

Annual Report

2022-23



Creating Safe, resilient and connected communities
in Devon, Cornwall & the Isles of Scilly



PCC
Office of the Police and
Crime Commissioner
Devon and Cornwall

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Creating safe, resilient
and connected communities
supported by world class
sustainable policing

The Police and Crime Commissioner on YouTube

Four videos that explain some of the Devon and Cornwall Police and Crime Commissioner's work in 2022-23 to deliver safer, resilient and connected communities.

How drones are being used to catch dangerous road users



Scan the QR code to watch the video



Operation Scorpion targets drug users in Plymouth



Scan the QR code to watch the video



Reopening police enquiry offices across Devon and Cornwall



Scan the QR code to watch the video



How Community Speedwatch is making a difference



Scan the QR code to watch the video



Introduction from the Commissioner

The period covered by this annual report is arguably the most significant of my time as Police and Crime Commissioner because I was able to deliver on three long-held ambitions; **to reach record police officer numbers, reopen police enquiry offices** and to **recruit an experienced leader as Chief Constable.**

When I came to office in 2016 it was to deliver safer, more resilient and connected communities. My view was that we could only do this by following a model of neighbourhood policing that was invented here in Devon and Cornwall many years ago.

To police effectively in a large, rural force area needed more sworn police officers than we had, and I embarked on a locally-funded police uplift programme that, when combined with the national uplift programme in 2020, delivered budgeted police officer numbers of 3,610 officers in 2022-23, more than Devon and Cornwall Police had ever had. Those officers are now completing training and out in our communities, making a real difference.

I also thought the force should be more accessible to the people it served, who were all too often frustrated by the lack of contact they had with officers and staff. I created a medium-term budget that will see 17 front desks reopened across the force area. The first six of these, in Bude, Tiverton, Newton Abbot, Falmouth,

Truro and Penzance, were reopened between September 2022 and February 2023, giving people in those areas another way to report crime, access help and support for victims and seek refuge. It was a huge pleasure to officially open these, with members of these communities, after months of planning.



The Commissioner outside Newton Abbot police station – one of the first to be reopened under her scheme



Police and Crime Commissioner Alison Hernandez welcomes new Chief Constable Will Kerr OBE KPM to the force

Finally, after a year in which the force bade farewell to the Chief Constable Shaun Sawyer, who at the time of his departure in August 2022 was the longest serving chief officer in the country, I was able to recruit a replacement in Will Kerr OBE KPM. He came to Devon and Cornwall with an immense amount of experience in Police Service Northern Ireland and Police Scotland.



The Commissioner part-funded an all terrain vehicle for the Bodmin Moor Rural Crime Initiative

Candidates for the top job in our force were put through a robust process involving senior leaders from around Devon and Cornwall, rank and file police officers and staff and members of some of the many

valued community organisations I work with. Mr Kerr was able to articulate a vision of a force which does the basics well and is robust at dealing with crime and compassionate and responsive to those affected by it.

Our new Chief Constable has made a significant impact already, but much remains to be done. In October 2022 His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) placed Devon and Cornwall Police under enhanced monitoring because of concerns over three areas of business. In addition, the tragic events of August 12, 2021, when five people were killed by a gunman in Keyham, Plymouth, continue to have considerable implications for the force's Firearms and Explosives Licensing Unit. Then there are the routine challenges such as the influx of dealing with more domestic visitors than any other force in the country, and a force which has many hundreds of miles of coastline and rural roads.

I am confident though, we now have the correct resourcing, finances and leadership to maintain Devon, Cornwall and the Isles of Scilly as some of the safest places to live and work in the country. I am proud of the work my team delivered in 2022-23 and assured that it is making a real difference to the wellbeing and safety of those we serve.

A handwritten signature in black ink, appearing to read "Alison Hernandez".

Alison Hernandez
Police and Crime Commissioner,
Devon, Cornwall and the Isles of Scilly

Section one

Police and Crime Plan performance



Drugs

Drugs have a devastating social impact on community life and on those who are dependent on them. They have an adverse impact on individuals, families and businesses across our communities.

There are clear links between substance misuse and other priorities set out in the Devon and Cornwall Police and Crime Plan 2021-25, highlighting the significance of drugs as a cross-cutting theme in crime, policing and criminal justice.



Devon and Cornwall police at night time economy drug search for Op Scorpion, December 2022

To tackle drugs effectively we must address both the supply of drugs into our communities and the level of demand for those drugs.

Across Devon, Cornwall and the Isles of Scilly, the drug landscape has changed over the last decade; there has been a continued spread of organised drug trafficking activity, particularly County Lines, from the major cities into towns and rural areas across the peninsula. This brings with it a greater risk profile, including a rise in violence and exploitation, and serious health harms.

Drug prevalence has increased across all areas throughout Devon and Cornwall, with a large proportion of drugs being used for recreational purposes; cannabis and cocaine being the most commonly used drugs. Drug seizure numbers in Devon and Cornwall tell us that there is a greater flow of Class B and Class C drugs in the area.



The Commissioner accompanies MOD dog handler during drug raids in Plymouth, December 2022

Operation Scorpion

Operation Scorpion is a regional, coordinated campaign, led by the regional Police and Crime Commissioners to tackle drug-related crime, root out drug dealers and disrupt supplies of drugs into the South West, based on the ADDER approach (Addiction, Diversion, Disruption, Enforcement and Recovery).

The five Police and Crime Commissioners from Wiltshire, Devon and Cornwall, Dorset, Gloucestershire and Avon and Somerset agreed with their respective Chief Constables that their forces would combine operational powers to tackle cross-border drugs supply, drug-related crime and associated antisocial behaviour (ASB). This was the first time in the UK that five Police and Crime Commissioners, and their respective forces, have joined together to target drug-related crime by setting aside regional boundaries.

Operation Scorpion first took place in March 2022 and has seen three further iterations in the 2022-23 financial year. It harnesses collective powers to disrupt drug crime in the South West by dismantling drugs supply networks, arresting those who profit from them, and it sends the message to criminals the South West is **#NoPlaceForDrugs**.

The operation aims to use intelligence led policing to disrupt drug activity and, by working together, improve the public confidence to report local drug related issues through Crimestoppers.

Drugs performance data

Drug offences have remained fairly stable over the past year. In the 12 months to October 2022, the police recorded 4,403 drug crimes, a 5% decrease compared to the previous year. This included 3,406 possession offences and 997 crimes of drug trafficking.

In the 12 months to March 2023, 1,267 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks and 615 arrests were made. This is a 75% increase (+544) on the number of disruptions carried out in the previous year.

Operation Scorpion drugs intensification weeks involved police forces across the South West working together in joint operations with partners including the Ministry of Defence Police and British Transport Police. The project has had great success in targeting organised criminals involved in the supply of drugs and in removing illegal substances from our streets.

The most recent operation, in March 2023, resulted in:

Total drugs seizures to an indicative street value of **£241,180** comprised **£78,375** class A, **£2,750** class B and **£160,055** class C.

Total cash seizures to the value of **£7,305** and **66** mobile phones seized

56 arrests made and **70** knives seized

91 intelligence led person searches and **41** intelligence led vehicle stops

Antisocial behaviour (ASB)

Persistent antisocial behaviour (ASB) is a very visible sign of disorder in our communities. It can lead to community tensions and have a significant impact on people's health, wellbeing and their daily quality of life.

The police, local authorities, other agencies and our communities need to work together to find solutions and stop persistent and severe ASB from blighting our communities. A significant amount of effort to tackle antisocial behaviour took place in 2022-23.

This work included **legal powers training**. Funded by the Police and Crime Commissioner, this brought together frontline police officers/staff, local authority and housing partners.

The training provided an opportunity to promote partnership working and improve understanding of how the available ASB tools and powers could be used to tackle ASB within our local communities.

The training was delivered by an experienced barrister over 10 days at six different locations across Devon and Cornwall. More than 332 police officers/staff, 81 local authority officers and 137 housing officers together with a number of senior managers and legal professionals from the police, local authorities and housing providers were able to attend.

The training demonstrated how the ASB legislation may be used to tackle ASB, protect victims and bring relief to local communities that are blighted by the selfish actions of the few. The training also demonstrated the benefits of a partnership approach to tackling ASB, the demand reduction that this may bring to each agency within the partnership and how this may translate into cost savings for each agency in the partnership. The training has clearly demonstrated possibilities, offered opportunities and stimulated debate within our Community Safety Partnerships.

The Commissioner continues to review **antisocial behaviour case reviews** (formerly known as Community Triggers), where victims of antisocial behaviour believe not enough is being done to help them.

Her office has undertaken training with the charity ASB Help so staff understand the devastating impact that ASB can have and an understanding of how it can be dealt with.

A significant operational effort was made towards the end of the financial year to bear down on ASB in several hotspots. Operation Loki was a four-week period of increased activity by Devon and Cornwall Police in six locations around Devon and Cornwall to benefit from Safer Streets funding (see Securing funding to build safer communities: Page 41)

Torquay was the first area in Devon and Cornwall to begin Operation Loki on March 13, 2023, with subsequent areas such as Exeter, Barnstaple, Plymouth and Penzance following.

Multiple arrests were made in Torquay for drugs and shoplifting offences with six arrests connected to the ongoing issue of moped thefts in the area. Other arrests range from driving offences and theft to prison recall and warrant breaches.

As part of the operation, officers visited more than 100 retail premises to speak to owners as well as conducting licensing checks.



Partners supporting Safer Plymouth Antisocial Behaviour Awareness Week, July 2022

ASB performance data

Antisocial behaviour (ASB) has decreased over the past year. In the 12 months to October 2022, 27,842 ASB incidents were recorded by police, a fall of 23.9% compared to the previous year. This decrease could be due to the high levels of ASB recorded in the previous 12 months (to October 2021), as Covid-19 breaches were logged as ASB.

Other types of antisocial conduct have increased in the last year. Public order offences, including violent disorder and drunk and disorderly

behaviour, increased by **5.3%** in the 12 months to October 2022, rising to **8,433 crimes**.

This year Devon and Cornwall Police have intensified activity to reduce ASB. Called Op Loki the intensification has involved increased targeted patrols in hotspots for ASB across the force.

Early results are positive and include:

Total drugs seizures to an indicative street value of **£5,061**  **125** arrests made 

14 intelligence-led vehicle stops  **89** Licensed premises visits 

136 intelligence-led person searches  **480** community engagement events



Op Loki patrols in Barnstaple town centre



Road safety

While the region is one of the safest when it comes to road safety, any death or serious injury is one too many. For this reason, road safety is one of the Commissioner's key Police and Crime Plan priorities.

The Commissioner is also a founding member of Vision Zero South West, a multi-agency partnership from across Devon and Cornwall committed to eradicating death and serious injury from our roads, with an interim measure of cutting KSIs by 50% by 2030.

Vision Zero South West is a road safety partnership which brings together a range of agencies including the emergency services, local authorities (who have responsibility for the highway) and hospitals from across Devon and Cornwall who are working together



Vision Zero South West partners in a show of solidarity

to make our roads safer. Vision Zero South West has a goal to eradicate death and serious injury from our roads and improve post collision care. The target is to cut the number of KSIs by at least 50% by 2030.

In 2022-24 the partnership embarked on a series of initiatives designed to reduce the number of casualties on the roads. These included increasing the number of submissions to the Devon and Cornwall Police dashcam footage submission scheme (Operation Snap) by launching an awareness campaign. The campaign won Gold in the Transport category at the South of England Chartered Institute of Public Relations Awards after it led to a 10-fold increase in submissions.

