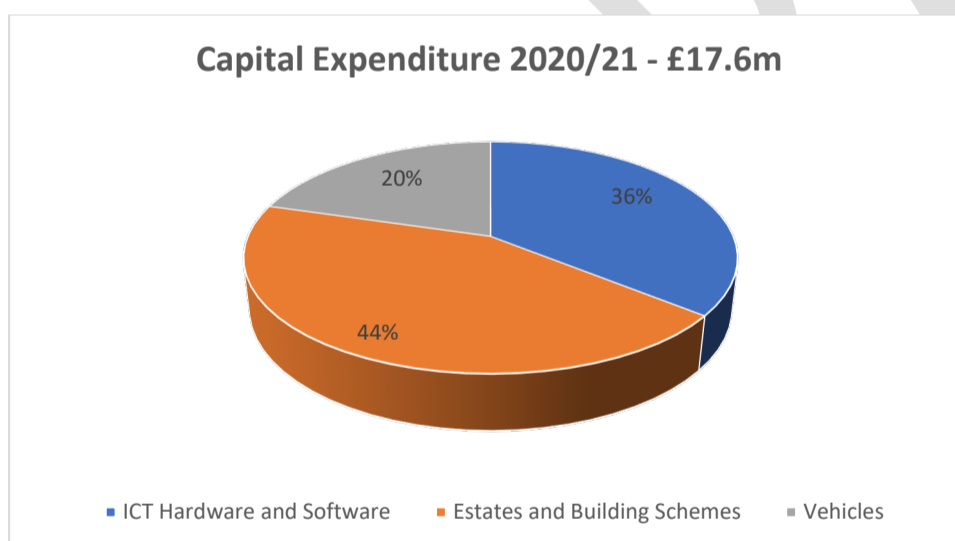
### Staffing

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

	As at 31 March 2016	As at 31 March 2017	As at 31 March 2018	As at 31 March 2019	As At 31 March 2020	As At 31 March 2021
Police officers	2,959	2,900	2,940	2,982	3,094	3,257
Police community support officers (PCSOs)	347	312	263	227	197	167
Police staff	1,636	1,636	1,866	1,713	1,770	1,891
Office of the PCC	27	35	25	27	26	29
<b>Total</b>	<b>4,969</b>	<b>4,883</b>	<b>5,094</b>	<b>4,949</b>	<b>5,087</b>	<b>5,344</b>

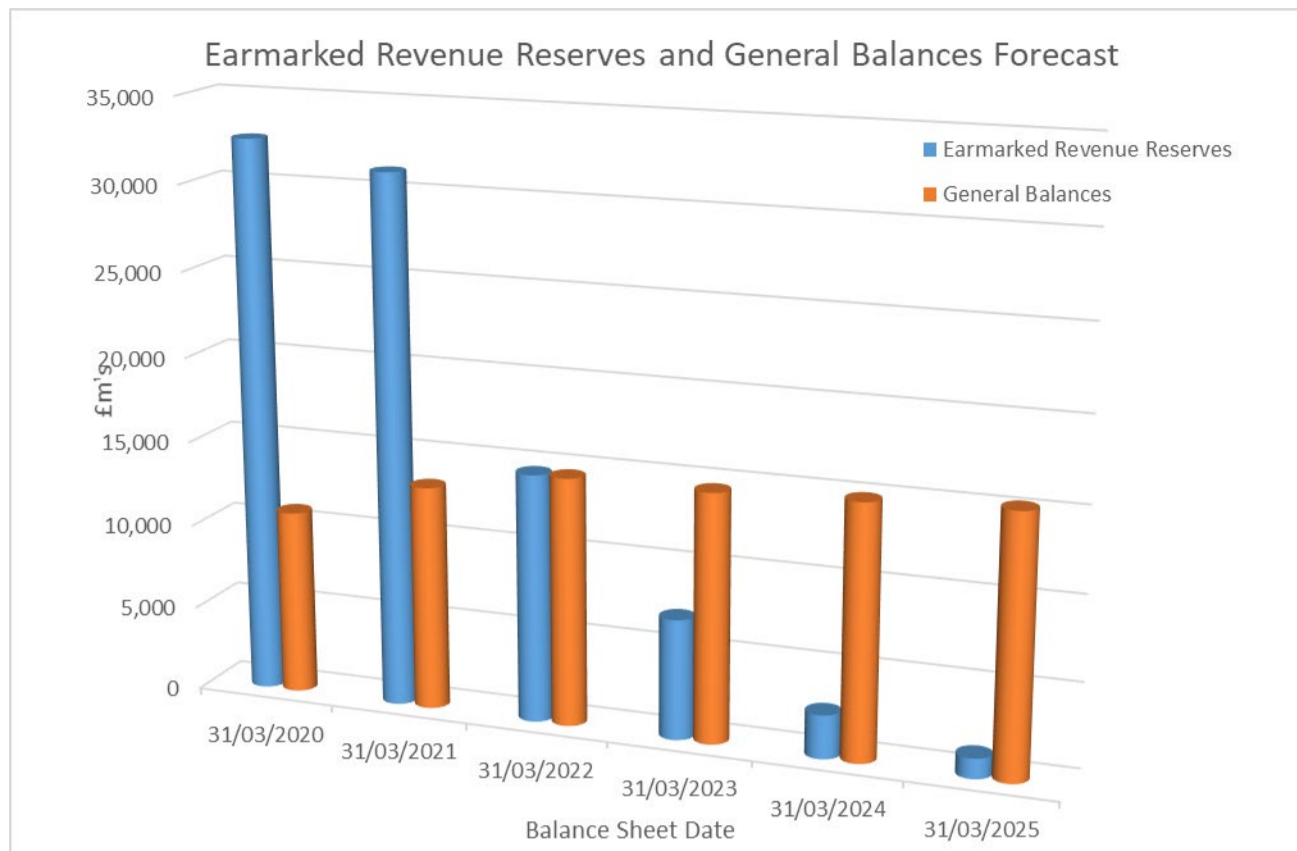
### Capital expenditure 2020/21

Capital expenditure of £17.6m was incurred during 2020-21. The chart below highlights the major areas of spend with estates and building schemes being the largest area of spend. The work on the new Exeter Police Station at Middlemoor was completed in January 2020 with staff and officers migrating to the new station during 2020-21.



## 26 Reserves and balances

Reserves have increased by £0.9m between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021. This includes a decrease in Earmarked Reserves by £1.5m and an increase in general balances of £2.4m. In line with the Reserves Strategy, general balances have increased to bring them to 3.97% of the Net Revenue Budget. The chart below shows the level of reserves and how we plan to reduce them over the next five years as they support the capital programme for Devon and Cornwall Police.



## 27 Managing financial risks and opportunities

### Box out (facts for design feature)

#### The OPCC managed additional Covid-19 funding from central government of:

- £701k for medical PPE
- £76k for non-medical PPE
- £1.3m for general pressures and enforcement

The current Medium Term Financial Strategy (MTFS) covering 2020-21 to 2024-25 indicates a balanced position. Work is now ongoing to assess the impact of new and emerging risks:

- the impact of the pandemic on Policing and the way in which the Officers and Staff have worked during this period
- The June 2021 G7 summit security operation to be held in Cornwall
- Pensions remedy – compensation claims
- The growing pressure around areas of criminal justice

## PART THREE: COMMISSIONING

### 28 Ten-year contract will revolutionise delivery of victim services

In January the commissioner named Victim Support as strategic partner to deliver victims' services.

The innovative £20m, 10-year contract, which is largely funded by the Ministry of Justice annual grant for victims, was the largest ever to be awarded by a PCC\*.

It means that victims of crime will be supported by a system shaped by others whose lives have been impacted by crime and help them not to fall prey again.

The contract is worth £1.2m in the first year but Victim Support will take on delivery of additional services in future years, so the annual budget is anticipated to increase over the term of the contract and could be worth up to £20m.

Victim Support will undertake a dual role in commissioning services and in overseeing improvements to them.

The commissioning of victim care services is one of the PCC's largest responsibilities.

This includes restorative justice services, sexual assault referral centres and services for victims of non-reported crime.

The delivery shift came after an evaluation of the existing services offered to victims.

The evaluation found good support for victims but identified areas for improvement and the need for sustainable funding.

This new contract sets in place a contractual partnership which will bring high quality victim led services enabling a sustainable future to many voluntary and charitable organisations who have suffered greatly from the uncertainty brought by the Covid-19 pandemic.

\*Not including services commissioned by the Mayor's Office in London.

## 29 Pandemic called for agility in commissioning

The pandemic created huge challenges to the OPCC meaning it had to be agile and respond to any new opportunities.

The OPCC realised that people affected by crime during the pandemic wanted clear, accurate and up to date information to make choices. Lockdown and social distancing meant people accessed information in a different way.

So very quickly a new 24/7 live web chat was implemented by Victim Support which enabled access to support anytime with onward referrals to victim services where necessary.

The OPCC also provided £10,000 to Operation Encompass so teachers could get advice and guidance about how to support school pupils who had been affected by domestic abuse.

The OPCC showed strong leadership to its service providers by implementing a victim service contingency plan and creating a domestic abuse and sexual violence service sustainability group.

The OPCC also stepped in to ensure that victim services had access to the funds they need to continue providing services. For instance, a small grant scheme through Devon and Cornwall Community Foundation and supporting partners to bid for funding to support the recovery of victim services.

After making a significant bid to the Ministry of Justice's Extraordinary Covid-19 Victim Fund £595,000 was made available to fund domestic abuse and sexual violence services.

The OPCC was also successful in receiving new funding of £57,000 from the Ministry of Justice to support independent domestic violence advisers (IDVAs) and independent sexual violence advisers (ISVAs).

And in October a successful bid for £417,395 was made to Central Government for a programme to work with the perpetrators of domestic abuse.

The multi-agency project will work with perpetrators of domestic abuse as well as their families with the aim of breaking the cycle of violence and helping people identify how they can change.

As well as working with those who afflict violence, the project will also help some key workers and members of the public to identify the signs of an abusive relationship and give them the skills to help intervene.

## PART FOUR: PERFORMANCE

### 30 Satisfaction and Public confidence

#### Satisfaction

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

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

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

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

Due to Covid-19, in-force surveying of victims of crime paused in March 2020. The Surveying of Priority Victims restarted in July 2020; early indications show that victim satisfaction has remained stable throughout 2020-21. In the nine-month period covering July 2020 to March 2021, 76.4% of priority victims who participated in the victim survey were satisfied with the overall service they received from Devon and Cornwall Police.

