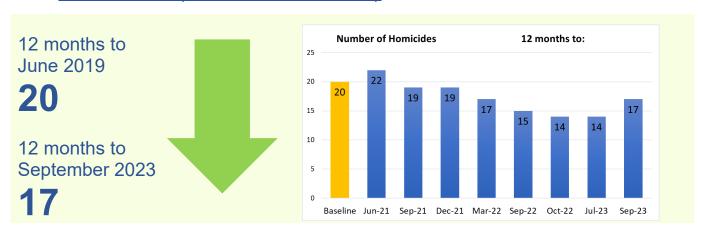
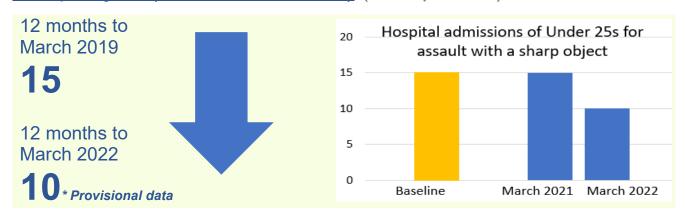
1.1 Homicides (National Measure)



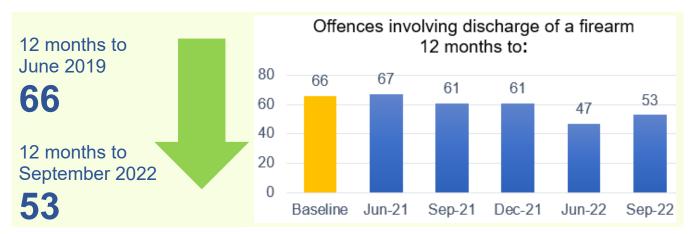
In the 12 months to September 2023, there were 17 homicides in Devon and Cornwall. This is 3 fewer homicides than reported in the 12 months to June 2019. Based on the latest ONS release of police recorded crime covering the 12 months to June 2023, Devon and Cornwall's homicide rate was 0.7 crimes per 100,000 population. This is lower than both the national (1.0) and the Southwest region (0.8) rates.

1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure) (not updated)



The NHS have still not yet published their 2023 data and therefore this measure has not been updated since September 2022. Provisional data published by NHS Digital shows that in the 12 months to March 2022, 10 hospital admissions of under 25's for assaults with a sharp object were recorded in Devon and Cornwall. This suggests a slight decrease when compared to the baseline year (12 months to March 2019).

1.3.1 Offences involving discharge of a firearm (National Measure) (not updated)



This measure has not been updated since the Panel meeting in January 2023. The Commissioner and her team are acutely aware of the importance of this measure and are working with the force to ensure that appropriate, timely data is provided when requested, to enable relevant mechanisms to be put in place to hold the force to account as appropriate.

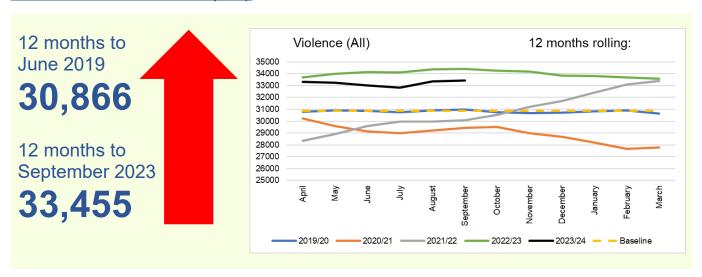
In the 12 months to September 2022, 53 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 13 fewer offences and represents a 19.7% decrease when compared to the baseline year (12 months to June 2019).

1.3.2 Incidents involving a firearm (alternative measure)



The alternative measure of 'incidents involving a firearm' covers a range of things for example, gunshots being heard and attended to, people using air rifles, licensing, possession, as well as incidents where a firearm was discharged. In the 12 months to September 2023 there were 532 incidents involving a firearm recorded by Devon and Cornwall Police. This is 44 more offences and represents a 9.0% increase when compared to the baseline year (12 months to June 2019).

