



Devon and Cornwall Police and Crime Panel
July 25, 2025

OFFICE OF THE POLICE AND CRIME COMMISSIONER'S REPORT:
Annual Report 2024-25

1. The Commissioner has a statutory responsibility under the Police Reform and Social Responsibility Act 2011 to produce an Annual Report as part of the public holding the Chief Constable and Chief Fire Officer to account:

*(1) Each elected local policing body must produce a report (an "annual report") on—
(a) the exercise of the body's functions in each financial year, and
(b) the progress which has been made in the financial year in meeting the police and crime objectives in the body's police and crime plan.
(2) As soon as practicable after producing an annual report, the elected local policing body must send the report to the relevant police and crime panel.
(3) The elected local policing body must attend before the panel at the public meeting arranged by the panel in accordance with section 28(4), to—
(a) present the report to the panel, and
(b) answer the panel's questions on the report.*
2. The report included at Appendix A is a **draft** annual report relating to the work of the Office of the Police and Crime Commissioner in 2024-25. This report demonstrates to the Panel the progress made in the financial year in meeting the police and crime objectives in Police and Crime Plan 2021-25.

Contact for further information

Bridget Batchelor

Communications and Public Engagement Manager

Office of the Police and Crime Commissioner for Devon and Cornwall

opcc@devonandcornwall.pnn.police.uk

Report prepared on July 17, 2025

OPCC ANNUAL REPORT

2024-25

DRAFT 0.3

Contents

Commissioner's introduction

Section one: Police and Crime Plan performance

Performance against Police and Crime Plan principle of improving your policing services

- Performance against Police and Crime Plan priorities of:
 - Drugs and alcohol
 - Antisocial behaviour
 - Theft
 - Violence
- Supporting victims
- Police and Crime Plan 2025-29
- Contact with the public
- Street Focus
- Tri-Service Safety Officers

Section two: holding to account

- Scrutiny
- Strategic policing requirement
- Independent Custody Visiting
- Police complaints and misconduct

Section three: Finance, resources and estate

- Infographic
- Finances and resources
- What did we achieve in the year?
- Staffing
- Capital expenditure
- Reserves and balances
- Managing financial risks and opportunities

Section four: Partners

- Prisoners Building Homes
- Local Criminal Justice Board
- Communication, public engagement and customer service
- Police and Crime Panel

Directory

- Contacts to help you create safer communities

Commissioner's introduction

As your Police and Crime Commissioner, I am proud to present this annual report for 2024-25 – a year of continued transformation, delivery, and determination to keep our communities safe across Devon, Cornwall and the Isles of Scilly.

In May 2024, I was honoured to be re-elected for a third term, a responsibility I do not take lightly.

During 2024-25, I appointed a new interim Chief Constable. Following a period of instability and uncertainty in the force. This new leadership has brought an improvement in performance and leadership, which is welcomed by staff, officers and the public. My newly formed Commissioner's Accountability Board provides valuable insight into how these changes and other improvements are having a positive impact across a number of key areas of business. <https://devonandcornwall-pcc.gov.uk/commissioners-accountability-board>

The year also brought a new government in Westminster and the formation of the Devon and Torbay Combined County Authority. Wider conversations about devolution mean that we are entering a new era for public service delivery. In this changing landscape, my office continues to champion local voices, undertake perpetual scrutiny and secure investment to meet our communities priorities. We have expanded high-visibility policing through the hotspot policing initiative, reopened more police enquiry offices (PEOs) to bring policing closer to the public, and delivered pioneering community projects like Street Focus Torquay. More than 90,000 residents accessed our PEOs during 2024-25, a clear sign of the value placed on face-to-face policing.

My commitment to prevention and early intervention remains strong. During the last year of my 2021-25 plan, we have invested in young people, launched targeted support services for victims, and held our police force to the highest standards of accountability and integrity. Innovative approaches to disrupt criminal behaviour such as Operation Scorpion, rural crime disruption, and Vision Zero South West have contributed to making our streets, homes and roads safer for all. None of this is possible without extensive partnership – between police, communities, councils, charities, and government and I am deeply grateful to all who have contributed.

In January 2025, I launched a new Police and Crime Plan, shaped through consultation with thousands of residents which focuses on what matters most to the communities we serve: tackling theft, drugs and alcohol misuse, antisocial behaviour, and serious violence. From city centres to coastal communities, this plan reflects the diverse needs of our region, ensuring that policing is rooted in the reality of residents' lives and concerns. I look forward to delivering our refreshed plan in the year ahead.

Alison Hernandez

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

Section one: Police and Crime Plan performance

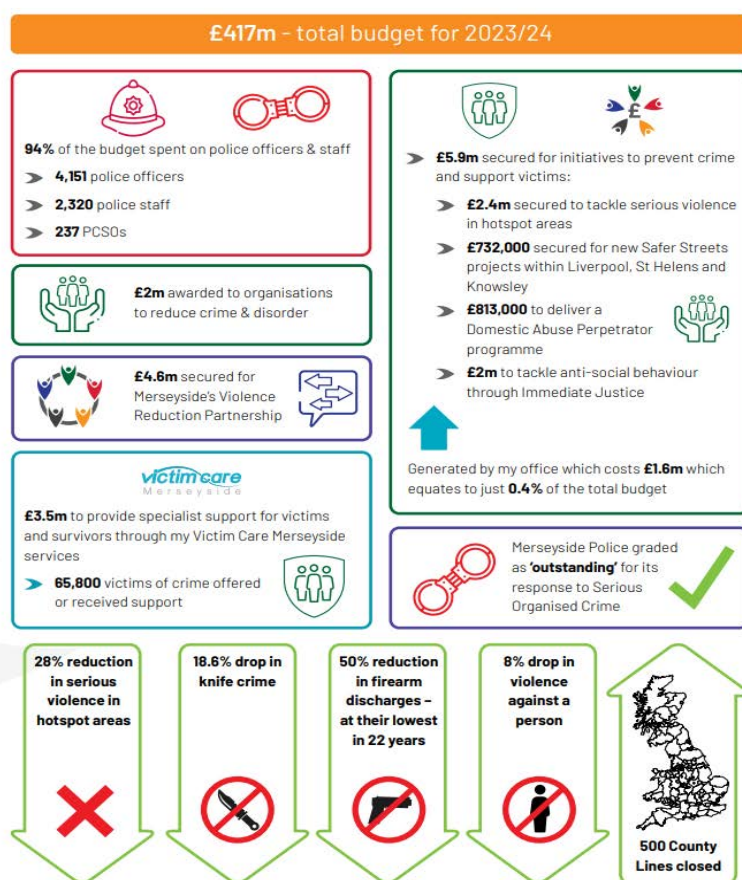
Police and crime priorities 2021-25

The 2021-25 Police and Crime Plan aimed to achieve the Commissioner's vision of having safe, resilient and connected communities through breaking the cycle of violence, reducing persistent antisocial behaviour, addressing drug use, and increasing road safety. During this last year of the plan, the Commissioner is proud of the progress which has been made.

This annual report marks the end of the 2021-25 Police and Crime Plan by providing an overview of our performance against the priorities set. In addition, we are also able to provide an update on progress against the Commissioner's additional priorities in the refreshed plan 2025-29 published in January 2025.

[To include an updated version of this for D&C in final design stage]

Pocket guide to 2023/24



Priority 1: Breaking the cycle of violence

Serious Organised Crime (SOC)

The Commissioner has continued in her national role as Association of Police and Crime Commissioners (APCC) joint lead of the SOC Portfolio Group following her nomination by the APCC Board in summer 2023. The Commissioner has worked closely with central government, National Police Chiefs' Council (NPCC) and National Crime Agency (NCA) and has developed close working links with other partners to engage and collaborate on the SOC portfolio. The SOC Portfolio Group, jointly chaired by the Commissioner has met quarterly and has engaged on national, regional and local SOC issues to share best practice for Police and Crime Commissioners (PCCs) to take back to their local police force and regions, and to greater hold their Chief Constables and Regional Organised Crime Units to account on areas such as performance and collaboration.

