

# 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

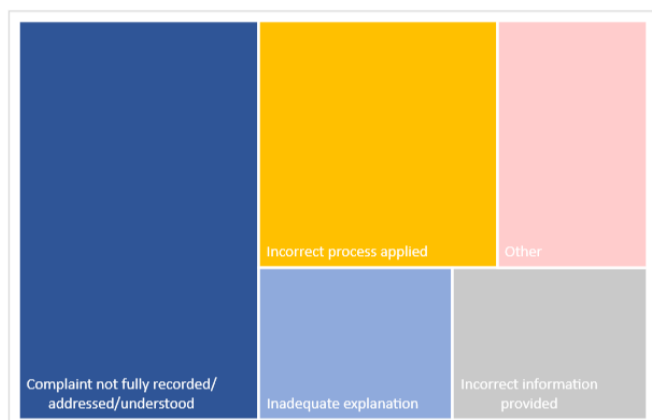
Demand for complaint reviews has increased throughout the year. During the first seven months of the reporting period (February – August 2020), the OPCC was receiving an average of six requests per month. In the latter half (September 2020 – March 2021), this had more than doubled, with an average of 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 OPCCs recommendations (88%) and oversight concerns in full (100%).

Reasons why complaints were upheld



Types of oversight issue



## PART TWO: FINANCE AND RESOURCES

### 23 Introduction

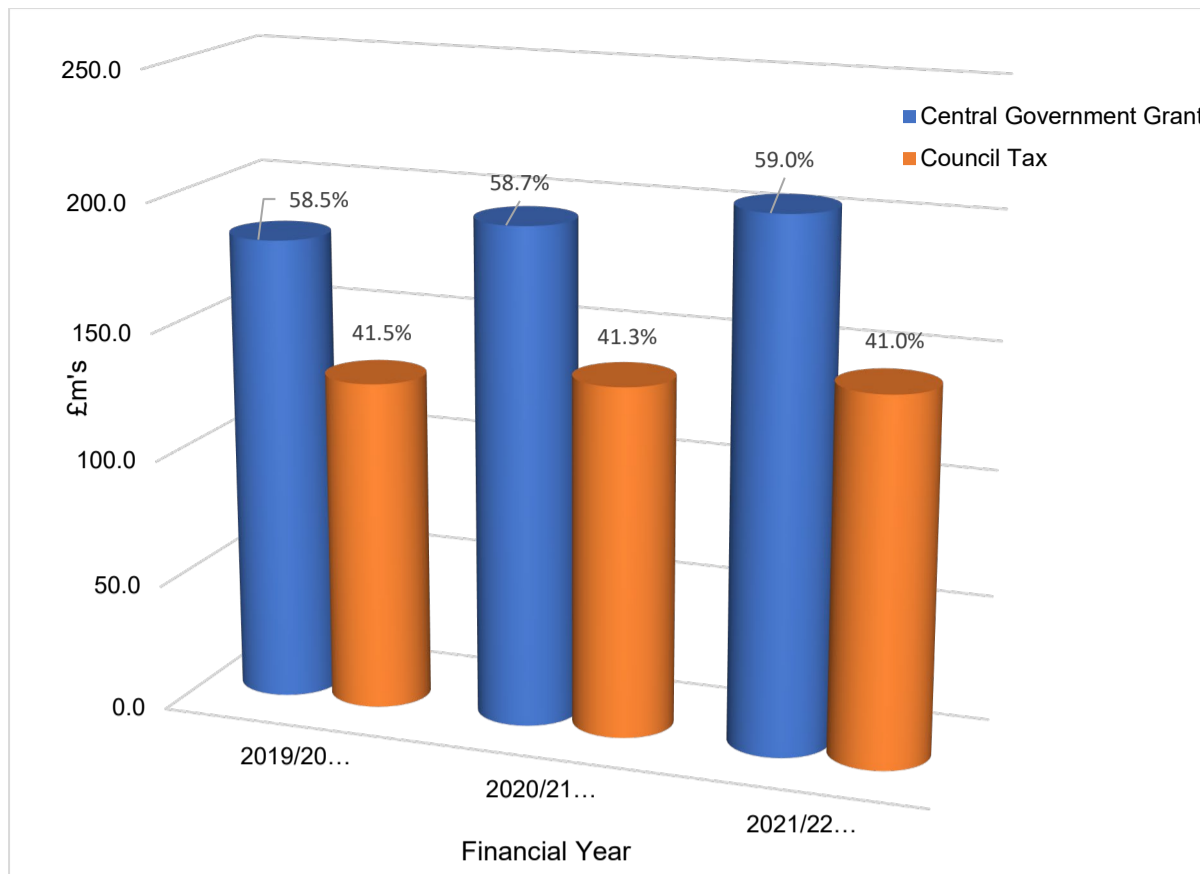
This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2021. It also provides a general guide to the financial situation of the PCC as at March 31, 2021, full details are provided in the *Statement of Accounts 2020-21* which can be found here <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.

