

Devon and Cornwall Police and Crime Panel

Friday 28 July 2023

PRESENT:

Councillor Towill, in the Chair.

Councillor Haydon, Vice Chair.

Councillors Chopak, Croad, Ewings, Kennedy, Leaver, Penberthy, Thomas, Tilbey, Toms, Tyerman, Wright and Sharon Minty (Independent Member for Cornwall).

Apologies for absence: Councillors Alvey, Hackett, Loudoun and Rodgers.

Also in attendance: Nicola Allen (Treasurer, OPCC), Pierre-Michel Doutreligne (Strategy, Planning and Meetings Officer for OPCC), Alison Hernandez (Devon and Cornwall Police and Crime Commissioner), Ross Jago (Head of Governance, Performance and Risk), Professor Zoe James (Professor of Criminology, University of Plymouth), Dr Katie McBride (Lecturer in Criminology, University of Plymouth), Felicity Ridgway (Director of Operations for OPCC), Caroline Watson (PhD candidate, University of Plymouth) and Elliot Wearne-Gould (Democratic Advisor).

The meeting started at 10.32 am and finished at 1.57 pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

1. Appointment of the Chair for Municipal Year 2023 - 2024

Councillor Penberthy nominated Councillor Haydon for the Chair of the Police and Crime Panel for the municipal year 2023/24, which was seconded by Councillor Wright.

Councillor Croad nominated Councillor Towill for the Chair of the Police and Crime Panel for the municipal year 2023/24, which was seconded by Councillors Toms.

Following the vote, Councillor Towill was appointed Chair of the Police and Crime Panel for the municipal year 2023/24.

For Councillor Haydon (7)

Councillors Ewings, Goodman-Bradbury, Haydon, Leaver, Penberthy, Wright and Sharon Minty.

For Councillor Towill (8)

Councillors Chopak, Croad, Guest, Kennedy, Toms, Towill, Tilbey and Tyerman.

Abstain (1)

Councillor Thomas.

2. **Appointment of the Vice-Chair for Municipal Year 2023 - 2024**

Councillor Ewings nominated Councillor Haydon for Vice Chair of the Police and Crime Panel for the 2023/24 municipal year. This was seconded by Councillor Towill.

The Panel voted in favour of Councillor Haydon being Vice Chair of the Police and Crime Panel for the 2023/24 municipal year.

3. **Minutes**

The minutes from the meeting held on 27 January 2023 were agreed as a correct record.

4. **Declarations of Interest**

The following declarations of interest were made by Councillors:

Name	Minute Number	Reason	Interest
Sharon Minty	10	Worked for First Light, which was mentioned in the report.	Personal.
Councillor Towill	7	Held a firearm licence.	Personal.

5. **Public Questions**

The following question was received from a member of the public:

The following question was received from Mr Snow:	
Question: How is the police and crime panel going to tackle officers not telling the truth and how it intends to tackle police victimisation or corruption within the force?	Response: The Police and Crime Panel has no formal role in respect of the conduct of officers. The Chief Constable (and his delegates) are accountable to the Commissioner not the panel. As the body responsible for the scrutiny of the Commissioner the Panel will request a response from the Commissioner as to her confidence in the system in place at Devon and Cornwall Police to deal with matters of conduct.

Alison Hernandez (Devon and Cornwall Police and Crime Commissioner) added:

- a) She did not hold individual police officers to account for their conduct, it would be the role of the Chief Constable;
- b) It was important that the Police service was open, transparent and accountable when behaviour fell below standards;
- c) It was the role of the Police and Crime Commissioner to ensure that the Chief Constable managed misconduct and corruption by:
 - i. Holding the Chief Constable to account;
 - ii. Regularly reviewing misconduct performance and matters arising from misconduct proceedings;
 - iii. Having the OPCC team closely monitoring the management of police conduct through the Police Professional Standards and Ethics Board;
 - iv. Making strong representations to the college of policing on their review of the policing code of ethics;
 - v. Having the responsibility for appointing the legally qualified chairs for police misconduct panels who presided over serious misconduct cases;
 - vi. Having a role in considering the matter of forfeiture of police officer pensions for officers convicted of a criminal offence that is liable to lead to a serious loss of confidence in the police service;
 - vii. Being the appropriate authority for the Chief Constable, which meant she was responsible for considering complaints against the Chief Constable and considering suspension or dismissal in the cases of serious conduct matters;
- d) The Police and Crime Commissioner suggested that people who had witnessed or suspected conduct that fell below police standards of professional behaviour should report it to the Police Professional Standards Department within Devon and Cornwall Police;
- e) Police employees had an anonymous hotline, run by Crime Stoppers, called the police integrity line, through which they could report any concerns anonymously.