The surveying of Domestic Abuse victims recommenced in March 2021 and is now ongoing. The last available figure was presented in last year's annual report and covered the 12 months to March 2020 and showed that 83.8% of the domestic abuse victims were satisfied with the overall service they received from Devon and Cornwall Police.

#### Public Confidence

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

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

Due to the Covid-19 pandemic the face-to-face CSEW was suspended on March 17, 2020. A telephone-operated version of the CSEW (TCSEW) was specifically designed to allow the ONS to continue measuring crime during this period whilst face-to-face interviewing is not possible. The change of mode has meant that the questions on public perception by police force area are currently unavailable. The last data available covers the 12 months to March 2020 and can be found below, this is an update on the figures which were provided in last year's Annual Report which covered the 12 months to December 2019.



Although the traditional ONS CSEW public confidence measures are currently unavailable, a new module of questions included in the TCSEW around perceptions of crime, the police and anti-social behaviour during the Covid-19 pandemic have been published at a national level.

The latest national TCSEW results for the October to December 2020 period show that around 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 and 16% saying they were doing an excellent job. In addition, 85% of adults were satisfied with the way local police were responding to the coronavirus pandemic (fairly satisfied, 67%; very satisfied, 18%).

In the 12 months to March 2020:

- 56.3% of survey respondents felt the force was doing a good or excellent job compared with 59.5% last year, however the percentage decrease is not statistically significant. This is on par with the national average of 56.3%
- 77.5% of adults in Devon and Cornwall had overall confidence in the local police compared with 76.5% last year, however the slight percentage increase is not statistically significant. This is 3.3 percentage points higher than the national average of 74.2%
- 89.8% of respondents agreed the force would treat you with respect, compared with the national average of 87.8%
- 70% of respondents agreed the force would treat you fairly compared with the national average of 67.6%
- 69.3% of respondents agreed the force understands local concerns, whilst 53.4% felt that local concerns were dealt with. This is consistent with national performance for both these measures

### 31 Crime incidents

- 90,476 crimes were reported across the force in 2020-21 – which is down 9.5% (9,476 fewer crimes) compared to the previous year, with 51 crimes per 1,000 population. There were 10,919 fewer victim-based crimes recorded in the year (a reduction of 12.7%)
- Between February 2017 and March 2018, we saw a large increase in recorded crime driven by increased reporting and better recording of crime. The impact of these changes has plateaued, and recorded crime has started to reduce. In the last 12 months this has been accelerated by the impacts of the Covid-19 pandemic
- There were fluctuations in the level of crime in Devon and Cornwall throughout 2020-21. Although a small proportion of these fluctuations will be the result of seasonal effects on crime trends, the majority can be attributed to the lockdown periods and restriction measures throughout the year
- 48% of the yearly decrease were attributed to substantial falls in crime in the first lockdown period between March and June, particularly in April and May. This was mainly driven by reductions in theft offences and violence with injury offences. This reflected the increase in time people spent at home, a reduction in opportunities for theft in public spaces and the closure of the night-time economy
- Many crime types have seen recorded offences fall year-on-year but crime has increased in a number of areas, including drug offences and domestic abuse. Levels of recorded drug offences will have been impacted by policing activity focused on the identification and targeting of county lines and other organised drug supply gangs operating in the area

In the 12 months to March 2021, decreases have been observed in the following crime types:

- Violence with injury offences have decreased by 16% (2,507 fewer offences)
- Violence without injury offences have decreased by 2.1% (323 fewer offences)
- Robbery offences have decreased by 21.8% (143 fewer offences)
- All Burglary offences have decreased by 30.3% (1,541 fewer offences)
- Vehicle Offences have decreased by 31.5% (1,429 fewer offences)
- Theft from the Person has decreased by 58.7% (427 fewer offences)
- Shoplifting has decreased by 38.3% (2,370 fewer offences)
- Criminal Damage and Arson offences has decreased by 10.7% (1,499 fewer offences).

Areas in which crime has increased over the same period include a number of offences which are more likely to occur within private settings or online.

- There has been a 3% increase in the number of offences flagged as Domestic Abuse related – 20,695 offences reported in the 12 months to March 2021
- Recorded Stalking and Harassment offences have increased by 16% increase (1,677 more offences). This includes Malicious Communication Offences
- There has been a 4.2% increase in the number of offences flagged as Hate Crime related – 1,977 in the 12 months to March 2021

Likely factors for the increases above include improved recording of crime, a greater awareness of these crime types, heightened pressure on personal relationships and online communications as a result of lockdown periods and an improved willingness of victims to come forward. The latest national comparators from the Office of National Statistics relate to the 12 months to the end of December 2020.

- Devon and Cornwall's crime rate for the period was 52.3 crimes per 1,000 population which was significantly lower than the national average of 80.8 crimes per 1,000 population

Devon and Cornwall has:

- The third lowest crime rate in England and Wales and the third lowest rate for crimes where there is an identified victim

- The lowest rate of theft offences nationally, including the lowest rate for residential burglary and the second lowest rate for shoplifting
- The sixth lowest rate for violence against the person offences

## 32 Victims and Offenders

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

When officers identify a requirement for victim support services, the individual is put

in contact with the Victim Care Unit (VCU). The VCU is a team of experts who can work with people who have experienced crime to try and get the support they need. The service aims to help individuals cope with and recover from what has happened to them. The service is available whether or not a person's crime is being investigated by the police. The VCU can also help victims of crime access specialist support services from the Victim Care Network.

The VCU is run by Devon and Cornwall Police and both the VCU and Victim Care Network are funded by the Police and Crime Commissioner.

### Victim care related activity:

- In 2020/21, 75,412 Victim Needs Assessments (VNA) were completed resulting a VNA compliance rate of 89%.
- 14% of crimes with a VNA identified a victim need at the time of completion.
- The VCU supported nearly 26,200 victims in the 12 months to March 2021 and referred 2,841 to the Victim Care Network.

For the 12 months to 31 March 2021 15.4% of recorded crimes had a positive offender outcome, which includes diversionary, educational or intervention activities as well as prosecutions.

## 33 Contacting the Police

- The delivery of services for the national non-emergency 101, 999 and online contact options such as WebChat, email and online crime reporting are interdependent and are all delivered within Devon and Cornwall Police's Contact and Resolution Command (CRC).
- During periods of high demand for 999 volumes, call handlers are often diverted away from answering 101 calls for service to prioritise emergency calls which pose the highest risk, with potential threat to life.
- There were over a million contacts to Devon and Cornwall Police in the 12 months to March 2021, which included:
  - 246,626 emergency 999 calls.
  - 101 call handling – 509,497 calls received.
  - 101 email and texts (including online crime reporting) – 150,944 received.
  - WebChat – 50,921 received.

### 999 emergency calls for service

- The number of 999 calls received has decreased by 6.7% compared with 2019-20. It is likely that the Covid-19 pandemic and associated restrictions on communities has had an impact on the number of calls received this year.
- Nearly 85% of 999 calls were answered within the service standard aim of 10 seconds and performance is slightly higher than last year.
- The average answer time for 999 calls was 11 seconds.

### 101 non-emergency calls for service

- In July 2019 Devon and Cornwall Police introduced an Interactive Voice Response (IVR) service for 101 non-emergency calls. It provides an automated routing system for callers to the service.
- 101 non-emergency calls which are identified in the IVR as high priority include calls relating to: Domestic Abuse; Hate crime; Missing persons; Roads; Sexual offences. The latest Devon and Cornwall Service Standards cite an aim to answer these calls within five minutes. These calls are consistently being answered more quickly and dealt with at the first point of contact.
- The average call wait time for 101 high priority lines was 5 minutes and 9 seconds.
- 72.1% of 101 high priority calls were answered in 5 minutes.
- For all other non-emergency calls, Devon and Cornwall Police aim to answer in 20 minutes. In the 12 months to March 2021, the average wait time to provide a new report, or to receive an update on a previously reported crime or incident was 14 minutes and 19 seconds.
- 72.6% of all other non-emergency calls were answered within 20 minutes.
- The OPCC continue to monitor the proportion of all 101 non-emergency calls that are answered within 10 minutes. In the 12 months to March 2021, 73.8% of calls were answered within 10 minutes.
- The average wait time for all non-emergency calls received by the Contact Centre was 6 minutes and 9 seconds.

- Both the proportion of 101 non-emergency calls answered within 10 minutes and the average call wait time have improved compared with last year<sup>1</sup>.
- There remain significant variations in call answering times due to calls being prioritised on a threat, harm, and risk assessment. This leads to those calls assessed as having the lowest risk taking longer to be answered. Improvements in call handling times are continually sought by the OPCC in our scrutiny of the service.
- While phone calls remain the primary form of contact for members of the public, efforts to improve options to report crimes or concerns are in place. There were 150,944 emails, texts, and online form submissions to 101 this year which is a 31.7% increase in the number received in 2020/21 compared with 2019/20 – 86.8% of which were answered within 24 hours (an increase from 66.7% in the previous year).
- In addition, there continues to be an increase in the number of people using WebChat with positive feedback received. There was a 200.3%<sup>2</sup> increase in the number of WebChats received this year compared with last – 50,921 people spoke to Devon and Cornwall Police via this method in 2020/21, with an average talk time of 18 mins and 2 seconds.

In 2020-21 the force recorded 291,540 incidents in response to calls for service, which was a 6% increase compared with 2019-20.

- Just over 71,800 of which were graded as immediate incidents (emergency calls) a reduction of 8% from the previous year. These are priority incidents that the police aim to respond to within 20 minutes.
- In the 12 months to March 2021, 70.2% of immediate incidents were attended to within 20 minutes and performance remains stable compared with last year.

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<sup>1</sup> From July 2019 (measuring from the introduction of IVR) until 31<sup>st</sup> March 2020, 61.4% of all 101 non-emergency calls were answered with 10 minutes and the average call wait time was 9 minutes and 44 seconds.

<sup>2</sup> 33,966 more webchats have been received by Devon and Cornwall Police this year compared with last.

