

Devon & Cornwall Police and Crime Panel

Commissioner's Update Report: January 2026

Safe, Resilient and Connected Communities, Where Everyone Plays Their Part

The data included in this report covers the period from November 6, 2025, to January 22, 2026, unless otherwise stated.

1. Governance and policing reform

Abolition of PCC role

The Government has announced its intention to abolish the role of Police and Crime Commissioner (PCC), with the change expected to take effect at the end of the current PCC term in 2028, subject to legislation.

I was shocked to learn of this decision through the media, with no prior consultation with any PCCs or my office. The announcement raises significant questions about how local accountability for policing will operate in areas such as Devon and Cornwall, which do not have a directly elected mayor.

The Government has stated that the PCC model has not achieved consistent levels of public engagement and that reforms are intended to simplify governance arrangements and align policing oversight more closely with local leadership structures. Under proposals outlined to date, PCC responsibilities would transfer to elected mayors where they exist, or to alternative local authority-led arrangements in non-mayoral areas. This will also mean that Police and Crime Panels will cease in the new arrangements.

I remain concerned that, without clear details on the proposed governance model, there is a risk that local accountability, public voice and the effective scrutiny of policing could be weakened. I will continue to monitor national developments closely and will update the Police and Crime Panel as further information becomes available, including any implications for governance arrangements in Devon, Cornwall and the Isles of Scilly.

Further details are anticipated in the Policing White Paper.

Policing White Paper

The Government has confirmed that a White Paper setting out widespread policing reform is in development and is anticipated in early 2026.

A key emerging option is the reduction in the number of police forces, through mergers or the creation of larger regional forces. The Government has indicated that the current structure of 43 territorial police forces is overly fragmented and does not consistently provide the capacity or resilience required to tackle serious and organised crime, public disorder and national threats. Any reduction in force numbers would represent a significant structural change and would require primary legislation.



Alongside potential force mergers, the White Paper is expected to focus on strengthening national coordination and performance management, including a clearer role for national bodies in setting standards, intervening where forces are failing, and ensuring consistency in areas such as investigations, contact management and public protection.

The Government has also signalled continued emphasis on neighbourhood policing, including clearer minimum standards, expectations around visibility and responsiveness, and a stronger focus on antisocial behaviour and community confidence. These proposals are intended to sit alongside reforms to improve productivity, reduce bureaucracy and make better use of technology and data.

Further proposals are expected in relation to police standards and misconduct, including speeding up disciplinary processes, strengthening vetting requirements and ensuring forces can act more swiftly where officers fall below expected standards.

As President of the Police and Crime Commissioners Treasurers Society (PACCTs), my office's Treasurer Nicola Allen represents treasurers across England and Wales in policing reform and finance. This puts my office at the forefront of national conversation about the future of policing, and we hope to be able to update you on proposals at a later date.

I will continue to monitor developments closely and will update the Police and Crime Panel as further detail becomes available, particularly where proposals may have implications for force structure, governance or the delivery of policing services locally.

Policing funding settlement 2026-27

During this reporting period, I formally wrote to the Home Secretary and Policing Minister to raise serious concerns about the 2026-27 policing funding settlement and the process by which it was announced (see attached in Annex A).

The partial settlement, published on December 18, 2025, was issued without sufficient detail and outside the usual consultation process. This has created significant uncertainty for my office and the Police and Crime Panel, particularly given the statutory deadlines for setting the police precept. The lack of timely and complete information has made it difficult to provide the level of clarity and assurance that the Panel and the public rightly expect.

Even if the council tax precept were increased to the maximum permitted, the current settlement would still leave Devon & Cornwall Police facing a budget gap of around £3m, placing additional pressure on a force that is otherwise financially stable and already delivering more than £6m in planned efficiencies. This settlement is among the lowest in the country and does not reflect the complexity, scale or rurality of our policing area.

While we have supported national efforts to increase police officer numbers, the removal of baseline funding for those officers now risks undermining our ability to sustain current levels. Maintaining officer numbers at their highest ever levels will be challenging without further clarity and fairness in funding.

I have been clear that it is not appropriate to pass further financial burden onto local taxpayers, who already contribute a disproportionately high share of policing costs. I have urged the government to provide the missing information urgently and to review the police funding formula so that long-standing inequalities are addressed before services are further impacted.



2. Devon & Cornwall Police

HMICFRS report into the effectiveness of integrity arrangements in Devon and Cornwall

On October 29, 2025, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) published their report into the effectiveness of integrity arrangements in Devon and Cornwall. The report found that the force requires improvement in all three areas inspected: **vetting police officers and staff, upholding the standards of professional behaviour and tackling potential corruption.**

This outcome is deeply disappointing but did not come as a surprise to me and correlated with my own findings. Over the past year, I have publicly expressed my disappointment about how the police were dealing with complaints from the public, and I have already put in place measures to address these concerns. Although some backlogs remain, this is now an improving picture.

HMICFRS also reported good areas of practice, and, among these, it commended how the force proactively looks for corruption-related intelligence and has an established process for sharing some relevant adverse information between departments.

The measures that I have already put in place to support improvements include an extra **£500,000** investment in 2025 in how the police deal with complaints made by the public, and by putting in place stronger scrutiny and oversight processes. As part of this investment, a new position of Head of Public Service was created earlier this year in force, to lead a better service to members of the public who have felt the need to complain to the police.

The inspectorate will continue to monitor the force's progress, and I will also personally ensure this via weekly updates with the Chief Constable, as well as through my own internal governance processes.

My full response to this report, including more detailed action already taken and planned by the force in relation to the areas for improvement, are publicly available at <https://www.devonandcornwall-pcc.gov.uk>

Op Resolve: Strengthening the frontline

Since September 2025, the Chief Constable has been focused on strengthening frontline resilience, with particular focus on restoring patrol teams to their designated establishment. This work has been informed by feedback from officers and staff, who have been open about the operational pressures experienced over the summer period. The Chief Constable briefed this panel about the progress of Op Resolve in November 2025.

I am clear that we cannot improve without first stabilising and strengthening our frontline. To address patrol vacancies, the Chief Constable has implemented **Operation Resolve**, led by the Deputy Chief Constable, which sets out a clear, phased approach to stabilising, sustaining and strengthening patrol capacity between September 2025 and April 2027.

By the end of December 2025, **71** officers have joined patrol teams, with a further 50 officers expected to join by the end of March 2026. This will return patrol teams to full complement, with a balanced mix of internal officers, transferees from other forces, and student officers beginning independent patrol.



I have also supported changes to the senior rank structure to maximise the number of officers in frontline roles. This includes the removal of approximately 60 senior rank posts, enabling around **60** constables to return to frontline policing. As part of this restructuring, the overall number of leadership roles has been reduced while maintaining appropriate supervision and oversight.