6. **Devon and Cornwall Firearms Licensing**

Alison Hernandez (Devon and Cornwall Police and Crime Commissioner) introduced the report and highlighted:

- a) Since the report had been published a letter and report from HMICFRS had been received and circulated with members of the panel;

- b) The report had been part funded by the Devon and Cornwall Police and Crime Commissioner alongside the Policing Minister, to give assurance that the firearms licensing department had delivered against recommendations from the IOPC and was working safely;
- c) In addition, since the papers had been published, the Policing Minister and Government had responded to the coroner's recommendations and the minister had:
 - i. Committed £500,000 to train firearms licensing officers nationally as one of the issues highlighted was that there had not been any accredited training in place;
 - ii. He would not change the legislation around honouring a firearms licences certificate for a resident but had a consultation out around the level of fees for the cost of firearms licences and the commissioner urged members and residents to take part to express their views;
- d) The Police had taken responsibility for issuing a firearm to someone who should not have had on in the case of the Keyham shootings and a 100 person investment had been made into the department;
- e) A significant amount of funding had been invested in the department, but challenges around efficiency remained;
- f) The Commissioner had been reassured the department was much safer and the report from HMI had reiterated this;
- g) The decision had been made to decouple from Dorset Police which was underway.

In response to questions it was explained:

- h) The Commissioner would provide information to panel members on the difference between the income generated from licenses and the cost of issue such a license;
- i) Assistant Chief Constable Jim Pierce had recently been appointed and oversaw the firearms licensing department had a plan in place to reduce the use of temporary licences and regular update reports were sent to the OPCC and the Commissioner was sharing updates with the Policing Minister;
- j) 99 members of staff from Devon and Cornwall Police were being put into the department;
- k) The Commissioner was happy to support Plymouth City Council with any letters and meetings that might be needed to seek support for the £400,000 cost of the inquest into the incident;

- l) The Commissioner would provide information after the meeting on how the issue of illegal firearms would be approached;
- m) Knife amnesties took place twice a year, but the Commissioner could not recall the last time a gun amnesty had taken place and so she would look into it as possibility for the future;
- n) The report had shown that 43 people held firearms illegally and the Commissioner explained that in a number of cases this was due to someone passing away, and the licensing expiring;
- o) The Commissioner would look into whether the administrative roles had been filled since the report had been published;
- p) She would share her draft response to the consultation to provide members with details on her thoughts on firearms licence fees and give them the chance to endorse her response;
- q) Firearms license fees had not gone up since 2012 and the cost was not still appropriate;
- r) The feedback from customers had been that the service had been worse since the alliance between Devon and Cornwall and Dorset and so the process had begun and was expected to conclude in September 2023 and the Commissioner would update the panel at the next meeting;
- s) As performance of the department stabilised and training took place, refusal rates might change, but there was not a strategy in place to tackle that specifically;
- t) The Devon and Cornwall Police and Crime Commissioner was happy to bring an alliance report for performance for all departments to a future committee meeting;
- u) Part of the delay in the decoupling process was ensuring that Dorset Police had enough staff in place;
- v) Full cost recovery was difficult due to disparities between forces across the country;
- w) The Police force disagreed with the wording of the IOPC's 4th recommendation as it stated that firearm license holders should be discriminated against through the justice process;
- x) Devon and Cornwall Police had the largest number of firearms licence holders in the country and the backlog of applications was a challenge, but investments were being made in staff numbers as well as system improvements and bold decisions would be made with regards to prioritisation.