## PART FIVE: POLICE AND PARTNERS

### 34 Police and Crime Panel

Police and Crime Panels were created in each force area under the Police Reform and Social Responsibility Act 2011. Devon and Cornwall's Police and Crime Panel consists of nine members from the local authorities of Devon one from Torbay, two from Plymouth, five from Cornwall, one from the Isles of Scilly and two independent non-councillors from Devon and Cornwall.

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

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

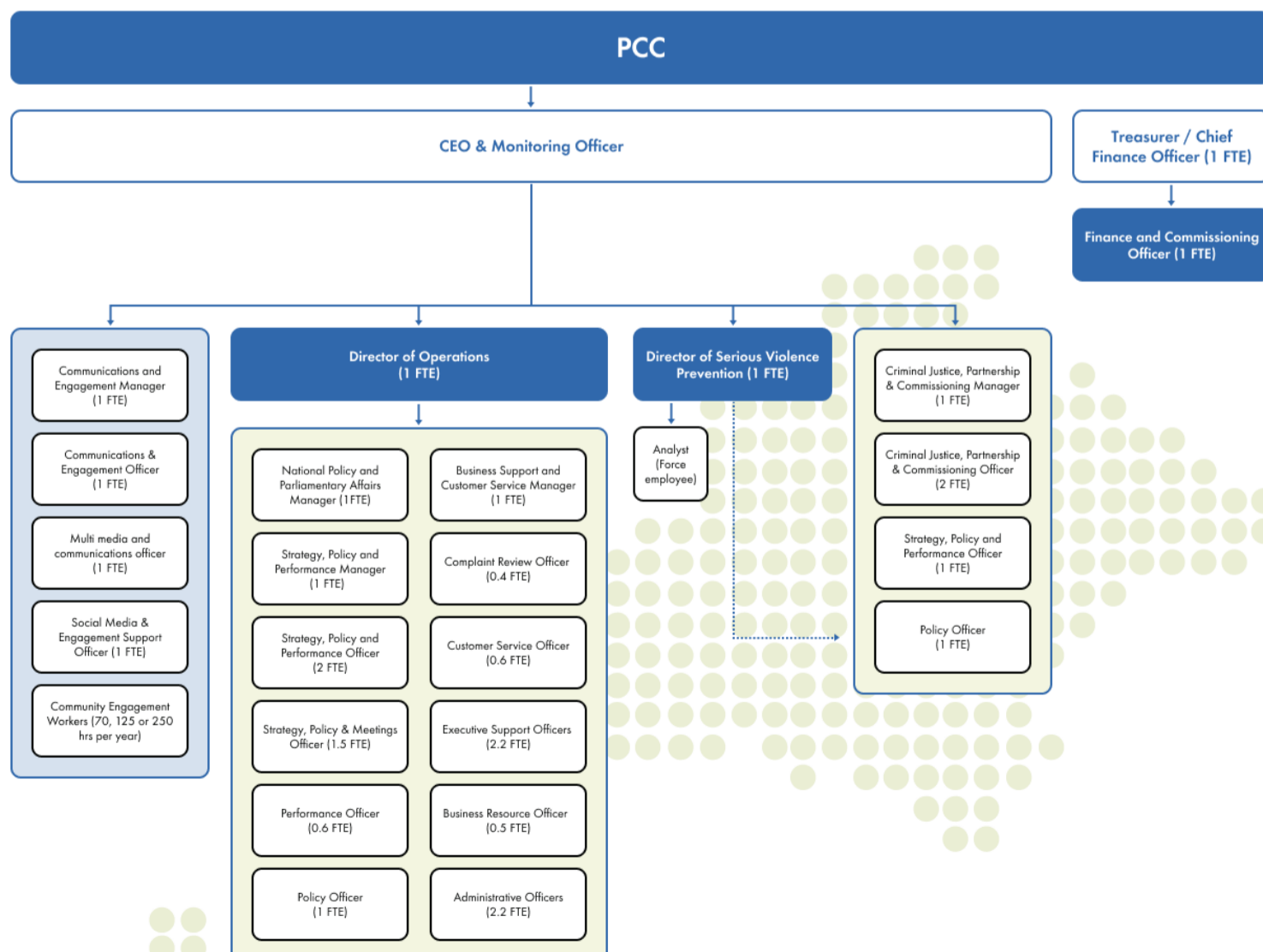
The panel has had a busy year and highlights have included:

- Considering police budget proposals for the 2021-22 financial year
- A 'deep dive' investigation into the performance of the 101 non-emergency police contact service
- Receiving regular update reports and performance reports from the Police and Crime Commissioner

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

The Panel is administered by officers from both the Office of the Police and Crime Commissioner (OPCC) and the Police and Crime Panel, working together to support the work of panel and ensure meetings are planned and co-ordinated effectively.

### 35 OPCC structure



## 36 Equality Objectives 2021-25

In March 2021 the OPCC agreed a set of equality objectives that were designed to develop a greater understanding of the needs of diverse communities within the OPCC and to widen the reach of the office's communications and engagement to improve its connection with diverse communities across Devon and Cornwall.

They resulted in the following actions:

<b>1</b>	<b>To develop a greater understanding of the needs of diverse communities within the OPCC and to capture the voice of lived experience in our work.</b>
<b>1.1</b>	<b>OPCC as an Employer:</b> <ul style="list-style-type: none"> <li>To increase knowledge and confidence of all staff on issues relating to Equality and Diversity through provision of adequate training, to be refreshed annually</li> <li>To recognise the needs of diverse groups within our workforce and ensure appropriate support is available for all OPCC staff and volunteers</li> </ul>
<b>1.2</b>	<b>OPCC as a Scrutineer:</b> <ul style="list-style-type: none"> <li>To ensure those with lived experience and diverse communities inform and complement the work of the OPCC's scrutiny programme</li> <li>To examine the treatment of those with protected characteristics through the development of a Victims Code of Practice scrutiny panel</li> <li>To monitor the appropriateness of Out of Court Disposals (OOC) for hate crime offences through the multi-agency OOC scrutiny panel</li> </ul>
<b>1.3</b>	<b>OPCC as a Commissioner:</b> <ul style="list-style-type: none"> <li>To evaluate the efficacy and accessibility of recovery services for people who have experienced hate crime and violence by working with the Strategic Delivery Partner</li> <li>To ensure the voices of those with lived experience help shape new OPCC policies and services through engagement with lived experience advisors and the wider community</li> </ul>
<b>2</b>	<b>To widen the reach of the OPCC's communications and engagement to improve our connection with diverse communities across Devon and Cornwall</b>
<b>2.1</b>	<b>OPCC as an Employer:</b> <ul style="list-style-type: none"> <li>To attract a broader range of applicants to roles within the OPCC, particularly people from minoritized communities. This will be informed by engagement with under-represented groups in our communities and their experiences</li> </ul>
<b>2.2</b>	<b>OPCC as a Scrutineer:</b> <ul style="list-style-type: none"> <li>To undertake a Communications, Connectivity and Public Contact Scrutiny review to examine how effectively the OPCC hears the voices of under-represented communities and how this informs its work and decision making</li> </ul>
<b>2.3</b>	<b>OPCC as a Commissioner:</b> <ul style="list-style-type: none"> <li>To ensure our services are more accessible to diverse groups through community engagement and the roll-out and implementation of an OPCC lived experience advisor scheme</li> <li>Ensure that commissioned providers have robust standards in place in respect of equality and diversity and are improving outcomes for diverse groups</li> </ul>

## 37 Independent Custody Visitors

### Introduction by Scheme Manager

I have been in this role for three years now and it has been great supporting the dedicated volunteers both experienced and new. I am proud of the integrity of the scheme and am confident it assures people that those detained in police custody within Devon and Cornwall are treated with dignity and respect. This last year has presented new challenges with the onset of Covid-19 to the job of checking how detainees are treated. The scheme has had to adapt the way it performs its scrutiny and I would like to express my gratitude to the volunteers who make up the scheme for their continued support and interest, particularly to the Volunteer Panel Co-



ordinator who provided checks of custody logs, and pioneered the new way of visiting people in custody, through 'virtual' visits to keep the service operating over the past year.

*Janet Hyndman*

### **Background to custody visiting – its foundation and legal framework**

Following riots in Brixton and elsewhere in 1981, Lord Scarman recommended that provision be made for random checks by people other than police officers on the interrogation and detention of suspects in police stations. The aim was to promote public confidence in policing, ensuring all policing activity was accessible and transparent to scrutiny by the public.

The OPCC's scheme was granted compliant status by the Independent Custody Visitors Association (ICVA) in 2019

### **Suites in Devon and Cornwall**

There are six custody suites within Devon and Cornwall, all regularly visited by custody visitors.

### **Who are custody visitors?**

Independent custody visitors are people with no connection to the police. They are members of the public who volunteer their time to visit people held in police custody. Being in custody can be a daunting experience for many, who may be there for the first time or do not understand their rights and entitlements.

The main role of custody visitors is to check on the rights, entitlements and conditions of detention of the person in custody and make sure they are being treated properly. A custody visitor checks if a detainee understands their rights and entitlements in law, the rules that police must follow, that they have access to free legal advice, and if someone has been contacted on their behalf to be informed of their whereabouts. They also check if the detained person has received any medical attention necessary as well as safeguards and the support of Appropriate Adults (if they are children or vulnerable adults). Other safeguards may include support from social services and mental health professionals, this is sometimes put in place for the benefit of the detainee by the police after they leave custody. Visitors check the conditions of detention and can check the notes made by the police about their care while in custody (with the consent of the detained person) to follow up any queries or concerns raised during the visit. Visitors will raise any initial issues with the custody officer. If these are not remedied immediately or are of a serious nature or require ongoing attention, they are referred to the OPCC. Visitors make a report of each visit, a copy of which is for the attention of the custody inspector and one is for the ICV Scheme Co-ordinator at the OPCC.

Visits are unannounced, and can occur day or night, and visitors can speak to anyone who is detained in the custody suite, or for that matter, anywhere a person is held in custody by the police (for example, vans or temporary custody buildings).

### **The volunteers**

As at March 2021 the scheme has 24 volunteers, nine of whom were recruited in 2020. This newest group were undaunted by a selection process that began in March 2020 with face to face interviews planned only to find themselves being interviewed at the end of the phone during a conference call with the selection panel.

Training provided:

Custody visitors follow a set a guidelines established by the Home Office (Code of Conduct, 2013), as well as having knowledge of National Guidelines, Equalities and Human Rights Legislation and Code C of the Police and Criminal Evidence Act – the main piece of legislation that police officers must follow when it comes to detaining people in custody.

