



**Devon and Cornwall Police and Crime Panel
31st January 2025**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER’S REPORT:
Police & Crime Plan Performance Monitoring**

1. Introduction

1.1. This paper outlines how the Commissioner will monitor performance and measure the progress of her Police & Crime Plan 2025-29, which was formerly launched in January 2025.

1.2. The Police and Crime Plan 2025-29 sets out the Commissioner’s vision for safe, resilient and connected communities where everyone plays their part to reduce crime. A key focus of the Plan is on improving your policing and crime services by continuing to hold the Chief Constable to account on the improvement of contact services, investigations, public confidence and HMICFRS judgements. The Plan also sets out the Commissioner’s four priorities of antisocial behaviour (ASB), drugs and alcohol, serious violence and theft, and how these will be tackled across our towns and city centres, in our countryside and coastal areas, on our roads, and in our homes and neighbourhoods.

2. Improving your policing and crime services

2.1. The Commissioner has developed a number of performance metrics as one of the means to enable her to continue to hold the Chief Constable to account on improving policing and crime services, and to monitor crime levels in some areas. The Commissioner has set the Chief Constable performance targets and developed a suite of other indicators which will be monitored to assess performance. The latest

performance judgements and progress against targets are provided with this paper, and this will be regularly presented to the Police and Crime Panel.

I will monitor...	
Crime	<ul style="list-style-type: none"> Office for National Statistics (ONS) crime rate (based on total recorded crime) ONS crime rate violence against the person ONS crime rate drug offences ONS crime rate theft offences ASB incident rate to align with ONS reporting period (data to be provided by from D&C police)
I expect to see...	
Contact	<ul style="list-style-type: none"> 90% of 999 calls answered within 10 seconds 90% of 101 calls answered within 10 minutes Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times in the quarter
Investigations	<ul style="list-style-type: none"> 95% of crime to be recorded accurately (CDI compliance) Increase percentage of positive outcomes
Public confidence	<ul style="list-style-type: none"> Increase percentage who agree that the police would treat you with respect Increase the percentage that say the police would treat you fairly Increase overall percentage in confidence in police Increase percentage of victim satisfaction (based on priority victims) Reduce the number of repeat victims
HMICFRS* PEEL judgements	<ul style="list-style-type: none"> No service standards judged as inadequate by HMICFRS* Force to be removed from the 'engage' status of enhanced monitoring

*His Majesty's Inspectorate of Constabularies and Fire & Rescue Services

This report can be split into two parts:

2.2 Crime Summary: This section of the report provides the Panel with the most recent crime data for offences most closely aligned with the Commissioner's four priority areas, as well as total crime. The majority of the data presented is taken from the latest Office for National Statistics (ONS) release, as this is verified data which allows for comparisons and benchmarking with our most similar force areas. Antisocial behaviour incidents are not published as part of the ONS release and therefore ASB incident data recorded by Devon and Cornwall Police will be used as the measure to monitor this area.

2.3. The most recently available ONS data at the time of publication of this report is the 12 months to June 2024. This data is presented in the attached crime summary (alongside ASB incident data for the same period) and will form the baseline for the monitoring of crime rates over the life of the Police and Crime Plan. This baseline has been selected as it most closely represents the recorded crime picture at the beginning of the Commissioner's current term of office.

2.4. The next publication of ONS data (12 months to September 2024) is expected after the publication of these papers, and as such it has not been possible to provide an updated picture of crime rates in Devon and Cornwall in this report. However, the Commissioner will report on the latest available crime data at future Panel meetings, which will include analysis of local trends and national comparisons where relevant.

2.5. Police Performance Scorecard and Report: This section of the report provides the Panel with the most recent data and analysis for the Commissioner's police performance measures covering contact services, investigations, public confidence and HMICFRS judgements.

2.6. For some of these measures the Commissioner has set a target for acceptable performance, these are:

- 90% of 999 calls answered within 10 seconds
- 90% of 101 calls answered within 10 minutes
- Lower than a 5% 101 call abandonment rate
- 95% of crime to be recorded accurately
- Devon and Cornwall Police to be removed from HMICFRS' 'enhanced' stage of performance monitoring
- Devon and Cornwall Police to have no service areas graded as 'inadequate' by HMICFRS

2.7. A simple approach to monitoring performance has been taken with performance being assessed as either having met the Commissioner's target or not met the Commissioner's target, with supporting analysis provided in the report.

2.8. For measures where the Commissioner does not consider that a hard target is appropriate, a baseline has been set and performance is assessed against that baseline. These measures are:

- Increase percentage of positive outcomes+¹ rate
- Increase the percentage (%) of the public that agree “taking everything into account, I have confidence in the police in this area”
- Increase the percentage (%) of the public that agree “the police would treat you with respect if you had contact with them for any reason”
- Increase the percentage (%) of the public that agree “the police treat everyone fairly, regardless of who they are”
- Increase the percentage (%) of priority victims satisfied with the service they receive by Devon and Cornwall Police

2.9. For these measures, the direction of travel against the baseline is displayed, along with an indication of performance improvement or performance deterioration and supporting analysis in the report.

