

Police Performance Scorecard

●	Has met the Commissioner's target
●	Has not yet met the Commissioner's target
	Not applicable
↑↓	Indicative of performance improvement
↑↓	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.

Performance measure	Target or baseline	Latest data	Direction of travel compared with baseline	Performance against target	Commissioner's scrutiny assessment
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1. CONTACT

Baseline details:

Fewer reports made to the Commissioner about early PEO closures: Quarter 1 2024/25 – 1st April 2024 to 30th June 2024

1.1 Target: 90% of 999 calls answered within 10 seconds.	90%	94.0%		●	
1.2 Target: 90% of 101 calls answered within 10 minutes.	90%	87.7%		●	
1.3 Target: Lower than a 5% 101 call abandonment rate	< 5%	11.2%		●	
1.4 Fewer reports made to the Commissioner regarding Police Enquiry Offices that have closed before advertised opening times	4	0	↓		

2. INVESTIGATIONS

Baseline details: Positive outcomes+ measure: 12 months to March 2024

2.1 Target: 95% of crime to be recorded accurately. (Crime Data Integrity - CDI)	95%	94.0%		●	
2.2 Increase percentage of positive outcomes+ rate.	11.3%	13.3%	↑		

3. PUBLIC CONFIDENCE

Baseline details:

Public confidence measures: 12 months to March 2024

Victim satisfaction measure: 12 months to August 2024

Repeat victimisation measure: 12 months to March 2024

3.1 Increase the percentage (%) of the public that agree "taking everything into account, I have confidence in the police in this area".	77.0%	75.0%	↓		
3.2 Increase the percentage (%) of the public that agree "the police would treat you with respect if you had contact with them for any reason".	92.0%	92.0%	→		
3.3 Increase the percentage (%) of the public that agree "the police treat everyone fairly, regardless of who they are".	78.0%	75.0%	↓		
3.4 Increase the percentage (%) of priority victims satisfied with the service they receive by Devon and Cornwall Police.	69.0%	68.0%	↓		
3.5 Reduce the rate of repeat victims	46.9%	48.8%	↑		■

4. HMICFRS judgements

4.1 Target: Devon and Cornwall Police to be removed from 'enhanced' stage of performance monitoring.	Force to be removed from 'enhanced' stage of monitoring	Force removed from 'enhanced' stage of monitoring		●	
4.2 Target: Devon and Cornwall Police to have no service areas graded as 'inadequate'.	No areas graded 'Inadequate'	2 areas graded 'inadequate'		●	

Police and Crime Commissioner's Performance Report

1. Contact

1.1 Target: 90% of 999 calls answered within 10 seconds.



The latest data indicates that Devon and Cornwall Police has met the Commissioner's target of answering 90% of emergency calls within 10 seconds.

In the 12 months to November 2025, **94.0%** 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. A stable performance position continues to be evident for this measure.

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 November 2025, **87.7%** of 101 calls were answered within 10 minutes. During this period, the average wait time to speak to a contact officer dealing with 101 calls was 3 minutes and 52 seconds. This is a decrease of 2 minutes and 33 seconds compared with last year when the average wait time was 6 minutes and 25 seconds (12 months to November 2024) and a decrease of 35 minutes and 3 seconds compared with 2 years ago (12 months to November 2023).

Wait times for the 101 service tend to fluctuate in periods of high demand, particularly in the Summer when 101 calls typically increase. Between May and August 2025, the number of 101 calls answered increased, and the proportion of calls answered within 10 minutes decreased. Although performance during this period was consistently above 80%, these fluctuations impact on the overall yearly performance. Prior to the summer months, the proportion of calls answered within 10 minutes had been higher and during the following months January (95.3%), March (90.6%) and April (90.9%) the Commissioner's target of answering 90% of 101 calls within 10 minutes had been achieved. Monthly performance data for November 2025 shows that 89.0% of 101 calls were answered within 10 minutes.

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)

¹ Mean

and in 2025/26, the Commissioner received 2 pieces of correspondence; both sent in the month of July.

Although performance has not yet met the Commissioner's target, the Commissioner is content that performance is stable and that sustained improvement in the 101 service is evident. Wait times have reduced significantly over the past 2 years meaning that members of the public will be experiencing much shorter wait times to report their crime or incident.

Whilst achieving the 90% target based on yearly performance data will be challenging the Commissioner remains optimistic that this is achievable over the life of their Police and Crime Plan.

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 November 2025, **11.2%** of 101 calls were abandoned. The abandonment rate has reduced very slightly (-0.1%) since the last Police and Crime Panel meeting². Although the target for this measure has not yet been achieved, the Commissioner remains encouraged by the improvements to date. The rate of 101 abandoned calls has improved significantly over the last two years – decreasing from 57.4% of calls abandoned in the 12 months to November 2023.

Maintaining lower rates of abandoned calls can be challenging during periods of high demand, particularly over the summer months. Monthly performance data shows a fluctuating trend, with lower rates of abandoned calls during the months of January, February, March, and April 2025 (6.1%, 10.6%, 9.9% and 9.6% respectively) and higher rates of abandoned calls during May, June, July, August, and September 2025 (14.7%, 13.4%, 13.9%, 15.1% and 12.1% respectively). Monthly data for October and November 2025 show reduced abandonment rates of 10.9% and 9.2% respectively.

The Commissioner is content that the rate of 101 abandoned calls continues to decrease and remains optimistic that a 5% abandonment rate remains possible over the life of their Police and Crime Plan.