A number of temporary roles that had been drawing officers away from frontline duties have been reduced or removed, enabling the return of **46** officers to core policing roles. Recruitment activity has been rebalanced to increase the number of experienced transferee officers joining the force, with **37** transferees already offered patrol roles and a further **20** expected to receive offers shortly. It is anticipated that these officers will have joined the force by March 2026.

This additional experience will sit alongside **94** student officers expected to achieve independent patrol status by the end of March 2026. Further work is underway to review wider force capabilities and redeploy experienced officers into patrol roles where appropriate, with more than **20** officers expected to move into patrol by the end of January 2026.

I recognise that stabilising patrol numbers is complex and must be managed carefully to ensure that improvements in one area do not create pressures elsewhere. I will continue to monitor progress closely to ensure frontline resilience is strengthened in a sustainable way for officers, staff and the communities they serve.

Police Community Support Officer recruitment

I continue to support Devon & Cornwall Police's recruitment drive to increase the number of Police Community Support Officers (PCSOs) in Devon and Cornwall in 2026, reinforcing the government's Neighbourhood Policing Guarantee and strengthening visible, proactive, local policing.

Devon & Cornwall Police are seeking to recruit an additional 49 PCSOs – 34 in Devon and 15 in Cornwall (see table for locations) – bringing the total force wide PCSO cohort to nearly 200 working in neighbourhood policing teams. These roles are being funded through the Neighbourhood Policing Grant and will support crime prevention, community engagement and tackling antisocial behaviour.

Plymouth	South Devon	Cornwall and Isles of Scilly	Devon
Charles Cross South Sector	Torquay	Newquay	Exeter
Charles Cross Central Sector	Paignton	Penzance	Honiton
Devonport	Newton Abbot	Bodmin	Axminster
Crownhill	Totnes	Truro	Exmouth
	Dartmouth	Falmouth	Ottery St Mary
		Saltash	Tiverton
		Helston	Tavistock
		Launceston	Okehampton
		St Austell	Bideford
		Camborne	Ilfracombe

Successful applicants from the September recruitment round have begun their training this month, with a further intake scheduled in March for which recruitment closed in December. The next round of applications will be advertised on the [Devon & Cornwall Police PCSO recruitment page](#) in due course.



Custody review decision

The Chief Constable has announced that, amid the ongoing review of custody provision in Devon and Cornwall to improve efficiency and effectiveness, he has made the decision that there will be no closure of custody centres at this time, but further work must take place to ensure custody provision remains fit for purpose.

I welcome the decision not to proceed with a temporary pilot closure of Torquay custody and want to personally thank the Chief Constable for doing his own due diligence and taking a personal interest in this situation.

My office had an important role in helping to identify inconsistencies in the decision-making process. Specifically, concerns were raised in relation to the range of stakeholders and service providers that needed to be engaged with, and questions were asked about the extent to which alternative efficiencies had been explored. My office facilitated meetings to discuss these concerns which were attended by stakeholders including a defence solicitor, a union representative, the Legal Aid Agency, and health service providers.

My office has carried out a [scrutiny report](#) into the provision of welfare and legal services in custody centres across Devon and Cornwall.

HMICFRS PEEL inspection

Devon & Cornwall Police is now in the final stages of its Police Effectiveness, Efficiency, and Legitimacy (PEEL) inspection for 2025-27, with His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) having undertaken the final evidence gathering phase over two weeks in January 2026.

During the first week, 12 HMICFRS inspectors visited a range of locations across the force area, with single points of contact identified to support this activity. In the second week, eight inspectors continued on-site work including at Plymouth and Exeter control rooms.

The PEEL Strategic Briefing took place in December 2025, attended by HMI Kathryn Stone and FLO Mark Evans. At the conclusion of the briefing, HMI Stone noted that the force was clearly moving in the right direction, with a strong focus on 'doing the basics well', stable leadership, and public service as its guiding 'North Star'. She also highlighted the positive progress being made through the force's three-year investigations transformation plan.

The PEEL moderation process will take place in February 2026, with the final inspection report due to be published in May 2026. I will provide updates to this panel as findings become available.

3. Police and Crime Plan Priority: Antisocial behaviour

Hotspot policing: A visible presence where antisocial behaviour occurs

I continue to work closely with Devon & Cornwall Police, local authorities and community safety partners to deliver a sustained crackdown on antisocial behaviour, particularly in town and city centres. This approach combines targeted enforcement, high-visibility patrols and early intervention to prevent escalations and repeat harm.

Hotspot policing continues to form a core part of the Neighbourhood Policing Guarantee and supports my priorities to increase visibility, public safety and community confidence. Activity is focused on reducing antisocial behaviour, serious violence and knife crime across 15 identified town



and city-centre hotspots across Devon and Cornwall, supported by £1m of Home Office funding and a further £300,000 invested by my office.

Since 2024-25, hotspot patrols delivered more than 42,000 hours of foot patrol by police officers and street marshals. These patrols have generated high levels of engagement with the public and contributed to significant operational outputs. The table below demonstrates the scale of visible policing delivered and the sustained focus on the hotspot locations of **Barnstaple, Bideford, Camborne, Exeter, Exmouth, Newquay, Newton Abbot, Paignton, Penzance, Plymouth, St Austell, Tiverton, Torquay** and **Truro**.

[This social media reel](#) shares hotspot policing activity in Barnstaple.

	Foot Patrol Hours		
	Street Marshals	Police	Annual totals
2024/25	14,976	12,627	27,603
2025/26 (to 30/11)	10,478	4,832	15,310
Annual totals	25,454	17,459	
Project Total	42,913		

	Patrol Outputs		
	2024/26	2025/26 (to 30/11)	Project Totals
Interactions with members of the public (we have been stricter with what is classified as an interaction in 25/26)	89,011	47,375	136,386
ASB incidents attended (we did not count Street Marshal ASB in 24/25)	1,500	1,903	3,403
Arrests made	209	172	381
Stop & Searches carried out	306	237	543

Enforcement has also been strengthened using closure orders, backed by the specialist ASB legal advisor funded by my office since October 2024. Local magistrates’ courts have granted full and partial closure orders at properties and businesses where persistent antisocial behaviour, drug activity, disorder and violence have impacted communities.

In 2025, several closure orders have been served, including a three-month order which was imposed on a property in **Newton Abbot** to disrupt round-the-clock drug dealing and disorder affecting neighbours.