2.10. The Commissioner’s preference is to use independently gathered or verified data and information to inform her performance assessment. However, there are some areas where this is either not available, not reported regularly enough, or not reliable enough. One example of this is the public confidence survey data, where the sample size for the Crime Survey for England and Wales (CSEW) is currently too small (this was paused during the pandemic) to be considered statistically significant. As such, the Commissioner is currently monitoring and reporting on the results of the force commissioned public survey. However, the Commissioner will keep this under review and consider reverting to reporting on the CSEW survey data when sample sizes are reliable enough.

2.11. Two of the Commissioner’s police performance measures are still under development and an update on these measures will be brought to the next meeting of the Police and Crime Panel. These measures are:

- Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times
- Reduce the number of repeat victims

3. Police and Crime Plan Priorities

3.1. The Police and Crime Plan sets out the Commissioner’s four priorities of antisocial behaviour (ASB), drugs and alcohol, serious violence and theft, and how these will be tackled across our towns and city centres, in our countryside and coastal areas, on our roads, and in our homes and neighbourhoods.

¹ Outcomes+ rate included diversionary, educational or intervention activity.



3.2. The Commissioner and her office are currently developing a Police and Crime Plan Priority monitoring approach which will enable the Panel to scrutinise and monitor the progress of the Commissioner’s four priorities over the life of the Plan.

3.3 This approach will focus on each priority area and how these issues are being tackled across our diverse geography and communities. The format and approach are still in development but the Commissioner intends to bring regular reports to the Police and Crime Panel which detail the action undertaken by the force and the Commissioner’s office in response to the aims set out in the Plan, alongside data and other evidence which is indicative of progress.

Contact for further information

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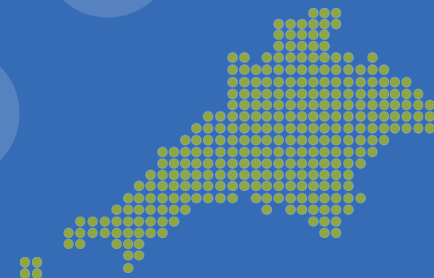
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Report prepared on 23rd January 2025

Crime Summary

Police recorded crime in Devon and Cornwall

12 months to June 2024 compared with the 12 months to June 2023



PCC
Office of the Police and
Crime Commissioner
Devon and Cornwall

Police recorded crime

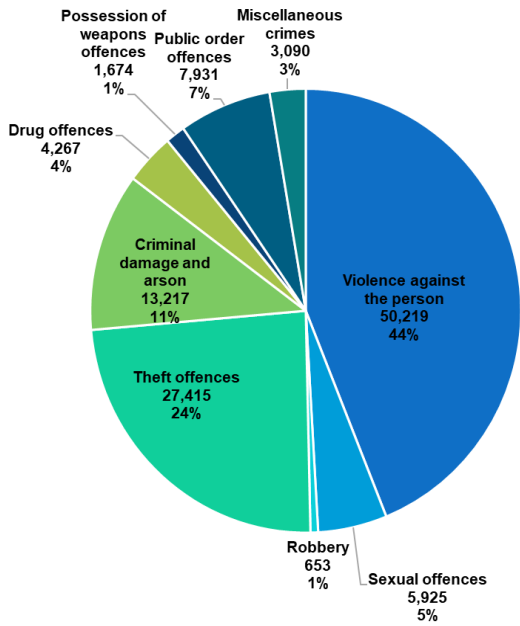
Increasing	↑
Decreasing	↓
No change	→

Police recorded crime can be influenced by changes in recording practices, levels of accuracy, the introduction of new offences and policy changes that impact particular types of offending (such as the targeting of drug dealers or COVID-19 and lockdown restrictions).

Crime measure	Recorded crime 12 months to June 2023	Recorded crime 12 months to June 2024	% change	Number change	Crime rate 12 months to June 2023	Crime rate 12 months to June 2024	Direction of travel
Total crime (rate per 1,000 people)	100,304	114,391	14.0%	14,087	55.4	63.2	↑
Violence against the person (rate per 1,000 people)	44,499	50,219	12.9%	5,720	24.6	27.7	↑
Drug offences (rate per 1,000 people)	3,683	4,267	15.9%	584	2.0	2.4	↑
Theft offences (rate per 1,000 people)	22,929	27,415	19.6%	4,486	12.7	15.1	↑
ASB incidents recorded by the police (rate per 1,000 people)	24,887	24,058	-3.3%	-829	13.7	13.3	↓

Total recorded crime 12 months to June 2024

(*excluding fraud offences)



