



Annual Report 2018-19



DRAFT

Our mission is to get the best for the public from the police and to support others to keep communities safe across Devon, Cornwall and the Isles of Scilly

Foreword by the Police and Crime Commissioner Alison Hernandez

This is my third annual report since taking up office in May 2016 and I am proud to be able to share with residents of Devon, Cornwall and the Isles of Scilly some of the achievements that have been made by my office and Devon and Cornwall Police in that time.

My Police and Crime Plan was designed to create safer, more resilient and better connected communities. It has now been in place for two years and I am pleased that a huge amount has been achieved with these goals in mind.

In this report – which Police and Crime Commissioners have a statutory duty to produce - you will be able to read about and better understand improvements that include:

- Why I decided not to support the proposed merger between Devon and Cornwall Police and Dorset Police
- How we've used the government's flexibility on council tax precept to boost officer numbers
- Why towns of all shapes and sizes are getting state-of-the-art new CCTV systems
- How new Tri-Service Safety Officers and Community Responders are making a real difference to rural communities
- Where we've invested to make our region's roads safer
- Why mentally unwell people are now more likely to be treated

rather than incarcerated due to our commissioning work

- How we're helping to get prison leavers in work to close the revolving door of reoffending

Through the continued support of council taxpayers the police force is in a stronger position than it was when I came to office in 2016, with an increased budget that will sustain an additional 176 more officers in December 2020 than there were in March 2017.

Calls for police help for a range of issues continues to rise, and I believe this investment is essential to maintain our ranking as the sixth safest force area of the 43 in England and Wales.

Increasing the number of police officers in Devon and Cornwall, and commissioning work that reduces crime are common sense solutions that will keep us all safer and ultimately save public money.

We are fortunate that the crime rate in the Devon and Cornwall remains one of the lowest in England and Wales at (62 crimes per 1,000 of population*) when the national rate is 82. I believe I have set an agenda and direction that will help it remain that way.



Police and Crime Commissioner
Alison Hernandez



SECTION ONE

Review of 2018-19

It's been a busy 12 months...



Working with partners on the Safer St Austell group



Our first ever councillor advocate seminar



Giving evidence to the Home Affairs select committee



HRH Princess Anne launches our Restorative Justice programme

April

May



Engaging with rural communities at the Axe Vale Show



Work starts on the new Exeter Police Station

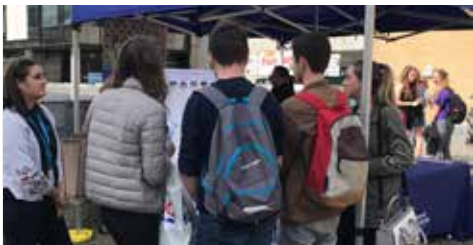


Thousands gave opinions on a merger proposal



At the North Devon Diversity festival

June



Speaking to students in Plymouth



Visiting Trevi House, a residential home for women battling addiction



At Plymouth Respect Festival



Chatting to the public at Yealmpton Show

July



Launching the St Ives CCTV system



At the Chagford Show



Councillor advocates receive a briefing at police HQ



Engaging with the disabled and their carers at a Blue Light Day

August



At the Honiton Show



A Meet Your PCC event in St Ives



The OPCC team at Widecombe Fair



Alison talking to Plymouth University

September

October



The Police and Crime Panel discuss the PCC's merger decision



Speaking at a women's forum



With the Rural Crime Team at Agrifest



Launching the OPCC Business Crime Strategy at Westpoint

November



Remembering veterans with the force poppy car



A Meet Your PCC event in Truro



Speaking to students at Petroc college



Community Responders start their training

December

January



At the dedication of the force's Cornish headquarters



At a local alcohol partnerships seminar



Our first ever rural crime surgery



Meeting the South Asian Society in Plymouth

February



Hosting a conference on tackling stalking



Tri-service officers at their passing out ceremony



Supporting the BASH Awards



Getting the road safety message across

March



Key developments

The OPCC supported the 2019 BASH awards for people in Devon with disabilities

Police officer numbers/precept poll

In January 2019 the Police and Crime Panel for Devon and Cornwall approved a budget for the 2019-20 financial year. It enabled the Chief Constable to recruit dozens more officers and meet rising operational costs.

The renewed recruitment drive will bring force strength to 3,100 by the end of 2020, the highest level since 2012. In total around 660 officers will have been recruited over four years to make up for those leaving the force and to build force strength.

The budget was drafted following a poll of residents of Devon, Cornwall and the Isles of Scilly in which 4,617 people took part. The majority indicated they would support the proposed rise in council tax precept if police officer numbers increased.

The budget also allowed for the recruitment of 20 joint funded blue light officers, the development of a County headquarters for Cornwall and the roll out of body worn video.



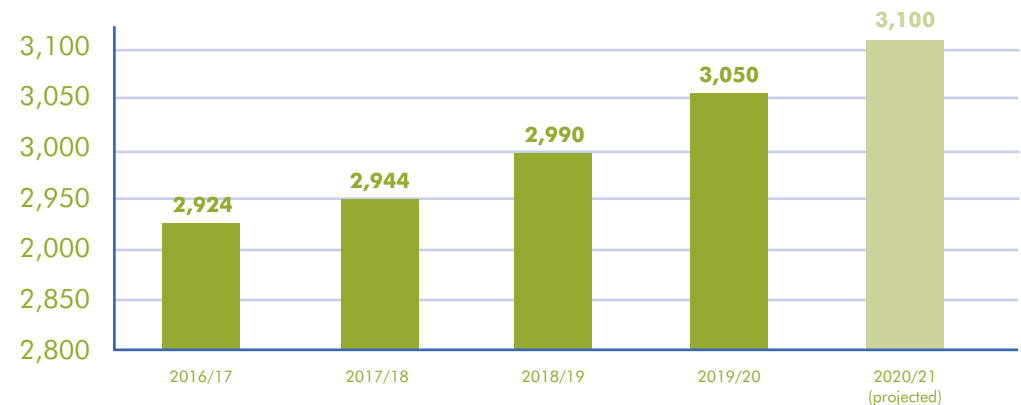
New officers pass out at Middlemoor Police headquarters in March, 2019

Tri Service Safety Officers and Community Responders launched across Devon and Cornwall



Collaboration between blue light services bear fruit with new officer posts created – see page 38

Budgeted police officer numbers at 31 March (FTE)



Traders in St Ives are among those to benefit from the OPCC's CCTV drive

The PCC set out her support for CCTV in the Police and Crime Plan, highlighting the protection CCTV affords to vulnerable people, the reassurance it brings to members of the public generally, and the operational benefits for policing in areas such as deterrence, investigation and conviction.