1.4 Violent Crime (All)

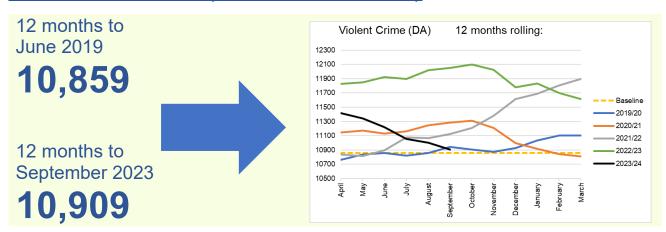


In the 12 months to September 2023, 33,445 violent offences were recorded in Devon and Cornwall. This is an increase of 8.4% (+2,579) when compared to the baseline year (12 months to June 2019). There has been an increase in reported violence since April 2021, following the lifting of Covid-19 lockdown restrictions. Levels of reported violence are now exceeding those seen before the pandemic and most of the increase is being driven by increases in violence without injury offences.

The Commissioner recognises that violent crimes have increased to an unacceptable level. However, the Commissioner is assured that the increases are consistent with trends seen nationally and that the rate of violence in Devon and Cornwall remains considerably below the national average. In the 12 months to June 2023, 18.8 violent crimes were recorded per 1000 population in Devon and Cornwall, which is 1.3 times lower than the national rate (23.5).

The Commissioner and her team continue to work with the force on the governments national priority of reducing serious violence through continued partnership work, as outlined previously to the Panel in the Violence Profile presented in November 2022, and more recently through the Commissioner's update report.

1.5 Violent Crime (Domestic Violence)



Domestic abuse is a hidden crime that is often not reported to the police. Therefore, police data only provides a partial picture of domestic abuse, and it is difficult to make objective inferences about performance based on increases or decreases in domestic abuse crimes. For instance, an increase in domestic abuse crimes could be interpreted as positive, if more victims feel confident to report. Conversely, an increase could also be interpreted as negative, as it may reflect a 'real' increase in victimisation. As such, the Commissioner uses a number of resources to inform performance assessments in this area, including levels of reporting, victim support intelligence and victim satisfaction.

In the 12 months to September 2023, 10,909 violent offences were flagged as related to domestic violence. This is a slight decrease of 1.3% (-148) when compared to the baseline year (12 months to June 2019). There have been consistent decreases in the number of recorded offences since November 2022. Devon and Cornwall Police have noted some data quality issues with domestic abuse data following their adoption of a new crime record management system in November 2022. Any new trends should therefore be interpreted with caution and the Commissioner will continue to monitor this data closely as data quality improves.

1.6 Victim Satisfaction (Domestic Abuse) (National Measure) (not updated)



This measure has not been updated since the Panel meeting in January 2023.

Between April and November 2022, 605 victims of domestic abuse were surveyed about their experience of Devon and Cornwall Police. 85% stated they were satisfied with the overall service they received. This indicates stable performance when compared to the baseline year (12 months to June 2019).

2. ASB

2.1 Number of ASB Incidents recorded by the Police



In the 12 months to September 2023, 23,318 ASB incidents were recorded by Devon and Cornwall Police. This is a 40.3% decrease (-15,708) on the baseline year (12 months to June 2019). Levels of ASB were higher during much of 2020/21 due to the reporting of Covid-19 lockdown breaches and there have been continued decreases in ASB over the most recent financial years, which is consistent with national trends.

Trends in ASB data need to be interpreted with caution, as a decrease in reported ASB incidents does not necessarily reflect a real decrease in levels of ASB. It is possible that some incidents are not reported to the police.

2.2 Recorded number of Public Order Offences



In the 12 months to September 2023, 7,323 public order offences were recorded across Devon and Cornwall. This is a 3.7% increase (+262) on the baseline year (12 months to June 2019). Typically, public order offences are a product of pro-active policing activity, much of which is associated with policing the night-time economy. Whilst the volume of public order offences is higher than the baseline year, there has been a decrease compared with last year, which is consistent with the trend seen regionally and nationally.

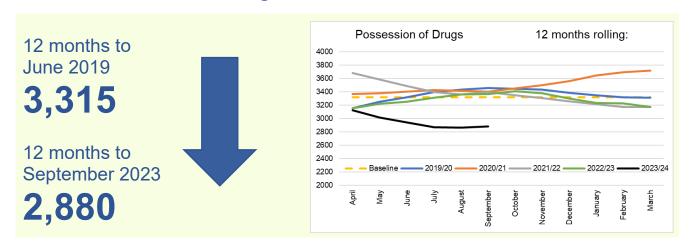
2. ASB



Based on the latest ONS release of police recorded crime covering the period 12 months to June 2023, Devon and Cornwall's public order rate is 4.3 crimes per 1,000 population. This is lower than the national rate (9.7) and Devon and Cornwall have the lowest rate of public order offences in the South-west region.

