



Devon and Cornwall Police and Crime Panel

25th September 2020

COMMISSIONER'S UPDATE REPORT

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

1. Policy Developments

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

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

1.2 Prevention of Serious Violence Prevention

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

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

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

1.3 Recommissioning Victim Care Services

The Victim Care Network recommissioning is underway which will establish a



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

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

1.4 National Grants and Funding

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

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

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

1.5 Summer Investments for 2020

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

Summer Policing

Devon and Cornwall Police instigated its summer policing strategy from 1st July 2020, operating under a silver command structure and supported by an additional £400,000 in funding from the 2020/21 budget to support summer. The summer policing plan is in operation until the end of September 2020 and this funding has supported a number of innovative practices. This has included the expansion of collaborations with partners such as Independent Domestic Violence Advocate cars, joint mental health response units and the provision of additional capacity in key areas such as hospital accident and emergency departments, call centres, investigation and resolution centres and telephone statement taking as well as bespoke policing plans to aid connectivity and tackle crime and disorder in public spaces such as beaches and parks.

Additional OPCC Investment

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

1.6 Blue Light Collaborations

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

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

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

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

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

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

1.7 Increased connectivity

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

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

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

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

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

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

1.9 Business Crime Approach

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

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

1.10 CCTV

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

North Devon District Council received funding from the OPCC to develop a monitoring hub service and to update its own system. Work to commence implementation has been affected by the pandemic response and latterly by major flooding impacting on Barnstaple but this work has now recommenced with the intention to award contracts in late September/ early October.

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

The OPCC has facilitated discussions for these towns with other potential monitoring hubs, although these have been affected by the scale of activity required within local authorities to manage the pandemic.

1.11 South West Peninsula Road Safety Partnership (SWPRSP)

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

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

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

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

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

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

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

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

2. Transforming Justice and the LCJB

2.1 Mental Health in the Criminal Justice System

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

2.2 Virtual Courts

As part of the COVID19 response, all police forces were asked to establish virtual remand court (VRC) provision in their area to support the continued operation of justice. Due to the 2016/17 virtual court pilot carried out in Devon and Cornwall local resources were able to mobilise quickly and Devon and Cornwall Police was the first police force in the region (and outside of London) to introduce a virtual remand court using the 'common video platform' (CVP) rolled out by the Ministry of Justice.

The CVP has enabled all court users to join hearings by video using Skype or Teams, either from their workplace or whilst working from home. There are ten partner organisations involved in running the VRC. The courts continue to run well and are an excellent example of cross sector working, led by the Local Criminal Justice Board under the chairmanship of the Commissioner.

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

3. National Developments

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

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

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

3.2 Road Safety national portfolio

Roads enforcement and safety survey

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

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

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

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

APCC Road Safety/ Roads Policing Portfolio

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

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

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

Department for Transport/ Home Office Review of Roads Policing

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

- Conducting background research and evidence to baseline the work of this review - *complete*

- commissioning the HMICFRS Roads Policing inspection – *published on 15 July 2020* <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/roads-policing-not-optional-an-inspection-of-roads-policing-in-england-and-wales.pdf>,

- launching the Call for Evidence of roads policing – *published on 13 July 2020* <https://www.gov.uk/government/consultations/roads-policing-review-future-methods-to-improve-safety-and-reduce-causalities/roads-policing-review-call-for-evidence>

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

Pavement parking review

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

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

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

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

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

The consultation runs until 22 November.

3.3 Review of Police and Crime Commissioners

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

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

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

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

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

3.4 Spending Review 2020

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

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

3.5 Key Government Consultations

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

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

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

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

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

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

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

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

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

3.6 Select Committee Inquiries

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

4 Scrutiny

4.1 PCC's Scrutiny Workplan

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

Thematic scrutiny reviews

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

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

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

Use of Police Powers Scrutiny Panel

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

Out of Court Disposals and Victim Code of Practice Compliance Scrutiny

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

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

5.1 HMIC Summary Position of Inspection Reports

Resumption of inspection work

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

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

PCC responses to recent HMICFRS reports

HMICFRS published the following reports in recent months.

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

The full report can be viewed here:

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

The PCC's response can be viewed here

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

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

The full report can be viewed here:

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

The PCC's response can be viewed here

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

- The Hard Yards – Police to police collaboration

The full report can be viewed here

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

The PCC's response can be viewed here

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

6. Estates

6.1 Barnstaple Police Station and Custody Centre

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

6.2 Demolition works at Middlemoor

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

7. Communications and Engagement

7.1 Police and Crime Commissioner's Annual Report

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

The highlights included:

- Providing a budget that allowed force strength to grow by 97 in the reporting period;
- Initiatives like Safer Towns have brought police together with councillors, residents, health experts and organised groups, resulting in measurable reductions in crime. Penzance and St Austell stand out as good examples;
- Building on the already successful tri-service safety officer scheme in Cornwall the further creation of new emergency service roles with community responders being deployed in Devon;
- Completing new police stations in Exeter and Liskeard which opened on time and on budget and provide 21st Century facilities, equipment and technology.

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

7.2 The Story of Summer

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

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

7.3 The Councillor Advocate Network

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

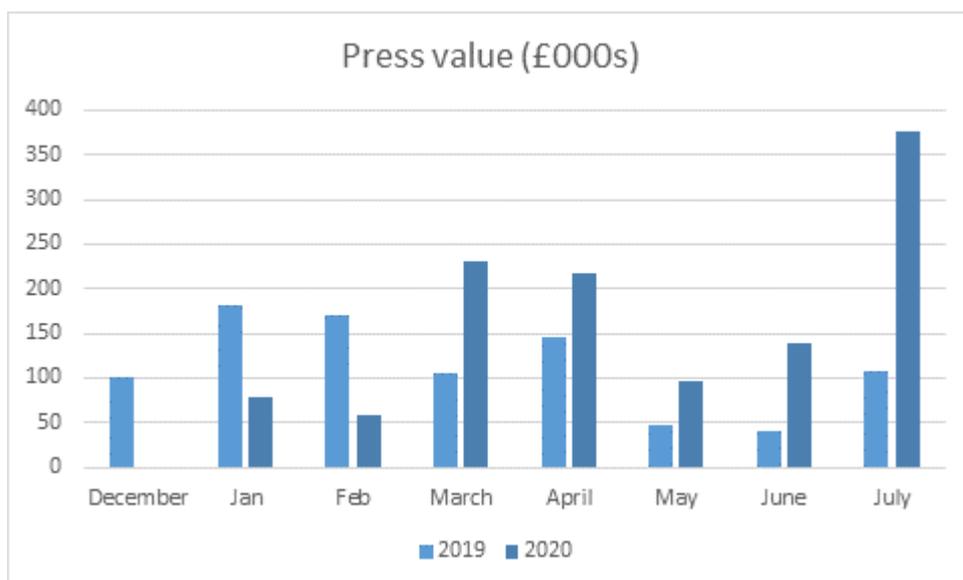
7.4 Response to COVID-19: Devon Newspaper

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

7.5 Reaching the Public

7.5.1 Media Opportunities

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



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

7.5.2 Website/Social media

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

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

7.5.3 Neighbourhood Alert

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

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