Recorded crimes:
114,391

Crime rate:
63.2

+14.0%
Increase

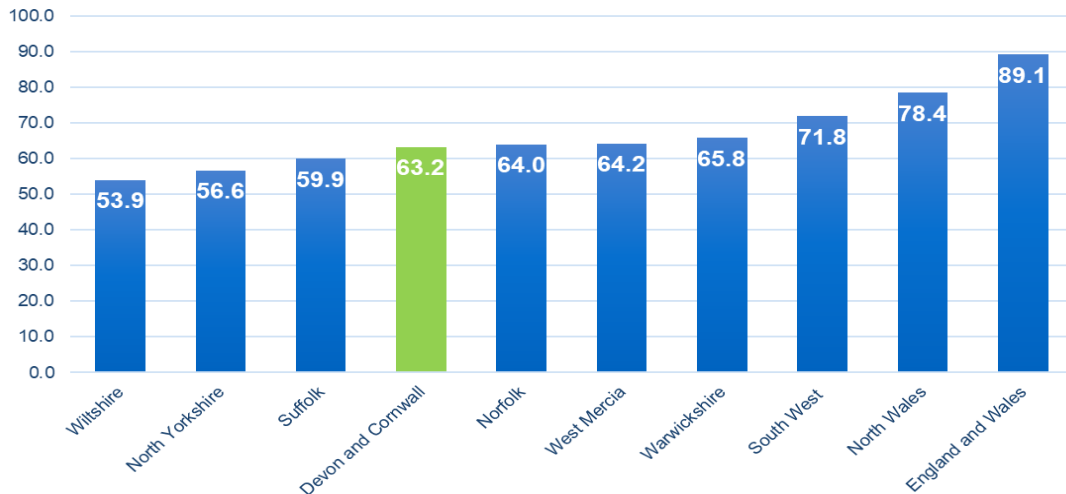
+14,087
more crimes

National position:
6th Lowest

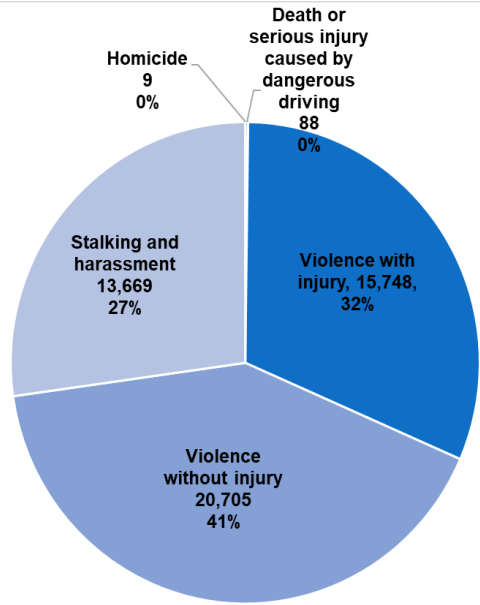


- Total crime covers all notifiable crimes that Devon and Cornwall (D&C) Police have recorded and are required to report to the Home Office.
- Notifiable crimes range from violence offences; sexual offences; theft offences; criminal damage and arson offences; drug offences; possession of weapons offences; public order offences and other miscellaneous crimes against society (covering a range of offences where there are no direct individual victims).
- Violence against the person offences and theft offences account for the highest offence types. Violence against the person accounts for 44% (50,219 crimes) of recorded crime and theft offences account for 24% (27,415) of recorded crime.
- In the 12 months to June 2024, 114,391 crimes were recorded in Devon and Cornwall. This represents a 14.0% (+14,087) increase compared with the 12 months to June 2023. **The crime rate per 1,000 people has increased from 55.4 crimes per 1,000 people to 63.2 crimes per 1,000 people.**
- The increase in total crime is inconsistent with the national trend where there has been a -3.5% decrease over the same period. D&C is the only area within its most similar force group to have seen an increase in total crime in the 12 months to June 2024 compared with the year prior.
- Increases in violence without injury offences (+18.9% (3,288)); shoplifting (+38.1% (2,421)); stalking and harassment (+18.1% (2,097) and other theft offences (+ 16.4% (1,313) are the main contributors to the overall increase in total crime.
- D&C's crime rate continues to remain significantly lower than the England and Wales average of 89.1 crimes per 1,000 people and below the South West regional average (71.8 crimes per 1,000 people). Compared to Devon and Cornwall's most similar force (MSF) group (Wiltshire; North Yorkshire; Norfolk; West Mercia; Warwickshire; North Wales) D&C's crime rate sits mid table - higher than 3 areas (Wiltshire; North Yorkshire; Suffolk) and lower than 3 areas (Norfolk; West Mercia; Warwickshire).
- Over the past year, D&C police have focused on improving crime recording and improving the public's ability to contact the police. This is evident from improvements in crime recording compliance and significant improvements with the 101 service. These are likely to be contributory factors to the apparent increase in recorded crime.

Total crime rate
Devon and Cornwall compared with most similar force group areas and regional and national averages



