



# Annual Report

2023-24

Creating Safe, resilient and connected communities  
in Devon, Cornwall & the Isles of Scilly



**PCC**

Office of the Police and  
Crime Commissioner  
Devon and Cornwall



# Contents

The Police and Crime Commissioner on YouTube	4	Section three: Supporting victims and reducing reoffending	32
On a path to improvement with your priorities at the fore	6	• Supporting victims to cope and recover	33
Section one: Police and Crime Plan Performance	8	• Securing funding to build safer communities	34
• Performance against Police and Crime Plan priorities of:		• Victim Support Antisocial Behaviour (ASB) Service	35
Priority: Drugs	9	• Restorative justice service	36
Priority: Antisocial behaviour	10	• Reopening a further six Police Enquiry Offices	37
Priority: Road Safety	11	Section four: Holding to account	38
Priority: Violence	12	• Strategic Policing Requirements	39
• Performance against Police and Crime Plan principles of:	16	• Independent Custody Visiting	40
Safe	17	• Police complaints and misconduct	41
Resilient	18	Section five: Partners	44
Connected	19	• Prisoners Building Homes	45
Section two: Finance, resources and estate	24	• Local Criminal Justice Board	46
• Infographic	25	• Communications and customer engagement	48
• Finances and resources	26	• Police and Crime Panel	50
• What was achieved during the year?	28	Directory	51
• Staffing	29		
• Capital expenditure	29		
• Reserves and balances	30		
• Managing financial risks and opportunities	30		

Creating safe, resilient  
and connected communities  
supported by world class  
sustainable policing

# The Police and Crime Commissioner on YouTube

Four videos that explain some of the Devon and Cornwall Police and Crime Commissioner’s work in 2022-23 to deliver safer, resilient and connected communities.

## Prisoners Building Homes: How it works



## Operation Scorpion Round Seven: Tackling Drugs in the South West



## Police Enquiry Offices Reopening: Phase 3



## Criminal Justice and You: An online resource to help victims of crime



# On a path to improvement with your priorities at the fore

If the 12 months covered by this annual report had a theme it would be partnership and resilience.

It would be impossible to progress my strategy of creating **safe, resilient** and **connected** communities supported by community policing delivered with **competence, compassion** and a **common-sense** approach if it were not for that third element – connecting partners to deliver outcomes we can all agree on is the most important power at my disposal. Local and national events have further added to the strength of partnerships working across Devon, Cornwall and the Isles of Scilly.

I am pleased to say that together with central Government, councils, charities, community interest companies, the private sector, criminal justice organisations and other blue light services 2023-24 was a year to remember.

My flagship scheme to reopen 18 Police Enquiry Offices delivered a further six in communities from Ilfracombe in North Devon to Looe in Cornwall, reconnecting the police to those who they are duty-bound to serve and meaning many more thousands of people are within reach of a friendly face to offer advice and support.

Thousands of you helped me represent your views by taking part in my new Your Safety, Your Say survey, assisting me in setting a budget that maintained record police officer numbers.

After an historic uplift in police numbers, more trainees are joining communities around our peninsula, and being authorised for independent patrol, putting them where they want to be and our residents want to see them.

The partnership work continues, with the growth of the Prisoners Building Homes scheme. This innovative and award-winning programme to reduce reoffending, train for skills in the construction industry and provide much-needed social housing, is now working across the country on dozens of new properties and changing the prospects of former offenders.

My office has continued to work with charity and voluntary sectors to commission first-class services to victims of crime and together we bore down on my Police and Crime Plan priorities of antisocial behaviour, drugs, violence and dangerous driving.

The year had inevitable challenges. In July I took the decision to suspend Chief Constable Will Kerr OBE, who faces allegations relating to his conduct predating his employment with Devon & Cornwall Police. Devon & Cornwall Police remained on the 'Engage' phase of enhanced monitoring by His Majesty's Inspectorate of Constabularies and Fire & Rescue Services, although significant progress was made to improve the areas that concerned inspectors and notably one of the areas of concern relating to the management of sexual and violence offenders was discharged.

Our geography and summer increase in incidents provide unique issues which must still be overcome.

I remain confident that the force is on a journey of improvement, and with greater partnerships in place, more officers and renewed Police Enquiry Offices around our two counties, it will remain one of the safest places in the country for our residents and visitors.



**Alison Hernandez**

Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly





# Section one

## Police and Crime Plan Performance

The 2021-25 Devon and Cornwall Police and Crime Plan focusses on four priorities set in partnership with communities across the police force area. In this section we describe work related to these priorities of antisocial behaviour, drugs, violence and dangerous driving and the Police and Crime Plan principles of creating safer, connected and resilient communities.

## Priority: Drugs

Drug dealing and drug abuse can have devastating impacts for individuals and their families, and can significantly affect how safe we feel in our neighbourhoods and town centres. There are clear links between drug trafficking and substance misuse and other drug-related criminal behaviour such as exploitation, violence and antisocial behaviour.

### Drug offences and drug disruptions

Drug offences remained fairly static over 2023-24. In the 12 months to March 2024 there was a 3% increase (+121) in the number of recorded drug offences. This includes 3,024 offences related to the possession of drugs and 1,131 related to drug trafficking. The increase is largely driven by an increase in trafficking offences which have increased by 20.1% (+189) over the past year. This is likely due to increased policing activity and the intensification of drug operations, such as Operation Scorpion. Of the 3,024 drug possession crimes recorded in Devon and Cornwall, more than half (56.6%) were related to the possession of cannabis.

### Operation Scorpion

The Commissioner has continued to crack down on drug dealing and drug-related crime, working regionally with the Police and Crime Commissioners from Avon and Somerset, Dorset, Gloucestershire and Wiltshire and their respective Chief Constables. Building on the success of the original Operation Scorpion, which first took place in March 2022, the five force areas have continued to work together to root out drug dealers and disrupt the supply of drugs into our region and ensure that criminals know that the South West is #NoPlaceForDrugs.

### Operation Scorpion stats:

More than **£7,000,000** of drugs seized across the South West



Cash seizures of **£700,000**



**449** arrests made

#NoPlaceForDrugs

**227**



young people and adults safeguarded

# Priority: Antisocial behaviour

Antisocial behaviour (ASB) can have a significant impact on people’s lives and on community cohesion and feelings of safety.

Persistent and targeted ASB can result in people feeling at risk or harassed in their own homes and neighbourhoods, and left unaddressed can seriously impact people’s health, wellbeing and quality of life.

When surveyed by the Office of the Police and Crime Commissioner, residents of the force area consistently say that ASB is the policing issue that most needs addressing in their communities. But ASB covers a broad range of behaviour, some of it criminal, and tackling it requires a partnership between local authorities, police and other organisations to work together before incidents escalate.

## ASB volume

Police-recorded antisocial behaviour decreased over 2023-24. In total 23,497 incidents were recorded over the 12 months to March 2024, a 7.4% decrease on the previous year. However, community confidence in reporting ASB has declined. Most ASB incidents relate to rowdy and inconsiderate behaviour, which comprised just over two thirds of all incidents recorded. Most antisocial behaviour in Devon and Cornwall occurs in town and city centres, such as Plymouth, Exeter, Truro, St Austell and Torquay.

Tackling ASB requires the police, local authorities and other agencies to work with communities to find solutions. Councils have a significant role to play, both by using their powers to tackle antisocial behaviour and in longer term projects to design housing and community spaces which cause less conflict. But robust policing and an intolerance of drug taking and dealing also has a part to play.



# Priority: Road Safety

Road Safety – one of the issues raised regularly by communities throughout the South West – has been in sharp focus since the creation of the Vision Zero South West Road Safety Partnership (VZSW) was established by the Commissioner.

The number of projects being undertaken by the partnership is astounding, with some real innovation on display.

In 2023-24, as part of its ongoing efforts to reduce motorcycle collisions, VZSW took delivery of its Motorcycle Road Safety Simulator. This state-of-the-art machine – which uses a real motorbike surrounded by screens – is the first-of-its-kind in the UK. The simulator, which is being piloted in collaboration with the Department for Transport, has been travelling to events and colleges all over the South West to provide interactive hazard perception training to young motorcyclists.

Op Cossett, which sees police use drones to track road user behaviour and offer real-time feedback, continues to grow – as does the partnership’s use of Acusensus AI cameras to detect mobile phone and seatbelt offences throughout the region.

Earlier this year we helped empower residents with our Community Road Safety Grants, offering free cameras to cyclists, motorcyclists, horse riders and drivers. The idea is to increase the number of videos sent to the police via Op Snap – which saw record submissions of over 6,000 in 2023.

Vision Zero South West also expanded its Emergency Service Road Safety Village show, working with the fire service, ambulance service and air ambulance charities to provide an interactive display at large-scale events including The English Riviera Air Show and the Royal Cornwall Show. This helped bolster sign-ups to our all-new Road Safety Pledge too.

