

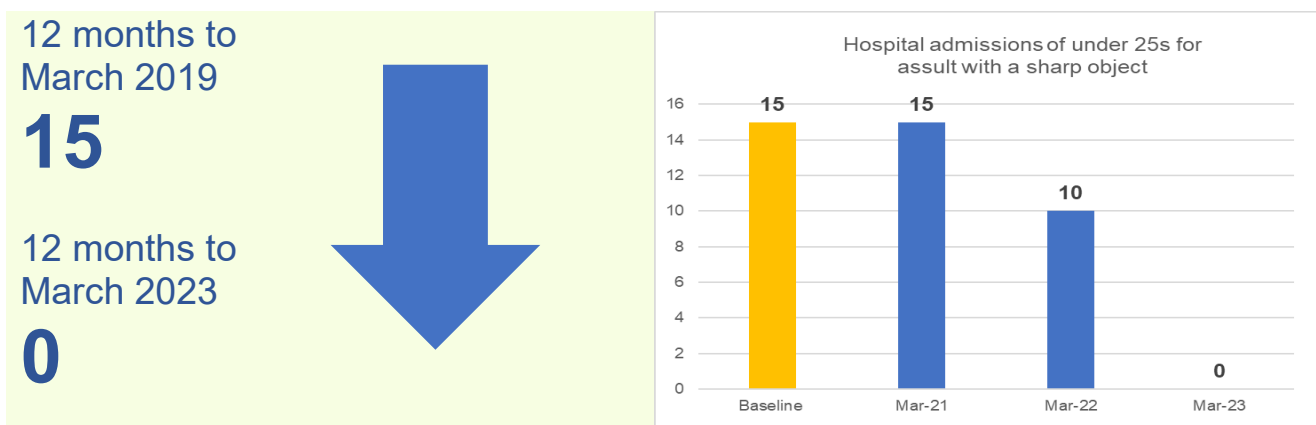
1. Violence

1.1 Homicides (National Measure)



In the 12 months to August 2024, there were 9 homicides in Devon and Cornwall. This is 11 fewer homicides than reported in the 12 months to June 2019. Based on the latest ONS release of police recorded crime covering the 12 months to March 2024, Devon and Cornwall's homicide rate was 0.6 crimes per 100,000 population. This is lower than both the national (1.0) and the South-west region (0.9) rates.

1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure)

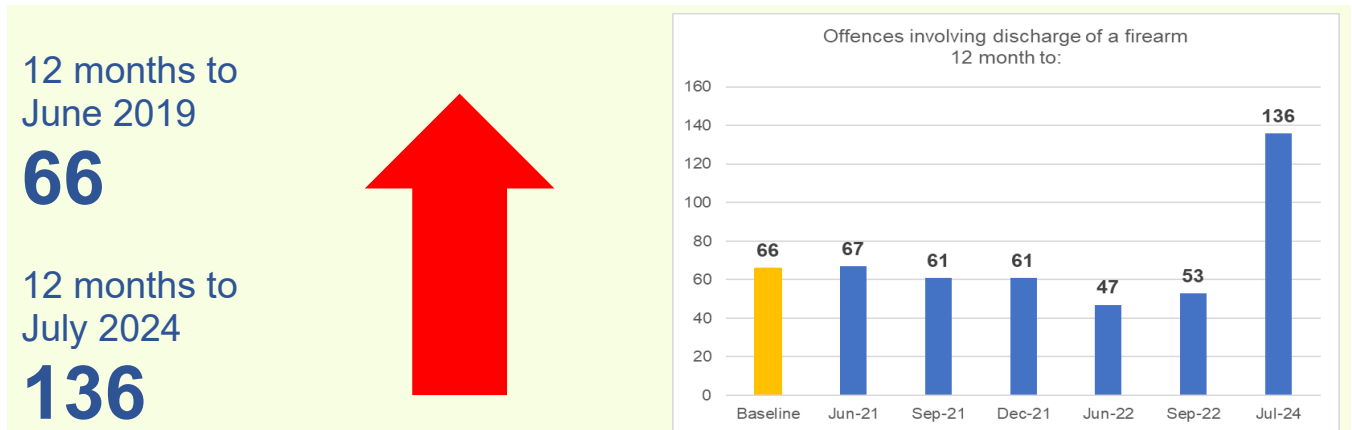


This measure has not been updated since it was last reported to panel as more recent data has not been published yet.

The most recent data published from NHS Digital shows that in the 12 months to March 2023, no hospital admissions of under 25's for assaults with a sharp object have been recorded in Devon and Cornwall. This dataset, however, is rounded to the nearest 5 to protect patient confidentiality so it is possible there have been 1-2 admissions. Despite not to be able to examine exact changes in admissions over time, the latest data indicates that there has been a decrease in the number of under 25 hospital admissions for assault with a sharp object compared with the baseline year (12 months to March 2019).

1. Violence

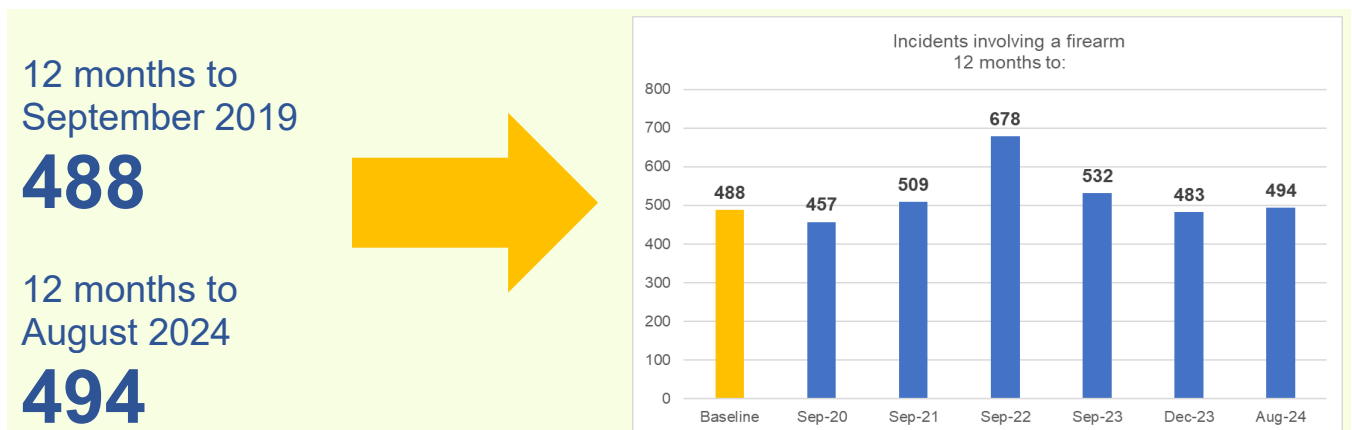
1.3. Offences involving discharge of a firearm (National Measure)



This is the first time this measure has been updated since the panel meeting in January 2023. Due to the implementation of the force's new crime recording system, Niche, the reliable reporting of this data publicly was unavailable.

In the 12 months to July 2024, 136 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 70 more offences and represents a 106.1% increase when compared to the baseline year (12 months to June 2019).

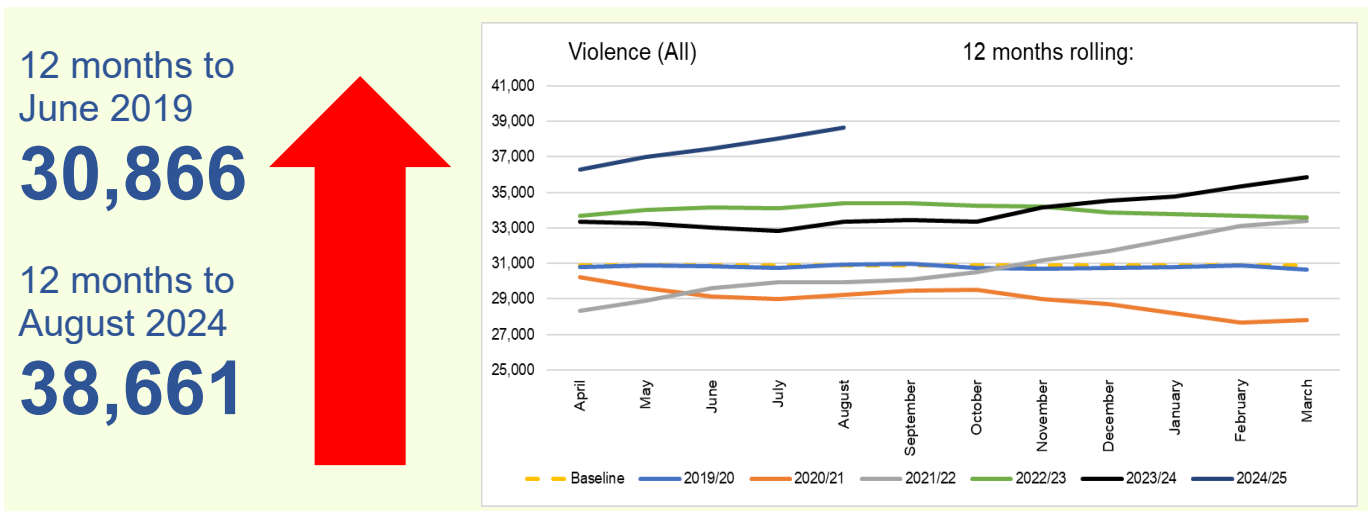
1.4 Incidents involving a firearm (alternative measure)