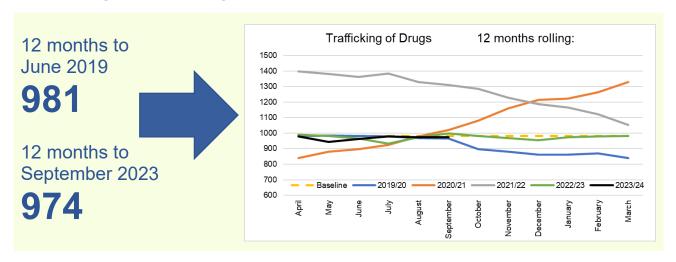
3. Drugs

3.1 Possession of Drugs Offences



In the 12 months to September 2023, 2,880 drug possession offences were recorded across Devon and Cornwall. This is a 13.1% decrease (-435) compared with the number of offences recorded in the baseline year (12 months to June 2019).

3.2 Drug Trafficking Offences

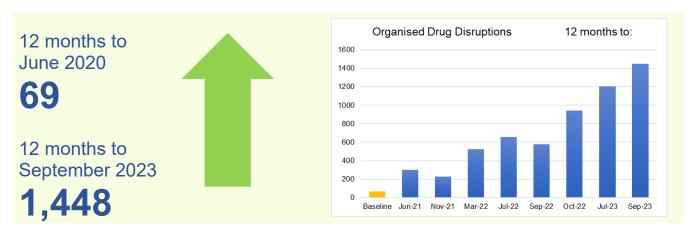


Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to September 2023, 974 drug trafficking offences were recorded across Devon and Cornwall. In the latest 12-monthly period the volume of drug trafficking offences shows very little change compared with the baseline year (12 months to June 2019) – with 7 fewer offences recorded.

There was a noticeable increase in recorded drug trafficking offences in 2021-22. This was largely due to increased pro-active policing throughout the Covid-19 lockdown and greater ease in identifying offenders when 'stay at home' orders were in place.

3. Drugs

3.3 Organised Drug Disruptions

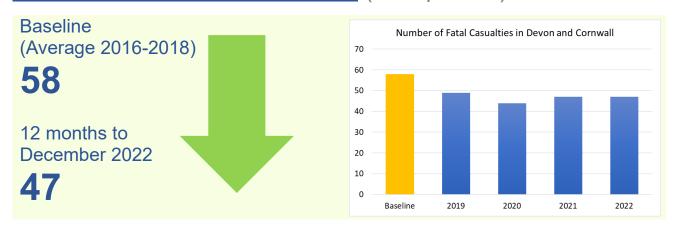


In the 12 months to September 2023, 1,448 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks. This is an 1,998.6% increase (+1,379) on the number of disruptions carried out in the baseline year (12 months to June 2020). Whilst there has been a significant increase in the number of disruptions since the baseline year, some of the increase is also attributed to changes in recording – the data now includes multiple disruptions for each organised crime group, whereas previously, multiple disruptions for the same organised crime group were only counted once.

Operation Scorpion, launched in March 2022, is one example of drugs disruption activity which has seen police forces across the South-west work together in joint operations to tackle drugs. The project has had great success in targeting organised criminals involved in the supply of drugs and in removing illegal substances from our streets. Operation Scorpion has recently completed its sixth iteration since inception, this was timed to coincide with a national intensification focused on county line drug dealing which ran from 9 to 15 October 2023. In Devon and Cornwall, the results were as follows: 36 disruptions; 36 arrests; 9 charges; over £90,000 worth of drugs seized; £54,800 cash seized; 12 mobile phones seized; 14 weapons seized; 2 vehicles seized; 10 children and 6 adults safeguarded.