Throughout the year, custody visitors are asked to attend four panel meetings a year. This is a time when all visitors can meet, undertake training, discuss current issues, and speak to a member of custody staff directly outside of a custody setting about detainee dignity and rights.

In addition, custody visitors are asked to keep up to date with their knowledge of equality issues, and this year attended courses including: Juvenile in custody awareness, transgender issues, Anti-racism, race, religion and belief and adult safeguarding.

The newest recruits undertook a familiarisation visit in October 2020 at the vacant custody suite in Launceston to give them a feel for what the custody environment is really like as safely as possible. This new cohort undertook induction training and is now beginning their first visits in custody, with promising results (April 2021), having taken on board the most up to date guidelines that conform to the National Police Chiefs Council standards in terms of PPE.

### **The impact of Covid-19**

In March 2020 physical visits were suspended in response to the threat of Covid-19. The ICV Scheme Co-ordinator had access to the daily briefings given by HQ Criminal Justice and Custody. This helped the OPCC to be informed of the situation for people detained in custody. The Scheme Co-ordinator has since maintained regular weekly contact with the Strategic Custody Inspector to discuss care of people in custody.

### **The Facts**

Detainees held in custody for 2020-21

	Totals
Male	17,101
Female	3,546
Juvenile	1,087
Total for the year	2,1734

This last year, due to the restrictions of Covid different ways were used to hear the 'detainee voice' and check on the care given by the police of people in custody. These alternative means included virtual visits – by Skype, carried out by Volunteer Panel Co-ordinator who is a member of the public and would normally meet detainees face to face. Calls were put through to the custody suite by prior arrangement (custody staff need a bit of warning and IT know-how) and the phone passed to the person in the cell (keeping social distance), where they could continue a video call in private with the volunteer. People who received this type of call were amused and happy to see the custody visitor this way and were pleased to discuss their detention.

Summary of Detainees visited (physical or virtual) and custody logs checked by the ICV Scheme 2020- 2021 (1 April 2020 – 31 March 2021)

Detainees Seen or Logs Checked:	Qtr 1	Qtr2	Qtr 3	Qtr 4	Total Detainees Seen
Physical Visits	5	30	8	34	77
Virtual Visits	8	5	0	8	21
Detention Logs Checked	40	0	0	32	72
Total Detainees 2020-2021					170

The Scheme Co-ordinator did look at alternative means of scrutiny such as phone calls directly to the detainee, and regular phone scrutiny but the combination of virtual calls and custody log reviews worked well and ensured the scheme had a good idea of what was happening in custody during the suspension of visits.

The volunteers were kept engaged with regular training and updates while unable to make visits due to Covid-19 and all remained loyal to the scheme and were happy to resume their visits in March 2021.

Accounting for detainees not seen (in interview or checked via hatch, advised not to visit for safety reasons) – visitors record this.

#### Issues raised

**Delays related to virtual courts/court transportation** - During the period when virtual courts were running, visitors were able to speak to people in custody and report any resulting delays in the length of time a person was held in police custody before being transported to prison. There were some delays in getting detainees to court, and the police spent many hours resolving this.

**Dignity and Cleanliness** - The regular checklist of questions that visitors used was adapted to record issues with detainee hygiene during the pandemic. Excellent standards of cleanliness were noted in the custody suite, as the cleanliness regime progressed from good to outstanding.

Not all cells had hand washing facilities within cells. Visitors were able to ask on behalf of people in custody to have access to hand washing was out of the cell. Although people in custody were told they could ask for handwashing when they were booked into custody in practice detainees did not always ask for this.

Visitors instigated a reassurance poster in custody explaining what Covid-19 protection measures were in place, for the benefit of detainees. This is something visitors check for when they visit custody, to check if detainees are reassured about their safety.

**Access to safeguards for detained persons** - as the pandemic progressed, visitors were able to report on whether detainees had been offered face to face or telephone access to free legal advice. This information was reported back to the Home Office via the ICVA.

## 38 Directory

Contact the Office of the Police and Crime Commissioner for Devon & Cornwall  
Office of the Police and Crime Commissioner for Devon & Cornwall, Alderson Drive, Exeter, EX2 7RP.  
Email: [opcc@devonandcornwall.pnn.police.uk](mailto:opcc@devonandcornwall.pnn.police.uk)  
Tel: 01392 225555

Report a crime or a suspicion to Devon and Cornwall Police (non-emergency)  
Tel: 101  
Email: [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)  
Online and WebChat: [www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/](http://www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/)  
Police enquiry office: find them at [www.devon-cornwall.police.uk/contact/police-enquiry-offices](http://www.devon-cornwall.police.uk/contact/police-enquiry-offices)  
Report a crime anonymously to CrimeStoppers  
Online: [crimestoppers-uk.org](http://crimestoppers-uk.org)  
Telephone: 0800 555 111

The Devon and Cornwall Victim Care Unit:  
If you have been a victim of crime contact the Devon and Cornwall Victim Care Unit  
online [victimcaredevonandcornwall.org.uk](http://victimcaredevonandcornwall.org.uk)  
Telephone 01392475900  
247 live webchat: <https://victimcaredevonandcornwall.org.uk/Help-and-Support/>

Neighbourhood Watch  
Contact Devon and Cornwall Community Watch Association (DaCCWA)  
Online: [www.daccwa.org](http://www.daccwa.org)  
Email: [DaCCWA@devonandcornwall.pnn.police.uk](mailto:DaCCWA@devonandcornwall.pnn.police.uk)  
Telephone 07725 222306 or 07703 468628

Rural crime:  
For information about rural crime including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK visit  
Online: [www.devon-cornwall.police.uk/advice/your-community/rural-crime](http://www.devon-cornwall.police.uk/advice/your-community/rural-crime)

Report safeguarding concerns to adult services  
You can find details of local adult services contacts on the Devon and Cornwall Police website.  
Online: [devon-cornwall.police.uk/advice/your-community/adults-at-risk/reporting-abuse](http://devon-cornwall.police.uk/advice/your-community/adults-at-risk/reporting-abuse)

Accessing the Child Sex Offender Disclosure Scheme (Sarah's Law)  
Email: [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)  
Telephone: 101

Reporting safeguarding concerns to Children's Services  
You can find details of local Children's Services contacts on the Devon and Cornwall Police website  
Online: [www.devon-cornwall.police.uk/advice/threat-assault-abuse/child-sexual-exploitation](http://www.devon-cornwall.police.uk/advice/threat-assault-abuse/child-sexual-exploitation)

For children and young people - reporting online sexual contact to CEOP  
Online: [ceop.police.uk/safety-centre](http://ceop.police.uk/safety-centre)

Or Childline  
Online: [childline.org.uk](http://childline.org.uk)  
Telephone: 0800 1111

Police and Crime Panel  
For further information on the Police and Crime Panel contact: Jamie Sheldon, Senior Governance Advisor, Chief Executive Office, Plymouth City Council  
Email: [jamie.sheldon@plymouth.gov.uk](mailto:jamie.sheldon@plymouth.gov.uk)

DRAFT





## Devon and Cornwall Police and Crime Panel

9<sup>th</sup> July 2021

### 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 third safest area in the country, as published by the Office of National Statistics for the 12 months to 31<sup>st</sup> December 2020 (published on 13<sup>th</sup> May 2021)
- 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 31<sup>st</sup> December 2020 – were published by the ONS on 13<sup>th</sup> May 2021.

2.2 In the 12 months to December 2020, total crime in Devon, Cornwall and the Isles of Scilly decreased by 9.2%, which equates to around 9,000 fewer crimes reported compared with the 12 months to December 2019. Whilst this is consistent with the national trend, the decrease has occurred at a slightly lower rate – total crime has decreased by 9.9% in England and Wales as a whole. A total of 92,701 crimes were recorded across the force area, which is equivalent to 52.3 crimes per 1000 population. This is notably lower than the national average of 80.8 crimes per 1000 population.

2.3 The crime data in the 12-month period to December 2020 is affected by 9-months of the coronavirus (COVID-19) pandemic, including the first lockdown period, the gradual ease of restrictions over the summer months and the second set of restrictions covering the 4 weeks from the 5<sup>th</sup> November to 2<sup>nd</sup> December. Around two thirds of the yearly 9% decrease were attributed to substantial falls in crime between March and June, particularly in April and May. Around one



fifth of the yearly reduction also occurred in November and December. This was mainly driven by reductions in theft offences and violence with injury offences. 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.

- 2.4 Devon, Cornwall, and the Isles of Scilly now has the 3<sup>rd</sup> lowest rate of crime in England and Wales, as well as the 3<sup>rd</sup> lowest rate of victim-based crime with the overall crime rate decreasing from 54.0 crimes per 1000 population to 52.3. Wiltshire has the second lowest crime rate in the country, at 51.3 crimes per 1000 population. North Yorkshire maintains the lowest crime rate in England and Wales at 49.9 crimes per 1000 population.
- 2.5 Compared to 41 other forces in England and Wales our area had:
- the lowest rate of residential burglary
  - the lowest rate of theft offences; and
  - the sixth lowest rate for Violence against the Person offences.
- 2.6 Levels of violence with injury offences have decreased by 13% compared to the previous year. Over the same period, offences that comprise the serious violence category<sup>1</sup> have also decreased by 13%.
- 2.7 Attached at Annex 1 is the OPCC’s crime profile for Devon, Cornwall, and the Isles of Scilly which has been prepared following the latest ONS data release in May 2021<sup>2</sup> and provides more detail:

<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 commentary is included below for each of the measures. The purpose of this is to provide narrative to support the infographic (supplied in Annex 1) and the necessary interpretation required to explain the OPCC’s judgement.

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

<sup>1</sup> Murder; Attempted Murder; Section 18 GBH and wounding.

<sup>2</sup> Covering 12 months to December 2020

*Overall performance against the Police and Crime Plan Strategic Indicators*

3.3 The OPCC’s assessment of performance to-date against the headline strategic indicators for the performance year ended 31<sup>st</sup> March 2021 show most indicators at Green – ‘Content’. This is the latest data for all indicators that are available, unless stated otherwise. The supporting infographic for June 2021 is included at Annex 1.