The partnership has also worked collaboratively to educate young people in schools and colleges throughout Devon & Cornwall, as well as piloting pedestrian training schemes in several primary schools.



# Priority: Violence

Violence has remained a priority and is the largest crime type across the two counties.

The Commissioner continued to tackle violence across the peninsula and has funded Devon & Cornwall’s £4m Serious Violence Prevention (SVP) programme since 2020. Additional funding from central government through interventions such as the Safer Streets Programme and latterly hotspot policing funding has enabled a wide range of preventative interventions to be delivered.

New legislation has put specified authorities (police, local authorities, health, justice and fire and rescue) on a shared statutory footing to tackle violence. Its formative programme of violence prevention puts Devon & Cornwall in a strong position to deliver on this new duty and to improve community safety for the long term.

The Commissioner continued to make progress on the Safety of Women at Night agenda, helping to secure £464,000 from the Home Office for year one of the two-year Safer Streets Five project, which centred on Camborne and Redruth in Cornwall and Paignton in Devon. This helped to pay for safety improvements including upgraded street lighting and street marshal patrols.

**SVP programme achievements in 2023-24 include:**

- Delivering enhanced training for officers in shame sensitive policing which was developed and delivered by Exeter University. Recognised nationally, these trauma-informed sessions were **attended by over 110 officers and staff**. An additional 458 police and partner agencies received the introductory online training which outlined the principles of shame competence training.
- A total of **157 Officers and nine Special Constables** received specialist training during 2023-24 which was focused on intelligence-led policing, particularly in tackling violence against women and girls; such as introducing a new Walk & Talk initiative and supporting training and deployment of Project Vigilant.
- The Safer Keyham Recovery Project following the tragic shootings in 2021 was concluded. This comprised an evaluation report and follow-up research via Plymouth University. Lessons learned about crisis response and complex community recovery were shared with national partners and PhD research will continue during 2024-25.

- The implementation of a force-wide project with academic partners to improve the identification and management of high-harm domestic abuse perpetrators via sophisticated use of sophisticated use of algorithms.
- The recruitment of a dedicated reduction officer to apply lessons learned and best practice in homicide prevention.
- The launch of a Healing Together programme in Torquay where Operation Encompass is leading trauma-informed programmes in schools, day care settings and pre-schools for children affected by domestic abuse.

**Serious Violence Prevention Programme: Budget Summary for 2023-24:**

Total budget allocation	£1.16k
Balance	£82k

**Commissioned services highlights:**

Restorative Justice (RJ): Award nominated work in Plymouth and Torbay via two dedicated RJ family practitioners, using family group conferences to acknowledge harm and accept responsibility. A total of 66 families were supported in 2023-24, including 73 young people.

Out of Court Resolution Centre – Enhanced Service: Devon & Cornwall’s new intervention service for 18–25-year-old defendants aims to keep them out of the criminal justice system, through timely community and reparation-based activity. In 2023-24, 42 individuals successfully completed the programme or were still engaged in the process.

Delivery through regional partners

The Serious Violence Prevention Programme funds local authority partners to help combat violence in their areas. Activity is evidence-led and guided by local need, such as:

Safer Devon: Young person’s Independent Domestic Violence Advocate (IDVA); domestic violence and abuse recovery interventions; Let’s Talk Teenagers initiative; lived experiences work with young people.

Safer Cornwall: Children affected by parental imprisonment (CAPI) referral pathway; co-designed youth violence reduction project; serious violence prevention scoping exercise.

Safer Plymouth: Family support for young people known to the justice system; a youth justice referral pathway for young people at risk of exploitation.

Safer Communities Torbay: Mentorship programme for violence prevention; young person’s substance misuse project worker; a young persons’ violence advisor and Healthy Relationships work.

These projects, jointly funded through the OPCC and the Home Office (via the Serious Violence Duty), reached more than 700 young people (aged 24 and under) and almost 250 people aged 25 and over, including ‘whole family’ interventions that take a holistic view of a person’s needs, both inside and outside the home.



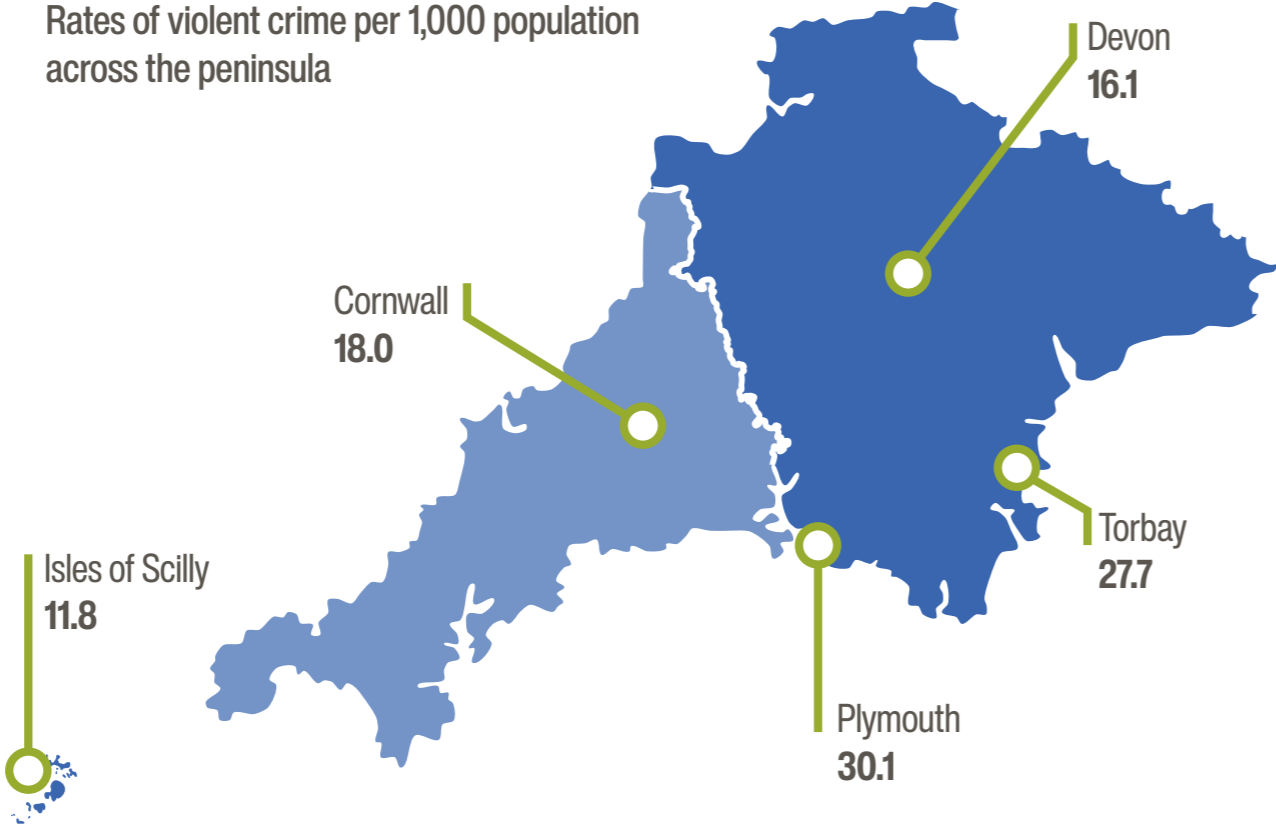
**Violent crime performance data**

↑ In the 12 months to end March 2024, **36,677** violent offences were recorded, a 7% increase on the previous year. Of this total, **12,380** (a third) of offences related to domestic abuse, representing a **6%** increase on the previous year.

The recent increase in violence across Devon and Cornwall was driven by an upturn in 'violence without injury' offences and reflected a wider national trend over the reporting year.

Devon, Cornwall and the Isles of Scilly has a large geographical footprint and violence levels varied across the peninsula. In the largely urban areas of Plymouth and Torbay, the rate of violent crime was much higher than in the more rural, local authorities of Devon and Cornwall, with the Isles of Scilly enjoying the lowest rates in the region. As such, the SVP Programme uses the best available data to ensure local prevention activity best matches local need.

Rates of violent crime per 1,000 population across the peninsula





# Performance against Police and Crime Plan principles of:

- Safe
- Resilient
- Connected

## Safe

Crime data shows that Devon and Cornwall remained one of the safest places in the country in 2023-24.

.....  
In the 12 months to December 2023, **106,788** crimes were recorded across Devon and Cornwall  
.....

Over the year there were decreases in some offence types across the two counties. This includes reductions in violence with injury (-5%), falling to 15,159 crimes, and a number of other offences including drugs (-6%), criminal damage and arson (-4%), and public order (-11%).

