

Devon and Cornwall Police and Crime Panel 25th July 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 the Police & Crime Plan 2025-29, which was 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 to enable her to continue to hold the Chief Constable to account on improving policing and crime services, and to monitor crime levels. The Commissioner has set the Chief Constable performance targets (where appropriate) and developed a suite of other indicators which will be monitored to assess performance. The latest performance judgements and

Crime	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 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	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	95% of crime to be recorded accurately (CDI compliance) Increase percentage of positive outcomes
Public confidence	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	No service standards judged as inadequate by HMICFRS* Force to be removed from the 'engage' status of enhanced monitoring
F 77 6	*His Majesty's Inspectorate of Constabularies and Fire & Rescue Servi

progress against targets are provided in Appendix A, which will be regularly presented to the Police and Crime Panel.

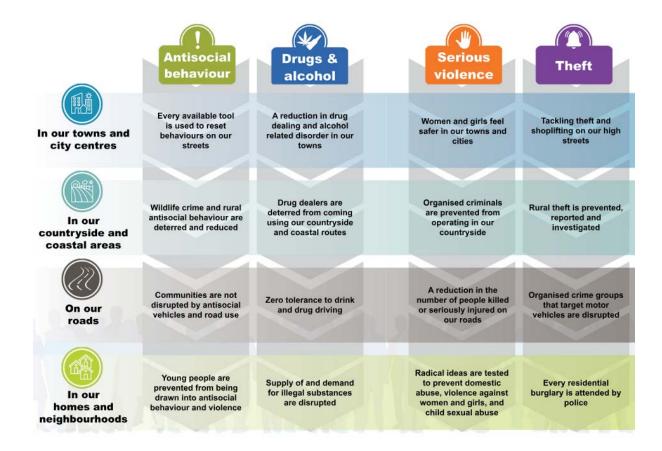
The report can be split into two parts:

- **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 national, regional and 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 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 December 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 March 2025) 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, to be achieved over the duration of the Police and Crime Plan. These are:
 - 90% of 999 calls answered within 10 seconds
 - 90% of 101 calls answered within 10 minutes
 - 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 <u>met</u> the Commissioner's target or <u>not met</u> 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:
 - Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times
 - Increase percentage of positive outcomes+ 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
 - Reduce the rate of repeat victimisation
- 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 (following a pause in surveying during the Covid19 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.

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.



- 3.2. From September 2025, the Commissioner will bring an additional performance report to the Panel which will focus on one of the four Police and Crime Plan priorities at each meeting. This report will provide detail of what action is being undertaken by Devon and Cornwall Police in response to the aims set out in the plan, alongside data and other evidence which is indicative of progress. As part of this report the Commissioner will provide a judgment of assurance against Force delivery.
- 3.3. The first Police and Crime Plan priority report will cover theft, with a focus on shoplifting.

Contact for further information Vicky Church

Accountability & Standards Officer OPCC@dc-pcc.gov.uk

Office of the Police and Crime Commissioner for Devon and Cornwall Report prepared on 15 July 2025

Police and Crime Plan Summary

Police recorded crime in Devon and Cornwall

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



Police recorded crime

Increasing	1
Decreasing	1
No change	→

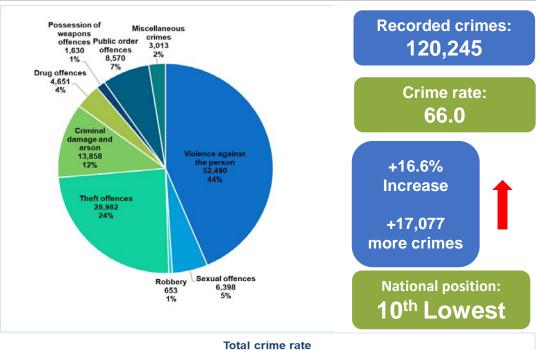
Police recorded crime can be influenced by changes in recording practices, levels of accuracy, the introduction of new offences and policy changes that impact particular types of offending (such as the targeting of drug dealers or COVID-19 and lockdown restrictions).

