



**Devon and Cornwall Police and Crime Panel
2nd February 2024**

**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	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. As previously reported to the Panel, 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. This has impacted the quality of performance information that the Commissioner was able to provide to the Panel in 2023.

2.2. 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.

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

2.5. Due to ongoing data reliability issues, victim satisfaction surveys were temporarily paused and therefore Devon and Cornwall Police are unable to report on:

- Overall victim satisfaction
- Victim satisfaction - domestic abuse victims

2.6. Victim surveying began again in September 2023. This data will be reported to the Panel again once a substantial enough sample has been established. The most recent available data for these measures is contained in the attached report.

2.7. 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. It is likely that reporting to Police.uk will resume in 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 is being monitored through the monthly Policing and Crime Joint Executive Board.

3. Key updates since last Panel

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

- There has been a further decrease of 4 seconds in the average wait time for 999 calls since last reported to the panel – the average wait time of 10 seconds for the 12 months to December 2023 meets Devon and Cornwall Police’s service standard of aiming to answer 999-emergency calls within 10 seconds;
- The ‘hospital admissions of under 25s for assault with a sharp object’ measure has been updated. The latest data covering the 12 months to March 2023, indicates a decrease in the number of admissions recorded compared with last year;
- Violent crime (all) has increased by 3.3% (+1,092) since last reported to the panel;
- Domestic abuse related violence has increased by 7.1% (+771) since last reported to the panel;
- The number of organised crime disruptions have decreased by 57.7% (-835) since last reported to the panel, however the volume of disruptions remains significantly higher compared to the baseline;
- 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 12 when compared to the previous panel meeting, or by 38 when compared to the baseline;
- A stable trend is now evident for victim-based crime;
- For the first time since January last year, the force have been able to provide data on the number of young people who are victims of crime - an increasing trend compared to the baseline continues to be evident;
- Number of police officers (full time equivalent) has reached 3,616;
- 23.4% (-609) fewer hate crimes were recorded for the 12 months to December 2023 when compared with the same period last year;
- The number of PEOs continues to increase, with a front desk now open in Looe, Okehampton and Kingsbridge.

Contact for further information

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