The alternative measure of 'incidents involving a firearm' covers a range of things for example, gunshots being heard and attended to, people using air rifles, licensing, possession, as well as incidents where a firearm was discharged. In the 12 months to August 2024, there were 494 incidents involving a firearm recorded by Devon and Cornwall Police. This indicates that the number of firearm incidents recorded have remained stable compared with the baseline year (12 months to June 2019), with 6 more offences recorded and a 1.2% increase.

1. Violence

1.5 Violent Crime (All)



In the 12 months to August 2024, 38,661 violent offences were recorded in Devon and Cornwall. This is an increase of 25.3% (+7,795) when compared to the baseline year (12 months to June 2019). There has been an increase in reported violence since April 2021, following the lifting of Covid-19 lockdown restrictions. Levels of reported violence are now exceeding those seen before the pandemic.

Violence with injury offences have remained relatively static compared with last year, the increases in violence without injury offences has driven the increase in violence crime.

Police recorded violence with and without injury should be interpreted with caution as increases may reflect improvements made by police forces in identifying and recording offences, as well as an increase in victims reporting incidents. Changes in recording practices and counting rules have had a particularly substantial impact on the recording of violent crime over the last 10 years. Police recorded violence with and without injury does not provide reliable trends in crime but is a better indicator of police activity.

Even though reliable trends cannot be identified with police recorded violence, the Commissioner is concerned of the apparent increase in violent crime and tackling violence will continue to be a priority within the Commissioner's new Police and Crime Plan.

1. Violence

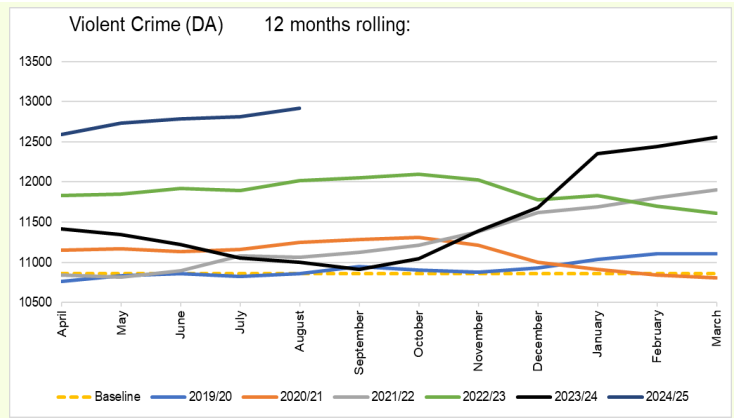
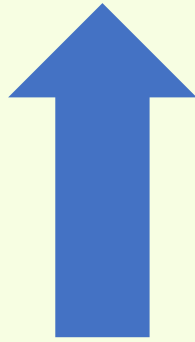
1.6 Violent Crime (Domestic Violence)

12 months to
June 2019

10,859

12 months to
August 2024

12,914



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

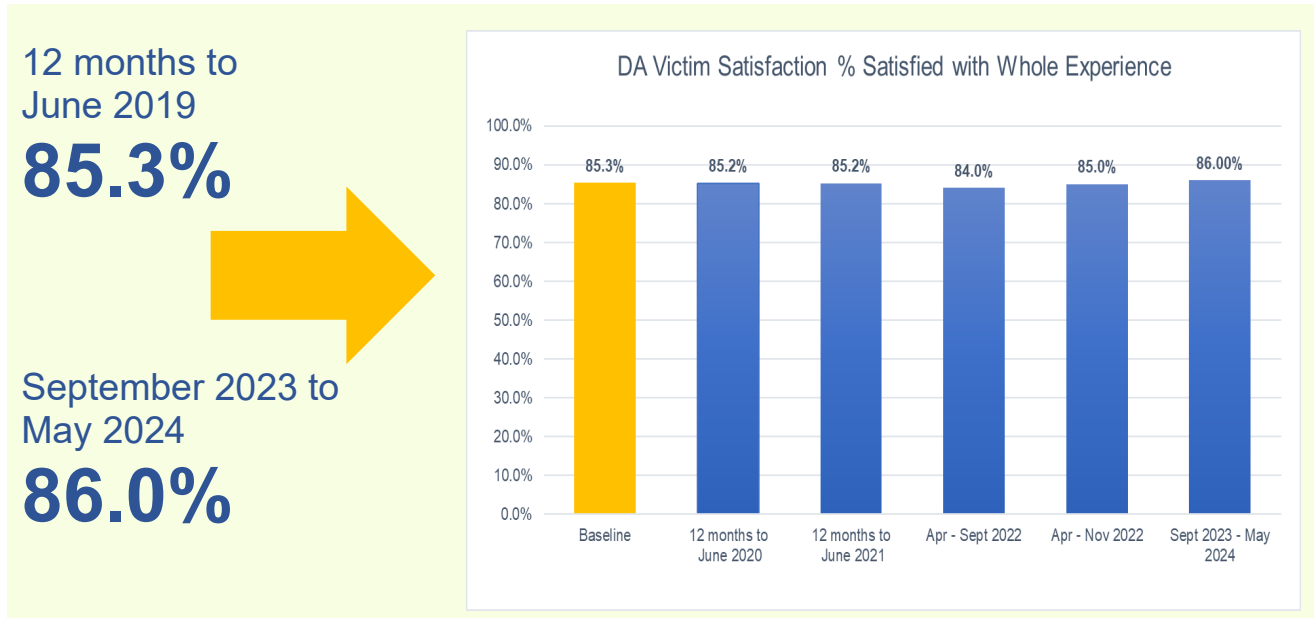
In the 12 months to August 2024, 12,914 violent offences were flagged as related to domestic violence. This is an increase of 18.9% (+2,055) when compared to the baseline year (12 months to June 2019).

Apparent decreases in domestic violence were evident following the implementation of a new crime record management system by Devon and Cornwall Police in November 2022. However, as data quality has continued to improve the number of violent crimes flagged as DA related have continued to increase. The 12-monthly rolling data for 2024/25 so far, indicates higher volumes of DA-related violence than recorded for earlier years. The Commissioner and her team will explore the factors driving the increase with Devon and Cornwall Police.

1. Violence



1.7 Victim Satisfaction (Domestic Abuse) (National Measure)

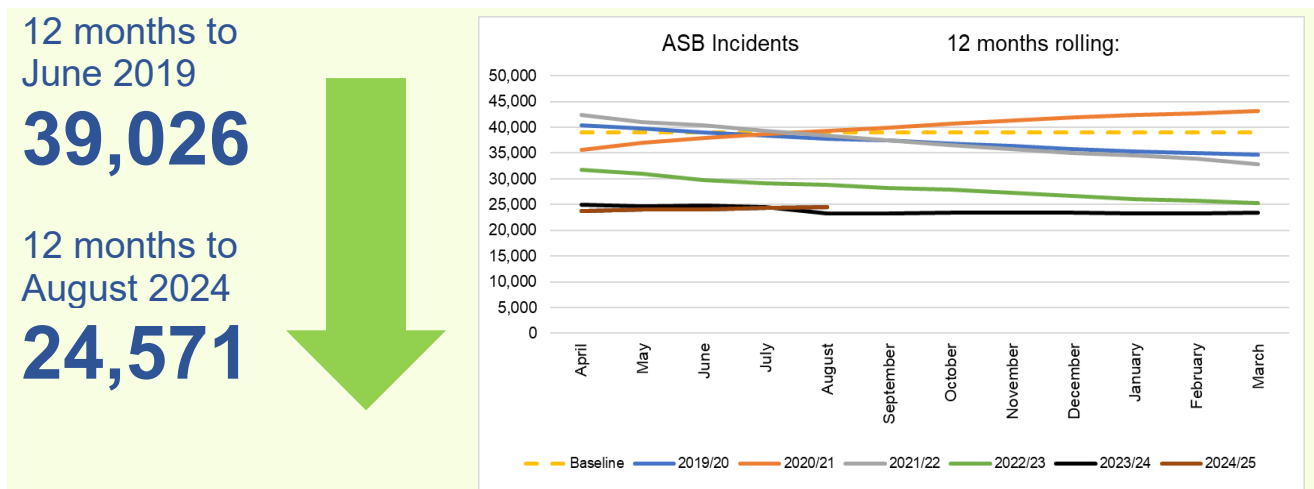


This is the first time this measure has been updated since the panel meeting in January 2023. Due to the implementation of the force's new crime recording system, Niche, and subsequent issues with person data and the recording of DA crimes, the surveying of victims of domestic abuse was temporarily stopped.