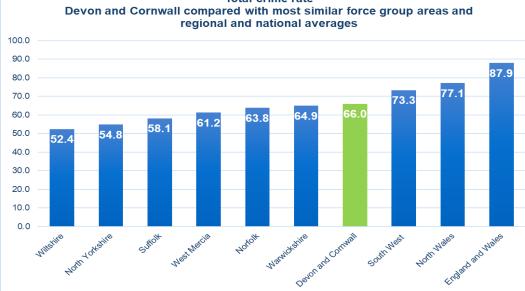
Crime measure	Recorded crime 12 months to December 2023	Recorded crime 12 months to December 2024	% change	Number change	Crime rate 12 months to December 2023	Crime rate 12 months to December 2024	Direction of travel
Total crime (rate per 1,000 people)							•
	103,168	120,245	16.6%	17,077	57.0	66.0	•
Violence against the person (rate per 1,000							
people)							
	45,439	52,490	15.5%	7,051	25.1	28.8	•
Drug offences (rate per 1,000 people)							
	3,690	4,651	26.0%	961	2.0	2.6	T
Theft offences (rate per 1,000 people)							
	24,420	28,982	18.7%	4,562	13.5	15.9	1
ASB incidents recorded by the police (rate per 1,000 people)							•
	23,375	25,349	8.4%	1,974	12.9	13.9	1



Total recorded crime 12 months to December 2024

(*excluding fraud offences)

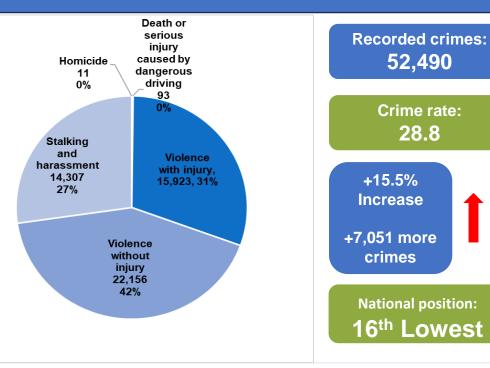


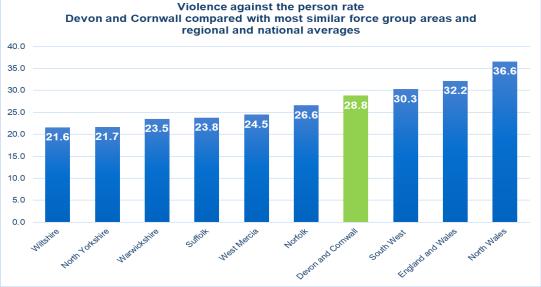


- Total crime covers all notifiable crimes that Devon and Cornwall (D&C) Police have recorded and are required to report to the Home Office.
- Notifiable crimes range from violence offences; sexual offences; theft offences; criminal damage and arson offences; drug offences; possession of weapons offences; 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% (52,490 crimes) of recorded crime and theft offences account for 24% (28,982) of recorded crime.
- In the 12 months to December 2024, 120,245 crimes were recorded in Devon and Cornwall. This represents a 16.6% (+17,077) increase compared with the 12 months to December 2023. **The crime rate per 1,000 people has increased from 57.0 crimes per 1,000 people to 66.0 crimes per 1,000 people.**
- The increase in total crime is inconsistent with the national trend where there has been a -2.4% decrease over the same period. D&C is the only area within its most similar force (MSF) group to of seen an increase in total crime in the 12 months to December 2024 compared with the year prior.
- Increases in violence without injury offences (+21.2% (3,879); shoplifting (+35.7% (2,719); stalking and harassment (+20.9% (2,469); other theft offences (+22.4% (1,786), and criminal damage and arson (+11.8% (1,467) 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 87.9 crimes per 1,000 people and below the South West regional average of 73.3 crimes per 1,000 people. D&C has the second highest crime rate within its MSF group.
- Over the past year, D&C police have focused on improving crime recording and improving the
 public's ability to contact the police. This evident from improvements in crime recording compliance
 and significant improvements with the 101 non-emergency service. These are likely to be
 contributory factors to the apparent increase in recorded crime.