The Committee agreed to recommend:

1. Delegation of the endorsement of the Commissioners response to the consultation to lead officer, Ross Jago, in consultation with panel members;
2. Relevant elected member, across the force area, responded to the consultation before 23 August 2023.

7. **Community Recovery Activity in Keyham**

Alison Hernandez (Devon and Cornwall Police and Crime Commissioner) briefly introduced the agenda item on Community Recovery Activity in Keyham before handing over to Dr Katie McBride (Lecturer in Criminology, University of Plymouth), Professor Zoe James (Professor of Criminology) and Caroline Watson (PhD candidate, University of Plymouth) who gave a presentation on the agenda item and highlighted:

- a) They had conducted an independent academic review of the Home Office funded community policing and community safety activity and the Ministry of Justice funded victim support activities in Keyham and the surrounding areas following the critical incident of 12 August 2021;
- b) The evaluation had been funded for 12 months by the Home Office's Keyham Community Police Grant via the Office of the Police and Crime Commissioner for Devon and Cornwall, with additional funding from the Devon and Cornwall serious violence prevention partnership for a full-time PhD student to continue research for a further two years beyond the initial 12 months;
- c) The aims of the Safer Keyham, and Keyham Community Policing grants, had been:
 - i. To restore feelings of safety through a range of initiatives including target hardening, high visibility policing, problem solving approaches, and extensive community engagement;
 - ii. To mitigate future and existing harm through community policing and safer streets style interventions;
 - iii. To Advance community action through investment in empowerment and skills-based engagement, enhanced youth provision, and citizen consultations to lead to sustainable citizen led change;
- d) And if the funding from the Ministry of Justice had sought to support victims through additional caseworks from Victim Support, Young Devon and Jeremiah's Journey, and extra capacity within Victim Support's 24/7 support helpline;
- e) The aims of the evaluation had been to:

- i. Provide an evidence base for responding to a mass shooting from a community policing, community safety, and victim support perspective;
 - ii. Take a trauma-informed research approach to ensure a robust and rigorous evaluation that will effectively identify local lessons and provide national learning;
 - iii. Develop an evidence-based 'menu' of interventions that could inform future community and victim support responses to critical incidents;
- f) The research questions had been:
 - i. "Has the neighbourhood policing approach in Keyham, including sustained community engagement and consultation, as a restorative and preventative measure taken following the incident helped to restore community trust and confidence?;
 - ii. Have the funded community safety interventions (strengthening the local environment, targeted crime prevention, and assisting the community to reclaim community spaces) in Keyham had any statistically significant impact on crime/anti-social behaviour levels and community feelings of safety, resilience, and recovery?;
 - iii. What impact has Victim Support's role and services had upon aiding individuals and the community in Keyham to recover from the trauma they have experienced?;
 - iv. Which approaches or interventions have demonstrated the greatest evidence-based impact to aid the recovery of the community in Keyham and feelings of safety?;
 - v. Which approaches or interventions (if any) have negatively impacted the recovery of the community in Keyham and feelings of safety?"
- g) The methodology of the report had received ethical approval from the University of Plymouth ethics committee in May 2022 and had included:
 - i. Secondary data analysis of documents;
 - ii. Analysis of crime/ASB data relating to Keyham and the surrounding neighbourhoods;
 - iii. Quantitative and qualitative evaluation instruments including focus groups, a community survey and interviews;
- h) One of the research findings had been around the power of language and the problematic use of the word 'recovery' which had been used in the report in the context of the funded activities;