Between September 2023 and May 2024, 640 victims of domestic abuse were surveyed about their experience of Devon and Cornwall Police. 86% stated they were satisfied with the overall service they received. This indicates stable performance when compared to the baseline year (12 months to June 2019).

2. ASB

2.1 Number of ASB Incidents recorded by the Police

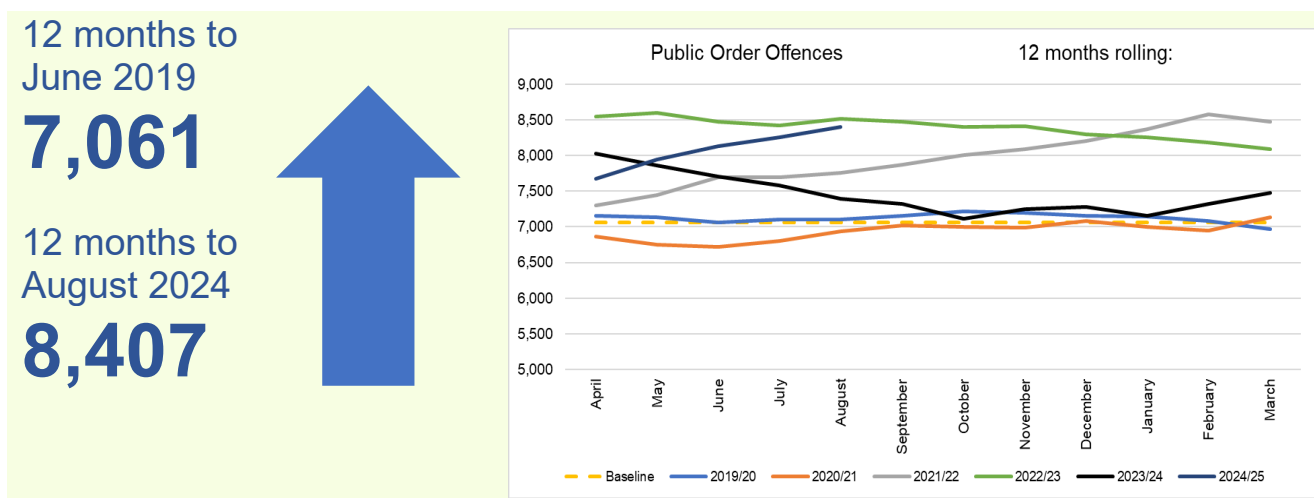


In the 12 months to August 2024, 24,571 ASB incidents were recorded by Devon and Cornwall Police. This is a 37.0% decrease (-14,455) on the baseline year (12 months to June 2019). Levels of ASB were higher during much of 2020/21 due to the reporting of Covid-19 lockdown breaches and there have been continued decreases in ASB over the most recent financial years, which is consistent with national trends.

The downward trend in ASB incidents needs to be interpreted with caution, as a decrease in reported ASB incidents does not necessarily reflect a real decrease in levels of ASB experienced by communities. It is possible that some incidents are not reported to the police.

Whilst the number of recorded ASB incidents remain considerably lower than the baseline period, the number of ASB incidents recorded have increased in the last 12 months. Compared with last year, there has been 1,320 more ASB incidents recorded which equates to a 5.7% increase.

2.2 Recorded number of Public Order Offences



In the 12 months to August 2024, 8,407 public order offences were recorded across Devon and Cornwall. This is a 19.1% increase (+1,346) on the baseline year (12 months to June 2019). Typically, public order offences are a product of pro-active policing activity, much of which is associated with policing the night-time economy.

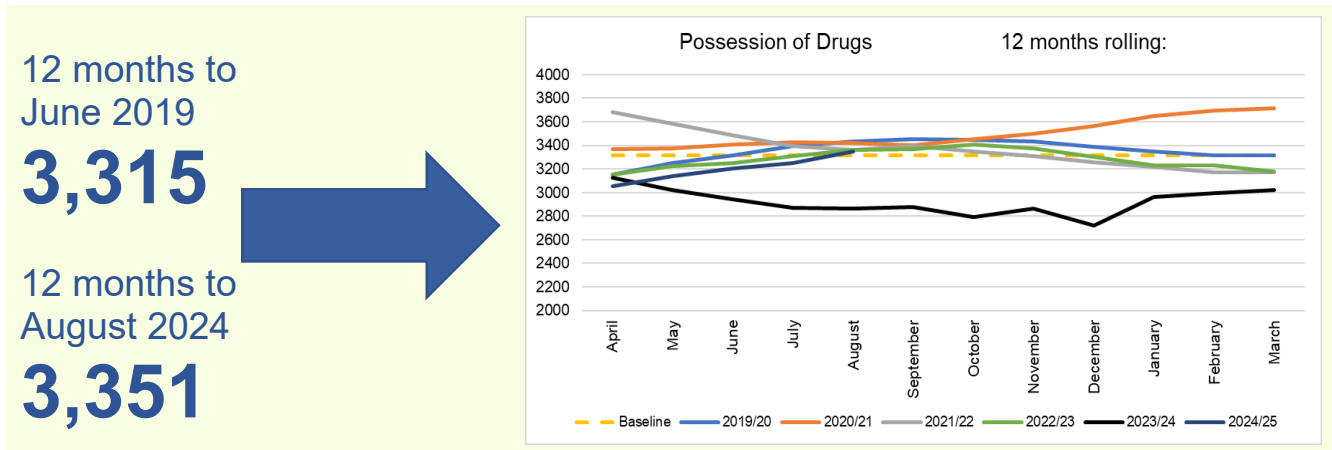
2. ASB



Based on the latest ONS release of police recorded crime covering the period 12 months to March 2024, Devon and Cornwall's public order rate is 4.0 crimes per 1,000 population. This is lower than the national rate (8.1) and Devon and Cornwall have the lowest rate of public order offences in the South-west region.

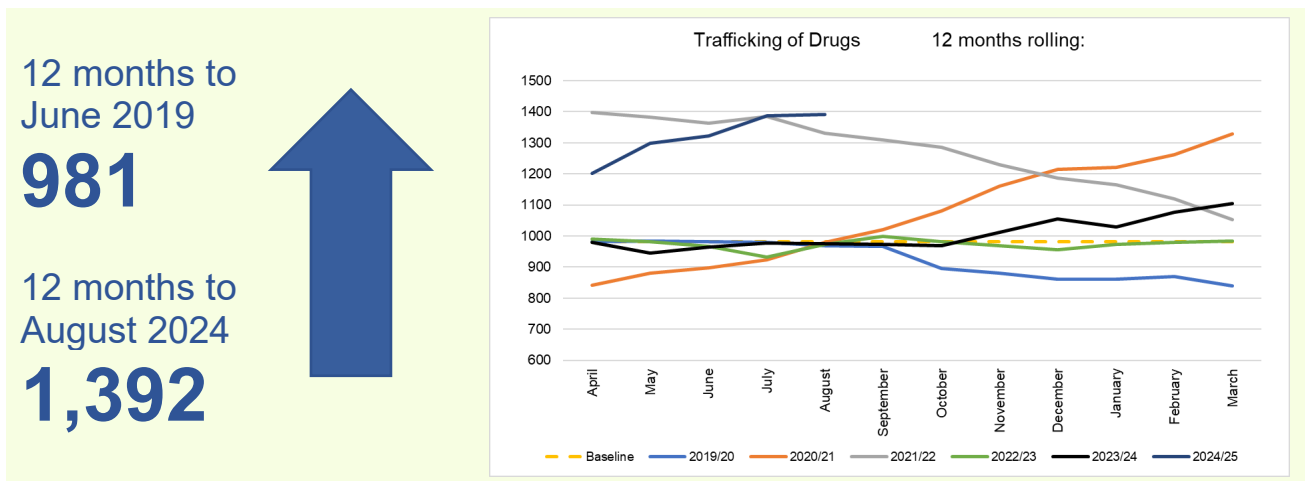
3. Drugs

3.1 Possession of Drugs Offences



In the 12 months to August 2024, 3,351 drug possession offences were recorded across Devon and Cornwall. The number of recorded offences is stable compared with the baseline year (12 months to June 2019), with a slight increase of 1.1% (+36).