4. Road Safety

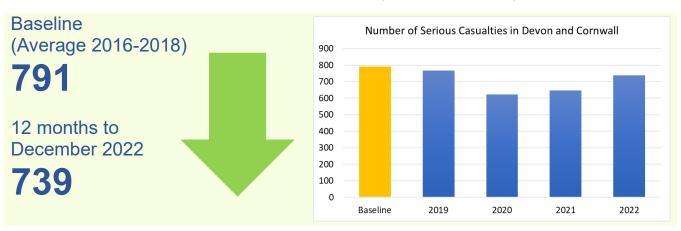
4.1 Number of Fatal Casualties (not updated)



This measure has not been updated since the September Panel meeting as the number of fatal casualties is updated annually on receipt of fully validated data from the Vision Zero South West partnership. Data for the year ending 2023 will not be available until later next year. This data excludes fatalities which are later identified as medical episodes, suicides, death after 30 days and fatalities on private roads.

As stated in the previous report, 47 fatalities were recorded on Devon and Cornwall's roads in the 12 months to December 2022. This is 11 fewer fatalities than was recorded in the baseline year. The Commissioner works closely with the Vision Zero South West partnership to help co-ordinate preventative activity for road traffic collisions.

4.2 Number of Serious Casualties (not updated)

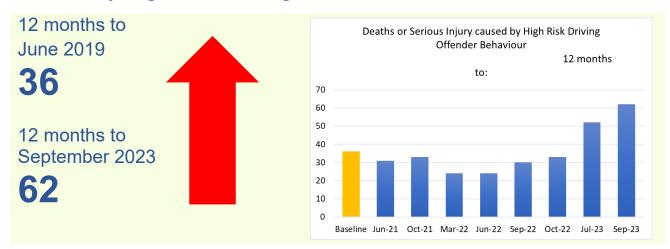


This measure has not been updated since the September Panel meeting. The number of serious casualties is updated annually to align with Vision Zero South West partnership validated data. Data for the year ending 2023 will not be available until later next year.

As stated in the previous report, 739 serious casualties were recorded on Devon and Cornwall's roads in the 12 months to December 2022. This is 52 fewer casualties than was reported in the baseline year. The number of reported casualties was lower during 2020 and much of 2021 due to decreased traffic volumes following travel restrictions and stay-at-home orders throughout the Covid-19 pandemic. The most recent years data, covering 2022, shows that the number of casualties has increased to levels seen prior to the lockdown periods.

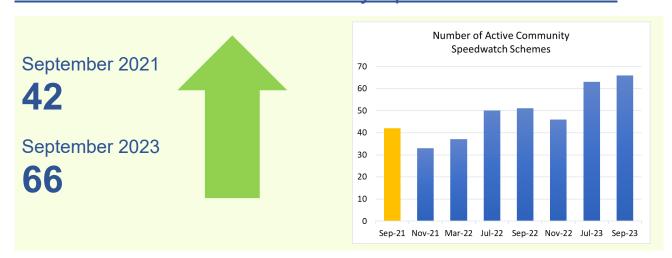
4. Road Safety

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



62 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to September 2023. This is a 72.2% increase (+26) on the number of offences recorded in the baseline year (the 12 months to June 2019). There have been consistent increases in the number of offences since June 2022 and a 'red' RAG rating remains evident. The increase in the number of offences could be due to several factors, including increased traffic volumes as we have emerged from the pandemic, or improved detection of offences by the police. The Commissioner will continue to monitor this concerning trend closely over the coming months.

4.4 Number of active Community Speedwatch Schemes



During September 2023, 66 Community Speedwatch (CSW) schemes undertook monitoring activity out of 230 teams in total. This is 24 more active schemes compared with the baseline year. There has been a general increase in the number of active schemes operating across the force area since 2021. Devon and Cornwall Police's CSW policy states that Speedwatch can only take place in 'good visibility during daylight hours and must not take place in adverse weather conditions', so seasonal peaks and troths are expected, with activity generally higher during the summer months. The Commissioner is also encouraged that the total number of schemes signed

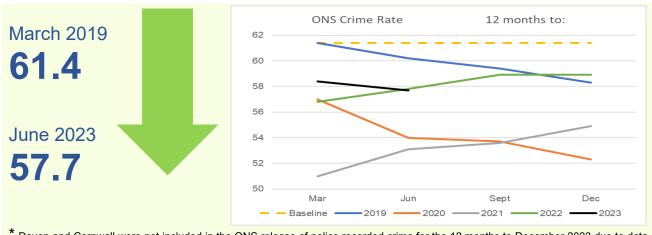
4. Road Safety



up to CSW continues to increase. In September 2021 there were 139 schemes in total, compared to 230 in September 2023 (+91).