However, Devon and Cornwall faced some challenges over the year. Like many parts of the country, increases in crime have been seen across a number of offence types, particularly neighbourhood offences. This includes a 13% increase in thefts, rising to 24,948 crimes, a 25% increase in residential burglary, rising to 2,102 crimes, and a 5% increase in vehicle crime, rising to 3,961. 44% of total crime in Devon and Cornwall relates to violence against the person, which also increased by 1% over the year period to 46,851 offences.

Safety of the public is one of the Commissioner’s top priorities. That’s why investment has continued to strengthen our police officer numbers. In March 2024, 3,610 police officers were employed by Devon and Cornwall Police. This is an additional 686 officers when compared to the start of the Commissioner’s term and reflects the highest number of police officers ever employed by our police service. The cumulative impact of this uplift does however mean that 1,024 of the 3,610 police officers employed now have less than three years’ service.

# Resilient

Resilience is about giving people the tools they need to overcome a problem. In respect of the Police and Crime Plan, this means providing communities with the knowledge and resources they need to keep themselves safe.

Over 2023-24, the Commissioner awarded £200,000 to community groups in Devon and Cornwall to help fund crime prevention and safety initiatives. The Commissioner's Community Grants Scheme encouraged local groups to apply for funding of up to £10,000 to be used for safety initiatives in their area.

Projects funded include support for young people who were at risk of antisocial behaviour in Torbay, using sporting activities to help people recover from drug use in Plymouth, and supported street pastors to reduce violence in Exeter's night-time economy.

The Commissioner and her office also helped to secure an additional £2.4 million for communities in Devon and Cornwall. This included extra money for victim support services, to help those impacted by crime, and additional money to help the prevention of serious violence across our two counties.

In February 2024 the largest civilian evacuation since the Second World War took place in Plymouth when 3,000 people were evacuated after an unexploded bomb was found in the garden of a house. A 300m cordon was set up around the disposal route. More than 10,300 people and some 4,300 properties fell within the area that was cordoned off by police. The Ministry of Defence has described it as one of the largest UK peacetime evacuations since WWII. The Commissioner and her office supported Devon & Cornwall Police and a huge contingent of other public services and volunteers to aid with the evacuation whilst the area was made safe over several days.



# Connected

## Public Enquiry Offices

Connecting the public to policing has been one of the Commissioner's ambitions. Many people prefer to speak to a police officer or member of police staff in person. There have been significant challenges with the delivery of the 999 and 101 services, and although the picture has improved, this has undermined public confidence. As at March 2024, there were 22 Police Enquiry Offices open across the force area, four of which - in Ilfracombe, Devonport (Plymouth), Looe, Okehampton and Kingsbridge - reopened their doors to the public in 2023-24. That's 13 more than when the Commissioner first took office.

In total the Commissioner is supporting work to reopen, or open for the first time, 18 Police Enquiry Offices across Devon and Cornwall. During 2023-24 proposals to rebuild Exmouth Police Station, with the inclusion of a police enquiry desk, were progressed, as were plans to reopen enquiry desks in Exeter, Ivybridge, Tavistock and Liskeard.

A full list of Police Enquiry Offices and opening times can be found by scanning the QR code:



Scan the QR code to view

As well as reporting in person at a PEO, Devon & Cornwall Police continues to accept phone calls for emergency and non-emergency incidents. And newer methods of contact for non-emergency incidents are gaining popularity. These include:

- WebChat – a live chat function on the Devon & Cornwall Police website
- An online reporting form – available on the Devon & Cornwall Police website or the Police.uk app, this generates emails to the Contact Resolution Centre (CRC)

The CRC manages both emergency and non-emergency calls, as well as reports and enquiries via D&C's website (contact forms and webchat). The CRC operates 24 hours a day, 365 days a year. In the 12 months to March 2024, the force received a total of 871,650 contacts through the CRC which comprised of:

- 999 calls: **328,928**
- 101 calls: **444,078**
- 101 emails and texts: **93,209**
- 101 webchat: **5,435**

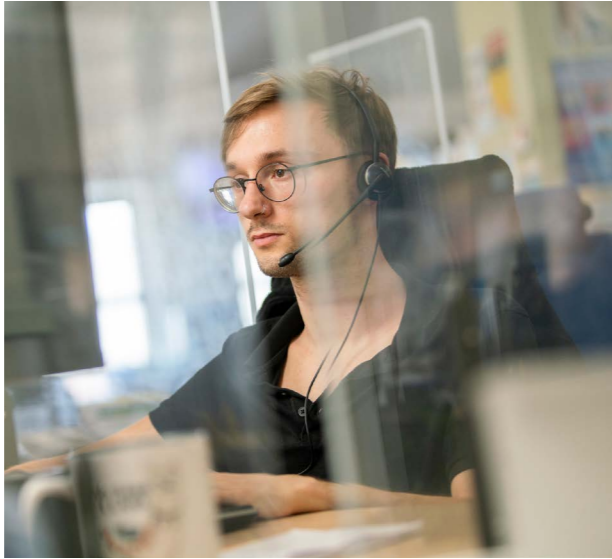


Call triage and callback service

During periods of high 999 demand, contact officers are often diverted away from answering 101 calls to prioritise emergency calls which pose the highest risk, with potential threat to life.

Subsequently, during these busy periods, waiting times for the 101 phone service can increase. Similarly, an increase in 999 calls can also impact on answer times for other 101 contact methods such as webchat and email contact forms.

Improvements in call handling times are continually sought by the Commissioner. As part of ongoing work to reduce 101 call wait times and to improve the service for the public, the D&C Police has introduced a switchboard triage service for 101 calls. This means that every caller will now speak to a call handler in around 60-90 seconds who will make an initial assessment of their call, resolve if possible or place in a queue to be answered by a contact officer.



A callback function has also been introduced, which gives callers the option of receiving a call back from someone in CRC, usually within one or two hours. Between August 2023 and March 2024, 98.2% of callbacks were successfully delivered. The average first call back wait time was 58 minutes and 26 seconds, with 61.8% of first attempts made within an hour of the request being received. These changes are already delivering performance improvements.



Between August and March  
98.2%  
of callbacks were successfully delivered

Average first call back wait time  
58 MINUTES  
26 SECONDS



61.8% of first attempts made within an hour of the request being received



## 999 EMERGENCY CALLS

- The number of 999 calls received increased by 2.7% in 2023-24 compared with 2022-23
- 89.6% of 999 calls were answered within the service standard aim of 10 seconds, compared with 75.3% of 99 calls last year – an improving trend was evident
- The average answer time for 999 calls was eight seconds, which was a significant decrease compared to 25 seconds the previous year

**More recent six-monthly performance data showed further improvements (Nov 2023 to April 2024):**

- 94.9% of 999 calls answered within 10 seconds
- The average answer time for 999 calls was four seconds

## 101 non-emergency calls for service

- The average wait time a caller to the 101 non-emergency service could expect to wait, if their call had not been routed after an Interactive Voice Response (IVR) procedure, or resolved at switchboard triage (and is transferred to either the secondary crime or incident lines) was 25 minutes and 56 seconds in the 12 months to March 2024
- 51.4% of 101 calls were answered within the D&C's 20-minute service standard
- 44.9% of 101 calls were abandoned

**More recent six-monthly performance data shows an improved picture (Nov 2023 to April 2024):**

- 101 average call wait time: 10 minutes and 23 seconds
- 75.4% of 101 calls were answered within 20 minutes
- 24.2% of 101 calls were abandoned

The Commissioner was encouraged by the improvements in both 999 and 101 performance and will continue to monitor closely to ensure this position is sustained.

