



Devon and Cornwall Police and Crime Panel

19th July 2024

Commissioner's Update Report

Safe, Resilient and Connected Communities

New Term of Office for PCC

On the 3rd of May 2024 I was re-elected for my third consecutive term of office as Police and Crime Commissioner for Devon, Cornwall and the Isles the Scilly with a 23,867 majority and the most votes in 10 out of the 12 local authority areas covered by Devon and Cornwall Police area.

Since my election the Prime Minister has called a general election which has meant that my team and I have navigated two periods of heightened sensitivities prior to elections within 3 months. However, much has still been achieved over the last period since this panel considered my last update report.

I welcome the new Home Secretary, the Rt Hon Yvette Cooper, MP and Labours pledge for 13,000 new officers. This will consist of 3000 neighbourhood officers, 4000 PCSOS, with the remainder consisting of officers recruited under the current uplift and special constables. It is unclear how many will be allocated to Devon and Cornwall police at this point. I am also pleased to see public confidence is high on agenda following my first meeting with the Home Secretary. I look forward to the new government setting clear set of policies so we can all work together to make our communities safer.

I am also pleased to confirm that nationally I have retained my portfolio as joint national lead on Serious and Organised Crime with the newly elected, David Allen, the OPCC of Cumbria.

HMICFRS PEEL Assessment 2023-2025

His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) published the latest PEEL inspection of Devon and Cornwall Police. PEEL stands for police efficiency, effectiveness and legitimacy. Inspectors rated the force good at preventing crime, adequate at 'protecting vulnerable people', 'developing a positive workplace' and 'police powers and public treatment'. 'Managing offenders' and 'leadership and force management' were deemed to require improvement and 'investigating crime' and 'responding to the public' were judged to be 'inadequate'.

Information since the inspection was carried out shows an improving picture in relation to public contact, with reduced waiting times for 101 and 999 calls, but the I share HMICFRS concerns relating to crime investigation standards.

I welcome the recognition of good prevention work and am assured that the force has improved how it manages its offenders and registered sex offenders, progress has been made to reduce wait times for emergency and non-emergency requests for service and I am pleased that inspectors have formally recognised both the investment and great work carried out by Devon and Cornwall Police's neighbourhood teams.

At the time of writing of this update report the PEEL inspection has only just been published and I am carefully reviewing the findings with the Chief Constable.

<https://hmicfrs.justiceinspectorates.gov.uk/peel-reports/devon-and-cornwall-2023-25/>

SAFE

Hotspot Policing



In April 2024 my office was awarded £1M funding from the Home Office to deliver a hotspot policing project. I chose to increase the funding available by adding £200,000 grant funding from my budget to support this initiative further reflecting my personal commitment to addressing ASB in our town and city centres.

My budget survey highlighted this issue as one they would most like to see the police and partners tackle in Devon and Cornwall. The police's response since I set ASB as a priority has been excellent and I am delighted that this funding has made it possible to build upon our good work.

Hotspots are areas of high crime that persist over a long period of time and have a significant effect on the quality of life for residents and members of the public visiting the locality. The issues present are often ingrained within an area and a sustained effort is required to lower the levels of crime and antisocial behaviour (ASB).

Crime data was used to identify the areas allocated with funding. The top six areas, known as tier one, have received funding for additional police patrols and uniformed community patrols. These locations include Exeter city centre, Plymouth, Torquay town centre, Truro city centre, Newquay town centre and Barnstaple.

A further seven areas, known as tier two, have received funding for uniformed community patrols. These areas are Bideford, Exmouth, Paignton, Penzance, Camborne, St Austell, and Newton Abbot.

The funding is being used to tackle ASB and serious violence. This will be achieved through additional patrols, both police and street wardens, for increased uniformed visibility and impactful community engagement. The patrols aim to provide a reassuring presence to help people feel safe while also proactively disrupting crime and acting as a deterrent.

In its first month, the project delivered 816 additional hours of police patrols across Barnstaple, Exeter, Newquay, Plymouth, Torquay and Truro. They also attended 130 incidents of ASB and had 103 cases of proactive policing, including 21 arrests. Members of the public and businesses have welcomed seeing police out on foot in their area. Officers were also able to speak to members of the homeless community while out on patrol and signpost them towards support agencies. In the coming weeks, uniformed community patrols will commence in partnership with councils.