The partnership worked with residents of the force area who had lost loved ones in road traffic collisions and for the first time the Office of the Police and Crime Commissioner commissioned a Post Collision Support Officer post to support those who had been affected by a road traffic incident and who would otherwise be excluded from receiving support services.

Road safety performance data

There was a slight increase in the number of people killed and seriously injured on our roads in 2022.

In the 12 months to December 2022, **48*** people were killed on Devon and Cornwall's roads, up by **1*** compared to the previous year.

In the same period, **709*** people were seriously injured in road traffic collisions, which is an increase of **62*** people compared to the previous year. This increase follows significant reductions in casualties in the previous year, following stay-at-home orders and travel restrictions during the Covid-19 pandemic.

***Note:** provisional data – until the collision validation is finalised these figures are subject to change. Vision Zero's final deadline for sign-off with the Department for Transport is August 2023.

Across Devon and Cornwall, a multi-agency response to road traffic collisions has been set up under a partnership called Vision Zero, which includes a number of different agencies, such as the Police and Crime Commissioner, Devon and Cornwall Police and Devon County Council. The partnership has set a target to reduce road deaths and serious injuries by 50% by 2030. Despite the slight increase in the number of road deaths and serious injuries over the past year, performance data indicates that Vision Zero is on target to achieve a 50% reduction by 2030.



Community Speed Watch volunteers in action



The Commissioner and Adrian Leisk, Head of Road Safety, present at regional Speed Watch conference, October 2022

It is well recognised that breaking the speed limit can increase the risk of a road traffic collision. Community Speed Watch, which operates throughout Devon and Cornwall, is one mechanism which helps to prevent speeding. The scheme involves local community members monitoring and reporting incidents of speeding from the roadside. Where speeding is reported, warning letters are handed out to drivers by Devon and Cornwall Police. As of December 2022 there were 181 active Community Speed Watch groups across Devon and Cornwall which is an increase of 141 groups compared with last year. The number of active Community Speed Watch groups continues to grow, as of March 2023 there were 199 active Community Speed Watch groups across Devon and Cornwall.

Violence

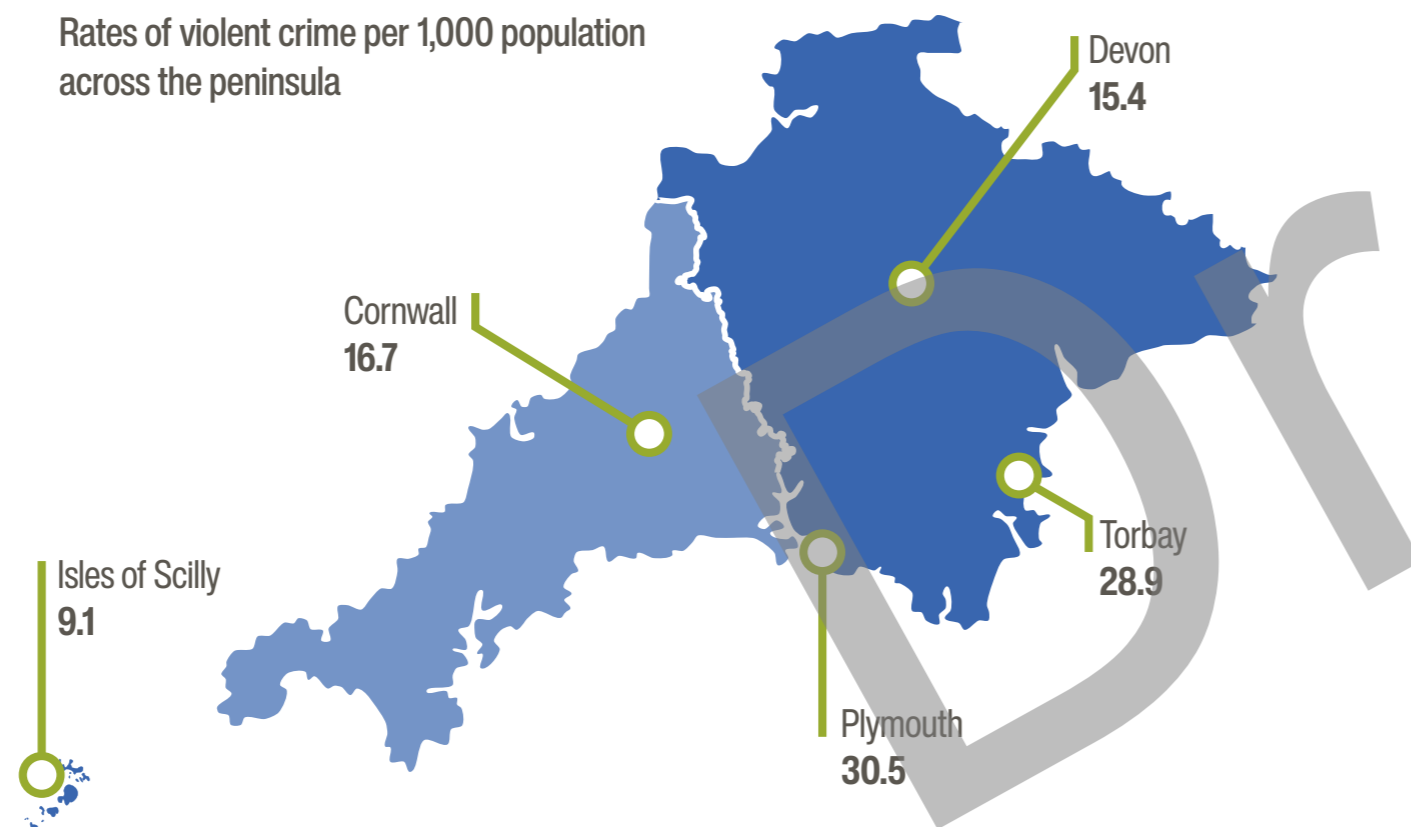
The Commissioner continues to tackle violence across the peninsula by funding the Serious Violence Prevention (SVP) Programme.

Now entering its fourth year, the pioneering £4m programme led by the Commissioner and Chief Constable is delivered in collaboration with a wide range of partner agencies and non-government organisations from across Devon, Cornwall and the Isles of Scilly.

With the third lowest crime rate in the UK, the region is one of the safest in the country, but violence in any form blights lives and damages communities. That is why the strategic mission of the SVP Programme is 'breaking the cycle', signifying the long-term preventative aim of seeking to divert vulnerable young people from violence and tackle inter-generational harm.

↑ In the last year, **34,408** violent offences were recorded in Devon and Cornwall - around **3,500** more than the year before the pandemic, in line with national trends.

Rates of violent crime per 1,000 population across the peninsula



This graphic shows that Devon, Cornwall and the Isles of Scilly has a large geographical footprint and violence levels vary across the peninsula. In the largely urban areas of Torbay and Plymouth, the rate of violent crime is much higher, at almost double what's recorded in the more rural, local authorities of Devon and Cornwall, with the Isles of Scilly enjoying the lowest rates in the region. Hence, the SVP Programme uses the best available data to ensure local prevention activity matches local need.



Since it launched early in 2020, the SVP Programme has led the way in taking a collaborative and public health ethos to preventing violence, recognising its origins in adverse childhood experiences and negative social factors. Increasingly, its police-led projects and directly commissioned services are guided by 'trauma-informed' practice too, placing the welfare of young victims and perpetrators at the heart of delivery.

As charted in a webinar and accompanying blog with Crest Advisory (the criminal justice consultancy who have supported the SVP Programme) in autumn 2022, the work of Devon, Cornwall and the Isles of Scilly has influenced other UK regions, are just beginning their violence prevention journey.

Moving forward, a shift in focus will see a blend of both preventative and reduction-based initiatives used across the peninsula, in order to keep our communities safe and meet new statutory objectives from the Home Office. Tackling violence is now a national priority and policing bodies such as the OPCC will play a pivotal role in convening local government, health, fire and rescue, criminal justice and police partners to fulfil these legal duties, through 2023 and beyond.

Much has been achieved in the last three years, with both commissioned and police-led activity evaluated regularly to ensure it remains fit for purpose and reflects Police & Crime Plan Priorities around **People, Partners and Places**.

Spotlight on the Serious Violence Prevention Programme:

- Supported over **1,500 vulnerable young people**
- Engaged with **140 families**
- Delivered over **32 projects** across policing and with partners
- **Launch of Serious Violence Duty** in January 2023 alongside Home Office Grant
- National showcasing of D&C's approach to over **400 people** via Serious Violence Duty launch event, Crest Webinar and Reducing Harm Conference with **100 partners**
- Launch of dedicated website for SVP Programme: preventviolence.org.uk
- **Awarded £660,000 to Community Safety Partnerships**, Local Authorities and Youth Offending Services to fund prevention projects that directly meet local need.
- Invested a further **£565,000 to local interventions** across the peninsula, all aimed at preventing or reducing youth violence.



Programme highlights during 2022-23 included:

- **Award-nominated restorative justice** for families in Plymouth and Torbay, using specialist family practitioners within a group conference setting, where harm is acknowledged and responsibility accepted.
- **Innovative work with the Wave Trust** to promote 'trauma-informed' approaches within policing, via an internal review and targeted road map for adoption in 23/24 and beyond.
- **Delivery of Home Office funded recovery project in Keyham** to support community recovery and produce a 'lessons learned' report for national partners and an independent evaluation with Plymouth University.
- **Pathfinder Enhanced Service** for 18-25s and care leavers under the Reducing Reoffending Service, providing an in-depth needs assessment, including neuro-diversity screening, and bespoke services, managed by specialist key workers.
- **Out of Court Disposal Panels** working with the four Youth Justice Services to help keep young people out of the criminal justice system through a range of appropriate community resolution measures.

- **Introduction of a new, best-practice signposting app (LEPH)** for frontline police officers, which helps match vulnerable people (at the point of need) to appropriate public health services in their communities, in partnership with Devon County Council Public Health and OHID.
- **Turning Corners** in South Devon, who provided pioneering youth intervention programmes for vulnerable young people and valuable support for struggling parents.
- **The U+ programme** in Cornwall, led by Elemental UK and the Dracaena Centre, who together delivered diversionary and aspirational youth activities, such as water sports, for young people on the edge of violence.
- **Court in Action:** Peninsula-wide 12-month pilot court awareness programme aimed at young people across Devon and Cornwall, in partnership with the LCJB, Exeter Crown Court and the High Sheriff of Devon.

Programme commitments for 2023-24 include:

- **Healing Together programme** in Torquay, where Police Operation Encompass is leading trauma-programmes in schools, day care settings and pre-schools for children affected by domestic abuse.
- **Awarding of £360,000 Home Office Serious Violence Duty Grant** to Community Safety Partnerships, so they can fund local prevention projects that directly meet community need - overseen by a new peninsula-wide strategic governance board.
- **Serious Violence Rapid Reviews** will commence to look at drawing out and applying lessons learnt from previous homicides, attempts and near misses.
- **Operation Vigilant** is training up frontline police officers to better target male perpetrators of violence against women and girls (VAWG) in the night-time economy.
- **Shame Sensitive training** will be introduced to ensure the connections between shame, violence and trauma are understood and applied in frontline policing roles. This follows a pilot planned for 2023/24 where this innovative training was designed in collaboration with Exeter University.