3.2 Drug Trafficking Offences

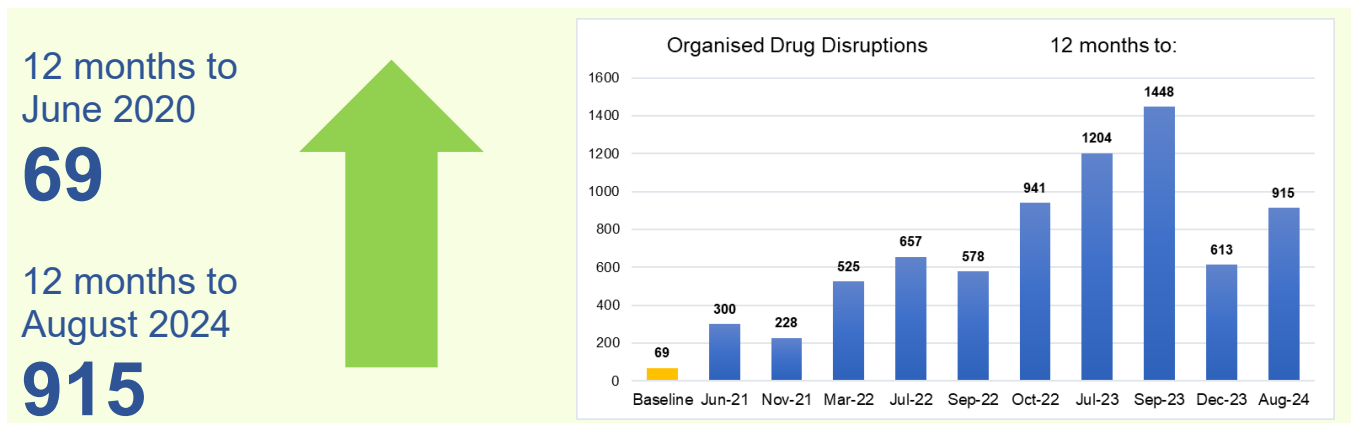


Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to August 2024, 1,392 drug trafficking offences were recorded across Devon and Cornwall. This is a 41.9% increase (+411) on the baseline year (12 months to June 2019).

There was a noticeable increase in recorded drug trafficking offences in 2021-22. This was largely due to increased pro-active policing throughout the Covid-19 lockdown and greater ease in identifying offenders when 'stay at home' orders were in place. The latest 12-monthly rolling data shows that the volume of offences have returned to similar levels evident during 2021/22.

3. Drugs

3.3 Organised Drug Disruptions



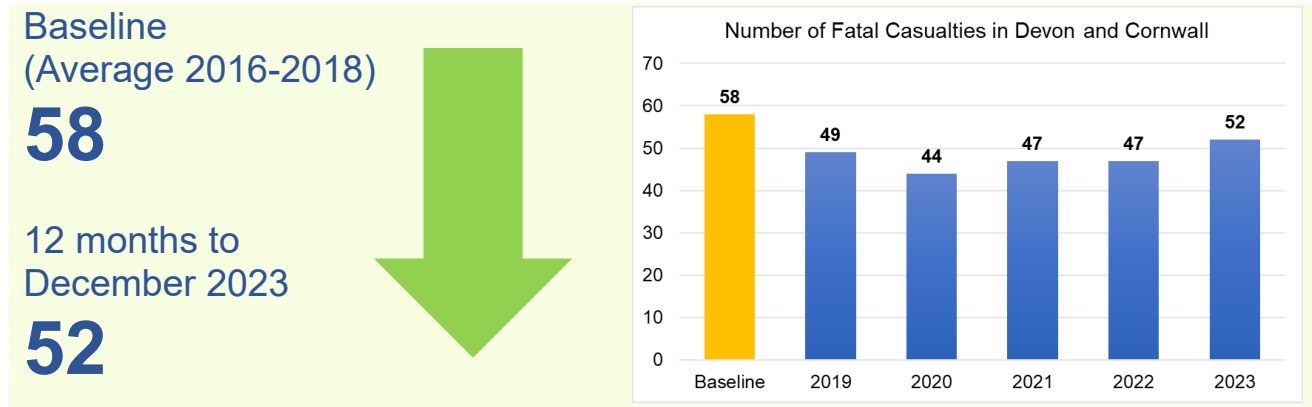
In the 12 months to August 2024, 915 disruptions were carried out by Devon and Cornwall Police of which had links to county lines and dangerous drug networks. This is an 1226.1% increase (+846) on the number of disruptions carried out in the baseline year (12 months to June 2020). Whilst there has been a significant increase in the number of disruptions since the baseline year, some of the increase is also attributed to changes in recording – the data now includes multiple disruptions for each organised crime group, whereas previously, multiple disruptions for the same organised crime group were only counted once.

The number of organised drug disruptions are massively driven by intensification periods of proactive policing operations and regional collaborations, so the number of disruptions fluctuate.

Operation Scorpion, launched in March 2022, is one example of drugs disruption activity which has seen police forces across the South-west work together in joint operations to tackle drugs. The project has had great success in targeting organised criminals involved in the supply of drugs and in removing illegal substances from our streets.

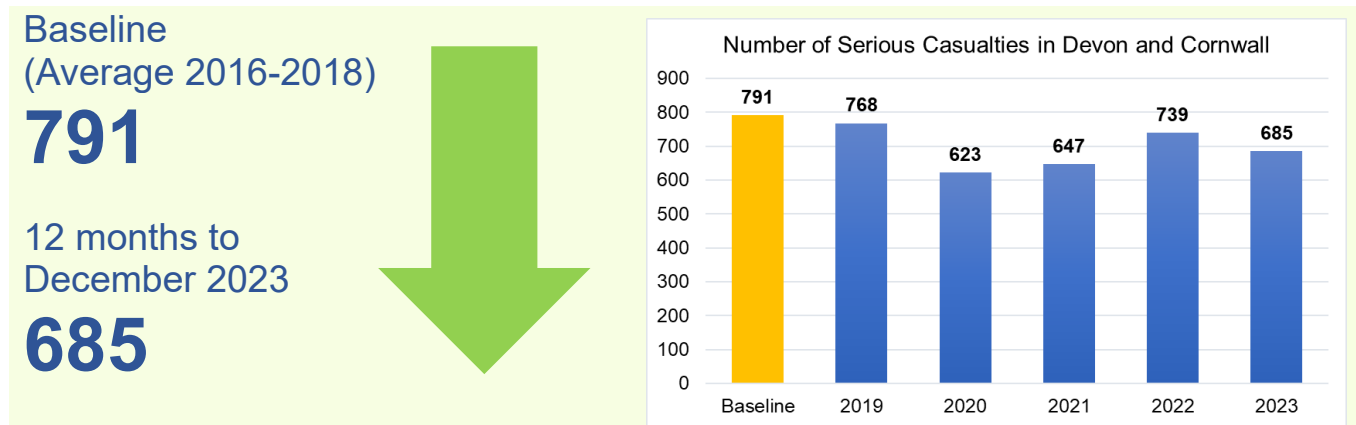
4. Road Safety

4.1 Number of Fatal Casualties



In 2023, 52 fatalities were recorded on Devon and Cornwall's roads. This is 6 fewer fatalities than was recorded in the baseline year. Compared with last year, there have been 5 more fatalities. The Commissioner continues to work closely with the Vision Zero South West partnership to help co-ordinate preventative activity for road traffic collisions.

