Police Performance Scorecard



	Has met the Commissioner's target
	Has not yet met the Commissioner's target
	Not applicable
+	Indicative of performance improvement
1	Indicative of performance deterioration
-	No change in performance
	Additional scrutiny to be applied by the Commissioner

The Commissioner has set targets for acceptable performance for some of the measures, below, to be achieved over the duration of the Police and Crime Plan 2025-29.

Additional scrutiny to be applied by th	e Commissione	r			
Performance measure	Target or baseline	Latest data	Direction of travel compared with baseline	Performance against target	Commissioner's scrutiny assessment
	1. CON	TACT			
Baseline details:					
Fewer reports made to the Commissioner abou	it early PEO clo	osures: Quarte	r 1 2024/25 –	1st April 2024 t	o 30 th June 2024
1.1 Target: 90% of 999 calls answered within 10				·	
seconds.	90%	95.2%			
1.2 Target: 90% of 101 calls answered within 10				_	
minutes.	90%	88.8%			
1.3 Target: Lower than a 5% 101 call					
abandonment rate	< 5%	11.3%			
1.4 Fewer reports made to the Commissioner					
regarding Police Enquiry Offices that have			1		
closed before advertised opening times	4	0	•		
) INIVECTI				
	2. INVESTI				
Baseline details: Positive outcomes+ measure:	12 months to	March 2024	1		l
2.1 Target : 95% of crime to be recorded					
accurately. (Crime Data Integrity - CDI)	95%	91.5%			
2.2 Increase percentage of positive outcomes+					
rate.	11.3%	13.6%	•		
3	PUBLIC CO	ONFIDENCI			
Baseline details:	ODLIO OC		_		
Public confidence measures: 12 months to Mai	rch 2024				
Victim satisfaction measure: 12 months to Aug					
Repeat victimisation measure: 12 months to Mag					
3.1 Increase the percentage (%) of the public	arcii 2024				
that agree "taking everything into account, I have					
confidence in the police in this area".	77.0%	77.0%			
3.2 Increase the percentage (%) of the public	11.070	11.070	,		
that agree "the police would treat you with					
respect if you had contact with them for any	92.0%	92.0%	_		
reason".	92.070	92.070			
3.3 Increase the percentage (%) of the public					
that agree "the police treat everyone fairly,	78.0%	76.0%	_		
regardless of who they are".	70.070	70.070	•		
3.4 Increase the percentage (%) of priority					
victims satisfied with the service they receive by	69.0%	68.0%			
Devon and Cornwall Police.	09.070	00.070	•		
3.5 Reduce the rate of repeat victims					
3.5 Reduce the rate of repeat victims	46.9%	49.0%	•		
	HMICFRS J	udgements	S		
4.1 Target: Devon and Cornwall Police to be	Force to be	Force			
removed from 'enhanced' stage of performance	removed	removed			
monitoring.	from	from			
	'enhanced'	'enhanced'			
	stage of	stage of			
	monitoring	monitoring			
4.2 Target: Devon and Cornwall Police to have	No areas	2 areas			
no service areas graded as 'inadequate'.	graded	graded			
1	'Inadequate'	'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 July 2025, **95.2%** 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 reached the Commissioner's target of answering 90% of 101 calls within 10 minutes.

In the 12 months to July 2025, **88.8%** 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 34 seconds. This is a decrease of 10 minutes and 39 seconds compared with last year when the average wait time was 14 minutes and 13 seconds (12 months to July 2024).

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 over the past 2 years and the Commissioner's target was achieved during early 2025, with 90% of 101 calls answered in 10 minutes during January (95.3%), March (90.6%) and April (90.9%).

The Commissioner is receiving fewer complaints from the public following improvement to the 101 service. During 2023/24, the Commissioner received 42 pieces of correspondence regarding 101 wait times. In the following year (2024/25), just 4 pieces of correspondence were received (-38) and so far in 2025/26, the Commissioner has received just 2 pieces of correspondence; both sent in the month of July.

Wait times for the 101 service may fluctuate in periods of high demand, particularly in the Summer when 101 calls increase. In the 3 months of May, June, and July 2025, the force received a total of 70,035 non-emergency calls, up by +9,323 compared to the previous three months, or an additional 100 calls per day.

