

Devon and Cornwall Police and Crime Panel
21st November 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.

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

The latest crime and ASB data, performance judgements and progress against targets are provided in the attached reports, which will be regularly presented to the Police and Crime Panel.



2.2 Crime Summary (Appendix A): 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 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 is used to monitor this area.

2.3. The crime summary presents the most recently available ONS data at the time of publication of this report (12 months to June 2025), alongside ASB incident data for the same period, benchmarked against the previous year to allow for comparison.

2.4. Police Performance Scorecard and Report (Appendix B): This section of the report provides the panel with the most recent data and analysis for the Commissioner's performance measures relating to 'improvement of your police and crime services', covering contact, investigations, public confidence and HMICFRS judgements.

2.5. 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
- Lower than a 5% abandonment rate for 101 calls
- 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

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

2.7. 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

2.8. 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.

2.9. For most measures, the baseline of the 12 months to March 2024 has been set to monitor progress against the Police and Crime Plan (where available) as it most closely aligns with the beginning of the Commissioner’s current term of office.

2.10. The report also identifies where the Commissioner has assessed that additional scrutiny is required in an area upon her review of the latest performance data or trend.

2.11. 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 Covid-19 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. Update on police performance measures since the last Panel meeting

3.1. Due to the short timeframe since the last Panel meeting the following Police and Crime Plan measures have not been updated:

- 2.1 Target: 95% of crime to be recorded accurately (Crime Data Integrity – CDI)
- 3.1 Increase the percentage (%) of the public that agree “taking everything into account, I have confidence in the police in this area”.
- 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”.
- 3.3 Increase the percentage (%) of the public that agree “the police treat everyone fairly, regardless of who they are”.

The next HMICFRS PEEL inspection report is expected in 2026, so performance against the following measures will remain unchanged until that time. As reported to the Panel in September, Devon and Cornwall Police have been removed from



HMICFRS's 'Engage' stage of monitoring so have now met the target for this measure.

- 4.1 Target: Devon and Cornwall Police to be removed from 'enhanced' stage of performance.
- 4.2 Target: Devon and Cornwall Police to have no service areas graded as 'inadequate'.

Since the last performance report presented to the Panel in September 2025 the Commissioner's judgements have changed for the following performance measure:

- One monitoring measure has changed. Although the increase is small, priority victim satisfaction has increased by 1% since the last meeting, from 68% to 69% of victims being satisfied with the overall service they receive from Devon and Cornwall Police. This reflects a stable trend compared to the baseline period, where victim satisfaction was as at 69%, taking the direction of travel arrow to 'stable' from a 'downward' trend.

Requires additional scrutiny:

- The Commissioner indicated that repeat victimisation required additional scrutiny at the last Panel meeting, and this remains the case. The latest data indicates that 49.1% of victims identified by Devon and Cornwall Police are repeat victims (12 months to September 2025). This shows a stable position since the last panel meeting but is 2.2% higher than the baseline period (12 months to March 2024). Repeat victimisation will be examined in more detail at a future Commissioner's Accountability Board meeting.

4. Police and Crime Plan Priority – Serious violence (Appendix C)

4.1. 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.

4.2. The Commissioner encourages the Chief Constable and partners to focus their resources on repeat offenders, repeat crime locations and repeat victims to help keep communities safe.





4.3. It was noted in the July 2025 meeting that the Commissioner will bring an additional performance report to each Panel meeting which will focus on one of the four Police and Crime Plan priorities. This report will provide detail of what action is being undertaken by Devon and Cornwall Police in response to the priority set out in the plan, alongside data and other evidence which is indicative of progress.

4.4. The second Police and Crime Plan priority report covers serious violence. Progress on the remaining Police and Crime Plan priorities; antisocial behaviour and drugs and alcohol will be presented to the Panel in 2026.

Contact for further information

Vicky Church

Accountability and Standards Officer

Office of the Police and Crime Commissioner for Devon and Cornwall

opcc@dc-pcc.gov.uk

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