Summary:

	June 2021 Panel	February 2021 Panel
Green	7	7
Amber	0	0
Red	1	1
Ungraded	3 <sup>3</sup>	3
	11	11

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

3.4 Between the reporting period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021, 74% of all 101 calls connected through the IVR (Interactive Voice Response) system were answered within 10 minutes. This is an increase from 70% which was reported to the Panel in February 2021 and 12% above the baseline attainment of 62%.

3.5 Between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021, just over 538,500 calls were connected to IVR. Over this period, the average wait time to speak to a call handler was 6 minutes 9 seconds. However, it is recognised that some callers, particularly at peak times, will have experienced much longer wait times.

3.6 The proportion of 101 calls answered within 10 minutes has been increasing since October 2020, which has contributed to the indicated improvement across the year as a whole. The proportion of 101 calls answered within 10 minutes over the past six months is as follows; October 2020: 77%; November 2020: 78%; December 2020: 79%; January 2021: 79%; February 2021: 77% and March 2021: 74%.

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

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<sup>3</sup> 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.

also impact on performance for other 101 contact methods including, Web Chat and 101 Email. A deep dive into the 101 service was presented to the Panel in September 2020 and provided a greater insight into police contact management. It detailed the complexities of the working environment and the challenges in managing and maintaining strong performance for both 999 and 101. This report can be accessed [here](#).

- 3.8 The Commissioner carried out a review of the 101 service in Autumn 2020. The PCC's full Scrutiny Findings and Recommendations Report was published on Thursday 28<sup>th</sup> January 2021 and can be found [here](#). The Panel received a report on the 101 scrutiny review at its Panel meeting in February. The Chief Constable has responded to the recommendations and is putting in place a number of actions to address the concerns raised.
- 3.9 The 2021/22 budget setting process included an uplift of 20 Contact Officers. This has now been achieved and an uplift of two extra supervisors will follow. The new Contact Officers are currently in training and will be fully operational in July as we head into the summer holidays when an increase in demand is typically experienced within the Contact Centre. The Contact Centre will also receive additional support through the introduction of some additional temporary personnel to provide the switchboard service utilising some of the additional funding provided by the Commissioner to the Chief Constable to support the summer policing plan.
- 3.10 The Commissioner is retaining this indicator at Red until progress against the recommendations made by the scrutiny panel is evident and improvement is sustained. While the overall performance in terms of calls answered within 10 minutes has been improving, this decision has been made with specific reference to P2 calls (all 101 calls that are not high priority 101<sup>4</sup> calls), where in the 12 months to March 2021, 72.6% of the calls were answered in the force's 20 minutes service standard and the average wait time for P2 lines was 14 minutes and 19 seconds.

#### 4 Commentary on **GREEN** strategic indicators

**Public Confidence: 'Police do a good/excellent job' GREEN** (Based on 12 months to March 2020).

**Public Confidence – the public have overall confidence in the police GREEN** (Based on 12 months to March 2020).

- 4.1 The data for these indicators comes from the ONS Crime Survey for England and Wales (CSEW). Due to the coronavirus (COVID-19) pandemic, the face-to-face CSEW was suspended on 17 March 2020. In the interim period, the ONS launched a telephone-operated version of the CSEW but the same

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<sup>4</sup> 101 non-emergency calls which are identified in the IVR as high priority include calls relating to: Domestic Abuse; Hate crime; Missing persons; Roads; Sexual offences. The latest Devon and Cornwall Service Standards cite an aim to answer these calls within 5 minutes.

questions have not been covered. As a result, these indicators have not been updated since March 2020.

**Priority Victim Satisfaction: GREEN** (12 months to March 2021)

- 4.2 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.
- 4.3 The victim satisfaction survey identifies the proportion of victims who were satisfied with the overall service they received from Devon and Cornwall Police. The latest available survey data indicates that 76% of priority victims were satisfied with their overall experience. This is based on a smaller sample of priority victims, as surveying was temporarily suspended for three months<sup>5</sup> due to the coronavirus pandemic (COVID-19)
- 4.4 The results suggest that there has been a 2% increase on the figure previously reported to the Panel (74% based on 12 months to December 2020) when compared to the same period last year. This signifies implies an improving trend and attainment of the baseline figure of 73%<sup>6</sup> has been achieved. For this reason and in consideration of the extensive activity across both the OPCC and Devon and Cornwall Police to support victims of crime<sup>7</sup>, the Commissioner has decided to retain this indicator at Green, but will continue to monitor this measure closely to identify any significant shifts in perspective.

**Repeat Victimisation: GREEN** (12 months to March 2021)

- 4.5 In the 12 months to 31<sup>st</sup> March 2021, 27% of victims (both people and organisations) of crime had also reported at least one offence in the previous 12 months. 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.
- 4.6 There has been no change in the proportion of repeat victimisation since this this measure was last reported to the Panel in February 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 March 2021)

- 4.7 In the 12 months to March 2021, the 999-service answered 231,000 calls, 85% of which were answered within 10 seconds. There has been no change in performance since this figure was reported to the Panel in February and performance is higher compared with the previous year (83% for the 12 months to March 2020).

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<sup>5</sup> April, May, and June 2020.

<sup>6</sup> Taken from a 12-month average to end of 2016.

<sup>7</sup> Highlighted in the November (2020) OPCC Performance Report to the Police and Crime Panel.

- 4.8 Average 999 call handling times have increased. This is considered to be due to the growing complexity of the calls received by the Contact Officers<sup>8</sup> and the need for enhanced risk assessments and safeguarding procedures to be carried out. In the last year, the average call handling time for 999 calls, which includes average talk time and the average post handling time, was 9 minutes 40 seconds which saw the average time taken to deal with a 999-call increase by 1 minute 49 seconds compared with last year.
- 4.9 Since October 2020, the proportion of 999 calls answered within 10 seconds has increased, with performance reaching above 88% in January and February 2021. However, there was a noticeable increase in calls received in March 2021 and performance decreased to 82%. This highlights the fluctuations in demand across the year and the challenges of managing and maintaining consistent performance levels.
- 4.10 Whilst the Commissioner recognises that performance continues to be below the baseline attainment figure of 91%, the Commissioner is reassured that the average answer time for 999 calls remains low: at 11 seconds (for the 12 months to 31<sup>st</sup> March 2021). Given that performance has remained stable despite a challenging year and more recent monthly performance data has shown an improving position, the Commissioner has decided to retain this indicator at Green rather than launch additional scrutiny in this area at this time.

**Attendance time for Immediate calls for service: GREEN**

*Average (median) time for response – (12 months to March 2021)*

- 4.11 The baseline figure of 14 minutes 3 seconds is taken from the 2-year average to the end of 2015. For the 12 months to March 2021, the median time to attend an immediate incident was 14 minutes and 11 seconds across the Force as a whole. Stable performance continues to be evident and the Commissioner's judgment remains at Green.
- 4.12 66,171 immediate incidents were attended in Devon and Cornwall between April 2020 and March 2021 – 70% of which were attended within 20 minutes and 87% were attended within 30 minutes.

**Emails (101) and texts: GREEN**

*Percentage responded to within 24 hours - (12 months to March 2021)*

- 4.13 A baseline of 98% of emails and texts responded to in 24 hours has been set for this measure, which is based on the first 12 months of full operation and data recording for the system (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 - alongside increases in 999 and 101 call demand making this more challenging to achieve and maintain.

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<sup>8</sup> Previously the job role was known as 'Call Handler'.



- 4.14 In the 12 months to March 2021, 150,944 emails and texts were sent to 101, this equates to an average of 12,579 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 31.7% or 36,314 more emails and texts received compared to the year to the 12 months to March 2020. 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.
- 4.15 During the 12 months to March 2021, 87% of 101 emails and texts were responded to within 24 hours. This represents a 6% increase since this figure was last reported to the Panel (81% for the 12 months to December 2020). Performance has also improved compared with the equivalent period last year, where 67% of emails and texts were answered within 24 hours.
- 4.16 Strong performance of emails and texts answered within 24 hours over the last six months has driven the improvement seen in the latest yearly figure.
- 4.17 In view of the latest yearly and most recent monthly performance data, of which identifies an improving position, the Commissioner has decided to retain this indicator at Green.

## **5 Infographic: funding and resources**

- 5.1 The monetary data contained within the performance infographic in Annex 1 reflects the financial situation for 2021/22 for Devon and Cornwall. It also compares us against our most similar force group and the national average.
- 5.2 The funding figures for Devon and Cornwall are based on the final Net Revenue Budget for 2021/22, so the 'funding per day per head figure' and 'funding composition' figures will not change<sup>9</sup>. The initial data suggests that Devon and Cornwall receive less funding per head of population per day than both our most similar force group and the England and Wales average, as it did last year. If Devon and Cornwall were funded to the national average, this would equate to an estimated £61.4m additional funding for policing in Devon and Cornwall.
- 5.3 The data on officer and staff numbers, as also reported in the infographic, reflects the FTE levels for police officers and staff as of the end of March 2021. At this time there were 3,257 police officers and 2,354 police staff across the force area. 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.

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<sup>9</sup> The financial information for our most similar force group and England and Wales (E&W) is based on the Home Office provisional police funding settlement data 2021/22. Precept figures use actual precept figures for 2020/21, assume that PCCs in E&W increase their precept Band D level by £15, and the Office for Budget Responsibility forecast tax base increases. The final resource funding could differ from these estimates which may impact the comparison in funding per day per head.