The Commissioner is content that sustained long-term performance of the 101 service continues to be evident and that answering 90% of calls within 10 minutes remains an achievable target.

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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 Devon and Cornwall Police have not yet met the Commissioner's target of an abandonment rate of lower than 5%.

In the 12 months to July 2025, **11.3%** of 101 calls were abandoned. Although the target for this measure has not yet been achieved, the Commissioner is encouraged that abandoned 101 calls continue to fall. Performance has improved significantly compared with last year where almost a third of 101 calls were abandoned (30.3%).

Monthly performance data for the past 8 months shows a fluctuating trend, with lower levels of abandonment during the months of January – April 2025, from 5.7 to 9.0%, and higher levels during May, June and July (13.7%, 12.4% and 12.8% respectively). Maintaining lower rates of abandoned calls can be challenging during periods of high demand, particularly in the Summer.

The Commissioner remains content that improved long-term performance has been sustained and that the 5% target remains achievable.

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. Over the past five years, the Commissioner has supported the opening of an additional 17 PEOs, taking publicly available front desks to 26 across the force area.

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. In response to these reports, Devon and Cornwall Police were contacted to understand the reasons for early closure so a response could be provided to the complainant. Reasons given 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 PEO opening times, which advises the public to arrive at least an hour before closing².

In first quarter of 2025/26, covering the 1st April to 30th June 2025, the Commissioner received **no** reports of PEOs closing before the force's advertised closing time. In quarter 2 so far, the Commissioner has continued to receive **no** reports.

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

This is a positive downward trend which the Commissioner will continue to monitor.

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 May – July 2025 show that **91.5**%³ of all reported crime has been recorded accurately. This is a stable trend compared to the 12 months prior, where compliance was at 92.2%, and a small improvement on performance reported at the last panel meeting, where compliance was at 89.7% (April – June 2025).

Although the 95% target has not yet been achieved, the Commissioner is partly 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 performance in crime data integrity closely.

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 July 2025, the offender outcome+ rate was **13.6%** (equating to 16,887 positive offender outcomes+). This is a 2.3% increase in positive outcomes compared with the baseline period 12 months to March 2024.

The latest data that allows for national comparison covers the 12 months to March 2025. At that time, Devon and Cornwall's outcome+ rate was 13.8%. When compared to the 7 forces in its Most Similar Force Group⁴, Devon and Cornwall had the 2nd lowest outcome+ rate. When compared to other police forces in England and Wales, Devon and Cornwall's performance was consistent with the national average, at 13.9%.

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%). The Commissioner recognises that in comparison to other force areas performance in Devon and Cornwall could be improved and the Commissioner will continue to monitor this area closely.

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 provider⁵ to survey the public on their confidence in policing. The survey has around 2,000 respondents which are representative of the force area.

In the 12 months to August 2025, **77%** of the public agreed that taking everything into account, they had confidence in the police in Devon and Cornwall. This indicates a stable trend in public confidence compared with the baseline period 12 months to March 2024 (77%).

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 police ask several supplementary questions related to the public's views of policing, including

⁴ Most Similar Force Groups (MSGFs) are based on geographic and socio-economic factors as defined by the Home Office. Devon and Cornwall's MSFG includes Norfolk, North Yorkshire, Suffolk, North Wales, West Mercia, Wiltshire and Warwickshire.

⁵ SMSR Ltd

whether they believe the police would treat them with respect. In the 12 months to August 2025, **92%** of the public agreed that police in Devon and Cornwall would treat you with respect if you had contact with them for any reason. Whilst no change in public opinion was evident since the baseline period or the last panel meeting⁶, 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 and measured as part of the force's public survey. In the 12 months to August 2025, **76%** of the public agreed that police in Devon and Cornwall would treat everyone fairly, regardless of who they are. This was 2% lower than the baseline period, the 12 months to March 2024 (78%) and shows no change since the last panel meeting.⁷

Although there was a slight decrease in the proportion of survey respondents who agreed that 'the police treat everyone fairly regardless of who they are', the Commissioner is mindful that 17% of survey respondents either didn't know or neither agreed nor disagreed with this statement and only a small proportion of survey respondents (7%) disagreed or strongly disagreed.

