



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

**25th September 2020**

### **OFFICE OF THE POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT**

#### **1. Purpose of the report**

1.1 This report provides an overview for the Police and Crime Panel of:

- Levels of recorded crime for Devon, Cornwall and the Isles of Scilly. This includes an exploration into the statistical release that identified Devon and Cornwall as the safest area in the country, as published by the Office of National Statistics for the 12 months to 31<sup>st</sup> March 2020 (published on 17th July 2020);
- OPCC assessment of current performance against the strategic indicators for the Police and Crime Plan 2017-2020 'Safe, resilient and connected communities'.

#### **2. Recorded Crime in Devon, Cornwall and the Isles of Scilly (Office of National Statistics (ONS))**

2.1 The ONS publishes data on levels of recorded crime and trends on a quarterly basis. The latest figures on recorded crime – which cover the year to 31<sup>st</sup> March 2020 – were published by the ONS on 17th July 2020.

2.2 In the 12 months to March 2020, total crime in Devon, Cornwall and the Isles of Scilly decreased by 6%. This is in differentiation to the national trend, which saw a 1% increase over the same period. A total of 100,529 crimes were recorded across the force area, which is equivalent to 57 crimes per 1000 population. This is notably lower than the national average of 89 crimes per 1000 population.

2.3 Devon, Cornwall and the Isles of Scilly now has the lowest crime rate in England and Wales, as well as the lowest rate of victim-based crime. The Commissioner has thanked law-abiding residents for the role they have played in making the force area the safest in the country but there is no room for complacency

2.4 Compared to 41 other forces in England and Wales our area had:

- The lowest rate of residential burglary offences
- the second lowest rate of theft offences; and

- o the 3<sup>rd</sup> lowest rate of shoplifting offences.
- 2.5 Levels of violence with injury offences have decreased by 2% compared to the previous year with is lower than the 6% decrease seen nationally. Over the same period offences that comprise the serious violence category have decreased by 13%.
- 2.6 Levels of domestic abuse and serious violence remain areas of concern. Just over one third of all cases of violence with injury were identified as domestic abuse incidents. Alcohol is flagged as a factor in 33% of cases of violence with injury. These areas are recognised in the multi-agency Peninsula Strategic Assessment (PSA) and are key areas of investment and focus for the PCC's Commissioning Intentions Plan and local Community Safety Partnership plans.

Attached at Annex 1 is the OPCC's crime profile for Devon, Cornwall and the Isles of Scilly which has been prepared following the latest ONS data release in July 2020<sup>1</sup>. This crime profile is also published on the OPCC's website at <https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/crime/> . In addition, crime profiles covering the upper-tier local authority areas of Devon; Plymouth; Torbay and Cornwall are published on the OPCC r.

### 3. The Police and Crime Plan Strategic Indicators

- 3.1 The current reporting arrangements in place for the Police and Crime Panel are based on the strategic indicators set out in the PCC's Police and Crime Plan "Safe, Resilient and Connected Communities".
- 3.2 A narrative commentary is included below for each of the measures. The purpose of this is to provide narrative to support the infographic and the necessary interpretation required to explain the OPCC's judgement.

RAG	Previous judgement key	New judgment key
	Currently achieving expected attainment level	<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>

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

<sup>1</sup> It should be noted that the latest figures and national rate calculations exclude Greater Manchester Police due to an issue with data recording within that force. Adjustments have been made by the ONS to account for this and it does not have any notable impact on the relative position of our area. The ONS dataset also excludes data for the City of London due to its low resident population.

Summary:

	September 2020 Panel	July 2020 Panel
Green	6	6
Amber	2	2
Red	0	0
Ungraded	3 <sup>2</sup>	3
	11	11

3.4 Two indicators remain graded as amber (additional scrutiny) in this report:

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

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

3.5 Between the reporting period 1<sup>st</sup> August 2019 to 31<sup>st</sup> July 2020, 64% of all 101 calls connected through the IVR system were answered within 10 minutes. This is a slight decrease from 65% which was reported to the Panel in July 2020 however performance remains above the baseline attainment figure of 62%. The latest data covers the first twelve months since the introduction of the interactive voice recognition system (IVR).

3.6 Between 1<sup>st</sup> August 2019 and 31<sup>st</sup> July 2020 - just over 581,000 calls were connected to IVR. Over this period, the average wait time to speak to a call handler has been 8 mins 52 secs. However, it is recognised that some callers, particularly at peak times, will have experienced much longer wait times.

3.7 As previously identified to the Panel, 101 and the fluctuations in performance cannot be considered in isolation and must be considered alongside 999 call demand. During the weekend of the 8<sup>th</sup> – 9<sup>th</sup> August 2019, the force received 2,301 999 calls; up 26.5% when compared to the same period in the previous year. During periods of high demand, call handlers prioritise emergency calls as they pose the highest risk and have a potential threat to life. Subsequently, during these busy periods, waiting times for the 101-telephone service may be impacted. Similarly, an increase in 999 calls can also impact on performance for other 101 contact methods including, Web Chat and 101 Email.