Clear Hold Build is a national policing strategy aimed at reducing serious organised crime and increasing community resilience. The strategy involves three phases: clearing out criminal elements, holding the area through increased police presence and support, and building lasting community strength by engaging residents and addressing underlying social issues.

Devon & Cornwall Police implemented Clear Hold Build in the Stonehouse area of Plymouth, with the neighbourhood support team playing a key role in the Clear phase through the Love Stonehouse project, launched in October 2024. The team focused on patrols and engagement to build public confidence, gather intelligence and amplify the community's voice in shaping local priorities.

Campaign to tackle serious organised rural crime

The Commissioner is working in partnership with Police and Crime Commissioners in the South West, to combat serious organised rural crime.

Operation Ragwort is a regional, co-ordinated, disruption campaign focusing on criminal gangs who target rural communities and are at the forefront of crimes such as burglary, theft of farm vehicles and equipment, poaching and hare coursing. This approach helps to build an intelligence rich picture of the level of criminality, enabling forces to better disrupt and apprehend those responsible for serious organised crime in our rural areas. During a coordinated activity of disruption in the region, police officers in Wiltshire were able to stop and arrest three men following a theft from a farm in Devon of a quad bike and tools and equipment that were in the process of being transported out of the South West.

New service working with perpetrators of domestic abuse

In 2024, the Director of Public Prosecutions (DPP) provided a dispensation to police forces in England enabling them to offer a conditional caution to standard risk perpetrators of domestic abuse, where appropriate, and where the offender is assessed as standard risk only. The conditional element requires a victim focused, trauma informed group work intervention.

Devon & Cornwall Police will be working with the Hampton Trust, referring perpetrators into their Cautioning and Relationship Abuse (CARA) service. The service was commissioned by the Office of the Police and Crime Commissioner in 2024 with plans for it to operate in full from May 2025. Participants referred to the programme will be required to look at, reflect and address their offending behaviours. It will be available across the policing region.

[CARA - Hampton Trust, Breaking the cycle of abuse](#)

Commissioner sponsors the VAWG category at Westcountry Women Awards

In 2024, for the third consecutive year in a row, the Commissioner sponsored the Combatting Violence Against Women and Girls Award at the Westcountry Women Awards 2024. The event celebrates the achievements of women in the West Country, recognising their outstanding contributions to various fields and their positive impact on the community. The Combatting Violence Against Women and Girls Award provides the opportunity to highlight the outstanding work that is being delivered, the support services that are available and to thank those who work tirelessly, outside of their day-to-day role, in combatting this area of crime. There were two clear winners due to their outstanding contributions; Dawn Dines from Stamp out Spiking and Jeanie Lynch from CoLab. Dawn has worked over decades in raising awareness and the prevention of drink spiking which often leads to violent crime. She works both regional and nationally with many partners including delivering training to police officers and those in the nighttime industry on how to support and prevent this crime. Jeanie was recognised for her work at CoLab, a multi-agency wellbeing community hub in Exeter. She has been leading since 2017 on strategy, services, and support for women in Exeter experiencing multiple disadvantage and complex needs many who are at hands of perpetrators of violence.

Sexual violence support services

Our partnership working with the NHS and Local Authorities has been strengthened in 2024-25, jointly we have planned a new approach for sexual violence support services and system-wide trauma stabilisation.

Funding has been brought together across the system, which will enable a move to a new system with:

- A focus on support to report crime
- Shared assessment paperwork
- Improved understanding of need
- Better use of available resource

We plan for this approach to reduce the amount of attrition in the system, knowing that certain groups are more likely to be affected by sexual violence offences, and experience more barriers to accessing support and engaging in criminal justice processes. The proposed model will provide an improved offer to those from marginalised groups, aiming to reach more survivors from different backgrounds and improve criminal justice engagement and outcomes.

Knife arches

The Commissioner funded knife arches during 2024, which were used as an engagement and education tool by various local policing teams in Devon and Cornwall and proved popular with the public as well as providing officers with the opportunity to pass on information about the dangers and potential consequences of carrying a knife.

The arches were used in high footfall areas such as high streets and train stations, and at the entrances to pubs and clubs and in schools. Inputs at schools included in Devonport and Tiverton and were attended by year groups of between 150 and 200 students at a time.

Youth Justice and Violence Prevention

Since January 2025, the Office of the Police and Crime Commissioner has been leading partnership work between the Youth Justice Service, Devon & Cornwall Police, and other criminal justice partners across the peninsula, with a focus on preventative work to improve youth justice outcomes and prevent young people entering the criminal justice system.

This focus will see the development and delivery of policy initiatives that respond to serious and youth violence across Devon and Cornwall and the co-ordination of the Police and Crime Commissioner's convening duties for serious violence prevention which includes convening and assisting specified authorities in the exercise of their functions under the Duty and monitoring their exercise of those functions.

Priority 2: Reducing persistent antisocial behaviour: Safe, resilient and connected communities

Hotspot policing – a proactive approach to antisocial behaviour

In 2024-25 the hotspot policing intervention marked a major step forward in proactive, preventative policing aimed at reducing antisocial behaviour and serious violence in the areas most affected by harm. Backed by £1.2 million in funding – £1 million from the Home Office and £200,000 from the Office of the Police and Crime Commissioner (OPCC) – the intervention was designed to make a tangible difference through high-visibility policing and targeted local interventions.

The initiative focused on four core aims: improving trust in the police, increasing public perceptions of safety, reducing repeat incidents of antisocial behaviour and serious violence, and encouraging community reporting, with a strong emphasis on visible foot patrols to enhance community engagement.

Specialist problem solvers have supported this frontline presence by tackling root causes through bespoke plans. A £150,000 local intervention fund provided improved lighting, youth diversion schemes, and crime prevention projects. Additionally, Community Safety Accreditation Scheme (CSAS)-certified marshals boosted uniformed presence in many areas, enhancing public reassurance.

Thirteen towns were selected based on a rigorous analysis of antisocial behaviour and serious violence data for 2023. Each town included at least four hotspot zones, classified into Tier 1 (police-led) and Tier 2 (partner-led) depending on risk levels.

<https://www.street-focus.co.uk/hotspot-policing>

Between April 2024 and March 2025, the initiative delivered 7,414 hours of patrols and engaged nearly 100,000 members of the public. Officers made 238 arrests, carried out 315 stop and searches, and recovered 233 items including stolen property and drugs. More than 1,900 ASB incidents were attended, and 287 ASB powers exercised. A total of 190 safeguarding referrals were also made to support vulnerable individuals. **To be presented as an infographic.**

Public and business feedback has been overwhelmingly positive. Residents consistently reported increased feelings of safety and satisfaction with the visible police presence. Local spaces were seen as calmer and more welcoming, reflecting the broader impact of the initiative beyond its enforcement goals.

With a full year of data now available, the next phase will involve a comprehensive evaluation comparing hotspot areas with non-targeted zones. The proven success of this approach has secured renewed funding for 2025-26, with continued patrols in the original 13 towns and expansion into Bodmin and Tiverton.

North Devon and Torbay night bus

During 2024, the Office of the Police and Crime Commissioner (OPCC) contributed funding to night bus schemes operating in North Devon, from Barnstaple to Bideford and Ilfracombe and in Torbay, in Torquay. These Saturday night buses ran into the early hours of the morning from early November to New Year's Eve, providing a safe and affordable means of transport home for those enjoying the evening and nighttime economy (ENTE).

The aims of the service are:

- To reduce alcohol-related crime and disorder and antisocial behaviour from people being unable to get home after a night out and therefore loitering in the town centre
- To offer an alternative means home to reduce the temptation to drink drive
- To provide a safe and reliable means of travel home to assist in preventing violence against women and girls in the ENTE

The Commissioner is making a further investment has been secured to increase the number of schemes during 2025, to continue with the North Devon and Torquay schemes but also include new services in Newquay, Plymouth and Exeter which will run for a longer period from end of May until New Year's Eve 2025.

Plymouth and Torbay Safe Bus

The OPCC secured funding to contribute towards the running costs of the Safe Bus schemes in Plymouth and Torquay. The scheme provides medical and welfare provisions to the night-time economy (NTE) between 10pm and 4am every Saturday.