In October, the first closure order for a hotel was secured in **Torquay** at the former Sherwood Hotel in Belgrave Road, which had become a focus for antisocial behaviour. No related incidents have been reported since the order was enforced. In March, a closure order was issued on a residential address in **Torquay** following reports of drug dealing, and in November, a three-month order was served on the Mini Market in Cowick Street, **Exeter**, after the proprietor continued to sell illegal tobacco despite repeated warnings. In February,



A three-month closure order is in force on The Mini Market in Cowick Street, Exeter (Credit: Devon County Council)



two properties in **Kingsteignton** were subject to closure orders following reports of ASB, violence and general disorder. Tenants affected were supported with referrals to partner agencies to address underlying needs.

These orders, and others across Exeter, Torquay and South Devon, have been effective in disrupting harmful behaviour and providing immediate relief to local communities.

Noise camera

By the end of November, my office had received 29 enquiries about the noise camera enforcement model which is being developed by the force and councils to tackle anti-social (noisy) driving. 20 of those enquiries were from Devon and 9 were from Cornwall. Most of the contact has been from residents, but there has been interest from seven councillors and one police inspector.

I have facilitated the relocation of the camera to Paignton to address persistent, long-term issues and am hopeful that installation will take place soon, pending the replacement of a lighting post.



A noise camera made by the company Jenoptik, pictured during a trial in Exmouth

Street Focus

In 2024, my office introduced the Street Focus initiative in Torquay, bringing together partner agencies, including Devon & Cornwall Police, local authorities and other partners to tackle long-standing antisocial behaviour and criminality in the Castle Circus and town centre area. The project focuses on coordinated enforcement, community engagement, and environmental improvement to address persistent issues and restore public confidence.

Building on the progress made in Torquay, the Street Focus approach has been recently rolled out to **Camborne**, where my office is actively working with the support of the Mayor of Camborne James Ball. At a recent visit to the town, our focus was on engaging with young people at Cornwall College Camborne, with an aim of creating meaningful youth-led conversations to better understand their concerns about safety in the town, whilst building positive long-term relationships between young people, the police and local partners.

While at the college my office promoted our Young Voices in Policing survey. More than 120 students gave their views on policing and crime; while almost two thirds (60%) said they felt safe in Devon and Cornwall, one fifth (21%) said they had contacted police in the past 18 months. The most common crimes experienced or witnessed by respondents in that time were **drug use** (8.2%), **fights and assaults** (7.4%), **threats or intimidation** (7.4%), **dangerous driving** (7.4%), and **shoplifting** (7.1%). Almost half said they were worried about drug use in their age group (42%) and more than half (54%) were worried about alcohol use.

The Street Focus work in **Torquay** has been shortlisted for Best Project at the Resolve UK national ASB Awards, recognising the impact of partnership leadership and community-led activity delivered through the programme. Working with partners including Torbay Council and the police, the project has supported a series of community events designed to revitalise the town centre and strengthen local pride.

One of the key activities was the This is My Circus arts and heritage festival, held in October in Castle Circus. The festival aimed to transform underused spaces into hubs of creativity and participation, bringing together residents, artists and local organisations. A particular highlight was



the creation of a new mural on the side of the Castle pub, designed and painted by local artist Szabotage with participants from Leonard Stocks homeless hostel and Endeavour House. The work has been widely praised for improving the appearance and vibrancy of the area and for strengthening relationships between community partners.

Street Focus work in **Torquay** continues with the rollout of UKPAC (Partners Against Crime) business crime reduction partnership activity and continuation of funding of the Night Bus throughout 2026.



The mural on the side of the Castle pub in Castle Circus, Torquay

Night Bus

The Saturday night bus routes funded by my office have continued to operate successfully throughout the autumn and winter period, supporting safer nights out and providing reliable late-night transport for people travelling home.

Between May 1 and December 31, 2025, the night bus service carried **16,201 passengers**, averaging around 530 passengers per Saturday night across all routes. This demonstrates continued demand for the service and its value in supporting public safety, reducing vulnerability and helping people get home safely.

Due to the success of this year's night bus, I have committed further funding to ensure the service continues year-round throughout 2026. From January, a new night bus route serving **Cranbrook** has been introduced, reflecting local growth and demand. At the same time, the Dawlish night bus service has been discontinued due to consistently low passenger numbers, ensuring funding is targeted where it is most effective. A [social media reel](#) was shared to promote the new service.



Key partners involved in the launch of a night bus in Cranbrook

Work is also underway to explore a new night bus scheme for Cornwall in 2026, following the decision by previous transport provider First Bus to cease operating in the county. My office is engaging with partners to identify alternative options that continue to support safe travel in nighttime economies where the need is greatest.

I will continue to review usage data and work with local authorities, transport providers and policing partners to ensure night bus services remain well targeted, deliver value for money, and support my wider priorities around community safety and crime prevention.



Area	Route	Passenger numbers from 31 st May up to and including 31 st December 2025
Torbay (2 routes)	Torquay	1667
	St Marychurch	1219
Plymouth (2 routes)	Tavistock	1434
	Saltash	1508
Exeter (4 routes)	Cullompton	1385
	Crediton	1109
	Dawlish	762
	Exmouth	1480
North Devon (2 routes)	Ilfracombe	2139
	Bideford	2753
Cornwall (1 route)	Newquay	745
	TOTAL	16,201

CCTV improvements scheme

In September 2025, my office relaunched an initiative to support councils in enhancing their CCTV schemes, with the aim of strengthening community safety and helping the police identify offenders more effectively. CCTV plays an important role in deterring crime and providing vital evidence to support investigations and bring offenders to justice, particularly in areas experiencing persistent antisocial behaviour or repeat offending. I have invested in this area consistently since 2016.

This initiative directly supports my Police and Crime Plan priorities, including tackling antisocial behaviour, drugs and alcohol, serious violence and theft. It is designed to help local communities take proactive steps to address these issues by improving surveillance coverage and supporting local problem-solving activity. Improved CCTV capability also provides reassurance to residents and businesses alongside supporting police investigations.

Due to the high level of demand and the number of applications received, I agreed to more than double the funding available for this scheme, bringing the total investment to almost £300,000. This has enabled more communities to benefit from improved CCTV provision, including **22 locations where no CCTV previous existed**.

In total, **more than 40** towns and parish councils, voluntary sector organisations and other eligible community groups (see table below) have successfully received funding to improve or upgrade CCTV equipment and associated infrastructure. I am encouraged by the level of engagement with this scheme and the clear commitment from local communities to play an active role in improving safety in their areas.



The table below shows areas and organisations that received funding under the CCTV scheme.

