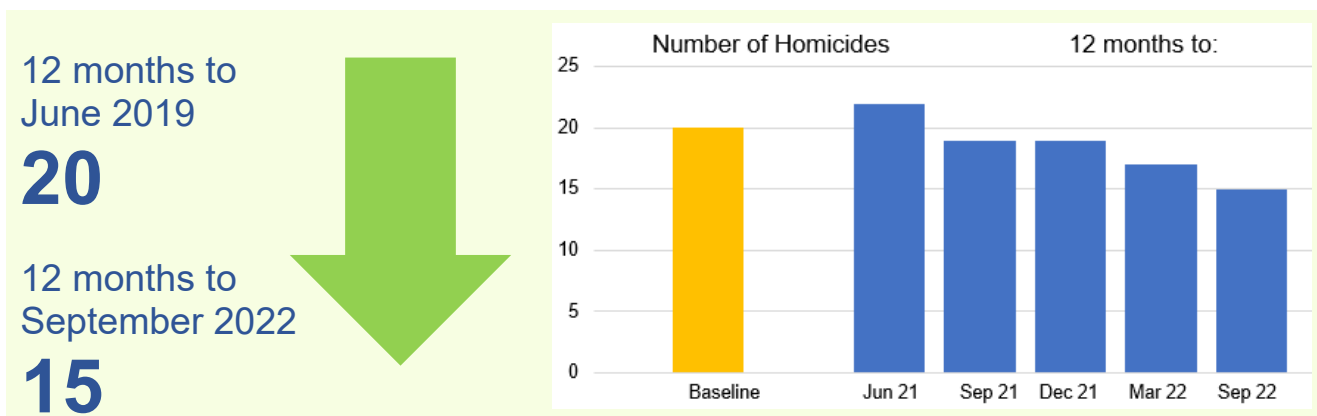


1. Violence

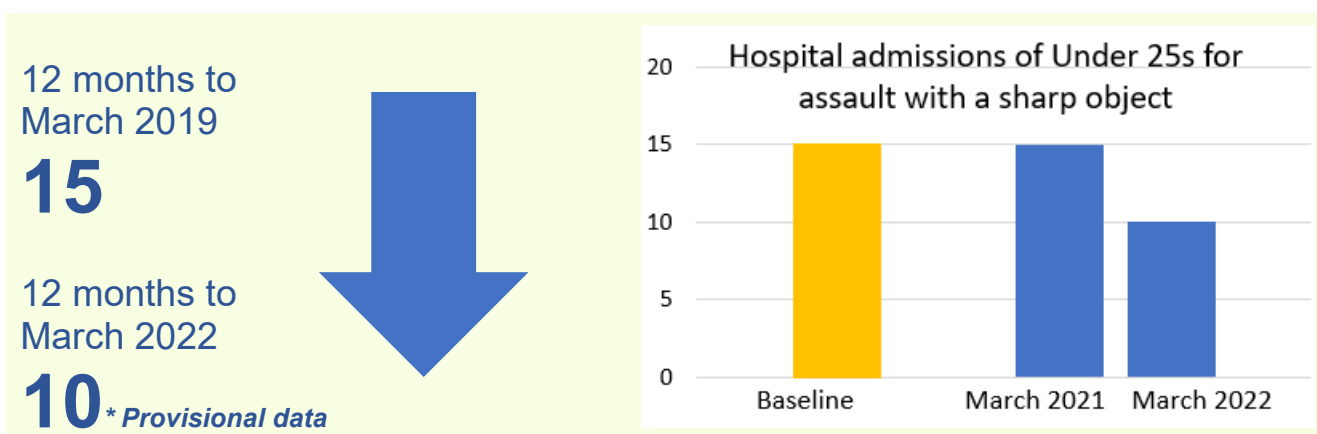
1.1 Homicides (National Measure)



In the 12 months to September 2022, there were 15 homicides in Devon and Cornwall. This is 5 fewer homicides than reported in the 12 months to June 2019.

Based on the latest ONS release of police recorded crime covering the period 12 months to June 2022, Devon and Cornwall's homicide rate is 0.7 crimes per 100,000 population. This is lower than the national rate of 1.1 and the SW Region rate of 1.0. When Devon and Cornwall's homicide rate is compared against its most similar force groups areas, it has the second lowest homicide rate.

1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure)



Provisional data published from NHS Digital shows that in the 12 months to March 2022, 10 hospital admissions of under 25's for assaults with a sharp object were recorded in Devon and Cornwall. This is the same figure that was reported to the Panel in September as an update has yet to be published by NHS digital. The provisional data is indicative of a slight decrease in the number of under 25 hospital admissions for assault with a sharp object compared with the baseline year (12 months to June 2019).

The Home Office and police forces are rolling out a new methodology for identifying recorded offences involving knives or sharp instruments (knife-enabled crime). Currently 37 forces including Devon and Cornwall Police have switched to the National Data Quality Improvement Service

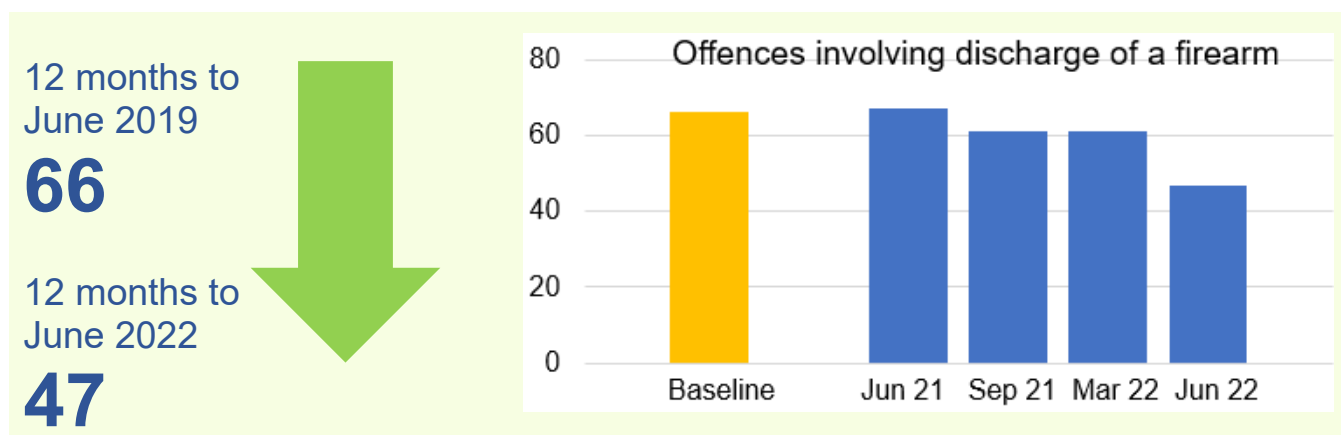
1. Violence

(NDQIS) data collection methodology. The new NDQIS methodology provides a more accurate reflection of knife crime, and this data will therefore be reported to the Panel in future to provide wider context around knife crime performance.

In the 12 months to June 2022, there were 751 knife or sharp instrument offences recorded by Devon and Cornwall Police for selected offences (which include Attempted murder; Threats to Kills; Assault with injury and assault with intent to cause serious harm; Robbery; Rape and sexual assault and Homicide). 3% of these selected serious offences involved a knife which is half of the national average (6%). This represents a 7% increase compared with the same period last year and is consistent with the national trend where there was an 8% increase in the number of offences involving a knife or sharp instrument over the same period.

The rate of offences involving a knife or sharp instrument at 42 offences per 100,000 resident population is half the rate of the national average (84 offences per 100,000 population).

1.3 Offences involving discharge of a firearm (National Measure)



In the 12 months to June 2022, 47 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 19 fewer offences and represents a 28.8% decrease when compared to the baseline year (12 months to June 2019).

At September's Panel meeting, it was reported that 35 offences involving the discharge of a firearm were recorded in the 12 months to June 2022 - this was incorrect as it did not include offences that were recorded between April to June 2022. The latest data reflects the revised data received from Devon and Cornwall Police for this time period.