Violence against the person 12 months to June 2024



Recorded crimes:
50,219

Crime rate:
27.7

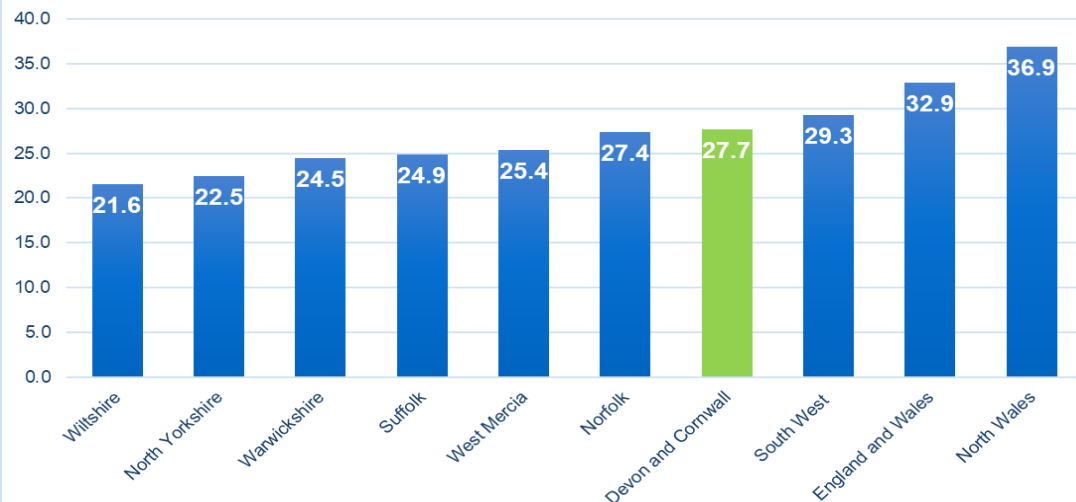
+12.9% Increase
+5,720 more crimes



National position:
13th Lowest

- Violence against the person includes the following offence categories: Homicide; Violence with injury; Violence without injury; Stalking and harassment; Death or serious injury caused by unlawful driving.
- Violence with injury offences include a wide range of offences which range in seriousness including offences such as; actual bodily harm (ABH); grievous bodily harm (GBH) and attempted murder.
- Violence without injury offences include offences such as; common assault where there is no injury or injuries are not serious; harassment, kidnapping; threats to kill. Violence without injury offences account for the highest offence type (41% - 20,705 crimes).
- In the 12 months to June 2024, 50,219 violent crimes were recorded in Devon and Cornwall (D&C). This represents a 12.9% (+5,720) increase compared with the 12 months to June 2023. **The violent rate per 1,000 people has increased from 24.6 crimes per 1,000 people to 27.7 crimes per 1,000 people.**
- D&C is the only area within its most similar force group (MSF) to of seen an increase in violent crime in the 12 months to June 2024 compared with the year prior. (MSF group: Wiltshire; North Yorkshire; Warwickshire; Suffolk; West Mercia; Norfolk; North Wales).
- The increase in violent crime is also inconsistent with the national trend where there has been a 5.4% decrease over the same period. However, the increase in violent crime is consistent with the regional trend (+5%) but the apparent increases in D&C and Avon and Somerset are driving this. The other force areas in the South West region (Dorset; Gloucestershire and Wiltshire) have all seen a decrease in violence against the person offences over the same period.
- Increases in violence without injury offences (+18.9% (3,288) and stalking and harassment offences (+18.1% (2,097) are the main contributors to the increase in violent crime. Violence with injury offences have also increased by 1.8% or 286 more crimes recorded.
- The number of homicides have fallen from 12 to 9 representing a 25% decrease (3 fewer homicides).
- D&C's violent crime rate is lower than the England and Wales average of 32.9 crimes per 1,000 people and below the South West regional average (29.3 crimes per 1,000 people). Compared to D&C's most similar force group, D&C has the second highest violent crime rate.
- Improved crime recording is likely to be contributing to some of the increase in violent crime as well as genuine increases.

Violence against the person rate
Devon and Cornwall compared with most similar force group areas and regional and national averages



Drug offences 12 months to June 2024

Recorded crimes:
4,267

Crime rate:
2.4

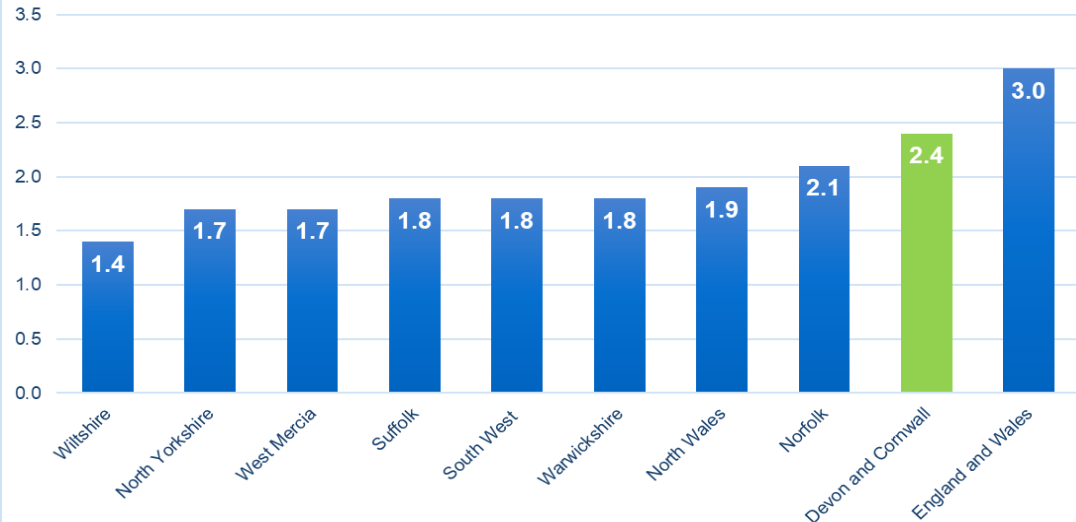
**+15.9%
Increase**
**+584 more
crimes**