## Public confidence

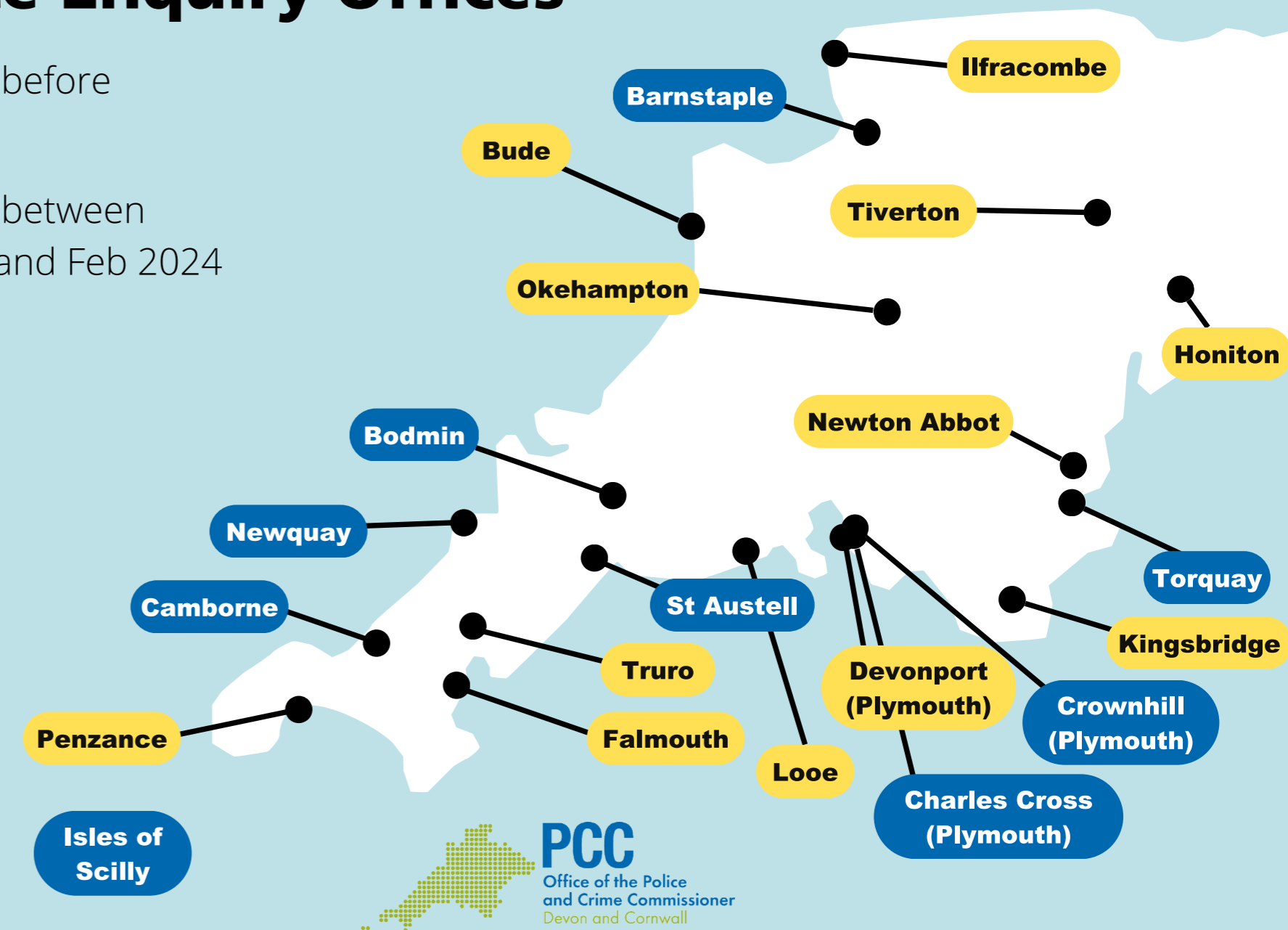
Devon & Cornwall Police conducts public surveying to explore public confidence. In the 12 months to February 2024, 78% of survey respondents agreed that they were confident in Devon & Cornwall Police, indicating a stable trend in public confidence.



# Police Enquiry Offices

Open before 2016

Open between 2021 and Feb 2024





# Section two

## Finance, resources and estate



**£384m**  
Total budget for  
police and OPCC  
in 2023-24



**£2.2m**  
Total cost of  
OPCC in 2023-24



**86%**  
of total police budget  
spent on people



**686**  
officers have been  
added to force since  
the start of PCC's term

**£4.8m**

The OPCC's total  
commissioning  
budget for 2023-24



**£261.56**  
The band D precept  
charge for the year  
2023-24



**£2.4m** Amount  
of additional money the  
PCC has secured for our  
force area in 2023-24



**150**  
PCSOs in  
force as of  
March 2024

Cost of the OPCC equates  
to **0.57%**  
of the total budget of  
the police and OPCC



**£62,000**  
Average cost of  
a police officer  
per year



**550+**  
incidents attended  
by Tri-Service  
Officers in 2023-24



**3,610**  
Police officers as  
of March 2024



**106,788** crimes were  
recorded in Devon and Cornwall in  
the 12 months to December 2023



**£775,000** invested by  
Vision Zero for road safety initiatives  
across Devon and Cornwall in 2023-24

**816,000** vehicles monitored  
by Vision Zero for mobile phone and  
seatbelt offences in 2023-24



**199**  
visits made by Independent  
Custody Visitors in 2023-24



**30,251**  
victims referred to commissioned  
support services in 2023-24



**2,487**  
members of the public engaged  
with the budget survey in 2024

# Finance and resources

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2024.

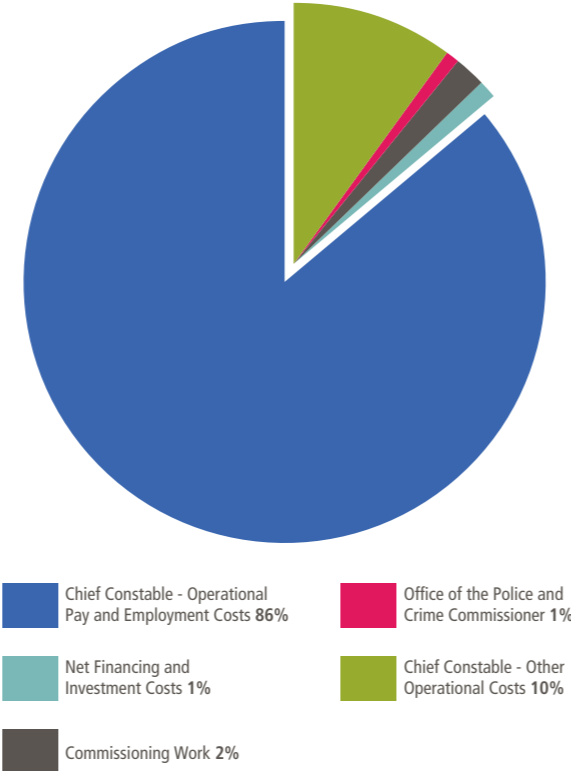
The overall financial settlement for policing for 2023-24 saw a 1.8% increase in central government funding. Although this represented a cash increase in funding, this was provided to continue the process of recruiting an additional 20,000 officers nationally. No account of any potential future formula funding review was taken into the projections.

As part of the 2023-24 funding settlement the council tax flexibility provided to the Police and Crime Commissioners was set at a maximum of £15 per band D equivalent property before a referendum was required. The Commissioner, in consultation with the Police and Crime Panel, increased the council tax element for policing by £15 (6.08%) so services to the public could not only be maintained but enhanced. Council tax was set at £261.56 for a band D property. The overall impact of increases to the Home Office core and special grant, the council tax, the taxbase and surplus resulted in a net increase in funding in 2023-24 of £16.1m compared to 2022-23. The overall revenue funding for 2023-24 comprised a 56.7% central grant and 43.3% from council tax. This increase was allocated to the pay award and inflation

(£20.3m), other pressures (£7.3m) and investments of £4.3m in projects which reopened Police Enquiry Offices, tackled organised crime, and improved forensic and firearms licensing teams. To achieve these investments, savings of £8.6m were identified along with an increase in income (£2.1m) and the use of reserves (£5.1m) to smooth the impact of increases across the Medium-Term Financial Strategy. Pay awards were budgeted at 2%, and inflation was applied on non-pay budgets onto areas subject to inflationary pressures. The consumer Price Index (CPI) at November 2022 was 5.4%, an increase of 0.3% when compared to 5.1% in November 2021; and markedly, electricity and gas contracts were expected to increase by 103% and 129% respectively, with other inflationary pressures assumed at 5%.

For 2023-24 the final outturn position for the combined budget for the Police and Crime Commissioner and the Chief Constable of £384.4m was an underspend of £1.3m against this budget. This represents 0.3% of the overall budget. The chart below shows a breakdown of the actual net revenue expenditure for 2023-24 by category of spend.

Analysis of Net Revenue Expenditure 2023-24:



### What was achieved during the year?

The year 2023-24 included numerous challenges to the financial plan. The impact of the continued high levels of inflation and Bank of England base rate was significant. Inflation was 10.1% in March 2023 before reducing significantly to 3.2% at the end of the year. This impacted on both costs and supply. The base rate also increased from 4.25% at the start of the year to 5.25% at the end of the year. However, this did have a positive impact on the Medium-Term Financial Strategy by providing increased returns on our investments.

It was another operationally busy year, coupled with additional scrutiny of police staff recruitment. The impact of penalties around any reductions in police officer numbers meant that any staff savings required had to be achieved in police staff areas.

However, wherever possible progress was made to ensure that plans were developed.

We said we would...	We have...
Increase funding to maintain additional police staff resources in firearms licencing. This reflects the need to clear legacy workload, address recommendations and legislative changes, and improve the service to certificate holders.	<ul style="list-style-type: none"><li>Assisted Devon &amp; Cornwall Police to reduce legacy workloads with no new temporary licences being issued.</li></ul>
Fund the opening of a further six Police Enquiry Offices across Devon and Cornwall by February 2024.	<ul style="list-style-type: none"><li>Worked with Devon &amp; Cornwall Police to reopen PEOs in Devonport, Looe, Kingsbridge, Okehampton, Ilfracombe and Honiton.</li></ul>
Provide additional investment in the central co-ordination and planning team (the Resource Management Unit). Police officer levels are at their highest levels ever and effective resource management is a key enabler of police effectiveness and public confidence.	Invested in the force to achieve this aim, ensuring better deployment and abstraction of the increased number of police officers.
Invest in forensic and regional organised crime teams. Extra digital forensic staff would be employed to meet required quality standards in this specialist area. Overdue changes in forensics IT were agreed to release specialist time for investigation.	Enabled the force to employ additional staff. Additional “one-off” funds were also invested into forensics to help clear legacy workloads.

