



**Devon and Cornwall Police and Crime Panel  
4th October 2024**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT:  
Police and Crime Plan 2021-25 Scorecard**

**1. Police and Crime Plan Scorecard**

1.1. This paper encompasses the final performance report for the Police and Crime Plan 2021-25.

1.2. The Police and Crime Plan 2021-25 sets out the Commissioner's vision for 'safe', 'resilient' and 'connected' communities, delivered through four community priorities; violence, antisocial behaviour (ASB), drugs and road safety.

1.3. The Police and Crime Plan Scorecard monitors the performance metrics set out in the Plan and is presented to the Panel at each meeting. The scorecard includes the National Police and Crime Measures as well as local indicators for each priority area.

1.4. The scorecard outlines the latest performance against the agreed Key Performance indicators for the plan, alongside a preferred direction of travel (where possible) and a RAG assessment based on levels of variance from the baseline period and the preferred direction of travel (Variances detailed in Table 1 below).

1.5. The direction of travel indicates whether success is considered to be an increase or decrease in the metric where a preference is identifiable. For some metrics it is not possible to assess whether an increase or decrease is preferable. For example, an increase in domestic violence crime could be interpreted as a positive reflection of victims' confidence in reporting. Conversely, an increase in reports could reflect a 'real' increase in victimisation and therefore a negative outcome. Similarly, an increase in drug related offences may appear to be a negative outcome, but is influenced by proactive policing and positively takes more drugs and dealers off our streets. These metrics are identified in blue notifying that a trend status has not been assigned.

Table 1:

Direction Of travel	Variance compared to baseline
△▽	2.5%+/- than baseline
▷	= to baseline and less than 2.5% higher or lower than baseline

Table 2:

Interpretation of trend	
Indicative of positive trend	
Indicative of stable trend	
Indicative of negative trend	
Trend status not assigned	

## 2. Performance reporting and data quality challenges

2.1. As previously reported to the Panel, in November 2022 Devon and Cornwall Police implemented a new crime recording and information management system called Niche, which will improve the police's ability to record and report crime and incident data. Since the implementation of this system, a range of challenges have limited the ability of Devon and Cornwall Police to provide publicly accessible and publishable data. This has impacted the quality of performance information that the Commissioner was able to provide to the Panel throughout 2023 and 2024.

2.2. During this period, performance monitoring did not stop and crime data was available to ensure the safe and effective delivery of policing. The Commissioner has had oversight of performance throughout and has ensured scrutiny of force performance through regular monitoring and oversight meetings and discussions with the Chief Constable and force executive.

2.3. Work to resolve data quality issues is ongoing and should be considered when interpreting the performance information that is detailed in the Commissioner's performance report.

## 3. Key updates since last Panel

3.1. Some of the most significant changes in data trends since last reported in February 2024 are outlined below:

- 999 and 101 wait times has improved significantly. In the 12 months to August 2024, 999 calls were answered in an average of 4 seconds. 101 calls were answered in an average of 11 minutes and 47 seconds. This equates to a 6

second quicker answer time for 999 calls, and a 27 minute and 15 second quicker response time for 101 calls.

- There has been a decrease in the number of deaths and serious injuries on Devon and Cornwall's roads. Fatalities reduced by -6 and serious injuries by -106 when compared to last year.
- The number of organised drug disruptions have continued to increase. In the 12 months to August 2024, 915 drug disruptions were carried out by Devon and Cornwall Police, up by +302 when last reported to the panel.
- There are now 22 public enquiry offices open to members of the public across Devon and Cornwall. 6 were re-opened in the last financial year, including Devonport, Looe, Ilfracombe, Honiton, Okehampton and Kingsbridge.
- There have been increases in violence and victim-based crime. Violence has increased by 11.9% (+4,124) and victim-based crime by 14.3% (+12,784) when compared to the last panel meeting.
- The number of young people identified as victims of crime has decreased slightly (-404) when compared to the last panel meeting, but still remains significantly above the baseline of the 12 months to June 2019 (+1,540).
- There has been an increase in the number of offences related to death or serious injury caused by high-risk driving behaviour, rising by 60 when compared to the previous panel meeting.
- There has been an increase in the number of offences related to the discharge of a firearm. In the 12 months to July 2024, 136 offences were recorded, which is up by +83 when compared to the figure last reported to the Panel in January 2023.

### **Contact for further information**

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