Street Focus Torquay

Street Focus Torquay is a collective vision for a safer town centre where our communities can thrive. I am using my convening power to bring together frontline workers to tackle crime in the areas that need it most. This project is funded by the £1 million pounds I secured to pay for hotspot policing in 13 towns and cities across Devon and Cornwall, with the Castle Circus area of Torquay included in the funding.

The funding has secured additional patrols by both police and street marshals to tackle antisocial behaviour and serious violence. Torbay Council, Devon & Cornwall Police and the Police and Crime Commissioner have also committed to series of longer-term improvements. A new public spaces protection order was recently implemented by the council, granting extra power to police and other authorised officers to move people on or confiscate alcohol. Investments have also been made in street cleaning, improving the appearance of the town centre.

I will be working with partners to take over disused shop fronts and has provided a vehicle to the force to use as a mobile police station. Engagement is a key aspect of Street Focus Torquay with the public engagement van parked in the town centre each week to listen to the issues faced by residents. I have also been on several walkabouts to visit local business owners.

We are united in a shared goal of making Torquay safer and inspiring pride in our town. If this programme proves to be successful, we intend to use it as a blueprint for other areas.

If you would like to find out more, you can here: <https://www.street-focus.co.uk/>

Plymouth WWII Explosive

In February 2024 an unexploded World War II bomb that was found in a garden in Keyham, Plymouth has been safely transferred to the sea. A 300m cordon was set up around the disposal route and thousands of people who were evacuated. 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. My team and I supported Devon and Cornwall Police Officers and a huge contingent of other public services and volunteers to aid with the evacuation whilst the area was made safe over several days. My thanks to the communities of Plymouth who came together with multi-agency services to ensure that this was all done calmly and safely.

Operation Scorpion Drugs Seizure



Operation Scorpion is a collaborative effort by South West Police and Crime Commissioners and their respective Police and Crime Commissioners to tackle drug dealing in the region.

Launched in 2022, there have been two rounds of Operation Scorpion activity since the February meeting of the Police and Crime Panel. The seventh, co-ordinated by Dorset Police, took place in March. In Devon and Cornwall it led to drugs with a monetary value of £370,000 being seized and destroyed, along with £20,000 in cash, tobacco and vapes with a monetary value of £500,000. A total of 73 people were safeguarded.

The eighth phase, co-ordinated by Gloucestershire Police, resulted in the following activity across the five force areas:

- 64 arrests
- £152,173 worth of drugs seized
- £198,088 cash seized
- 29 weapons seized
- 28 vulnerable people safeguarded
- Clothing, motorbikes and high value cars were also seized

During the seven days of operations from June 10-16, police teams across the South West targeted gangs and addresses of suspected drugs dealers and suppliers; stepped-up patrols of known hotspots and used technology to disrupt so-called county-lines activities.

Organisations involved include – Dorset, Devon & Cornwall, Avon & Somerset, Gloucestershire and Wiltshire police forces, the region's five Police and Crime Commissioners, British Transport Police, the South West Regional Organised Crime Unit and the independent charity Crimestoppers.

I will continue prioritising drugs in this term of office and support the police in every way I can to keep up the momentum.

Pubs Against Drugs



On Friday, the 7th of June, I joined policing teams, Police Dog (PD) Skye, her handler Police Constable (PC) Steve Waters, Police Licencing Officer Nicola Henderson, and plain clothes officers to carry out Operation PAD (Pubs Against Drugs) in Saltash and Liskeard.

This was a proactive operation to disrupt the use of drugs in pubs in Saltash and Liskeard and deter members of the public from using, carrying, or supplying drugs on a night out. By carrying out operations like this, local drug networks become disrupted, and the police can gather evidence to identify, investigate and prosecute offenders. This operation resulted in seven stop searches carried out as a result of an indication from PD Skye or suspicious behaviour detected by plain clothes officers when PD Skye entered the venue. Out of the seven stop searches, three were positive, which lead to the seizure of suspected drugs and the removal of the person searched. The three individuals who were found to be carrying suspected illegal drugs have been asked to attend a voluntary interview under caution at a later

date, after the seized items are tested. I look forward to taking part in further Pubs Against Drugs Operations in our communities in future.