1. Violence

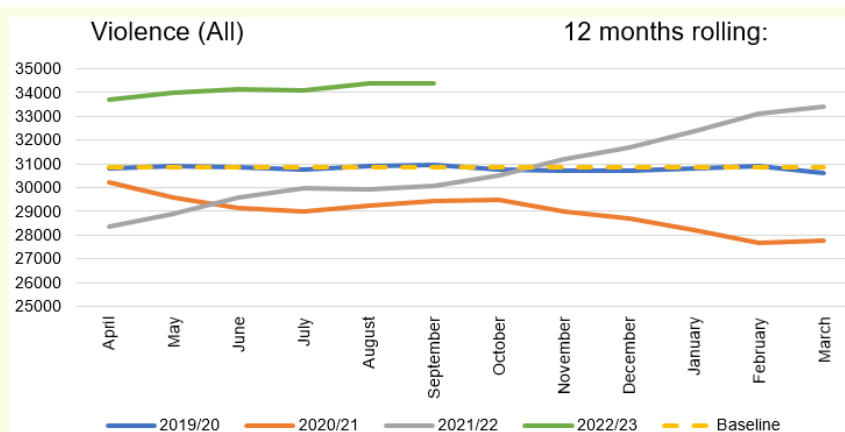
1.4 Violent Crime (All)

12 months to
June 2019

30,866

12 months to
September 2022

34,408



In the 12 months to September 2022, 34,408 violent offences were recorded in Devon and Cornwall. This is an increase of 11.5% (+3,542) compared to the baseline year (12 months to June 2019) and represents an increasing trend since April 2021. This coincides with the lifting of Covid-19 restrictions following the third national lockdown in early 2021. Local police recorded crime data indicates that reported violent crime is now exceeding the levels seen before the pandemic, which is consistent with national trends. The majority of the increase in violent crime is being driven by increases in violence without injury offences.

The Commissioner recognises that whilst the increase in violent crime is in line with national trends, the levels have numbers of reported violent crimes have increased to an unacceptable level. She is assured that the force are contributing to the national priority of reducing serious violence through the continued partnership work outlined in the Violence Priority Profile presented to panel, but is not assured that the required improvements have been achieved to date.

Whilst the Commissioner will be looking to seek reassurance from the police on their activity, it is worth highlighting to the panel that the level of violent crime in Devon and Cornwall is still considerably below the national rate. The rate of violent crime in Devon and Cornwall is 19.1 per 1000 population. This is 1.2 times lower than the national rate of 23.5. (Source: ONS, 12 months to June 2022)."

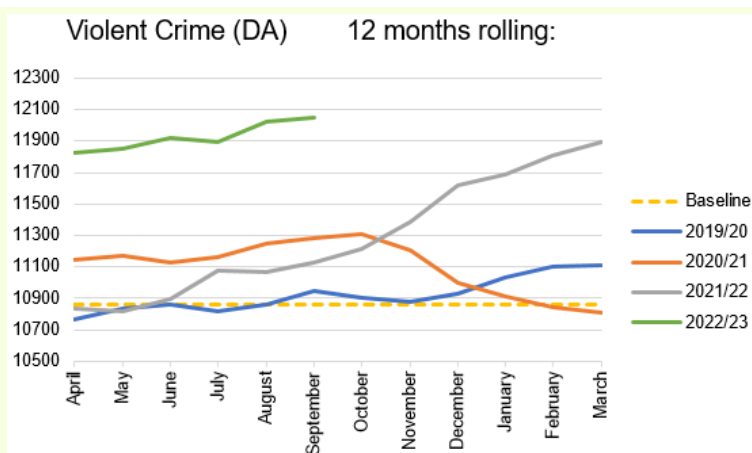
1.5 Violent Crime (Domestic Violence)

12 months to
June 2019

10,859

12 months to
September 2022

12,050



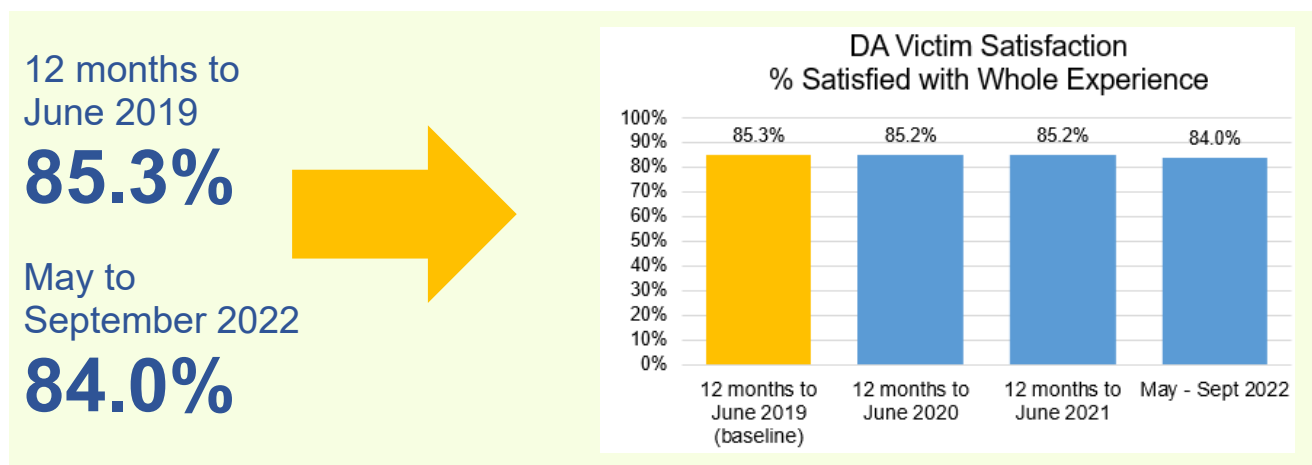
Domestic abuse is often a hidden crime that is not reported to the police so data held by the police can only provide a partial picture of the actual level of domestic abuse experienced. It is therefore

1. Violence

difficult to make objective inferences about performance based on increases or decreases in domestic abuse crimes. For instance, an increase in domestic violence crime could be interpreted as a positive reflection of victims' confidence in reporting. Conversely, an increase in reports could reflect a 'real' increase in victimisation and therefore a negative outcome. The levels of reporting, victim support and victim satisfaction are closely monitored by the Commissioner to inform performance assessments in this area.

In the 12 months to September 2022, 12,050 violent offences were flagged as related to domestic violence. This is a 11% increase (+1,191) when compared to the baseline year (12 months to June 2019). This trend is consistent with increases seen nationally.

1.6 Victim Satisfaction (Domestic Abuse) (National Measure)



Devon and Cornwall Police have made changes to the way they conduct the surveying of victims of crime and now uses the external market research organisation SMSR that undertakes surveys on behalf of a number of forces across the country. They are able to deliver considerably more surveys at a reduced cost than Devon and Cornwall Police's in-house team was able to. The force are continuing to build towards 12 months-worth of data which will deliver a rolling 12-month figure of at least 1,000 surveys for DA.

363 victims of domestic abuse were surveyed between May and September 2022. 84% of domestic abuse victims stated they were satisfied with the overall service they received from Devon and Cornwall Police. This indicates stable performance when compared to the baseline year (12 months to June 2019).

2. ASB

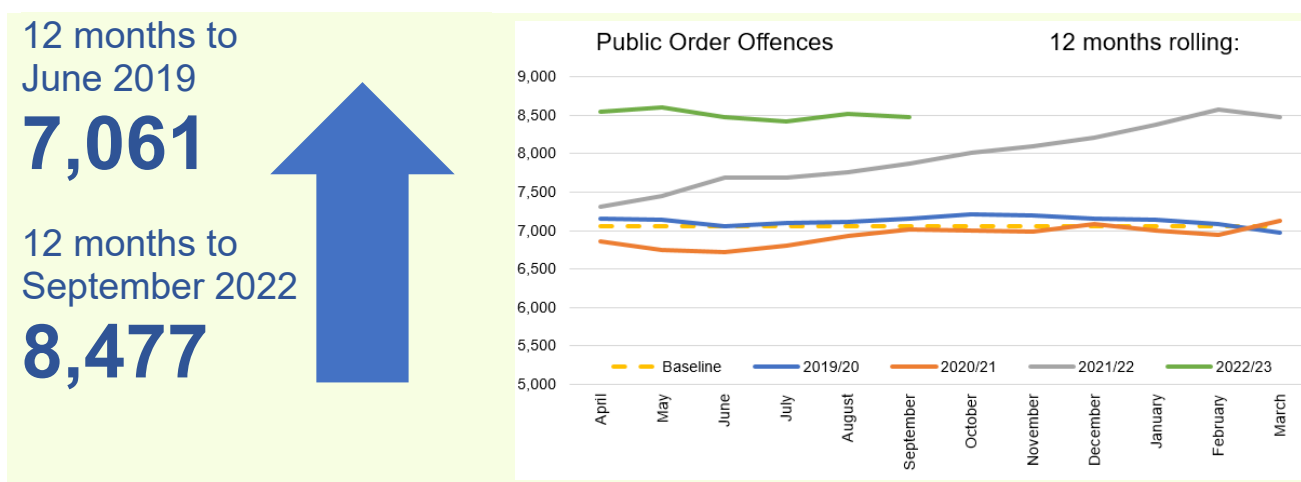
2.1 Number of ASB Incidents recorded by the Police



In the 12 months to September 2022, 28,221 ASB incidents were recorded by Devon and Cornwall Police. This is a 27.7% decrease (-10,805) on the baseline year the (12 months to June 2019). Levels of ASB were higher during much of 2020/21 due to the additional reporting of Covid-19 restriction breaches. The number of ASB incidents recorded by the police in 2021/22 is similar to that of the pre-coronavirus year 2019/20.

