

Devon and Cornwall Police and Crime Panel

5th February 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:

- OPCC assessment of current performance against the strategic indicators for the Police and Crime Plan 2017-2020 'Safe, resilient and connected communities'.
- This report usually provides details of the latest Office of National Statistics (ONS) publication of police recorded crime in England and Wales, including a detailed crime profile annex, which compares Devon and Cornwall against national rates and trends. However, the next release of ONS police recorded crime covering the 12 months to September 2020 is not published until the 3rd of February 2021.
- To provide an update to the Panel in advance of the ONS figures being released, the OPCC have examined Devon and Cornwall Police's publication of crime figures for the 12 months to September 2020. This period aligns with the next ONS release of police recorded crime and gives an indication of what can be expected.

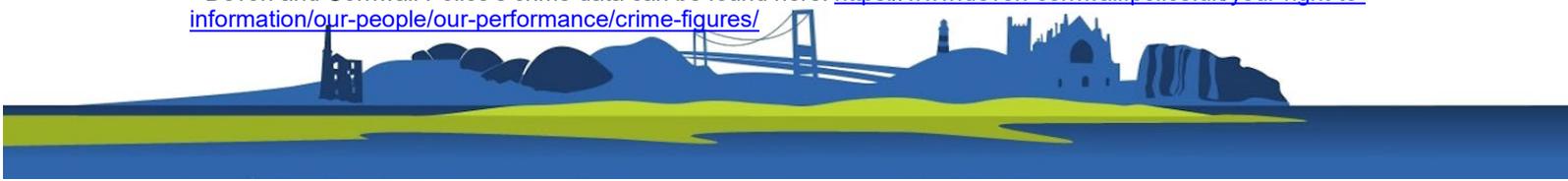
2. Recorded Crime in Devon, Cornwall and the Isles of Scilly 12 months to September 2020 as published on Devon and Cornwall Police's website.

2.1 Devon and Cornwall Police publish crime data on their website each month covering the latest 12-monthly period¹.

2.2 In the 12 months to September 2020, 95,349 crimes were recorded in Devon, Cornwall and the Isles of Scilly which is equivalent to 54 crimes per 1000 population and the same rate which was reported to the Panel meeting in November 2020, which covered the 12 months to June 2020.

2.3 In the 12 months to September 2020 recorded crime has decreased by 8.3% compared with the 12 months to September 2019, with 8,636 fewer crimes

¹ Devon and Cornwall Police's crime data can be found here: <https://www.devon-cornwall.police.uk/your-right-to-information/our-people/our-performance/crime-figures/>



reported in that period.

- 2.4 The crime data in the 12-month period to September is affected by 6-months of the coronavirus (COVID-19) pandemic, including the first lockdown period and the gradual ease of restrictions over the summer months. Around two thirds of the yearly 8.3% decrease were attributed to substantial falls in crime 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 during the lockdown period, a reduction in opportunities for theft in public spaces and the closure of the night-time economy.

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	Content
	Achievement of attainment level at risk	Requires additional scrutiny
	Not achieving expected attainment level	Of concern – action being taken

Overall performance against the Police and Crime Plan Strategic Indicators

- 3.3 The OPCC’s assessment of performance to-date against the headline strategic indicators for the performance year ended 31st December 2020 show most indicators at Green – ‘Content’. This is the latest data for all indicators that are available, unless stated otherwise. The supporting infographic for February 2021 is included at Annex 1.

Summary:

	February 2021 Panel	November 2020 Panel
Green	7	6
Amber	0	2
Red	1	0
Ungraded	3 ²	3
	11	11

- 3.4 The grading of two indicators has changed since the last Police and Crime Panel meeting:

² As reported to the Panel in February 2020 it is the Commissioner’s view that the three measures included in the infographic in 2019 in place of the previous VFM indicators from Her Majesty’s Inspectorate (which are set out in section 6 of this report) should be marked as ‘ungraded’. These measures are not indicators of performance but provide important information regarding the relative funding position and resource levels of our area compared to other areas in England and Wales.

- waiting times for 101 non-emergency calls – from Amber (Requires additional scrutiny) to Red (Of concern/ action being taken)
- Priority victim satisfaction – from Amber (Requires additional scrutiny) to Green (Content) no further scrutiny required at this time.

