



Devon and Cornwall Police and Crime Panel

9th July 2021

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT

1. Purpose of the report

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

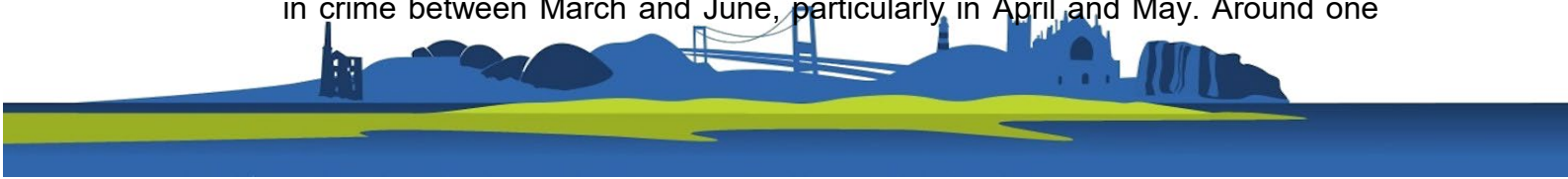
- Levels of recorded crime for Devon, Cornwall, and the Isles of Scilly. This includes an exploration into the statistical release that identified Devon and Cornwall as the third safest area in the country, as published by the Office of National Statistics for the 12 months to 31st December 2020 (published on 13th May 2021)
- OPCC assessment of current performance against the strategic indicators for the Police and Crime Plan 2017-2020 'Safe, resilient and connected communities.'

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

2.1 The ONS publishes data on levels of recorded crime and trends on a quarterly basis. The latest figures on recorded crime – which cover the year to 31st December 2020 – were published by the ONS on 13th May 2021.

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

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



fifth of the yearly reduction also occurred in November and December. This was mainly driven by reductions in theft offences and violence with injury offences. This reflected the increase in time people spent at home during the lockdown period, a reduction in opportunities for theft in public spaces and the closure of the night-time economy.

- 2.4 Devon, Cornwall, and the Isles of Scilly now has the 3rd lowest rate of crime in England and Wales, as well as the 3rd lowest rate of victim-based crime with the overall crime rate decreasing from 54.0 crimes per 1000 population to 52.3. Wiltshire has the second lowest crime rate in the country, at 51.3 crimes per 1000 population. North Yorkshire maintains the lowest crime rate in England and Wales at 49.9 crimes per 1000 population.
- 2.5 Compared to 41 other forces in England and Wales our area had:
- the lowest rate of residential burglary
 - the lowest rate of theft offences; and
 - the sixth lowest rate for Violence against the Person offences.
- 2.6 Levels of violence with injury offences have decreased by 13% compared to the previous year. Over the same period, offences that comprise the serious violence category¹ have also decreased by 13%.
- 2.7 Attached at Annex 1 is the OPCC’s crime profile for Devon, Cornwall, and the Isles of Scilly which has been prepared following the latest ONS data release in May 2021² and provides more detail:

<https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/crime/>

3. The Police and Crime Plan Strategic Indicators

- 3.1 The current reporting arrangements in place for the Police and Crime Panel are based on the strategic indicators set out in the PCC’s Police and Crime Plan “Safe, Resilient and Connected Communities”.
- 3.2 A commentary is included below for each of the measures. The purpose of this is to provide narrative to support the infographic (supplied in Annex 1) and the necessary interpretation required to explain the OPCC’s judgement.

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

¹ Murder; Attempted Murder; Section 18 GBH and wounding.