Trends in ASB data need to be interpreted with caution; a decrease in reported ASB incidents does not necessarily reflect a real decrease in levels of ASB as it is possible that some incidents are not reported. This trend is consistent with decreases seen nationally.

2.2 Recorded number of Public Order Offences



In the 12 months to September 2022, 8,477 public order offences were recorded across Devon and Cornwall. This is a 20.1% increase (+1,416) on the baseline (12 months to June 2019) and the level of public order offences across Devon and Cornwall are higher than the pre-coronavirus year 2019/20. The increasing trend is consistent with the national and regional picture. Typically, public order offences are a product of pro-active policing activity, much of which is associated with policing the night-time economy.

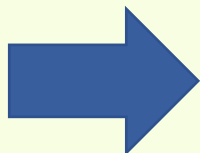
Based on the latest ONS release of police recorded crime covering the period 12 months to March 2022, Devon and Cornwall's public order rate is 4.7 crimes per 1,000 population. This is lower than both the national rate of 10.1 and the SW Region rate of 7.7. Devon and Cornwall have the lowest rate of public order offences in the SW Region and when compared with its most similar force group areas. Nonetheless, the Commissioner will continue to monitor public order trends closely.

3. Drugs

3.1 Possession of Drugs Offences

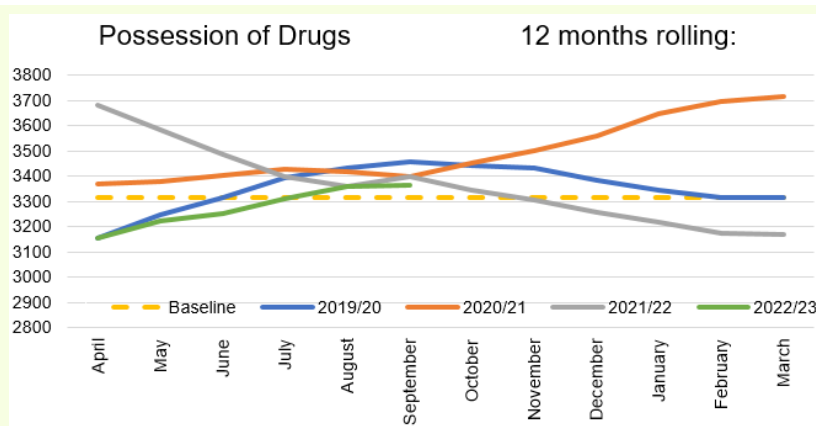
12 months to
June 2019

3,315



12 months to
September 2022

3,367

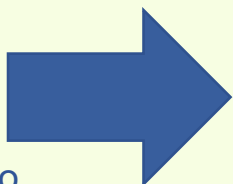


In the 12 months to September 2022, 3,367 possession offences were recorded across Devon and Cornwall. This is a slight increase of 1.6% (+52) compared with the number of offences recorded in the baseline year (12 months to June 2019). The increasing trend which was previously seen has steadily decreased in the second half of 2021-22. The increase in drug offences seen during the Covid-19 lockdown periods is unlikely to be driven by higher drug activity, but reflective of pro-active policing and the result of increased ease to identifying drug related activity when 'stay at home' advice was in place.

3.2 Drug Trafficking Offences

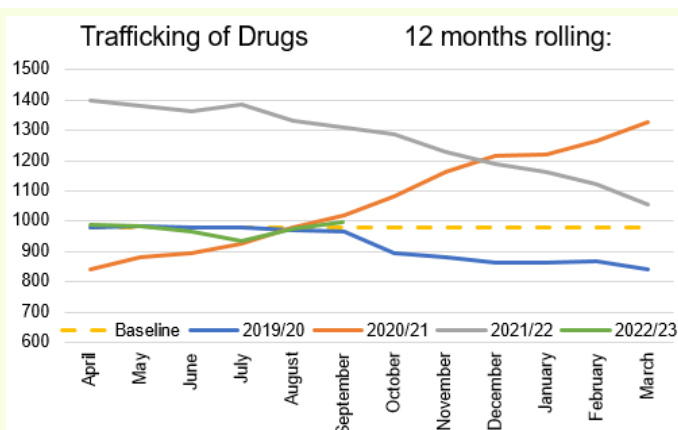
12 months to
June 2019

981



12 months to
September 2022

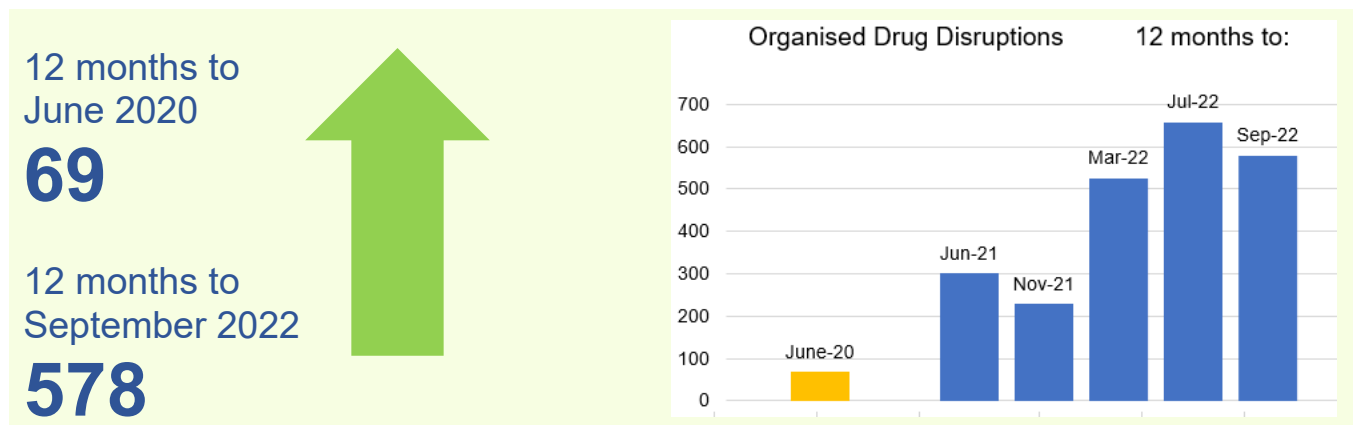
998



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to September 2022, 998 drug trafficking offences were recorded across Devon and Cornwall. This is a slight increase of 1.7% (+17) on the number of offences recorded in the baseline year (12 months to June 2019). The increasing trend which was previously seen has steadily decreased in the second half of 2021-22. The increase in drug offences seen during the Covid-19 lockdown periods is unlikely to be driven by higher drug activity, but reflective of pro-active policing and the result of increased ease to identify drug related activity when 'stay at home' advice was in place.

3. Drugs

3.3 Organised Drug Disruptions



In the 12 months to September 2022, 578 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks and 736 arrests were made. This is a 737.7% increase (+509) on the number of disruptions carried out in the baseline year (12 months to June 2020). Whilst there has been an increase in the number of disruptions since the baseline year, some of the increase is also attributed to changes in recording – the data now includes multiple disruptions for each organised crime group, where previously multiple disruptions for the same organised crime group were only counted once in the period.

Operation Scorpion, launched in March 2022, is one example of drugs disruption activity, and has seen police forces across the South West work together in joint operations to tackle drugs. The project has had great success in targeting organised criminals involved in the supply of drugs and in removing illegal substances from our streets. To date, Operation Scorpion has resulted in 127 arrests and 465 disruptions to drugs lines. More than £180,000, weapons and drugs have been seized and a total of 297 vulnerable people have also been safeguarded and offered support.

4. Road Safety

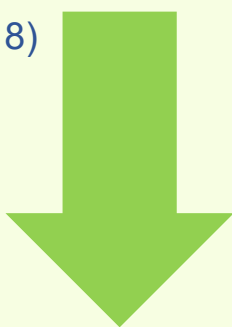
4.1 Number of Fatal Casualties

Baseline
(Average 2016-2018)

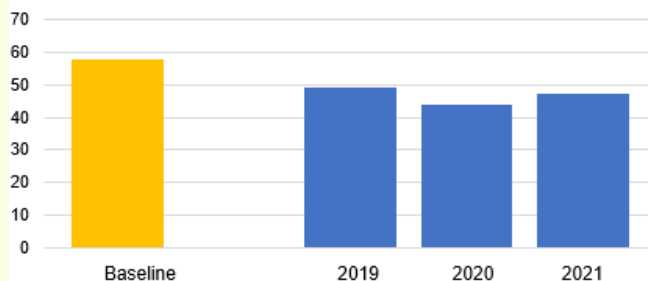
58

12 months to
December 2021

47



Number of Fatal Casualties in Devon and Cornwall, 2017- 2021



This measure has not been updated since the July Panel meeting. The number of fatal casualties will now be updated annually on receipt of fully validated data from the Vision Zero South West partnership. This data excludes fatalities which are later identified as medical episodes, suicides, death after 30 days and fatalities on private roads.