**Contact for further information**

**Pierre Doutreligne**

Governance Officer

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Report prepared 29<sup>th</sup> June 2021

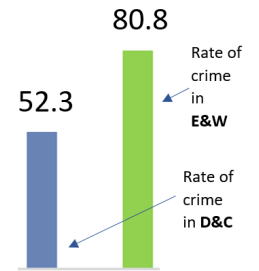


# Recorded crime in Devon and Cornwall

For the 12 months to 31<sup>st</sup> December 2020 compared to the year prior

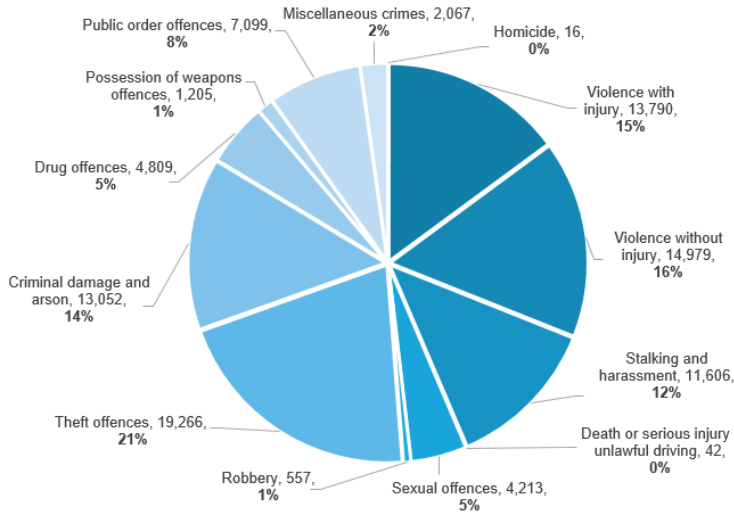
## Overview

- Devon and Cornwall have the third lowest rate of crime across England and Wales (out of 42 forces<sup>1</sup>)
- The third lowest rate of victim-based crime.
- The lowest rate of burglary offences.
- The sixth lowest rate of violence against the person.
- 92,701 crimes were recorded across Devon and Cornwall. This is equivalent to 52.3 crimes per 1000 resident population (compared to 80.8 across England and Wales).
- Total recorded crime decreased by 9.2% (around 9,000 offences) in Devon and Cornwall in the year, compared to a 9.9% decrease nationally.



**Important note:** The crime data for the 12 months to December 2020 is affected by 9 months of the Coronavirus (COVID-19) pandemic, including lockdown periods and varying restrictions on social movement. Around two thirds of the yearly 9.2% decrease were attributed to substantial falls in crime between March and June, particularly in April and May. Around one fifth of the yearly reduction also occurred in November and December. This reflects the increase in time people spent at home during the lockdown periods, a reduction in opportunities for theft in public spaces and the closure of the night-time economy.

## Crime Types



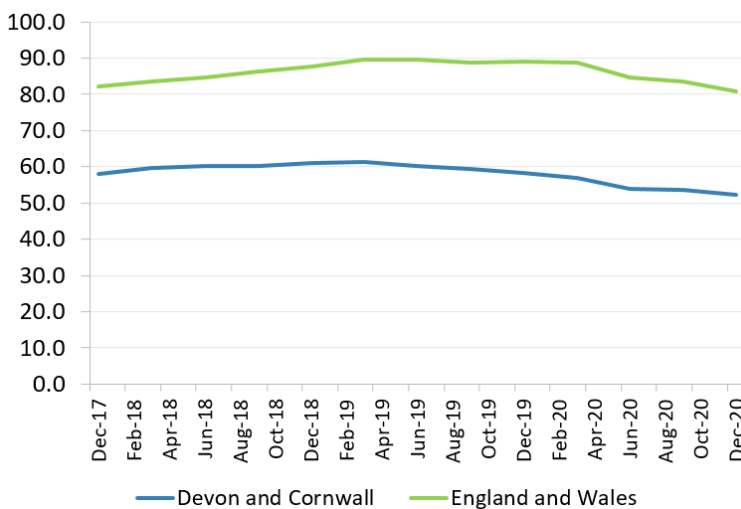
The 92,701 recorded crimes in Devon and Cornwall break down into specific crime types as shown.

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 23% of all crimes.
- Alcohol was recorded as a factor in 16% of all crimes.
- 2% of crimes were hate crimes.

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

## Trends

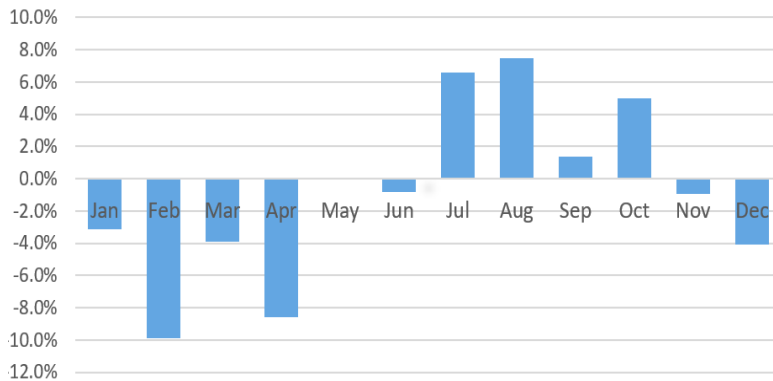


Between February 2017 and March 2018, we saw a large increase in recorded crime driven by increased reporting and better recording of crime.

The impact of these changes has plateaued, and recorded crime has started to reduce. In the last nine months this has been accelerated by the impacts of the Coronavirus (COVID-19) pandemic.

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

Seasonality



Crime is 8% 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.

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

### Crime trends In Devon and Cornwall

	D&C rate <sup>2</sup>	National rate <sup>2</sup>	D&C trend	Extra Information
Violence with Injury 13,790	7.8	8.3	↓ -13% Down 9% 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 7.8 offences per 1000 population. There has been a 13% reduction in the number of recorded violence with injury offences over the past year, equating to a reduction of over 1,900 crimes. The impacts of the Coronavirus (COVID-19) pandemic and the closure of the night-time economy during much of this period are likely to have contributed to the decrease. <b>Assault with injury:</b> accounts for 92% of violence with injury. <b>Serious violence:</b> severe forms of violence such as murder, attempted murder, section 18 GBH and wounding have decreased by 13% to 506. Serious violence equates to 4% of all violence with injury offences. <b>Alcohol:</b> is flagged as a factor in 34% of all violence with injury offences. <b>Domestic abuse:</b> is identified as a factor in 40% of all violence with injury offences.
Violence without Injury (excl. Stalking and harassment) 14,979	8.5	11.8	↓ -2% Down 3% nationally	Violence without injury is a broad category of offences which includes assault without injury, threats to kill and kidnapping. In the year period, violence without injury offences have decreased by 2% to 14,979 crimes. <b>Alcohol:</b> is noted as a factor in 28% of violence without injury offences. <b>Domestic abuse:</b> 38% of offences are flagged as being related to domestic abuse.
Stalking and harassment 11,606	6.5	9.9	↑ +14% Up 22% nationally	There was a 14% increase in the number of reported stalking and harassment cases in the year period. Equating to around 1,300 more incidents this year, in comparison to last year. This may in part be due to improved recording practices, particularly with regard to malicious communication offences (which make up 45% of all stalking and harassment). The rate of stalking and harassment per 1000 population is still lower in Devon and Cornwall (6.5) when compared to the national figure (9.9). <b>Domestic abuse:</b> 46% of all stalking and harassment is identified as domestic abuse. This has increased by 13% in comparison to the previous year.

Sexual offences 4,213	2.4	2.5	↓ -4% <i>Down 7% nationally</i>	In the year period there were 1,566 recorded rapes, accounting for 37% of all reported sexual offences. 31% 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 19,266	10.9	24.5	↓ -28% <i>Down 26% nationally</i>	<b>Burglary:</b> decreased by 26%. <b>Theft from the person:</b> decreased by 51% <b>Vehicle offences:</b> decreased by 29%. <b>Shoplifting:</b> decreased by 34% <b>Other theft offences:</b> decreased by 23%. There was a large (28%) decrease in the number of recorded theft offences over the year period. There were 7,600 fewer crimes this year, in comparison to last year. These decreases are likely to be attributed to the lockdown periods and restrictions on social movement throughout the year. This reflects the increase in time people spent at home, closure of non-essential shops and a reduction in opportunities for theft in public places.
Robbery 557	0.3	1.1	↓ -15% <i>Down 25% nationally</i>	Robbery decreased by 15% in Devon and Cornwall over the year period, equating to around 95 fewer crimes this year in comparison to last year. The robbery rate per 1,000 population is 0.3 robberies, which is 3.6x lower than the national rate (1.1). The majority (89%) of robberies in Devon and Cornwall occur in urban areas.
Criminal damage and arson 13,052	7.4	8.4	↓ -10% <i>Down 11% nationally</i>	Criminal damage and arson has decreased by 10% in Devon and Cornwall over the year period. 71% of criminal damage and arson offences are committed in urban areas, equating to 9,293 crimes. 7% of offences related to business crime, equating to 864. <b>Domestic abuse:</b> There has been a 5% decrease in criminal damage and arson related to domestic abuse, decreasing to 1,746 crimes.
Public order offences 7,099	4.0	8.1	↓ -1% <i>Up 5% nationally</i>	Some anti-social behaviour incidents are now recorded as crimes (otherwise termed 'public order offences') due to changes in recording practices. Nonetheless, although a 5% increase was evident nationally, Devon and Cornwall experienced a 1% decrease in the number of recorded offences over the year period. Around 13% (927) of public order offences are flagged as related to hate crime. This is a 6% increase on last year, rising to 927 crimes.

<p>Anti-social behaviour incidents<sup>3</sup></p> <p>41,938</p>	23.7	31.1	<p>↑ +17%</p> <p>Up 36% nationally</p>	<p>Tackling anti-social behaviour (ASB) is a shared responsibility with local authorities and is led through Community Safety Partnerships. There was a 17% increase in the number of recorded ASB incidents over the year period, equating to 6,189 more incidents this year, in comparison to last year. This increase may reflect the reporting of Coronavirus breaches under the Public Health Act. Devon and Cornwall Police have counted these breaches as ASB incidents.</p> <p>The latest Crime Survey for England and Wales found that the majority (70%) of people perceived ASB levels in their local area to have stayed the same during the pandemic period. Although, of those interviewed between October 2020 and December 2020, over half stated they had noticed others breaching Coronavirus restrictions in their local area since the start of the outbreak.</p>
<p>Possession of weapons offences</p> <p>1,205</p>	0.7	0.8	<p>↑ +12%</p> <p>Down 5% nationally</p>	<p>Devon and Cornwall saw a 12% increase in the possession of weapons over the year period. Rates of possession offences will have been affected by increased proactive policing activity throughout the lockdown periods, including targeted operations and the use of stop and search powers. This is particularly in areas related to organised crime, drugs, and violence. There was a 15% increase in the possession of knives and bladed weapons in the year period, rising to 609 crimes. Possession of firearms decreased by 19%, to 78 offences.</p>
<p>Drug offences</p> <p>4,809</p>	2.7	3.4	<p>↑ +13%</p> <p>Up 15% nationally</p>	<p>Levels of recorded crime in this area will have been impacted by increased policing activity in Devon and Cornwall focused on the identification and targeting of drug operations. 49% of drug offences were linked to the possession of cannabis, of which has increased by 3% to 2,352 crimes. 26% of offences relate to the trafficking of drugs, which increased by 43% over the year to 1,234 crimes.</p>
<p>Knife crime</p> <p>560</p>	0.3	0.8	<p>↑ +16%</p> <p>Down 9% nationally</p>	<p>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 16% increase (76 crimes) in the number of knife crime offences over the year period, this should be considered against the rate of offences (0.3), which is still considerably lower than the national rate (0.8). Out of 43 forces, Devon and Cornwall have the fourth lowest rate of knife crime.</p>
<p>Other offences</p> <p>2,067</p>	1.2	1.9	<p>↑ +1%</p> <p>Up 4% nationally</p>	<p>This is a broad catalogue of offences. It includes offences such as obscene publications, dangerous driving, possession with intent to commit criminal damage, and perverting the course of justice.</p>