5. Safe

5.1 ONS Crime Rate Devon and Cornwall



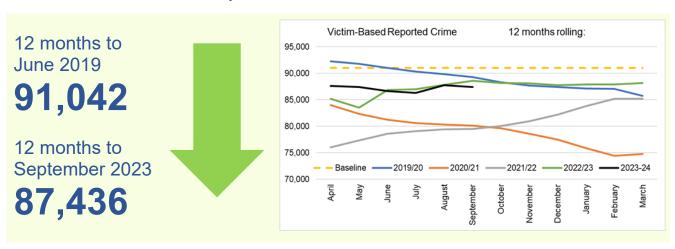
* Devon and Cornwall were not included in the ONS release of police recorded crime for the 12 months to December 2023 due to data quality issues. Data in the graph for this period is a continuum of the 12 months to September 2023 figure.

Patterns of crime over recent years have been substantially affected by the coronavirus (Covid-19) pandemic and government restrictions on social contact. Since restrictions were lifted in 2021, police recorded crime data shows that certain offence types are returning to or exceeding the levels seen before the pandemic. Violence and sexual offences recorded by the police have exceeded pre-pandemic levels, while theft offences remain at lower levels. However, in the most recent ONS publication of police recorded crime covering the 12 months to June 2023, theft offences overall have increased by nearly 16% compared with last year. Forces across the country are experiencing similar increases and the cost-of-living crisis is likely to be contributing to this trend.

In the 12 months to June 2023 total crime in Devon and Cornwall has remained relatively static compared with the previous year, seeing a slight increase of just 0.4% compared with a 2% increase nationally despite this the volume of crime remains lower than 4 years ago. Devon and Cornwall's crime rate now stands at 57.7 crimes per 1,000 population, equating to 103,510 recorded crimes in the year, which is lower than the baseline year (61.4).

Devon and Cornwall also have the lowest crime rate nationally, which is significantly lower than the England and Wales average of 93.4 crimes per 1,000 population.

5.2 Victim-based reported crime



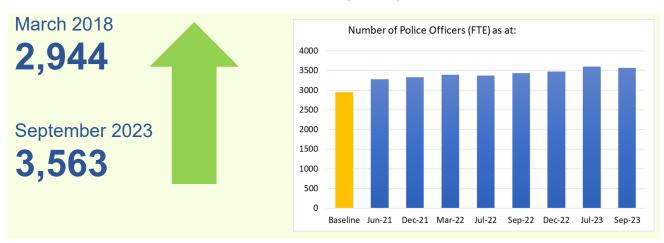
5. Safe



Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage, and arson. In the 12 months to September 2023, 87,436 victim-based crimes were recorded in Devon and Cornwall. This is a 4.0% decrease (-3,606) when compared to the baseline year (12 months to June 2019). Decreases across theft offences is the main contributor to the decrease in victim-based crime when compared to the baseline year.

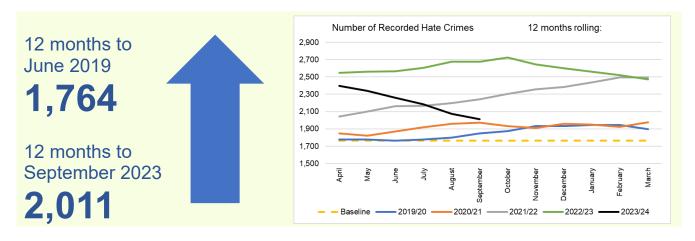
Victim-based crimes decreased significantly throughout the Covid-19 lockdown periods, due to reductions in social interaction and decreased opportunities for crime. However, as expected, with the continued easing of restrictions there were increases in victim-based crimes between April 2021 – May 2022. The latest data shows that these increases may be stabilising. There was a 1.2% decrease in victim-based crime in the 12 months to September 2023 compared with the previous 12 months.

5.3 Number of Police Officers (FTE)



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of September 2023 was 3,563. Compared with the baseline year (12 months to March 2018), there has been a 21.0% increase which equates to an additional 619 FTE officers.