The buses are stationed within a central urban location and offers a wide range of amenities, including direct access to healthcare professionals, Welfare provisions and a safe environment to escape the NTE, alongside waiting for a taxi, bus or lift home.

Their purpose is to reduce demand on the local health economy by providing accessible, holistic, and patient-centred care within the night-time economy. They provide a general safe space, medical provision, drink spiking tests and phone charging facilities.

Specialist lawyers addressing antisocial behaviour

During 2024-25, dedicated lawyers have been funded by the OPCC and employed by Devon & Cornwall Police, based at Exeter Civic Centre and Torquay Police Station. The role involves providing legal advice to neighbourhood police officers as well as the force generally in relation to antisocial behaviour. They also consider any civil actions, such as Community Protection Warnings (CPWs) and Notices (CPNs), civil injunctions, and closure orders. Work relating to commercial illegal vape/tobacco premises and youths is ongoing.

To be presented as an infographic

2 x CBOS

1 x Youth Civil Injunction

4 x breach files of Civil Injunction

10 + CPW/CPN

52 files opened since September

3 CAWNs to protect children from exploitation relating to ASB

Safer Streets 5

In 2024, Paignton, Camborne and Redruth received a share of more than £800,000 Home Office Safer Streets funding to address antisocial behaviour, violence against women and girls in the town centres, and to improve feelings of safety. A range of interventions were identified to reduce crime and disorder, with police, councils, businesses and community groups engaged in the work. Both areas benefited from investments including in community engagement and education, CCTV improvements, upgrades to street lighting and the additional staff appointed to focus on antisocial behaviour.

Dartmoor Marshalls

Continued funding was secured with partners for the Dartmoor Marshalls who are deployed across Dartmoor National Park Authority (DNPA) to ensure that special areas and rural communities are not blighted by anti-social behaviour, illicit drugs and violence. They are deployed between 16:00 – 22:00 Friday to patrol a variety of known sites across Dartmoor.

Their role and ability to forge an effective link between the engagement and education work of the National Park Rangers and the enforcement role of the Police meant that the initiative was welcomed by landowners, farmers, third sector organisations and other statutory agencies as well as the general public.

In total during 2024, the Dartmoor Marshalls worked 910 hours covering 47 evenings over the summer months.

Rural crime – Take the Lead and heritage crime

Devon and Cornwall have some of the best scenery in the UK, and a rich heritage which our residents and visitors enjoy. However, our area is also experiencing the greatest incidents of livestock worrying in the country, with 178 offences reported in 2024 at an estimated cost of £225,000.

The #TakeTheLead initiative has been used to educate dog owners know what they need to do to keep their dog and livestock safe.

The Rural Affairs Team have been taking an innovative approach to delivering their messages and made a short vlog post on livestock attacks for social media. The #TakeTheLead video has been watched more than 175,000 times on Facebook alone.

Antisocial behaviour is also a problem at our many heritage sites. Devon, Cornwall and the Isles of Scilly has 35,000 designated heritage sites, which is 10% of those found in England. Add to that the 3,362 scheduled monuments and 57 protected wreck sites off the coast which highlights the heritage wealth in this area.

Many of our heritage sites have suffered from illegal metal detecting, vandalism and theft. The impact of criminality at these locations goes beyond financial value.

During antisocial behaviour week the Rural Affairs Team undertook extra patrols of our heritage sites, with visits to churches, monuments, castles and other protected sites. Campaigns are ongoing to educate the public on protecting these sites.

Priority 3: Addressing drug and alcohol use

The Commissioner recognises that substance misuse is familiar theme in the underlying causes of crime, including links to organised crime, serious violence, child exploitation, road safety and business crime.

To tackle the root cause of illegal drug use, a holistic and trauma responsive approach is required, with an emphasis on collaborative working with mental health services, housing providers, criminal justice agencies and commissioned substance misuse treatment providers.

The Office of the Police and Crime Commissioner (OPCC) works closely with the four Local Drug Partnerships to meet the three strategic priorities outlined in the national drugs strategy From Harm to Hope, a 10-year plan to cut crime and save lives (2021-2031):

- Break supply chains
- Deliver a world class treatment and recovery system
- Achieve a generational shift in demand for drugs

Funding of £340,000 is allocated to the Local Drug Partnerships to deliver Criminal Justice Drug and Alcohol interventions, including custody suite and court support and prison in-reach and continuity of care for prison leavers.

The OPCC also funds researcher and analyst posts within the Devon & Cornwall Police Drugs Intelligence Desk sharing information on emerging drug threats and trends to the force and local partners.

CPD training for drug and alcohol practitioners

The South West Reducing Reoffending Partnership has led non-accredited CPD Masterclasses for practitioners. These are designed to introduce practitioners to emerging issues impacting criminal justice. To date the partnership has held a session on Gateway Drugs and Gambling Harm. Each of these sessions had more than 40 participants.

Operation Scorpion

In 2024-25, the OPCC participated in Operation Scorpion, which focuses on drugs and drug dealing. Operation Scorpion is led by the Southwest Police Collaboration Board, which brings together the Police and Crime Commissioners and Chief Constables from Avon & Somerset, Devon & Cornwall, Dorset, Gloucestershire and Wiltshire.

The overarching objectives of Operation Scorpion are to:

- Harness the collective strength of South West policing to deliver coordinated, disruptive activity that aims to form a ‘ring of steel’ around our region and protects it against criminals engaging in drug activity, sending the message that the South West is No Place for Drugs.
- Improve community confidence by demonstrating to the public a commitment to working together to tackle the impact of drugs in the South West.
- Increase visibility of Regional Organised Crime Unit tasking and provide a greater understanding of how strategic threat assessments can be enhanced by community intelligence.
- Improve the confidence of people in our communities to report drug-related issues and intelligence to police or through greater use of the confidential Crimestoppers reporting line.
- To date we have successfully held rounds of Op Scorpion which have safeguarded hundreds of people, taken millions of pounds worth of drugs off the streets and significantly impacted county lines

Pubs Against Drugs

In June 2024, the Commissioner observed Operation PAD (Pubs Against Drugs) be carried out in Saltash and Liskeard with the Cornwall Neighbourhood Support Team supported policing teams from Saltash, Liskeard, Torpoint, and Looe, Police Dog (PD) Skye, her handler Police Constable (PC) Steve Waters, Police Licensing Officer Nicola Henderson, and plain clothes officers.

Operation PAD was a proactive operation to disrupt the use of recreational drugs in pubs in Saltash and Liskeard. The purpose of this was to deter members of the public from using, carrying, or supplying drugs on a night out, educating members of the public about the legal and personal consequences around carrying and using illegal drugs, and to support local licensed premises to reinforce the law. By carrying out operations like this, local drug networks become disrupted, and the police can gather evidence to identify, investigate and prosecute offenders.

The team visited a total of seven licensed premises, five in Saltash and two in Liskeard. Plain clothes officers were strategically placed in each pub to identify members of the public who acted suspiciously or actively avoided PD Skye, who were then searched by officers. PD Skye was there to detect the presence of illegal drugs by walking past members of the public and alerting her handler, PC Waters, when she identified the scent.

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 were asked to attend a voluntary interview under caution, after the seized items are tested.

Drug wipes in pub toilets was also carried out to detect the presence of drug residue, out of 14 toilets tested, eight indicated a positive result for drugs.

Priority 4: Improving road safety

In December 2024, the Vision Zero South West road safety partnership worked with partners to confront the harmful issue of drink and drug driving from numerous angles.

Working alongside the police and road safety technology firm Acusensus, Vision Zero South West undertook the world's first pilot of artificial intelligence camera systems designed to identify impaired drivers on our roads. The system spots poor driving behaviours which could be consistent with drink or drug use and delivers an alert to nearby officers who can then pull the vehicle over for further enquiries.

Devon & Cornwall was also the first area in the UK to trial an 'in-pub' breathalyser machine developed by Belgian road safety company, Flinebox. Working in conjunction with St Austell Brewery, the breathalyser was trialled in the Mill On The Exe pub in Exeter and warned customers if any alcohol was detected.