Hot spot policing in Plymouth will follow good practice by targeting resources in high crime locations.

The Serious Violence Prevention Programme Budget Summary for 2022-23

Total budget allocation	£
Actual spend to date	£1,707,000
Committed spend	£1,707,000
Carry forward to 23/24	£0
Balance	£8,800



The Commissioner with a Turning Corners project worker in November 2022

Violent crime performance data

Violent crime increased in Devon and Cornwall over this annual report recoding period, which is consistent with trends seen nationally. In the 12 months to October 2022, 34,506 violent offences were recorded by Devon and Cornwall Police, a 13% increase on the previous year.

Around one in three violent crimes are related to domestic abuse, which has also been increasing. In the 12 months to October 2022, 12,106 violent domestic abuse crimes were recorded by the police, an 8% increase on the previous year.

There was, however, a reduction in some forms of serious violence. In the 12 months to October 2022, **four fewer** homicides were committed across Devon and Cornwall.



And, in the 12 months to September 2021, eight fewer crimes relating to the discharge of a firearm were recorded.

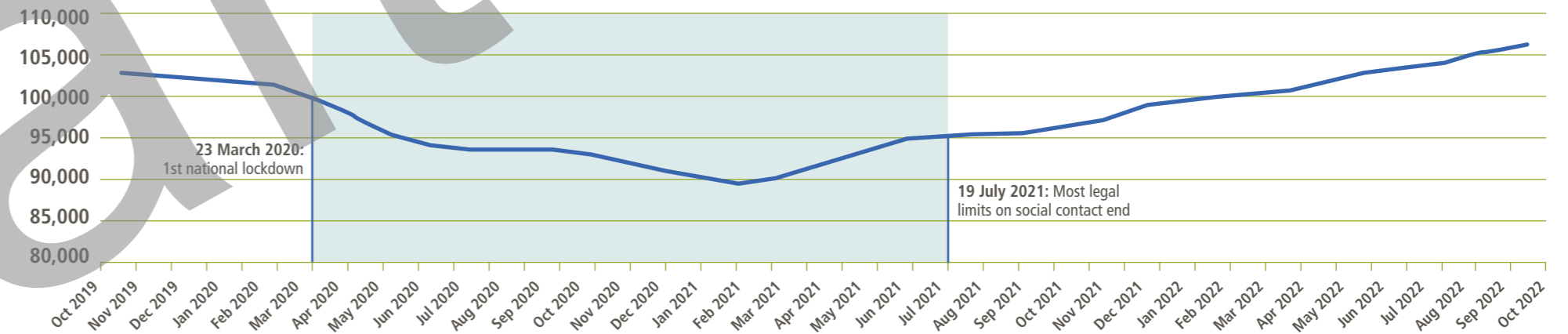
Performance against Police and Crime Plan Principles (Safe, resilient and connected)



Safe

As we emerged from the Covid-19 pandemic, levels of crime increased throughout Devon and Cornwall.

Overall number of crimes recorded in Devon and Cornwall, 12-month rolling totals



Official data published by the Office for National Statistics (ONS) for the 12 months to September 2022, showed that Devon and Cornwall had a crime rate of 58.9 crimes per 1,000 population. This equated to 105,181 recorded crimes in the year, an 11% increase when compared to the previous year.

These increases followed trends seen nationally, with police forces across England and Wales experiencing a

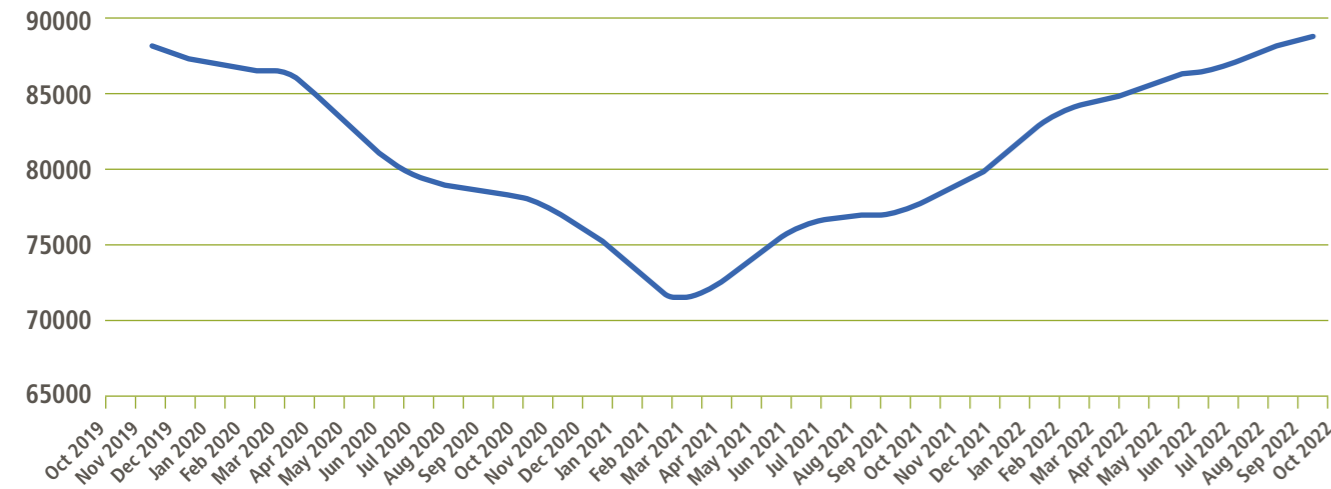
13% increase in crime over the same period. Devon and Cornwall still had the third lowest crime rate in the country though, which was 1.6 times below the average for England and Wales (92.6 crimes per 1,000 population).

Victim-based crime - including violence, sexual offences, stalking, harassment, theft, criminal damage and arson – saw the largest increases.

.....
In the 12 months to October 2022, **88,793** victim-based crimes were recorded in Devon and Cornwall.
.....

This was up by 10.9% compared to the previous year and all offence types exceeded levels seen two years ago.

Number of victim-based crimes recorded in Devon and Cornwall, 12 month rolling totals



↑ Hate crime has increased too, with **2,725** hate crimes recorded in the 12 months to October 2022, up by **18.2%** compared to the previous year.

Hate related crime accounted for 2.6% of total crime recorded in Devon and Cornwall. Of the 2,725 hate crimes recorded in the year, 41.8% 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 (20.3%) made up the second highest proportion of all hate crime and increased compared with three years prior – a high proportion of these related to malicious communication offences.

The majority of hate crime reports across Devon and Cornwall in the year were racially motivated, followed by sexual orientation and disability related hate crimes – all of which increased in the three years to April 2023.

In 2022-23 the Commissioner conducted a scrutiny inquiry to better understand hate crime prevalence and examine how well the police are tackling hate crime in

Devon and Cornwall. The report concluded that while some challenges remain, the force was working hard to tackle hate crime and provide a good service to victims, and overall the Commissioner was satisfied with the way Devon and Cornwall Police responded to hate crime.

The full report can be viewed at the link below or by scanning the QR code:

<https://www.devonandcornwall-pcc.gov.uk/about-us/scrutiny/scrutiny-meetings-and-documents/>



Neighbourhood crime – including burglary dwelling, theft of and from a vehicle, robbery and theft from the person – increased after substantial falls during periods of the Covid-19 pandemic. In the 12 months to October 2022, 6,619 neighbourhood crimes were recorded across Devon and Cornwall, an 18.1% increase on the previous year.

The increases in crime across Devon and Cornwall were not unexpected given similar trends across neighbouring police forces and nationally. Importantly, the number of police officers employed by Devon and Cornwall Police were the highest on record, which was expected to help significantly in the force's response to crime and community safety. In March 2023, the force had 3,610 police officers, which is an uplift of 276 officers compared to December 2021.

Resilient

Building trust and providing a good service is vital to help victims cope and recover from crime.

Priority victims are those that have been a victim of a serious crime - including domestic abuse, hate crime, sexual offences and attempted murder – as well as victims who are persistently targeted, vulnerable or intimidated. According to survey data collected between April – November 2022, 73% of priority victims were satisfied with their overall experience of Devon and Cornwall Police.

Ensuring that communities have the right resources to combat crime also helps to build resilience. In the year to March 2023, the Commissioner helped to secure an additional £5.5 million in funding to help communities in their response to crime. This is an increase of £1.7 million compared to the previous year and includes funding the Commissioner has achieved through the OPCC and funds the Commissioner has helped partners to secure.

The £5.5 million awarded in 2022/23 helped to deliver a number of projects across our force area, including:

- **£3.1 million** to fund local prevention activity across Truro, Torquay, Barnstaple, Plymouth and Exeter through successful bids to the Home Office's Safer Streets Fund.
- **£789,295** to increase funding for victim services, including support for victims of sexual violence and domestic abuse.
- **£417,395** to work with domestic abuse perpetrators across Devon and Cornwall, helping to prevent and address their behaviour.
- **£359,100** to help fund activity to prevent serious violence across Devon and Cornwall.



An Independent Sexual Violence Advisor from First Light

Connected

Ensuring members of the public can contact the police whenever they need them, in a timely and efficient manner, is vital for maintaining public confidence.

Some people may prefer to speak to a police officer or member of police staff in person. As of March 2023, there were 16 police enquiry offices open across the force area, six of which have reopened their doors to the public since October 2022. Newly refurbished front desks have been re-opened at Police Stations in Tiverton, Newton Abbot, Penzance, Truro, Bude and Falmouth.

Most people who need to contact the police, however, do so through digital methods, including by phone, webchat and email. In the 12 months to March 2023, the force contact centre received nearly 970,000 contacts.

This consisted of:

- 999 calls: **320,271**
- 101 calls: **448,653**
- 101 emails and texts: **142,998**
- 101 webchat: **57,755**

There remained 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, particularly when calls for service are high. Improvements in call handling times are continually sought by the PCC.



The Commissioner welcomes Councillor Advocates to an antisocial behaviour seminar in May, 2022

999 emergency calls

The number of 999 calls received increased by 5.7% in 2022-23 compared with 2021-22.

- 75.3% of 999 calls were answered within the service standard aim of 10 seconds which is below previous year's attainment. More recent monthly data indicates an improving performance picture with nearly 88% of 999 calls answered within 10 seconds.
- The average answer time for 999 calls was 25 seconds, which was an increase compared to the previous year. More recent monthly data indicates an improving performance picture with average call answer times below half the annual average.

The increase in emergency calls received is likely to be one of the contributing factors to the decrease in performance this year.

101 non-emergency calls for service

In July 2019 the force introduced an interactive voice response (IVR) service for 101 non-emergency calls. It provided an automated routing system for callers to the service.

Non-emergency calls which were identified as high priority include calls relating to domestic abuse, hate crime, missing persons, roads and sexual offences.

Service standards cited an aim to answer these calls within five minutes. These calls were consistently being answered more quickly and dealt with at the first point of contact. However, the average wait times for 101 high priority calls increased compared with the previous year and the proportion of calls answered within the service standard decreased.

- The average call wait time for 101 high priority lines was 23 minutes and 13 seconds
- 25.1% of 101 high priority calls were answered in five minutes

For all other non-emergency calls, the force aimed to answer in 20 minutes. This may include calls regarding anti-social behaviour or callers requesting updates about ongoing investigations. The average wait time for these 101 calls increased compared with the previous year and the proportion of calls answered within the service standard decreased.