### Staffing

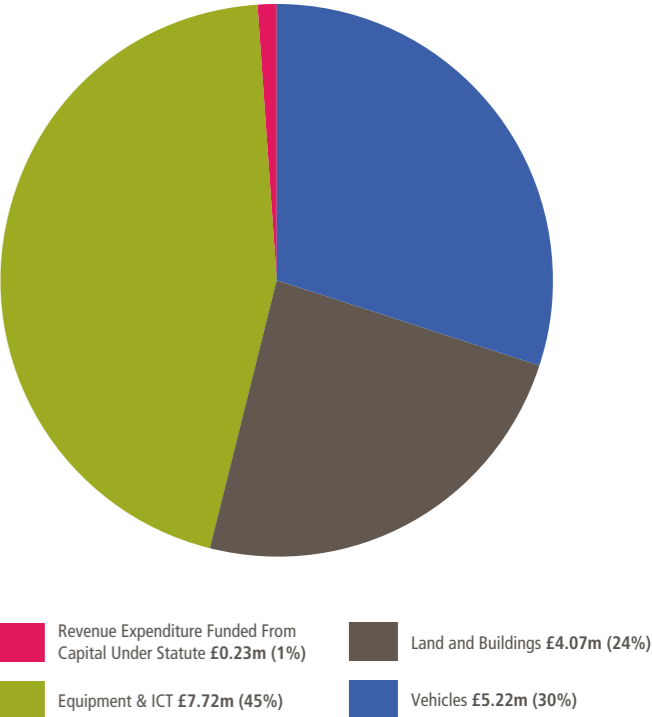
Staff and employment costs made up almost 85% of the overall budget. The full-time equivalents (FTE) at end of the year are shown below:

	As at 31 March 2017	As at 31 March 2018	As at 31 March 2019	As at 31 March 2020	As at 31 March 2021	As at 31 March 2022	As at 31 March 2023	As at 31 March 2024
Police Officers	2,900	2,940	2,982	3,094	3,257	3,396	3,627	3,615
Police Community Support Officers (PCSOs)	312	263	227	197	167	156	135	149
Police Staff	1,636	1,866	1,713	1,770	1,891	2,178	2,297	2,287
Office of the PCC	35	25	27	26	29	30	32	32
Total	4,883	5,094	4,949	5,087	5,344	5,760	6,091	6,083



### Capital expenditure

Capital expenditure of £17m was incurred during 2022-23. The chart below highlights the major areas of spend, with estates and building schemes being the largest area of spend.



Reserves and balances

Reserves decreased by £12.3m between April 1, 2023, and March 31, 2024. This includes a decrease in earmarked reserve by £14.3m and an increase of £1.9m to the general reserve. It is anticipated that reserves would fall and predominately relates the funding of the capital programme and use of reserves to smooth the spend across the Medium Term Financial Strategy. The “smoothing” of this funding is one off and does not leave ongoing liabilities in future years. The capital strategy states that capital receipts are not used until they are realised. There was an increase in the general balances of £1.9m which was 4.24% of the net revenue budget. This maintained the levels in line with the reserves strategy which states that they must be between 3% and 5% of the net revenue budget.

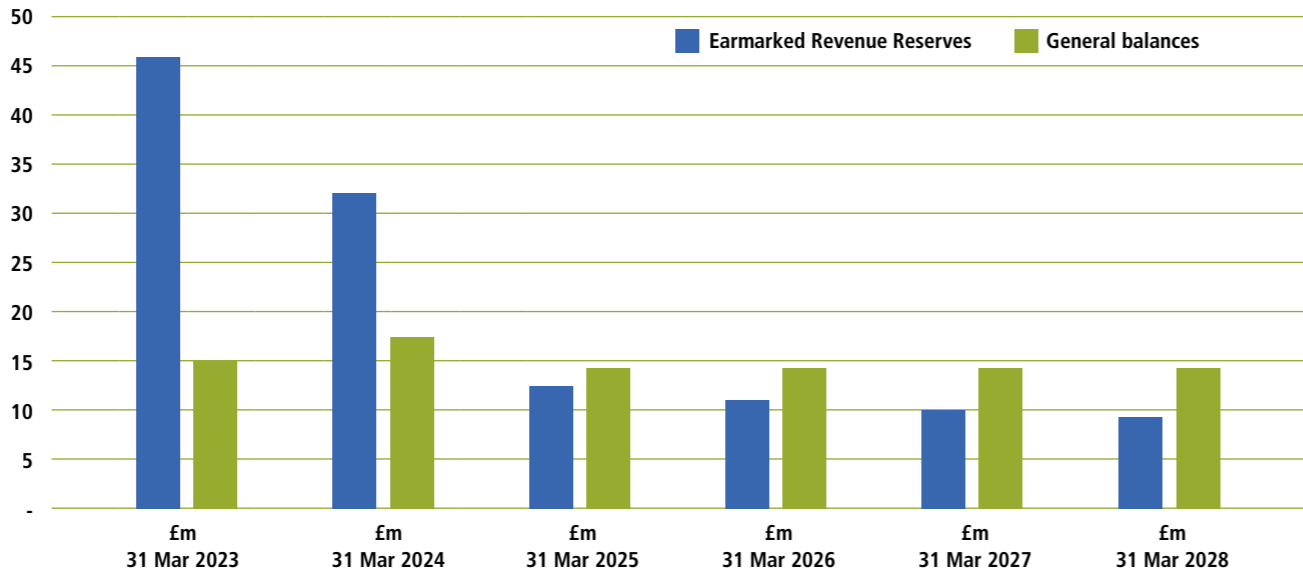
Reserves balances are healthy which, at a time of financial volatility and uncertainty, is welcomed. This strong position can provide, if necessary, mitigation for higher than anticipated pay awards and the extraordinary inflation that has been experienced. Although reserves are one off, they can provide time to identify savings to fund ongoing expenditure. The chart shows the level of reserves.

Managing financial risks and opportunities

The Medium Term Financial Strategy covering 2024-25 to 2027-28 indicates a balanced position. Work has been undertaken to assess the impact of new and emerging risks, including:

- The volatile economic situation including inflationary pressures and supply issues
- Devon and Cornwall Police being in the “engage” status with His Majesty’s Inspectorate of Constabularies and Fire & Rescue Services
- The growing pressure around areas of criminal justice
- The ongoing impact of public confidence in policing

Earmarked Reserves and General Balances Forecast





# Section three

## Supporting victims and reducing reoffending

## Supporting victims to cope and recover

The Commissioner has a statutory responsibility for the provision of services to victims of crime and ensuring that all victims understand their rights and entitlements under the Victims Code of Practice (VCoP).

.....

To achieve this, a wide range of services are commissioned through Victim Support and directly with the community and voluntary sector across the Devon and Cornwall Police Force area. All services to victims are free at the point of delivery and designed to aid recovery, as well as to help support criminal cases, so offenders are brought to justice.

.....

Every year the Commissioner publishes a Commissioning Intentions Plan which details the full range of services provided. Most of these commissioned services are directed towards victims of domestic abuse and sexual violence.

### Children, Young Person and Whole Family Service

Children and young people are disproportionately more likely to be victims of crime, particularly the most serious crime.

The Commissioner launched a new service in January 2023 as a collaboration between five providers with expertise in supporting children, young people and families. This service covers the whole of Devon, Cornwall and Isles of Scilly. It utilises a whole family approach, addressing the needs of parents, other significant adults and the children in the family. The whole family offer is multi-disciplinary, linking with other professionals to support the family with the impact of the crime, to build and repair relationships critical to long-term stability and security for children. This service supports relationships at different levels: between children and parents, between different adults in the family, between families and others in their community, and between families and professionals.

### The service offers:

- Skilled independent advocates delivering 1:1 support and evidence-based interventions.
- Group work providing evidence-based programmes.
- Peer support, providing a safe space for children to support each other.
- Whole family psycho-educational work for parents/ carer/siblings to help understand the impact of crime on the victim and how to support recovery at home.

This service ensures that all victims, irrespective of age, have access to specialist, independent support services, tailored to to meet their needs.

# Securing funding to build safer communities

## Hotspot Policing

During 2023-24 the Commissioner secured £1 million in funding from the Home Office to tackle serious violence and antisocial behaviour (ASB). The funding will deliver additional police and uniformed community patrols across 13 towns and cities identified as hotspots from Devon and Cornwall police data in 2024-25.