3.8 The deep dive into 101 that the Panel have requested for the September's meeting provides a greater insight into police contact management and the changes that have impacted on 101 and 999 performance since July 2016 - most notably the increases in call demand for both emergency and non-emergency calls for service. This additional report helps to highlight the

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<sup>2</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.

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

- 3.9 As reported previously to the Panel the implementation of the new 101 call system (IVR) has not had the impact on the proportion of calls that were answered within 10 minutes that was anticipated. However, the new system has seen higher priority calls, such as domestic abuse or missing persons answered more quickly.
- 3.10 The Commissioner has been clear that further action is needed to improve the experience of callers to the 101 service. The responsibility for delivering improvements are the responsibility of the Chief Constable. The Commissioner will be carrying out a formal scrutiny over the next few months, with the help of the Police and Crime Panel, which looks at the service provided to callers to 101, how service varies depending on the nature of the call and how well the new IVR system is serving the public. The Commissioner also prioritised the contact centre within the budget for 2020/21 to enable the Chief Constable to look at capacity and capability within the two contact centres. The response to the COVID-19 pandemic has already seen some important changes in terms of remote working and satellite sites and there is much that can be learned from those changes and as a result the Commissioner is seeking to open some front desks on a pilot basis.

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

- 3.13 The surveying of priority victims was temporary suspended due to the COVID-19 pandemic. Telephone surveying of priority victims re-started in August 2020 so an updated position is not yet available, but it is anticipated that more recent data will be provided at the November Panel meeting. As a result, the Commissioner has retained this indicator at Amber and the narrative supporting the Commissioner judgment remains the same as below.
- 3.14 Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable or intimidated.
- 3.15 As reported at the last Police and Crime Panel within the COVID update report, the PCC has commissioned Access to Victim Support 24/7 online and by telephone; Operation Encompass Teacher’s Helpline; Providing funding to Devon Community Foundation and Cornwall Community Foundation to their COVID Emergency Funds
- 3.15 The Commissioner has facilitated over £1.5 Million of investment to support Devon and Cornwall communities since March 2020.
- 3.16 The OPCC is in the process of recommissioning victim care services. This work will be completed by the end of 2020/21 and was set out in the PCC’s

Commissioning Intentions Plan which was submitted to the Panel in February 2020.

- 3.17 Alongside this Devon and Cornwall Police are delivering a project to redesign and enhance their victim and witness care service arrangements. The importance of regular engagement with victims to support their recovery and keep them engaged in the criminal justice process will be an important factor in this work.

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

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

(Based on 12 months to March 2020, released on the 17th July 2020)

- 4.1 This measure is based on a national dataset issued by the Office of National Statistics each quarter and covers a rolling 12-month period. The baseline data is derived from the 2 years to December 2015 and is at 68%. The survey cohort includes people who may have had no dealings with the police and responses may be affected by national media reporting on wider policing issues, as well as local experiences.
- 4.2 For the 12 months to March 2020, 56% of 800 survey respondents felt that Devon and Cornwall were doing a good or excellent job and performance for this measure remains stable since last reported to Panel in July 2020. In addition, this aligns with the national average.
- 4.3 Performance for this measure is very similar between all Force areas and Devon, Cornwall and the Isles of Scilly is not an outlier. The percentage of respondents who answered 'Good' or 'Excellent' is not statistically significantly different to the level in 35 other force areas. 4 police force areas have a statistically significantly higher proportion of respondents who answered 'Good' or 'Excellent' and 2 police forces areas have a statistically significantly lower proportion of respondents who answered 'Good' or 'Excellent'.
- 4.4 Levels of public confidence in policing are of significant importance and the Commissioner highlighted in the February 2020 report concern about reductions in confidence levels across the country. Compared to the same survey period a year earlier (12 months to March 2019) the level of survey respondents who rate Devon and Cornwall Police as Good/ Excellent has decreased from 59%. However statistically this is not significantly different, so again presents a stable but not improving position.
- 4.5 The overall landscape for policing has altered considerably during the period covered by the survey with the announcement of 20,000 additional police officers and wider investment in policing. The current perception of policing will not be fully reflected in the public perception figures until at least January 2021, which will cover the 12 months to September 2020.

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

**Public Confidence – the public have overall confidence in the police GREEN**  
(Based on 12 months to March 2020, released on 17<sup>th</sup> July 2020)

- 4.7 For the 12 months to March 2020, 78% of 845 survey respondents had confidence in Devon and Cornwall Police when ‘taking everything into account’. Performance has remained stable for this measure and continues to sit above the national average of 74%. Most people don’t encounter the police but form their opinions about them when they witness their work, hear about the police by word of mouth and see policing in the media, whether that be local, national, or possibly internationally.
- 4.8 As with the public confidence measure above, performance in this area is similar between all Force areas. The percentage of respondents who agreed that overall they had confidence in the local police is not statistically significantly different to the level in 32 other force areas. No police force areas have a statistically significantly higher proportion of respondents who agreed that ‘overall they had confidence in the local police’ and 9 police forces areas have a statistically significantly lower proportion of respondents who agreed that ‘overall they had confidence in the local police’.