- In the 12 months to March 2023, the average wait time to provide a new report, or to receive an update on a previously reported crime or incident, was 46 minutes and 38 seconds
- A third (33.3%) of all other non-emergency calls which were answered reached a contact officer within 20 minutes
- While phone calls remained the primary form of contact for members of the public, efforts to improve options to report crimes or concerns were in place. There were 142,998 emails, texts, and online form submissions to 101 this year and 56,691 people spoke to Devon and Cornwall Police via Webchat with an average talk time of 15 minutes and 32 seconds. The use of these alternative 101 methods continued to grow.

Public confidence

The national measure of public confidence that comes from the Crime Survey for England and Wales (CSEW) has been unavailable at a local level since Covid-19, due to the impact that this had on the ability to conduct face-to-face public surveying. The last available results were from March 2020 where 77.5% of Devon and Cornwall's residents stated that **"taking everything into account, [they] have confidence in the police in this area"**.

In the continued absence of new data from the CSEW, Devon and Cornwall Police conducted public surveying to explore public confidence. In 12 months just over 2,000 surveys which are representative of the demographic profile within the force area were conducted via telephone. The latest results available at time of going to press showed that four in five (80%) agreed that they were confident in Devon and Cornwall Police. Whilst the CSEW and force survey use differing methodologies and the results cannot be directly compared, the local results indicated a stable / improving trend in public confidence in Devon and Cornwall Police.

Section two

Finance, resources and estate



£371m
Total budget for police and OPCC in 2022-23



£2.1m
Total cost of OPCC in 2022-23



83%
of total police budget spent on people



686
officers have been added to force since the start of PCC's term

£8m

The OPCC's total commissioning budget for 2022-23



£246.56
The band D precept charge for the year 2022-23



£5.5m Amount of additional money the PCC has secured for our force area in 2022-23



150 PCSOs in force as of March 2023

Cost of the OPCC equates to **0.6%** of the total budget of the police and OPCC



£60,000
Average cost of a police officer per year



188
officers were paid for in 2021-22 by operation uplift

216

additional officers funded by the precept in the PCC's term



105,181 crimes were recorded in Devon and Cornwall in the 12 months to September 2022



Titles of the OPCC's most recent scrutiny reviews:
Hate Crime Scrutiny Review, Review of Community Speed Watch, Review of the 101 service



709
people were seriously injured on Devon and Cornwall's roads in 2022*

48

people were killed on Devon and Cornwall's roads in 2022*



41,112
victims supported by the Victim Care Unit in 2021-22



2,617
members of the public engaged with the budget survey in Jan 23

Finance and resources

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2023.

It also provides a general guide to the financial situation of the Office of the Police and Crime Commissioner as at March 31, 2023, full details are provided in the Statement of Accounts 2022-23 which can be found here:

<http://www.devonandcornwall-pcc.gov.uk/about-us/what-we-spend/>



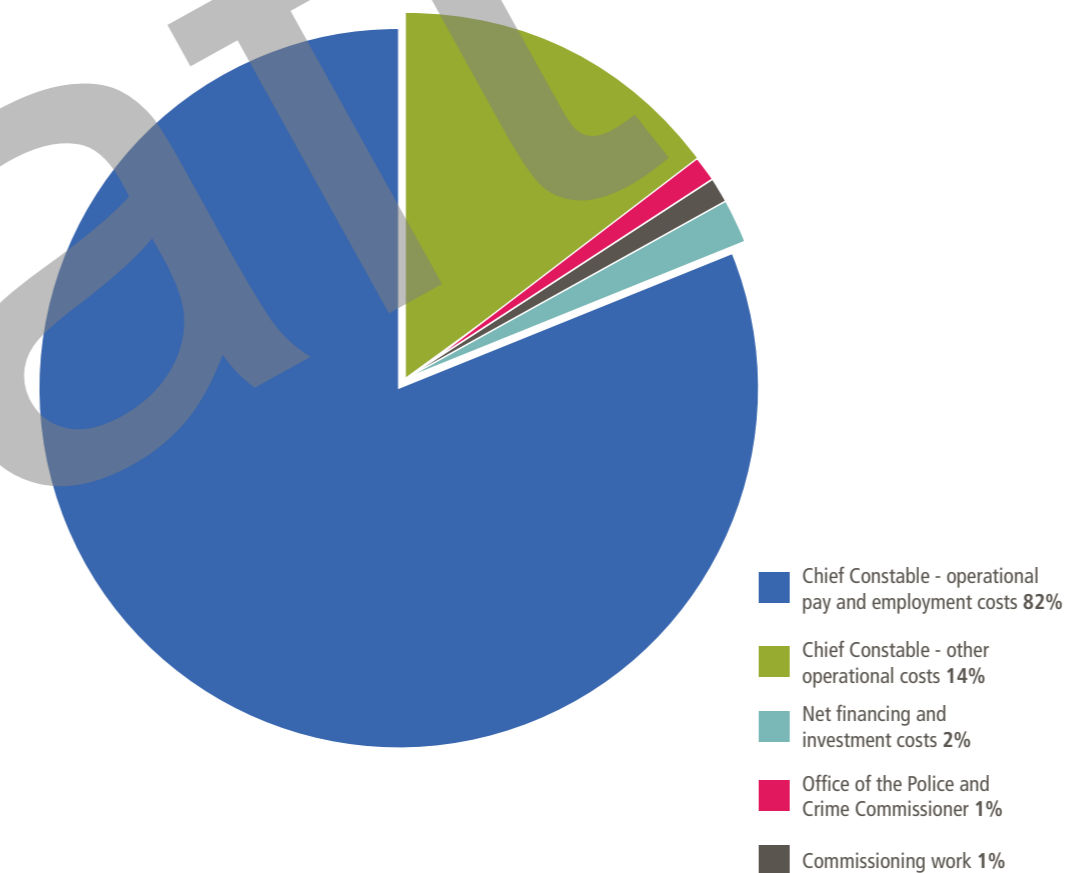
The overall financial settlement for policing for 2022-23 saw a 5.4% increase in central Government funding. Although this represented a cash increase in funding this was provided to continue the process of recruiting an additional 20,000 officers nationally. No account of any potential future formula funding review was taken in the projections.

As part of the 2022-23 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 £10 (4.23%) so services to the public could not only be maintained but enhanced. Council tax was set at £246.56 for a band D property. The overall impact of increases to the Home Office core grant and special grant, the council tax increase, the decrease to the taxbase and surplus resulted in a net increase in funding in 2022-23 of £21.9m more than received in 2021-22. The overall revenue funding for 2022-23

comprised a 56.7% central grant and 43.3% council tax. This increase was allocated to the national and local police uplift (£10.1m), pay award and inflation (£8.4m), other pressures (£5.0m) and investments of £0.7m which included violent crime prevention, summer policing and blue light collaboration. To achieve these investments savings of £2.3m were identified. Pay awards were budgeted at 2.5%, and inflation was applied on non-pay budgets only to areas subject to inflationary pressures. The Consumer Price Index (CPI) at November 2021 was 5.1%, an increase of 4.8% when compared to 0.3% in November 2020; and markedly, electricity and gas contracts were expected to increase by 31% and 95% respectively, with fuel 28.5%.

A budget of planned expenditure is agreed by the Commissioner to set the council tax level for 2022-23. For 2022-23 the final outturn position for the combined budget for the Police and Crime Commissioner and the Chief Constable of £371.6m was an overspend of £318k against this budget. This represents less than 0.1% of the overall budget.

Analysis of net revenue expenditure 2022-23





What was achieved during the year?

The year 2022-23 was yet another year of challenges to the financial plan. The impact of the increasing inflation and Bank of England base rate was significant. Inflation continued to rise during the year hitting a peak of 11.1% in October 2023 before reducing slightly to 10.1% at the end of the year. This impacted on both costs and supply. The base rate also increased from 0.75% at the start of the year to 4.25% at the end of the year. However, this did have a positive impact on the Medium Term Financial Strategy by providing increased returns on our investments.

Another operationally busy year, coupled with difficulties around police staff recruitment and scheduling delays, meant some projects did not gain as much momentum as had been hoped.

However, wherever possible progress has been made to ensure that plans were developed.

We said we would...

Support the Chief Constable in improving to the contact service.

Achieve and surpass the number of officers recruited as part of the national uplift in officers.

We have...

- Supported additional capacity in the contact centre.

- A year end FTE of 3,627 against a budget of 3,610.
- This was above the requirement of the national uplift.

Staffing

Staff and employment costs made up almost 81% of the overall budget. The full time equivalents (FTE) at the start and end of the year are shown below:

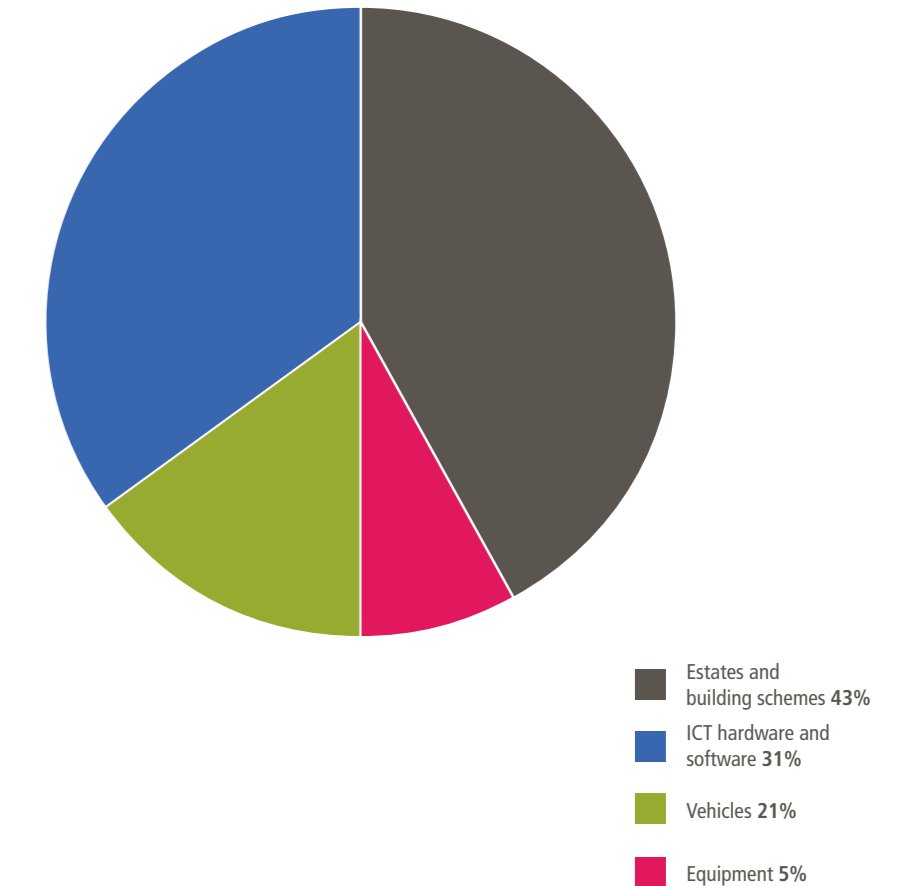
	As at 31 March 2017	As at 31 March 2018	As at 31 March 2019	As at 31 March 2020	As at 31 March 2021	As at 31 March 2022	As at 31 March 2023
Police officers	2,900	2,940	2,982	3,094	3,257	3,396	3,627
Police community support officers (PCSOs)	312	263	227	197	167	156	135
Police staff	1,636	1,866	1,713	1,770	1,891	2,178	2,297
Office of the PCC	35	25	27	26	29	30	32
Total	4,883	5,094	4,949	5,087	5,344	5,760	6,091



Several members of staff from the OPCC in August 2022

Capital expenditure

Capital expenditure of £17m was incurred during 2022-23. The chart below highlights the major areas of spend, with estates and building schemes being the largest area of spend.