4.2 Number of Serious Casualties

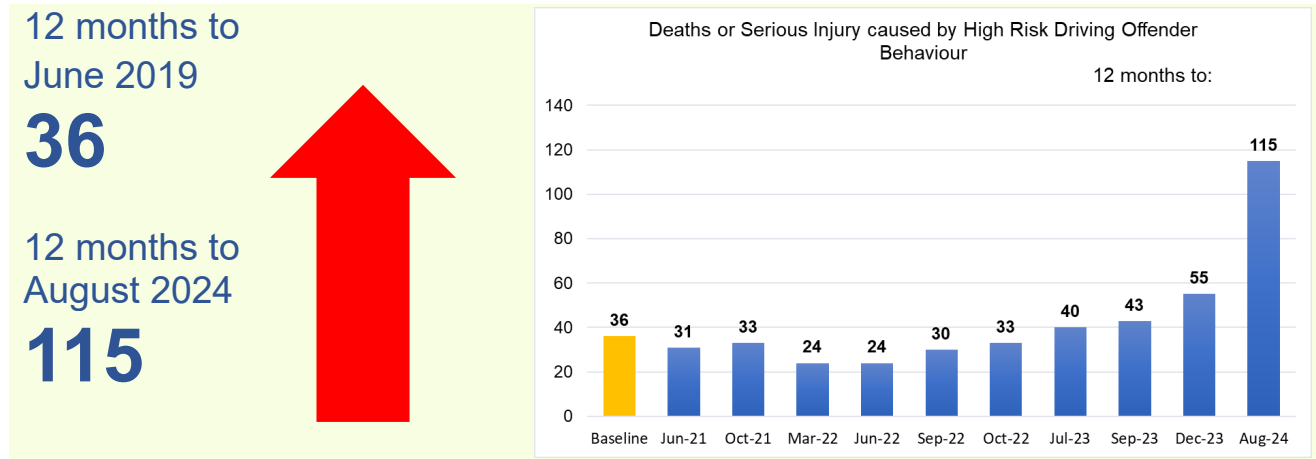


In 2023, 685 serious casualties were recorded on Devon and Cornwall's roads. This is 106 fewer casualties than was reported in the baseline year. The number of reported casualties was lower during 2020 and much of 2021 due to decreased traffic volumes following travel restrictions and stay-at-home orders throughout the Covid-19 pandemic. The number of serious casualties has decreased by 54 compared with last year.

4. Road Safety

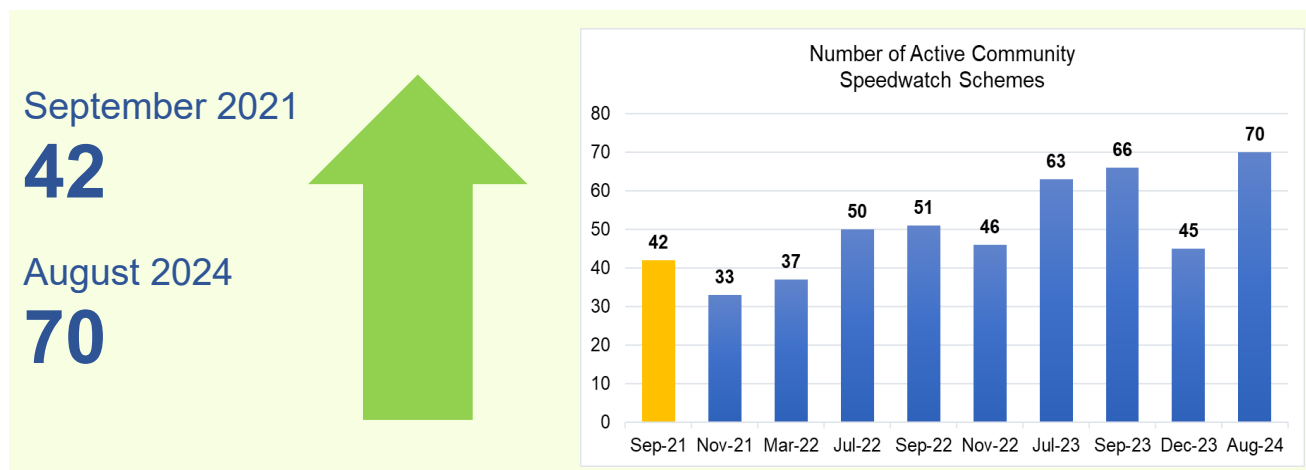


4.3 Number of offences related to death or serious injury caused by high risk driving behaviour



In the 12 months to August 2024, 115 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to August 2024. This is a 219.4% increase (+79) on the number of offences recorded in the baseline year (the 12 months to June 2019). There have been consistent increases in the number of offences since June 2022 and a 'red' RAG rating remains evident.

4.4 Number of active Community Speedwatch Schemes

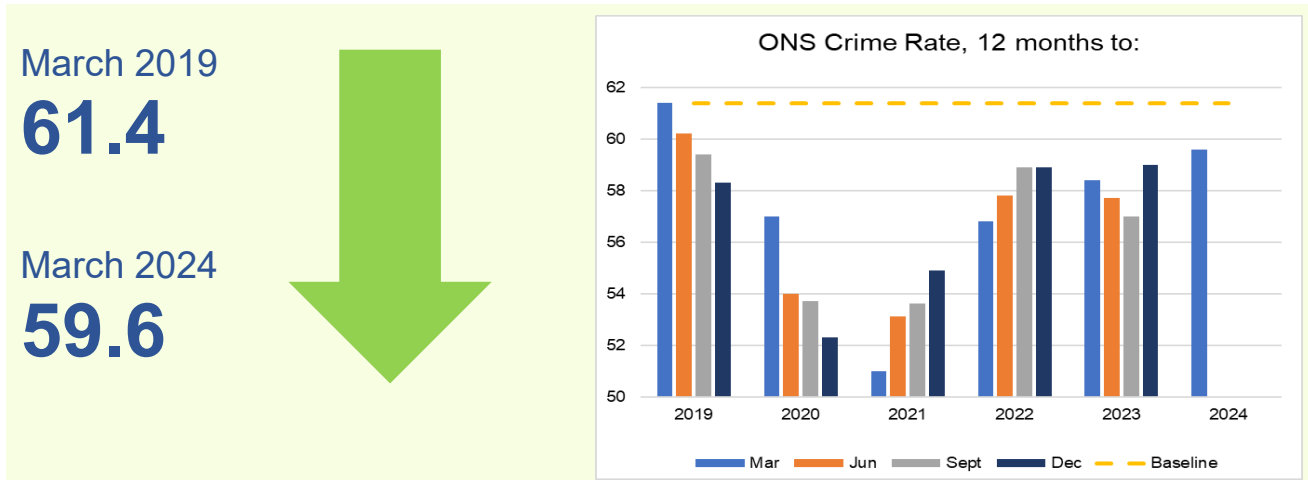


During August 2024, 70 Community Speedwatch (CSW) schemes undertook monitoring activity out of 181 teams in total, this is 28 more active schemes compared with the baseline position as of September 2021.

Devon and Cornwall Police's CSW policy states that Speedwatch can only take place in 'good visibility during daylight hours and must not take place in adverse weather conditions', so seasonal peaks and troughs are expected, with activity generally higher during the summer months. This is evident in the latest data compared with the number of active schemes last reported to panel in February – 45 active schemes during December 2023.

5. Safe

5.1 ONS Crime Rate Devon and Cornwall



Patterns of crime over recent years have been substantially affected by the coronavirus (Covid-19) pandemic and government restrictions on social contact. Significant decreases in crime were seen over this period. Since lockdown restrictions were lifted in April 2021, there have been gradual increases in recorded crime. The latest data shows that the volume of total recorded crime across Devon and Cornwall has returned to similar levels¹ evident 5 years ago.

In the 12 months to March 2024, Devon and Cornwall's crime rate was 59.6 crimes per 1,000 population. This is still slightly lower than the baseline year (61.4) and is significantly lower than the England and Wales average of 89.7 crimes per 1,000 population. Currently Devon and Cornwall also have the third lowest crime rate nationally.

During this 12-month period, 107,864 crimes were recorded in Devon and Cornwall. This represents a 5.3% increase in total crime compared with last year (12 months to March 2023). This is inconsistent with the national trend (England and Wales) where a 3.2% decrease is evident.

Increases in violence without injury (+9%); Stalking and harassment (+9%) and theft offences (+11%) are the main contributors to the increase in total crime. Increases in violent offences and stalking and harassment offences can be reflective of improved recording practices. Nationally, violence without injury offences have seen a slight decreases of 1% and stalking and harassment offences have decreased by 10%.

Residential burglary has increased by 21% (inconsistent with the national trend where there has been a 4% decrease in residential burglary). Despite the increase D&C has the lowest residential burglary rate in England and Wales. Theft from a person has increased by 45% (consistent with the national trend albeit at a higher rate (+17%). Shoplifting has increased by 29% (consistent with the national trend (+30%).

¹ 12 months to March 2019 – recorded crime was 107,439.