Two years ago the PCC's office began a joint project with Cornwall Fire and Rescue to increase the number of towns in Cornwall which were benefitting from new or upgraded CCTV systems

which were connected into the critical control room at the Tolvaddon Fire HQ. The control room provides real time monitoring of CCTV as well as answering police requests for access to recorded footage. The PCC provided capital funding grants and support for towns which wanted to apply for funding. As a result of this partnership work with Cornwall Fire and local authorities there are now 11 towns in Cornwall with CCTV systems connected into Tolvaddon

The model which has been developed in Cornwall is now being rolled out in Devon through a commitment to capital funding support for the major local authority control rooms, and for towns which wish to install or upgrade CCTV systems.

Development work is continuing to enable local authority and fire control rooms to connect into police control rooms with the aim over the next two years of creating a fully integrated network of CCTV systems across Devon and Cornwall.

A number of other towns in Devon and Cornwall are currently considering investment in CCTV systems and are likely to apply for funding support in the next 12 months.

As part of the continuing growth of an integrated CCTV network across Devon and Cornwall, recent developments have included:

PCC Capital Investment Grants paid:

Bodmin, St Austell, Penzance, Wadebridge, St Ives

PCC grants approved for:

Tolvaddon control room expansion, Stoke Village (Plymouth)

Councils intending to apply for capital funding support from the PCC:

North Devon District Council, Exeter City Council, Dartmouth, Exmouth, Liskeard, Budleigh Salterton.



Traders in St Ives are among those to benefit from the CCTV investment.

Helping ex offenders stay on the straight and narrow



HMP Exeter, Credit: Roger Cornfoot/Geograph
OPCC funds new scheme to give people released from prison better access to housing and jobs – see page 30

Improving the police force through scrutiny



Alisson Hernandez and Chief Constable Shaun Sawyer

To help the PCC do their job they use something called scrutiny, a process of reviewing information from a variety of sources to give an informed view on an issue. The result of scrutiny is usually a report which contains findings and recommendations.

Because scrutiny involves reviewing a wide range of evidence, it can also be an effective tool for helping to inform policy, particularly through:

- Generating new ideas and ways of doing things;

- Challenging assumptions about existing ways of working; and
- Engaging members of the public and stakeholders

Scrutiny of many different areas also helps the PCC to have a complete 'overview' of crime, policing and other social issues. This enables the PCC to do a number of things such as identifying strategic opportunities to do things differently, and it also helps to inform how the PCC lobbies for Devon, Cornwall and the Isles of Scilly at a national level.

Between April 2018 and April 2019 the PCC and her office has:

- ✓ Worked with the Centre for Public Scrutiny to independently develop a new framework for scrutiny
- ✓ Agreed with the Chief Constable how we will carry out our scrutiny
- ✓ Created and published a new scrutiny framework and timetable
- ✓ Updated our website to explain how we use scrutiny
- ✓ Developed our Out of Court Disposals Scrutiny Panel
- ✓ Intensively scrutinised cases where the police have issued Out of Court Disposals
- ✓ Developed our Use of Police Powers Scrutiny Panel
- ✓ Reviewed performance information relating to how the police use force
- ✓ Delivered training in Stop and Search for our lay members on scrutiny panels
- ✓ Provided our lay members with a tour of a police custody centre
- ✓ Provided independent training to Devon and Cornwall Police's senior officers in good scrutiny practices and techniques
- ✓ Provided independent training to Office of the Police and Crime Commissioner staff in good scrutiny practices and techniques

Centres provide a safe haven for victims of sexual violence



New sexual assault referral centre completes network – see page 34

Creating a police estate that's fit for the future

Work to ensure police facilities are fit for 21st Century crime fighting is progressing in Exeter and Bodmin.

Key developments this year have seen Bodmin police station dedicated as the county headquarters for Cornwall with a further £13m earmarked for investment in the county's estate. This will significantly improve facilities for staff and members of the public and a substantial new custody facility will be created.

In Devon, construction is well under way on a £29m project which will be the base for up to 450 officers whose duties range from community policing to major crime investigation. The new Exeter Police Station will incorporate a state-of-the-art custody suite with 40 police cells and there will be a new and improved public front desk.

£42m

is being invested in creating a new Exeter Police Station and in improvements to the Cornwall County Headquarters

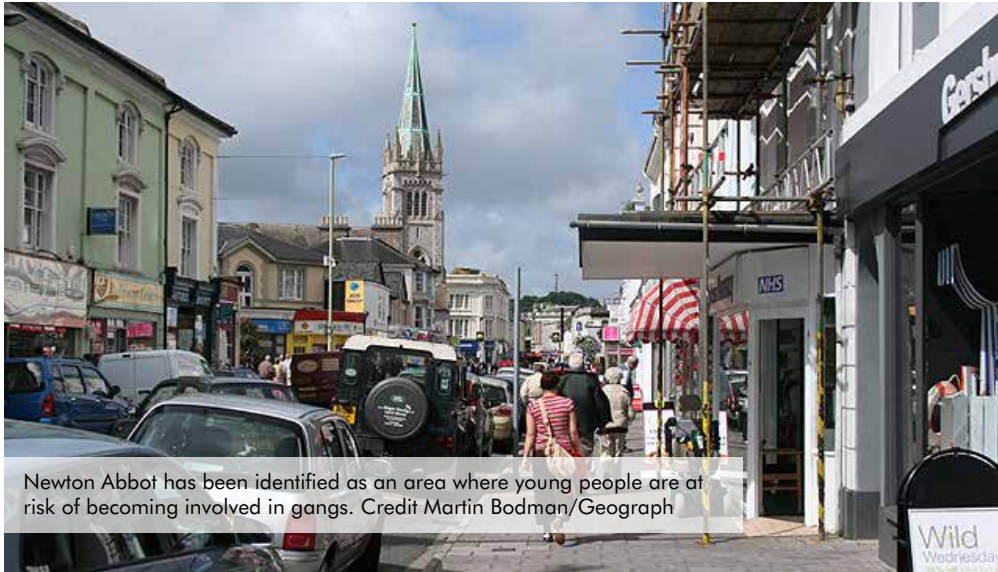
The project - part funded by the sale of police land - is a major boost for the Exeter economy and will mean the sale and redevelopment of the current Heavitree Road Police Station and the setting up of a new community policing hub run at the Exeter Civic Centre in collaboration with Exeter City Council.