5.4 Number of Recorded Hate crimes



Data for this measure has not been reported to the Panel since January 2023 as Devon and Cornwall Police were not able to provide this information following the implementation of their new

5. Safe

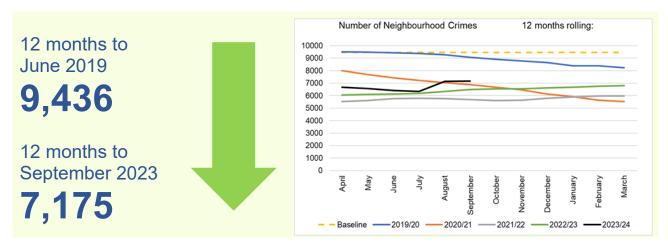
crime recording system Niche. The data has been provided for the first time since then and we are able to respectively provide 12-monthly rolling data beyond the last reported period of the 12 months to October 2022 which was reported at the panel meeting in January.

2,011 hate crimes were recorded in the 12 months to September 2023. This is a 14.0% increase (+247) when compared to the baseline year, the 12 months to June 2019. Whilst the number of reported hate crimes continues to be higher than the baseline year, recorded hate crime is 23.5% (-618) lower than the same period last year. Recorded hate crime has steadily decreased since the 12-months to October 2022.

As previously highlighted to the Panel, it is difficult to make objective inferences about performance based on increases or decreases in hate crime data. For instance, an increase in offences could be interpreted as positive, because victims may be more confident to report to the police, or the police may have made recording improvements when identifying hate offences. Conversely, the trend could also be interpreted as negative because it could be reflective of a 'real' increase in victimisation. Decreases in hate crime could indicate that victims are not reporting to the police, or they are not being recorded as a hate crime by the police.

In addition, the decrease seen this year may also be representative of changes in recording standards and/or changes in recording practices rather than a genuine reduction in hate crime. Any new trends identified at this stage therefore should be interpreted with caution. The Commissioner will continue to monitor hate crime closely as more consistent data becomes available.

5.5 Number of Neighbourhood Crimes (National Measure)



Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to September 2023, 7,175 neighbourhood crimes were recorded across Devon and Cornwall. This is a 24.0% decrease (-2,261) when compared to the baseline year (12 months to June 2019) and a downward trend continues to be evident.

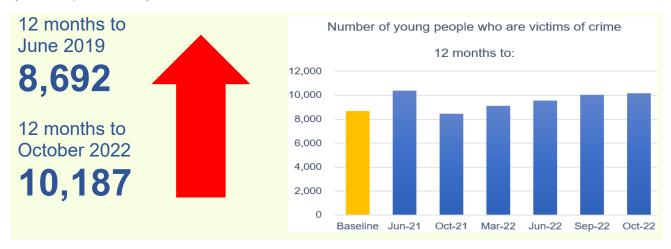
Sharp decreases in neighbourhood crime were evident in 2020/21, which may be attributable to the Covid-19 pandemic and lockdown periods, with people spending increasing periods of time in their homes. Recent data shows that neighbourhood crimes remain below pre-pandemic levels and Devon and Cornwall continue to have the lowest rate of residential burglary in England and Wales at 1.0 crimes per 1,000 population compared with the national average of 3.2.

6. Resilient



6.1 Number of Young People who are victims of crime

(not updated)



This measure has not been updated since the Panel meeting in January 2023.

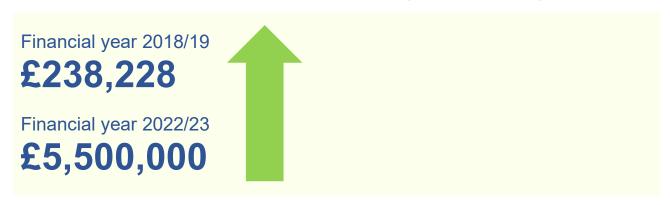
In the 12 months to October 2022, 10,187 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is 17.2% more victims (+1,495) when compared to the baseline year (12 months to June 2019). The increases in crime against young victims is greater than the increases seen in other age categories. Looking at trends over time, it is evident that with each successive lockdown, the number of offences where the victim was recorded as under 18 reduced significantly. As we emerged from each lockdown, the trends increased to levels above the baseline. Specific offence types that have particularly increased include:

- Stalking and harassment
- Public order offences
- Rape
- Violence without injury
- Other sexual offences
- Violence with injury

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

6. Resilient

6.2 Amount of Funding bought into Devon and Cornwall by the Police and Crime Commissioner (not updated)



This measure has not been updated since the last Panel meeting as it is only provide once yearly following the end of the previous financial year.