National position:
20th mid table

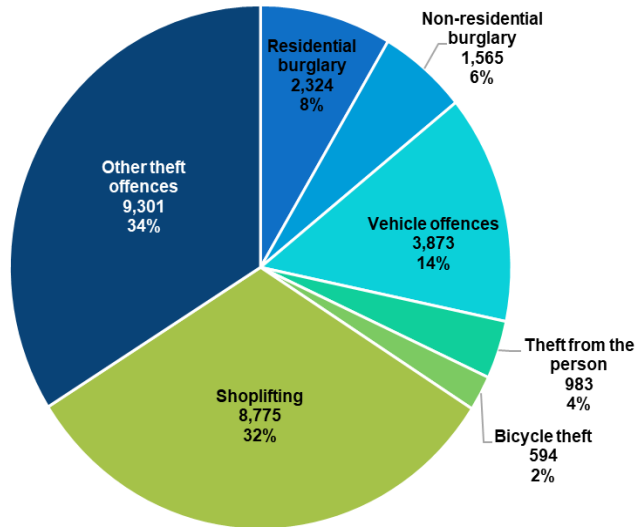
- Drug offences cover the following offence categories: Possession of drug offences and trafficking of drug offences. Drug trafficking includes selling, transporting, or importing illegal drugs.
- In the 12 months to June 2024, 4,267 drug offences were recorded in Devon and Cornwall (D&C). This represents a 15.9% (+584) increase compared with the 12 months to June 2023.
- The drug offences rate per 1,000 people has increased from 2.0 crimes per 1,000 people to 2.4 crimes per 1,000 people. D&C'S crime rate sits 20th nationally.
- Devon and Cornwall's drug offences rate is lower than the England and Wales average of 3.0 crimes per 1,000 people but above the South West regional average (1.8 crimes per 1,000 people).
- Compared to Devon and Cornwall's most similar force group (MSF) (Wiltshire; North Yorkshire; West Mercia; Suffolk; Warwickshire; North Wales; Norfolk), D&C has the highest drug offences rate.
- Increases in drug offences are a product of targeted policing operations to disrupt drug dealers.
- The local increase reflects Devon and Cornwall Police's approach to proactively targeting drug misuse across the South West under the Op Scorpion umbrella – encouraging members of the public to report suspicious drug activities.
- Having the highest drug offences rate per 1,000 people reflects the positive outcomes which have resulted from targeted police activity as tackling drugs continue to be a priority for the Commissioner and Devon and Cornwall Police.

Drug offences rate
Devon and Cornwall compared with most similar force group areas and regional and national averages



Theft offences

12 months to June 2024



Recorded crimes:
27,415

Crime rate:
15.1

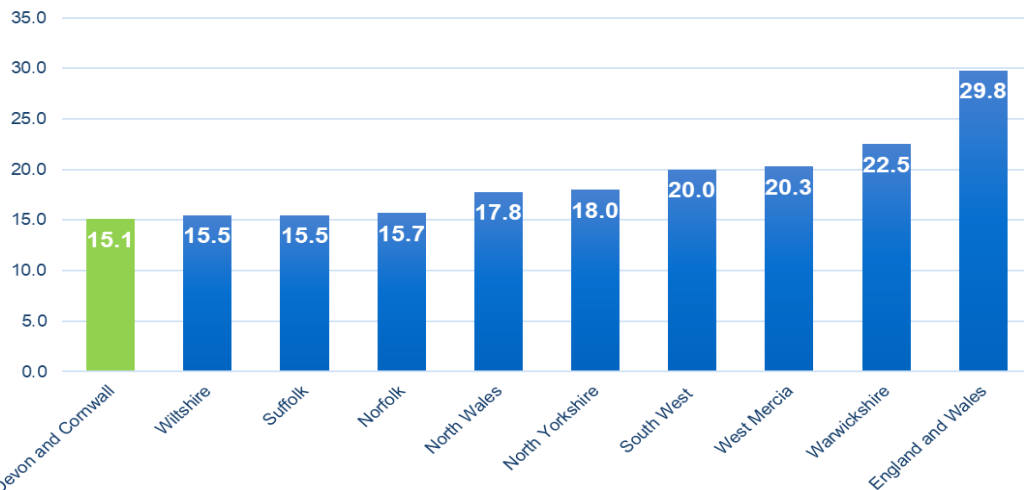
+19.6% Increase
+4,486 more crimes



National position:
3rd Lowest

- Theft offences cover the following offence categories: Burglary (residential and non-residential); Vehicle offences; theft from the person; bicycle theft; shoplifting; and all other theft offences.
- Other theft offences (34% - 9,301 crimes) and shoplifting offences (32% - 8,775 crimes) account for the highest offences types.
- In the 12 months to June 2024, 27,415 theft offences were recorded in Devon and Cornwall (D&C). This represents a 19.6% (+4,486) increase compared with the 12 months to June 2023.
- Although the increase in theft offences is consistent with the national trend (+3.3%), the increase has occurred at a higher rate in D&C.
- Increases in shoplifting offences (+38.1% (2,421); other theft offences (+16.4% (1,313); residential burglary (+28.4% (514) and theft from the person offences (+50.3% (329) are the main contributors to the overall increase in theft offences.
- The theft offences rate per 1,000 people has increased from 12.7 crimes per 1,000 people to 15.1 crimes per 1,000 people.
- Devon and Cornwall's theft offences rate continues to remain significantly lower than the England and Wales average of 29.8 crimes per 1,000 people and below the South West regional average (20.0 crimes per 1,000 people). Compared to Devon and Cornwall's most similar force group (MSF) (Wiltshire; Suffolk; Norfolk; North Wales; North Yorkshire; West Merca; Warwickshire) D&C has the lowest theft offences rate.
- The increase in theft offences is believed to be linked to the cost-of-living crisis. D&C Police have also sought to improve public confidence to report crime by being more visible in communities and hotspot policing areas.