"Making sure our police officers have the best facilities to keep our communities safe is a key element of my Police and Crime Plan," said the Police and Crime Commissioner.



The PCC at a bolt-tightening ceremony (top) for the new Exeter Police Station (main image) and the St Piran's flag flies over the new Cornish HQ in Bodmin (inset)

Office wins £528k of funding to engage young people



Newton Abbot has been identified as an area where young people are at risk of becoming involved in gangs. Credit Martin Bodman/Geograph

A project to stop young people in south Devon getting embroiled in gang culture and street violence was awarded £528,569 of Home Office money after a successful bid that was coordinated by the OPCC and community safety partnerships.

'Turning Corners' focuses on youngsters who are vulnerable to exploitation.

It is working with families and professionals to highlight the dangers and consequences of being drawn into a world where drugs, violence and antisocial behaviour become a way of life.

The funding - from the Police Transformation Fund - was won after a collaboration between Police and Crime

Commissioner Alison Hernandez and the community safety partnerships (CSP) for Torbay and South Devon and Dartmoor.

CSPs are statutory partnerships made up of representatives from the local authority, police, fire service, probation services and NHS trusts.

Turning Corners is delivering 18 months' worth of outreach work and education to intervene in young people's lives. It was one of just 18 projects out of more than 100 to receive funding.

The funding has been made as part of the Government's Serious Violence Strategy - a response to an increase in knife crime, gun crime and homicide.

In Devon the money is being used to

Engaging councillors to create safer communities



Councillor advocates recruited from around Devon and Cornwall - see page 25

pay for a range of measures such as the setting up of parent support groups and a youth violence prevention team to strengthen the community response to the emerging threat. It will also enable more youth workers to be deployed to areas of need.

Rebecca Hewitt chairs the South Devon and Dartmoor Community Safety Partnership.

She said: "We know that we can make every penny of this funding count. We work closely with a wide range of partner agencies with those young people who we believe to be vulnerable to exploitation and this will help us enhance that and build a wider community response to keep out children safe."



£528,569

won from the Police and Transformation Fund to divert vulnerable young people away from crime

Ensuring the mentally unwell receive treatment

Devon and Cornwall Police estimates that 40% of demand is related to vulnerability including substance misuse, people suffering from mental ill health, those with learning disabilities or other psychosocial vulnerabilities.

The 2018-19 financial year saw the PCC support the launch of two schemes designed to ensure that people who were mentally unwell at the time of offending received treatment rather than punishment.

The Integrated Police Mental Health Service, part funded by the Office of the Devon and Cornwall Police and Crime Commissioner, was the first of its type in the country when it launched in October 2018.

It allows frontline police officers to refer directly to mental health services when they suspect someone who they come into contact with is unwell, as well as giving them access to timely and informed advice from mental health professionals.

It brought together three schemes - liaison and diversion, street triage and neighbourhood - into a force-wide service that will reduce demand on the police force and provide mentally unwell people with the help they need earlier than is currently possible.

The scheme was led by Chief Inspector Mark Bolt, who was frustrated by the fact that officers could only recommend to mentally unwell people who they came into contact with that they seek medical help unless they had committed a crime.

It involves working in close partnership with NHS England and primary care trusts across the two counties.

Chief Insp Bolt said: "This scheme provides an opportunity to get support for an individual before their behaviour reaches crisis point. It is all about early intervention to prevent more serious harm later on."

In her role as Chair of the Local Criminal Justice Board, Alison also supported the setting up of a mental health treatment requirement trial in Plymouth. It is a sentence that ensures that offenders who suffered from poor mental health while breaking the law get intensive and high quality help over a period of up to 12 weeks instead of being sent to prison.

It is led by Hazel Roberts, who has a background as a psychiatric nurse. She and her team work with range of offenders, not all of whom will have been diagnosed with a mental health disorder at the time of the offending.

mental health referrals

33%

A two-year pilot of the neighbourhood scheme in Cornwall led to a 33% reduction in demand for mental health referrals.

Source: Devon and Cornwall Police.



Hazel Roberts receives a commissioner's award for her work on the mental health treatment requirement scheme

Looking out for victims of crime



Frances Kent and her daughter Kate Bailey (below)



Frances and Howard Kent had their lives shattered when their daughter Kate Bailey was killed by a hit and run driver outside their Cornish home.

Kate, 45, had been walking her dog and going to check on her parents when businessman Jonathan Kane, in a hurry to get back to London, struck her with his Land Rover. He continued his journey, only later handing himself in.

Kane was sentenced to two years in prison after being convicted of causing death by dangerous driving. On his release he requested an interview with Frances and Howard in order to apologise for his actions.

Road Safety Strategy



New approach aims to cut the number of people killed and seriously injured on our roads – see page 31

A meeting was set up by the Make Amends team, a service which is commissioned by the OPCC to provide restorative justice across the force area.

Frances agreed and although she found the encounter difficult, it was hugely worthwhile.

“It took a lot of thought and possibly courage but I do not regret it for one moment,” she said. “Our lives will never be the same but I feel that by meeting Jonathan Kane we have arrived at the truth and can now begin to move on”

Restorative Justice is one of many solutions that the Devon and Cornwall

Victim Care Unit can offer victims of crime. For information on how to get in touch see the directory at the back of this report.

Restorative Justice is just one way that the OPCC delivers on its duty to ensure that victim’s rights under the Victims’ Code of Practice are met. This year the office worked with the Local Criminal Justice Board to commission an audit of the entire criminal justice system in Devon and Cornwall and their compliance with the code of practice.

Merger exploration

The summer of 2018 was dominated by proposals to merge Devon and Cornwall Police with Dorset Police to create one force for the three counties. The two forces were already working closely and several departments were already working in alliance, a partnership that was delivering many millions of pounds worth of savings.

A major exercise to consult the public took place between June and September 2018. Residents of Devon, Cornwall and the Isles of Scilly and Dorset were surveyed using a representative telephone survey, an online survey and via a face-to-face questionnaire.

Respondents in Cornwall were the least positive about seeing the benefits of a merger over a strategic alliance while those in Dorset were the most positive.

