

# Improving your policing and crime services

## I want a police service that...

- Is relentless in its fight against crime and the pursuit of justice
- Supports victims to obtain justice
- Is accessible and enables the public to report crime and antisocial behaviour
- All our communities can continue to trust and have confidence in

### How will the Police and Crime Commissioner monitor success:

Through a range of strategic and proxy measures under four headline areas: Contact; Investigations; Public confidence and HMICFRS PEEL judgments - some with targets set by the Commissioner and agreed with Devon and Cornwall Police and others which provide a direction of travel against appropriate baselines. Police recorded crime and incidents will also be monitored for each of the priority areas; Violence; Drugs; Theft; and ASB – no targets will be set against police recorded crime and incidents and a direction of travel against the baseline of the 12 months to March 2024 will be applied.

Crime	Contact	Investigations	Public confidence	HMICFRS PEEL judgments
<ul style="list-style-type: none"> <li>• ONS crime rate (based on total record crime)</li> <li>• ONS crime rate violence against the person</li> <li>• ONS crime rate drug offences</li> <li>• ONS crime rate theft offences</li> <li>• ASB incident rate</li> </ul>	<ul style="list-style-type: none"> <li>• 90% of 999 calls answered within 10 seconds</li> <li>• 90% of 101 calls answered within 10 minutes</li> <li>• Number of reports made to the Commissioner regarding PEOs that have closed before advertised opening times in the quarter.</li> </ul>	<ul style="list-style-type: none"> <li>• 90% of crime to be recorded accurately (CDI compliance)</li> <li>• Increase percentage of positive outcomes+</li> </ul>	<ul style="list-style-type: none"> <li>• Increase % who agree that the police would treat you with respect</li> <li>• Increase the % that agree the police would treat you fairly</li> <li>• Increase overall % in confidence in police</li> <li>• Increase % of victim satisfaction (Based on priority victims)</li> </ul>	<ul style="list-style-type: none"> <li>• No service standards judged as inadequate by HMICFRS</li> <li>• Force to be removed from the 'engage' status of enhanced monitoring</li> </ul>