Violence against the person 12 months to December 2024



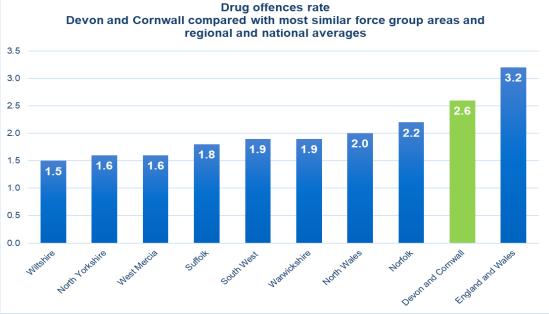


- Violence against the person includes the following offence categories: Homicide; Violence with injury; Violence without injury; Stalking and harassment; Death or serious injury caused by unlawful driving.
- Violence with injury offences include a wide range of offences which range in seriousness including 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 (42% n=22,156 crimes).
- In the 12 months to December 2024, 52,490 violent crimes were recorded in Devon and Cornwall (D&C). This represents a 15.5% (+7,051) increase compared with the 12 months to December 2023.
 The violent rate per 1,000 people has increased from 25.1 crimes per 1,000 people to 28.8 crimes per 1,000 people.
- D&C is the only area within its MSF group to have seen an increase in violent crime in the 12 months to December 2024 compared with the year prior.
- The increase in violent crime is also inconsistent with the national trend where there has been a 4.3% decrease over the same period. However, the increase in violent crime is consistent with the regional trend (+9.7%) with the apparent increases in D&C and Avon and Somerset 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 (+21.2% (3,879) and stalking and harassment offences (+20.9% (2,469) are the main contributors to the increase in violent crime. Violence with injury offences have also increased by 4.4% or 664 more crimes recorded.
- The number of homicides have fallen from 14 to 11 representing a 21.4% decrease (3 fewer homicides).
- D&C's violent crime rate is lower than the England and Wales average of 32.2 crimes per 1,000 people and below the Southwest regional average of 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.



Drug offences 12 months to December 2024

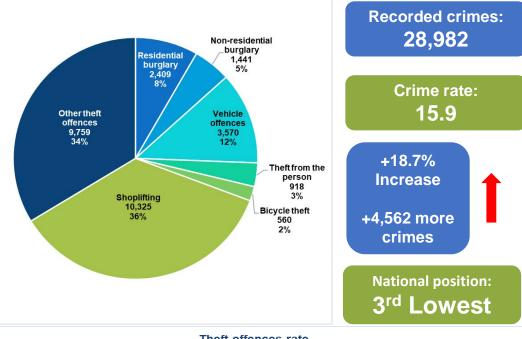




- Drug offences cover the following offence categories: Possession of drug offences and trafficking of drug offences. Drug trafficking includes selling, transporting, or importing illegal drugs.
- In the 12 months to December 2024, 4,651 drug offences were recorded in Devon and Cornwall (D&C). This represents a 26% (+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 2.6 crimes per 1,000 people. D&C'S crime rate sits 21st nationally.
- Devon and Cornwall's drug offences rate is lower than the England and Wales average of 3.2 crimes per 1,000 people but above the South West regional average of 1.9 crimes per 1,000 people.
- Compared to D&C's MSF group (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 drug crime continues to be a priority for
 the Commissioner and Devon and Cornwall Police.