Vision Zero South West also took over the Lift Legend scheme, working with pubs across the region who agreed to give free soft drinks to designated drivers during the

height of the Christmas party season. A record number of pubs – more than 200 in total – signed up to the scheme and there are plans to expand this for 2025. Running alongside these initiatives throughout December, Devon & Cornwall Police conducted Operation Limit which saw 284 people arrested on suspicion of drink or drug driving. This included 11 people arrested on Christmas Day and a further seven arrested during the New Year period.

While the partnership works tirelessly to try to prevent death and serious injury on Devon & Cornwall's roads, we understand there is a limit to our power and influence in this field with current Government legislation.

This is why we took our fight for safer roads to Westminster to highlight to MPs what we need from Government to make a step-change in the delivery of our ambitious but vital target of cutting road deaths to zero.

Grounded in the Safe System approach, our request to the Government includes:

- A national Road Safety Strategy with casualty reduction targets
- Investment in safer road, cycling and walking infrastructure
- Instant roadside disqualification for impaired drivers
- Clear legislation on the use of e-scooters and electric-powered motorbikes

For full details about our Road To Zero document, please visit:

visionzerosouthwest.co.uk/road-to-zero

Safety concerns on one of the region's most problematic routes are also being addressed.

The safety camera scheme on the A38 stretch between Carkeel and Trerulefoot – funded partly through the Vision Zero South West road safety partnership - is the result of community-led proposals which have been acted on collaboratively.

In recent years there have been two fatal and 13 serious collisions on this route, many of which involved excess speed.

This new scheme will address those issues and will make this road safer for everyone who uses it.

2025-29 Police and Crime Plan priorities

In addition to the four priorities from the 2021-25 plan, the Commissioner has added theft as an additional focus to her most recent plan, published in January 2025.

Working with our partners work has already started to address shoplifting and rural crime.

Theft: Shoplifting

Retail theft has become one of the fastest growing crimes in the UK, with 444,000 incidents reported last year. The Government believe that only around 16% of this type of crime is reported, so the real figure is likely to be significantly higher.

To be presented as an infographic

The Commissioner took the decision to fund a pilot scheme in Torbay for 2025-26 to support local business owners, offering a free 12-month subscription to the UK

Partners Against Crime (UKPAC) Business Crime Reduction Solution which promises a quicker and easier way for them to report issues such as shoplifting, antisocial behaviour and violence to police. The initiative forms part of the wider Street Focus project. If successful, this pilot will be expanded to other areas.

Devon & Cornwall Police is also working in partnership with Auror, which has provided an intelligence platform which allows direct to police reporting of shoplifting offences. The force's charge and offender outcome rates for crimes reported through the platform are between 6% and 7% higher than crimes reported through more traditional means. This is potentially due to a more efficient reporting process. Crime reports are provided to police an average of 8.5 times quicker, which means investigations can be accelerated.

Evidence and intelligence from the Auror platform has assisted officers in achieving more positive outcomes for our victims and has also directly contributed towards applications of court orders which help to reduce offending and generally carry higher sentences at court.

In conjunction with our annual funding of Neighbourhood Watch Coordinators and Crimestoppers we are confident that we will see a more joined up collaborative support offer to local businesses.

Rural crime

Farm and plant machinery theft refers to the unauthorised taking, stealing, or removal of machinery and equipment specifically used in farming and construction operations including tractors, quad bikes and GPS navigation systems. The crime has significant economic and operational impacts on farmers and businesses.

This type of theft is often undertaken by organised crime gangs and has increased 137% in the past year, with many items being stolen to order, then exported to mainland Europe. The Ukrainian war has created a rise in demand for this equipment.

To combat this type of crime Devon & Cornwall Police has launched the RAPID (CESAR) app which allows access to a database of information and quickly run checks on plant and agricultural machinery to identify its owner using several methods.

Supporting victims to cope and recover

The Office of the Police and Crime Commissioner (OPCC) commissions services across all the Police and Crime Plan priorities. In 2024-25 a full review of commissioned services has informed plans for 2025-26.

Each year the OPCC writes a [commissioning intentions plan](#) which sets out the Commissioner's approach for making decisions about which interventions will be commissioned, how existing services will be updated and what new services will be created.

This is to ensure that funding is allocated fairly and proportionately, with due regard to the competing demands on available funding. The plan is presented to the Police and Crime Panel each year as part of the budget setting process.

Victim Support – adult multi-crime services

The OPCC commissions Victim Support to provide a service for victims of all crime types. Victim Support offers various services to assist adult victims of crime, including a 24/7 Supportline, live chat, and online resources. They also provide information and guidance on victim's rights and can help with safety planning. Additionally, they offer specialist services to support individuals in managing the aftermath of crime and advocating for their rights.

<https://victimcare-dc.org/>

Contact with the public

There have now been significant and sustained improvements to public contact over the year. Devon & Cornwall Police's Contact Resolution Centre (CRC) manages both emergency and non-emergency calls, as well as online reports and enquiries made via the force's website. The CRC operates 24 hours a day, 365 days a year.

In the 12 months to March 2025, more than 800,000 contacts were received through the CRC which consisted of:

- 999 calls: 298,001
- 101 calls (including 101 priority calls): 465,052
- 101 emails and texts: 68,619

To be presented as an infographic

Improving the service that the public receives when they contact the police has been an enduring priority for the Commissioner. This need for improvement in contact services was also recognised by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in its 2021-22 PEEL (police efficiency, effectiveness and legitimacy) assessment of Devon & Cornwall Police, which found the force to be inadequate in the field of responding to the public.

The Commissioner has invested significantly in contact services, calling on the Chief Constable to put in place several mitigations to address poor performance.

An extensive programme of work to improve the speed at which both 999 and 101 calls are answered and to deliver a timely response to enquiries through the police website, has delivered tangible and consistent improvements to the service that the public receive when they contact the police.

The Commissioner is encouraged by the improvements in both 999 and 101 performance this year and will continue to monitor closely to ensure this position is sustained.

999 emergency calls for service

- 94.8% of 999 calls were answered within the service standard aim of 10 seconds compared with 89.6% of 999 calls last year – achieving the Commissioner's target of answering 90% of 999 calls within 10 seconds.
- The average answer time for 999 calls to be answered was 5 seconds compared with 8 seconds last year.

101 non-emergency calls for service

- The average wait time a caller to the 101 non-emergency service waited to report a crime or incident was 4 minutes 11 seconds, which was considerably less time than last year when callers on average waited 25 minutes and 56 seconds.
- 12.9% of 101 calls were abandoned by the caller (before the call could be answered by a call handler) - a significant reduction compared with last year when the abandonment rate for 101 calls stood at 44.9%.
- As of March 2025, 90.6% of 101 calls were answered within 10 minutes – achieving the Commissioner's target of answering 90% of 101 calls within 10 minutes.

To be presented as an infographic

Connecting with the public - Reopening public enquiry offices across the peninsula

In 2024-25, the Commissioner's ambition to reconnect policing with communities continued with the reopening of police enquiry offices (PEOs) in Liskeard, Ilfracombe and Tavistock. These offices join a growing network of police station front desks across the force area, providing local people with accessible, face-to-face policing services and reaffirming the principle of community policing at the heart of the Commissioner's Police and Crime Plan.

The Commissioner sees the police enquiry office is a crucial point of contact between the police and the public. These spaces offer a welcoming, accessible environment where members of the community can report crimes, discuss concerns, seek advice and access support for victims of crime. They are often the first point of contact for people in need, including vulnerable individuals who may be experiencing a crisis or safeguarding issue.

Staffed by trained enquiry officers, these offices handle a wide variety of policing matters. From issuing forms and taking initial crime reports, to providing updates on investigations and signposting to specialist services, enquiry officers are a vital resource to the public. They are also trained to recognise when a situation may

require urgent attention or referral to another service, as well as answering 101 email contact from the public.

From the beginning of May 2024 to the end of March 2025, more than 90,000 people used a PEO – clear evidence that these services are valued by local people.

The Commissioner remains committed to ensuring that everyone in Devon, Cornwall and the Isles of Scilly is within reasonable reach of a face-to-face policing service.