5. Safe

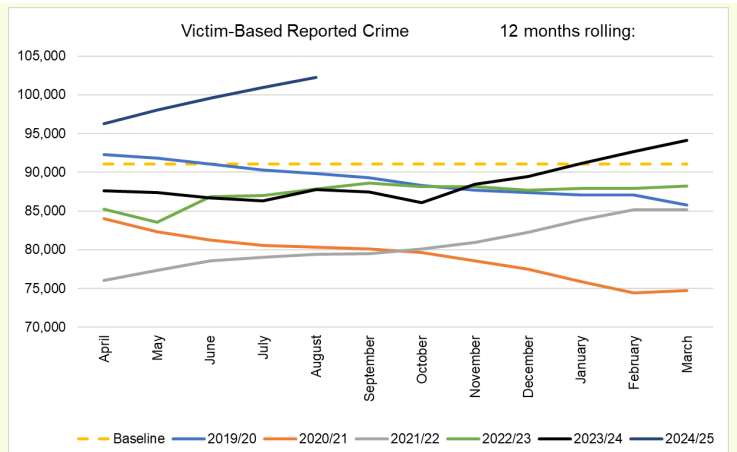
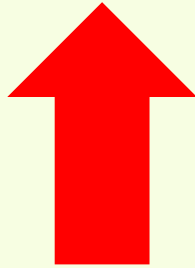
5.2 Victim-based reported crime

12 months to
June 2019

91,042

12 months to
August 2024

102,228



Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage, and arson. In the 12 months to August 2024, 102,228 victim-based crimes were recorded in Devon and Cornwall. This is an increase of 12.3% (+11,186) when compared to the baseline year (12 months to June 2019).

Victim-based crimes decreased significantly throughout the Covid-19 lockdown periods, due to reductions in social interaction and decreased opportunities for crime, significant reductions were particularly seen across theft offences. However, as expected, with the removal of restrictions victim-based crime has steadily increased from April 2021 onwards. The latest data shows that victim-based crime has exceeded levels prior to the pandemic period.

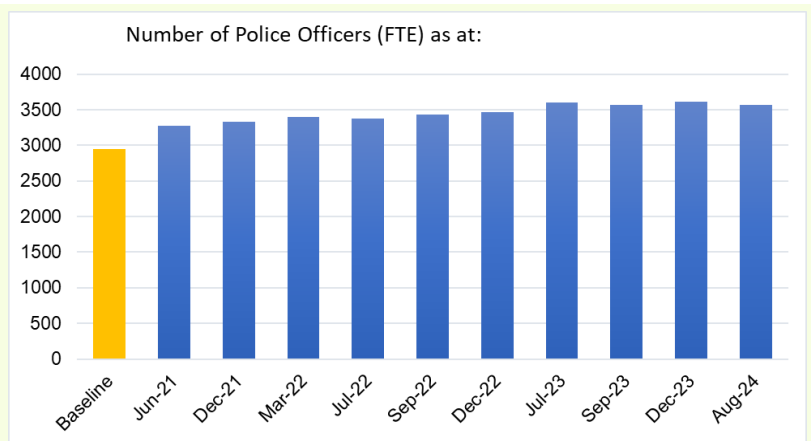
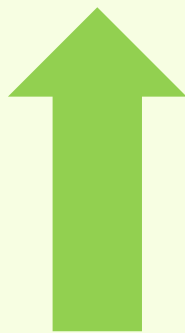
5.3 Number of Police Officers (FTE)

March 2018

2,944

August 2024

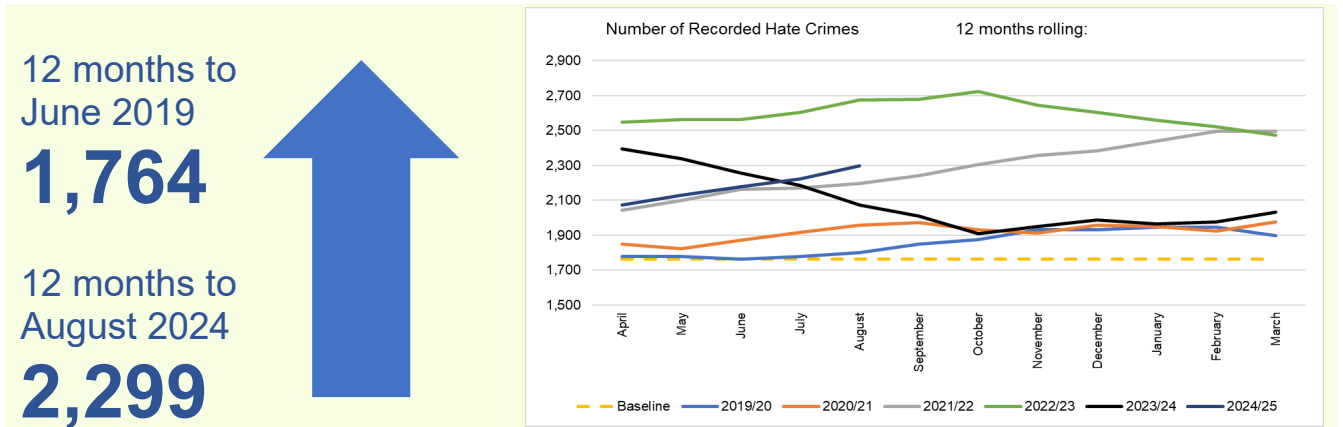
3,566.5



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of August 2024 was 3,566.5. Compared with the baseline year (12 months to March 2018), there has been a 21.1% increase which equates to an additional 622.5 FTE officers.

5. Safe

5.4 Number of Recorded Hate crimes



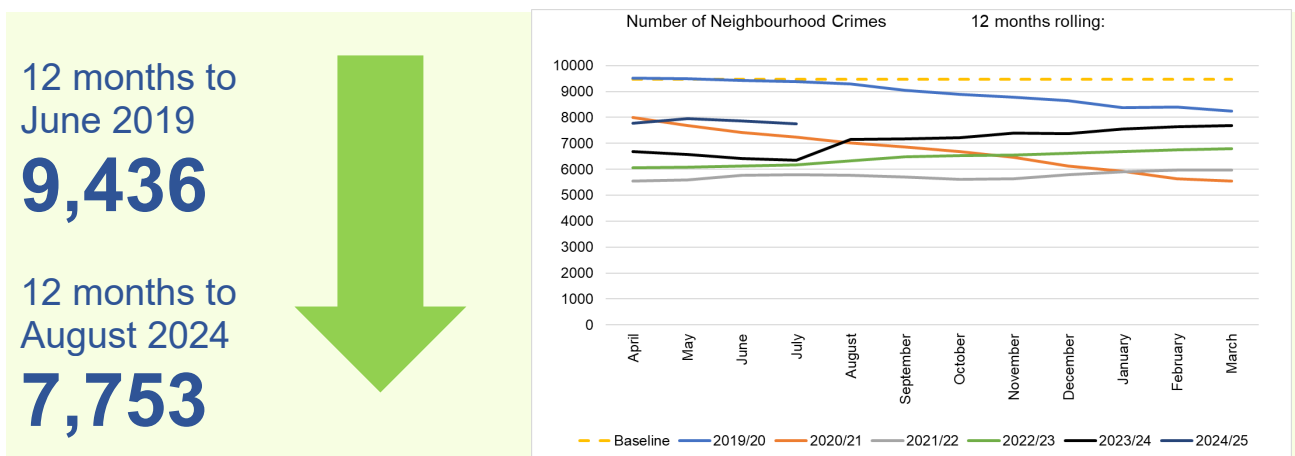
As previously highlighted to the Panel, it is difficult to make objective inferences about trends in hate crime data. For instance, an increase in offences could be interpreted as positive, because victims may be more confident to report to the police, or the police may have made recording improvements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

In the 12 months to August 2024, 2,299 hate crimes were recorded. This is a 30.3% increase (+535) when compared to the baseline year, the 12 months to June 2019.

The 12-monthly rolling data for 2023/24 and 2024/25 so far, show lower levels of hate crime compared with 2022/23. Decreases have been evident since the implementation of the force's new crime recording system, Niche in November 2022 and may be reflective of changes in recording standards and/or changes in recording practices rather than a genuine reduction in hate crime.

The Commissioner will continue to monitor hate crime closely as more consistent data becomes available.