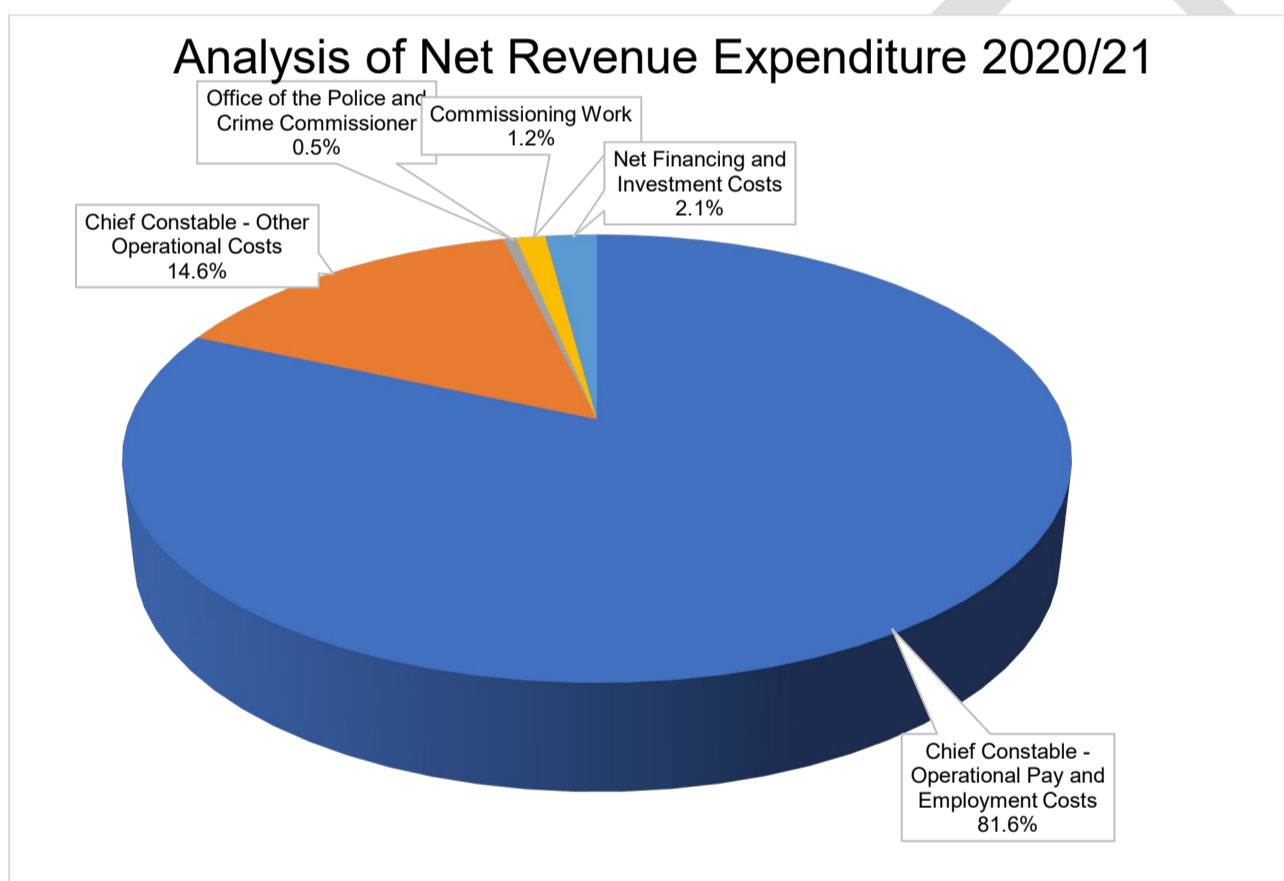
Council tax was set at £221.64 for a band D property. The overall impact of increases to the Home Office core grant and special grant, and council tax increases relating to the precept, tax base and surplus was an increase in funding in 2020-21 of £24.1m more than received in 2019-20. This increase was 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 organisations 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