This year's openings bring the total number of PEOs reopened or delivered for the first time to 17, with plans in place to reach a total of 26 by the end of the next financial year.

The continued return of PEOs return to high streets and town centres across the region is a visible sign of the commitment to rebuild trust, visibility and connection between the public and their police force.

[Find your nearest police station](#)

Street Focus

In May 2024, Street Focus Torquay was launched to improve safety in the high crime but low public confidence area in Torquay town centre. The multi-agency Street Focus approach is a collective vision for a safer town centre where the community can thrive. The Commissioners team are working in partnership with Devon & Cornwall Police, Torbay Council and waste management service SWISCo to drive down antisocial behaviour and crime in the town centre.

The project provides an opportunity to test new initiatives to improve the environment and increase public confidence, aiming to bring real, long-term change to the area.

Street Focus Torquay will help to inform a blueprint, which can be applied to other similar affected towns across the peninsula.

As well as environmental improvements, work has supported traders including:

- In August 2024, a dedicated Crimestoppers Zone day, a targeted presence in Torquay to increase reporting including a banner van, posters, social media, and public engagement.
- This was supported by a newly recruited Neighbourhood Watch Project lead covering Torquay town centre, working with traders to create a peer support network and encourage reporting of ASB and retail crime.

In addition, from November 2024, there has been activity to enhance evening and nighttime economy (ENTE) safety which has included funding, which was secured to operate a Saturday night bus service for 10 weeks leading up New Year's Eve, supporting people to get home safely after a night out in Torquay. This proved so successful that the night bus service was extended from May 31 until New Year's Eve 2025, with further services extended to operate in Barnstaple and Newquay and additional services in Plymouth and Exeter.

The learning from Street Focus has informed other areas of intervention across Devon and Cornwall.

<https://www.street-focus.co.uk/torquay>

Award-winning Tri-Service Safety Officers

Our award-winning Tri-Service Safety Officers (TSSOs) are a unique response to the challenges of policing remote and rural communities. These officers work across three agencies; police, fire, and NHS. They are police community support officers, on-call firefighters attached to a local station and NHS first responders.

There are currently 15 full-time roles in Cornwall, and in 2024-25 the first dedicated TSSO for Devon was launched in Holsworthy, highlighting growing momentum and recognition of the role's value.

TSSOs are jointly funded by Devon & 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.

Working across services, TSSOs respond to issues from a multi-agency perspective. Whether fitting smoke alarms during police welfare checks, making health referrals, such as drug and alcohol support, or linking residents with local support services, TSSOs offer a smarter, more joined-up way to keep people safe. They are also trained retained firefighters and community responders for the ambulance service.

Section two: holding to account

Scrutiny

The holding of the police to account, on behalf of the people, is the core, founding role of the Police and Crime Commissioner.

This scrutiny is designed to assure the Commissioner that the policing of the region is both effective and efficient and is undertaken in a number of ways.

At the end of March 2025, the Commissioner refreshed some of the governance arrangements and convened a new Accountability Board, and at which the Chief Constable and his team are required to report in person on a number of key performance areas selected by the Commissioner.

The board meeting is chaired by the Commissioner, who undertakes a 'deep dive' review into each area, before coming to a judgment of assurance of the force's current performance and of the plans it has put in place. A statement on her level of assurance is then made publicly available.

<https://devonandcornwall-pcc.gov.uk/commissioners-accountability-board>

Other scrutiny methods include:

- formal scrutiny inquiries,
- thematic 'insight' reviews,
- monitoring the force's improvements against recommendations made by other bodies, such as HMICFRS, and
- regular performance data monitoring and reporting.

As an example, in 2024 the Office of the Police and Crime Commissioner (OPCC), in conjunction with the Local Criminal Justice Board (LCJB) and its partners within it, such as the Crown Prosecution Service (CPS), undertook a detailed scrutiny inquiry into effective criminal justice, with a focus on the service being received by victims of crime. This inquiry made a series of recommendations not only for the police, but for the CPS and for the OPCC themselves, all of which were developed with the victim at the fore, and designed to improve the service received by people across the South West.

Scrutiny work completed in 2024-25:

- A joint OPCC and LCJB scrutiny inquiry into effective procedural justice. To include prosecution file quality, timeliness, case management and the service being provided to victims <https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2024/12/File-quality-and-timeliness-exec-summary-and-recommendations-.pdf>
- Two-tier policing: An insight report <https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2025/02/Two-tier-policing-OPCC-insight-report-2024-FINAL1.pdf>

This scrutiny also informs the direction and focus of the OPCC's other work, and its findings are used to inform wider reports, such as the Commissioner's regular, formal updates to the Police and Crime Panel.

A partnership approach to criminal justice scrutiny

The Local Criminal Justice Board (LCJB) has a well-established scrutiny role, working with partner agencies on behalf of the residents of Devon, Cornwall, and the Isles of Scilly in helping to deliver a police force and criminal justice system that works well and meets the needs of its communities. The LCJB continues to scrutinise certain issues and activities including the use of Out of Court Resolutions (OoCRs) and compliance with the Victims Code of Practice (VCoP). Holding one scrutiny panel a month, this provides regular and valuable insight, highlighting themes and areas for improvement, whilst also recognising good practice which supports criminal justice agencies to learn and improve. Panel's report their findings directly to the Police and Crime Commissioner as chair of the LCJB and these are subsequently published at [LCJB scrutiny panels – Your voice in policing](#).

- Adult OoCR Scrutiny themes include Domestic Abuse (17 April 24), Shoplifting (10 July 24), Knife crime (16 October 24) and Drug offences (14 January 2025)
- Child OoCR Scrutiny themes include Vehicle crime (12 June 24), Violent offences (11 September 2024), Criminal Damage (18 December 24) and Shoplifting (18 March 25)
- VCoP Scrutiny themes include Stalking cases (22 May 24), Section 28 (pre-recorded cross examination for victims and witnesses and non-fatal road traffic collisions (26 February 2025).

Strategic policing requirements

The Home Secretary has identified six national threats that all police force areas must demonstrate they have the plans and capability to respond to, in addition to regular policing requirements. The threats have been assessed and selected from the National Security Risk Assessment on the basis that they either affect multiple police force areas or may require action from multiple forces, resulting in a national response.

They are:

- Violence against women and girls
- Terrorism
- Serious and organised crime
- A national cyber incident
- Child sexual abuse
- Public disorder
- Civil emergencies

The Commissioner has had regard for the Strategic Policing requirement in developing the Police and Crime Plan and will hold the Chief Constable to account for the delivery of the Strategic Policing Requirement and National Policing Priorities. The Commissioner will work nationally and regionally to respond to these threats, including leading the national Serious Organised Crime portfolio for Police and Crime Commissioners.

Independent Custody Visiting

What they do

Every Police and Crime Commissioner has a legal duty to run an Independent Custody Visiting scheme, in which local members of the public volunteer to serve as Independent Custody Visitors (ICVs) making regular, unannounced visits to police custody to check on the rights, entitlements and wellbeing of detainees as well as the conditions they are held in.

ICVs speak to detainees, review custody records and check custody suite conditions and essential stocks such as food, clothing, and religious items. ICVs ask custody staff to resolve any immediate issues and complete visit reports, alerting the Commissioner to their findings.

Police custody is a high-pressure, high-risk environment. Staff working in custody suites interact with and care for people in difficult circumstances. People detained might be vulnerable, distressed, or challenging. They may have complex needs, including drug and alcohol issues, mental illness, or physical health problems.

ICVs provide a valuable safeguard for detainees and for police forces. The impact of their work extends beyond the immediate duties performed, contributing significantly to building trust between our communities and the police. Devon & Cornwall Police value the work of the ICVs in contributing to a safe environment and continuous improvement of custody.

Currently there are 17 ICVs who volunteer their time to make frequent visits to the six custody centres across Devon and Cornwall.

During 2024-25, ICVs made 135 visits to detainees in custody suites across Devon and Cornwall during which they have spoken with nearly 300 detainees. Over this period there been 25,055 detentions across six custody centres.