Theft offences rate
Devon and Cornwall compared with most similar force group areas and regional and national averages



Antisocial behaviour (ASB) incidents 12 months to June 2024

ASB incidents
recorded by the D&C
Police:
24,058

-3.3%
Decrease

-829 fewer
ASB
incidents



D&C
ASB incident rate:
13.3

England & Wales
ASB incident rate:
16.7

- The ASB data for Devon and Cornwall (D&C) does not form part of the ONS release of police recorded crime so direct comparisons with D&C's most similar force group are not provided.
- ASB incident data has been provided by Devon and Cornwall Police and covers only those incidents which have been recorded by the police and doesn't include local authority data.
- In the 12 months to June 2024, 24,058 ASB incidents were recorded by Devon and Cornwall Police. This represents a 3.3% (-829) decrease compared with the 12 months to June 2023.
- Nationally for the same period, the volume of ASB incidents recorded by the police remained stable compared with the year prior.
- The ASB rate per 1,000 people has decreased slightly from 13.7 incidents per 1,000 people to 13.3 crimes per 1,000 people.
- The rate of ASB is lower than the national average of 16.7 incidents per 1,000 people.
- Trends in ASB incidents recorded by the police need to be interpreted with caution as those experiencing the negative impacts from antisocial behaviour don't always report it to the police. For this reason, trends in ASB should be considered alongside other local intelligence and the feedback the Commissioner receives from the public. The Commissioner's regular surveying to gauge the public's opinion continues to highlight ASB as a top community safety concern.
- Estimates from the Crime Survey for England and Wales (CSEW) for year ending June 2024 survey showed that 36% of people had experienced or witnessed some type of antisocial behaviour. This is slightly higher than in the year ending June 2023 survey (34%).

Police Performance Scorecard



	Has met the Commissioner's target
	Has not met the Commissioner' target
	Not applicable
↑ ↓	Indicative of performance improvement
↑ ↓	Indicative of performance deterioration
→	No change in performance
	Performance measure under development

Performance measure	Target or baseline	Latest data	Direction of travel compared with baseline	Performance against target
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1. CONTACT

1.1 Target: 90% of 999 calls answered within 10 seconds.	90%	94.2%		
1.2 Target: 90% of 101 calls answered within 10 minutes.	90%	83.0%		
1.3 Target: Lower than a 5% 101 call abandonment rate	< 5%	16.6%		
1.4 Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times	Measure under development			

2. INVESTIGATIONS

Baseline details:

Positive outcomes+ measure: 12 months to March 2024

2.1 Target: 95% of crime to be recorded accurately. (crime data integrity CDI)	95%	96.3%		
2.2 Increase percentage of positive outcomes+ rate.	11.3%	13.3%	↑	

3. PUBLIC CONFIDENCE

Baseline details:

Public confidence measures: 12 months to March 2024

Victim satisfaction measure: 12 months to August 2024

3.1 Increase the percentage (%) of the public that agree "taking everything into account, I have confidence in the police in this area".	77%	76%	↓	
3.2 Increase the percentage (%) of the public that agree "the police would treat you with respect if you had contact with them for any reason".	92%	93%	↑	
3.3 Increase the percentage (%) of the public that agree "the police treat everyone fairly, regardless of who they are".	78%	77%	↓	
3.4 Increase the percentage (%) of priority victims satisfied with the service they receive by Devon and Cornwall Police.	69%	70%	↑	
3.5 Reduce the number of repeat victims	Measure under development			

4. HMICFRS judgements

4.1 Target: Devon and Cornwall Police to be removed from 'enhanced' stage of performance monitoring.	Removed from 'enhanced' stage of monitoring	Force remains in 'enhanced' stage of monitoring		
4.2 Target: Devon and Cornwall Police to have no service areas graded as 'inadequate'.	No service areas graded 'Inadequate'	2 service areas graded 'inadequate'		

Police and Crime Commissioner's Performance Report

1. Contact

1.1 Target: 90% of 999 calls answered within 10 seconds.

The latest data indicates that Devon and Cornwall Police has met the Commissioner's target of answering 90% of emergency calls within 10 seconds.

In the 12 months to December 2024, **94.2%** of 999 calls were answered within the service standard of 10 seconds and the average¹ wait time for calls to be answered was 4 seconds.

1.2 Target: 90% of 101 calls answered within 10 minutes.

The latest data indicates that performance has not met the Commissioner's target of answering 90% of 101 calls within 10 minutes.

In the 12 months to December 2024, **83%** of 101 calls were answered within 10 minutes. During this period, the average wait time to speak to a contact officer dealing with 101 calls was 5 minutes and 46 seconds.