As stated in the previous report 47 fatalities were recorded on Devon and Cornwall's roads in the 12 months to December 2021: 11 fewer fatalities than the baseline year. The reduction in road traffic during much of the Covid-19 pandemic contributed to a decrease in fatal casualties. As we emerged from the pandemic and road usage increased, the number of people killed on Devon and Cornwall's roads increased by 6.8% compared with 2020, which means that 3 more people lost their lives on our roads in 2021. Compared with 2019 the number of fatalities remain lower.

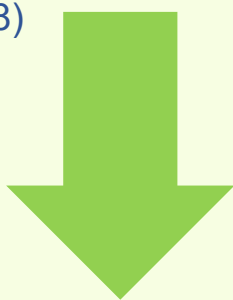
4.2 Number of Serious Casualties

Baseline
(Average 2016-2018)

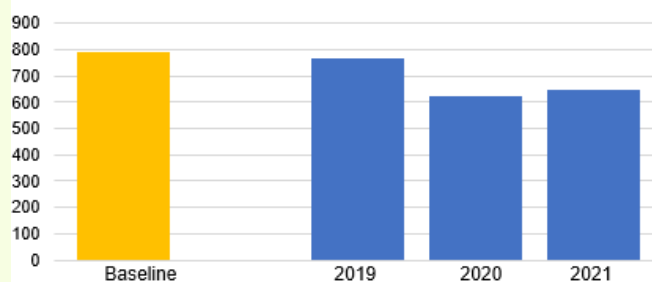
791

12 months to
December 2021

647



Number of Serious Casualties in Devon and Cornwall



This measure has not been updated since the July Panel meeting. The number of serious casualties will now be updated annually to align with Vision Zero South West partnership validated data.

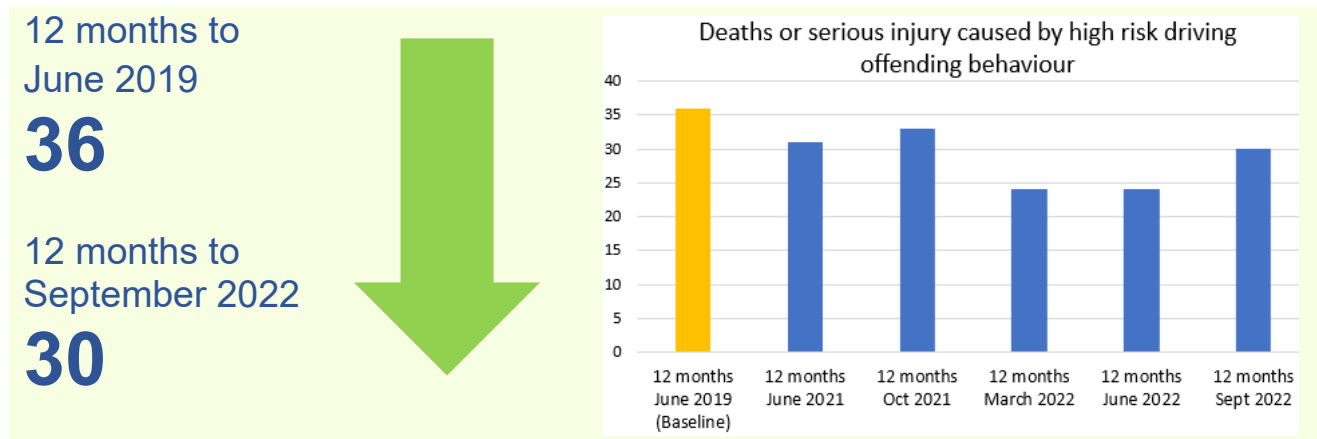
As stated in the previous report 647 people were seriously injured on Devon and Cornwall's roads in the 12 months to December 2021. This represents a 18.2% decrease (-144) when compared to the baseline period of 2016-18.

As with fatalities, the Covid-19 pandemic resulted in a reduction in casualties. As we emerged from the pandemic last year and road usage increased, the number of people seriously injured on Devon and Cornwall's roads has increased by 3.9% compared with 2020, which means that 24

4. Road Safety

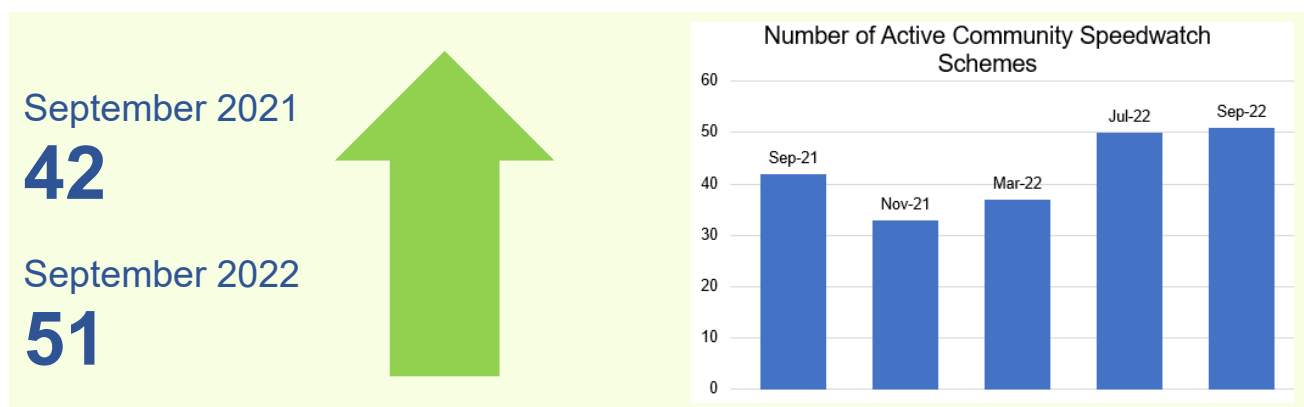
more people were seriously injured on our roads in 2021. Compared with 2019 and earlier years (2016-18), the number of seriously injured casualties remain lower.

4.3 Number of offences related to death or serious injury caused by high risk driving behaviour



30 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to September 2022. This is a 16.7% decrease (-6) on the number of offences recorded when compared to the baseline year, the 12 months to June 2019. The current data remains below the baseline year, although an increase is evident in the latest period compared with the figure reported to the Panel in September (24, in the 12 months to June 2022).

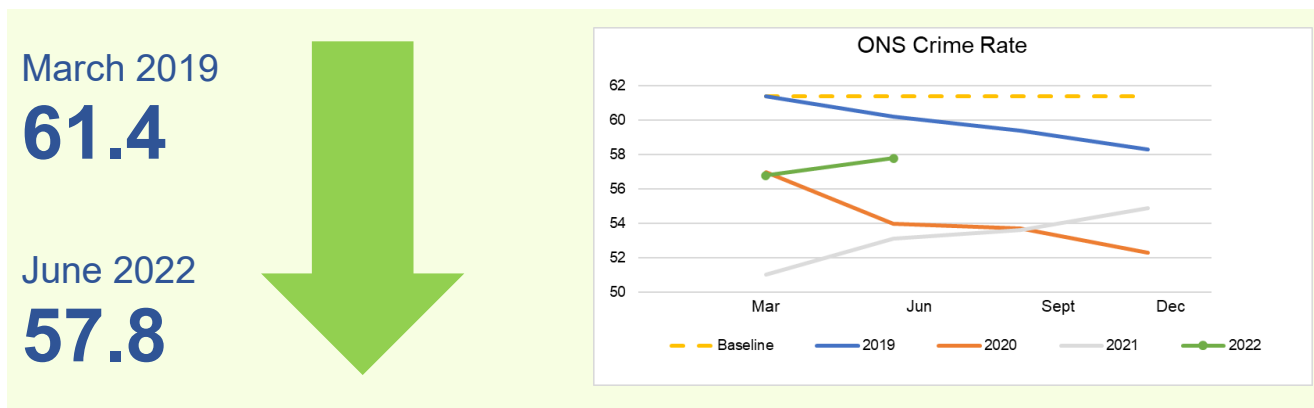
4.4 Number of active Community Speedwatch Schemes



During September 2022, there were 51 active Community Speedwatch (CSW) Schemes out of 176 CSW Schemes in total. This is 9 more active schemes than first reported in September 2021 (42 active schemes). Devon and Cornwall Police's CSW policy states that Speedwatch can only take place in 'good visibility during daylight hours and must not take place in adverse weather conditions'. The Commissioner is encouraged that the number of active groups continued to increase during the spring/summer months and that there remains a strong presence of active schemes in September. In addition, the number of schemes signed up to CSW continues to increase – 5 more since June 2022 (171 schemes); 27 more since November 2021 (149 Schemes) and 37 more schemes since last September (139 schemes).