To be presented as an infographic

Police complaints and misconduct

Supporting police misconduct hearings

Police officers have an important public duty and must maintain the highest standards of professional behaviour. When a police officer is alleged to have breached these standards, their conduct may be reviewed in a police misconduct hearing.

The Police and Crime Commissioner has a legal duty to appoint Independent Panel Members (IPMs) and Legally Qualified People (LQPs) to assist with the misconduct

process. Their role is to help determine whether the police officer's behaviour amounts to gross misconduct. Due to changes in the police regulations in 2024 the Commissioner undertook a significant recruitment exercise to ensure that sufficient panel members were available and trained to support these hearings.

The Commissioner currently has 24 IPMs and 13 LQPs who assist this process. In the 12 months to March 2025, the Commissioner supported 15 gross misconduct hearings. Twelve cases resulted in a finding of gross misconduct which led to the subsequent dismissal of a police officer.

To be presented as an infographic

The public should have the upmost trust and confidence in their police force. The Commissioner is committed to supporting these processes and ensuring that only the right people work in policing.

Reviewing complaints against the police

If the public are dissatisfied with the service they receive from Devon & Cornwall Police, they can make a complaint to the force's Professional Standards Department. Last year, the department received around 1,550 complaints.

If the public are unhappy with how their complaint was handled by police, they can ask the Office of the Police and Crime Commissioner (OPCC) to conduct an independent review.

In the 12 months to March 2025, the OPCC assessed 141 requests for a complaint review, of which 113 were assessed as valid, and a full review was completed. Of these, 47 (41.6%) were 'upheld', meaning the OPCC assessed the complaint outcome reached by police was not reasonable and proportionate.

As a result of the 'upheld' reviews, the OPCC made 87 recommendations to the police. Recommendations included asking police to undertake further enquiries, apologising to complainants, and providing additional information and explanation.

Police Museum

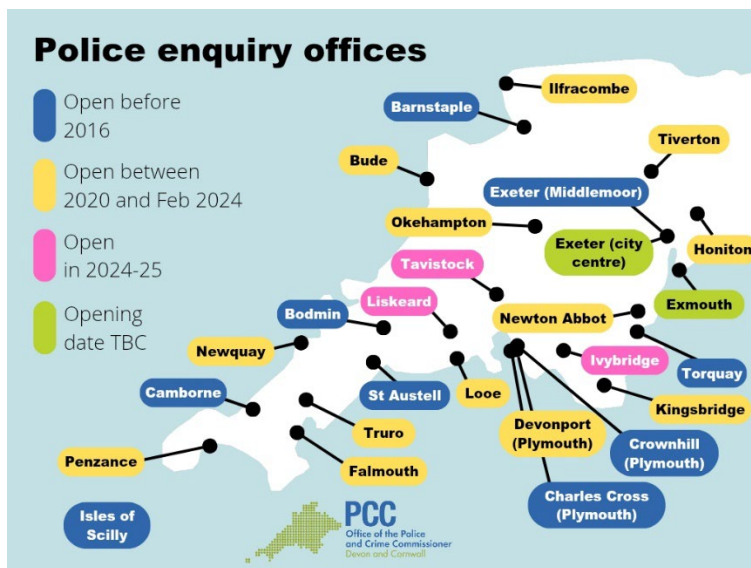
In 2024-5 the OPCC grant funded the Police Museum. The service supports the public, the police, researchers, genealogists, educational institutions, and heritage organisations across the region to engage with policing history.

The museum is home to an array of historical policing material, including documents, photographs, and artefacts, which provide a close-up view of the policing of the region dated to as far back as 1790.

They hosted the inaugural Excellence in Policing Awards ceremony in June 2024 to support the police while generating funding for the museum.

Estates investment

The Commissioner invested in reopening a further four police enquiry offices to the public in Liskeard, Tavistock, Ivybridge and Exeter. The front desks in Liskeard, Tavistock and Ivybridge are now open and the Exeter office is due to open in 2025-26. See Page 16 for more.



Planning permission was granted in January 2024 for £3m improvement works to Camborne Police Station including a new police enquiry desk and see the removal of asbestos, replacement of windows and a new roof.

Police leadership

Substantive Chief Constable Will Kerr remained suspended throughout 2024-25 pending the outcome of an investigation into an alleged criminal matter by the Police Ombudsman for Northern Ireland. The Acting Chief Constable James Colwell was also suspended in November 2024 due to allegations made resulting in a mandatory referral by the Commissioner to the Independent Office for Police Conduct.

Section three: Finance, resources and estate

Infographic:

1. Total policing budget 2024-25: **£406.5 million**
2. Total cost of the Police and Crime Commissioner and their office 2024-25: **£2.5 million**
3. Cost of the Commissioner as a % of the police budget 2024-25: **0.62%**
4. % police budget spent on officers and staff: **85%**
5. Officers added to the force since the start of the Commissioner's term: **216 and 470 from uplift**
6. Commissioner's commissioning budget 2024-25: **£4.8 million**
7. Band D precept charge 2024-25: **£274.50**
8. Police officers as of March 2025: **3,610**
9. PCSOs as of March 2025: **150**
10. Average cost of a police officer per year: **£69,000**
11. Crimes recorded 12 months to December 2024: **120,245**
12. **1,915** members of the public responded to our policing and budget survey in 2024
13. **2,366** incidents attended by Tri-Service Officers in Devon and Cornwall 2024-25
14. **28,346** victims referred to commissioned support services in 2024-25
15. **£795,000** invested by Vision Zero for road safety initiatives across Devon and Cornwall in 2024-25
16. Around **2.4m** vehicles monitored by Vision Zero for mobile phone and seatbelt offences (Jul - Dec 2024)
17. **135** visits made by Independent Custody Visitors in 2024-25
18. **141** Police Complaint Reviews completed in 2024-25
19. **15** police misconduct hearings supported by the Commissioner's office in 2024-
20. **35** recommendations made to police and justice services following the Commissioner's File Quality Scrutiny Inquiry
21. **80** cases reviewed as part of Out of Court Resolution Scrutiny Panels in 2024-25

Finance and resources

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2025.

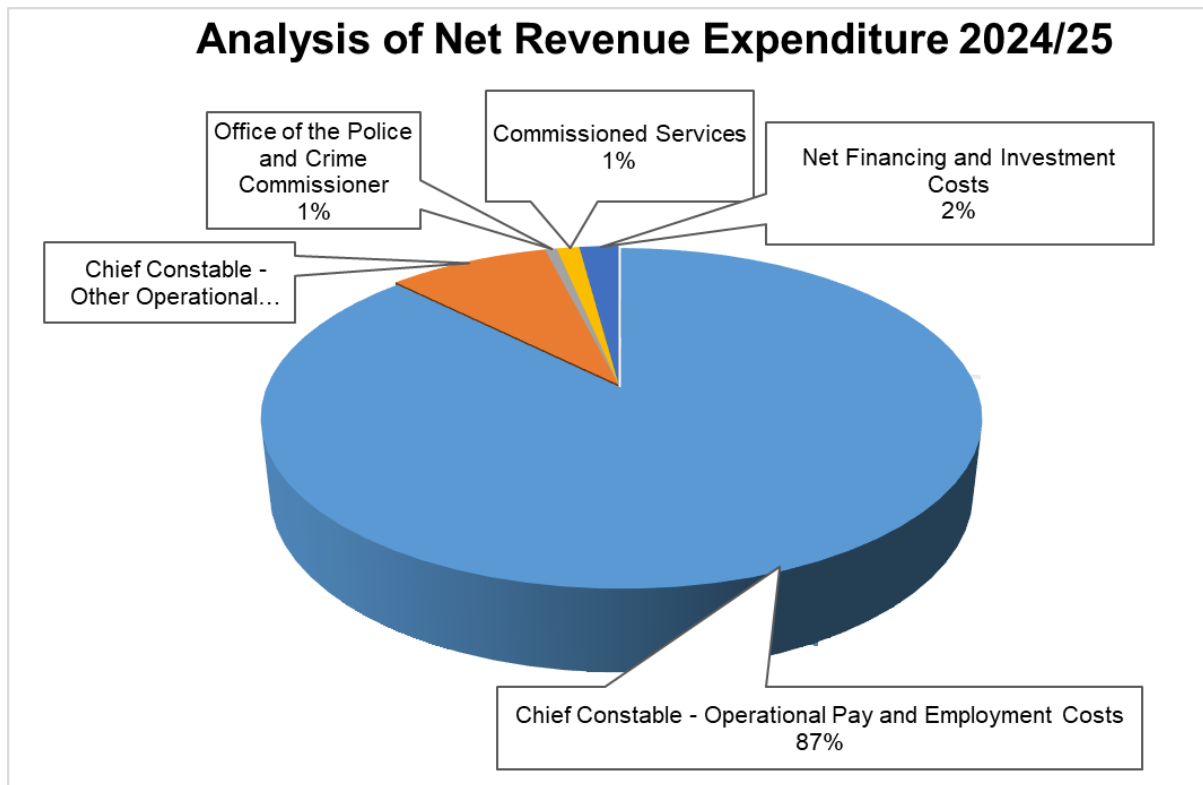
The overall financial settlement for policing for 2024-25 saw a 1.9% increase in central government funding. Although this represented a cash increase in funding this was provided to continue the process of recruiting an additional 20,000 officers nationally. No account of any potential future formula funding review was taken into the projections.