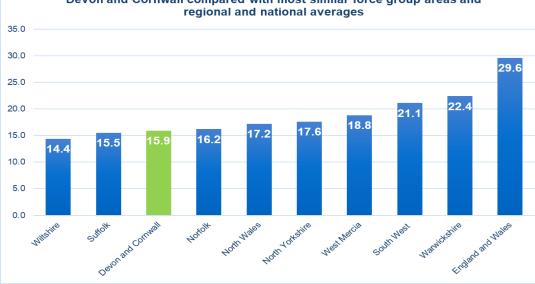


Theft offences 12 months to December 2024



Theft offences rate

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



- Theft offences cover the following offence categories: Burglary (residential and nonresidential); Vehicle offences; theft from the person; bicycle theft; shoplifting; and all other theft offences.
- Shoplifting offences (36% 10,325 crimes) and other theft offences (34% 9,759 crimes) account for the highest offences types.
- In the 12 months to December 2024, 28,982 theft offences were recorded in Devon and Cornwall (D&C). This represents a 18.7% (+4,562) increase compared with the 12 months to December 2023.
- The increase in theft offences in D&C has occurred at a higher rate than nationally. The number of recorded theft offences across England and Wales has remained relatively static compared with last year with just a 0.9% increase.
- Increases in shoplifting offences (+35.7% (2,719) and other theft offences (+22.4% (1,786) are the main contributors to the increase.
- The theft offences rate per 1,000 people has increased from 13.5 crimes per 1,000 people to 15.9 crimes per 1,000 people.
- Devon and Cornwall's theft offences rate continues to remain significantly lower than the England and Wales average of 29.6 crimes per 1,000 people and below the South West regional average of 21.1 crimes per 1,000 people. Compared to D&C's MSF group (Wiltshire; Suffolk; Norfolk; North Wales; North Yorkshire; West Merica; Warwickshire) D&C has the third lowest theft offences rate.
- The increase in theft offences may 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. The Commissioner has recently funded a year-long pilot for a free 12-month subscription to the UK Partners Against Crime (UKPAC) Business Crime Reduction Solution to provide a quicker and easier way for businesses across Torbay to report issues such as shoplifting, antisocial behaviour and violence to the police.



Antisocial behaviour (ASB) incidents 12 months to December 2024

ASB incidents recorded by the D&C Police: 25,349

+8.4% Increase +1,974 fewer ASB incidents

D&C ASB incident rate: 13.9

England & Wales ASB incident rate: 16.6

- 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 does not include local authority data.
 Local authorities will also hold data on ASB which is not captured by the police, especially
 around noise complaints, or environmental concerns.
- In the 12 months to December 2024, 25,349 ASB incidents were recorded by Devon and Cornwall Police. This represents an 8.4% increase compared with the 12 months to December 2023 the equivalent of 1,974 more incidents.
- Nationally for the same period, the volume of ASB incidents recorded by the police remained stable compared with the year prior, with 1 million incidents recorded.
- The ASB rate per 1,000 people has increased from 12.9 incidents per 1,000 people to 13.9 crimes per 1,000 people. The rate of ASB is lower than the national average of 16.6 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. ASB is one of the main issues
 reported to the Commissioner by the public, and when asked as part of the Commissioner's
 public survey is identified as a top priority and one of the policing issues that most needs
 addressing in their communities.
- Estimates from the Crime Survey for England and Wales (CSEW) for year ending December 2024 survey showed that 36% of people had experienced or witnessed some type of antisocial behaviour. There was no statistically significant change from the previous year. (35%).



Police Performance Scorecard



	Has met the Commissioner's target	
	Has not met the Commissioner' target	
	Not applicable	
+	Indicative of performance improvement	
1	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
1. CQ	ONTACT			
Baseline details:				
Fewer reports made to the Commissioner about early PEC	closures: Qua	rter 1 2024/25 –	1 st April 2024 to	30 th June 2024
1.1 Target : 90% of 999 calls answered within 10 seconds.	90%	94.9%		
1.2 Target: 90% of 101 calls answered within 10 minutes.	90 /6	94.970		
1.2 Target: 30 /0 or 101 sails answered within 10 minutes.	90%	88.0%		
1.3 Target: Lower than a 5% 101 call abandonment rate				
	< 5%	12.3%		
1.4 Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times	4	0	•	
2 INVES	TIGATIONS			
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%	89.7%		
2.2 Increase percentage of positive outcomes+ rate.	11.3%	13.7%	•	
3. PUBLIC	CONFIDEN	CE		
Baseline details: Public confidence measures: 12 months to March 2024 Victim satisfaction measure: 12 months to August 2024				
Repeat victimisation measure: 12 months to March 2024 3.1 Increase the percentage (%) of the public that agree				
"taking everything into account, I have confidence in the				
police in this area".	77.0%	78.0%	1	
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".	92.0%	92.0%	-	
3.3 Increase the percentage (%) of the public that agree "the	78.0%	76.0%		
police treat everyone fairly, regardless of who they are". 3.4 Increase the percentage (%) of priority victims satisfied	70.076	70.076		
with the service they receive by Devon and Cornwall Police.	69.0%	68.0%	•	
3.5 Reduce the rate of repeat victims	46.9%	50.9%	1	
4. HMICFR				
41 Filmio 1 K				
4.1 Target: Devon and Cornwall Police to be removed from	Removed	Force		
'enhanced' stage of performance monitoring.	from	remains in		
	'enhanced'	'enhanced'		
	stage of	stage of		
4.2 Target: Devon and Cornwall Police to have no service	monitoring No service	monitoring 2 service		
areas graded as 'inadequate'.	areas graded 'Inadequate'	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 May 2025, **94.9%** of 999 calls were answered within the service standard of 10 seconds and the average¹ wait time for calls to be answered was 5 seconds.