² Covering 12 months to December 2020

Overall performance against the Police and Crime Plan Strategic Indicators

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

Summary:

	June 2021 Panel	February 2021 Panel
Green	7	7
Amber	0	0
Red	1	1
Ungraded	3 ³	3
	11	11

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

- 3.4 Between the reporting period 1st April 2020 to 31st March 2021, 74% of all 101 calls connected through the IVR (Interactive Voice Response) system were answered within 10 minutes. This is an increase from 70% which was reported to the Panel in February 2021 and 12% above the baseline attainment of 62%.
- 3.5 Between 1st April 2020 and 31st March 2021, just over 538,500 calls were connected to IVR. Over this period, the average wait time to speak to a call handler was 6 minutes 9 seconds. However, it is recognised that some callers, particularly at peak times, will have experienced much longer wait times.
- 3.6 The proportion of 101 calls answered within 10 minutes has been increasing since October 2020, which has contributed to the indicated improvement across the year as a whole. The proportion of 101 calls answered within 10 minutes over the past six months is as follows; October 2020: 77%; November 2020: 78%; December 2020: 79%; January 2021: 79%; February 2021: 77% and March 2021: 74%.
- 3.7. As previously identified to the Panel, 101 and the fluctuations in performance cannot be understood in isolation and must be considered alongside 999 call demand. During periods of high 999 volumes, call handlers are often diverted away from answering 101 calls to prioritise emergency calls which pose the highest risk, with potential threat to life. Similarly, an increase in 999 calls can

³ As reported to the Panel in February 2020 it is the Commissioner's view that the three measures included in the infographic in 2019 in place of the previous VFM indicators from Her Majesty's Inspectorate (which are set out in section 6 of this report) should be marked as 'ungraded'. These measures are not indicators of performance but provide important information regarding the relative funding position and resource levels of our area compared to other areas in England and Wales.

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

- 3.8 The Commissioner carried out a review of the 101 service in Autumn 2020. The PCC's full Scrutiny Findings and Recommendations Report was published on Thursday 28th January 2021 and can be found [here](#). The Panel received a report on the 101 scrutiny review at its Panel meeting in February. The Chief Constable has responded to the recommendations and is putting in place a number of actions to address the concerns raised.
- 3.9 The 2021/22 budget setting process included an uplift of 20 Contact Officers. This has now been achieved and an uplift of two extra supervisors will follow. The new Contact Officers are currently in training and will be fully operational in July as we head into the summer holidays when an increase in demand is typically experienced within the Contact Centre. The Contact Centre will also receive additional support through the introduction of some additional temporary personnel to provide the switchboard service utilising some of the additional funding provided by the Commissioner to the Chief Constable to support the summer policing plan.
- 3.10 The Commissioner is retaining this indicator at Red until progress against the recommendations made by the scrutiny panel is evident and improvement is sustained. While the overall performance in terms of calls answered within 10 minutes has been improving, this decision has been made with specific reference to P2 calls (all 101 calls that are not high priority 101⁴ calls), where in the 12 months to March 2021, 72.6% of the calls were answered in the force's 20 minutes service standard and the average wait time for P2 lines was 14 minutes and 19 seconds.

4 Commentary on **GREEN** strategic indicators

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

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

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

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

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

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

- 4.2 Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable or intimidated.
- 4.3 The victim satisfaction survey identifies the proportion of victims who were satisfied with the overall service they received from Devon and Cornwall Police. The latest available survey data indicates that 76% of priority victims were satisfied with their overall experience. This is based on a smaller sample of priority victims, as surveying was temporarily suspended for three months⁵ due to the coronavirus pandemic (COVID-19)
- 4.4 The results suggest that there has been a 2% increase on the figure previously reported to the Panel (74% based on 12 months to December 2020) when compared to the same period last year. This signifies implies an improving trend and attainment of the baseline figure of 73%⁶ has been achieved. For this reason and in consideration of the extensive activity across both the OPCC and Devon and Cornwall Police to support victims of crime⁷, the Commissioner has decided to retain this indicator at Green, but will continue to monitor this measure closely to identify any significant shifts in perspective.

Repeat Victimisation: GREEN (12 months to March 2021)

- 4.5 In the 12 months to 31st March 2021, 27% of victims (both people and organisations) of crime had also reported at least one offence in the previous 12 months. This measure includes all crime types and the Panel should note that victims do not have to be the victim of the same type of offence twice to be considered a repeat victim.
- 4.6 There has been no change in the proportion of repeat victimisation since this this measure was last reported to the Panel in February and a stable trend continues to be evident. The Commissioner's judgement remains at Green for this measure.