Cornwall	Devon	Plymouth	Torbay
Looe	Abbotskerswell	Plymouth Community Homes	Torbay Swisco
Torpoint	Great Torrington	Moments Café and Memory Matters Plymouth	Torbay Council
St Ives	Modbury		Christchurch, Paignton
Redruth	Kingsbridge		
Camborne	Kingsteignton		
Truro	Chumleigh		
Perranzabuloe council	Winkleigh		
Penzance - Morrab gardens	Bradninch		
Wadebridge	Chudleigh		
St Stephen in Brannel	Sidmouth		
Weeks St Mary	Cranbrook		
Chacewater Parish	Axminster		
St Columb Major Town Council	Honiton		
Hayle	Okehampton		
St Austell	Kingskerswell		
Liskeard	Bovey Tracey		
Roche	Wembury		
Biscovey Youth Football Club	St Giles		
Par track	Ottery St Mary		
Launceston	Ashburton		
Lanteglos by Fowey Parish Council and Polruan Town Trust	Uffculme		
Penzance council	Dawlish		
Delabole	Bishops Clyst		
Saltash Town Council	Berefeerrers		
St Stephen Recreation Ground			
Dobwalls			
Madron			
Newquay			
Polperro			

Antisocial behaviour training for force

At the end of 2025, the Chief Constable supported the delivery of **antisocial behaviour training** to neighbourhood policing teams to strengthen a consistent approach to the prevention, response, and investigation of antisocial behaviour.

The training covered current best practice in ASB management, including victim-focused interventions, problem-solving techniques and clear guidance on compliance and accurate recording. This supports both effective operational delivery and regulatory assurance.

Interactive workshops enabled staff to share local insights, explore emerging risks and identify opportunities to strengthen partnership working and community confidence. Learning from this work is now informing the development of future neighbourhood policing arrangements, supporting a more



resilient and community-focused approach to tackling antisocial behaviour across Devon, Cornwall and the Isles of Scilly.

Your Voice in Policing: Tackling antisocial behaviour

My office has launched a new podcast series called Your VIP (Your Voice in Policing) to give residents a greater insight into how policing and community safety issues are being addressed across Devon, Cornwall and the Isles of Scilly, including our work tackling antisocial behaviour.

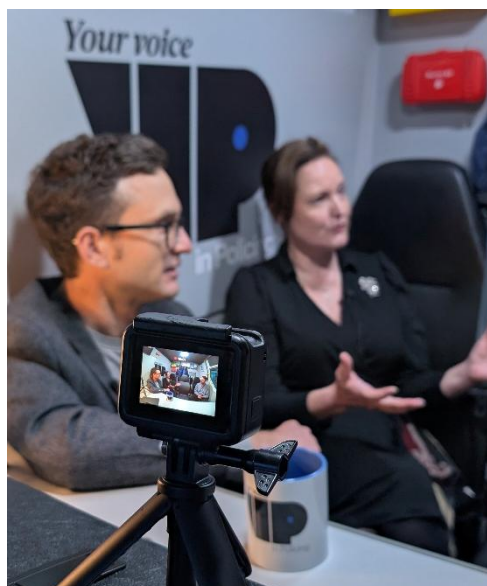
The first episode was recorded in **Camborne**, where I met with the Mayor James Ball, residents, police representatives and the ASB team to discuss safety in the town centre. The episode highlights the partnership project **Street Focus**, which brings together councils, police, ASB officers, street marshals and community organisations to intensify efforts to reduce crime and antisocial behaviour, support local businesses and invest in opportunities for young people.

Local partners shared examples of positive change over the past 12 to 18 months, including the visible impact of a dedicated ASB officer, funded in part through my office, working alongside the police to engage with street drinkers, address drug-related harm and help secure closure orders on premises associated with ongoing antisocial behaviour.

Mayor Ball shared how his work with young people is helping to address the root causes of issues they are experiencing, including mental health, and encouraging them back into education.

The podcast also provided an opportunity to hear directly from the public about their experiences of antisocial behaviour in the communities and to highlight the importance of collaborative working in delivering public safety. I will continue to use platforms such as this to raise awareness of the practical work being done to reduce antisocial behaviour, and other issues, and encourage further community engagement in our shared efforts to keep our towns and city centres safe.

A [social media reel](#) promoted this pilot episode of the podcast. Further episodes have a focus on safety in the nighttime economy (**page 14**) and violence against women and girls (**page 13**).



The Commissioner with Head of Communications and Public Affairs Ben Woolvin, recording an episode of Your VIP

4. Police and Crime Plan Priority: Serious Violence

Disrupting violence against women and girls

As part of my Disrupting Violence Against Women and Girls (VAWG) programme, I have agreed several key areas of work to explore further, building on existing partnership activity and identifying opportunities to strengthen prevention, engagement and cultural change.

This includes exploring the development of a **VAWG business accreditation scheme**, potentially working with national partners and the private sector, and supporting the development of a **male allyship programme**, initially focused on Cornwall, to encourage positive behaviours and shared responsibility in preventing violence against women and girls.

I have also agreed to explore opportunities to support and expand existing **public engagement and education initiatives**, including digital resources and community-based programmes, subject to



further discussion and assessment of impact and value. This includes potential one-off community safety grants to support specific projects, subject to full proposals and approval.

Further work will explore how my office can add value to **research and innovation activity**, including work focused on safety for women and girls in public spaces and transport settings, as well as pilot activity addressing coercive and controlling behaviour, subject to the development of robust proposals.

I will continue to work with partners to develop these proposals further and will ensure that any activity taken forward aligns with my Police and Crime Plan priorities and delivers meaningful impact for women and girls across Devon, Cornwall and the Isles of Scilly.

Improving outcomes for sexual violence victims

During this reporting period, my office has progressed the mobilisation of new sexual violence support contracts across Devon, Cornwall and the Isles of Scilly, strengthening the system-wide response for victims and survivors of sexual violence.

This is a joint contract between my office and **Cornwall Council, Devon County Council, Torbay Council and Plymouth City Council** to deliver £5m of support over five years.

The new contracts bring together specialist advocacy and Helping to Heal provision for individuals with more complex needs. This approach is designed to improve access to timely, trauma-informed support while ensuring services are resilient, sustainable and responsive to local need.

Significant work has been undertaken with providers and partners to confirm delivery models, staffing arrangements and safeguarding structures. These new arrangements support my Police and Crime Plan priorities by improving outcomes for victims of sexual violence, strengthening partnership working and ensuring consistent, high-quality provision across Devon and Cornwall.

Final mobilisation activity is underway ahead of services going live as planned from February 1.

Stalking investigation clinics

Devon & Cornwall Police continue to deliver monthly **stalking investigation clinics**, which are now in place to strengthen the force's response to stalking and provide specialist investigative and safeguarding support to officers and staff dealing with these cases.

The clinics are designed to review complex and high-risk stalking cases, promote a victim-centred and suspect-focused approach, and provide practical guidance on investigative strategies. They also support effective risk management, improve access to specialist support services for victims, and enable the sharing of best practice across the organisation.