The average call wait time to access the 101 non-emergency service has reduced significantly this year compared with performance last year. In the 12 months to December 2023, the average wait time to speak with a contact officer answering 101 calls was 39 minutes and 2 seconds – seeing callers, on average, waiting over half an hour longer (33m 26s) when compared to this year.

Although performance is not on target, the Commissioner is content that sustained improvements in the 101 service continue to be evident. Monthly data for December 2024, saw the average wait time to get through to 101 at just 1 minute and 35 seconds and 96% of calls answered within 10 minutes.

1.3 Target: Lower than a 5% 101 call abandonment rate.

During periods of high demand, members of the public can experience longer wait times and therefore abandon their call. Many callers will phone back when they have more time but there is concern that some callers will be discouraged by this initial experience and decide not to report their crime or incident to the police.

¹ Mean

The national principles and guidance as set out in the 2020 Contact Management Strategy states that forces with a switchboard (like in Devon and Cornwall) should aim to have an abandonment rate lower than 5 percent. This is also the standard expected by HMICFRS.

The latest data indicates that performance has not met the Commissioner's target of an abandonment rate of lower than 5%.

In the 12 months to December 2024, **16.6%** of 101 calls were abandoned compared with 54.3% last year.

Although the target for this measure has not been met the Commissioner is encouraged that the 101 call abandonment rate has decreased significantly this year. The latest monthly data for December 2024, indicates that the 101 call abandonment was 6.3%.

2. Investigations

2.1 Target: 95% of crime to be recorded accurately - Crime data integrity (CDI)

Devon and Cornwall Police conduct regular audits of crime data integrity (CDI) to ensure crimes which have been reported have been recorded accurately and are compliant with Home Office Crime Recording Rules.

It is important that crimes are recorded accurately so that the police can take the right action for each victim of crime and that they have access to support services.

The latest CDI results show that the Commissioner's target of 95% has been met. The force's CDI audit results as of November 2024 show that **96.3%**² of all reported crime has been recorded accurately.

The Commissioner is assured that Devon and Cornwall Police are taking the necessary steps to improve crime recording and is encouraged that HMICFRS' latest judgment of crime recording has already moved from 'inadequate' to 'requires improvement' based on their own audit and assessment.

2.2 Direction of travel measure: Increase percentage of 'positive offender outcomes+' rate.



Positive offender outcomes+ indicate that an effective response has been made to a criminal offence following a police investigation.

The offender outcomes definition covers offences which have resulted in an offender being:

- Charged / summonsed to court.
- Receiving an out of court resolution (OoCR) (informal/ formal): An out of court resolution can be issued by the police without the need for an offender to go to court. Resolutions can include setting the offender some conditions, such as rehabilitation to prevent future

² Crime recording compliance estimate.

offending, making up for damages or harm caused, or paying court costs. Resolutions are usually issued in cases where an offence is considered to be less harmful.


- Offences taken into consideration (TICs): TICs are offences for which the offender has not been prosecuted but for which they admit to committing and ask the court to take into consideration when sentencing for the offence(s) for which they have been prosecuted.
- Diversionary, educational or intervention activity: A police outcome that can be used when the police have decided that no prosecution action will be taken in the case, but the offender participates in some form of diversionary activity to prevent future offending. This outcome is often used for children and young people providing an opportunity to prevent criminalisation, address the offending behaviour and provide support.

The measure of 'positive offender outcomes+ rate' consists of the number of positive offender outcomes+ for investigations finalised in the year (which can relate to crimes committed in any year) as a percentage of crimes recorded during the year.

In the 12 months to December 2024, the offender outcome+ rate was **13.3%** (equating to 16,378 positive offender outcomes+). This indicates a 2% increase in the positive outcome rate+ compared with the baseline period 12 months to March 2024.

The Commissioner is encouraged to see an increase in the positive outcomes+ rate and that improved performance is evident.

3. Public Confidence

3.1 Direction of travel measure: Increase the percentage (%) of the public that agree "taking everything into account, I have confidence in the police in this area".	
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Public confidence is at the heart of policing. Without the public's confidence, crime may go unreported, intelligence may be missed, and public safety could be compromised.

Devon and Cornwall Police commission a research provider³ to survey the public on their confidence in policing. The survey has around 2,000 respondents which are representative of the force area.

According to the latest survey results covering the 12 months to November 2024, **76%** agree that taking everything into account, they have confidence in the police in Devon and Cornwall. This indicates that there has been a slight decrease in public confidence compared with the base line period 12 months to March 2024 (77%, -1%). The Commissioner will continue to monitor this measure closely to identify any significant shifts in public opinion.

The Commissioner is expecting to see levels of public confidence increase as the activity to deliver on the priorities of the Police and Crime Plan progresses.


³ SMSR Ltd

3.2 Direction of travel measure: Increase the percentage (%) of the public that agree “the police would treat you with respect if you had contact with them for any reason”.	
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The survey asks a number of supplementary questions related to the public’s views of policing.

According to the latest results covering the 12 months to November 2024, **93%** of the public agree that police in Devon and Cornwall would treat you with respect if you had contact with them for any reason. This is 1% higher than the baseline period 12 months to March 2024. The Commissioner is encouraged that a slight increase in performance is evident for this measure and that the percentage of survey respondents who agree with this statement sits above 90%.