**Repeat Victimization: GREEN (12 months to July 2020)**

- 4.9 In the 12 months to 31<sup>st</sup> July 2020 26% of victims (both people and organisations) of crime had also reported at least one offence in the previous 12 months which is 1% higher than the 25% figure previously reported to the Panel.
- 4.10 This measure includes all crime types and the Panel should note that victims do not have to be the victim of the same type of offence twice to be considered a repeat victim. Whilst a very slight increase is evident performance for this measure shows a stable trend over time.

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

- 4.11 Based on the latest available data, 84% of 999 calls were answered within 10 seconds. This is a slight increase of 1% since this figure was reported to Panel in July (based on the 12 months to May 2020) and follows a decrease of 5% for the 12 months to 31<sup>st</sup> July 2019, where 89% of 999 calls were answered within 10 seconds.
- 4.12 In February 2020 the Panel received a detailed report on the long-term growth trends in both 999 and 101 calls within Devon, Cornwall and the Isles of Scilly which discussed the challenges involved with managing fluctuations in demand, for example in response to road traffic collisions. The Panels request to have a further deep dive into 101 performance based on more recent data continues to highlight this picture. In the 12 months to July 2020, the 999-service received 261,483 calls. This equates to an 11.4% increase or 26,720 more 999 calls

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

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

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

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

- 4.14 The baseline figure of 14 minutes 3 seconds is taken from the 2-year average to the end of 2015. For the 12 months to July 2020 the median time to attend an immediate incident was 14 minutes and 9 seconds across the Force as a whole. Performance of this measure remains stable since it was reported at July's Panel meeting and when compared with the same period last year, where this figure stood at 14 minutes 24 seconds.
- 4.15 69,763 immediate incidents were attended in Devon and Cornwall between August 2019 and July 2020 – 70% of which were attended within 20 minutes and 87% were attended within 30 minutes.

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

- 4.16 A baseline of 98% has been set for this measure which is based on the first 12 months of full operation and data recording (12 months to December 2017). Email and text traffic to 101 has continued to increase since the baseline year when 71,754 contacts were received.
- 4.17 In the 12 months to July 2020, 131,470 emails and texts were sent to 101. This figure also includes online crime reports submitted via the website (which are converted into email). This represents an increase of 35.3% or 34,303 more emails and texts received compared to the year to 31<sup>st</sup> July 2019. The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of this alternative contact method, which is welcomed. During the 12 months to July 2020, 70% of 101 emails and texts were responded to within 24 hours.
- 4.18 This is below the baseline of 98% and represents a 1% reduction compared to the data provided to the Panel in July 2020 which covered the 12 months to May 2020 position. In February 2020 the Commissioner reported that some specific issues had occurred in the second half of 2019 which had affected this indicator but that data for January 2020 indicated that matters had been resolved and response times were improving.
- 4.19 An average of 10,956 emails and texts are received by Devon and Cornwall police each month. Email and text response times were above 80% in January and above 90% in March, April and May 2020. The slight reduction in the

percentage answered within 24 hours is as a result of a significant reduction in February 2020 and more recent dips in performance in June and more noticeably in July 2020. The Commissioner is aware of the continued significant increase in demand within the call centres and the introduction of new ways of working to support sustained performance in emails and text response times. Whilst performance has not improved the Commissioner has decided to retain this indicator at Green given the impending scrutiny of the 101 service and in recognition of COVID-19 and summer impacts. The OPCC will be monitoring this indicator on a monthly basis over the rest of 2020.

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

- 5.1 The data contained within the infographic reflects the financial situation for 2020/21 for Devon and Cornwall and compares against our most similar force group and the national average.
- 5.2 The funding figures for Devon and Cornwall are based the final Net Revenue Budget for 2020/21, so the 'funding per day per head figure' and 'funding composition' figures will not change<sup>3</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 additional £58.2m for policing in Devon and Cornwall.
- 5.3 The data on officer and staff numbers reflects the FTE levels for police officers and staff as at 30<sup>th</sup> June 2020. Recruitment of police officers is continuing to occur with regular intakes of new police officers, through new recruits and transferees from other police forces. This progress has been maintained through the COVID-19 pandemic.
- 5.4 As noted in paragraph 4.4 above the Commissioner considers that these three measures should be marked as 'ungraded'. These measures are not indicators of performance but provide important information regarding the relative funding position and police officer and staff levels for our policing area.

### **Contact for further information**

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<sup>3</sup> The financial information for our MSG and England and Wales is based on the Home Office data 'Police grants in England and Wales 2020/21, which calculates 2020/21 precept figures on the assumption that PCC's in England and Wales increase their precept Band D level by £10, and Office for Budget Responsibility forecast tax base increases. The final resource funding for these areas could differ from these estimates which may impact the comparison in funding per day per head.