Substance Misuse Seminar

In March I chaired a Substance Misuse event as part of our regional SW Reducing Reoffending Partnership. The event had a number of sessions, and some of the highlights included an update on the Drugs Strategy and how the South West is addressing this. There was also an update on Continuity of Care which is how partners are working to ensure a successful transition from Prison to the Community and that key services are in place for this. Building on from this discussion, two new initiatives linked to Continuity of Care were introduced.

- 1) Prison Notification and Actioning (PNAP) which of prison substance misuse notifying Probation when they refer an individual to a community treatment provider, including the date and time of the appointment. The feedback included improved engagement with community treatment providers and effective risk management. PNAP is helping to put in place the building blocks on working together with cross-government partners and the longer-term outcomes of improving continuity of care and keeping individuals safe.
- 2) Telerecovery which provides investment to improve access to excellent treatment as part of Harm to Hope 10-year strategy with 650 laptops purchased by HMPPS to support access to community service providers whilst people are in custody. This technology will support the target of 75% of service users engaging with community treatment upon release. It is hoped this will ensure engagement in treatment programmes for those hard-to-reach developing relationships established in a safe environment prior to release. All devices rolled out at the March 2024. We are looking forward to further such events throughout the coming year.

Serious Violence Prevention Programme

Together with the Acting Chief Constable and Local Authority partners, I continue to tackle the root causes of violence and its impacts across the peninsula by funding Devon & Cornwall's Serious Violence Prevention (SVP) Programme.

The SVP Programme sponsors a wide range of improvements across Devon and Cornwall Police; from the use of 'hot spot' policing in high crime areas, high-harm perpetrator identification and trauma informed work-force improvement, through to supporting children affected by parental imprisonment and now a national policing priority - reducing violence against women and girls (VAWG).

Following the commencement of the new Serious Violence Duty my team have worked with partners to agree a new peninsula-wide agreement and Terms of Reference for delivering the Serious Violence Duty and governance structure for Devon and Cornwall's delivery of this multi-agency duty.

It was in this context that the first SVP peninsula strategic meeting took place on 18th June, chaired by the OPCC, with all specified authorities present and actively

engaged. Representatives from each upper-tier CSP presented a showcase project that highlighted how SVP funds are spent and evaluated in their areas, which was greeted with real interest by all present.

Tri Service Safety Officers



These officers, as the name suggests, work across the three services of the police, fire, and NHS. They are police community support officers, on-call firefighters attached to a local station and NHS first responders.

TSSOs are jointly funded by Devon and Cornwall Police, Cornwall's fire service and the local NHS, with some funding coming from the South Western Ambulance Service NHS Foundation Trust and some through the integrated care system.

The lifesaving TSSOs are already considered 'an essential part of Cornwall's emergency services team' although they were only established in a pilot scheme 11 years ago, and now our first TSSO has started work in Devon.

A TSSO's main duties are wide-ranging and complex. They include responding to 999 calls for fire and rescue and ambulance services, dealing with non-immediate police logs and community safety matters, completing and welfare visits, resolving neighbourhood policing issues, working with antisocial behaviour teams, supporting neighbourhood policing team, and assisting with neighbourhood inquiries such as non-emergency 101 calls made to the police.

RESILENT

Prisoners Building Homes



The Prisoner's Building Homes (PBH) Project started out as a pilot scheme in South West England. Funded by five Police and Crime Commissioners and the One Public Estate programme, which is managed by the Cabinet Office, the Local Government Association, and the Department of Levelling Up, Housing and Communities, PBH is working with housebuilders to employ prisoners across the country and is on track to deliver 82 homes this year. The programme won a prestigious award for innovation at the recent Government Property Awards.

Since January 2024, the scheme has evolved and expanded. Work has commenced to enable PBH to become a new legal entity capable of leveraging institutional private capital, matched with affordable housing grants and loans. This new sustainable model will allow PBH to deliver effectively and efficiently net zero, affordable housing across a long-term supply of micro and medium public and third sector owned land sites, delivered by a nationally established workforce cohort of serving and post release prisoners across the UK.

Planning has been granted for 6 sites – one in Plymouth to deliver 4 affordable semi-detached family homes (3 beds for families of up to 5) alongside 5 sites in Bristol. Since its launch into a national programme earlier this year PBH has received sites from as far afield as North East London stretching across to the far East of England.