Emergency Calls (999) GREEN (12 months to March 2021)

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

⁵ April, May, and June 2020.

⁶ Taken from a 12-month average to end of 2016.

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

- 4.8 Average 999 call handling times have increased. This is considered to be due to the growing complexity of the calls received by the Contact Officers⁸ and the need for enhanced risk assessments and safeguarding procedures to be carried out. In the last year, the average call handling time for 999 calls, which includes average talk time and the average post handling time, was 9 minutes 40 seconds which saw the average time taken to deal with a 999-call increase by 1 minute 49 seconds compared with last year.
- 4.9 Since October 2020, the proportion of 999 calls answered within 10 seconds has increased, with performance reaching above 88% in January and February 2021. However, there was a noticeable increase in calls received in March 2021 and performance decreased to 82%. This highlights the fluctuations in demand across the year and the challenges of managing and maintaining consistent performance levels.
- 4.10 Whilst the Commissioner recognises that performance continues to be below the baseline attainment figure of 91%, the Commissioner is reassured that the average answer time for 999 calls remains low: at 11 seconds (for the 12 months to 31st March 2021). Given that performance has remained stable despite a challenging year and more recent monthly performance data has shown an improving position, the Commissioner has decided to retain this indicator at Green rather than launch additional scrutiny in this area at this time.

Attendance time for Immediate calls for service: GREEN

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

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

Emails (101) and texts: GREEN

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

- 4.13 A baseline of 98% of emails and texts responded to in 24 hours has been set for this measure, which is based on the first 12 months of full operation and data recording for the system (12 months to December 2017). Email and text traffic to 101 has continued to increase since the baseline year - when 71,754 contacts were received - alongside increases in 999 and 101 call demand making this more challenging to achieve and maintain.

⁸ Previously the job role was known as 'Call Handler'.

- 4.14 In the 12 months to March 2021, 150,944 emails and texts were sent to 101, this equates to an average of 12,579 emails and texts received by Devon and Cornwall Police each month. This figure also includes online crime reports submitted via the website (which are converted into email). This represents an increase of 31.7% or 36,314 more emails and texts received compared to the year to the 12 months to March 2020. The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of this alternative contact method.
- 4.15 During the 12 months to March 2021, 87% of 101 emails and texts were responded to within 24 hours. This represents a 6% increase since this figure was last reported to the Panel (81% for the 12 months to December 2020). Performance has also improved compared with the equivalent period last year, where 67% of emails and texts were answered within 24 hours.
- 4.16 Strong performance of emails and texts answered within 24 hours over the last six months has driven the improvement seen in the latest yearly figure.
- 4.17 In view of the latest yearly and most recent monthly performance data, of which identifies an improving position, the Commissioner has decided to retain this indicator at Green.

5 Infographic: funding and resources

- 5.1 The monetary data contained within the performance infographic in Annex 1 reflects the financial situation for 2021/22 for Devon and Cornwall. It also compares us against our most similar force group and the national average.
- 5.2 The funding figures for Devon and Cornwall are based on the final Net Revenue Budget for 2021/22, so the 'funding per day per head figure' and 'funding composition' figures will not change⁹. The initial data suggests that Devon and Cornwall receive less funding per head of population per day than both our most similar force group and the England and Wales average, as it did last year. If Devon and Cornwall were funded to the national average, this would equate to an estimated £61.4m additional funding for policing in Devon and Cornwall.
- 5.3 The data on officer and staff numbers, as also reported in the infographic, reflects the FTE levels for police officers and staff as of the end of March 2021. At this time there were 3,257 police officers and 2,354 police staff across the force area. Recruitment of police officers is continuing to occur with regular intakes of new police officers through new recruits and transferees from other police forces. This progress has been maintained through the COVID-19 pandemic.

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

Contact for further information

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