I welcome the introduction of these clinics and will continue to monitor their impact through my governance and assurance arrangements, ensuring the force maintains a strong focus on protecting victims and improving outcomes in stalking cases across Devon, Cornwall and the Isles of Scilly.

Westcountry Women Awards

I was pleased to again sponsor and present the **Combating Violence Against Women and Girls (VAWG)** award at the West Country Women Awards, recognising women making a significant impact in preventing violence and improving safety for women and girls across our communities.



This year's winner was **Rebecca Hewitt**, Strategy and Policy Manager and Chair of the South Devon and Dartmoor Community Safety Partnership, in recognition of her long-standing work to protect women and girls and drive long-term behavioural change. Her work has focused on joining up partners, improving local responses and tackling behaviour that has become normalised, particularly among young men.

Rebecca has led practical interventions including delivery of a Let's Talk programme to engage parents and carers and raise awareness of risks faced by young people. Her work has also included the use of **Community Protection Warnings** (CPWs) to tackle behaviours linked to VAWG and harassment, with examples including action to prevent repeat offending where evidence is difficult to secure, and measures to reduce risk to victims in domestic abuse cases.

Rebecca features as a guest on a forthcoming episode of my Your Voice in Policing podcast (**see page 11**).

My office was also recognised at the Westcountry Women Awards. Chief Executive Officer Fran Hughes was named Director of the Year in a category that recognises 'outstanding strategic vision' and leadership which has a 'significant positive impact on an organisation's growth, culture and overall achievements'.

Serious Violence Duty

As Police and Crime Commissioner, I have a convening role within the Serious Violence Duty, and continue to work closely with local authorities, statutory partners and Community Safety Partnerships to coordinate activity that prevents and reduces the impact of serious violence.

The duty focuses on a wide range of harms identified through local evidence and need, including violence against the person, sexual violence, substance misuse, domestic abuse and issues linked to the night-time economy. Across Devon and Cornwall, funded projects continue to support prevention through early years intervention, targeted work with families and education-based programmes.

There has been no further update from Government on plans to refresh the Serious Violence Duty or provide funding for 2026-27. My office continues to receive regular national and regional updates and provides feedback on the effectiveness and productivity of the duty within Devon and Cornwall.

To strengthen local delivery, my office convened local Serious Violence Duty leads to work with Crest Advisory following their commission by the Home Office. This work brought together representatives from my office, Devon & Cornwall Police, Youth Justice Services, Community Safety Partnerships, Probation and Fire and Rescue Services. The session supported shared learning, strengthened partnership working, and enabled partners to raise concerns around uncertainty about future arrangements and ongoing resource pressures, which are reflected nationally.

I will continue to work with partners to ensure that local delivery under the Serious Violence Duty remains focused, evidence-led and aligned with my Police and Crime Plan priorities.



Rebecca Hewitt, the winner of the OPCC Combating Violence Against Women and Young Girls award (credit: Jim Wileman)

Reducing harm on our roads

Reducing harm on our roads remains a priority within my wider work to prevent serious violence and protect the public. Throughout December, drink and drug driving was a key focus of the Vision Zero South West partnership.

Over the past five years (2020-24), 25 people have been killed and a further 253 seriously injured in collisions where alcohol was identified as a contributory factor. These figures underline the continued need for strong enforcement, prevention activity, and partnership working.

During December, Devon & Cornwall Police carried out **Operation Limit**, with increased patrols undertaking breathalyser and drug testing across the region. While final figures are still being processed, more than 2,000 arrests for drink driving were made in 2024, demonstrating sustained enforcement activity and the scale of the challenge.

Vision Zero South West also delivered the **Lift Legend** scheme throughout December, encouraging designated drivers by offering free soft drinks in participating venues. More than 270 pubs, restaurants and nightclubs signed up to the scheme, the highest level of participation to date.

In January, the Government published its new **Road Safety Strategy**, setting out an ambition to reduce the number of people killed and seriously injured on the roads by 65% by 2035. Many of the proposals align with those long advocated by Vision Zero South West, including a lower drink-drive limit, regular eye tests for older drivers, and stronger enforcement for seatbelt offences, as set out in our Road to Zero plan published in 2024.



Commissioner Alison Hernandez with the Vision Zero South West Road Safety Pledge

The strategy also includes proposals such as immediate bans for suspected drink or drug driving offences, a minimum learning period for new drivers, and the increased use of vehicle safety technologies. I welcome the renewed focus on road safety and will continue to work with partners to understand the level of investment proposed and the implications for delivery locally.

Your Voice in Policing: Plymouth Safe Bus

As part of my Your VIP podcast series (see [page 11](#)), I recorded a further episode focused on supporting people in the night-time economy, featuring paramedic Will Price, who leads the delivery of the Plymouth Safe Bus, which is part-funded by my office.

The discussion focused on the role of the Safe Bus in reducing harm in the night-time economy, by providing immediate welfare support to people who are vulnerable due to intoxication, injury or distress. The Safe Bus operates as a visible, accessible point of support, helping to prevent situations from



The Commissioner with Ben Woovlin and podcast guest Will Price, centre, at Plymouth Hoe

escalating into serious violence, exploitation or medical emergencies, and reducing demand on emergency services.

The episode highlighted how the Safe Bus works closely with police, street marshals, door staff, paramedics and local venues to identify risk early and intervene quickly. This includes supporting individuals to get home safely, providing first aid, and ensuring safeguarding concerns are escalated appropriately when required. Watch a [social media reel](#) promoting this episode.

This work forms an important part of a wider preventative approach, combining early intervention, partnership working and visible support in high-risk environments. I continue to support initiatives such as the Safe Bus as part of my commitment to preventing serious violence and keeping people safe during nights out across Devon and Cornwall.

Knife Angel

In March, the nationally recognised Knife Angel sculpture will be installed in **Plymouth**, following a £20,000 contribution from my office to support its transport and installation. Standing 27 feet tall, the sculpture will arrive on March 2 and will remain in place until March 27.

The Knife Angel is a powerful national symbol highlighting the devastating impact of violent behaviour and is intending to act as a catalyst for prevention, education and engagement. While knife crime levels in our area remain comparatively low, it is vital that we continue to invest in early intervention and preventative approaches to ensure they stay that way.

My office is actively involved in the planning and delivery of activity linked to the Knife Angel's visit. This includes coordinated communications, education and community engagement, safeguarding considerations, evaluation, and work aligned to preventing violence against women and girls. This approach ensures the installation supports meaningful and long-term impact rather than being a standalone event.