Homes made by prisoners under the programme were delivered in Cullompton, Devon in February (and now have tenants) by Zedpods/DragonHeart Homes (who employ 18 prisoners; 10 of which have successfully passed their nationally accredited training). Zedpods/DragonHeart homes (again in collaboration with Mid Devon District Council) will also complete a social housing development of 8 zero operational carbon homes at Shapland Place, Tiverton, Devon at the end of July (2024) ready for tenants to move into.

On 5th March 2024, the Communications and Engagement team released a short video describing the Prisoners Building Homes (PBH) scheme. The video will be used to engage landowners who may wish to become engaged in the scheme and

contains first person testimony from those who have taken part in it. To watch the video click here: [Prisoners Building Homes: "It's a game-changer" \(youtube.com\)](https://www.youtube.com/watch?v=Prisoners Building Homes: 'It's a game-changer')

The video features stories from some of the ex-offenders who have participated in the scheme and who reflect on the benefits of the opportunity to come out of prison on a daily basis, earn money, learn new skills and have a clear focus. They identify the positive impacts on their mental health and employability after leaving prison. When I initiated this scheme, I knew that many people who are in prison may not have their own home to go to, may not have a job to go to and could be at increased risk of reoffending. This programme is aimed at reducing that risk.

I have written to the new minister James Timpson and am seeking to work with him following his celebrated work on corporate social responsibility and ex-offender to expand this project nationally.

Criminal Justice and You



In March 2024 my office launched an innovative new online product which aims to transform the experience of victims and witnesses in the criminal justice system in Devon and Cornwall. Criminal Justice and You is a first-of-its-kind multimedia resource developed by victims for victims, bringing all aspects of the criminal justice system into one place, with the aim of demystifying every step of the process. The interactive resource was created in partnership with the Devon and Cornwall Local Criminal Justice Board (LCJB) and has been supported by Deputy Chief Constable David Thorne, High Sheriff Toby Ashworth, Alexis Bowater and advisor Jess Cain (pictured).

The project features videos of partners working in their own area of expertise from across the criminal justice arena, speaking directly to victims and witnesses to explain what to expect at each stage, from reporting a crime through to the conclusion of a case. There is also information about accessing victim services and restorative justice, as well as what happens if a case doesn't go to court or if the perpetrator is under the age of 18. It was described as an "invaluable asset" by then Victims Minister Laura Farris and at June 25 had received 1,555 views.

Details are also provided of how to make a complaint if a victim or witness is unhappy with the service they have been provided. Further videos by Citizen's

Advice Bureau, the Parole Board, and His Majesty's Courts and Tribunals Service have also been included.

To ensure accessibility, the videos feature a British Sign Language translator and subtitles in multiple languages, and transcripts are viewable as a plain text document for anyone who experiences difficulty with a video format.

I am also pleased to report that since the Launch in March, the creation of this product has attracted attention from across the country and we are in consultation with other LCJBs to share the good work and promote the resource nationally. Criminal Justice and You is hosted on the OPCC's Victim Care Devon & Cornwall website, which helps victims to access specialist support services at any time, even if a crime hasn't been reported to police. The resource can be viewed [here](#).



Independent Sexual Violence Advisors (ISVAs) Contract

Independent Sexual Violence Advisors (ISVAs) work with people who have experienced rape and sexual assault. Independent Sexual Violence Advisers (ISVAs) provide specialist support to those who have experienced rape, sexual assault or abuse at any time in their life.

I can now announce that a new £5m five-year partnership contract has been awarded to provide support for victims of rape and sexual assault in Devon and Cornwall. The new partnership contract is being led by the Women's Centre Cornwall and will see ISVAs working in Devon and Cornwall across a range of specialisms. It will come into effect on the 1st October 2024.

I am committed to ensuring victims of such traumatic crimes, which can be isolating and distressing, get the best possible support to cope and recover, and I am confident in the delivery of a long-term, robust, and innovative service to those who need specialist support after experiencing rape or sexual violence. I would like to reassure anyone who is currently working with an ISVA or may be in the future that there has been no cut in funding and there will be no reduction in the number of ISVA roles across Devon and Cornwall.

All parties will be working to ensure the transition between suppliers is handled sensitively with minimal disruption for anyone working with an ISVA.