As part of the 2024-25 funding settlement the council tax flexibility provided to the Police and Crime Commissioners was set at a maximum of £13 per band D equivalent property before a referendum was required. The Commissioner, in consultation with the Police and Crime Panel, increased the council tax element for policing by £12.94 (4.95%) so services to the public could, not only be maintained, but enhanced. Council tax was set at £274.50 for a band D property.

The overall impact of increases to the Home Office core and special grant, the council tax, the taxbase and surplus resulted in a net increase in funding in 2024-25 of £36.7m more than received in 2023-24. The overall revenue funding for 2024-25 comprised of 55.0% central grant and 45.0% council tax.

This increase was allocated to the pay award and inflation (£32.4m), other pressures (£4.8m) and investments of £2.4m which included the re-opening of front and regional activity. To achieve these investments savings of £5.3m were identified along with an increase in income (£0.5m) and the change in the use of reserves (£2.9m) to smooth the impact of increases across the Medium Term financial Strategy. Pay awards were budgeted at 3%, and inflation was applied on non-pay budgets on to areas subject to inflationary pressures. The consumer Price Index (CPI) at November 2023 was 3.9% compared to 10.7% in November 2022.

For 2024-25 the final outturn position for the combined budget for the Police and Crime Commissioner and the Chief Constable of £406.5m was an underspend of £20k against this budget. This represents less than 0.01% of the overall budget. The chart below shows a breakdown of the actual net revenue expenditure for 2023-24 by category of spend.



What was achieved during the year?

The year 2024-25 was yet another year of challenges to the financial plan. Although inflation significantly reduced, the levels continued to be higher than the government target level of 2%. Inflation was 2.3% in March 2024 before reducing slightly to 2.6% by the end of the year. This impacted on both costs and supply. The base rate also reduced from 5.25% at the start of the year to 4.5% at the end of the year. However, this did have a positive impact on the Medium Term Financial Strategy by providing increased returns on our investments.

Another operationally busy year, coupled with additional scrutiny around police staff recruitment. The impact of penalties around any reductions in police officer numbers meant that any staff savings required had to be achieved in police staff areas.

There was limited investment in 2024-25 with a focus on ensuring the “business as usual” was improved. However, wherever possible progress has been made to ensure that plans were developed.

We said we would....	We have....
<ul style="list-style-type: none"> Maintain the highest ever number of Police Officers in Devon, Cornwall and the Isles of Scilly. 	<ul style="list-style-type: none"> Achieved.
<ul style="list-style-type: none"> The opening of a further four front offices across the Force in 2024-25, at Liskeard, Ivybridge, Tavistock and Exeter city centre. 	<ul style="list-style-type: none"> Partially achieved – Liskeard, Ivybridge and Tavistock all opened. Due to the ability to find a suitable location for Exeter city centre this has been delayed.
<ul style="list-style-type: none"> Increased investment in Professional Standards and Customer Complaint Handling to ensure a higher standard of customer service. Part funded in 2024-25 for full roll out in 2025-26. 	<ul style="list-style-type: none"> Ongoing – increased staffing levels have been achieved.

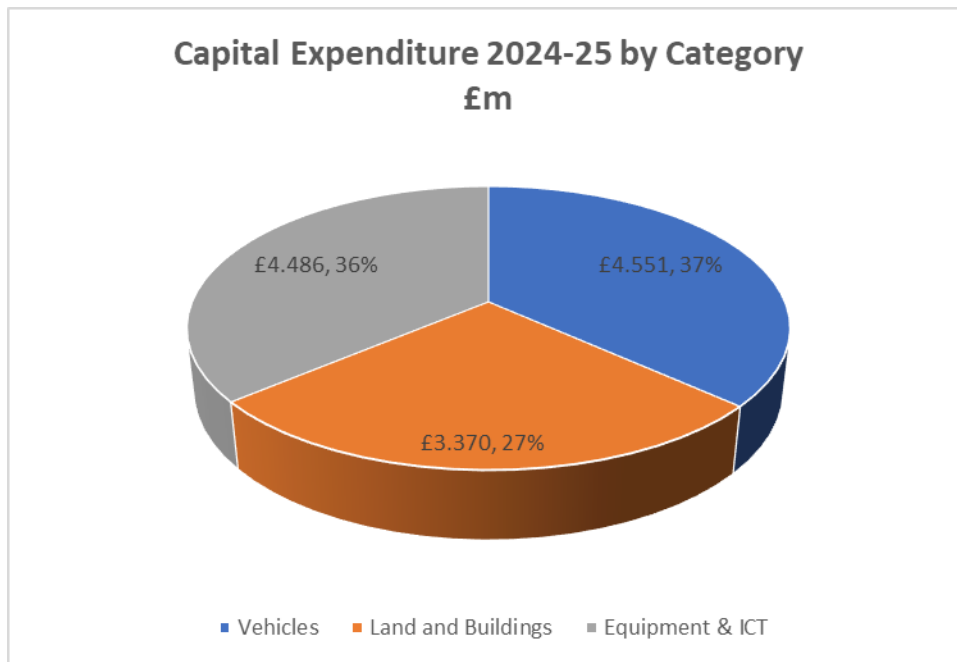
Staffing

Staff and employment costs made up almost 85% of the overall budget. The full time equivalents (FTE) at end of the year are shown below:

	As at 31 March 2018	As at 31 March 2019	As at 31 March 2020	As at 31 March 2021	As at 31 March 2022	As at 31 March 2023	As at 31 March 2024	As at 31 March 2025
Police Officers	2,940	2,982	3,094	3,257	3,396	3,627	3,615	3,610
Police Community Support Officers (PCSOs)	263	227	197	167	156	135	149	141
Police Staff	1,866	1,713	1,770	1,891	2,178	2,297	2,287	2,195
Office of the PCC	25	27	26	29	30	32	32	32
Total	5,094	4,949	5,087	5,344	5,760	6,091	6,083	5,978

Capital expenditure

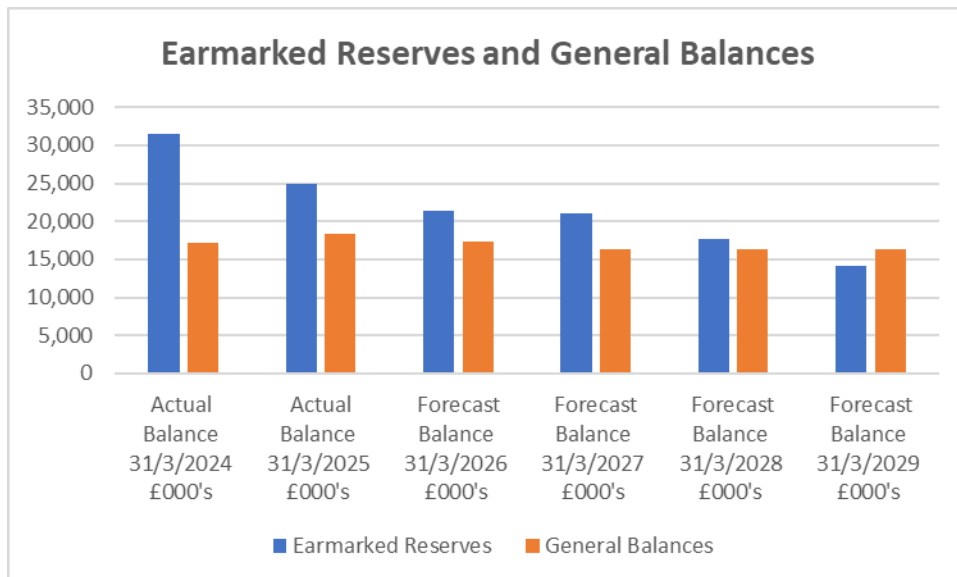
Capital expenditure of £12.4m was incurred during 2024-25. The chart below highlights the major areas of spend, with estates and building schemes being the largest area of spend.