## Supporting victims of sexual abuse

One of the larger contracts (£200k) managed by the OPCC is for the Barnardo's Exceed Service, working with children and young people affected by sexual exploitation.

The service provides support to children and families across Devon and Cornwall, as well as delivering sessions in schools and working closely with police and local authority partners to upskill and raise awareness.

The Children's Society was the lead in a partnership contract delivering an additional therapeutic support to children and young people who have experienced sexual abuse. This has allowed more children to receive essential trauma-focused support. New pathways have been developed within the partnership, offering group support for those who have completed therapy.

An adults therapy contract, led by CLEAR, delivers therapy and other therapeutic interventions to adult sexual violence survivors across Devon and Cornwall. This contract partners to work together, share training, and support more victims. Two gendered peer support contracts (£50k each) – both are partnerships, led by The Women's Centre Cornwall and First Light – allowed female and male survivors of sexual violence to access support from fellow survivors in a safe, trauma informed setting.



# Victim Support Antisocial Behaviour (ASB) Service

The Devon and Cornwall Victim Support Antisocial Behaviour Service actively supported those aged over 18 who were affected by persistent and ongoing antisocial behaviour.

.....

In the 2023-24 financial year, the service received 281 new referrals received 281 new referrals and supported 360 individuals, with 98.5% of people concluding they were better able to cope and build resilience to move forward with daily life. This represents a 48% increase in new referrals, compared with the previous eight-month period.

.....

The ASB service provides an essential mix of validation, reassurance, advocacy, brokerage and practical measures, to help clients deal with the ASB situation and engage with enforcement processes.

Crucial links with key partners were reinforced through attending in-person team meetings. Living Options, Cornwall Pride, the Intercom Trust, Devon People First, Livewell South West and Fear Free all attended team meetings in person during the year, building the interagency knowledge and links between front line professionals that we know led to a smoother and more trauma-informed working. This has supported more joint working with service users. The ASB team attended training delivered by partners, including Devon and Cornwall Refugee Support, DIVAs lived experience group and ASIST Suicide Awareness training by Pete's Dragons, increasing their knowledge of the challenges those with protected characteristics often face through being targeted by ASB perpetrators and when trying to access support.



# Restorative justice service

Restorative justice (RJ) creates opportunities for people who have been harmed to come together into communication with those who are responsible for that harm, to get answers to their questions and to seek resolution.

It gives those who accept responsibility for the harm an insight into the real impact their actions have had on the person affected, their friends and family or the community. The process aims to help everyone move on.

Make Amends, part of the charity Shekinah, delivers restorative justice to victims of crime in Devon, Cornwall and the Isles of Scilly, and this year has worked with 219 victims of crime.

Make Amends had a busy 2023-24. It spent time maintaining and building on its core areas of work and in November partnered with Devon & Cornwall Police to deliver basic awareness sessions to neighbourhood and response police teams across the force area.

Building on the success of co-location in local schools, Make Amends has taken on new schools. Practitioners spent time developing staff within their original schools so they are able to step away slightly and concentrate on the newer schools, as there is a clear benefit to Make Amends being present.

Make Amends presented to a local road safety charity about the benefits of RJ in cases of road traffic collisions. This was so well received that it was invited to Manchester to present at the After The Crash national road safety conference. The charity was able to highlight the importance of the restorative offer in these cases and supported this with a short version of a recently produced video. This was a well-received presentation and has led to several contacts being made in this area.

Make Amends has been part of the Safer Streets Five (SS5) intervention in Paignton town centre, as previously the charity had delivered training to businesses on working restoratively within communities and with young people. They trained volunteers to ensure sustainability of the project and facilitated a record number of restorative circles, with not only local residents but also local neighbourhood police.

In the 12 months to April 2024, Make Amends worked with 309 harmed people and 211 harmers. Figures for the harmed are higher due to the Restorative Community circle work undertaken within SS5 which helped to bring communities together to tackle local ASB as a collective.

# Reopening a further six Police Enquiry Offices

In spring 2024 the Commissioner opened four more police enquiry desks (PEOs) as part of her project to create an additional 18 across the force area.

The first PEO to be reopened by the Commissioner was in Newquay in 2020. Tiverton, Newton Abbot, Truro, Falmouth, Penzance, Bude PEOs followed in 2021-22. Okehampton, Ilfracombe, Honiton, Kingsbridge, Devonport and Looe reopened in spring 2024.

Also in 2023-24, the Commissioner announced the locations of the remaining five offices to be reopened. These will be in Exeter city centre, Tavistock, Ivybridge, Liskeard and Exmouth Police Station, with the latter being redeveloped in a £5m project which the Commissioner commenced planning applications on.

The Commissioner said: “Connecting communities to the police force which serves them has been the underlying principle of my Police and Crime Plans, and the opening of 18 more Police Enquiry Offices is one example of how I can deliver on that principle. Police Enquiry Offices are places of safety where the public can get help and advice and offer an alternative to the phone in terms of a method of contact.

“Working with local partners on this project has been very rewarding, and it has been hugely gratifying to see the impact this investment has made in our communities, whose contribution via taxation has made it all possible.”

The locations were chosen using a rationale of public demand, financial feasibility, and operational policing necessity.

In the Commissioner’s Your Safety, Your Say survey 62%, of respondents said they supported or strongly supported further investment in PEOs and 76% of respondents to a Devon & Cornwall Police survey agreed that accessible face-to-face contact via a Police Enquiry Office increased confidence in local policing.





# Section four

## Holding to account

## Strategic Policing Requirements

The Strategic Policing Requirements (SPR) sets out the Home Secretary's view of what the current national threats are, and the national policing capabilities needed to counter those threats.

**The seven national threats contained in the SPR are:**

- Violence Against Women and Girls (VAWG)
- Terrorism
- Serious and Organised Crime
- National Cyber Incident
- Child Sexual Abuse
- Public Disorder
- Civil Emergencies

The SPR must be given due regard by the Police and Crime Commissioner when issuing or varying their Police and Crime Plan. The Chief Constable is responsible for having due regard to both the Police and Crime Plan and the Strategic Policing Requirements when exercising their functions, and the Police and Crime Commissioner holds the Chief Constable accountable for doing so through our governance framework.

The addition of Violence Against Women and Girls (VAWG) as a national priority to the SPR was in recognition of the severity of this national threat. Tackling VAWG is an objective in the Commissioner's Police and Crime Plan and an update on VAWG progress is provided in this annual report.

Tackling Child Sexual Abuse is a priority in relation to tackling Serious & Organised Crime.

Child Sexual Abuse is its own priority area, with a focus on the high-volume CSA offences and indecent images of Children (IloC).

The Chief Constable works closely with the Local Resilience Forum (LRF) to prepare for emergencies and ensure that the SPR capabilities are met in handling public disorder, civil emergencies, cyber attacks and terrorism. The LRF is a multi-agency partnership made up of local public services including the emergency services, local authorities, NHS, Environment Agency and others.



# Independent Custody Visiting

## What they do

Every Commissioner has a legal duty to operate an Independent Custody Visiting scheme, in which local members of the public volunteer to serve as Independent Custody Visitors (ICVs), making regular, unannounced visits to police custody to check on the rights, entitlements and wellbeing of detainees as well as the conditions they are held in.

ICVs speak to detainees, review custody records and check custody suite conditions and essential stocks such as food, clothing, and religious items. ICVs ask custody staff to resolve any immediate issues and complete visit reports, alerting the Commissioner to their findings.

Police custody is a high-pressure, high-risk environment. Staff working in custody suites interact with and care for people in difficult circumstances. People detained might be vulnerable, distressed, or challenging. They may have complex needs, including drug and alcohol issues, mental illness, or physical health problems.

ICVs provide a valuable safeguard for detainees and for police forces. ICV visits help to prevent ill-treatment and harm to detainees, and Custody Inspectors value the work of the ICVs in contributing to a safe environment and continuous improvement of custody.

ICVs provide a valuable safeguard for detainees and for police forces. ICV visits help to prevent ill-treatment and harm to detainees, and Custody Inspectors value the work of the ICVs in contributing to a safe environment and continuous improvement of custody.

## Who they are

Currently there are 25 ICVs who volunteer their time to make frequent visits to the six custody centres across Devon and Cornwall. In February 2024, the Commissioner thanked custody visitors for their work at a volunteer celebration held at Middlemoor Headquarters.

## ICV findings in 2023-24

Most of the visits ICVs completed identified that detainees had no issues and that all their rights and entitlements had been met. Minor improvements did take place to custody settings as a result of ICV findings, for example, a shortage of blankets was identified and more were ordered. There were occasions where ICV visits could not take place because of a shortage of custody staff. Detainees often provide positive feedback about their experience in custody to ICVs. Comments include “treated very well” and “have been well looked after”.