5. Safe

5.1 ONS Crime Rate Devon and Cornwall

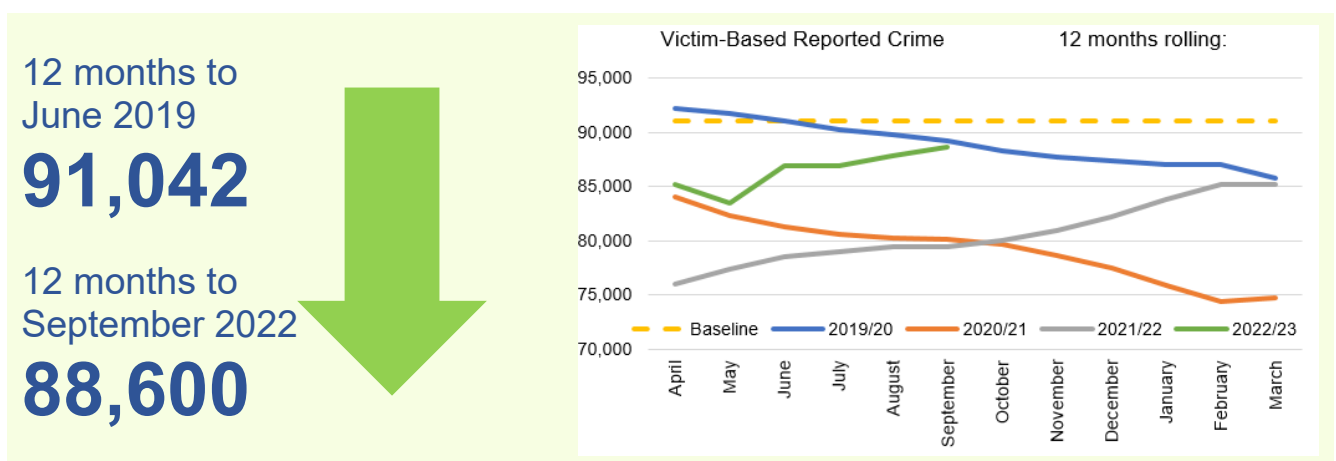


Patterns of crime over recent years have been substantially affected by the coronavirus (COVID-19) pandemic and government restrictions on social contact. Since restrictions were lifted following the third national lockdown in early 2021, police recorded crime data shows indications that certain offence types are returning to or exceeding the levels seen before the pandemic. Violence, public order and sexual offences recorded by the police have exceeded pre-pandemic levels, while theft offences remain at lower levels.

Total recorded crime remains lower than 3 years ago but as expected is steadily on the increase and consistent with national, regional and most similar force group trends. The latest ONS data for the 12 months to June 2022 shows that Devon and Cornwall's crime rate has increased to 57.8 crimes per 1,000 population which equates to 103,166 recorded crimes in the year. Despite the increase, Devon and Cornwall has the 3rd lowest crime rate nationally, which is significantly lower than the England and Wales average of 91.3 crimes per 1,000 population.

Devon and Cornwall's crime rate for this period (57.8) remains 1.1 times lower than the baseline year (12 months to March 2019) and a long-term declining trend is still evident.

5.2 Victim-based reported crime

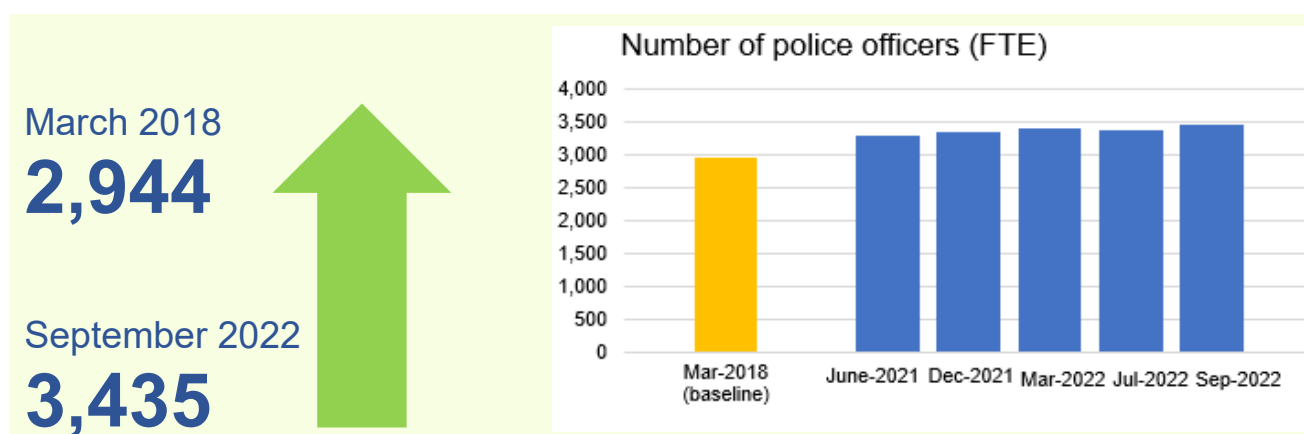


Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage and arson. In the 12 months to September 2022, 88,600 victim-based crimes were recorded in Devon and Cornwall. This is a 2.7% decrease (-2,442) when compared to the baseline year (12 months to June 2019).

5. Safe

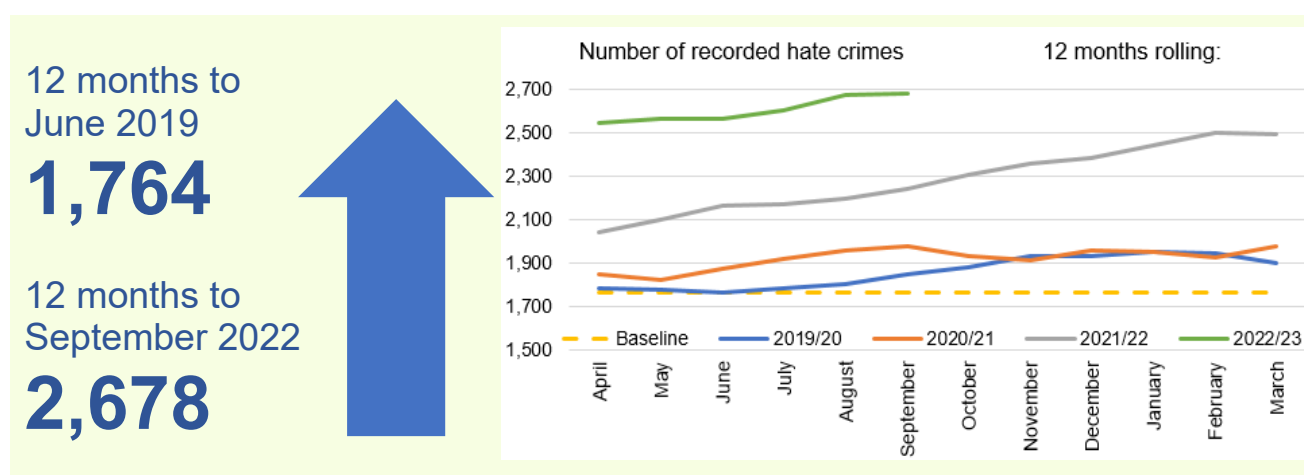
The decrease in victim-based crimes is likely attributable, in part, to the COVID-19 pandemic and the varying lockdown restrictions throughout this period. This created significant reductions in social interaction and decreased opportunities for crime. However, as expected with the continued easing of COVID-19 restrictions there has been a continued increase in victim-based crimes since April 2021. The latest data shows that there has been a 11.9% increase in victim-based crime compared with last year and a 10.6% increase compared with two years ago. However, victim-based crime still remains slightly lower than 3-years ago. Decreases across theft offence categories are the main contributors to the continued downward trend which is evident for victim-based crime when compared to the baseline year.

5.3 Number of Police Officers (FTE)



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of September 2022 was 3,435. Compared with the baseline year (12 months to March 2018), there has been a 16.7% increase which equates to an additional 491 FTE officers.