Reserves and balances

Reserves increased by £2.4m between April 1, 2022, and March 31, 2023. This includes an increase in earmarked reserves by £3.1m and a small decrease of £0.7m to the general reserve. It was anticipated that reserves would fall, however, there was an increase in the Vision Zero South West road safety partnership reserve due to increased levels of income and an increase in the budget management fund to smooth spending across the life of the Medium Term Financial Strategy. This is coupled with increased slippage in the capital programme which has kept the capital financing reserve at higher levels than anticipated. The capital strategy states that capital receipts are not recognised until they are realised.

There has been a small decrease in general balances of £0.7m which are now **4.12%** of the net revenue budget.

This maintains the levels in line with the reserves strategy which states they must be between 3% and 5% of the net revenue budget.

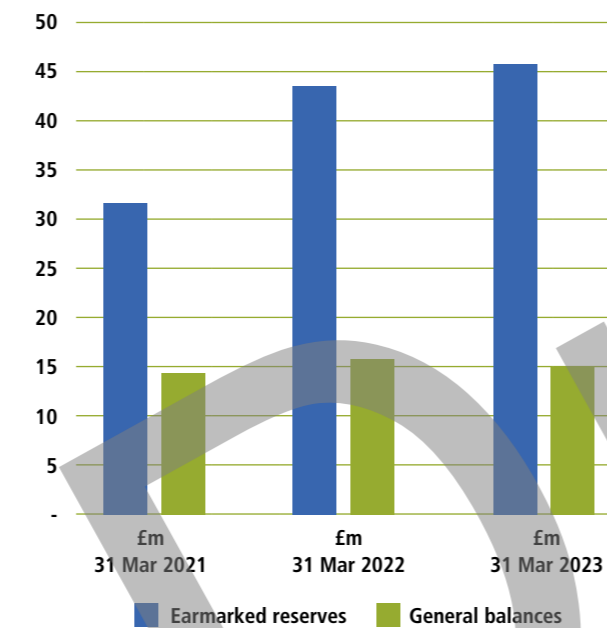
Reserves balances are healthy and increasing which at this time of financial volatility and uncertainty is welcomed. This strong position can provide, if necessary, mitigation for higher than anticipated pay awards and the extraordinary inflation currently being experienced. Although reserves are one off, they can provide time to identify savings to fund ongoing expenditure. The chart shows the level of reserves.

Managing financial risks and opportunities

The current Medium Term Financial Strategy covering 2023-24 to 2026-27 indicates a balanced position. Work has been undertaken to assess the impact of new and emerging risks, including:

- The volatile economic situation including inflationary pressures and supply issues
- Devon and Cornwall Police being in the “engage” status with His Majesty’s Inspectorate of Constabularies and Fire & Rescue Services
- The growing pressure around areas of criminal justice

Reserve balances



Devon and Cornwall Police staff and partners at the site of the new sports hall at Middlemoor HQ

Section three

Supporting victims and reducing reoffending



His Majesty's Inspectorate of Constabularies and Fire & Rescue Services (HMICFRS) Engage stage

In October 2022 His Majesty's Inspectorate of Constabularies and Fire & Rescue Services (HMICFRS) placed Devon and Cornwall Police into its enhanced monitoring stage, Engage.

This followed an inspection led by Inspector of Constabulary Wendy Williams which graded the force's performance across nine areas of policing and found the force was 'inadequate' in three areas, 'requires improvement' in two areas, 'adequate' in two areas and 'good' in two areas.

The inspector had concerns about Devon and Cornwall Police's performance in keeping people safe and reducing crime – particularly about the accuracy of its crime recording, its response to the public, and its management of sexual and violent offenders.

It found the force does not always record crimes against vulnerable victims, particularly violent or behavioural crimes, and antisocial behaviour. Failure to record a crime often results in victims not being properly safeguarded and no investigation taking place.

The inspection also found that the force is not adequately assessing or managing the risks posed by registered sexual and violent offenders.

It found good examples of the force working well with other organisations to prioritise the prevention and deterrence of crime. It also found that members of the workforce were well supported to do their jobs.



The area of performance most concerning to the Commissioner related to contact, as rising levels of calls for help from the public have been well understood in recent years, she had made significant additional funds available in recent years and commissioned a 'deep dive' scrutiny project into the 101 non-emergency contact service.

The Commissioner's criteria for the recruitment of a new Chief Constable included the ability to oversee the changes necessary to satisfy inspectors and she has supported him and the wider Chief Officer Group in an oversight capacity as the necessary improvements are made. She also attended meetings of HMICFRS's Policing Performance Oversight Group (PPOG), a forum where interested parties such as the College of Policing provide suggestions and support.

Continuing to work in partnership response to Keyham tragedy

On August 12, 2021, five people were killed by a gunman who then took his own life. These were among the worst crimes committed in the Devon and Cornwall Police area in living memory.

The role of the Police and Crime Commissioner was to ensure that adequate provision was made for victims of crime to recover, to ensure that police and partners had appropriate resources in place to respond to the incident and to work in partnership with other agencies for the long-term benefit of those affected.

Drawing on experiences from other tragedies and the evidence base on the impacts of trauma, it was clear that it would take years for Keyham to recover from what it experienced. This work continued across the 2022-23 financial year, which encompassed the 12-month anniversary of the incident and the coroner's inquest.

In 2021 the OPCC, in partnership with Devon and Cornwall Police, Plymouth City Council and Victim Support as strategic delivery partner, assembled a funding request to the Home Office and Ministry of

Justice, outlining some of the community safety and support needs of the community. A programme of work designed to restore feelings of safety included target hardening, high visibility policing, problem solving, extensive community engagement and a Safer Streets intervention.

Funding Award - Home Office:

The Home Office awarded additional funding provided a reassuring additional policing presence in the Keyham neighbourhood from September 2021 to March 2023. This grant award has been overseen by a project manager seconded from the OPCC.

A strategic decision was made to retain the dedicated team, albeit with a small reduction in officer numbers, until autumn 2023 at the earliest, funded from police core budget.



Funding award - Ministry of Justice:

As commissioner of victims' services, the OPCC had taken a leading role in understanding the support need in the community and used its strong contractual relationship with Victim Support to mobilise on-the-ground support to victims and witnesses within 12 hours of the incident. The result of this initial activity informed the funding bid submitted to the Ministry of Justice.

In total £271,922 was awarded to provide the following:

- Extra capacity within the 24/7 Victim Support free telephone support line
- Victim Support presence at the scene in the immediate aftermath
- Two additional Victim Support caseworkers (adults)
- One dedicated Young Devon caseworker (young people)
- Additional hours of bereavement counselling by Jeremiah's Journey
- Other specialist service provision and support for staff affected
- Co-ordination of service delivery and evaluation of its impact

Due to delays in recruiting caseworkers across some providers, this funding was subsequently re-profiled and (at no additional cost) extended to March 2023 to ensure support continued throughout the inquest period (January and February 2023).

Additional funding awarded

In addition to the central government funding, the OPCC made a number of funding awards to support the recovery programme. This included:

- £5,000 funding for Keyham Neighbourhood Watch to carry out works under the DaCCWA Feel Safe Scheme in the immediate aftermath of the tragedy
- The Serious Violence Prevention Programme agreed to fund two further rounds of the Keyham Community Sparks grant scheme at a cost of £50,000 with the aim of supporting further projects in the community.
- The Serious Violence Prevention Programme agreed to fund the continuation of the Independent Academic Evaluation for years two and three at a cost of £25,000 a year in order to fund a PhD student full-time.
- The Serious Violence Prevention Programme agreed to fund a two-month extension of the Plymouth Together communications lead (March 2023 to May 2023). The central reason to fund this extension was disbanding this role so soon after the inquest's conclusion would not be helpful for the Keyham community.

Learning - University of Plymouth independent evaluation

The OPCC and the Plymouth Together partnership worked with the University Of Plymouth, which was appointed to undertake an independent evaluation of the funded activity being carried out in Keyham. As part of its evaluation the university independently surveyed the community to understand how residents felt a year after the incident and the impact of the funding to date.



Learnings from the deaths of those killed in Keyham shootings

The inquests into the deaths of those killed in Keyham were overseen by coroner Ian Arrow and took place in January and February 2023.

Following his conclusion that failure in the alliance Devon and Cornwall Police and Dorset Police Firearms and Explosives Licensing Unit (FELU) had contributed to the deaths the Commissioner issued a public thanks to all those who had taken part for providing a 'clear and independent understanding of missed opportunities'.

In the weeks following the inquest discussions were held around opportunities to implement improvements to firearms licensing departments in terms of training and process with the Policing Minister and the Association of Police and Crime Commissioners (APCC). Levels of additional scrutiny on this service remained high from the Independent Office of Police Conduct, His Majesty's Inspectorate of Constabulary, Fire & Rescue Services, the Home Office and the OPCC.

Consulting FELU users

Devon and Cornwall Police has the highest number of legally held firearms in Great Britain and recent changes to statutory guidance had significantly increased the assessment requirement for both new application and renewals for firearms licences. During 2022-23 temporary investment was allocated to the FELU to maintain its staffing profile and to allow a consistent and high quality service to the public applying for certificates, with a focus on stabilising and modernising the service with public safety and service at its heart.

In conjunction with the Police and Crime Commissioner for Dorset the Commissioner launched a local survey on views of the FELU, which became an alliance function in March 2015. A total of 1,173 people from Devon and Cornwall took part in the survey, which concluded in June 2022. Discussions on whether the unit should be decoupled were informed by the survey results, which showed that 43.4% of respondents felt the service had worsened since the alliance was formed, while 2.6% said they believed the service had improved.



Implementing strategic victims commissioning

Victim support partnership

On April 1, 2021, the Commissioner began a 10-year contract with Victim Support as her strategic delivery partner for victim services with an ambitious vision and mission:

“Together we will put victims at the centre of their own support: Every Victim will have an effective assessment and support plan agreed with their advocate, who delivers and coordinates the support they need when they need it to cope and recover from crime.”

The partnership had the following strategic aims:

- To implement a new casework model whereby every victim is offered an independent advocate to work with them to identify and meet their needs
- Simplify and clearly define the core support offer for all victims in Devon and Cornwall to ensure equity
- Increase victim satisfaction with the support they receive to improve public confidence in the criminal justice system
- Improve equality and inclusion

In the second year of the contract progress has included:

- Delivery of an independent victim advocate caseworker model
- Introducing antisocial behaviour victim services offer
- Co-design with health to improve the offer for victims of serious violence and develop trauma service specification for sexual violence
- Development of independent support offer for police victims of domestic violence

- Commissioning of the young victims and whole family service through a Children and Young People contract for three years (delivery April 2023)
- Commissioning of a service for victims of road collisions (mobilising April 2023)
- Effective response to the Keyham incident, inquest and evaluation

Next steps

- Develop a peninsula-wide trauma therapy service for victims of crime
- Strategic commissioning of domestic abuse and sexual violence support services
- Improve victim-led development through local research and piloting

Children, Young Person and Whole Family Service

Children and young people are disproportionately more likely to be victims of crime, particularly the most serious crime.