- i) Crime and ASB Data Analysis Findings were that:
- i. These neighbourhoods were not high crime neighbourhoods so small changes in numbers could effect apparently sizeable changes in trends;
 - ii. Crime and ASB in Keyham had generally both fallen in the period since the introduction of the Safer Keyham programme;
 - iii. Keyham may be considered to have become a safer place when judged by police recorded crime and ASB incidents;
 - iv. It was reasonable to speculate that introduction of KCPT might have encouraged a higher rate of reporting;
 - v. Overall recorded crime had not increased which added confidence to the suggestion that Keyham is a safer place;
 - vi. No evidence of geographical displacement to neighbouring areas, although its possibility could not be entirely discounted;
- j) Community Policing findings had included:
- i. 59% of people had awareness of a dedicated Keyham Community Policing Team;
 - ii. 79% felt it had been valuable for the area's recovery;
 - iii. 54% felt there had been a positive impact on the community overall;
 - iv. 45% had had some form of contact with the police in the 12 months following the incident;
 - v. Perception ratings were higher among respondents who had experienced any kind of contact with the police compared to those who had no contact;
 - vi. Overall confidence score and scores for police treatment and community connectedness higher in Keyham-specific results compared with wider area results;
 - vii. Overall confidence score for Keyham-specific results and wider area results did not exceed regional or national scores;
 - viii. Some interview participants felt that seeing more police in their area over a long period of time might increase fear of crime;
- k) Findings in relation to youth engagement had included:

- i. Engagement with young people had been challenging, partly due to timing of critical incident;
 - ii. News and social media coverage impacted young people and their families had increased anxieties and fears associated with public spaces, including parks;
 - iii. Groups and activities that pre-dated the incident continued to be places of trust, safety, and support;
 - iv. Young people highlighted the need for more suitable spaces and activities in the local area;
 - v. Young people generally unaware of new initiatives and clubs introduced as a result of their contribution to the consultations suggesting a potential gap in terms of how young people were kept informed;
- l) Community engagement findings had included the following:
- i. 49% of respondents having awareness of the Safer Keyham programme;
 - ii. 46% had awareness of the Plymouth Together website;
 - iii. Awareness of other activities such as the Plymouth Together Community Hub and Community Voices had been slightly lower;
 - iv. Safer Keyham programme ensured existing services, partnerships, and networks were embedded into new initiatives;
 - v. It took account of key facilitators to community engagement which were use of clear goals in design and implementation, investment of time, effort and resources and use of dedicated staff;
 - vi. Identified existing community spaces, multiple forms of advertisement, and familiar environments to create opportunities for engagement;
- m) Findings relating to public space improvements had included the following:
- i. 67% noticed consultations and/or improvements to public spaces;
 - ii. 89% felt it was valuable for the area's recovery;
 - iii. 55% felt it had had a positive impact on the community overall;
 - iv. Perception ratings of community impact higher among those who had noticed improvements compared with those who had not;

- v. Crime prevention through environmental design cannot ameliorate the underlying issues faced by urban communities impacted by austerity nor individual trauma experienced as a consequence of the critical incident;
- n) Feel Safe Scheme and Crime Prevention Outreach findings had included:
- i. 18% participation in Feel Safe Scheme;
 - ii. 78% had said it was valuable for the area's recovery;
 - iii. 43% felt it had had a positive impact on the community overall;
 - iv. Perception ratings of community impact higher among those who had received free of charge offers as part of the scheme compared with those who had not;
 - v. Feel Safe Scheme demonstrates how interventions put in place in response to the critical incident were also fulfilling previously unmet needs of vulnerable people in the local area;
- o) Community Training Findings had included:
- i. 2% had attended free community training sessions;
 - ii. 72% felt it had been valuable for the area's recovery;
 - iii. 33% felt it had had a positive impact on the community overall;
 - iv. Multiple training sessions being offered in a short space of time had been challenging;
 - v. Other barriers to engagement had included the impact of COVID-19 on in-person gatherings, as well as possible uncertainty among community members about the purpose of the training sessions;
 - vi. Ongoing work around embedding TI practices in the community driven by members of the Plymouth Trauma Informed Network, highlighting role that individuals can play in progressing initiatives;
- p) Community Sparks Grants Scheme findings had included:
- i. 18% had participated in the Community Sparks Grants Scheme;
 - ii. 72% had felt it was valuable for the area's recovery;
 - iii. 34% felt it had had a positive impact on the community overall;