In order for the proposed business case to be submitted to the Home Office all four corporate soles – two Chief Constables and two Police and Crime Commissioners – had to agree to be in agreement that the case for the merger was made.

Devon and Cornwall PCC Alison Hernandez was not convinced that the public were supportive of the plans. The merger would have led to a rise in the police precept for council tax payers in Devon, Cornwall and the Isles of Scilly as precept levels were equalised with those in Dorset.

Her decision not to approve of the business case's submission to the Home Office was supported by the Police and Crime Panel meeting of October 5, 2018.



Alison launches the merger survey with media interviews



Of the 6,860 members of the public who completed the merger engagement survey

72%

said they wanted more investment in local policing.

Finance and Resources

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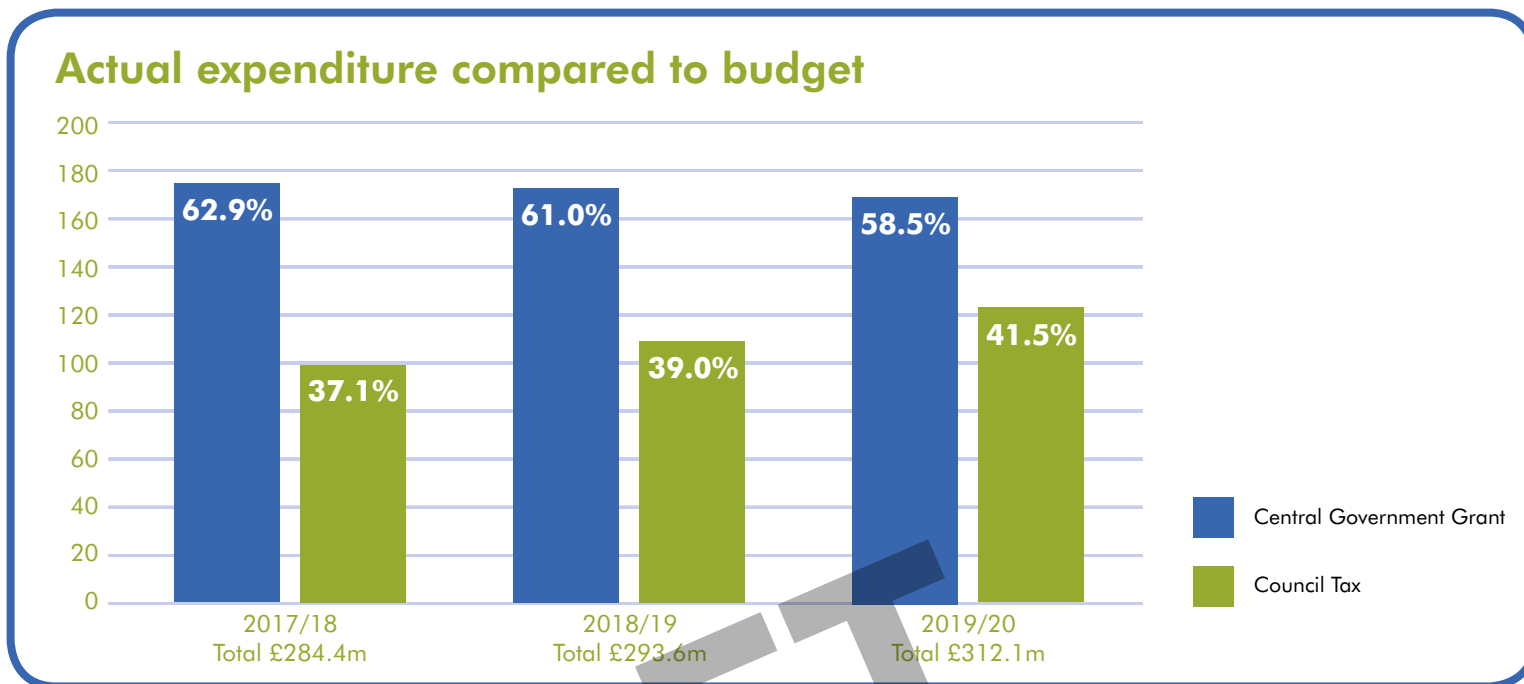


At the ground-breaking ceremony for the new Exeter Police Station, which represents a £29m investment in the police estate

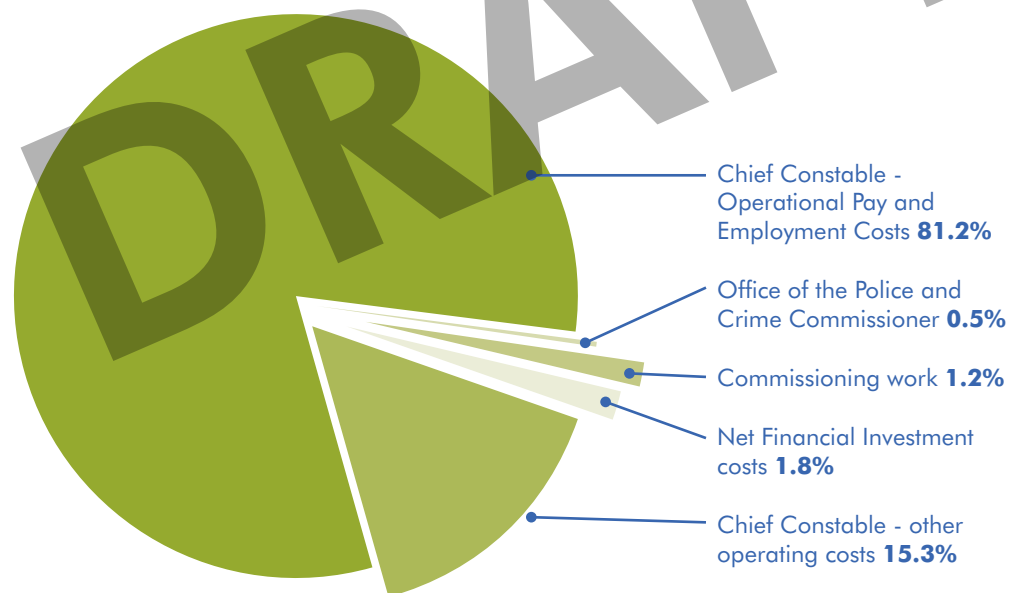
Introduction

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2019. It also provides a general guide to the financial situation of the PCC as at March 31, 2019, full details are provided in the Statement of Accounts 2018/19 which can be found online at devonandcornwall-pcc.gov.uk/about-us/what-we-spend.