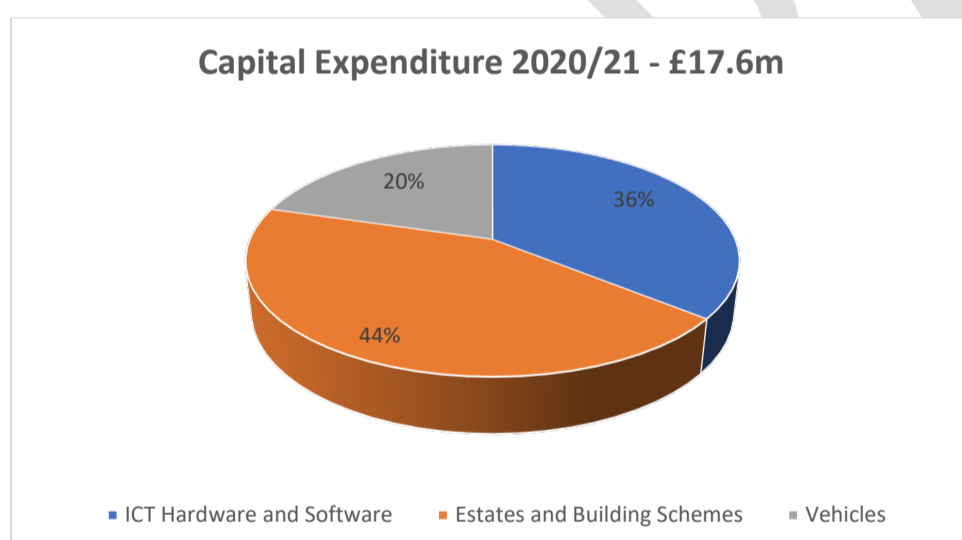
### Staffing

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>

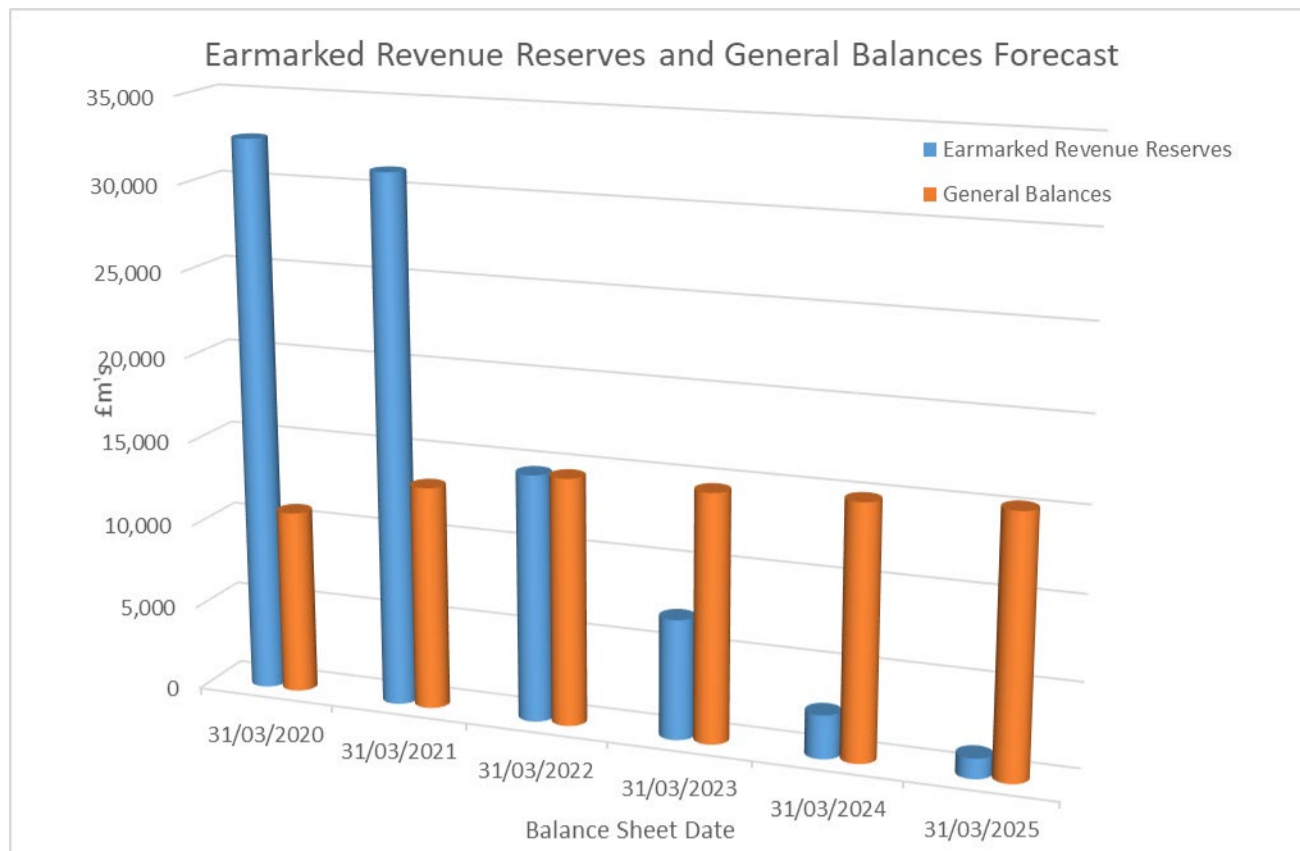
### Capital expenditure 2020/21

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.