To find out more information or to contact an ISVA, call:
Devon, Cornwall and Isles of Scilly Helpline: 0300 303 4626 or visit
<https://sarchelp.co.uk/>

Commissioner's Community Grants Scheme

Each year I make funding available for small community projects and initiatives which support the aims of my police and crime plan. The funding is distributed through Cornwall Community Foundation in Cornwall and the Isles of Scilly and through Devon Community Foundation for Devon, Plymouth, and Torbay. This year a sum of £200,000 will be shared between the two foundations, Cornwall Community Foundation is currently open and will close for applications on 22nd July 2024. Devon Community Foundation will open for grant applications in September.

The themes for this year's scheme that will commence during the summer are:

- The Crime Prevention initiatives to make community spaces safer.
- Projects focusing on offering education and/or purposeful activities for people with anti-social drug and alcohol issues.

You can apply for the grant in Cornwall here: [Commissioner Community Grant Scheme 2024 - Cornwall Community Foundation](#)

You can apply for the grant in Devon, when it opens, here: [Grants - Devon Community Foundation \(devoncf.com\)](#)

Victim Codes of Practice (VCoP) 2

As chair of the Local Criminal Justice Board (LCJB) I am committed to continuing our scrutiny work to monitor compliance with the victim codes of practice across the criminal justice partnership. This work enables us to identify gaps and challenges to inform areas for improvement to better support the victim's experience.

In February we hosted two panels to review VCoP compliance for victims of Fraud cases as well as providing a focus on Domestic Abuse cases which have resulted in No Further Action to establish compliance when a case does not progress to a prosecution and to determine how victims are supported.

The panels identified good practice and partnership working and overall compliance with the Victims Code of Practice. The panel also noted missed opportunities in offering victims Restorative Justice (RJ) and have recommended that processes should be reviewed to ensure fraud victims are told about their rights under the Code of Practice for Victims of Crime at the earliest opportunity through the provision of the 'Support and Information for victims of Crime booklet).

The partnership scrutiny panel which includes representation from all statutory agencies within the criminal justice system met again on 22nd May 2024 to review Stalking or Harassment cases. I will be publishing the final report via the OPCC website once this has been signed off through the agreed governance process.

Out of Court Resolutions (OoCR)

The Local Criminal Justice Board also continues to oversee the scrutiny of Youth and Adult Out of Court Resolutions (OoCRs) through the detailed examination of cases by panel members who represent key stakeholders from across the Criminal Justice Partnership including local magistrates.

The panel met most recently on the 12th of June and reviewed youth cases relating to vehicle offences. Engagement was really positive with some key areas of learning for both the Police and the Youth Justice Service (YJS) which also highlighted examples of good practice and positive intervention. In September there will be a partnership scrutiny panel to review youth cases focussing on violence offences, particularly involving young females.

I am also pleased to report that the adult OoCR scrutiny panel will be meeting on 10th July to review shoplifting offences. This is an area of crime that we know has been impacted by an increase offending with the Office for National Statistics reporting that 2023 was the worst year on record for shoplifting, with more than 430,000 cases recorded, which is an increase of more than a third from the year before.

I value the commitment and dedication from all the stakeholders involved in these panels, the findings of which inform the development of processes, training materials and cross agency working to improve standards as well as recognising dedicated and positive practice.

It is important that the public have confidence that Devon and Cornwall Police is using its powers legally, proportionately, and consistently with policy and working practices in relation to OoCRs and it is healthy for any organisation to pause and reflect on their practice and learn. My team are currently working on the redevelopment of the OPCC website where we host the scrutiny reports so the published findings of these panels can be easily accessed and viewed by those interested in this important area of work.

Misconduct Panel Member recruitment

Police officers are appointments of the Crown and are subject to police regulations, police standards of professional behaviour (PSPB) and the Code of Ethics. Police misconduct panels preside over serious conduct cases in what is an important aspect of the disciplinary rules that govern the police. The purpose of the police misconduct regime is threefold:

- To maintain public confidence in, and the reputation of the police service,
- To uphold high standards and deter misconduct, and
- To protect the public.

My office is responsible for recruiting, training and arranging the attendance of independent, non-police people at police misconduct hearings, and since 2016 has been responsible for appointing legally qualified Chairs for these hearings. This allows me to have an independent voice on the panels as well as ensuring that I have an opportunity to oversee and scrutinise the process. In 2023/24, the OPCC

supported 15 misconduct hearings within Devon and Cornwall, and of these, 12 (80%) saw the case being proven, all resulting in summary dismissal of the officer.