The overall financial settlement for policing was larger than anticipated and provided additional flexibilities for PCC's around the council tax levels. Government grant remained the same in cash terms compared to 2017/18. The PCC, in consultation with the Police and Crime Panel, decided to increase the council tax by 6.81% (£12), to £188.28 per Band D equivalent, so that services to the public could be maintained against a backdrop of a real term decrease in central funding. The overall impact of this Home Office grant position and council tax increase was that overall funding in 2018/19 was £9.2m more than it was in 2017/18.



Analysis of Net Revenue Expenditure 2018/19



A budget of planned expenditure is agreed by the PCC in order to set the council tax level for 2018/19. For 2018/19 the final outturn position for the Chief Constable's operational budget was a small underspend of £48,000 against a budget set of £288.4m. The OPCC final outturn position was £25,000 less than the budget set of £5.1m.

Therefore, the group final outturn position shows a small underspend of £73,000 on the overall budget of £293.5m, which equates to less than 0.03%.

What has been achieved during the year?

We said we would...	We have...
Increase the number of police officers to 3,015 by 2019/20.	✓ Increased our recruitment to reach 3,015 by the end of 2019/20. We are on track to achieve the increase.
Deploy 20 joint funded blue light officers. This will look to develop a new way of delivering neighbourhood functions in rural areas in collaboration with fire services and other partners.	<ul style="list-style-type: none"> ✓ There are now 10 Tri Service Support Officers in Cornwall as a result of a partnership between police, fire and ambulance services. ✓ Devon has four Police & Fire Community Support Officers (PFCSOs). ✓ Devon has seven Community Responders as a result of collaboration between Devon and Cornwall Police and Devon and Somerset Fire and Rescue Service.
Develop a county police headquarters for Cornwall at Bodmin – delivering a similar function expected of the development currently under way in Exeter.	✓ Bodmin Police Hub has been dedicated as a headquarters for Cornwall and £13M has been set aside for improvements..
Meet the expectations of an additional 1% in pay award for police officers and police staff from 2018/19, after five years of a 1% restriction on pay.	✓ The pay award of 2% was agreed and has been fully funded.
Significant invest in technology to drive efficiencies and productivity. This includes investment in a replacement records system, improved automatic number plate recognition (ANPR), digital storage and improved control room technology.	✓ The overall spend in the capital programme on technology (excluding Body Worn Video – see below) was £3m. There have been significant delays with the national programmes but local implementation is progressing well.
Roll out Body Worn Video (BWV) to protect officers and victims, catch criminals and provide transparency to the public.	✓ The roll out of Body Worn Video (BWV) is due to be completed in summer 2019.
Set aside £100,000 to support a small grants scheme. These funds will be targeted towards projects to tackle anti-social behaviour in our communities.	✓ Set aside £100k for small grants. The small grant scheme was rolled out with over £60,000 being awarded to local community initiatives. The remaining unallocated money will be distributed in 2019/20.

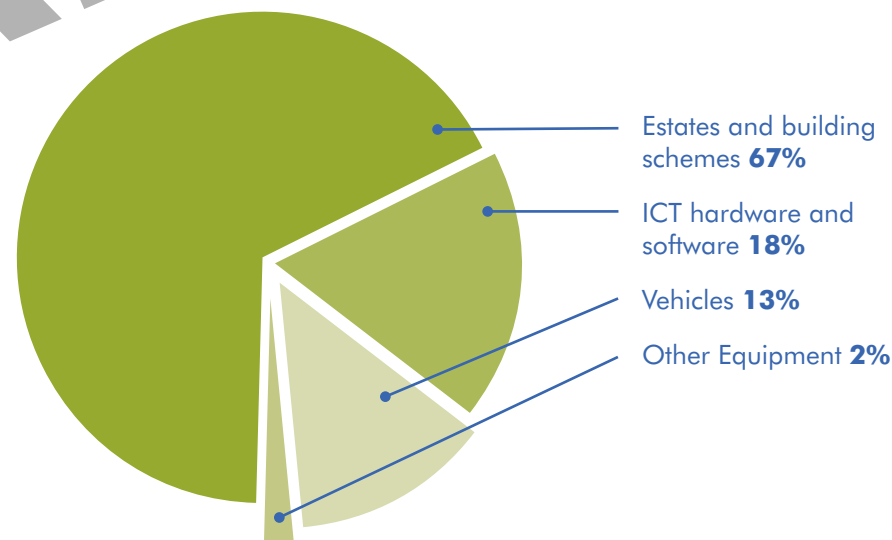
Staffing

Staff and employment costs make up 83% of the overall budget. The full time equivalents (FTE) at the start and end of the year are shown below:-

	March 31, 2018	March 31, 2019
Police officers	2,940	2,982
Police staff (inc PCSOs)	2,102	1,940
Office of the PCC	25	27
Total	5,067	4,949

Capital expenditure 2018/19 - £22.9m

Capital expenditure of £22.9m was incurred during 2018/19. The chart below highlights the major areas of spend with Estates and Building Schemes being the largest area of spend. The work on the new Exeter Police Station at Middlemoor has continued at pace during this year with the completion date set for January 2020.