- iv. Interviewees had been generally positive about the impact of the scheme, particularly those who had engaged with it in some way;
 - v. A small number of interviewees perceived a potential for the participatory voting system to foster competition between projects, which could have had a negative impact on individuals who received fewer votes and thus lose out on funding;
- q) It had not been appropriate to approach individuals who had received support but Victim Support findings had included:
- i. 6% had used victim support services;
 - ii. 85% felt it was valuable for the area's recovery;
 - iii. 49% had felt it had a positive impact on the community overall;
 - iv. Although many acknowledged the deeply tragic nature of the critical incident, they did not feel closely connected to it and did not perceive themselves as 'victims' in need of support;
 - v. There had been extensive engagement work within and beyond Keyham, ensuring VS support offer was available to anyone affected by crime, not limited to those impacted by the critical incident;
 - vi. Clear intention for support to be available and accessible in the years following the critical incident;
- r) Neighbourhood policing conclusions:
- i. Sustained community engagement and consultation through a well-resourced team;
 - ii. Evidence of public confidence in the KCPT amongst those who had contact with them;
 - iii. Public confidence scores higher in the Keyham-specific area results, but overall confidence scores for Keyham-specific and wider area results did not exceed regional or national scores;
- s) Victim Support conclusions:
- i. VS ensured engagement with communities across wider area;
 - ii. VS valued though community did not broadly access their services, partly due to not perceiving themselves as legitimate 'victims';
 - iii. Professionals noted importance of VS services in ongoing recovery process;

- t) Conclusions of funded community safety interventions:
- i. Crime/ASB levels low prior to the critical incident and have remained low, and there was no evidence of displacement of crime/ASB to bordering neighbourhoods;
 - ii. Crime rates in the specific Keyham area diminished in the year following the critical incident;
 - iii. Best practice informed community safety interventions, but it was not possible to distinguish between value placed on interventions due to need resultant from critical incident or pre-existing need;
 - iv. Majority reported feeling safe in their area. Generally people did not report feeling unsafe as a consequence of the critical incident, although young people did. Community members did not use the language of 'resilience' or 'recovery';
- u) Conclusions with regards to impact of approaches and interventions were:
- i. Impact of most visible interventions viewed most positively: community policing, public space improvements;
 - ii. Interventions that connected with existing infrastructure were most effective, however, over-reliance can reinforce pre-existing inequalities or gaps in provision, and reliance on volunteers could be burdensome for them and conflicting with organisational needs;
 - iii. No specific interventions negatively impacted the recovery of the Keyham community and feelings of safety;
- v) The team reported the following as their key learning points:
- i. Funding awards should be long term, sustainable, and flexible;
 - ii. Existing community infrastructures should be utilised and resourced, and over-reliance on volunteers should be acknowledged. Pre-existing need should be taken account of to ameliorate not exacerbate community tensions;
 - iii. Proactive deployment of a dedicated community policing team provides a coherent distance between initial response and investigation teams and recovery work. Sustained engagement of community police officers in partnership with community organisations contributes to the building of trust and confidence in communities;
 - iv. Provision of support should take account of needs that arise from associated anniversaries and coronial inquests;

- v. A dedicated communications lead should oversee production of publications to negate use of language and terminology that may exacerbate trauma. Hard-copy information should be distributed to residents in addition to social media posts;
- vi. Impact of critical incidents on young people should be a prominent focus of the recovery process;
- vii. Provision of resources and interventions to specific pre-defined geographical areas risks excluding those impacted from equidistant, adjacent, and other areas. Support offers should extend beyond the immediate area of the critical incident and be made available to professionals and volunteers involved in the recovery process.

During questions it was added:

- w) Existing funding streams had to be identified and applied for, which was the fastest way to get funding to the communities, but the funding was limited and applying for it had been challenging, however knowing the funding had an end date, meant planning had been taken out for the future;
- x) Devonport Police Station would be open by September 2023, meaning Plymouth had three Police inquiry offices;
- y) The project officer for some of the work had been seconded from the OPCC to work alongside partners and had, alongside the Serious Violence Prevention Program Director and representatives from the University of Plymouth, met with the Home Office on 5 July 2023 to share the learnings of the research;
- z) Some of the smallest organisations in the area were the ones to get in touch and who wanted to do something to help and a scheme to help one of the smallest, neighbourhood watch, was funded by the OPCC within 24 hours of the incident;
- aa) Improvements had been observed in Ford and Keyham, where funding had been concentrated, but the same could not be said for North Prospect and Morice Town and the research had shown that the distribution of the funding had been problematic and not supported areas like North Prospect, which overlooked the area where the incident had taken place;
- bb) Pre-existing issues within some areas had impacted outcomes, but it was difficult to extrapolate those issues from the issues faced directly in relation to the trauma within the community;
- cc) The Devon and Cornwall Police and Crime Commissioner had commissioned the University of Plymouth to carry out an additional survey later in 2023 to see how people were still being affected and what their needs might be, but also with the intention of creating a survey that was replicable elsewhere so that if a similar incident took place it could be offered as a resource for

- assessing community feelings of safety;
- dd) Despite additional resource, confidence in the police had not been raised above the regional and national levels, but it had increased;
 - ee) Local Councillors felt that the need for support to have a broader reach, was critical and this had been noted in the outcomes of the research;
 - ff) Victim Support had evidenced good practice as they provided support across the region, recognising that people were passing through, and some people were in the area to work or study for example, who did not reside in the area;
 - gg) The necessity for funding to be available with more immediate effect, and in a coherent fashion, was raised with the Home Office;
 - hh) It was also important to note that the research work could be seen as an industry whilst the community was trying to move on with their daily lives, and this would be looked into through future research;
 - ii) The legacy of the incident for young people is yet to be seen and there was already a recognised deficit in support for young people and that there had been a challenge with access points for young people because the incident had occurred during the summer holidays;
 - jj) An advantage to having an academic team of criminologists to carry out the research was that they understood how the criminal justice sector functioned, how crime and antisocial behaviour occurred and issues around social inclusion and exclusion;
 - kk) The research team had been able to look at impact of similar events on community cohesions locally, nationally and internationally;
 - ll) A virtuous agreement between victim support and the OPCC meant there would be a long-term relationship and allowed victim support to be responsive across the area of Devon and Cornwall rather than just in a small area;
 - mm) A second year of research had not yet been commissioned, and further work could be commissioned to look at crime rates and patterns across the area, especially as it could link with other work the team were doing in partnership with other organisations in other areas of the city;
 - nn) Infrastructure improvements for young people had not been part of the scope for funding obtained by the OPCC;
 - oo) Neighbourhood policing in Keyham was the gold standard that the force wished they could have in all areas and the Chief Constable was working on plans to invest more in community policing and the Devon and Cornwall Police and Crime Commissioner had discussed levels of neighbourhood

policing and the possibility of assessing communities for need to match with neighbourhood policing provision;

- pp) Volunteers were very valuable, and their work had been beneficial to the community and to the volunteers who had carried out the work, but in some cases, an overreliance on the work of volunteers could lead to them feeling overburdened, and some roles would be more appropriately carried out by people in paid roles;
- qq) Community policing was only effective when the officers involved were invested in the idea and in some cases officers who are new to the job can be put into roles such as this and it doesn't create the service that could be, whereas in Keyham, due to the circumstances, more experienced officers were put in place who really saw the value of the service, and this learning was important nationally.

The Committee agreed to note the report.

The meeting was adjourned from 12:50 pm to 1pm for a short break.

8. **Commissioner's Update Report**

An adjustment agreed to move the Commissioner's Update Report to this point on the meeting agenda.

Alison Hernandez (Devon and Cornwall Police and Crime Commissioner) provided an update on the following matter which had occurred after the report publication for the agenda for the meeting:

- a) On 26th July 2023 she had made the decision to suspend Will Kerr (Chief Constable of Devon and Cornwall Police) pursuant to section 38-2 of the Police Reform and Social Responsibility Act 2011 following allegations of misconduct and the matter had been referred to the Independent Office of Police Conduct (IOPC), who had confirmed an investigation would be carried out;
- b) She made no judgement based on the fact she had suspended Chief Constable Will Kerr based on the allegations against him.