In May 2024 statutory changes were implemented which change the structure of the misconduct hearings. Any hearings scheduled after the implementation of the new regulations will now be Chaired by a representative of the Chief Constable supported by two Independent Panel Members appointed by myself. I will also appoint a legally qualified adviser to each hearing.

In anticipation of the commencement of the new regulations, my office undertook a recruitment process in May/June to recruit new panel members to participate in police misconduct processes. I was overwhelmed by the interest in these opportunities which demonstrates the commitment our communities have to working with us to improve policing for everyone.

During this recruitment process I received over 130 applications from members of the public and qualified legal advisers to volunteer to take part in these panels. I was delighted to host a rigorous appointment process to select candidates for these important public appointments, which included interviews and an innovative interactive assessment centre for panel members. My panel members are now undertaking training and will begin hearing misconduct panels under the new regulations later this year.

CONNECTED

Police Enquiry Offices



My flagship programme to reopen – or open for the first time – police enquiry offices (PEOs) around the region continued in springtime with Looe, Okehampton, Honiton, Ilfracombe, Kingsbridge, and Devonport (Plymouth) PEOs reopening.

The opening events, organised by my office gave local residents the chance to meet policing teams and helped promote the facilities within the communities, local authorities and with the media. Neighbourhood teams were challenged to provide as much community engagement as they could. I presented a Commissioner's Award to Honiton's neighbourhood team for their effort, which involved a town crier, schoolchildren and the Member of Parliament for Tiverton and Honiton (pictured).

My office continues to work to improve awareness of this project with leaflets and signage being produced this summer.

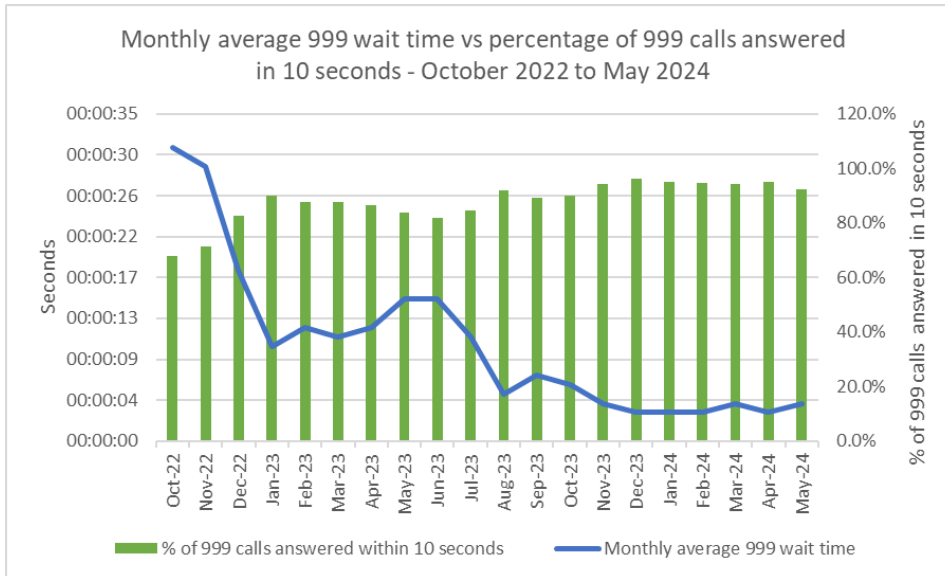
At the time of writing 13 PEOs have been reopened under this programme. To continue my vision for face-to-face contact throughout Devon and Cornwall I will also be opening a further four PEOs in Liskeard, Tavistock, Ivybridge, and Exeter. PEOs will be located in existing police stations in Liskeard, Tavistock and Ivybridge and a location in Exeter city centre will be identified in due course. Exmouth will be the final PEO to open when the station is redeveloped.

Contact Services

I am pleased to report that since the paper I presented to the Panel on the 24th of November 2023 on 'Public Engagement: improving police contact services', improvement continues to be evident across both 999 and 101 performance.

999

In the 12 months to May 2024, 91.1% of 999 calls were answered within the service standard of 10 seconds and the average wait time for calls to be answered was 6 seconds. This shows significant improvement compared with last year when 78% of 999 calls were answered within 10 seconds and the wait time for emergency calls to be answered was 22 seconds. More recent monthly data for May 2024 saw the average call wait time for 999 calls at 4 seconds with 92.5% of calls answered within 10 seconds.