In the financial year 2022/23, the Commissioner has secured £5,500,000 of additional funding to help tackle crime and support victims in Devon and Cornwall. This figure includes the additional funding the OPCC has secured, as well as funding the OPCC has supported partners in securing. This equates to an additional £5,261,772 in funding when compared to the baseline year (2018/19).

Projects that were supported by the additional funding in 2022/23 include, £3.1 million to support local crime prevention activity across Truro, Torquay, Barnstaple, Plymouth and Exeter through successful bids to the Home Office's Safer Streets Fund. This is an addition to a £789,295 boost in funding for local victim support services, £417,395 to work with domestic abuse perpetrators to address their behaviour and £359,100 to support serious violence prevention activity throughout Devon and Cornwall.

6.3 Percentage (%) of victims that were satisfied with the overall service they received from Devon and Cornwall Police (not updated)



6. Resilient

This measure has not been updated since the Panel meeting in January 2023.

To measure victim satisfaction, Devon and Cornwall Police conduct a survey with victims. The survey is based on priority victim satisfaction. Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable, or intimidated.

681 priority victims were surveyed between April and November 2022 and 73.0% said they were satisfied with the overall service they received from Devon and Cornwall Police. The results suggest victim satisfaction levels are 1% higher compared with the baseline year (72.0%), which implies a stable trend. The Commissioner will monitor trends closely as the survey size continues to grow.

7.1 Number of Customer Contact points Open to the Public

October 2021

October 2023

10

17



Monitoring the number of customer contact points open to the public – via front desks – is one way of helping the Commissioner to evaluate connectivity. As of October 2023, there were 17 customer contact points open to the public across Devon and Cornwall. This is an increase of 7 compared to the baseline of October 2021.

Additional front desks are now open in Tiverton, Newton Abbot, Penzance, Truro, Newquay, Bude and Falmouth and the latest addition to the list is Devonport. Devonport front office opened to the public on Monday the 9th of October. It will initially be open for three days a week on Monday, Tuesday, and Wednesday. It is expected to be open for six days per week from early next year. The Commissioner is committed to opening more front desks throughout the remainder of her term. Police enquiry offices in Looe, Okehampton, Kingsbridge, Ilfracombe and Honiton are scheduled to reopen before March 2024.

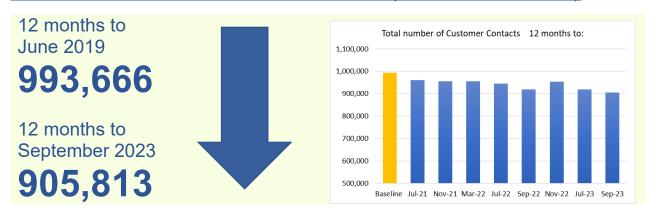
Enquiry Offices in Cornwall & Isles of Scilly:

- Bude
- Camborne
- Bodmin
- Falmouth
- Isles of Scilly
- Newquay
- Penzance
- St Austell
- Truro

Enquiry offices in Devon:

- Barnstaple
- Exeter
- Newton Abbot
- Plymouth (Charles Cross)
- Plymouth (Crownhill)
- Plymouth (Devonport opened to the public 9 October 2023)
- Tiverton
- Torquay

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



In the 12 months to September 2023, Devon and Cornwall Police's Contact Centre received 905,813 contacts.

This included:

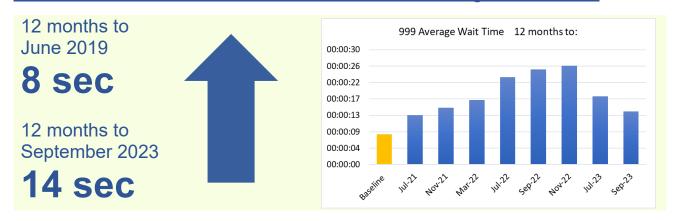
•999 calls: 333,269 •101 calls: 423,109

•101 emails and texts: 121,005

•Webchats: 28,430

There has been an 8.8% decrease in the number of contacts received (-87,853) when compared to the baseline year (12 months to June 2019). A reduction in 101 calls has driven most of the decrease. 999 demand continues to increase, with 18,781 additional calls received in the 12 months to September 2023 when compared to the previous year.