5.5 Number of Neighbourhood Crimes (National Measure)



5. Safe



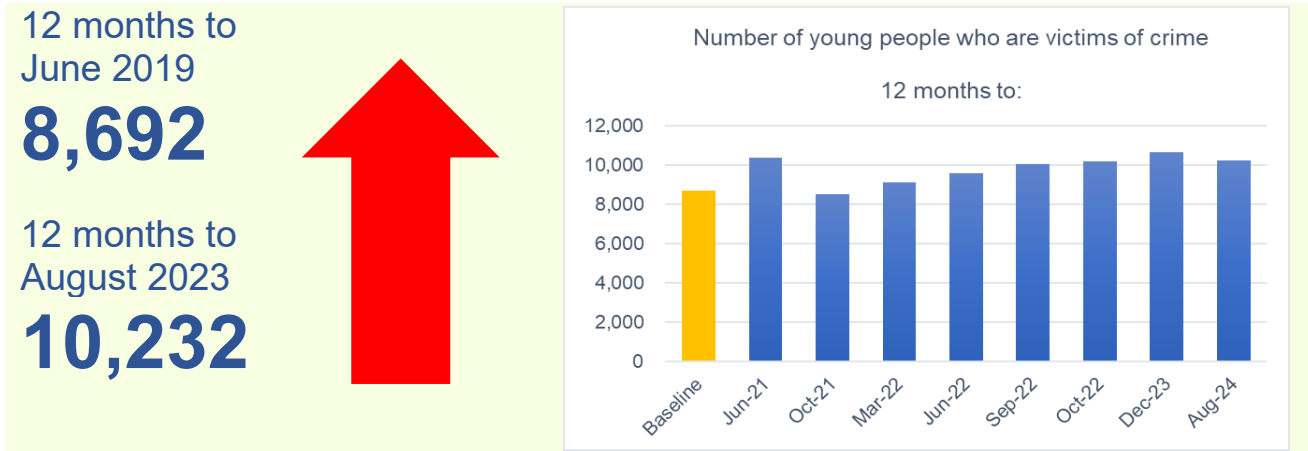
Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to August 2024, 7,753 neighbourhood crimes were recorded across Devon and Cornwall. This is a 17.8% decrease (-1,683) when compared to the baseline year (12 months to June 2019) and a downward trend continues to be evident.

Sharp decreases in neighbourhood crime were evident in 2020/21, which may be attributable to the Covid-19 pandemic and lockdown periods, with people spending increasing periods of time in their homes. Recent data shows that neighbourhood crimes remain below pre-pandemic levels but have increased by 22.2% compared with last year (+1,408). Devon and Cornwall continue to have the lowest rate of residential burglary in England and Wales at 1.2 crimes per 1,000 population compared with the national average of 3.0 crimes per 1,000 population.

6. Resilient



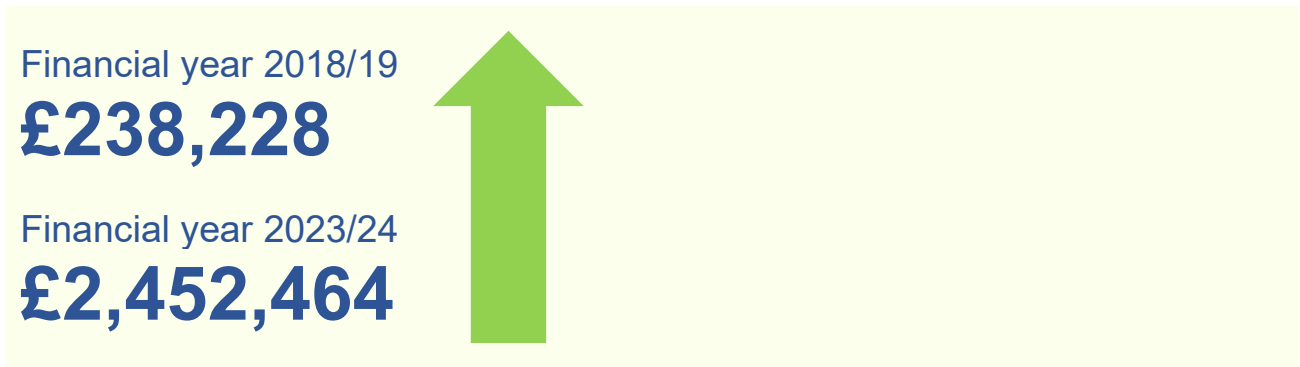
6.1 Number of Young People who are victims of crime



In the 12 months to August 2024, 10,232 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is a 17.7% increase (+1,540) when compared to the baseline year (12 months to June 2019). Compared with the number last reported to report to panel, the number of young victims has decreased slightly by 3.8% (-404).

The increase in young people victimisation is not unexpected given the increases that are apparent across victim-based crime.

6.2 Amount of Funding brought into Devon and Cornwall by the Police and Crime Commissioner



In the financial year 2023/24, the Commissioner has secured £2.45 million of additional funding to help tackle crime and support victims in Devon and Cornwall. This figure includes an additional £1.6 million for victim support services, including Independent Sexual Violence Advisors (ISVAs), an additional £359,107 for the Serious Violence Prevention Scheme and £409,997.94p awarded under Safer Streets 5.

6. Resilient

6.3 Percentage (%) of victims that were satisfied with the overall service they received from Devon and Cornwall Police



To measure victim satisfaction, Devon and Cornwall Police conduct a survey with priority victims to gauge how satisfied they have been from the initial service they have received from the police. Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable, or intimidated.

This is the first time this measure has been updated since the panel meeting in January 2023. Due to the implementation of the force's new crime recording system, Niche, and subsequent issues with person data and the recording of DA crimes, the surveying of victims was temporarily stopped.

Between September 2023 and May 2024, 530 priority victims were surveyed and 70.0% said they were satisfied with the overall service they received from Devon and Cornwall Police. The results suggest a stable trend in victim satisfaction compared with the baseline year (12 months to June 2019). The Commissioner will monitor trends closely as the survey size continues to grow to assess with there are any significant changes in the levels of victim satisfaction.

7. Connected

7.1 Number of Customer Contact points Open to the Public



Monitoring the number of customer contact points open to the public – via front desks – is one way of helping the Commissioner to evaluate connectivity. As of September 2024, there were 22 customer contact points open to the public across Devon and Cornwall. This is an increase of 12 compared to the baseline of October 2021.

6 public enquiry offices (PEOs) were successfully re-opened in 2022/23 in Penzance, Falmouth, Truro, Bude, Newton Abbot and Tiverton. A further 6 PEOs Devonport (Plymouth), Looe, Ilfracombe, Honiton, Okehampton and Kingsbridge were re-opened to the public in 2023/24.

The next phase the Commissioner's project to reopen police enquiry offices will see stations reopened to the public in Ivybridge, Exeter (city centre), Liskeard and Tavistock.

In addition, Exmouth Police Station in East Devon is being rebuilt and the new stations is to include a functioning front desk.

Enquiry Offices in Cornwall & Isles of Scilly:

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

Enquiry offices in Devon:

- Barnstaple
- Exeter
- Honiton
- Ilfracombe
- Kingsbridge
- Newton Abbot
- Okehampton
- Plymouth (Charles Cross)
- Plymouth (Crownhill)
- Plymouth (Devonport)
- Tiverton
- Torquay

7. Connected

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



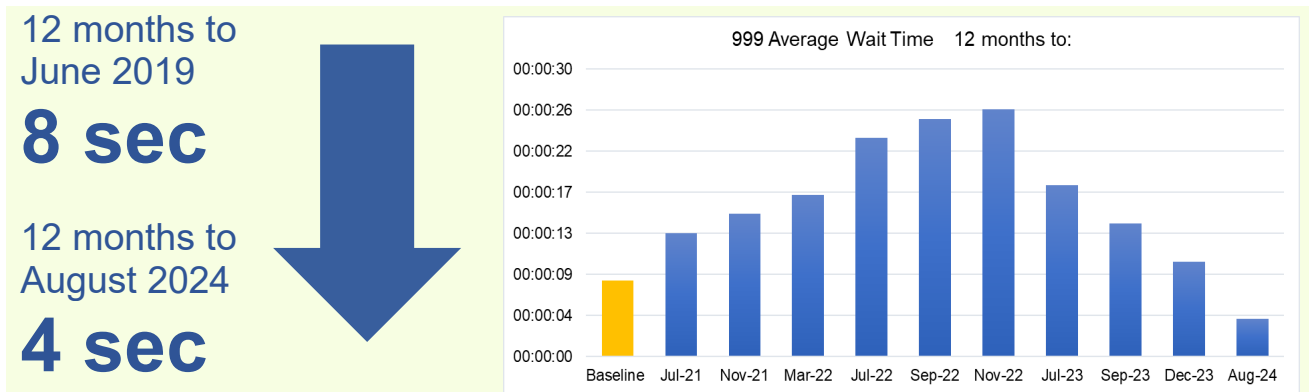
In the 12 months to August 2024, Devon and Cornwall Police's Contact Centre received 835,246 contacts.