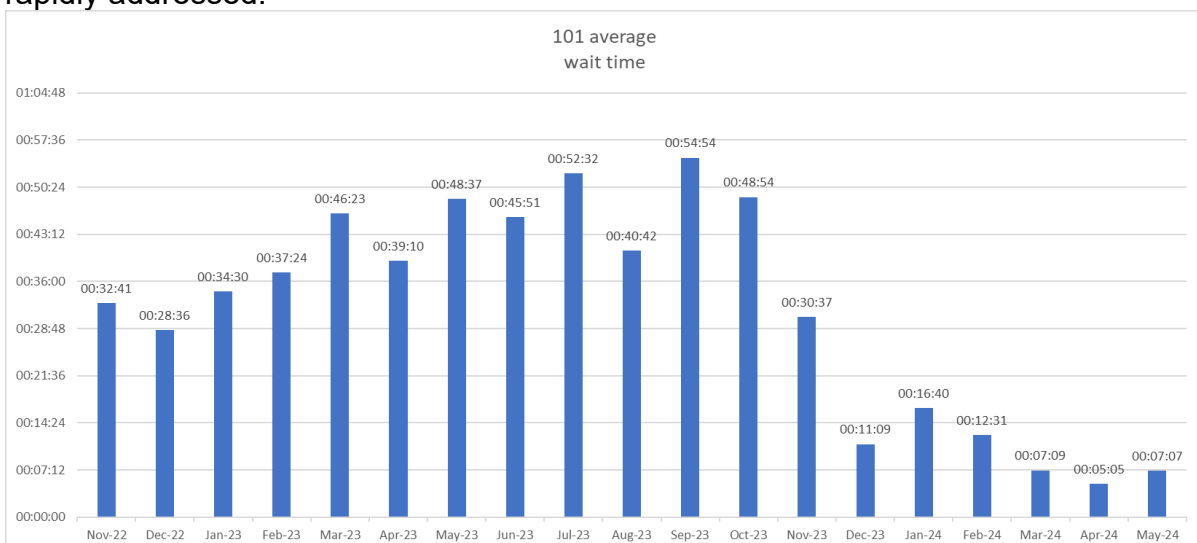


101

In the 12 months to May 2024, the average wait time to speak to a contact officer dealing with 101 calls was 19 minutes and 17 seconds. Although this is still above the baseline I set for my Police and Crime Plan measure '101 average wait time' of 16 minutes and 47 seconds, it has halved since I last reported to you (12 months to December 2023: 39 minutes and 2 seconds). The reduction in 101 call waiting times appears to have had a positive impact on abandonment rates. The 101-abandonment rate has decreased to 37.4% in the 12 months to May 2024 compared with 64% in the 12 months to May 2023 when average call wait times were much higher.

The latest monthly data for May 2024 saw the 101 average call wait time to speak to a contact officer drop to just 7 minutes and 7 seconds compared with 48 minutes and 36 seconds this time last year when call demand was lower.

Since January 2024, monthly 101 average call waiting times have been considerably lower than last year. At this time, given the consistency of the improvements, I do have confidence that this improving trajectory will be sustained, however my office will maintain close scrutiny of this issue to ensure that any adverse performance is rapidly addressed.



I am also conscious that the force is fast approaching, if not already experiencing, the usual spikes in demand at this time of year, so as 999 calls are prioritised over the summer months, anticipate that fluctuations in 101 performance are likely to occur. In addition to my ongoing monitoring of contact performance, I will provide a more detailed report on contact services to the panel in September.

Volunteers Thank You



Volunteers are an essential part of my drive to include communities in making society safer. Those who gave up their time to tackle crime in their communities and ensure police custody suites are up to standard were recognised at my annual volunteers thank you event in February. In attendance at the event, held at Middlemoor Police Headquarters, were members of my councillor advocate scheme, independent custody volunteers who check custody units and other individuals who work with police for their communities. Also in attendance were legally qualified misconduct panel chairs and independent misconduct panel members. After a question-and-answer session with Acting Chief Constable Jim Colwell I presented a Commissioner's Award to community volunteer Ian Adams (pictured), for his work tirelessly supporting and promoting the positive efforts of policing.