Ahead of the sculpture's departure, my office will support the High Sheriff of Devon to convene a roundtable discussion in Plymouth with strategic and political leaders from across the peninsula. This will provide an opportunity to reflect collectively on the issues raised by the Knife Angel and to consider how we can use our shared influence to positively shape the response to serious violence across Devon, Cornwall and the Isles of Scilly.

National Serious Organised Crime (SOC) Portfolio

In December, I chaired a meeting of the Association of Police and Crime Commissioners' Serious Organised Crime (SOC) Portfolio Group, bringing together PCCs and national policing leads to discuss emerging threats and national priorities.

The meeting included a presentation from Deputy Chief Constable Wendy Gunney, in her role as National Police Chiefs Council national SOC lead, focusing on the new Wildlife and Rural Crime Strategy, published in November 2025. The strategy sets out nine priority crime areas, including machinery and livestock theft, livestock worrying, illegal hunting and poaching, and offences against protected species such as badgers, bats and birds of prey.

These priorities align closely with the concerns raised by the National Farmers' Union and reflect the significant impact that organised acquisitive crime has on farm businesses and rural communities. Discussion focused on how national strategy can support local enforcement and disruption activity, particularly in rural areas affected by organised crime.



The group also received an update on Serious Organised Crime reform, which is dependent on the forthcoming Police Reform White Paper. Further work is planned to explore the SOC elements of the White Paper and to consider the implications for governance, partnership working and operational delivery.

A further APCC SOC Portfolio Group meeting is scheduled for January 21, at which I have arranged for a Devon & Cornwall Police officer to present a case study on the identification and disruption of a serious organised crime group operating in a town in Cornwall.

5. Police and Crime Plan Priority: Drugs & Alcohol

Future Drugs and Alcohol funding opportunities

For several years, I have committed more than **£340,000** per year to support drug and alcohol-related activity across Devon and Cornwall, with funding previously split between the four Combating Drug Partnerships covering Devon, Cornwall, Plymouth and Torbay.

However, inconsistent reporting from Local Drug Partnerships has made it difficult to clearly understand the impact and value of this funding. In December 2024, I therefore agreed a further year of funding for 2025-26 to allow a comprehensive funding review to be undertaken during 2025, with the outcome informing future funding arrangements from 2026 onwards.

The allocation of this funding is still under review. This work will be taken forward in collaboration with system partners to ensure that future investment is better aligned to need, supports effective intervention and contributes to my Police and Crime Plan priority of reducing harm linked to drugs and alcohol across Devon, Cornwall and the Isles of Scilly.

Pubs Against Drugs (PAD)

Pubs Against Drugs (Op PAD) continues to be a successful intervention. An operation was carried out in **Torquay**, led by officers from the Torquay neighbourhood policing team and supported by the force licensing team and a passive drugs detection dog. The operation involved visits to seven licensed premises across the town and formed part of wider work to reduce drug-related harm and promote safe nightlife.

On the evening of Friday, January 9, I joined Inspector Peter Giesens and his team on a successful operation in Paignton. Eight pubs in the town were visited and positive searches were conducted, leading to the discovery of both Class A and B drugs.

PAD operations bring together neighbourhood policing teams, licensing partners and, where appropriate, passive drugs dogs to deter drug use, identify illegal substances and work constructively with licensed premises. This approach provides reassurance to the public while supporting venues to maintain safe environments and comply with licensing conditions.



Police Dog Jasper, a people screening drugs detection dog, with his handler PC John Warren and other officers including Police Inspector Peter Giesens, in Paignton on Friday 9 January



As part of this activity, several stop searches were conducted, and drug-wipe testing took place in toilet areas. This resulted in the recovery of suspected cannabis and cocaine, with investigations now underway in relation to three individuals.

Further PAD operations are planned across the force area in the new year. I welcome this continued focus on partnership-led enforcement, which supports my Police and Crime Plan priorities to tackle drug-related harm and reduce antisocial behaviour, and keeps people safe in the night-time economy.

Operation Scorpion

Targeted enforcement and partnership activity to tackle drug-related harm continues to make a difference across Devon and Cornwall and the wider South West. I continue to support a focused approach that combines intelligence-led policing, proactive enforcement and safeguarding activity to disrupt drug supply and protect communities.

A key element of this work is **Operation Scorpion**, a coordinated week of intensified enforcement involving all five South West police forces, their respective Police and Crime Commissioners, the South West Regional Organised Crime Unit and British Transport Police.

During the latest round, which took place from November 24 to 30, 2025, officers from across the region worked collaboratively to target organised drug dealing and child criminal exploitation. Across the South West, this resulted in **112 arrests**, the seizure of **£67,329 in cash** and **52kg of cannabis** (including 868 plants), and the recovery of **three guns** and **five imitation firearms**. **Forty-eight vulnerable people were safeguarded**, including **five children**.

Within Devon and Cornwall specifically, officers made **27 arrests**, **safeguarded 21 people** (including **one child**), seized **£17,465 in cash** and **308 cannabis plants**, and removed a range of illegal substances and weapons linked to drug supply in our communities.

These results demonstrate the impact of sustained, intelligence-led enforcement and partnership working in creating a hostile environment for organised drug networks, supporting public safety, and safeguarding those most at risk. Operation Scorpion remains a key element of our response to drug-related harm and county lines exploitation, and I will continue to hold the Chief Constable to account for the force's contribution to this work to ensure the momentum is maintained across Devon, Cornwall and the Isles of Scilly.

Councillor Advocate seminar: Drugs and alcohol

I recently hosted a seminar as part of my **Councillor Advocate Scheme**, which brought together councillors, partners and practitioners to share learning and practical approaches to tackling drugs and alcohol in the community.

The seminar focused on the importance of a whole-system response, combining disruption of supply and exploitation with effective treatment and trauma-responsive support to address the root causes. I used the session to reinforce that drugs and alcohol remain a priority in my Police and Crime Plan because of its direct link to antisocial behaviour and wider community harm.



Commissioner Hernandez hosting a drugs and alcohol seminar for councillors



Examples shared at the seminar included harm reduction and recovery initiatives, including the work of **Naloxone Advocates Plymouth** to reduce drug-related deaths with the use of opioid overdose prevention medication, and the Cornwall **Safe and Well Hub** model providing wraparound support for people with complex needs, including those who are street-attached and in recovery.

Partners also shared practice aimed at reducing reoffending and antisocial behaviour, including a Torquay pilot providing **buprenorphine** as an effective treatment alternative pathway for opioid addiction, alongside contributions from the police drug and alcohol harm reduction team and youth prevention activity delivered by Argyle Community Trust, which is funded by my office.