In response to questions it was further explained:

- c) The Devon and Cornwall Police and Crime Commissioner had not been aware of the allegations during the shortlisting process for the role;
- d) She had been made aware of the allegations on 23 March 2023 by the Police service of Northern Ireland and she had made a referral the same day to the Independent Office of Police Conduct who had later determined did not have jurisdiction over the issue;

- e) She had considered suspension at that point and concluded it was appropriate at the time with the information she had;
- f) Further information had come to light on 17 July 2023 from the Police Ombudsman of Northern Ireland, who had taken over the investigation, and following this a further request was submitted to the IOPC who then agreed to open an investigation;
- g) Acting Chief Constable, Jim Colwell would be in place at least until the conclusion of the investigation.

The Commissioner introduced the remainder of the report and highlighted;

- h) How sad she had been to learn of the passing of former Councillor Vivien Pengelly who had been a huge champion of policing and had supported the Commissioner from the beginning of her career and had spent many years scrutinising and supporting the police force;
- i) There had been recognition of local officers at the Police Bravery Awards: PC Darren Brimacombe and PC Tim Willett had been recognised for their bravery during a frenzied knife attack on Dartmoor when they were responding to a high-risk missing person;
- j) She would be visiting some of the front desks that would be reopening and would be promoting them and invite panel members to the reopenings;
- k) There had been excellent attendance at a Councillor Advocates seminar on road safety and there was now an improved understanding of the tasking process in policing and of the investments that had been made through vision zero, particularly in relation to motorcyclist safety.

In response to questions it was explained:

- l) A conversation on the level of impact could be had with users of motorcycles and customised cars through existing channels but conversations were being had around motorcyclist safety through other channels as well;
- m) A Violence Against Women and Girls (VAWG) rapid response police car, in place in Torquay, had not yet been evaluated, but could be considered for other areas in the future;
- n) The Devon and Cornwall Police and Crime Commissioner was expected to receive around £1 million for Safer Streets 5 and welcomed panel members making representations;
- o) There was a gap in funding to support domestic abuse perpetrators to not re-offend, and a bid for a second round of funding from government had been unsuccessful, but some reserve funding had been used to continue work;

- p) It was important to get Police front desks open to give people the choice of how they reported a crime, particularly for those who were victims of crime, as they might feel safer speaking to someone;
- q) She would speak to the Chief Constable about plans to have a mini op Loki teams that could be moved around to free up neighbourhood police officers;
- r) Performance information would be available to the next meeting, and it showed that Devon and Cornwall was the lowest crime rate area in the country;
- s) The Panel, led by Councillor Roger Croad, expressed their sadness at the passing of Councillor Vivien Pengelly.

The Committee agreed to note the report.

9. **Update Report on Contact Services within Devon and Cornwall Police**

In response to questions it was reported:

- a) Action had been taken in reaction to issues and reporting, but there were limited resources and in response to an issue raised by Councillor Penberthy around reporting and the information getting to the 'front lines', the Commissioner agreed to look into the issue and provide a response outside of the meeting;
- b) Devon and Cornwall was 10th on the national league table for answering of 999 calls for June 2023;
- c) There had been a national agreement developed in relation to how police respond to mental health calls for service and efforts were being made to ensure that although a call might come through to the police, the right help might be from elsewhere and people were being signposted to this;
- d) Although Devon and Cornwall had the lowest crime rate in the country, the communities across the area did not tolerate crime, were aware of how to report crime to the police and had very high expectations of the police, all resulting in a high volume of 101 calls;
- e) Simplifying on 101 calls would help to prioritise calls such as victims of serious or violent crimes who were getting in touch after the event, and measures had been introduced so that everyone who called would speak to a human before being queued.

The Committee agreed to note the report.

10. **Draft Annual Report 2022/23**

The Committee agreed to note the report.

11. **Complaints against The Police and Crime Commissioner received under The Police Reform and Social Responsibility Act**

There were no formal complaints received against the Devon and Cornwall Police and Crime Commissioner in the last period.

12. **Work Programme**

The following additions were suggested for the work programme:

1. Recruitment and Retention Plan;
2. Panel support the Commissioner to obtain more funding;
3. Evaluation of Op Loki.