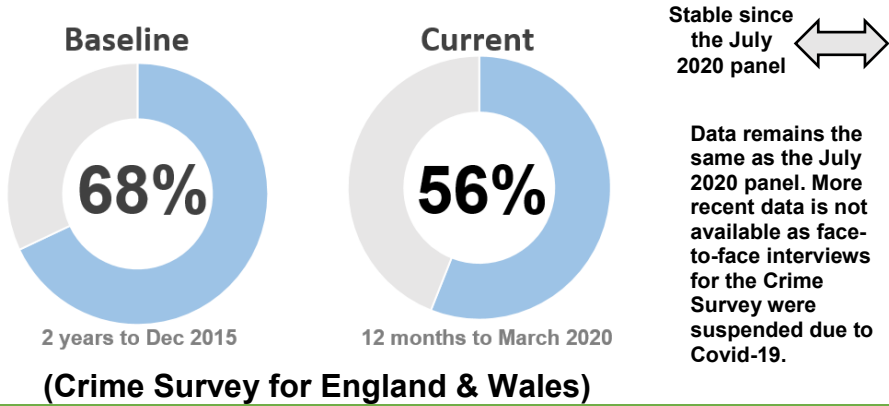
<sup>1</sup>There are 43 police forces across England and Wales. However, crime rates are not stated for the City of London in the Office of National Statistics data due to its low resident population. <sup>2</sup>The crime rate is expressed as per 1000 resident population. The national rate includes British Transport Police. This statistical release includes crime recorded during the Covid-19 lockdown period (March – December 2020). As such, national rates of crime, and crime rates in Devon and Cornwall, will appear lower than in previous years. <sup>3</sup>Cases of anti-social behaviour are categorised as incidents, not as crimes.



# Performance Report – June 2021

## Public Confidence

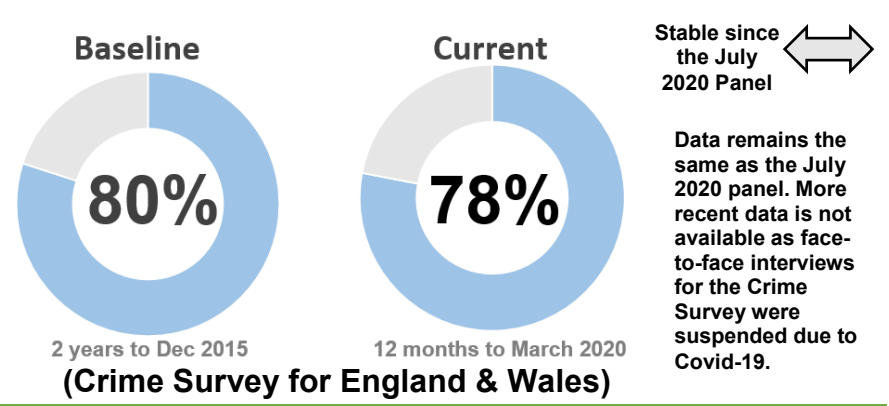
% of the public that say the police do a good / excellent job



(Crime Survey for England & Wales)

## Public Confidence

% of the public that have confidence in the police



(Crime Survey for England & Wales)

## Priority Victim Satisfaction

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

76%

2% increase from the February Panel



(12 months to March 2021)

## Repeat Victimization

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

27%

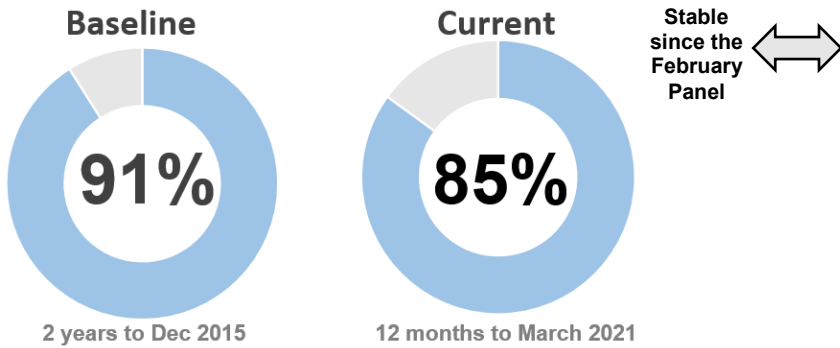
Stable since the February Panel



(12 months to March 2021)

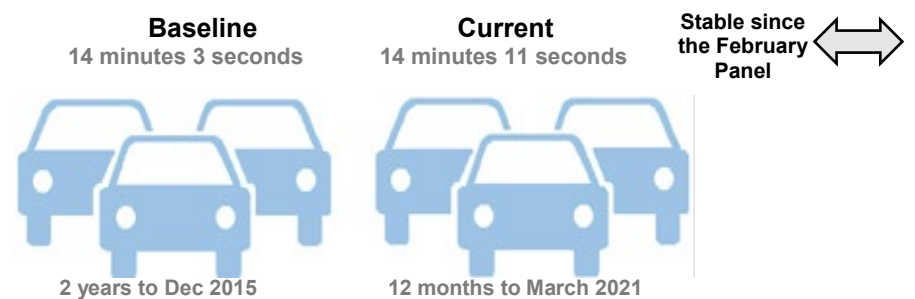
## Emergency Calls (999)

Percentage of calls answered within 10 seconds



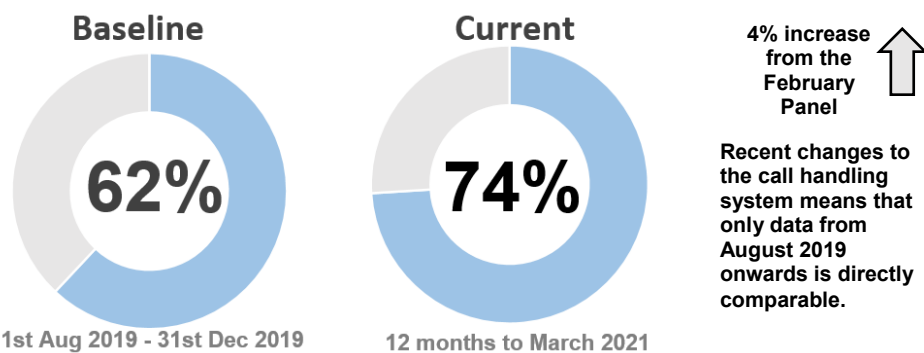
(12 months to March 2021)

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



## Non-emergency calls (101)

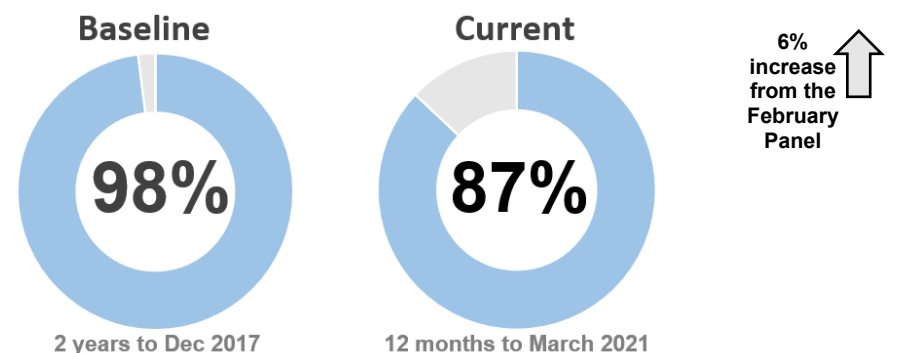
Percentage of 101 non-emergency calls answered within 10 minutes



(12 months to March 2021)

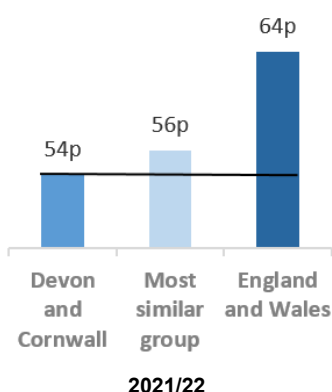
## Emails & Texts (101)

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



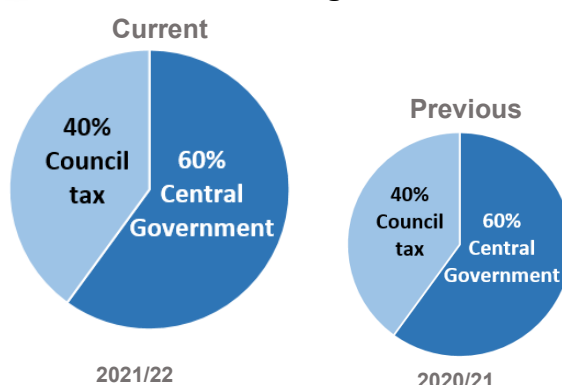
(12 months to March 2021)

## Funding per day per head



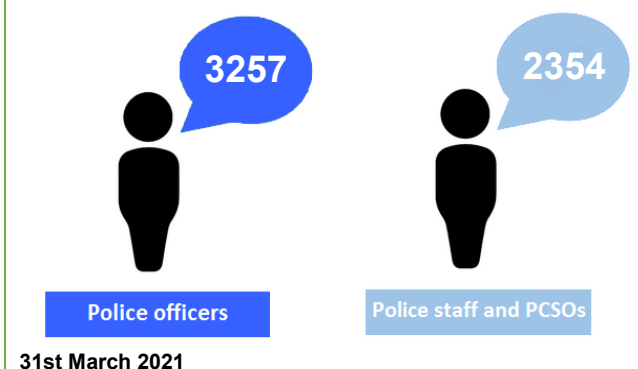
## Funding composition

% 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

9<sup>th</sup> July 2021

### GOVERNMENT REVIEW OF THE ROLE OF POLICE AND CRIME COMMISSIONERS

#### The PCC Review: Background

On 16 March 2021 the government published the recommendations of phase one of its review of Police and Crime Commissioners.