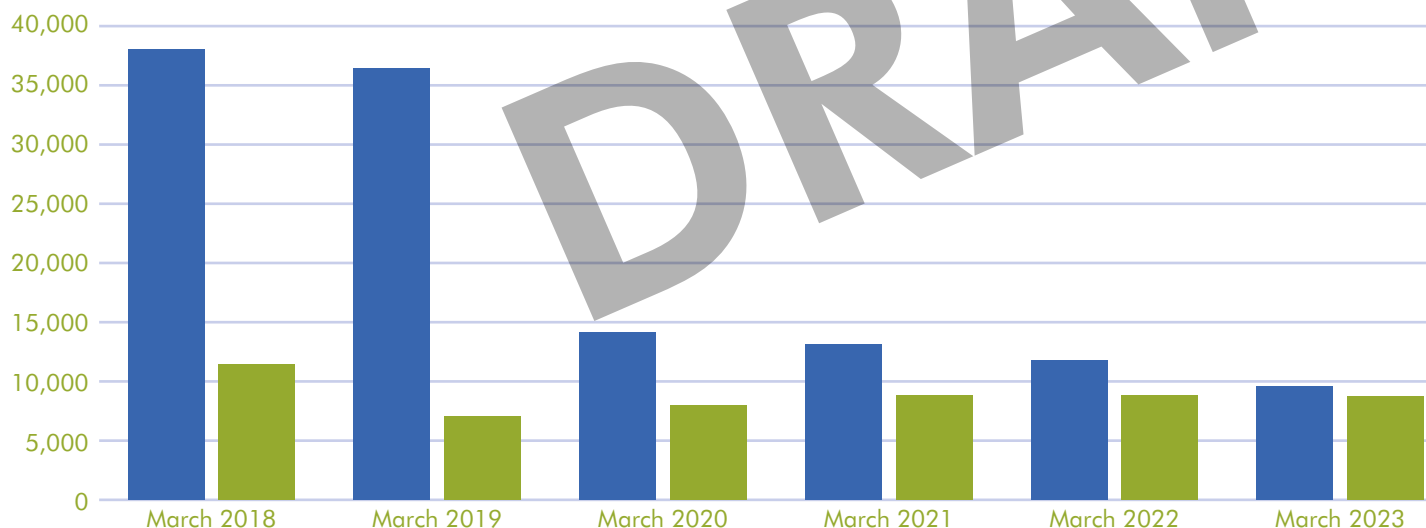


Managing financial risks and opportunities

The current medium term financial strategy (MTFS) covering 2018/19 to 2021/22 indicates a balanced budget after the achievement of savings of £9.6m by the end of 2021/22. The main challenge for the PCC is to reduce spending while at the same time ensuring that investment in staffing and other assets is sufficient to maintain and improve the Force's capacity and capability to deal with the anticipated demand for services. The PCC and the Chief Constable have a number of programmes in place that aim to improve the efficiency of the force. They are:

- Significant investment in technology to aid the frontline staff to become more efficiency eg. body worn video;
- The continued roll out of the workforce plan – the work was developed in 2017/18 ready to be rolled out across the force during 2018/19 and beyond;
- A series of cost challenges to drive productivity and continuous improvement;
- Continuing to work together with Dorset Police – the aim is to sustain and embed the efficiencies achieved under the Strategic Alliance;
- Regional collaboration – the force has been collaborating with other South West forces for a number of years with the aim of improving operational efficiency.

Earmarked Revenue Reserves and General Balances Forecast



Reserves and balances

Reserves and balances (including earmarked reserves) have decreased by £7.8m between April 1, 2018, and March 31, 2019. The chart below shows the level of reserves and how we plan to reduce them over the next five years as they support the capital programme for Devon and Cornwall Police.

Financial transparency

A detailed breakdown of all the OPCC's spending is available on our website, or by contacting our office. Please see our contact details, which are at the back of this report.

Performance



1. Satisfaction and Public Confidence

Satisfaction

It is a requirement of the Home Office for police forces to conduct victim satisfaction surveys with specific victim groups. Victim satisfaction surveys are structured around a number of core questions, exploring satisfaction across different stages of interaction: ease of contact; arrival; actions taken; kept informed; treatment and whole experience.

Devon and Cornwall Police carry out two key victim surveys – Priority Victims and Domestic Abuse Victims.

The levels of satisfaction for priority victims and domestic abuse victims remained relatively stable in 2018/19 compared with 2017/18.

In the 12 months to March 2019:

- 73% of priority victims were satisfied with their overall experience of the service they received from Devon and Cornwall Police.
- 86% of domestic abuse victims were satisfied with their overall experience of the service they received from Devon and Cornwall Police.

Public confidence

Devon and Cornwall Police uses the office of National Statistics Crime Survey for England and Wales (CSEW) to track the confidence of the local public. Public confidence relates to measurements taken from the general public regardless of whether they have had contact with the police. In the 12 months to December 2018:

- 62% of survey respondents felt that Devon and Cornwall Police were doing a good or excellent job – slightly higher than the national average of 58%.
- 78% of adults in Devon and Cornwall have overall confidence in the local police - which is also slightly above the national average of 76%.
- 87% of respondents agree that Devon and Cornwall Police would treat you with respect, which is in line with the national average.
- 63% of respondents agree that Devon and Cornwall Police would treat you fairly compared with the national average of 67%.
- 68% of respondents agreed that Devon and Cornwall understand local concerns, whilst 59% felt that local concerns were dealt with. Results remain consistent with the national averages for these measures.

2. Crime incidents

- 107,327 crimes were reported across Devon and Cornwall Police in 2018/19 – which is an increase of 4% compared to the previous year. Crime recording compliance improvements following HMICFRS's Crime Data Integrity (CDI) inspection in 2017 and re-inspection in 2018 were the main drivers for the increase in crime over the past couple of years. As crime recording practices have become more stable, changes in recorded crime are more likely to be reflective of genuine changes.
 - Overall, total crime levels have remained relatively stable year to year and that the increases that have been seen over the past couple of years are now occurring at much lower rates.
 - The increase of violent offending has predominantly driven the increase in total crime. Violence without injury offences including stalking, harassment and malicious communication have contributed significantly to the increase of violent crime. The increase in stalking and harassment shows good progress of the force's ability to recognise, encourage reporting and record these crimes correctly.
 - Recorded levels of 'hidden harm' crimes that have traditionally been under-reported have continued to rise – which are interpreted as encouraging signs of both victims having the confidence to come forward and report and of improved recording standards.
 - There have been increases in drug offences which usually reflects targeted police activity to tackle drug crime.
 - Despite the increase in recorded crime, Devon and Cornwall's crime rate at 61.3 crimes per 1,000 population remains significantly lower than the national average (87.7 crimes per 1,000 population).
 - Devon and Cornwall has the sixth lowest recorded crime rate in England and Wales, as well as the seventh lowest risk of crime according to the Crime Survey for England and Wales.
- Devon and Cornwall still has one the lowest rates of acquisitive crime out of all force areas with the lowest rate of residential burglary, second lowest rate of theft offences, the fifth lowest rate of robbery and sixth lowest rate of vehicle offences.
- Comparing 2018/19 with a year earlier, there have been decreases in both domestic and non-domestic burglary offences, vehicle offences, shoplifting, other theft and criminal damage.