I also made awards to the following people and organisations in recognition of their excellent work:

- Lindsey Roger in recognition of her dedicated service to the community of St Mary's, IOS.
- Reverend Nathan for his role in managing director for Torbay United and efforts to help keep Torbay a safe area to live and work.
- Torbay's Community Builders in recognition of their community effort to help keep Torbay a safe area to live and work.
- Mike Saltern in recognition of his excellent attention to detail and for the support he has given to the Commissioner.
- Sandra Goscomb in recognition of her dedicated service to policing and for providing excellent value for money.
- Dawn Dines for her campaigning to get drink spiking recognised and her effort to tackle violence against woman and girls.

- Ian Adams for championing and promoting the good work that the police do and for keeping our roads safe as a Community Speedwatch Volunteer.
- Jeanie Lynch for her efforts to empower woman and tackle violence against woman and girls.
- PC Stephen Waters in recognition of his outstanding engagement work with PD Skye to combat drugs.

Plymouth Youth Awards 2024: Inspirational Young Person category



I was delighted to attend the new Plymouth Youth Awards last month and present the Inspirational Young Person Award on behalf of my office. It was inspiring to hear so many stories of personal, charitable and community achievement in our under 18s, with the winner being 15 year old Sienna Swaddle for her work in tackling violence against women and girls via a video based public safety campaign, as well as being an active member of Plymouth's Youth Parliament. All the finalists were worthy winners and I was honoured to meet them and their families at what was a fabulous regional event to celebrate youth achievement.

Community Scrutiny Panel

On the 27th of June I attended a conference entitled 'When trust matters' hosted by the independent Devon and Cornwall Community Scrutiny Panel.

The conference was warmly chaired by the Reverend Nathan Kityaga, which during the course of what was a full day, saw a range of engaging and interesting presentations, opinions and challenges, which will make a really useful contribution to ongoing considerations as to how the police build and maintain public trust.

I'd like to thank Reverend Nathan and all of the Community Scrutiny Panel for the infectious, energetic commitment that they give to their important, ongoing work.

Public Engagement

I have been out with my team promoting my Your Safety, Your Say policing priorities survey, and victim services, at events around Devon and Cornwall this year. The survey continues to gather information of the views of residents of the force area on a variety of policing issues. Since launched in autumn of last year more than 2,300 people have had their say, with antisocial behaviour, road safety and drugs being among their principal concerns. The survey can be completed by clicking this link: <https://dcpcc.commonplace.is/>

Vision Zero Road Safety Roadshows



Community engagement remains a key way to let people know about the services I commission. Road safety remains a priority area for me and the road safety communications co-ordinator for the Vision Zero South West road safety partnership led a collaboration with other blue light services to stage road safety roadshows at Devon County Show, the Royal Cornwall Show, Torbay Airshow and the Plymouth Armed Forces Day. They encouraged many hundreds of people to sign up to Vision Zero's Road Safety Pledge and hundreds of bikers received hazard perception training on the state-of-the-art motorcycle simulator. On top of this, officers from all emergency services had positive interactions with thousands of people – promoting an in-car brake reaction timer, a crash car, an interactive CPR exercise and virtual reality headsets.

Councillor Advocates

Councillor advocates are local authority members who work with me, and their neighbourhood policing teams to improve connectivity in their communities. There have been two councillor advocate sessions since the February Police and Crime Panel meeting. The first focussed on victim services and was timed to coincide with the March launch of the Criminal Justice and You resource. The second, in May, focussed on neighbourhood policing and consisted of a question-and-answer

session with me, Acting Chief Constable Jim Colwell and Neighbourhood Policing lead Inspector Steve Philp. Information was also provided on how members could access my community grants scheme. Councillors interested in joining my scheme should visit the 'join us' section of my website for information on the scheme, <https://www.devonandcornwall-pcc.gov.uk/take-part/councillor-advocate-scheme/>.

Monitoring Officer Protocol

In May 2024 my office developed a new protocol with Monitoring Officers across the local authorities in Devon and Cornwall to ensure that there was a single point of contact to raise concerns about inappropriate behaviours towards elected members. The document is entitled, "Advice for local authority monitoring officers in supporting elected members who may be victims of crime in their role as public figures". Since this time the government have enhanced the arrangements under Operation Bridger which is for MPs and their offices and have extended the arrangements to cover locally elected representatives.



Alison Hernandez

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

Contact for further information:

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