



Devon and Cornwall Police and Crime Panel
15th September 2023

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT:
Police and Crime Plan 2021-25 Scorecard

1. Police and Crime Plan Scorecard

1.1. The Police and Crime Plan 2021-25 sets out the Commissioner's vision for 'safe', 'resilient' and 'connected' communities, delivered through four community priorities; violence, anti-social behaviour (ASB), drugs and road safety.

1.2. The Police and Crime Plan Scorecard monitors the performance metrics set out in the Plan and is presented to the Panel at each meeting. The scorecard includes the National Police and Crime Measures (see section 2 of this report), as well as local indicators for each priority area.

1.3. The scorecard outlines the latest performance against the agreed Key Performance indicators for the plan, alongside a preferred direction of travel (where possible) and a RAG assessment based on levels of variance from the baseline period and the preferred direction of travel (Variances detailed in Table 1 below).

1.4. The direction of travel indicates whether success is considered to be an increase or decrease in the metric where a preference is identifiable. For some metrics it is not possible to assess whether an increase or decrease is preferable. For example, an increase in domestic violence crime could be interpreted as a positive reflection of victims' confidence in reporting. Conversely, an increase in reports could reflect a 'real' increase in victimisation and therefore a negative outcome. Similarly, an increase in drug related offences may appear to be a negative outcome, but is influenced by proactive policing and positively takes more drugs and dealers off our streets. These metrics are identified in blue notifying that a trend status has not been assigned.

Table 1:

Direction Of travel	Variance compared to baseline
△▽	2.5%+/- than baseline
▷	= to baseline and less than 2.5% higher or lower than baseline

Table 2:

Interpretation of trend	
Indicative of positive trend	Green
Indicative of stable trend	Yellow
Indicative of negative trend	Red
Trend status not assigned	Blue

2. Performance reporting and data quality challenges

2.1. In November 2022 Devon and Cornwall Police implemented a new crime recording and information management system called Niche, which will improve the police's ability to record and report crime and incident data. Since the implementation of this system a range of challenges have limited the ability of Devon and Cornwall Police to provide publicly accessible and publishable data. To date, the force has maintained an ethical position of releasing data only when data quality is of a sufficient standard, to reduce the risk of misleading decision-makers, partners and interested parties. This resulted in the Panel not receiving a performance update in July 2023.

2.2. During this period performance monitoring has not stopped and crime data has been available to ensure the safe and effective delivery of policing. The Commissioner has had oversight of performance and has ensured scrutiny of force performance through regular monitoring and oversight meetings and discussions with the Chief Constable and force executive.

2.3. In June 2023 the Commissioner formally wrote to the Chief Constable to request that the publication of data is expedited so that transparency and public accountability can be maintained. Following this, the majority of data is now available and is presented in the attached report.

2.4. Local data is expected to be published on Police.uk in September. As part of the Commissioner's responsibility in holding the force to account on behalf of the people of Devon and Cornwall, scrutiny of the force 'roadmap to recovery' for data analysis and publication will be monitored through the monthly Policing and Crime Joint Executive Board and a further update will be provided to the Police and Crime Panel in November 2023.

Unavailable data

2.5. Whilst the majority of data is now available to Panel, and will be shared with all community safety partnerships, there remain some fields where data cannot be currently provided by Devon and Cornwall Police.

2.6. Devon and Cornwall Police is not able to produce reliable data to support the following measures:

- No. offences involving the discharge of a firearm

- No. hate crimes
- No. young people under 18 identified as victims of crime

2.7. Due to ongoing data reliability issues, victim satisfaction surveys have been temporarily paused and therefore Devon and Cornwall Police is also unable to report on:

- Overall victim satisfaction
- Victim satisfaction - domestic abuse victims

2.8. These issues are being addressed and victim surveying is expected to re-start this Autumn.

2.9. The most recent available data for all five measures is contained in the attached report.

2.8. Data reliability issues are also impacting Domestic Abuse data and therefore the trend presented for the Violent Crime (Domestic Violence) measure. Further context is provided in the attached scorecard.

3. Reporting of 101 performance

3.1. Previously the Police and Crime Plan Scorecard has measured and reported on the average wait time for P1 (or Priority 1) non-emergency calls (those calls that are identified as high priority, including calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety). The scorecard has also measured and reported the average wait time for P2 (or Priority 2) non-emergency calls (those calls identified as less urgent such as calls regarding antisocial behaviour or requesting updates about ongoing investigations).

3.2. As part of Devon and Cornwall Police's work to reduce 101 wait times and provide an improved service for the public, significant investments have been made including a new switchboard triage service (fully implemented at the end of November 2022) and the introduction of a call back service (introduced early July 2023). As part of these improvements the P1 and P2 lines have been removed and replaced with a 'crime line' and an 'incident line'.

3.3. Due to the changes to the 101 service, I have included two new measures in the attached Performance Scorecard; 101 switchboard wait time (average) and 101 wait time (average). It should be noted however that these new measures cannot be compared to the P1 and P2 wait times which have previously been reported to the panel, or the original baseline, as they are not directly comparable.

3.4. I am currently in the process of reviewing the most appropriate performance measures to accurately reflect recent changes to the handling of 101 calls including the new crime and incident lines, the introduction of a call back service and 101 switchboard, and an update on this will be brought to a future meeting of this panel.

4. Key updates since last Panel

4.1. Some of the most significant changes in data trends since last reported in January 2023 are outlined below:

- There has been an increase in the number of offences related to death or serious injury caused by high-risk driving behaviour, rising by 19 when compared to the previous panel meeting, or by 16 when compared to the baseline. This measure has now risen +2.5% above the baseline and has adopted a red RAG rating.
- The number of violent crimes still remains above the baseline figure, but small decreases have been seen over recent months.
- While 999 wait times still remain 10 seconds above the baseline figure, in the most recent reporting period covering the 12 months to July 2023, there has been an 8 second decrease in the average wait time when compared to the figure last reported to the panel.
- The amount of funding brought into Devon and Cornwall by the Police and Crime Commissioner reached £5.5 million for the financial year 2022/23. This equates to an uplift of £1.4 million in comparison to last year.
- The number of PEOs continues to increase, with front desks now open at Bude and Falmouth.

Contact for further information

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