This included:

- 999 calls: 310,007
- 101 calls: 449,356
- 101 emails and texts: 75,883
- Webchats: Has been closed from June 2023

There has been an 15.9% decrease in the number of contacts received (-158,420) when compared to the baseline year (12 months to June 2019). A reduction in 101 calls has driven most of the decrease.

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



The average wait time for 999 emergency calls in the 12 months to August 2024 was 4 seconds. This is a decrease of 4 seconds when compared to the baseline year (the 12 months to June 2019), and a decrease of 6 seconds when compared to the 10 seconds that was reported at the panel meeting in February 2024 (the 12 months to December 2023).

The service standard that Devon and Cornwall Police aim to answer 999 calls within is 10 seconds, so latest performance is well within the service standard callers can expect when they make an emergency call. Further detail on 999 performance can be found in the separate paper to panel on 'Contact Performance Update'.

7. Connected

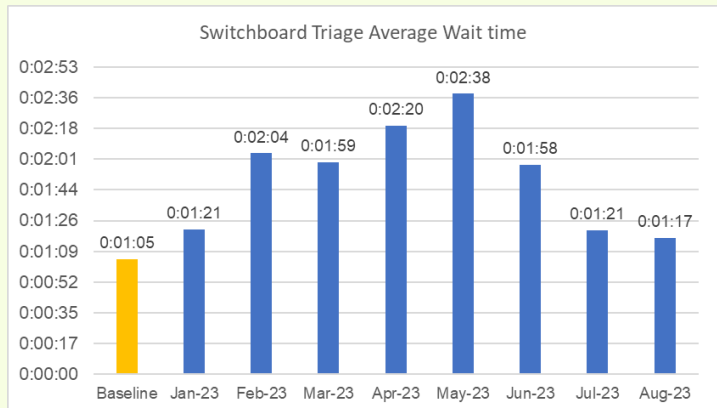
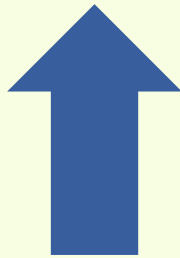
7.4 101 and 999 call wait times: Switchboard triage average wait time (not updated)

December 2022

1m 5s

December 2022
to August 2023

1m 48s



Since the implementation of AACC7 the force's new telephony system, this data is not extractable in the same format as previously and would take a considerable amount of resource to resolve and provide accurate data. Although average wait times to get through to switchboard triage are unavailable the force have indicated that average wait times to get through to switchboard are minimal.

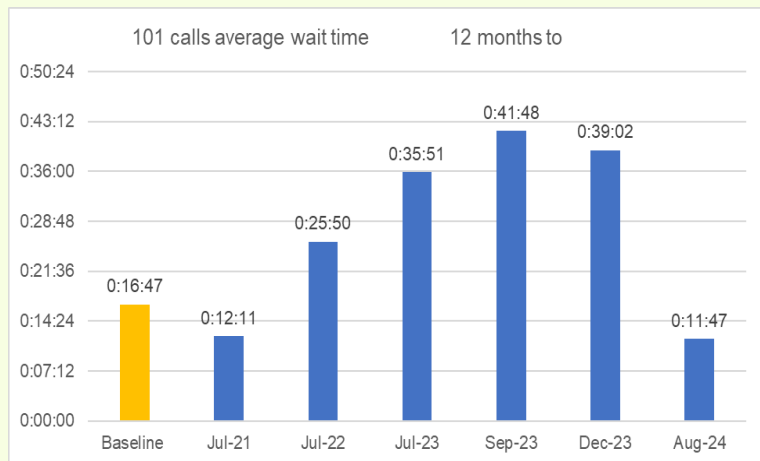
7.5 101 and 999 call wait times: 101 average wait time

12 months to
July 2020

16m 47s

12 months to
August 2024

11m 47s



This new 101 measure has been selected by the Commissioner following process changes to call handling by Devon and Cornwall Police. This measure most closely aligns to the previously reported P1 and P2 measures as a combined measure and is most reflective of the public experience of the 101 service. This measure provides the average wait time a caller to the 101 non-emergency service can expect to wait if their call has not been routed post IVR (interactive voice response) or resolved at switchboard triage and their call is transferred to either the secondary crime or incident lines.

In the 12 months to August 2024, the average wait time for a 101 call (after IVR routing or switchboard) was 11 minutes and 47 seconds. This is a decrease of 5 minutes when compared to the baseline year, the 12 months to July 2020. Compared to the figure last reported to the Panel, for the 12 months to December 2023, the average wait time has decreased by 27 minutes 15

7. Connected

seconds. Monthly data for August 2024 and the most recent weekly data indicate further improvements in 101 average call wait times.

In August 2024, the average call wait time was 4 minutes and 47 seconds and the latest weekly data² shows that the average wait time was 2 minutes and 46 seconds.

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



Historically, data measuring public confidence has been taken from the Crime Survey for England and Wales (CSEW). Due to the impact of COVID-19 and the suspension of face-to-face surveying, data was unavailable. The last available data covered the 12 months to March 2020 and indicated that 77.5% of survey respondents within Devon and Cornwall agreed with the statement that, 'taking everything into account, [they] have confidence in the police in [Devon and Cornwall]'. This indicated a stable trend in public confidence compared with the baseline year, the 12 months to March 2019.

The CSEW have now started to publish public confidence data by police force area again, however the data is heavily caveated due to the small sample size of respondents and results are less robust than national estimates. For this reason, the latest data will not be compared against the baseline to determine a trend 'RAG status'.

The CSEW publication for the 12 months to March 2024, indicates that 65.5% of survey respondents agreed with the statement that, 'taking everything into account, [they] have confidence in the police in [Devon and Cornwall]'. The local results are consistent with the national figure of 65.2%.

Devon and Cornwall Police are continuing to conduct their own public surveying to explore public confidence. The latest results for the 12 months to April 2024 showed that 77% of respondents agree with the statement: "Taking everything into account, I have confidence in the police in this area".

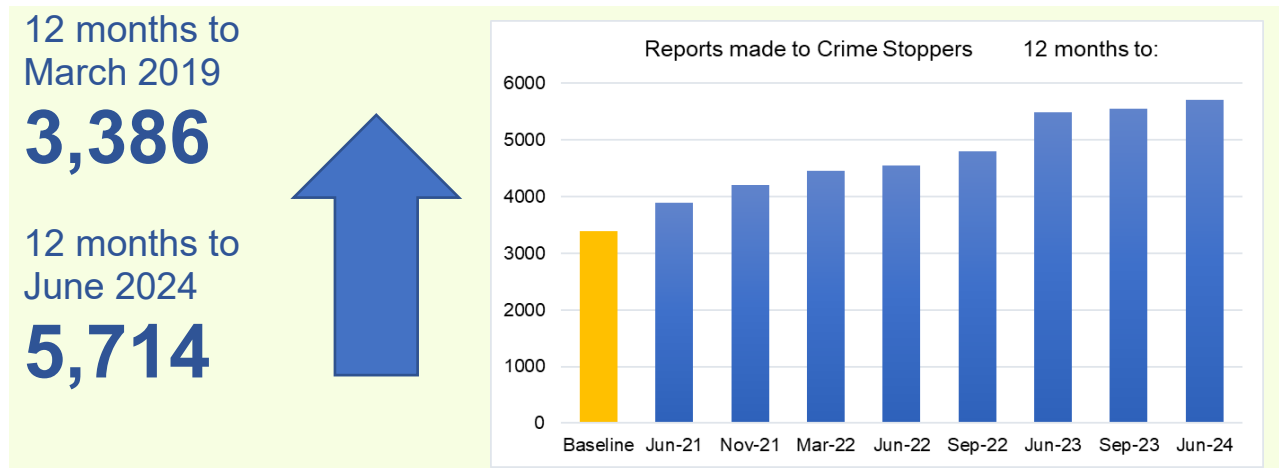
Whilst the CSEW and Force survey use differing methodologies and the results cannot be directly compared, Devon and Cornwall Police's survey results indicate a stable trend with confidence levels aligning more closely with CSEW results in 2020, compared with the latest national estimates which suggest a decrease in public confidence. The Commissioner will continue to monitor both measures closely for any significant changes in trends.

² For the week 8th to 15th September 2024

7. Connected



7.7 Reports made to Devon and Cornwall from Crime Stoppers



Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which Crime Stoppers deem useful to the police is passed onto the respective local police force. In the 12 months to June 2024, 5,714 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 68.8% increase (+2,328) on the number of reports received in the baseline year (the 12 months to March 2019) and an upward trend continues to be evident.