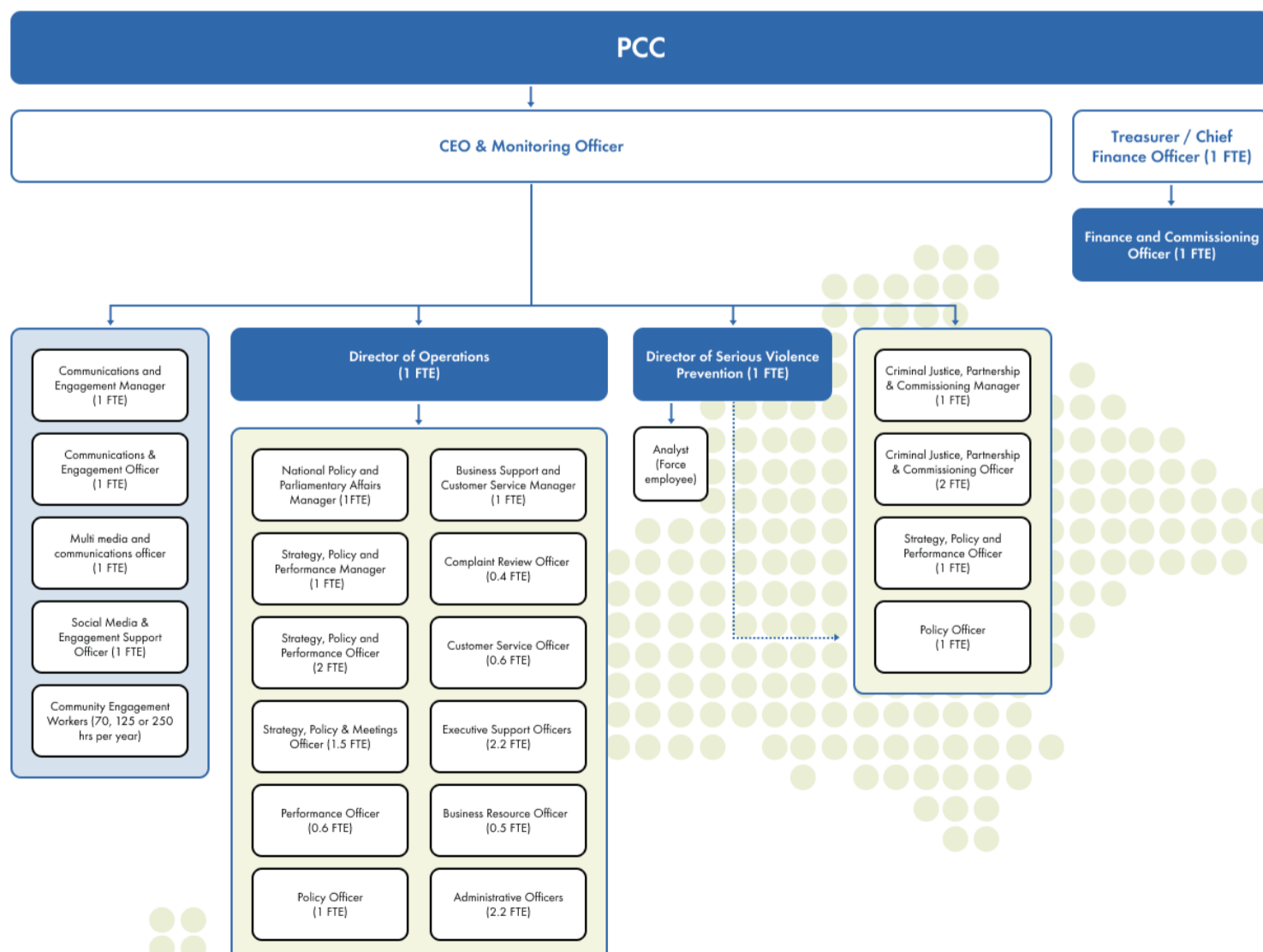
The panel has had a busy year and highlights have included:

- 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)

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