3. Victims and Offenders

Victims

- In 2018/19, just over 95,366 Victim Needs Assessments (VNA) were completed.
- 10.3% of crimes with a VNA identified a victim need.
- As a result, 9,846 victims required victim support services.
- 96% of victims are satisfied with the service they receive from the Victim Care Unit.
- Currently the Victim Care Network has over 60 member organisations, offering support services to victims of crime.



4. Contacting the Police

In the 12 months to March 2019, Devon and Cornwall's Police Contact Centre received:

- 1,010,474 calls; which equates 2,768 per day and 1.92 contacts every minute.
- 225,975 Emergency 999 calls which is a 12.1% increase compared with 2017/18 – Despite the increase, 90% of which were answered within 10 seconds.
- 631,542 101 calls – 74% of which were answered within 30 seconds.
- 47% of 101 calls were dealt with at the first point of contact (switchboard) without the need to be transferred and wait additional time.
- Average call answer times for non-urgent 101 calls which could not be resolved at switchboard were nearly seven minutes and average talk times have more than doubled to almost eight and a half minutes.
- While phone calls remain the primary form of contact for members of the public, efforts to improve options to report crimes or concerns are in place. There has been 21% increase in the number of 101 emails and texts received in 2018/19 compared with 2017/18 - 95% of which were answered within 24 hours.
- In 2018/19, nearly 93,000 members of the public used 101 emails and texts to contact Devon and Cornwall Police.
- In addition, there continues to be an increase in the number of people using Web Chat with positive feedback received – Just over 5000 people spoke to Devon and Cornwall Police via this method in 2018/19, with an average talk time of nearly 15 and a half minutes
- In 2018/19 Devon and Cornwall recorded 290,668 incidents in response to calls for service.
- Nearly 82,000 of which were graded as immediate incidents (emergency calls). These are priority incidents that the police aim to respond to within 20 minutes.
- In the 12 months to 31st March 2019, 70% of immediate incidents were attended to within 20 minutes and the median (average) response time across Devon and Cornwall was 14 minutes and 20 seconds.
- 77% of calls which require a prompt response but not an emergency response were attended within an hour.
- 86% of routine incidents attended resulted in the attendance of a police officer within 24 hours.

SECTION TWO

Making progress against the police and crime plan

The Police and Crime Plan was launched in 2017 with five priorities; connecting communities and policing, preventing and deterring crime, protecting people at risk of abuse and those who are vulnerable, supporting witnesses and helping them to get justice and getting the best out of the police. In this section we will examine how Devon and pCornwall Police and partners have delivered against the plan. The local policing promise is to create a force that is Accessible, Responsive, Informative and Supportive.

A local policing promise that policing is...

1

Accessible

- The Chief Constable will publish service standards for the 101 non-emergency service, answering 999 calls, online contacts and correspondence – and regularly tell the public how the Force is performing
- The Chief Constable will make it easy for the public to report crime or incidents by a range of methods to suit their needs
- The PCC will support the Force in developing a range of online channels to help people contact the police
- The Chief Constable will publish service standards which ensure face to face engagement and interaction between local police teams and the public – and regularly tell the public how the Force is performing
- The PCC will establish a PCC councillor advocate scheme
- When a police station is vacated we will seek to provide an alternative base within that locality
- The PCC and the Chief Constable will improve community liaison and connectivity - including the Citizens in Policing programme, co-location with partners and community access points
- The PCC will establish a network of OPCC link officers
- The PCC will explore the establishment of a PCC Young Persons Advocate Scheme



Demand on call handlers has been reduced by the introduction of live chat

Making it easier to contact the police

Control rooms are at the heart of any emergency service, operating 24 hours a day, seven days a week. For Devon and Cornwall Police this is no different. Every day staff in the control room take up to 800 emergency 999 calls and 2,500 non emergency calls to 101. That's more than a million calls a year.

On Saturday, July 7, 2018 the force experienced its second busiest day in its history as summer visitors, the Football World Cup and a heatwave resulted in almost 1,500 calls in 24 hours, double what might be expected on a normal summer Saturday.

People have a huge variety of reasons for wanting to contact the police and it's

vital they get through to the right person at the right time.

Web chat - which allows people to interact with call handlers via the police website in real time, has been a great step forward in allowing the force to respond to queries while diverting calls away from a call centre.

Introduced in autumn 2018 it makes sure more calls can be dealt with swiftly and efficiently and therefore police officers tasked more effectively. A useful addition for victims is a 'track my crime' button on the website which triggers a digital response from the force to update them on progress on an investigation.

Councillor advocates create a community link

Keeping our communities safe is not just a job for the police. One way that the Police and Crime Commissioner has worked to improve communication and better connect communities throughout Devon, Cornwall and the Isles of Scilly with their police force, is by harnessing the knowledge and connections of elected

members via a Councillor Advocate Scheme that was launched in 2018.

Local councillors know and understand their individual communities.

They are recognised and influential local leaders, who are well connected with the communities they represent.

Because of this, they are in the unique position of being able to help improve the connection between communities, the police and the OPCC.

The scheme is open to any councillor in the area who would like to join this positive network, and at the time

of writing had 91 members of many different backgrounds and from across all local government tiers.

The scheme provides a practical and positive route to enable them to bring views from their communities to the police and to ensure that the PCC is kept informed of community views across Devon, Cornwall and the Isles of Scilly.

Police inspectors are provided with details of their local councillor advocates so they can work together to resolve community safety issues.

In return for volunteering to be a part of the scheme, councillors receive quarterly policing updates, regular information and access to themed seminars each year.

Councillors who are part of the scheme have been given a variety of briefings and tours in the first nine months of the scheme, including a tour of the police contact centre to see how 999 calls and 101 calls are dealt with, a detailed presentation on force finances by the OPCC treasurer and a presentation on the use of firearms.

The scheme provides a practical and positive route to enable Councillors to bring views from their communities to the police.



Councillor Mike Joyce, one of the first councillor advocates, finds out about the police drone team at a seminar organised by the OPCC

A local policing promise that policing is...