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



² 21st of November 2025 – abandonment rate was reported at 11.3% in the 12 months to September 2025.

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 closing³.

During 2025/26 (covering the period 1st April 2025 to 31st December 2025) the Commissioner received **no** reports of PEOs closing before the force's advertised closing time, indicating that PEOs are consistently available to the public during advertised opening times.

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 July – September 2025 show that **94.0%**⁴ of all reported crime has been recorded accurately. This is an improvement on performance compared with the last reported figure to the Panel, where compliance was at 91.5% (May – July 2025) and the highest figure reported to the Panel since July 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 is optimistic that the target of 95% is achievable based on the latest audit results and will continue to monitor performance in crime data integrity closely.

³ [A list of Police Enquiry Offices \(PEOs\) | Devon & Cornwall Police](#)

⁴ Crime recording compliance estimate. D&C Police use the same methodology as HMICFRS to calculate their crime recording compliance 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 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 November 2025, the offender outcome+ rate was **13.3%** (equating to 16,469 positive offender outcomes+). This is a 2% 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 Group⁵, 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.

⁵ 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.

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 provider⁶ 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 December 2025, **75%** of the public agreed that taking everything into account, they had confidence in the police in Devon and Cornwall. This indicates a 2% decrease in public confidence compared with the baseline period 12 months to March 2024 (77%) and the last report to the Panel.⁷

The Commissioner will continue to monitor the results of the Force's public perception survey closely for any significant shifts in public opinion. As the activity to deliver on the priorities of the Police and Crime Plan progresses, the Commissioner would anticipate an increase in the public confidence survey results.

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 whether they believe the police would treat them with respect.

In the 12 months to December 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 meeting⁸, 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 December 2025, **75%** of the public agreed that police in Devon and

⁶ SMSR Ltd.

⁷ 77% for the 12 months to August 2025 reported at the 12th of September panel meeting.

⁸ 25th July 2025 – performance was reported at 92% for the 12 months to May 2025.

Cornwall would treat everyone fairly, regardless of who they are. This was 3% lower than the baseline period, the 12 months to March 2024 (78%) and shows a slight decrease of 1% since the last reported figure to the panel.⁹

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 the remaining survey respondents either didn't know or neither agreed nor disagreed with this statement and only a small proportion of survey respondents disagreed or strongly disagreed.

As the activity to deliver on the priorities of the Police and Crime Plan progresses, the Commissioner would anticipate the proportion of survey respondents who agree with this statement to increase. However, the Commissioner is mindful that the public's perception of local police can be influenced by many factors and events that may not be specific to Devon and Cornwall Police.

3.4 Direction of travel measure: Increase the percentage (%) of priority victims that are satisfied with the service received by Devon and Cornwall Police.	
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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 November 2025, show that **68%** of priority victims¹⁰ were satisfied with the overall service they received from Devon and Cornwall Police. This indicates a slight decrease of 1% compared with the baseline period 12 months to August 2024 (69%) and the last reported figure to the Panel (69%)¹¹.

Whilst over two thirds of victims have expressed satisfaction with the service received and levels of satisfaction appear stable; the Commissioner would like to see higher levels - as were evident in 2021¹² 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.

⁹ 25th July 2025 – performance was reported at 76% for the 12 months to May 2025.

¹⁰ 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.

¹¹ 21st November 2025 – performance was reported at 69% for the 12 months to September 2025.

¹² 12 months to December 2021.

3.5 Reduce the rate of repeat victims		Commissioner's scrutiny assessment: 
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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 November 2025, the repeat victimisation rate for individuals and organisations was **48.8%**. This is 1.9% higher compared with the baseline period of the 12 months to March 2024 (46.9%). The rate of repeat victimisation has remained stable since the last reported figure to the Panel.¹³

The Police and Crime Panel have requested that the Commissioner distinguishes between individual and organisational repeat victimisation in addition to providing the overall repeat victimisation rate. In the 12 months to November 2025, 38.3% of individuals were repeat victims of crime. During the same period, 84.8% of organisations were repeat victims of crime.

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 the baseline period the 12 months to March 2024 and at a level that is of concern. The Commissioner has therefore assessed that performance in this area requires an additional level of scrutiny and has requested that the Chief Constable reports on this at an upcoming Commissioner's Accountability Board.

4. HMICFRS judgements

4.1 Target: Devon and Cornwall Police to be removed from the 'enhanced' stage of performance monitoring.	
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This measure has not been updated since the Police and Crime Panel meeting in September 2025.¹⁴ The next HMICFRS PEEL inspection report is expected Spring/Summer 2026, and so performance against this target will remain unchanged until that time.

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 known 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.

¹³ 21st November 2025 – repeat victim rate reported at 49.1% for the 12 months to September 2025 – a slight decrease of 0.3% is evident.

¹⁴ 12th of September 2025.

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.

The Commissioner is pleased to report that on the 30th July 2025, HMICFRS' Chief Inspector Sir Andy Cooke QPM DL 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'.	
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This measure has not been updated since the Police and Crime Plan meeting in September 2025.¹⁵ The next HMICFRS PEEL inspection report is expected during 2026, and so performance against this target will remain unchanged until that time.

The removal of the force from 'Engage' is separate to the process undertaken by HMICFRS' that grades service areas of the force. HMICFRS' PEEL¹⁶ 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

¹⁵ 12th of September 2025.

¹⁶ Police effectiveness, efficiency and legitimacy (PEEL).

'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.