5.4 Number of Recorded Hate crimes



2,678 hate crimes were recorded in the 12 months to September 2022. This is a 51.8% increase (+914) when compared to the baseline year, the 12 months to June 2019. Despite the observed increase, it is difficult to make objective inferences about performance based on increases or decreases in hate crime. For instance, an increase in offences could be interpreted as positive, because victims may be more confident to report to the police, or the police may have made recording improvements when identifying hate offences. Conversely, the trend could also be interpreted as negative because it could be reflective of a 'real' increase in victimisation.

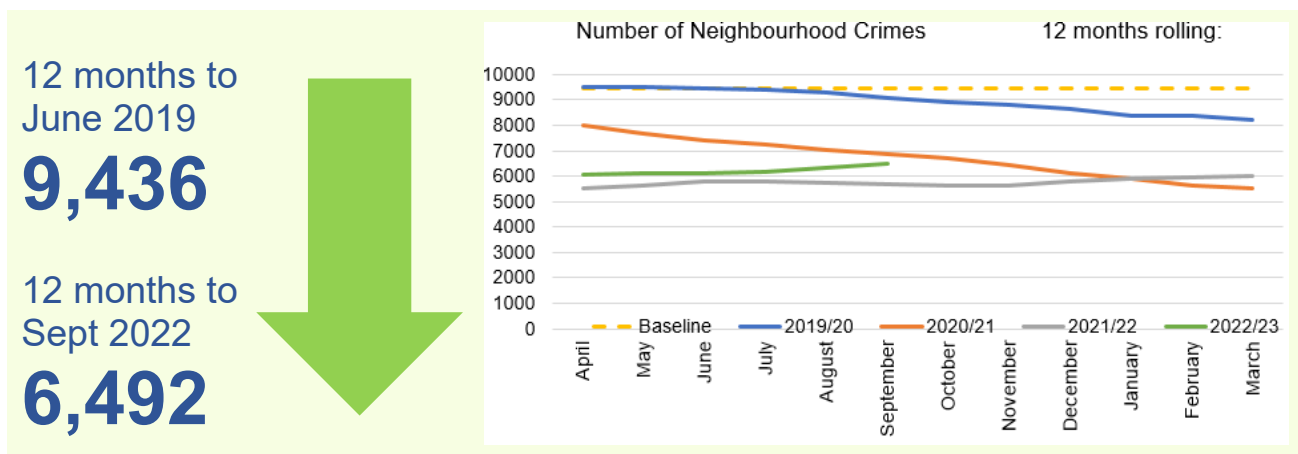
5. Safe

Hate related crime accounts for 2.5% of total crime recorded in Devon and Cornwall. Of the 2,678 hate crimes recorded in the last year, 42.1% were public order related hate crime offences, and these were predominately racially or religiously aggravated public fear and public fear or distress offences. Stalking and harassment related hate crime offences (20.4%) make up the second highest proportion of all hate crime and have increased compared with three years ago – a high proportion of which relates to malicious communication offences.

The majority of hate crime reports across Devon and Cornwall in the last year were racially motivated, followed by sexual orientation and disability related hate crimes – all of which have increased over the last three years.

The Commissioner will continue to monitor trends in hate crime closely to understand the offence types that are contributing to the increase and the force's response to victims. In addition, the Commissioner has recently launched a scrutiny inquiry to examine the force's overall approach to tackling hate crime. The findings of this inquiry will be brought to a future meeting of the Panel.

5.5 Number of Neighbourhood Crimes (National Measure)



Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to September 2022, 6,492 neighbourhood crimes were recorded across Devon and Cornwall. This is a 31.2% decrease (-2,944) when compared to the baseline year (12 months to June 2019). The number of neighbourhood crimes previously reported to the Panel included burglary non-dwelling offences. To align with the national measure, the number of recorded burglary non-dwelling offences are no longer included as part of this measure and account for the variation to the baseline of the 12 months to June 2019.

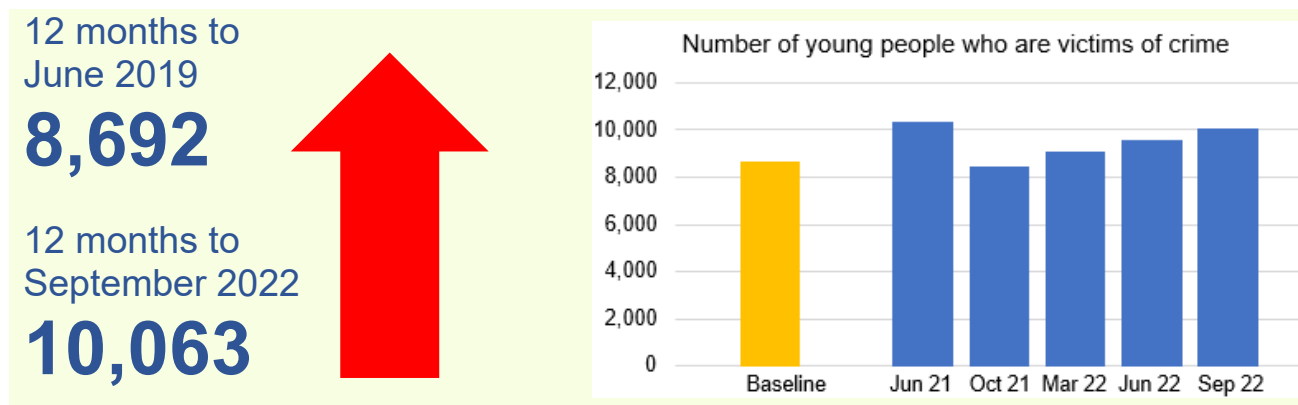
Much of the decrease during 2020/21 may be attributable to the Covid-19 pandemic, including restrictions on social interactions, limitations on movements and the increased time that people have spent in their homes. In recent months however, small increases in neighbourhood crimes have been evident but levels remain below pre-pandemic levels. Devon and Cornwall continue to have the lowest rate of residential burglary in England and Wales of 0.9 crimes per 1,000 population compared with the national average of 3.3.

Whilst the Commissioner is assured that the force continues to work hard to reduce neighbourhood crime in line with the national measure, the recent findings of HMICFRS in relation to crime data integrity may mean that not all neighbourhood crime is being recorded. The Commissioner is therefore seeking further assurance from the T/Chief Constable CC through continuous improvement activity and additional scrutiny from her office.

6. Resilient



6.1 Number of Young People who are victims of crime



In the 12 months to September 2022, 10,063 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is 15.8% more victims (+1,371) when compared to the baseline year (12 months to June 2019) and higher than the number reported to the Panel in September.

There has been a significant increase in the number of offences where the victim was recorded as under 18. That increase is above the increase in overall crime and is greater than the increases seen in other age categories.

Looking at trends over time it is evident that with each successive lockdown, the number of offences where the victim was recorded as under 18 reduce significantly. As we emerged from each lockdown the trends increased to levels above the baseline.

Specific offence types that have particularly increased include:

- Stalking & harassment +50.6%
- Public order offence +41.9%
- Rape +35.7%
- Violence without injury +22.9%
- Other sexual offences +17.9%
- Violence with injury +14.3%

With the exception of violence with injury, the increases in these offence types are consistent with increases in overall crime trends and consistent with national trends in overall crime. Violence without injury increases are being driven by greater awareness of the counting rules regarding behavioural offences and malicious communications. Increases in rape and serious sexual offences are linked to greater awareness and confidence to report. The increases in public order offences are linked to greater propensity for disorder as we have emerged from the pandemic. These drivers have all been well documented nationally and Devon and Cornwall's experience is in line with the national.

6. Resilient

6.2 Amount of Funding brought into Devon and Cornwall by the Police and Crime Commissioner

Financial year 2018/19

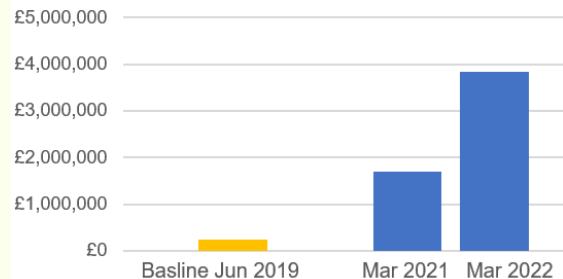
£238,228

Financial year 2021/22

£3,829,262



Additional funding brought into Devon and Cornwall by OPCC



This measure will not be updated again until the end of the 2022/23 financial year. There has been no change to the figure which was reported to the Panel in July 2022.

The Commissioner has secured £3,829,262 of additional funding in the financial year 2021/22 to help tackle crime and support victims. This figure includes the additional funding the OPCC has secured, as well as funding the OPCC has supported partners in securing.

The Commissioner has secured £1,591,513 of additional funding which has primarily supported victims of domestic abuse and sexual violence. This figure also includes funding to support Keyham victims.