## Summary of detainees 2023-24

Male Adult Detainees	17,243 (12,084 unique individuals)
Female Adult Detainees	3,590 (2,611 unique individuals)
Unknown Adult Detainees	39 (31 unique individuals)
Male Juvenile Detainees	845 (586 unique)
Female Juvenile Detainees	270 (183 unique individuals)
Unknown Juvenile Detainees	10 (3 unique)
Total number of visits	199

# Police complaints and misconduct

Police officers are not employees - they are appointed office holders on behalf of the King, and as such there are specific laws and regulations in place to govern officer misconduct and disciplinary proceedings.

These regulations place statutory responsibilities with the OPCC, including the recruitment and appointment of independent people – both legally qualified and lay – to sit on misconduct hearing panels alongside Chief Officers, and to provide a level of scrutiny that can give the public confidence that police misconduct is dealt with in a fair, consistent and robust manner.

Whilst the OPCC has held these responsibilities for several years, new legislation, designed to add further robustness to police misconduct proceedings, is being introduced in stages throughout 2024. This will bring even more responsibilities into the OPCC, strengthening its governance of related processes even further.

In 2023/24, the OPCC supported 15 misconduct hearings within Devon and Cornwall, and of these, 12 (80%) saw the case being proven, resulting in summary dismissal of the officer. There were no police appeal tribunals in the year.

## Complaints against police

The force’s Professional Standards Department administers and deals with most complaints against police in accordance with police regulations. However, the OPCC has a legal duty to review complaints against the police in certain circumstances, where complainants remain dissatisfied after the police have dealt with them.

In undertaking complaint reviews, when the OPCC finds in favour of the complainant it is called an ‘upheld’ review.

### In 2023-24, the OPCC

- Received 134 requests for complaint reviews
- Validated 106 of these requests (ie. 106 met the criteria for a complaint review to be undertaken and were progressed)
- Completed and finalised 80 complaint reviews
- Upheld 37 complaint reviews out of the 80 (46.25%)
- Took an average time of 92 days to complete from receipt to conclusion.





## Policing Improvement Journey

Throughout 2023-24 Devon & Cornwall Police remained in the 'engage' phase of monitoring by His Majesty's Inspectorate of Constabularies and Fire & Rescue Services (HMICFRS) after it was judged 'inadequate' in three areas: recording data about crime, responding to the public and managing offenders and suspects. One of these areas has since been discharged.

In its last inspection the force was deemed 'good' at preventing crime and antisocial behaviour plus building, supporting and protecting the workforce. The Acting Chief Constable has put in place detailed improvement plans to improve performance in these areas and these are routinely monitored by both the Commissioner and HMICFRS.

## Chief Constable Suspension

On July 26, 2023, the Commissioner suspended the Chief Constable of Devon and Cornwall Police, Will Kerr OBE KPM, pursuant to section 38(2) of the Police Reform and Social Responsibility Act 2011, following allegations of misconduct prior to his joining Devon & Cornwall Police.

The Commissioner referred the matter to the Independent Office for Police Conduct (IOPC), which commenced an inquiry. This was suspended in January 2024 pending the outcome of a criminal investigation by the Office of the Police Ombudsman for Northern Ireland (OPONI). Neither inquiry had concluded at the time of publication of this report and the Commissioner was maintaining open lines of communication with both OPONI and the IOPC.





# Section five

## Partners

## Prisoners Building Homes

The Prisoners Building Homes (PBH) programme is an innovative programme which sees prisoners who are serving their sentences working with private sector modular house builders, the public and third sectors to build low carbon, sustainable homes for local communities and vulnerable people.

The programme uses workshops within prisons, where modular homes are constructed by prisoners. The training provided to prisoners increases their employability post release, provides essential life skills and delivers quality, affordable, net zero homes for local communities. Crucially it also supports a reduction in reoffending rates.

During 2023-24, the Prisoners Building Homes scheme went from strength to strength. Its success has meant it has outgrown the current model and work is under way to transform the programme into a standalone entity capable of attracting both central government-backed grant funding and private investment. This will enable PBH to deliver significant, monetisable benefits on a national level, including tangible reductions in prisoner reoffending rates, and accelerated delivery of quality affordable housing.

This ambitious programme started life in Torbay under the leadership of the Devon and Cornwall Police and Crime Commissioner, evolved to the South West, and will now hopefully become a national scheme.

PBH is on target to have 70 serving or recently released prisoners employed under the programme by the end of June 2024, with 100 in employment by autumn and scope to employ a further 100 by the end of 2024.

The nationally accredited training programme was launched at the end of 2023 with the first 10 successfully through and more under way.

There are 10 housebuilders under the programme, with nine prisons currently benefiting from the programme and plans to support additional prisons. The programme is on track to deliver 82 homes in 2024-25.

During the year the programme commissioned the following video with a view to promoting the scheme to potential partners.



Scan the QR code to watch the video



# Local Criminal Justice Board

## A Partnership approach to Criminal Justice Scrutiny

The Local Criminal Justice Board (LCJB) works with partner agencies on behalf of the residents of Devon, Cornwall, and the Isles of Scilly in helping to deliver a police force and criminal justice system that works well and meets the needs of its communities. Through effectively working as a criminal justice partnership, the LCJB scrutinises certain issues and activities including the use of Out of Court Resolutions (OoCRs) and compliance with the Victims Code of Practice (VCoP). The scrutiny activity includes dip sampling and reviewing cases and working practices to recognise and promote good practice, identify any areas for improvement and support criminal justice organisations to learn and improve. Panel meetings are held quarterly, and cases are reviewed against a theme or crime type in line with Police and Crime Plan priorities. The panel report their findings directly to the Police and Crime Commissioner as chair of the LCJB and these are subsequently publicised alongside any force or agency response. Find out more at [www.devonandcornwall-pcc.gov.uk/about-us/scrutiny](http://www.devonandcornwall-pcc.gov.uk/about-us/scrutiny).



Scan the QR code to find out more

## Serious Organised Crime (SOC)

In July 2023, the Commissioner was appointed by the Association of Police and Crime Commissioners (APCC) as joint lead of the SOC portfolio group, alongside the Deputy Mayor of Greater Manchester.

The APCC SOC portfolio covers all organised criminal activity, including (but not limited to) illegal drugs and firearms crime; immigration crime; waste crime; and criminal exploitation such as Child Sexual Exploitation and Abuse (CSEA) and county lines drug dealing. It also covers the systems and capabilities in place to tackle this criminal activity i.e. the National Crime Agency (NCA) and the Regional Organised Crime Units (ROCU).

The SOC portfolio also works closely with central government, National Police Chiefs' Council (NPCC), and supports all Commissioners in their work of holding Chief Constables to account for their response to SOC at a local, regional and national level. It provides a platform for influencing and engaging with partners such as the National Crime Agency and central government.

The portfolio also has a role in the recruitment to the post of NPCC SOC Chief Constable, and holds this post to account for delivering their priorities and objectives.



## Criminal Justice and You

In March 2024 the LCJB launched a new, innovative, multimedia resource aimed at guiding victims and witnesses through the criminal justice process. Criminal Justice and You is believed to be the first of its kind and features videos of experts in their area explaining what someone can expect from every step of the process, from reporting a crime to what happens after the conclusion of a case.



This collaborative project unites all elements of the criminal justice service in one place for people to view and digest in their own time and at their own pace, and features both British Sign Language translation and multi-lingual subtitles to maximise inclusivity. The resource is hosted on the Victim Care Devon & Cornwall website and attracted 1,021 views to the end of March.

Criminal Justice and You was praised as an 'invaluable asset' by Victims Minister Laura Ferris.

## Mental Health Treatment Requirements (MHTR)

Mental Health Treatment Requirements (MHTRs), commissioned by NHS England, offer an alternative to custody for those with underlying mental health needs and associated vulnerabilities by directly addressing and treating those issues. They can be given by the courts as a Community or Suspended Sentence Order which can also include a Drug Rehabilitation Requirement (DRR) or Alcohol Treatment Requirement (ATR) to support those people with a dual mental health / substance use diagnosis. We are proud to report that MHTR services are now commissioned across the whole of Devon and Cornwall. In fact, the South West is the first region to have full coverage of this option.

A national evaluation of MHTRs shows that over 75% of people completing the MHTR will have a statistically significant improvement in one of three mental health domains (anxiety, depression or psychological distress). Additionally, they have been shown to reduce health inequalities, improve mental health and change behaviours, which is highly likely to reduce their reoffending, resulting in less crime and safer communities. Going forward, the aim is to develop a whole criminal justice to community care pathway for people in the criminal justice service, to ensure that individuals receive a supported and coordinated multi-agency approach to address their health care needs and their offending behaviour.

# Communications and customer engagement

The communications and customer engagement team assists the commissioner in fulfilling her statutory duties in seeking the views of residents of the police force area, aids transparency of decision making and spending, and signposts members of the public to sources of help and support.