In response a newly commissioned service was launched (January 2023) as a collaboration between five providers with expertise in supporting children, young people and families. This service covers the whole of Devon, Cornwall and Isles of Scilly.

Recognising the need for a more system focused approach to supporting children, this service improves on a previously fragmented funding arrangement which created inequity for this group of victims. We recognise the positive impact of a 'whole family' approach, addressing the needs of parents, other significant adults and the children in the family. The whole family offer takes a multi-disciplinary approach, liaising with other professionals to support the family with the impact of the crime, to build strengthen and repair relationships critical to long-term stability and security for children. This service supports relationships at different levels: between children and parents, between different adults in the family, between families and others in their community and between families and professionals.

The service offers:

- Skilled independent advocates delivering 1:1 support and evidence-based interventions.
- Group work providing evidence-based programmes.
- Peer support, providing a safe space for children to support each other.
- Whole family psycho-educational work for parents/carer/siblings to help understand the impact of crime on the victim and how to support recovery at home.

This service ensures that all victims, irrespective of age, have access to high quality specialist independent support services tailored to support their needs.



Securing funding to build safer communities

Safer Streets Funding

During 2022-23 partners across Devon and Cornwall successfully secured more than £3m in Home Office Safer Street funding to deliver five place-based crime prevention projects. An additional £1m in local match funding was secured to reduce violence against women and girls related crimes, prevent antisocial behaviour and improve feelings of safety in public spaces. Working alongside partners a significant number of outcomes was achieved including:

- More than 90 streetlights have been upgraded to LED or replaced with new lanterns
- 45 new CCTV cameras were installed, some of these can be deployed to specific areas of concern, enabling partners to respond to current public concerns and incidents to improve feelings of safety
- Work with more than 130 businesses in the night-time economy took place, to introduce schemes to promote the safety of women and girls. More than 140 staff and members of the public received bystander training

- More than 160 dedicated high visibility policing patrols were conducted in priority areas
- Nine places of safety were delivered, 549 people attended the Exeter Safe Space in two months, preventing 22 ambulances being called out and 42 hospital visits
- More than 7,000 young people were engaged in detached youth sessions, school interactive awareness sessions and healthy relationship training. A wide range of local environmental improvement programmes were delivered.

Including:

- Graffiti removal
- Replanting of public garden areas
- Tree canopy height reduction
- Car park security improvements to doors, grills and barriers

Projects would continue to deliver for six months after year end, addressing crime, ASB and feelings of safety in public spaces.

Following Ministry of Justice allocation of additional funding last year, the OPCC awarded contracts to five organisations to deliver support to those affected by sexual abuse and violence. All five contracts are seeing growing demand in terms of both volume and complexity.



Upgrades to Torbay's CCTV scheme were funded by Safer Streets monies secured by the Commissioner

Supporting young victims of sexual abuse

One of the larger contracts (£200k) is for the Barnardo's Exceed Service, working with children and young people affected by sexual exploitation. The service is almost at capacity now, providing intensive support to children across Devon and Cornwall, as well as delivering sessions in schools and working closely with police and local authority partners to upskill and raise awareness.

The Children's Society is the lead in a partnership contract delivering therapeutic support to children and young people who have experienced sexual abuse. The additional £200k is allowing more children to receive essential trauma-focused support. New pathways are being developed within the partnership, offering group support for those who have completed therapy.

The adults therapy contract, led by CLEAR, delivers therapy and other therapeutic interventions to sexual violence survivors across Devon and Cornwall. The additional funding (£100k) allows contract partners to work together, share training, and support more victims.

Two gendered peer support contracts (£50k each) – both are partnerships, led by The Women's Centre Cornwall and First Light – are allowing male and female survivors of sexual violence to access support from fellow survivors in a safe, trauma informed setting.

Some client feedback:

"I didn't feel like a client, I felt as though they were there to support me and often referred to different techniques to use and helped steer me back when I was getting off course."

"You're just different from everyone else, you match my energy and it's so easy to talk to you, you remind me of one of my best mates and I just feel like I can open up to you and when we were talking about things I don't like about myself I don't normally like talking about it to other people but you helped me out and now I'm just starting to realise that it's all okay and I'm liking myself more now."

"The situation has been taken seriously and we did receive the help. I can see how this has helped my child and I am forever grateful. Approach appropriate to the age of my child."

Victim Support Antisocial Behaviour (ASB) Service

The Devon and Cornwall Victim Support Antisocial Behaviour Service is actively supporting those aged over 18 who are affected by persistent and ongoing antisocial behaviour to improve their lives and experience. In the 2022-23 financial year it received 126 referrals including 77 crimed referrals from the Devon and Cornwall Victim Care Unit and four non-crime referrals via partners in the criminal justice service. The remainder came from Victim Support's Adult Multi-Crime Service.

These referral mechanisms are now smoothly established but low numbers, particularly police non-crime ASB suggests there are still barriers within police processes which are preventing the progress of clients needing support to victim services. The service's next steps are to secure referrals from housing providers and community safety partnerships. Once referral numbers reach capacity, the second filter on the project will begin to be applied which will prioritise those clients who have a protected characteristic which features in the ASB experience, for example, a client is being targeted because of this or is more sensitive to the effects of ASB because of it.

The ASB service is providing an essential mix of validation, reassurance, advocacy, brokerage and practical measures to help clients deal with and improve their relationship with the ASB situation and understand and engage with enforcement processes.

The following quotes show how much this is valued by clients:

"I don't know what I would have done without your help."

"You have given me the tools to be able to help myself."



Restorative justice service worked with 186 victims of crime

Restorative justice creates opportunities for people who have been harmed to come together into communication with those who are responsible for that 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 an insight into the real impact their actions have had on the person affected, their friends and family or the community. The process aims to help everyone move on.

I commission Make Amends, part of the charity Shekinah, to deliver restorative justice to victims of crime in Devon, Cornwall and the Isles of Scilly.

Make Amends had a busy 2022-23. It spent time maintaining and building on its core areas of work but at the same time looking at new areas for potential development to broaden its reach to victims. This move has seen it expanding in new key areas.

It has been co-locating in local schools in order to be responsive to the needs of young people who are experiencing harm or conflict. This has been really beneficial and has resulted in many successful conferences.

It started work with a local hospital, specifically within three secure mental health units to work primarily with staff members that have been harmed. This is being done in conjunction with the hospital ward staff, doctors and consultants.

Make Amends staff have been piloting a piece of work with Why Me around retail crime in a town centre with a view to expanding this work to other locations in the force area. This is to target shoplifting offences and on some occasions the assaults that result from these.

Two of the team worked with the Plymouth Community Connections Team and Plymouth University on the Safer Streets four project, targeting local areas that are experience high levels of antisocial behaviour (ASB). This saw it delivering training to local community members and businesses and holding a number of Restorative Community Circles which helped to bring communities together to tackle local ASB as a collective.

In the 12 months to April 2023 it worked with 186 harmed people and 153 harmers, plus an additional four harmed and four harmers with continuing work from previous year (where there is compensation and monitored agreements in place).



The following provides comments from some of the participants that Make Amends received feedback from:

Harmed

"Very very positive, both practitioners were very attentive to my needs and very patient, very holistic and person-centred care, they went at my pace. I would highly recommend them to other people."

"Really helpful process, the practitioners were gentle and friendly."

"[After RJ] I felt euphoric, that's the only way I can describe it. When I was walking around before I felt really conscious about everything around me now ... I feel a lot more at ease when I'm in town."

"[the process] was well managed and planned; professional. My expectations were managed and met."

Harmer

"I thought it was brilliant to be honest, basically they helped me build a relationship up with my daughter again, without them I don't know where we'd be now. Things are much more constructive between us."

"[the facilitators] were amazing, couldn't fault them. The way they talked and their personalities were amazing."

"I felt relieved [after the process], felt like it was successful getting through to my son. That was his last bit of trouble, and it's been a lot less stressful since."

"It's helped me feel a lot better and feel less guilt and shame. It's given me closure, knowing that it's all sorted and we can move on."



Six police stations reopened and 24 police enquiry officer posts created

The Office of the Police and Crime Commissioner worked with the Chief Constable and the estates team to reopen six Police Enquiry Offices (PEOs) in 2022-23.

Police stations provide a vital place of safety for people, a reassuring presence in rural locations and a place where members of the public can directly report crime or seek help from victim services.

In March 2023 the Commissioner and Chief Constable Will Kerr officially reopened the PEOs in Tiverton, Newton Abbot, Penzance, Falmouth, Truro and Bude and unveiled plans to open a further four PEOs between April 2024 and April 2026.

A total of £1.5m was earmarked for the project. In addition, the project to rebuild Exmouth Police Station in East Devon was started and a decision taken to include a functioning 'front desk' there was taken.

The Commissioner has made connectivity with the public a cornerstone of her Police and Crime Plans, arguing that face to face contact with the public helps victims and provides a long-term solution to rebuilding confidence in policing. She said:

"Thanks to investment from our residents Devon and Cornwall Police now has record police officer numbers. Having accessible police stations close to our communities is the missing part of the jigsaw in providing the neighbourhood model of policing that the Chief Constable and I support.

"Although we experience some of the lowest crime levels in the country, drugs and antisocial behaviour are considerable issues for our communities. We want people to feel confident in telling us about the problems and challenges they experience before these issues escalate so preventative action can be taken.

"Already crimes including non-recent historic offences have been reported at one of our reopened police enquiry desks, demonstrating that some people prefer talking to an officer in confidence and in person."

Twenty four new police enquiry officer posts were created in 2022-23 and more staff will be recruited as stations are reopened. New technology means that when not dealing with face-to-face enquiries the officers can reduce demand to the police contact unit by dealing with emails and web enquiries.

The stations will be accessible to the public six days a week. A full list of PEOs and their opening times across Devon, Cornwall and the Isles of Scilly is available on the Devon and Cornwall Police website.