The OPCC has supported partner bids across Devon and Cornwall helping to secure an additional £2,237,749 of funding. This includes Safer Streets funding to tackle neighbourhood crime and violence against women and girls, Pathfinder for adult victims and survivors of sexual assault and abuse with complex trauma related mental health needs, Changing Futures (a 3-year programme to support people facing multiple disadvantage), Visible Policing and Community Safety in Keyham and a project focused on the safety of women at night (SWAN) in Exeter.

6.3 Percentage (%) of victims that were satisfied with the overall service they received from Devon and Cornwall Police

12 months to
June 2019

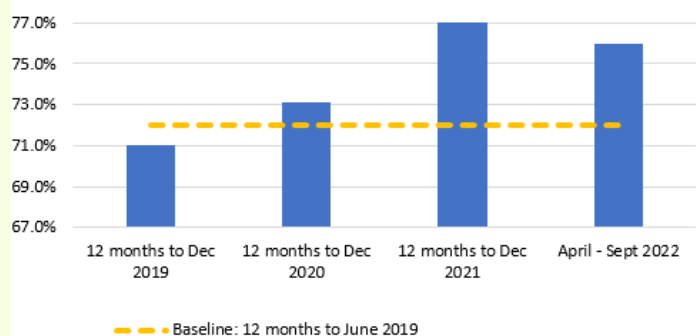
72.0%

April to
September 2022

76.0%



Priority Victim Satisfaction
% Satisfied with Whole Experience



This survey is based on priority victim satisfaction. 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.

6. Resilient



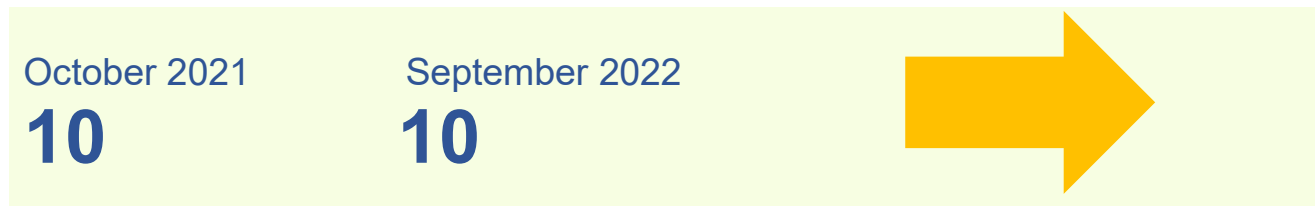
Devon and Cornwall Police have made changes to the way they conduct the surveying of victims of crime and now uses the external market research organisation SMSR that undertakes surveys on behalf of a number of forces across the country. They are able to deliver considerably more surveys at a reduced cost than Devon and Cornwall Police's in-house team was able to. The Force are continuing to build towards 12 months-worth of data which will deliver a rolling 12-month figure of at least 1,000 surveys for priority victims.

407 priority victims were surveyed between April and September 2022. 76.0% of priority victims of crime were satisfied with the overall service they received from Devon and Cornwall Police. This is +4% higher than the baseline year (72.0%) and indicates an improving trend.

7. Connected



7.1 Number of Customer Contact points Open to the Public



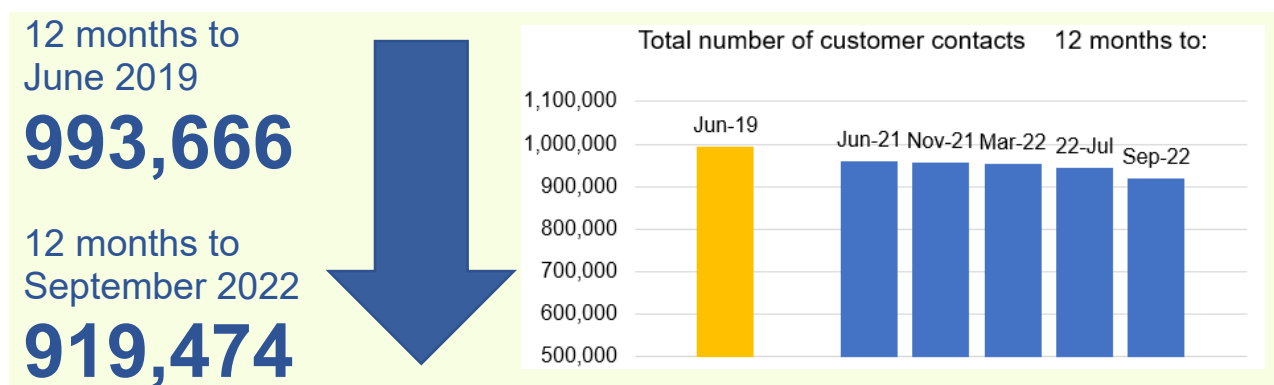
Monitoring the number of customer contact points open to the public – for instance, via front desks – will be one way of helping the Commissioner to evaluate connectivity. As of September 2022, there were 10 customer contact points open to the public across Devon and Cornwall and there has been no change since the last report to Panel in July.

As previously reported to the Panel, the Commissioner has made the investment to re-open six front desks, the first one of which has now been opened. For the first time in eight years Tiverton Police Station's Public Enquiry Office, in Lowman Green, is open to the public on Mondays and Tuesdays between 10am and 3pm. It will be open six days a week, from Monday to Saturday, from November 21 once new staff have completed training. While the station has never been closed for use by officers, staff and volunteers, the front desk was 1 of 12 in Devon and Cornwall which were shut in the 2014 austerity cuts.

The remaining front desks in Falmouth, Penzance, Newton Abbot are due to be open in November and Bude and Truro are expected to be open by January 2023.

The opening hours are planned to be Monday to Saturday, 10am-3pm, however opening hours/days may be reduced initially while sufficient staff are recruited and trained. In addition, the existing front desks operated by the force will benefit from extended opening hours of 8am-6pm on the same days.

7.2 Number of Customer Contacts (999, 101, Online)



In the 12 months to September 2022 Devon and Cornwall Police's Contact Centre received 919,474 contacts. This consisted of the following activity:

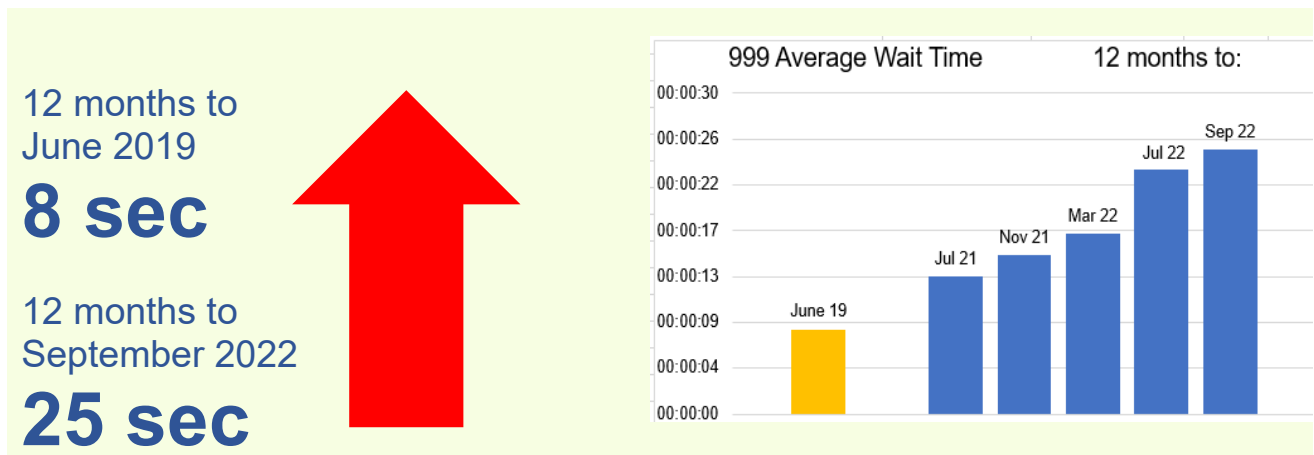
- 999 calls: 314,488
- 101 calls: 401,259
- 101 emails and texts: 135,049
- Webchat: 68,678

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This indicates that fewer contacts have been received compared to the baseline year of the 12 months to June 2019. A reduction in the number of all 101 calls received has contributed to the decrease. All other contact types, including 999 emergency calls and 101 alternative contact methods (including Email, Text and Webchat) have increased.