The review is being undertaken in two parts:

Part One has now been completed. It focused on immediate opportunities to strengthen the PCC model, while also mapping longer-term ambitions for the PCC role. Areas of focus included:

- Transparency and Accountability;
- Resilience and the Role of Deputy PCCs;
- Scrutiny and the role of Police and Crime Panels;
- The relationship between PCCs and Chief Constables;
- The Mayoral / PCC Model;
- The PCC role in relation to fire governance; and
- Preparations for Part Two of the Review

Part Two is scheduled to begin after the May 2021 elections. It will focus on longer term reforms, some of which may require legislation. The Government has said there will be a focus on the 'and crime' aspects of the PCC role in Part Two, such as reducing reoffending.

#### PCC Review Part One: Findings and recommendations

The Review states that the Home Office will bring forward a range of measures which will:

- strengthen PCC accountability;
- improve their transparency to the public;
- clarify the relationship between PCCs and Chief Constables;
- bring more consistency to the PCC role;
- raise professional standards, and
- improve the checks and balances currently in place.





The Review concludes more needs to be done to explain the role of PCCs to the public and make performance on crime more transparent, enhancing PCC's accountability.

### **Transparency and Accountability**

#### **Review recommendations:**

##### **a. Specified Information Order**

The Home Office will amend the Specified Information Order (SIO) to include a requirement for PCCs to publish on their website a narrative assessment of how well their force is performing in relation to (a) the Government's crime measures and (b) HMICFRS PEEL inspections of their force area.

##### **b. First past the post**

The Review states that the Government will make changes to the PCC voting system to introduce 'first past the post'. This will require legislative change and we expect it to be introduced for May 2024 elections.

### **Resilience and the Role of Deputy PCCs**

#### **Review recommendations:**

##### **a. What works and good practice sharing**

The Review concluded more should be done to ensure all PCCs adopt best practice and said that there is now a need to improve the resilience of the Office of the PCC. The Review recommends the APCC works with the College of Policing to build on the policing Knowledge Hub to develop a 'what works' compendium for PCCs. The Review also recommends that the Home Office and APCC jointly develop a comprehensive set of non-statutory guidance on the core elements of the PCC role. In conjunction, the APCC should deliver a formal programme of induction for new and returning PCCs post- elections in May 2021.

##### **b. Deputy PCCs**

To enhance resilience and capacity of PCCs, given the intention to expand the role into fire, the Home Office will bring forward legislation to mandate that each PCC must appoint a Deputy (of the same political party where the PCC represents a political party). In the interim, the Home Office will issue guidance to PCCs' offices requesting that a formal succession plan is put into place to deal with vacancy and incapacitation, involving the Police and Crime Panel in discussions as necessary. This will not apply to mayors with PCC functions, where legislation already mandates that a Deputy Mayor must be in place.

### **Police and Crime Panels**

#### **Review recommendations:**

The Home Office will work with the Local Government Association to develop a good governance training package for Police and Crime Panels.

## **PCCs and Chief Constables**

The review concluded there are further steps that can be taken to sharpen local accountability and ensure the framework guiding PCCs' relationship with Chief Constables is clarified. The APCC will continue to play a key role in supporting and facilitating constructive relationships between PCCs and Chief Constables. The review states that it will work closely with PCCs, OPCCs, the Home Office, NPCC, and the Chief Police Officers Staff Association (CPOSA) in taking this forward.

### **Review recommendations:**

#### **a. Accountability Guidance**

The Home Office will work with the College of Policing, APCC and NPCC to build on the 'Accountability Guidance' already in place, including in relation to the performance management of Chief Constables, to help to promote and embed a positive relationship between Chief Constables.

#### **b. Policing Protocol**

The Home Office will consult on potential changes to the Policing Protocol Order 2011 to provide greater clarity on the boundaries of operational independence and reflect changes in the relationship between the parties to the Protocol which have taken place over time. The Protocol sets out how the policing governance relationships should work, including that of the Home Secretary, and clarifies the roles and responsibilities of PCCs, Chief Constables, and Police and Crime Panels.

#### **c. Section 38**

The Home Office will legislate to amend Section 38 of the Police Reform and Social Responsibility Act 2011, to make the Chief Constable dismissal process more rigorous and transparent. PCCs will be required to give the Chief Constable written notice (including grounds), as the first stage of the dismissal process; allowing for the Chief to provide HMCIC a response to those grounds; and introducing some form of time limit or review interval on a Chief Constable's suspension from office.

#### **d. Mediation**

The Home Office will work with the College of Policing, NPCC and APCC to develop a framework for the use of independent mediation in appropriate circumstances.

#### **e. Senior Officer Recruitment**

The Home Office will seek to address the HMICFRS recommendations included in its 'Leading Lights' (September 2019) report, looking into the role of the College of Policing in the senior recruitment process. They will work with stakeholders to address the issues raised through the review in relation to fixed term appointments.

### **The Mayoral / PCC Model**

#### **Review recommendations:**

With regard to mayoral devolution, the Review concluded that the join-up of public safety functions under a combined authority mayor has the potential to offer wider levers to prevent crime. The Government has confirmed it will take steps to remove barriers to more mayors taking on these functions and will work with MHCLG to develop the forthcoming Devolution and Local Recovery White Paper with that longer-term trajectory in mind.

### **Fire Governance**

#### **Review recommendations:**

The Government has confirmed further reform of fire and rescue is required in order to respond to the recommendations from Phase One of the Grenfell Tower Inquiry, the Kerslake Review, and to build on the findings from Sir Thomas Winsor's State of Fire and Rescue Report.

The reform agenda will focus on three key areas: people; professionalism; and governance. Taken together, improvements in these areas will help deliver higher standards and greater consistency across fire and rescue services.

The Review findings have signalled strong support for a directly elected individual taking on fire functions to help simplify and strengthen the governance of fire and rescue services across England. The Home Office will be launching a consultative White Paper on fire reform later this year. The White Paper will be used to set out our reform agenda in further detail and explore the Review proposals on fire governance which include:

- Consulting on whether to mandate the transfer of fire and rescue functions to the PFCC model across England where boundaries are coterminous, unless there is an option to transfer fire governance directly to an elected Mayor.
- Consulting on how to address coterminosity challenges, including in the South West.
- Legislating to create operational independence for Chief Fire Officers and to clearly separate and delineate strategic and operational planning for fire and rescue.
- Considering options to clarify the legal entities within the PFCC model.

### **Preparing for Part two of the Review**

#### **Review Proposal:**

Part Two of the Review will begin after the 2021 elections and will consider further ways to strengthen and expand efforts to help cut crime. It will focus on longer-term reforms and the potential for wider efficiencies to be made, with a view to implementation ahead of the 2024 elections. Terms of reference for Part Two of the Review will be published at a later stage. Part Two of the Review will include the Home Office consulting on giving a General Power of Competence (as afforded to Local Authorities) to all PCCs, to help PCCs with the role they play in the wider crime and criminal justice landscape and will consider partnership arrangements more fully.

Part Two of the Review will also allow consider the role of the Independent Office of Police Complaints (IOPC) with respect to their handling of complaints made about the conduct of PCCs and their deputies.

Frances Hughes  
OPCC Chief Executive

**Contact for further information**

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Report prepared 21/06/2021

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## DEVON AND CORNWALL POLICE AND CRIME PANEL

9<sup>th</sup> July 2020

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

1. The number of complaints received and handled since the PCC's election on 12<sup>th</sup> May 2016 are shown in the table below. This paper covers the period up to 26<sup>th</sup> May 2021.
2. One formal complaint has been made against the Police and Crime Commissioner in the last period (14<sup>th</sup> January – 26<sup>th</sup> May 2021).
3. The Chief Executive is currently looking into the complainant's concerns and will be making recommendations to the Chair in due course.

Dates	Complaints received	Number of Complaints recorded	Number of Complaints unrecorded	Total	Complaints forwarded to IOPC by the OPCC
12 <sup>th</sup> May – 15 <sup>th</sup> June 2016	0	0	0	0	0
16 <sup>th</sup> June – 26 <sup>th</sup> September 2016	0	0	0	0	0
27 <sup>th</sup> September - 23 <sup>rd</sup> November 2016	1	1	0	1	0
24 <sup>th</sup> November 2016 – 23 <sup>rd</sup> January 2017	0	0	0	0	0
24 <sup>th</sup> January - 31 <sup>st</sup> May 2017	1	1	0	1	0
1 <sup>st</sup> June -19 <sup>th</sup> September 2017	3	3	0	3	0
20 <sup>th</sup> September – 3 <sup>rd</sup> November 2017	0	0	0	0	0
4 <sup>th</sup> November 2018 – 16 <sup>th</sup> January 2018	1	1	0	1	0
17 <sup>th</sup> January – 21 <sup>st</sup> May 2018	1	1	0	1	0
22 <sup>nd</sup> May - 19 <sup>th</sup> September 2018	3	3	0	3	0
20 <sup>th</sup> September 2018 - 9 <sup>th</sup> January 2019	0	0	0	0	0



10 <sup>th</sup> January – 14 <sup>th</sup> May 2019	1	1	0	1	0
15 <sup>th</sup> May - 13 <sup>th</sup> August 2019	2	2	0	2	0
14 <sup>th</sup> August 2019 - 20 <sup>th</sup> January 2020	4	4	0	4	0
21 <sup>st</sup> January – 10 <sup>th</sup> June 2020	1	1	0	1	1
10 <sup>th</sup> June 2020 - 7 <sup>th</sup> September 2020	0	0	0	0	0
8 <sup>th</sup> September - 27 <sup>th</sup> October 2020	0	0	0	0	0
28 <sup>th</sup> October 2020 - 13 <sup>th</sup> January 2021	0	0	0	0	0
14 <sup>th</sup> January 2021 – 26 <sup>th</sup> May 2021	1	1	0	1	0
			<b>Grand total</b>	<b>19</b>	<b>1</b>

**Contact for further information**

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Report prepared 26/05/2021