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

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

In the 12 months to May 2025, **88%** 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 3 minutes and 52 seconds. Average 101 call wait times have decreased by 15 minutes and 25 seconds compared with last year (12 months to May 2024, 101 average call wait time was 19 minutes and 17 seconds).

Although performance has not yet met the Commissioner's target, the Commissioner is content that sustained improvements in the 101 service continue to be evident. Call waiting times have reduced significantly since they peaked during 2023. Average monthly wait times reduced significantly throughout 2024, and even lower wait times have been evident during the first five months of 2025, seeing the Commissioner's 90% target being achieved in January (95.3%), March (90.6%) and April 90.9%).

During 2023/24, the Commissioner received 42 pieces of correspondence regarding 101 wait times compared with 4 pieces of correspondence received in 2024/25. So far in 2025/26, the Commissioner has received no correspondence relating to 101 call wait times. The Commissioner's office however took a call from a member of the public who wanted to praise the assistance they had received from the 101 service.

The number of calls received typically increases during the Summer, so the Commissioner expects to see some fluctuation in performance as the Force respond to additional demand, however, remains confident that the Force are on track to achieve the 90% target.

¹ Mean

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.

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 His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS).

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

In the 12 months to May 2025, 12.3% of 101 calls were abandoned compared with 37.4% last year.

Although the target for this measure has not been achieved yet, the Commissioner is encouraged that the rate of abandoned 101 calls continues to decrease. The latest performance data shows significant improvement compared with last year and a reduction since the last report to the Panel in January (16.6% in the 12 months to December 2024). Monthly performance data for 2025 so far shows the lowest rate of abandonment in January at 6.1% and the highest abandonment rate of 14.7% in May. Maintaining lower rates of abandoned calls can be challenging during periods of high demand.

1.4 Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times



Police enquiry offices (PEOs) allow members of the public to have access to walk-in services where they can speak to trained staff who can help with crime reporting, crime prevention advice and help with accessing victim services.

During early 2024/25, the Commissioner received four reports from the public of PEOs closing early who as a result were unable to speak to the police as planned - quarter 1 2024/25 will form the baseline for the Commissioner to monitor against. In response to these reports, Devon and Cornwall Police were contacted to understand to the reasons for early closure so a response could be provided to the complainant. Reasons for early closure included staffing issues and in a couple of instances the opening hours had been advertised incorrectly.

Devon and Cornwall Police's website now provides details of all PEOs and their opening times, there is also advise to the public to try and arrive at least an hour before closing².

In the first quarter of 2025/26, covering the period 1st April to 30th June 2025, the Commissioner has received **no reports of PEOs** closing before the Force's advertised closing time. The Commissioner will continue to monitor and respond to any reports of early PEO closures.

² A list of Police Enquiry Offices (PEOs) | Devon & Cornwall Police

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 not yet been met. The Force's CDI audit results as of April - June 2025 show that **89.7%**³ of all reported crime has been recorded accurately. The overall crime recording compliance for the Force is statistically stable compared to the results from the CDI audit in January 2025 (91.5%).

Although the 95% target has not been achieved yet, the Commissioner is part 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 moved from 'inadequate' to 'requires improvement' based on their own audit and assessment. The Commissioner will continue to monitor this measure closely for any significant shifts in performance.

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
 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

³ Crime recording compliance estimate. D&C Police use the same methodology as HMICFRS to calculate their crime recording compliance rate.

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 May 2025, the offender outcome+ rate was **13.7%** (equating to 16,916 positive offender outcomes+). This indicates a 2.4% increase in the positive outcome+ rate compared with the baseline period 12 months to March 2024.

