



Devon and Cornwall Police and Crime Panel
24th November 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, antisocial 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	
Indicative of stable trend	
Indicative of negative trend	
Trend status not assigned	

2. Performance reporting and data quality challenges

2.1. As reported to the last Police and Crime Panel meeting, 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. In the first part of this year, 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, and a partial report only being provided in September 2023.

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

2.4. Work to resolve data quality issues has been ongoing, and the Commissioner is now able to provide the Panel with updated information on most areas of force performance.

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. young people under 18 identified as victims of crime

2.7. However, the Commissioner has included in the performance scorecard today an alternative measure of 'incidents involving a firearm' which includes gunshots being heard and attended to, people using air rifles, licensing, possession, as well as incidents where a firearm was discharged. A baseline and historical data have also

been included so that this trend can be observed over time as a proxy measure in the absence of the 'offences involving the discharge of a firearm' data.

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

- Overall victim satisfaction
- Victim satisfaction - domestic abuse victims

2.9. However these issues are continuing to be addressed and victim surveying began again in September 2023.

2.10. The most recent available data for all of these measures is contained in the attached report.

2.11. Unfortunately, one of the most challenging data quality issues remaining for Devon and Cornwall Police is location data, which means that the force is currently unable to provide Police.uk with neighbourhood level crime data. In the last report to the Panel it was highlighted that these issues were planned to be resolved by September 2023, however it is now likely that reporting to Police.uk will not resume until the first quarter of 2024. 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's '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 January 2024

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 changes 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).

3.3. These changes to the way that 101 calls are managed mean that the Commissioner cannot report on the original measures of P1 and P2 average wait times as the P1 and P2 lines are no longer being used. Further detail about these

changes and 101 performance is included the standalone contact management report, also presented to the Panel today.

3.4. The Commissioner has included in the performance scorecard two new measures which best represent the experience of the public when calling 101. The first is the 'switchboard triage average wait time', which provides an indication of how long the public can expect to wait before they speak to a contact officer who will either be able to assist at that first point of contact or will transfer the call to the secondary crime and incident lines within the Force Contact Centre.

3.5. In addition the report also provides the Panel with average 101 wait times. This measure most closely aligns to the previously reported P1 and P2 measures as a combined measure and is most reflective of the public experience of the 101 service. This measure provides the average wait time a caller to the 101 non-emergency service can expect to wait if their call has not been resolved at switchboard triage and their call is transferred to either the secondary crime or incident lines.

3.6. Following feedback from the Panel at September's meeting, the report also includes a baseline for this measure to track progress and improvements to the 101 service the public receives. The baseline has been set at the 12 months to July 2020 to align with the previously reported P1 and P2 baselines.

4. Key updates since last Panel

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

- While 999 wait times still remain 6 seconds above the baseline figure, in the most recent reporting period (12 months to September 2023), there has been a 4 second decrease in the average wait time when compared to the figure last reported to the panel.
- The alternative measure of 'incidents involving a firearm' shows an increase of 9% (+44) when comparing the most recent reporting period of 12 months to September to the baseline year.
- 23.5% (-618) fewer hate crimes were recorded for the 12 months to September 2023 when compared with the same period last year.
- There has been a further increase in the number of offences related to death or serious injury caused by high-risk driving behaviour, rising by 10 when compared to the previous panel meeting, or by 26 when compared to the baseline.
- The number of PEOs continues to increase, with a front desk now open at Devonport.

Contact for further information

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