As the activity to deliver on the priorities of the Police and Crime Plan 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 undertake satisfaction surveys with victims of crime. This includes questions about several different areas of their experience, including their treatment by police, speed of contact, and progress of investigation. The latest survey results covering the 12 months to July 2025, show that **68%** of priority victims⁸ were satisfied with the overall service they received from Devon and Cornwall Police. This indicates a slight decrease (-1%) in victim satisfaction compared with the baseline period 12 months to August 2024 (69%) but no change in the level of victim satisfaction since the last panel meeting⁹.

⁶ 25th July 2025 – performance was reported at 92% for the 12 months to May 2025

⁷ 25th July 2025 – performance was reported at 76% for the 12 months to May 2025

⁸ 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

⁹ 25th July 2025 – performance was reported at 68% for the 12 months to May 2025

Whilst over two thirds of victims have expressed satisfaction with the service received, the Commissioner would like to see higher levels - as were evident in 2021¹⁰ when the overall victim satisfaction rate was 77%. The Commissioner is committed to ensuring that victims are at the heart of policing and will continue to monitor this area of performance.

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 July 2025, the repeat victimisation rate for individuals and organisations was **49.0%**. This is 2.1% higher compared with the baseline period of the 12 months to March 2024 (46.9%).

Whilst police identification of repeat victims can provide increased opportunity for safeguarding, the fact that some people are being repeatedly victimised is not acceptable. Since the Commissioner's monitoring of this measure, repeat victimisation has remained higher than levels seen last year and the Commissioner has therefore assessed that performance in this area requires an additional level of scrutiny.

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.

In February 2024, a further cause for concern was identified by HMICFRS relating to the force's management of investigations. This further consolidated the Inspectorates view that Devon and Cornwall Police should be placed into the 'Engage' stage of monitoring.

'Engage' is a tool deployed by HMICFRS that provides additional support and scrutiny to police forces to encourage improvement. Whilst under the enhanced level of monitoring, HMICFRS require the Chief Constable to report formally on the force's progress in each area at Police Performance Oversight Group (PPOG) meetings.

Over the past two and half years Devon and Cornwall Police has made improvements in crime recording, call handling, crime investigations, and the management of sexual and violent offenders.

¹⁰ 12 months to December 2021

The Commissioner is pleased to report that on the 30th July 2025, HMICFRS' Chief Inspector Sir Andy Cooke QPM removed the force from 'Engage' following a number of improvements in the identified areas, including:

- How the force governs and oversees its control room, with continued improvement in its non-emergency 101 call abandonment rate
- The forces effective management of sexual offenders, which is in line with national guidance
- How the force records crime, with increased confidence in frontline officers' understanding
 of the principles of crime recording; and
- An increased use of investigative plans and supervisory reviews by officers and staff

Whilst HMICFRS have closed causes of concern related to the management of emergency and non-emergency calls, and the management of violent and sexual offenders, two concerns remain 'open' relating to crime recording and investigations. This means that the force must demonstrate continued improvement in these areas before the Inspectorate is content that they are demonstrating good performance.

The Commissioner is proud of the progress made by the force so far under the leadership of Chief Constable James Vaughan QPM and recognises the commitment made by officers and staff to enhance the quality of service provided to the public and remove the force from 'Engage'. The Commissioner looks forward to continued improvement over the coming months.

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



The removal of the force from 'Engage' is separate to the process undertaken by HMICFRS' that grades service areas of the force. HMICFRS' PEEL¹¹ inspections occur every 2-3 years and result in gradings for the force in several service areas, including crime prevention, contact with the public, and protection of vulnerable people. The force can be scored in several ways, ranging from 'inadequate' to 'outstanding'.

Devon and Cornwall Police's last PEEL inspection was in February 2023 and therefore there has been no update on this measure since the last Panel meeting in July 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 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 yet reaching their performance targets in this area and the Commissioner continues to mark this performance area as not yet within target.

¹¹ Police effectiveness, efficiency and legitimacy (PEEL)

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