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

- 3.5 Between the reporting period 1st January 2020 to 31st December 2020, 70% of all 101 calls connected through the IVR system were answered within 10 minutes. This is an increase from 65% which was reported to the Panel in December 2020 and 8% above the baseline attainment of 62%
- 3.6 Between 1st January 2019 and 31st December 2020 - just over 557,700 calls were connected to IVR. Over this period, the average wait time to speak to a call handler has been 7 minutes 16 seconds. However, it is recognised that some callers, particularly at peak times, will have experienced much longer wait times and the Commissioner has been clear that further action is needed to improve the experience of callers to the 101 service.
- 3.7 There has been month-on-month increases in the proportion of 101 calls answered within 10 minutes since October 2020, which have contributed to the indicated improvement across the year as a whole. The proportion of all 101 calls answered within 10 minutes over the past three months is as follows; October 2020: 77%; November 2020: 78% and December 2020: 79%.
- 3.8 The Commissioner's scrutiny of the 101 service has been completed and the Chief Constable is currently considering the recommendations which have been made. The findings are being presented to Panel in a separate report. In view of this scrutiny activity and while the latest performance levels which indicates improvement, the Commissioner has changed her judgement for this measure from Amber to Red. While the overall performance in terms of calls answered within 10 minutes is continuing to improve this decision has been made with specific reference to P2 calls and the findings of the recent scrutiny exercise. Under the meaning of Red which was revised in June 2018 in consultation with the Panel and which are summarised at paragraph 3.2 above a grading Red indicates 'Of Concern and Action Being Taken' whereas Amber indicates 'Under Scrutiny'. A series of recommendations with respect to P2 calls have made by the scrutiny panel which are being considered by the Chief Constable which are detailed in a separate report to this Panel meeting.

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 two indicators has not been updated since March 2020 due to delays to this element of the Crime Survey for England and Wales.

Priority Victim Satisfaction: GREEN (12 months to December 2020)

- 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 74% 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 due to the COVID-19 pandemic³.
- 4.4 The results suggest that there has been a 3% increase on the figure previously reported to the Panel (71% based on 12 months September 2020) and when compared to the same period last year. This implies an improving trend and attainment of the baseline figure of 73%⁴ 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 crime⁵, the Commissioner has changed her judgement from Amber to Green, as no additional scrutiny is required at this time. The OPCC will nonetheless continue to monitor this measure closely on a monthly basis to identify any significant shifts in perspectives.

Repeat Victimisation: GREEN (12 months to December 2020)

- 4.5 In the 12 months to 30th September 2020, 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 Overall, a stable trend continues to be evident. The latest data shows a slight increase proportionately (+1%) but in absolute terms there has been no increase in the number of repeat victims. The Commissioner's judgement remains at Green for this measure and the Commissioner does not intend to carry out additional scrutiny in this area.

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

- 4.7 In the 12 months to December 2020, the 999-service answered nearly 241,000 calls, 85% of which were answered within 10 seconds. This shows a very slight increase of just 1% since reported to the Panel in November 2020. In comparison to a year earlier, performance remains stable in terms of the number and proportion of calls answered within 10 seconds.

³ April, May and June 2020

⁴ Taken from a 12-month average to end of 2016.

⁵ Highlighted in the November (2020) OPCC Performance Report to the Police and Crime Panel.

- 4.8 Average 999 call handling times have increased, reflecting both the growing complexity of the calls received by the Contact Officers⁶ 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 16 seconds. In effect this means that the average time taken to deal with a 999-call increased by 1 minute 44 seconds compared with last year.
- 4.9 Since October 2020 the proportion of 999 calls answered within 10 seconds has increased, with performance reaching 88% in the last two months. Performance in the summer was impacted by increased call volumes with the number of 999 calls received 11% higher in August 2020 compared to 2019 and 7.8% higher in September 2020 compared with September 2019. This highlights the fluctuations in demand across the year and the challenges of managing and maintaining consistent performance levels across the year.
- 4.10 Whilst performance remains 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 31st December 2020). Given that performance has remained stable despite a challenging year and more recent performance data showing 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 December 2020)

- 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 December 2020, the median time to attend an immediate incident was 14 minutes and 12 seconds across the Force as a whole. Stable performance continues to be evident and the Commissioner's judgment remains at Green.
- 4.12 68,591 immediate incidents were attended in Devon and Cornwall between January 2020 and December 2020 – 70% of which were attended within 20 minutes and 87% were attended within 30 minutes.

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

- 4.13 A baseline of 98% 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.
- 4.14 In the 12 months to December 2020, 138,547 emails and texts were sent to 101, this equates to an average of 11,546 emails and texts received by Devon

⁶ Previously the job role was known as 'Call Handler'.

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 28% or 30,653 more emails and texts received compared to the year to the 12 months to December 2019. The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of this alternative contact method, which is welcomed.

- 4.15 During the 12 months to December 2020, 81% of 101 emails and texts were responded to within 24 hours. This represents a 10% increase since this figure was last reported to the Panel (71% for the 12 months to September 2020). Performance has also improved compared with the equivalent period last year, where 73% of emails and texts were answered within 24 hours.
- 4.16 The most recent monthly data shows strong performance of emails and texts answered within 24 hours and has driven the improvement seen in the latest yearly figure. In October 2020, 93% of emails and texts were answered within 24 hours. In November and December 2020, 100% of emails and texts were answered within 24 hours.
- 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 has not changed since first reported to the Panel in July 2020.
- 5.2 The data on officer and staff numbers, as also reported in the infographic, reflects the FTE levels for police officers and staff as of the end of November 2020. At this time there were 3,183 police officers and 2,266 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. Progress has been maintained through the COVID-19 pandemic and remains on track to meet the requirements set for 2020/21.

Contact for further information

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Report prepared 13th January 2021