Also speaking at the seminar was Assistant Chief Constable Andy Hill, regional ACC for the South West, who updated members on the results of **Operation Scorpion 13**. He also shared the Spot The Signs social media campaign, targeted at children and young people who might be at risk of criminal exploitation or are worried about someone who is showing signs of being exploited.

I will continue to use these seminars to strengthen information sharing between councillors, the police and my office, and to support the adoption of approaches that reduce harm, improve safety and build community confidence across Devon, Cornwall and the Isles of Scilly.

Watch a [social media reel](#) about the Councillor Advocate scheme.

Exploring the link between homelessness and substance misuse

I continue to support approaches that address drug and alcohol harm alongside wider vulnerabilities, recognising the strong link between substance misuse, homelessness, antisocial behaviour and repeat contact with the criminal justice system.

During this reporting period, I visited **St Petrock's**, a respected homelessness charity in **Exeter**, to better understand the intersecting challenges of homelessness, drugs and alcohol misuse, and the complex needs many people experience. St Petrock's provides vital support including outreach, welfare advice, access to facilities, and pathways into accommodation and services.

In conversation with staff, volunteers and local neighbourhood policing officers, I heard first-hand about how trauma, substance misuse and unstable housing can combine to push people into crisis and keep them trapped in harmful cycles. The number of people known to be sleeping rough in Exeter was described as rising, with concerns that reduced mental health support, increasing supplies of illicit substances such as synthetic cannabinoid Spice and gaps in post-custody support are all contributing factors.



The visit reinforced that preventing harm related to drugs and alcohol requires integrated, partnership efforts that go beyond enforcement alone. Supporting earlier access to treatment, stabilising people's lives through housing and welfare support, and ensuring continuity of care for people leaving prison are all critical components of reducing repeat harm and improving wellbeing.

L to R, St Petrock's chief executive Peter Stephenson, Police and Crime Commissioner Alison Hernandez, and inspector Nathan Johnson, from Exeter's neighbourhood policing team outside St Petrock's



I welcome the commitment shown by St Petrock's and partner agencies in tackling these deeply entrenched issues. I will continue to advocate for support approaches that combine treatment, early intervention and community safety activity to reduce drug and alcohol-related harm.

6. Priority: Theft

Tackling shoplifting with business crime reporting partnerships

Retail crime and persistent shoplifting continue to present significant challenges for businesses and communities across Devon and Cornwall. To help address this, my office has funded the business crime reduction partnership **Partners Against Crime UK** (UKPAC), which provides retailers with a secure digital platform to report incidents, share intelligence, and track offenders in real time.

The UKPAC platform enables faster and more effective communication between businesses and the police, improving the efficiency of investigations and supporting the identification and prosecution of prolific offenders. To date, more than **330** businesses have joined the scheme, the majority of which are independent local retailers, alongside several national businesses including major supermarket Sainsbury's/Argos and parcel delivery provider Evri.



Commissioner Alison Hernandez with Boots representatives marking the launch of Devon, Cornwall and Isles of Scilly Business Crime Reduction Partnership (BCRP)

There has been strong interest from local communities and town councils, resulting in further uptake in areas such as Teignmouth and Newton Abbot, with engagement planned in Ilfracombe and Cranbrook in the new year. This reflects growing confidence in the value of shared reporting and intelligence-led approaches to tackling retail crime.

The partnership is already delivering positive outcomes, with **seven** prosecutions secured against repeat offenders, including custodial sentences and compensation orders. These results demonstrate the effectiveness of collaborative working between businesses, the police and the wider criminal justice system in reducing the impact of shoplifting on local economies. A new Devon, Cornwall and Isles of Scilly Business Crime Reduction Partnership (BCRP) has also been launched to offer a more collaborative and effective approach to reducing retail crime.

Looking ahead, wider force rollout of UKPAC will continue during 2026. Planned activity includes engagement with sector inspectors and neighbourhood policing teams to increase awareness and use of the system, closer working with Community Safety Partnerships, and stronger links with Business Improvement Districts and Business Crime Reduction Partnerships to enhance intelligence sharing across the peninsula.

My office is also funding Plymouth PARC to strengthen the city's response to business crime, including shoplifting, repeat antisocial behaviour and issues affecting the safety and viability of local businesses.

Plymouth PARC brings together Devon & Cornwall Police, Plymouth City Council, business representatives, housing providers, health services and voluntary sector partners to coordinate action against persistent offenders and locations linked to repeat harm. The partnership provides a



structured, problem-solving approach that supports businesses experiencing ongoing crime while ensuring proportionate enforcement and early intervention.

Members of this panel can support this approach by actively promoting it in their area.

7. Strengthening the criminal justice system

Local Criminal Justice Board

The Local Criminal Justice Board met on December 4, 2025, for its quarterly meeting and final forum of the year. The meeting was well attended by senior leaders from across the criminal justice partnership and focused on key issues impacting the effective delivery of justice locally.

Discussions included the implications of the Sentencing Bill, proposed Probation Reform, and the findings of the Living in Limbo report published by Rape Crisis, which highlights the re-traumatisation of rape and sexual abuse survivors caused by delays within the Crown Court backlog. Partners considered what action can be taken locally, collectively and individually, to mitigate the impact of these challenges on victims.

We also agreed our collective priorities for the next 12 months. These are:

1. Ensure efficient and effective criminal justice
2. Keep victims engaged to secure justice
3. Address disproportionality

Work to progress these priorities has already commenced. Further updates will be provided at future board meetings scheduled for March and June 2026, ahead of the annual planning day in September. I will continue to use the board to provide strategic leadership, challenge and coordination across the partnership to strengthen the criminal justice system for victims and communities across Devon, Cornwall and the Isles of Scilly.

Criminal justice scrutiny

Scrutiny remains a key mechanism for ensuring accountability, transparency, and continuous improvement across the criminal justice system. Through scrutiny panels chaired by my office, partners collectively assess performance, compliance with national standards and the effectiveness of local practice.

Panels are held monthly and focus on compliance with the Victims' Code of Practice (VCoP) and the use of Out of Court Resolutions (OoCRs). These sessions bring together representatives from policing, probation, youth justice, the Crown Prosecution Service, courts and magistracy, and victims support services, enabling shared learning and collaborative improvement.

Since my last update in November, scrutiny panels have reviewed drug-related offences involving children where OoCRs have been used, as well as compliance with the Victims' Code of Practice in cases involving assaults on emergency workers. These discussions have provided important learning which will inform policy development and operational practice, and which my office will revisit to provide assurance that improvements are being implemented.

This collaborative approach to scrutiny continues to be well supported by partners and reflects a strong model of constructive engagement. Through this work, agencies are collectively strengthening consistency, raising standards, and improving outcomes for victims across Devon,



Cornwall and the Isles of Scilly. We welcome their engagement at the next scheduled panel in January to review cases of criminal damage.