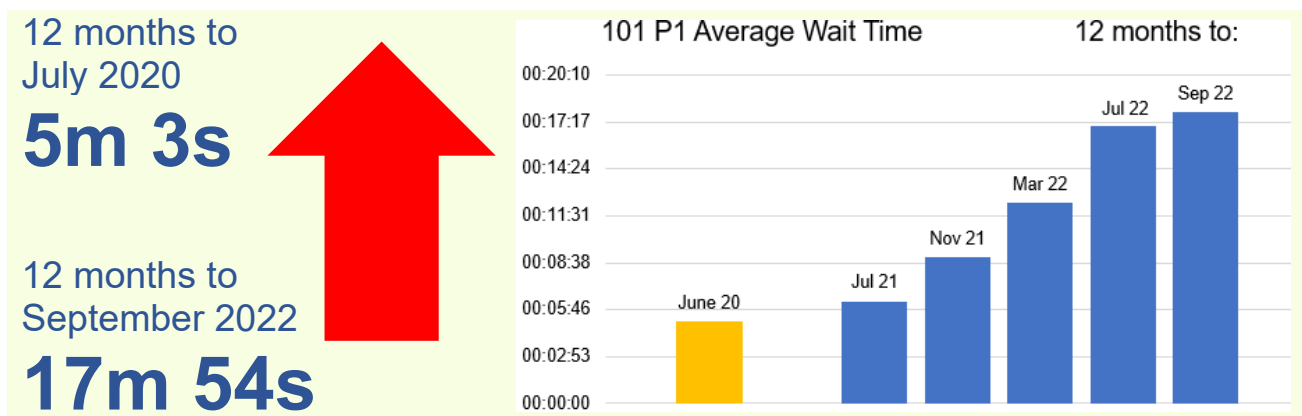
The number of emails and texts received has increased by approximately 43% (or 40,275 more emails and texts received) and the number of Webchats received has increased by 726.5% (or 60,368 more Webchats received). The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of these alternative contact methods.

7.3 101 and 999 call wait times: 999 average wait time



The average answer time for 999 emergency calls has increased by 17 seconds in the 12 months to September 2022 when compared to the baseline year (the 12 months to June 2019). This has taken the average wait time for 999 calls to 25 seconds. When compared to the figure last reported to Panel (for the 12 months to July 2022) the average wait time has increased by 2 seconds. More calls have been received and answered in the latest period – there has been a 35.5% increase in 999 calls received (+82,322) and a 30.3% increase in the number of 999 calls answered compared with the baseline year, the 12 months to June 2019.

7.4 101 and 999 call wait times: 101 P1 average wait time

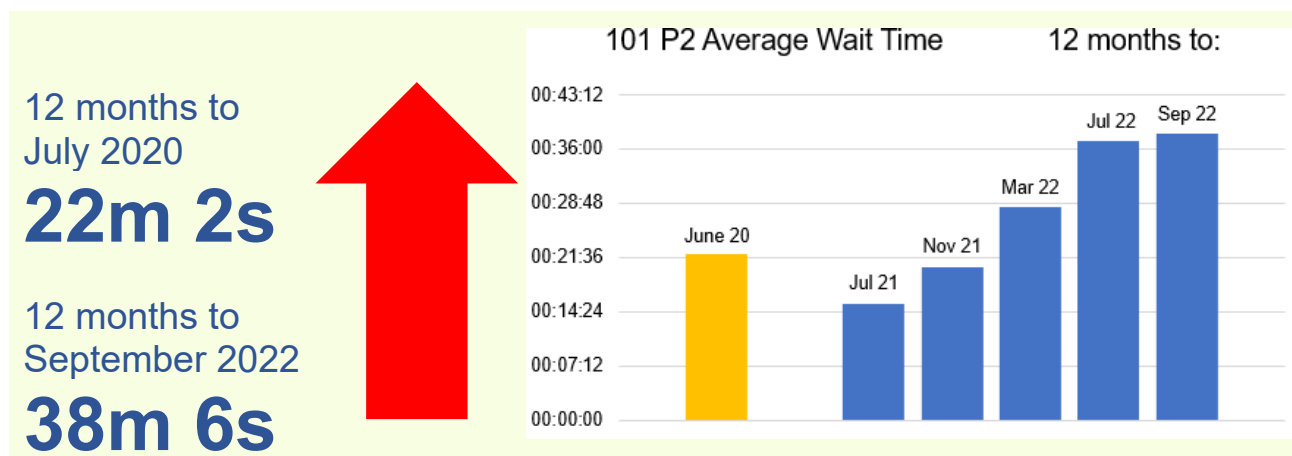


P1 (or Priority 1) non-emergency calls are those calls that are identified by the Interactive Voice Response (IVR) system as high priority. These include calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety. In the year to September 2022, the

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average wait time on the P1 line was 17 minutes 54 seconds. This is an increase of 12 minutes 51 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure last reported to the Panel, for the 12 months to July 2022, the average wait time has increased by 54 seconds. Fewer calls have been received in the latest period, fewer answered and a higher abandonment rate is evident.

7.5 101 and 999 call wait times: 101 P2 average wait time



P2 (or Priority 2) non-emergency calls relate to all 101 calls that are not identified as urgent by the IVR system. This could include calls regarding anti-social behaviour or callers requesting updates about ongoing investigations. The average wait time on the P2 line in the 12 months to September 2022 was 38 minutes 6 seconds. This is an increase of 16 minutes 4 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure reported to the Panel in the last meeting – for the 12 months to July 2022 – the average wait time has increased by 1 minute and an upward trend continues to be evident. Fewer calls have been received and answered in the latest period and a higher abandonment rate is evident.

7.6 Levels of Public Confidence in the Police



Historically, data measuring public confidence has been taken from the Crime Survey for England and Wales (CSEW). It was reported in the last Panel paper that in the year to March 2020, 77.5% of Devon and Cornwall's residents agreed with the statement that, 'taking everything into account, [they] have confidence in the police in [Devon and Cornwall]'. This was a 1.3% increase on the baseline year, the 12 months to March 2019.

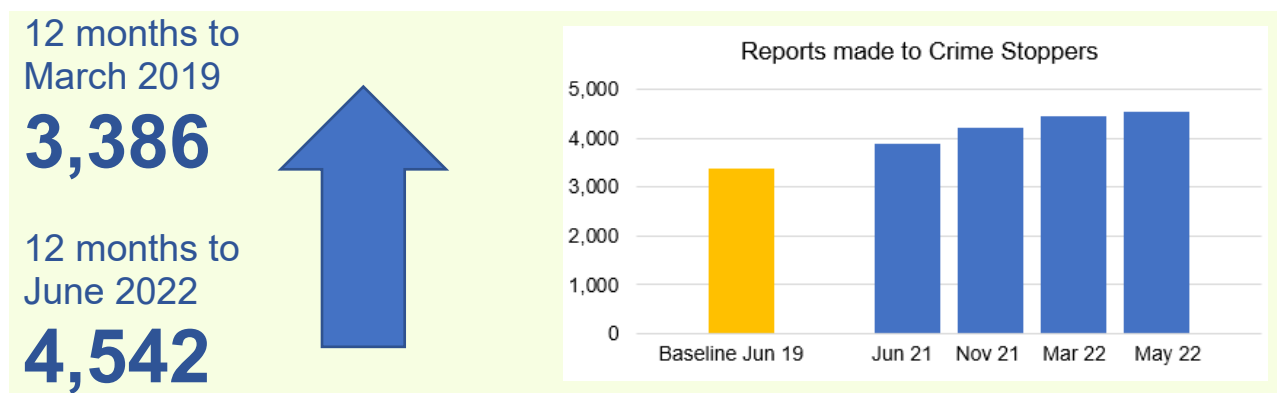
In the continued absence of survey results for Devon and Cornwall from the Crime Survey for England and Wales (CSEW), Devon and Cornwall Police are conducting public surveying to explore public confidence. Like with the surveying of victims, the Force are also using SMSR the external Market Organisation to do this on their behalf. The Force are continuing to build towards

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12 months' worth of data which will deliver a rolling 12-month figure of at least 2,000 surveys for public confidence which will deliver a robust sample size.

So far this year, a total of 1000 surveys have been conducted via telephone. This is representative of the demographic profile within the force area. 500 surveys were conducted between March and April and 500 between July and August. The results show that 82% of respondents agree with the statement: "Taking everything into account, I have confidence in the police in this area" compared with 77.5% in March 2020. Whilst the CSEW and Force survey use differing methodologies and the results cannot be directly compared, they indicate a stable / improving trend in public confidence in Devon and Cornwall Police. The Commissioner will continue to monitor this measure closely as the sample size of survey respondents continues to grow.

7.7 Reports made to Devon and Cornwall from Crime Stoppers



This measure has not been updated since the September Panel meeting. An update will be provided at the next Panel meeting following receipt of an updated performance report from Crimestoppers.

Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which Crime Stoppers deem useful to the police is passed onto the respective local police force. In the 12 months to June 2022, 4,542 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 34.1% increase (+1156) on the number of reports received in the baseline year - the 12 months to March 2019. An upward trend in the number of reports continues to be evident and the Commissioner welcomes this increase in the number of reports.