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



The average wait time for 999 emergency calls in the 12 months to September 2023 was 14 seconds. This is an increase of 6 seconds when compared to the baseline year (the 12 months to June 2019), however a decrease of 4 seconds when compared to the 18 seconds that was reported at the panel meeting in September (the 12 months to July 2023), where it was highlighted that this had been the lowest 999 wait time reported since March 2022.

However, it should be noted that since August 2023 the force has achieve a month on month improvement in 999 call waiting times resulting in an average of 6 seconds waiting time in the last three months.

The Commissioner will continue to monitor these recent improvements and challenge the Force to sustain and further improve 999 call wait times.

7.4 101 and 999 call wait times: Switchboard triage average wait time (new measure)



This new 101 measure has been selected by the Commissioner following process changes to call handling by Devon and Cornwall Police. From the 28th of November 2022 all 101 calls are first triaged by a contact officer on switchboard.

This measure 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. Callers are also given the option of a call back service at this point, which would be an appealing option if the caller is advised that the police are dealing with a high volume of calls and are likely to experience longer wait times.

On reflection of the feedback from the Panel at September's meeting, the Commissioner has added a baseline for this measure to track progress and provide greater transparency to the public. The baseline has been set at December 2022 at the start of the full implementation of switchboard triage for all 101 calls. The Panel will be provided with the overall average wait time from December 2022 until the most recent month available, as well as provided with monthly data which will be relevant to the wait times the public are currently experiencing.

The average wait time between December 2022 and August 2023 to speak to a contact handler on switchboard was 1 minute 48 seconds, this is 3 seconds lower than reported at the panel meeting in September (1 minute 51 seconds Dec 22 – Jul 23), however the average switchboard wait time remains above the baseline of 1 minute and 5 seconds. Monthly performance data for July 2023 and August 2023 show signs of reduced wait times with 1 minute and 21 seconds and 1 minute and 17 seconds respectively.



7.5 101 and 999 call wait times: 101 average wait time (new measure)



This new 101 measure has been selected by the Commissioner following process changes to call handling by Devon and Cornwall Police. 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 routed post IVR (interactive voice response) or resolved at switchboard triage and their call is transferred to either the secondary crime or incident lines.

Following feedback from the Panel at September's meeting, the Commissioner has also added 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 month to July 2020 to align with the previously reported P1 and P2 baselines.

In the 12 months to September 2023, the average wait time for a 101 call (after switchboard or IVR routing) was 41 minutes and 48 seconds. This is an increase of 25 minutes 1 second when compared to the baseline year, the 12 months to July 2020. Compared to the figure last reported to the Panel, for the 12 months to July 2023, the average wait time has increased by 5 minutes 57 seconds.

7.6 Levels of Public Confidence in the Police (not updated)

12 months to March 2019 March 2020 77.5%

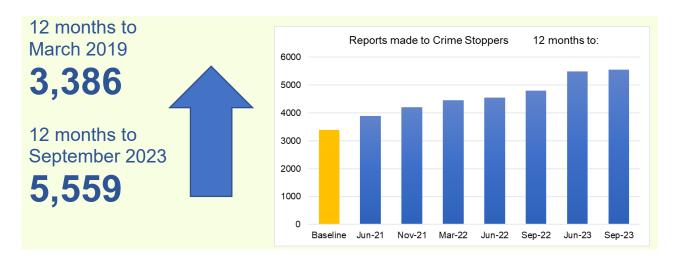
Data for this measure has not been updated since the last meeting.

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

In the continued absence of survey results for Devon and Cornwall from the CSEW, Devon and Cornwall Police are conducting public surveying to explore public confidence. Data for the 12 months to September 2023, indicates that 78% of respondents agree with the statement: "Taking everything into account, I have confidence in the police in this area".

Whilst the CSEW and Force survey use differing methodologies and the results cannot be directly compared, they indicate a stable trend in public confidence in Devon and Cornwall Police. The Commissioner will continue to monitor this measure closely.

7.7 Reports made to Devon and Cornwall from Crime Stoppers



Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which Crime Stoppers deem useful to the police is passed onto the respective local police force. In the 12 months to September 2023, 5,559 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 64.2% increase (+2,173) on the number of reports received in the baseline year (the 12 months to March 2019) and an upward trend continues to be evident.