## Customer engagement

From 1 April 2023 to 31 March 2024, a total of 1,644 requests for service were logged by the team. These consisted of people wanting information on the police complaints system, signposting to other services or advice on a policing related problem.

The top three topics of concern for members of the public were road safety, conduct and contact (101, 999, enquiry offices). The team aim to correspond to all enquiries within 20 working days although in practice most received a response within a few days.

## An award-winning communications campaign

In October 2023 the OPCC communications team won a Chartered Institute of Public Relations (CIPR) Pride award for an eye-catching campaign to promote Operation Scorpion – a region-wide operation to tackle drug dealing and encourage members of the public to report information to Crimestoppers.

The campaign involved projecting messages onto the sides of buildings while police operations were in full swing. Judges said the campaign had: “A clear strategy, implemented with a very modest budget which demonstrated an understanding of media challenges, providing clear solutions, delivering solid outcomes, exceeded its own objectives.”

## Commissioner’s showcase and volunteer “thank you”

In May 2023 the team organised the first Commissioner’s Showcase event, bringing together police and partners with commissioned services to promote understanding of agencies’ work. Those who gave up their time to tackle crime in their communities and ensure police custody suites are up to standard were recognised at an annual volunteers’ “thank you” event in February. Held at Middlemoor Police Headquarters, attendees included members of the Commissioner’s Councillor Advocate scheme, independent custody volunteers who check custody units and other individuals who work with police for their communities.

## Police Enquiry Office reopening

The communications and customer engagement team organised six launch events to promote the Commissioner’s project to reopen, or open for the first time, Police Enquiry Offices around Devon and Cornwall. In 2024 these took place in Looe, Okehampton, Honiton, Ilfracombe, Kingsbridge and Devonport (Plymouth). The opening events gave local residents the chance to meet policing teams and helped promote the openings with local media.

## Councillor advocates

Councillor advocates are local authority elected members from all tiers of local government who work with the Commissioner and their neighbourhood policing teams to improve connectivity in their communities. The communications and customer engagement team organised four seminars across 2023-24 and helped forge better relations between police and local authority members.

## Your Safety, Your Say

The Your Safety, Your Say survey, launched in November 2023, asked questions about the concerns people have in their communities, and whether they support plans to reopen more Police Enquiry Offices and more robust action to tackle drugs. Opinions were also sought on the level of the precept – the amount levied through council tax bills to fund policing locally. For the first time the Commissioner posed a question about the use of artificial intelligence such as facial recognition cameras, and how supportive people are of using this technology to catch dangerous offenders. More than 2,000 residents of Devon and Cornwall completed the survey before budget decisions were made for the following financial year, after the survey was promoted around Devon and Cornwall.

## Victim Care Website

The Victim Care website was launched by the OPCC in May 2023 to provide access to support services and information for people affected by crime. Its audience has risen significantly since the OPCC launched a publicity campaign to support it.



## Media relations

Over the course of the year the team facilitated 60 media enquiries and supported the Commissioner in numerous interviews to journalists, on subjects ranging from services for victims of crime to police station openings.

# Police and Crime Panel

The Police and Crime Panel comprises council members and two independent individuals from around Devon and Cornwall. Their role is to support and challenge the Commissioner. The panel has the power to request reports and call the PCC to attend its meetings.

**The panel:**

- Reviews the Police and Crime Plan and Annual Report
  - Scrutinises the Commissioner’s proposed council tax precept\* for policing
  - Holds confirmation hearings for the Commissioner’s proposed appointment of a Chief Constable and senior support staff
  - Scrutinises the actions and decisions of the Commissioner (but not the performance of the Chief Constable force)
  - Considers complaints against the PCC of a non-criminal nature.
- \*the money collected from council tax for policing*
- Meetings are held in the Council House, Plymouth City Council, Armada Way, Plymouth.



The February 2, 2023, Police and Crime Panel meeting considered the policing budget for the next financial year.

- Panel meetings in 2023-24 took place in July, September, November and February and presented on matters including:
- Community Recovery Activity in Keyham, Plymouth
  - Devon & Cornwall’s Firearms and Explosives Licensing Unit
  - The Operation Loki project to tackle antisocial behaviour
  - The Commissioner’s scrutiny of Devon & Cornwall Police’s performance relating to hate crime
  - Devon & Cornwall Police’s contact services

Proposals for the setting of the police precept and 2024-25 budget meeting agendas, minutes and video recordings of meetings, can be found on the Panel’s website [www.plymouth.gov.uk/devon-and-cornwall-police-and-crime-panel](http://www.plymouth.gov.uk/devon-and-cornwall-police-and-crime-panel)



# Directory

**Contact the Office of the Police and Crime Commissioner for Devon & Cornwall**  
Office of the Police and Crime Commissioner for Devon & Cornwall, Alderson Drive, Exeter, EX2 7RP.  
**Email:** [opcc@devonandcornwall.pnn.police.uk](mailto:opcc@devonandcornwall.pnn.police.uk)  
**Tel:** 01392 225555

**Report a crime or a suspicion to Devon and Cornwall Police (non-emergency)**  
**Email:** [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)  
**Tel:** 101  
**Online and WebChat:** [www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/](http://www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/)  
**Police Enquiry Office:** [www.devon-cornwall.police.uk/contact/police-enquiry-offices](http://www.devon-cornwall.police.uk/contact/police-enquiry-offices)  
Report a crime anonymously to CrimeStoppers  
**Online:** [crimestoppers-uk.org](http://crimestoppers-uk.org)  
**Tel:** 0800 555 111

**The Devon and Cornwall Victim Care Unit**  
If you have been a victim of crime contact the Devon and Cornwall Victim Care Unit  
**Tel:** 01392475900

**Victim Care Devon and Cornwall**  
If you have been affected by crime, 24/7 specialist support is available even if you haven’t reported to police.  
**Online:** [victimcare-dc.org](http://victimcare-dc.org)  
**Call Victim Support:** 08 08 16 89 111

**Neighbourhood Watch**  
Contact Devon and Cornwall Community Watch Association (DaCCWA)  
**Online:** [www.daccwa.org](http://www.daccwa.org)  
**Email:** [DaCCWA@devonandcornwall.pnn.police.uk](mailto:DaCCWA@devonandcornwall.pnn.police.uk)  
**Tel:** 07725 222306 or 07703 46862

**Rural crime**  
For information about rural crime including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK visit: [www.devon-cornwall.police.uk/advice/your\[1\]community/rural-crime](http://www.devon-cornwall.police.uk/advice/your[1]community/rural-crime)

**Report safeguarding concerns to adult services**  
You can find details of local adult services contacts on the Devon and Cornwall Police website.  
**Online:** [devon-cornwall.police.uk/advice/your\[1\]community/adults-at-risk/reporting-abuse](http://devon-cornwall.police.uk/advice/your[1]community/adults-at-risk/reporting-abuse)  
Accessing the Child Sex Offender Disclosure Scheme (Sarah’s Law)  
**Email:** [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)  
**Tel:** 101

**Reporting safeguarding concerns to Children’s Services**  
You can find details of local Children’s Services contacts on the Devon and Cornwall Police website  
**Online:** [www.devon-cornwall.police.uk/advice/threat\[1\]assault-abuse/child-sexual-exploitation](http://www.devon-cornwall.police.uk/advice/threat[1]assault-abuse/child-sexual-exploitation)

**For children and young people - reporting online sexual contact to Child Exploitation and Online Protection Command (CEOP)**  
**Online:** [ceop.police.uk/safety-centre](http://ceop.police.uk/safety-centre)  
Or Childline  
**Online:** [childline.org.uk](http://childline.org.uk)  
**Tel:** 0800 1111

**Devon, Cornwall and the Isles of Scilly Sexual Assault helpline**  
**Tel:** 0300 3034626

**Police and Crime Panel**  
For further information on the Police and Crime Panel contact: Jamie Sheldon, Senior Governance Advisor, Chief Executive Office, Plymouth City Council  
**Email:** [jamie.sheldon@plymouth.gov.uk](mailto:jamie.sheldon@plymouth.gov.uk)

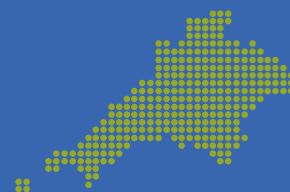
**Telephone:** 01392 225555

**Email:** [opcc@dc-pcc.gov.uk](mailto:opcc@dc-pcc.gov.uk)

**Post:** The Office of the Police and Crime Commissioner  
Andy Hocking House  
Alderson Drive  
Exeter  
EX2 7RP

**Privacy Notice:** The OPCC's privacy policy explains how we collect, use and protect your personal data.  
Find out more on the OPCC's website: <https://www.devonandcornwall-pcc.gov.uk/privacy/>

**If you have trouble reading this document please request an accessible format version from our office – see contact details above.**



**PCC**

Office of the Police and  
Crime Commissioner  
Devon and Cornwall