Reserves and balances

Reserves decreased by £5.5m between April 1, 2024, and March 31, 2025. This includes a decrease in earmarked reserve by £6.7m and an increase of £1.2m to the general reserve. It is anticipated that reserves would fall and predominately relates to the funding of the capital programme and use of reserves to smooth the spend across the Medium Term Financial Strategy. The smoothing of this funding is a one-off and does not leave ongoing liabilities in future years. The capital strategy states that capital receipts are not used until they are realised. There has been an increase in the general balances of £1.2m which are now 4.52% of the net revenue budget. This maintains the levels in line with the reserves strategy which states that they must be between 3% and 5% of the net revenue budget.

Reserves balances are healthy which at this time of financial volatility and uncertainty is welcomed. This strong position can provide, if necessary, mitigation for higher than anticipated pay awards and any extraordinary inflation. Although reserves are one-off, they can provide time to identify savings to fund ongoing expenditure. The chart shows the level of reserves.



Managing financial risks and opportunities

The current Medium Term Financial Strategy covering 2025-26 to 2028-29 indicates a balanced position. Priority Based Budget (PBB) exercise is underway to ensure savings are achieved. Work has been undertaken to assess the impact of new and emerging risks, including:

- The volatile economic situation including inflationary pressures and supply issues.
- Devon and Cornwall Police being in the 'engage' status with His Majesty's Inspectorate of Constabularies and Fire & Rescue Services.
- The growing pressure around areas of criminal justice.
- The ongoing impact of public confidence in policing.

Section five: Partnerships

Prisoners Building Homes

The Prisoners Building Homes programme has had a transformative year, building on the great success of 2023. As reported in the previous annual report, this initiative delivers against two objectives of national importance; reducing reoffending and providing much needed affordable housing.

The programme involves prisoners being trained and employed in the building of high-quality, sustainable modular homes. These homes are built on small parcels of publicly owned and church-owned land. The initial project and pilot were developed and funded by the Office of the Police and Crime Commissioner through the South West Reducing Reoffending Partnership. In March 2024, funding was received from Ministry of Justice and Ministry of Housing, Communities and Local Government to support a national expansion.

Strong engagement with our partner HM Prison and Probation Service has supported growth to accredit 14 housebuilders partnered with 12 prisons to date. Prison leaders describe the hope, endeavour, improved behaviour and reduced reoffending rates from PBH participants. The scheme has a reoffending rate of less than 5% and a post-release employment rate of 92%.

The programme currently has 90-plus sites located across South West, South East, North West, East Anglia, East Midlands and Yorkshire. Those 90-plus sites could provide 700-plus much-needed new homes.

The economic case has defined the following targets to track the growth and outcomes of programme. These are:

To be presented as an infographic

- 610 homes delivered over the next three years
- Across the whole of the public sector (whole of government accounts) £58m-plus per year savings in housing and reoffending costs with total quantified benefits of £569m over a 10-year period (£244m of which are cash releasing) with up to £2.3m generated for Victim Support
- Up to 1,500 prisoners employed by the end of 2029

Local Criminal Justice Board

The Local Criminal Justice Board (LCJB) chaired by the Police and Crime Commissioner is the forum in which the local criminal justice organisations at police force area level come together to work in the common interest to improve the

criminal justice system. Working in partnership, the Devon and Cornwall LCJB aims to address cross cutting issues to keep victims engaged to secure justice, address disproportionality and ensure efficiency and effectiveness of the local CJS. Our collective focus for 2024-2025 is detailed here: <https://devonandcornwall-pcc.gov.uk/lcjb-priorities-2024-25>

Working together to respond to disorder

In response to the disorder nationally and locally in Plymouth on August 6, 2024, the LCJB called an extraordinary meeting to ensure they were working together as effectively and efficiently as possible.

This saw the publication of an open letter from the LCJB to the communities of Devon, Cornwall and the Isles of Scilly responding to the violence that had occurred in the area under the guise of protest. The letter stressed that while legitimate protest would be supported, violence, racism, disorder, criminal damage and the community fear that this generated, would not be tolerated.

This demonstrates the value of having an established network of criminal justice strategic leads and a forum within which action can be taken quickly, ensuring a joined-up and timely approach to deter further disorder. The LCJB has since reviewed the collective response to secure learning and shared best practice.

Criminal Justice and You – 12 months on

Following the launch of the LCJB-led initiative Criminal Justice and You in March 2024 the multimedia resource aimed at guiding victims and witnesses through the criminal justice process continues to attract national attention. The collaborative project which unites all elements of the criminal justice service in one place for people to view and digest in their own time and at their own pace has been shared with other LCJBs across the country for them to replicate and promote within their local areas. The resource is hosted on the Victim Care Devon and Cornwall website and attracts on average 300 visitors and 1,500 views a month.

<https://victimcare-dc.org/your-journey-through-the-criminal-justice-system/>

Communications and public engagement

New office website

In September 2024 the communications team launched a new website for the Office of the Police and Crime Commissioner. Bringing the development and management in-house, the team created a modern, accessible and user-friendly site which saw a 30% increase in views in the period from launch to March 31 compared with the previous year.

Victim Care website

In 2024 a social media advertising campaign was launched to promote the Victim Care Devon & Cornwall website, with the aim of raising awareness of the website and the services funded by the Commissioner to help people affected by crime. The campaign saw views to the website increase by more than 100% to 34,000 in 2024.

Customer service

Customer engagement From April 1, 2024, to March 31, 2025, a total of 1212 requests for service were logged by the team. These consisted of people wanting information on the police complaints system, signposting to other services or advice on a policing related problem. The top three topics of concern for members of the public were traffic / road user offences, conduct and anti-social behaviour. The team aim to correspond to all enquiries within 20 working days although in practice most received a response within a few days.

Public engagement and surveys

In 2024-25 the OPCC continued its Your Safety Your Say survey which is used to inform the budget setting decision making process. This year a new question was included, asking whether the public would be supportive of council tax from second homes paying for more police on the streets. Of the 1,670 people who completed the survey this year, more than 65% were supportive of this.

The office also launched its new Young Voices in Policing survey, which aims to understand the impact crime is having on those aged 16-25. This year almost 350 young people shared their views and results show 70% felt either very or somewhat safe in Devon & Cornwall, and the top three crimes experienced by this age group are threats and intimidation, dangerous driving, and drug use.

The team carried out a regular schedule of community engagement events including promoting the hotspot policing project in key locations around Devon & Cornwall, as well as the Young Voices in Policing survey at the Boardmasters music and surfing festival in Newquay and four seminars across 2024-25 and helped forge better relations between police and local authority members through the councillor advocate scheme [insert hyperlink]

Police and Crime Panel

The Devon and Cornwall Police and Crime Panel's role is to support and challenge the Commissioner. The panel has the power to request reports and call the Commissioner to attend its meetings.

Panel meetings in 2024-25 took place in July, October, November and January. You can find more information about the Police and Crime Panel and the matters they discussed at <https://www.plymouth.gov.uk/devon-and-cornwall-police-and-crime-panel>