Out of court resolution and Victims' Code of Practice scrutiny panel reports can be found at: <https://devonandcornwall-pcc.gov.uk/lcjb-scrutiny-panels>

National criminal justice role

In December, I chaired a meeting of the APCC Criminal Justice Portfolio, bringing together Police and Crime Commissioners and senior representatives from HM Prison and Probation Service (HMPPS) to consider key national developments shaping local criminal justice delivery.

The session focused on three strategic themes. The first was **reducing reoffending**, including the use of electronic monitoring, Integrated Offender Management and Community Payback. PCCs received national updates on performance and risk management, alongside discussion on how these approaches support public protection and effective offender supervision, and the role PCCs can play in influencing delivery locally.

The second theme explored the **Sentencing Bill and probation reform**, including updates from the Independent Sentencing Review and the implications for the probation service and community safety. Discussion focused on what these reforms mean for local justice systems and how PCCs can help shape effective implementation through partnership leadership.

The third area explored **opportunities for joint working**, with particular focus on intensive supervision courts and wider collaboration between policing, probation and partners. HMPPS colleagues share examples of effective practice and highlighted where closer partnership working can deliver the greatest impact in a changing government environment.

The next meeting of the portfolio will take place in February 2026 and will include a showcase of the Prisoners Building Homes programme, alongside a presentation from Northamptonshire on the Women's Charter. I will continue to use my national role to influence policy, share learning, and strengthen links between national reform and local delivery.

8. Partnerships

National recognition for Prisoners Building Homes

In December, our Prisoners Building Homes (PBH) programme was awarded **Civil Service Programme of the Year** at the Civil Service Awards, recognising the impact of a partnership approach that has grown from a local proof of concept into a national recognised programme.

PBH provides prisoners with training, skills and meaningful employment while building much-needed homes and reducing reoffending. There are currently more than **150** prisoners engaged in the programme, and reoffending rates among participants remain below **5%**, acknowledging that long-term tracking is not possible for all individuals supported.



Senior representatives and key members of staff attend the Civil Service Awards 2025 in support of the PBH nomination for Programme of the Year



This progress has been driven by strong leadership and commitment from partners across the criminal justice system, government and the private sector. The programme demonstrates what can be achieved through shared ambition, early risk taking, and a willingness to challenge traditional ways of working to deliver better outcomes for individuals and communities.

While further work remains to establish PBH as a standalone entity, the programme is entering a new phase of maturity. Government funding of **£400,000** has been secured to support the development of additional sites by March 2026, alongside plans to strengthen governance through the creation of a new Strategic Board and operational board.

Work is also underway to engage a wider range of stakeholders in preparation for a planned transition to an arms-length body by December 2026. I remain confident in the future of the programme and see PBH as a strong example of how partnership working can reduce reoffending, support rehabilitation, and contribute to long-term system change.

9. Holding the police to account

Commissioner's Accountability Board

I have continued to formally scrutinise Devon and Cornwall Police's performance through my Commissioner's Accountability Board. Following meetings held in November and December 2025, I have published statements of assurance upon scrutiny of several areas, including the force's management of risk, long-term sickness, Op Marnow summer policing preventative and partnership work, budget proposals, and the police's integrity arrangements.

All assurance statements are published on the OPCC website and can be found using the following link: [Commissioner's Accountability Board – Your voice in policing](#)

Gross misconduct hearings

I have a statutory responsibility to support police officer gross misconduct hearings through provision of Independent Panel Members and Legally Qualified People who are appointed by my office. From January to December 2025, we supported 19 hearings to outcome, 8 of which led to the subsequent dismissal of a police officer.

We also supported a further 6 hearings; 3 of which were withdrawn and 3 adjourned. Outcomes of misconduct hearings can be found on Devon & Cornwall Police's website using [this link](#).

The Police and Crime Panel will be aware that my office is part-responsible for the cost of the gross misconduct process through payment of Independent Panel Members and Legally Qualified People for their attendance at hearings. The fees are set nationally, currently at £357 per day for an Independent Panel Member and £511.56 for a Legally Qualified Person.

For 2026-27, the OPCC has proposed a budget of £172,000 to support gross misconduct hearings, a decrease of £38,000 when compared to the budget allocation for the previous year. My office has been – and will continue to be – in active conversation with Devon & Cornwall Police to support cost efficiencies for these processes.

My continued thanks go to the Independent Panel Members and Legally Qualified People who support proceedings. It is with their hard work and dedication we ensure that only the right people work in policing.



Police complaint reviews

As Police and Crime Commissioner, I have a statutory responsibility to undertake police complaint reviews. Where a member of the public is dissatisfied with the outcome of a complaint they receive from Devon & Cornwall Police, they can apply to my office for an independent review.

In Quarter 3, October to December 2025, we received 29 requests to undertake police complaint reviews. During this period, 39 requests were concluded to outcome, including 26 valid complaint reviews. Of these valid reviews, 35% were upheld, meaning my Complaint Review Officers deemed the police's original handling of the complaint was not reasonable or proportionate.

As a result of the upheld complaints, 12 recommendations were issued to the police. These included requesting further enquiries to be undertaken, provision of additional outcome letters to complainants where appropriate, issuing apologies, providing supplementary information and explanations, and ensuring that learning opportunities for officers are taken on board by supervisors and actioned. This ensures that complainants have a clear understanding of the decisions reached and that the police are held accountable for delivering proportionate and fair complaint handling.

Independent Custody Visitors

As Police and Crime Commissioner, I have a statutory duty to operate an Independent Custody Visiting (ICV) scheme. This scheme relies on trained volunteers who make unannounced visits to police custody centres to check on the welfare of detainees and ensure their rights and entitlements are being respected. These visits provide independent assurance that custody facilities are operating safely and appropriately.

During quarter 3 2025/26, covering the period October 1 to December 31, a total of 30 visits were undertaken and 83 detainees visited across Devon and Cornwall, with no significant issues raised.

10. Annual report

I am pleased to say my communications team has now published on our website a 'young people's version' of our Annual Report (2024-25). Its creation is a testament to our ongoing commitment to listening to children and young people and ensuring their voices are heard. The report can be found at https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2026/01/annual-report_easyread_2024-25.pdf

My communications team has also published on our website an 'accessible' version of our Annual Report (2024-25). It uses clear headings, short sentences, no emojis, and no visual layout cues. This version is designed to be read aloud smoothly by screen-reading software. The report can be found at: https://devonandcornwall-pcc.gov.uk/wp-content/uploads/2026/01/annual_report_accessible_2024-25.pdf

Information about how this document meets accessibility guidelines can be found at: <https://devonandcornwall-pcc.gov.uk/about-us/documents>



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