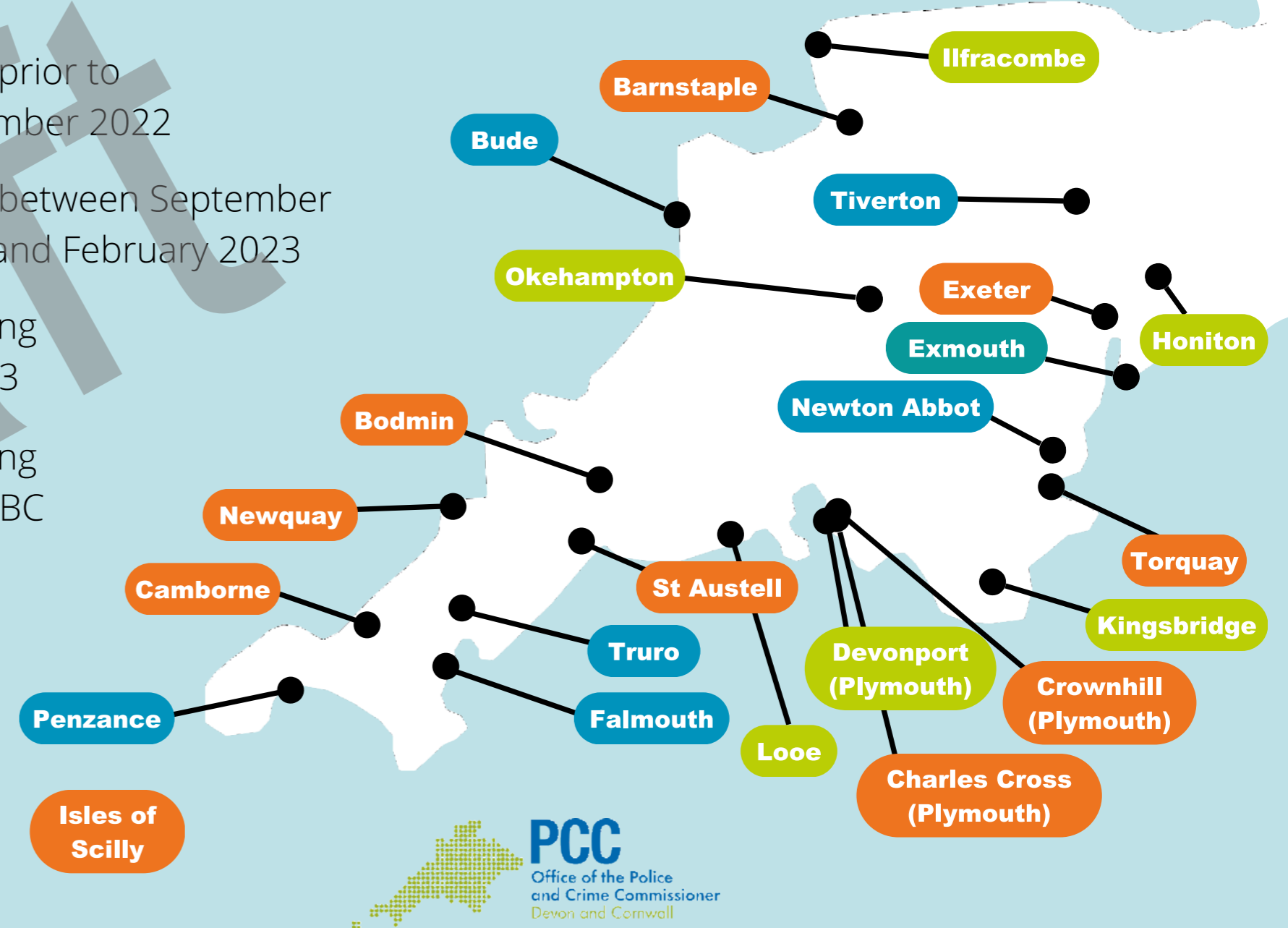
Police station front desks

Open prior to September 2022

Open between September 2022 and February 2023

Opening in 2023

Opening date TBC



Section four

Holding to account



Effective scrutiny of Devon and Cornwall Police, carried out by the Police and Crime Commissioner, continues to play a vital part in holding the Chief Constable to account for the delivery of an efficient and effective police force.



Strategic Policing Requirement

The Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary's view, are the biggest threat to public safety and must be given due regard by Police and Crime Commissioners when issuing or varying Police and Crime Plans.

It supports Commissioners and Chief Constables to plan, prepare and respond to these threats by clearly linking the local response to the national, highlighting the capabilities and partnerships that policing needs to ensure it can fulfil its national responsibilities.

A revised version of the SPR was published in February 2023 which provided strengthened detail around the action required from policing at the local and regional level to the critical national threats. The 2023 SPR sets out seven identified national threats. These are as follows: Serious and Organised Crime (SOC); Terrorism; Cyber; Child Sexual Abuse; Public Disorder and Civil Emergencies. These remain from the 2015 version with the addition in 2023 of Violence Against Women and Girls (VAWG), reflecting the threat it presents to public safety and confidence.

Given this annual report is for the year April 2022 to March 2023, it will not respond in detail to the revised SPR due to the timing of its publication. However, as Police and Crime Commissioner, the Commissioner is confident she has given due regard to the six threat areas identified in the previous SPR in her Police and Crime Plan and in her role holding my Chief Constable to account. VAWG, while not previously contained in the SPR, nonetheless is a key and pressing issue on which an update is given in this report and will be prioritised in future iterations.

Independent custody visiting

Independent custody visiting is the well-established system whereby volunteers attend police stations to check on the treatment of detainees and the conditions in which they are held and that their rights and entitlements are being observed.



Independent Custody Visitors attend a volunteer thank you celebration, March 2023

What they do

Independent custody visitors volunteer their time to visit people held by police. The main role is to check detainees' rights, entitlements and conditions are being met and to ensure they are being treated properly. Custody visitors check if a detainee understands the rules 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. 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.

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).

Who they are

In spring 2022 the scheme welcomed 18 new volunteers taking the total number to 30. New visitors provide a fresh opportunity for independent members of the public to report their findings on the rights, entitlements, and conditions of detention in custody. Following the vetting process and training, the new volunteers started visiting in August 2022.

In March 2023, the PCC thanked custody visitors for their work at a volunteer celebration held at the China Fleet Club in Saltash.

Issues arising in 2022-23

The most frequent concern was the lack of staffing to supervise detainees requiring exercise, and to a lesser extent, have a shower or wash.

Visitors reported on a few occasions that custody records had not been updated to say the detainee had been informed that a review of their detention had taken place while they were asleep.

(Note: Regular reviews by a custody inspector are mandatory and any intervention with the detainee must be logged – in likelihood what is happening is that the reviews do take place but staff forget or do not log the fact the detainee has been informed at the next opportunity when they are awake/available).

Visitors also reported the impact on staffing levels due to the reduced provision of health care practitioners (HCPs) from October 2022 following a change of contract. This is an external resource issue which is not just isolated to police custody units in Devon and Cornwall and the South West. In May 2023 new HCPs are joining custody. Visitors raised concerns about the necessity of moving detainees between suites to receive attention from HCPs.

On several occasions this year, visitors have reported staffing as the reason for a visit being cancelled as there were insufficient staff to safely escort visitors around custody to speak to detainees.

Interventions by ICVs: requests for personal hygiene items and showers actioned, use of cell used for storage returned to its purpose as a disabled cell after visitors reported this had happened.

Good practice: Visitors arrive unannounced. They continue to receive a welcome from custody staff and reports show transparency and level of care for detainees under Police and Criminal Evidence Act standards within custody is good. Apart from the HCP issue no matters have had to be escalated outside custody suites, they have been resolved between the visitors and scheme and local custody staff.

Summary of Detainees 2022-2023

Male Adult Detainees	15,541 (11,048 unique individuals)
Female Adult Detainees	3,212 (2363)
Unknown Adult Detainees	41 (36)
Male Juvenile Detainees	879 (622)
Female Juvenile Detainees	195 (146)
Unknown Juvenile Detainees	1
Total number of visits	149



Independent Custody Visitors check on detainees at Exeter Police Station

Police complaints and misconduct

Police misconduct panels preside over serious misconduct cases in what is an important aspect of the disciplinary rules that govern the police.

Police and Crime Commissioners have responsibility for appointing and selecting the Legally Qualified Chair (LQC) and the independent lay members who together with an appropriate member of the police force, form the police misconduct panel responsible for hearing police conduct cases.

The Commissioner recruited six new LQCs this year to chair misconduct panels for Devon and Cornwall, and Dorset police, following applications from more than 30 solicitors and barristers across the country.

The Commissioner LQCs and independent lay members sat at 14 hearings during the year. You can find more information about misconduct hearings, including outcomes, on the police website here:

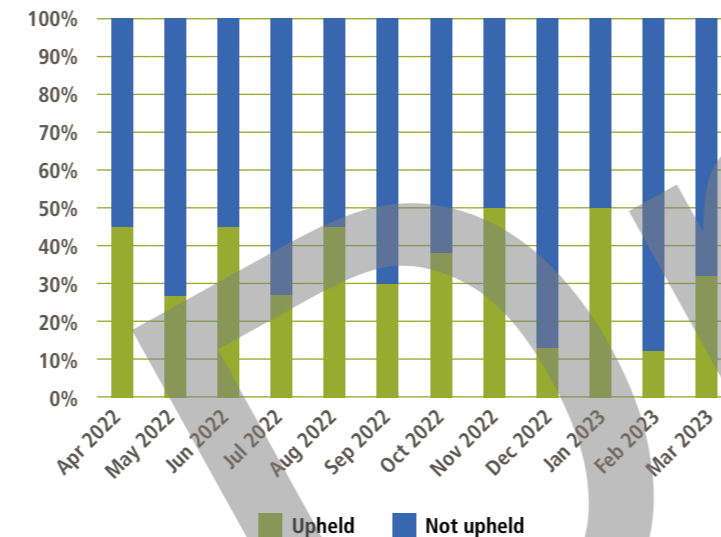
<https://www.devon-cornwall.police.uk/foi-ai/af/accessing-information/published-items/?q=&dt=Misconduct+outcome&fdte=&tdte=>



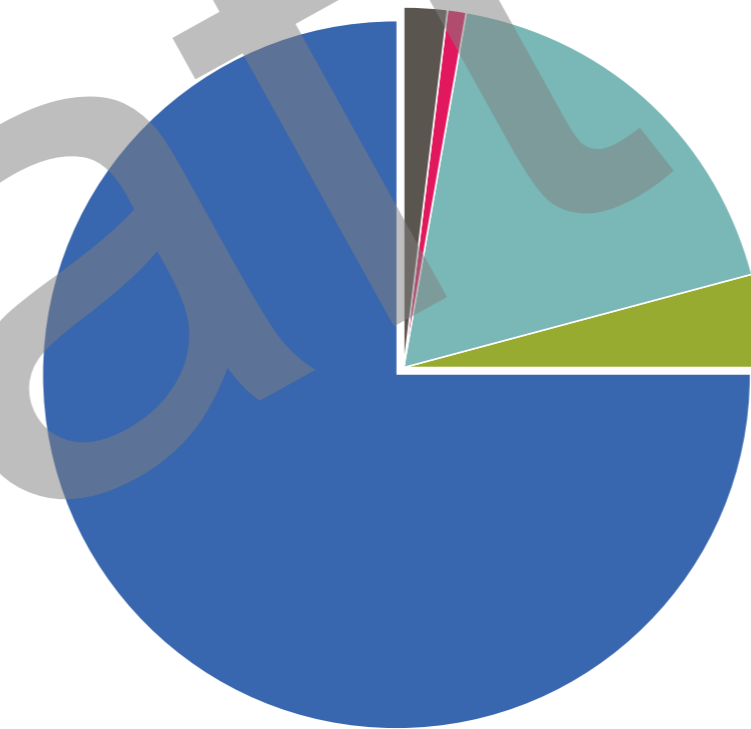
Police and Crime Commissioners also have responsibility for reviews of police complaints when a complainant appeals the outcome. Before 2020, the appeal body would have been the police themselves.

During 2022-23, 127 requests for a review of a police complaint outcome were received, and 155 were completed. It takes around 10 weeks from receipt of a request for a complaint review to be completed. Around a third (34%) of reviews were upheld and resulted in recommendations to the police to take further actions. This compares with 24% of complaint reviews upheld in 2021-22.

Police complaint review outcomes



Here is a summary of the recommendations that the PCC has made to the police as a result of complaint reviews.