National comparison data is not yet available for the 12 months to May 2025, the latest period available to benchmark D&C Police's performance against is the 12 months to December 2024. D&C Police's offender outcome+ rate for this period was 13.1% compared with the national average of 13.4% - ranking the 10th bottom performing Force in England and Wales (out of 42 police force areas), and the 2nd lowest compared with its most similar force (MSF) group (Norfolk: 21.4%; North Yorkshire: 18.9%; Wiltshire: 17.8%; Suffolk; 16.9%; North Wales: 15.0%; West Mercia: 14.1%; D&C: 13.1%; Warwickshire: 12.7%).

The Commissioner is encouraged to see an increase in the positive outcomes+ rate compared with the baseline period (12 months to March 2024 – 11.3%) and since the last national publication of offender outcome data (12 months to December 2024 – 13.1%). However, on assessment of performance compared with nationally and the fact that crime is increasing, the Commissioner will work with D&C Police to understand the challenges and barriers to achieving higher offender outcome rates.

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".



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 provider⁴ 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 May 2025, **78%** agree that taking everything into account, they have confidence in the police in Devon and Cornwall. This indicates a slight increase and stable trend 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.

⁴ 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".



The survey asks several supplementary questions related to the public's views of policing.

According to the latest results covering the 12 months to May 2025, **92%** of the public agree that police in Devon and Cornwall would treat you with respect if you had contact with them for any reason. Whilst there has been no change in public opinion since the baseline period for this measure, the results remain positive with over 90% of survey respondents agreeing with this statement.

3.3 Direction of travel measure: Increase the percentage (%) of the public that agree "the police treat everyone fairly, regardless of who they are".



Fairness and equality are features of good policing. According to the latest survey results covering the 12 months to May 2025, **76%** of the public agree that police in Devon and Cornwall would treat everyone fairly, regardless of who they are. This is 2% lower than the baseline period 12 months to March 2024 (78%).

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 17% of survey respondents either don't know or neither agree nor disagree with this statement and only a small proportion of survey respondents (8%) 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 anticipate 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.



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 May 2025, show that **68%** of priority victims ⁵were satisfied with the service they received by Devon and Cornwall Police. This indicates a slight decrease (-1%) in victim satisfaction compared with the baseline period 12 months to August 2024 (69%).

The Commissioner would like to see higher levels of victim satisfaction as were evident in 2021⁶, when the overall victim satisfaction rate was 77%. Since then, survey results have indicated a deterioration in victim satisfaction.

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 is being used by Devon and Cornwall Police to drive improvements.

3.5 Reduce the rate of repeat victims



A 'repeat victim' is a victim who has been subjected to any offence more than once within a 12-month period. This may include victims who have experienced the same or similar offences two or more times within 12 months, or victims who have experienced completely different offence types.

This measure captures both individuals and organisations who have experienced repeat victimisation. In the 12 months to May 2025, the repeat victimisation rate for individuals and organisations was **50.9%**. The repeat victimisation rate is 4% higher compared with the baseline period 12 months to March 2024 (46.9%).

Repeat victimisation can have a significant impact on individuals, businesses and communities. The Commissioner is concerned by the latest rate of repeat victimisation and will work with Devon and Cornwall Police to understand the detail behind this and the policing response.

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 know 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.

⁵ Victims who meet specific criteria that warrant a more immediate and enhanced level of support and communication from the police based on severity of crime and the victim's vulnerability.

⁶ 12 months to December 2021

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.

On the 21st of May 2025, the Chief Constable and the Commissioner attended PPOG to present the improvements they continue to make with crime recording and investigation standards. The meeting was attended by HMCI Andy Cooke and other key stakeholders who were supportive of the considerable progress which have been made in these areas. If these improvements continue, it is anticipated that Devon and Cornwall Police will soon be removed from the enhanced stage of performance monitoring by HMICFRS.

Whilst the Commissioner is encouraged by the progress which has been made, this performance area is still not within target and will not be until Devon and Cornwall Police have been formally removed from the enhanced stage of monitoring by HMICFRS.

The next PPOG meeting is scheduled for the 10th of September 2025.

4.2 Target: Devon and Cornwall Police to have no service areas graded as 'inadequate'.

There has been no update on this measure since the last Panel meeting (31st January 2025).

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.