3.3 Direction of travel measure: Increase the percentage (%) of the public that agree “the police treat everyone fairly, regardless of who they are”.	
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Fairness and equality are features of good policing. According to the latest survey results covering the 12 months to November 2024, **77%** of the public agree that police in Devon and Cornwall would treat everyone fairly, regardless of who they are. This is 1% lower than the baseline period 12 months to March 2024 (76%).

Although there has been a slight decrease in the proportion of survey respondents who agree that ‘the police treat everyone fairly regardless of who they are’, the Commissioner is mindful that 16% of survey respondents neither agree or disagree with this statement and only a small proportion of survey respondents (7%) disagree or strongly disagree with this statement.

Like the other public perception measures, as the activity to deliver on the priorities of the Police Crime progresses, the Commissioner would expect to see an increase in the proportion of survey respondents who agree with this statement.

3.4 Direction of travel measure: Increase the percentage (%) of priority victims that are satisfied with the service received by Devon and Cornwall Police.	
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Related to people’s confidence in policing is how satisfied victims feel with the service they have received from the police. This is especially important for priority victims, including those who are victims of the most serious crimes (domestic abuse, hate crime, sexual offences, and attempted murder) or those who are persistently targeted, vulnerable or intimidated.

The surveying of victims of crime is mandated by the Home Office (HO). The HO guidance states that victim satisfaction surveys are designed to take account of the experience of victims, not just at the initial stage of police action, but in subsequent activity; and provide information about victim experience which can be actioned by forces to improve service delivery.

Devon and Cornwall Police use a company called SMSR Ltd to carry out the surveying of victims on their behalf. As part of this process, satisfaction surveys are carried out by phone with a randomly selected number of victims each month. The results are provided on an average 12-month period.

The latest survey results covering the 12 months to December 2024, show that **70%** of priority victims were satisfied with the service they received by Devon and Cornwall Police. This indicates a slight improvement (+1%) in victim satisfaction compared with the baseline period 12 months to August 2024 (69%).

The Commissioner is content that victim satisfaction levels indicate a stable, if not an improving picture, based on the latest data. However, the Commissioner would like to see higher levels of victim satisfaction as were evident in 2021⁴, when the overall victim satisfaction rate was 77%. Since then, survey results have indicated a deterioration in victim satisfaction levels.

The Commissioner and her team will work with Devon and Cornwall Police to understand the reasons why some of the victims surveyed have expressed a level of dissatisfaction with the overall service they have received and establish how any learning from the results are being used by the force to drive improvements.

4. HMICFRS judgements

4.1 Target: Devon and Cornwall Police to be removed from the 'enhanced' stage of performance monitoring.

In October 2022, His Majesty's Inspectorate of the Constabulary and Fire and Rescue Services (HMICFRS) made the decision to move Devon and Cornwall Police into an 'enhanced' level of monitoring known as **'Engage'**, due to:

- A deterioration in the force's crime recording.
- Concerns with the force's management of emergency and non-emergency calls.
- Concerns with the force's management of registered sexual and violent offenders.

This enhanced monitoring helps to provide additional scrutiny and support from across the policing sector to support police forces to make improvements. Whilst under the enhanced level of monitoring, His Majesty's Chief Inspector of Constabulary requires the Chief Constable to report formally on the force's progress in each of these areas at the Police Performance Oversight Group (PPOG) three times a year.

Since this move to enhance monitoring, the three identified areas have received significant focus and investment from the force. Through the enhanced monitoring and reporting process His Majesty's Chief Inspector (HMCI) Andy Cooke has identified clear and sustained improvements in the force's performance in two of these areas and as such removed them from enhanced monitoring:

- management of sexual and violent offenders (removed December 2023), and;
- responding to the public through emergency and non-emergency calls (removed September 2024).

However, as part of HMICFRS intelligence-led, continuous PEEL assessment, an additional cause of concern was identified in February 2024 relating to the force's investigation standards, now requiring enhanced monitoring by HMICFRS.

⁴ 12 months to December 2021

The force must continue to drive improvements in crime recording and investigations standards, and until consistent improvements are sustained, the force will remain in HMICFRS' enhanced stage of monitoring. As such, the Commissioner has graded this performance area as not within target.

The Chief Constable will report to the next PPOG on 22nd January and the Commissioner will provide the Police and Crime Panel with a verbal update at this meeting.

4.2 Target: Devon and Cornwall Police to have no service areas graded as 'inadequate'.	
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In February 2023, HMICFRS' PEEL inspection of Devon and Cornwall Police graded three service areas as 'inadequate':

- crime recording;
- responding to the public, and;
- the management of offenders and suspects.

In July 2024, following significant focus and investment from the force, HMICFRS' PEEL inspection of the force regraded crime recording, and the management of offenders and suspects as 'requires improvement'. However, responding to the public remained graded as 'inadequate', in addition to a new 'inadequate' grading for investigating crime.

Therefore, with 2 areas graded as 'inadequate', the force is not reaching their performance targets in this area and the Commissioner has marked this performance area as not within target.

The next HMICFRS PEEL inspection report is expected in 2026, and so performance against this target will remain unchanged until that time.