- Matter is referred back to force for further explanation and/or enquiries 75%
- Organisational learning 2%
- Matter is referred to be dealt with under the reflective practice review process 1%
- Apology 18%
- Matter is formally investigated (in HO guidance) 1%

Police and Crime Commissioners are responsible for monitoring and challenging police performance, including how police forces handle complaints. Every year, the Commissioner is required to make a statement about how they are holding the Chief Constable to account, and an assessment of their own performance, in carrying out their complaints handling functions.

You can find further information about how the PCC has fulfilled her duty to hold the Chief Constable to account for the handling of complaints, and information about how the force has performed in relation to their handling of complaints, by scanning the following QR code or visiting:

www.devonandcornwall-pcc.gov.uk/about-us/police-performance/police-complaints-and-conduct-performance/



Out of court disposals

Out of Court Disposals (OoCDs) enable the police to deal with crimes without the matter going to court. This approach can deliver swifter outcomes for victims and reduce the risk of reoffending. The types of disposal used by Devon and Cornwall Police are Cautions and Community Resolutions.

The purpose of the Out of Court Disposals Scrutiny Panel is to independently review youth and adult cases that have been dealt with through the use of OoCDs. Panel members are from a range of organisations including the courts service, the Crown Prosecution Service and youth offending teams.

The scrutiny of OoCDs is about reviewing cases and working practices, to recognise what the police are doing well and to support the police to learn when necessary.

The OPCC publishes summaries of the panel's work on behalf of the Local Criminal Justice Board (LCJB).

It is important that the public and criminal justice partner organisations understand and have confidence that Devon and Cornwall Police are using their powers legally, proportionately and consistently with policy and working practices. It is also healthy for any organisation to pause to reflect on their practice, and learn.

Both the Youth and Adult OoCD panels meet three times a year and focus on areas of priority, publishing the findings and the police response at:

www.devonandcornwall-pcc.gov.uk/about-us/scrutiny/scrutiny-meetings-and-documents



The Victims Code of Practice Scrutiny Panel

In 2022-23 the Police and Crime Commissioner chaired the Local Criminal Justice Board (LCJB) which scrutinised work which was undertaken across the partnership to identify good practice and areas for learning so we can better understand gaps and demands on services for victims.

The work of the Victim Codes of Practice (VCoP) scrutiny panel influences changes in policy and working practices across the criminal justice system (CJS).

The panel meets four times a year and held four panel meetings with themes including Domestic Abuse, Rape and Serious Sexual Offences (RaSSO), Serious Collisions and Serious Violence.

Police and Crime Commissioners are responsible for commissioning the majority of local services for victims and are well placed to have oversight of how well the CJS locally is meeting the needs of victims.

The Victims Strategy assigns Commissioners with formal responsibility for monitoring the compliance of CJS bodies with the requirements in the Victims' Code. LCJBs can be a useful forum for identifying issues and determining effective local interventions.

Section five

Partners



Police and Crime Commissioner,
Alison Hernandez

Working across the South West

Effective collaboration and co-operation across the South West criminal justice system remains a fundamental part of our work to prevent crime, to reduce reoffending and improve the service that is provided to victims of crime and communities within Devon, Cornwall and the Isles of Scilly.

The Commissioner continued to chair the South West Reducing Reoffending Partnership which brings together policing, probation, prisons, courts, health and other partners such as local authorities and the youth justice board. This year the partnership's work to help break the cycle of offending and make communities across the region safer focused on three key areas.

- Driving forward the Prisoners Building Homes initiative, which provides useful employment and skills to prisoners while also providing low-cost housing for vulnerable or at risk individuals. The programme has made significant steps forward this year and is now working to accredit five modular housing providers with orders in place for a number of sites across the region, backed by a £250,000 investment for technical support from the One Public Estate and the appointment of a full-time dedicated programme manager to enable further growth.

- Securing roll-out of the Mental Health Treatment Requirement across all areas in the South West (the first region in the country to achieve full roll-out) with services now commissioned in all areas meaning that offenders can get access to required mental health treatment as part of their community sentence to help prevent future reoffending.

- Convening partners across the South West to take a system-wide approach to substance misuse in support of the From Harm to Hope Strategy, bringing together the voluntary sector, community and social enterprise, public health, the criminal justice agencies and wider partners.

The South West Police Collaboration Board brings together the five Police and Crime Commissioners and five Chief Constables from across the region to steer and oversee regional activity to protect and support our local communities. As chair of the board

the Commissioner has continued to drive forward activity in a number of key areas. This year's focus has remained on driving drugs and drug-related crime out of the region and on ensuring that important regional policing collaborations like the Regional Organised Crime Unit and forensics are delivering effectively for our communities.



Regional PCCs meeting in Wiltshire to discuss tackling drugs

Working in Westminster and nationally

The Commissioner continued to work with the 18 MPs across Devon, Cornwall and the Isles of Scilly to serve constituents.

This has included hosting regular briefings for MPs with the Chief Constable and supporting MPs to raise issues in Parliament and engage in debates on issues including violence against women and girls, improving road safety and the rights of victims of crime.

The Commissioner has continued to host thematic drop-in sessions in Parliament for ministers, parliamentarians and policy makers to showcase local good work and to influence national debate which has included sessions on modern slavery and road safety.

The Commissioner has also continued to work closely with police and crime commissioners from across the country through the national association to influence and shape Government policy on behalf of communities and victims.

This has included her work as vice chair of the Association of Police and Crime Commissioners and a particular focus on key local policing issues such as antisocial behaviour and the new Victims Bill.

The Commissioner, supported by her office, has taken a leading role in work to identify and quantify the impacts of tourism, sparsity and rurality on policing services as part of a call for evidence held by the Home Office in the summer of 2022.

This work is fundamental as we seek to ensure that the upcoming reform of the police funding formula takes proper account of these issues. Looking forward this year will see significant programmes of work on the upcoming consultation on the police funding formula and on victims' rights and services as the Victims Bill makes its way through Parliament.

The Commissioner will continue to work with our local MPs and with fellow police and crime commissioners to influence national policy and debate on these key areas and secure positive outcomes for the people of Devon, Cornwall and the Isles of Scilly.



The Commissioner at a modern slavery showcase at Westminster in February 2023



The Commissioner takes part in an Association of Police and Crime Commissioners and National Police Chiefs Council debate in November 2022

Communications and Customer Engagement

Communications and customer engagement play a vital role in delivering the Commissioner's duty to seek the views of the public, facilitate transparency of decision-making and public spending and improve people's awareness of services available to them.

Seeking the views of the public

The team aided the Commissioner in relation to her duty to seek the views of the public on policing matters, conducting public surveys in relation to the setting of the budget and reopening of police enquiry offices. A total of 2,617 people took part in the Commissioner's survey on policing confidence and budget, and this quantitative survey was supported by two community focus groups to give insight into community views on policing.

This information was used by the Commissioner to inform her decision-making on the 2023-24 Devon and Cornwall Police budget and policing precept rates.

.....
A total of **4,701** members of the public took part in a survey to aid decision-making around which police enquiry offices should be reopened.
.....

The results of this survey were combined with other factors, such as proximity to existing enquiry offices, to determine the 14 locations to be reopened in the two years to April 2024.

Results of these exercises were presented to the Devon and Cornwall Police and Crime Panel and can be found on the Police and Crime Commissioner's website under our information/key documents.



Community safety pop-up event in Liskeard attended by local MP Sheryll Murray

Media engagement

Effective media relations assist public knowledge of the services available to them, transparency of public spending and understanding of OPCC activity.

The Communications and Customer Engagement team supported the Commissioner with activity related to the four police and crime plan priorities of drugs, antisocial behaviour, road safety and violence. Significant media coverage was obtained relating to projects including Safer Streets bids and project delivery; Operation Scorpion (the South West collaboration on misuse of drugs); the recruitment of a new Chief Constable and police enquiry office reopenings.



Restructure

During the year a restructure of communications and engagement functions was delivered which combined the communications and engagement customer engagement functions with the aim of creating more consistent public messaging. This transformation has resulted in reduced wait times to emails and telephone queries.

Chief Constable recruitment process

In August the Communications and Customer Engagement team helped the Commissioner to recruit a Chief Constable by organising a mock media interview process in front of a panel of judges selected from the community.

Publications

The Communication and Customer Engagement team manages publication of the Commissioner's annual report and other key documents in print and online. In total 786,916 leaflets explaining police finance and spending were distributed across 11 local authority areas. In 2022-23 work began on a new Victim Care website to improve victims' access to information about the services commissioned to support them.



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 Commissioner addresses the Devon and Cornwall Police and Crime Panel

The panel is coordinated by Plymouth City Council and 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 receiving reports into:

- Meetings in September, November, January and July
- Involvement of the IOPC in Police Legitimacy
- Confirmation hearing of the incoming Chief Constable
- Performance deep-dive into Violence
- Precept for 2023/4 (approved unanimously)

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.

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

Tel: 01392 225555

Report a crime or a suspicion to Devon and Cornwall Police (non-emergency)

Email: 101@devonandcornwall.pnn.police.uk

Tel: 101

Online and WebChat: www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/

Police enquiry office: www.devon-cornwall.police.uk/contact/police-enquiry-offices

Report a crime anonymously to CrimeStoppers

Online: crimestoppers-uk.org

Tel: 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

Tel: 01392475900

Victim Care Devon and Cornwall

If you have been affected by crime, 24/7 specialist support is available even if you haven't reported to police.

Online: victimcare-dc.org

Call Victim Support: 08 08 16 89 111

Neighbourhood Watch

Contact Devon and Cornwall Community Watch Association (DaCCWA)

Online: www.daccwa.org

Email: DaCCWA@devonandcornwall.pnn.police.uk

Tel: 07725 222306 or 07703 46862

Rural crime

For information about rural crime including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK visit: [www.devon-cornwall.police.uk/advice/your\[1\]community/rural-crime](http://www.devon-cornwall.police.uk/advice/your[1]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\[1\]community/adults-at-risk/reporting-abuse](http://devon-cornwall.police.uk/advice/your[1]community/adults-at-risk/reporting-abuse)

Accessing the Child Sex Offender Disclosure Scheme (Sarah's Law)

Email: 101@devonandcornwall.pnn.police.uk

Tel: 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\[1\]assault-abuse/child-sexual-exploitation](http://www.devon-cornwall.police.uk/advice/threat[1]assault-abuse/child-sexual-exploitation)

For children and young people - reporting online sexual contact to Child Exploitation and Online Protection Command (CEOP)

Online: ceop.police.uk/safety-centre

Or Childline

Online: childline.org.uk

Tel: 0800 1111

Devon, Cornwall and the Isles of Scilly Sexual Assault helpline

Tel: 0300 3034626

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

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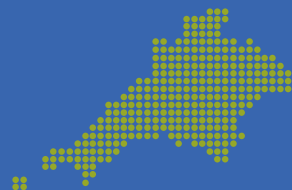
Telephone: 01392 225555

Email: opcc@dc-pcc.gov.uk

Post: The Office of the Police and Crime Commissioner
Andy Hocking House
Alderson Drive
Exeter
EX2 7RP

Privacy Notice: The OPCC's privacy policy explains how we collect, use and protect your personal data.
Find out more on the OPCC's website: <https://www.devonandcornwall-pcc.gov.uk/privacy/>

If you have trouble reading this document please request an accessible format version from our office – see contact details above.



PCC
Office of the Police and
Crime Commissioner
Devon and Cornwall