1

Responsive

- The Chief Constable will review the use of officers in non-operational roles to maximise deployment of officers into roles where sworn powers are required
- The PCC and the Chief Constable will champion the development of volunteering
- The PCC will continue to support investments in technology such as mobile data
- The Chief Constable will publish force-wide service standards on feedback for people reporting crimes and incidents, people providing intelligence, victims and witnesses
- The PCC will review immediate response times to understand what challenges exist and what action is needed. The Chief Constable will publish service standards on immediate response times and tell the public how the Force is performing
- The PCC and Chief Constable have agreed to implement an online 'Track My Crime' service for victims
- The Chief Constable will support the introduction of a force-wide third party reporting scheme
- The PCC and the Chief Constable will engage community safety partnerships and local authorities in preventing terrorism, the threat from domestic extremism and the radicalisation of vulnerable people



Plymouth volunteer drivers back up the frontline

"I got involved with the volunteer drivers a long time ago after I saw a stand in Drakes Circus about volunteering roles with the police," said Alan, who makes himself available every afternoon to help out in Plymouth.

"It's nice to be able to support the police in your local area and feel like you're helping out even a small bit.

"Some days you're really busy and don't stop all day but other days are much quieter."

Heather, a Pathfinder keyworker, said she would really struggle to do her job without the help of the drivers.

"The volunteer drivers allow us to support our clients really effectively – we can meet them at a convenient location for them which means they're more likely to successfully complete the programme," she said.

"We can also help them attend meetings with other services which might be helping with other issues such as drug or alcohol dependency and because we're not driving we're able to make use of the time not driving we can check in and have important conversations en route to places."



One of the vehicles used by the volunteer drivers

Independent Custody Volunteers help to protect those in the force's care



Independent custody visitor Julie Dowton receives a commissioner's award in recognition of her volunteering

Custody can be a challenging environment to work in. Those officers and the people who are in their care benefit from the PCC's Independent Custody Volunteer programme, which sees volunteers checking on detainees' rights and welfare.

Independent Custody Visitors offer reassurance to the public by providing transparency, and helping custody

officers to detain people appropriately and with respect.

The visits can bring up any manner of subjects, such as people in custody being concerned about their dogs left at home, requiring an interpreter to express their needs or particular dietary or religious requirements.

During a recent visit to a custody suite, Margaret and another Independent

Custody Visitor identified a detainee with mental health issues.

This particular detainee, who had only been in custody for about an hour, informed Margaret and her colleague during their assessment interview about their history of mental health, in particular depression.

They disclosed that they were now consequently feeling low.

This information was not given to the current custody officers when the detainee was booked in and a visit from the nurse had been offered but declined.

On completing the interview, Margaret and her colleague immediately raised concerns to the custody suite officers.

On gaining further permission of the log of the detainee, it was learnt that the nominated person was a sister who noted that the detainee had attempted suicide in the past.

After completing the visit but prior to completing the report, officers informed Margaret and her colleagues that an approved mental health professional had been called and had subsequently arrived to see the particular detainee.

If you would like more information about the scheme, please get in touch with our office.

FACTFILE

The Office of the Police and Crime Commissioner have received accreditation from the Independent Custody Visiting Association through their first ever Quality Assurance Framework. Out of all of the scheme in England, Wales and Scotland, City of London and Jersey took part in the QAF and only around half of the scheme attained code compliance.

Since April 2018, 229 visits have been conducted by volunteers

In 2018, the Devon and Cornwall scheme received accreditation from the Independent Custody Visiting Association through their Quality Assurance Framework .

The Office of the Police and Crime Commissioner currently works with 19 volunteers in this challenging role who visit the six custody suites in Devon and Cornwall.

A local policing promise that policing is...

1

Informative

- The Chief Constable will set public information standards and provide information on police priorities including domestic abuse, sexual offences, hate crime and exploitation; updates on broader crime issues; police performance and crime data
- The police will make full use of technology and the internet to build a clear online presence in local areas
- The PCC will work with the Chief Constable and partners to remove confusion about the respective roles, responsibilities and actions of the police, local authorities and partners on key issues such as mental health, parking and anti-social behaviour
- Effective communication, and where appropriate consultation, will take place when significant changes are being made to your local policing arrangements
- The PCC will work with local authorities and community safety partnerships to explore ways to help communities understand wider local issues impact levels of safety

Reaching out with the rural engagement team



In November 2018 Devon & Cornwall Police launched its dedicated rural crime team to improve the way the force works to keep isolated communities safe.

Since then PC Martin Beck in Devon and PC Chris Collins in Cornwall and the Isles of Scilly have been hard at work in partnership to deliver effective problem solving and support neighbourhood officers and other staff.

The focus of these officers is on improving how the force receives, allocates and investigates reports of rural crime in order to support the National Police Chiefs' Council (NPCC) Rural Affairs Strategy.

Although involved in hands-on policing they are not the only officers involved in

FACTFILE

The Rural Crime Team's key areas of focus:

- Theft of farm machinery and vehicles
- Livestock offences
- Fuel theft
- Equine offences
- Poaching (working together with wildlife crime officers)
- Fly tipping (as members of the national action group).

dealing with rural crime. Their skills and experience are leveraged by supporting neighbourhood policing teams with the requisite knowledge, skills and contacts to handle rural matters effectively.

This work builds on the success of a Special Constabulary rural engagement team who have been recognised nationally for the way in which they have offered crime prevention advice, increased the number of Farm Watch scheme members and instigated formal policing operations, such as the Rural Road Safety Roadshow.

Hearing what you had to say about crime and the police (consultation and engagement)

The good summer of 2018 meant the OPCC engagement team was very busy – especially as staff were also gathering the public's opinions on the proposed merger of Devon and Cornwall and Dorset Police.

The OPCC worked very closely with Plymouth Racial Equalities Council for the long-awaited return of the City's ever popular Respect festival.

Overall the team increased the total number of events it attended from 42 to 96 and we were first time visitors to shows at Yealmpton, Chagford, Stithians, Bampton, Tavistock,

North Devon, Honiton, Holsworthy, Kingsbridge, Tiverton and Axe Vale.

The PCC was pleased to help support the Hope Festival for Women and the Diversity Food Festival in Truro.

As well as seeking public opinion about the proposed merger the team also undertook a road safety survey with 4,387 people casting 8,774 votes which fed directly into the OPCC Road Safety Strategy.

The OPCC's team of community-based engagement workers piloted a project to deliver talks to interested organisations

like Rotary and Probus Clubs, Round Table, Soroptomists and Womens Institute groups. This proved hugely popular and helped the office increase the geographic reach of its community engagement.

In the early part of 2019 the OPCC launched two further new initiatives – holding rural crime surgeries alongside the police's new rural crime team and similar events in more urban settings alongside partners in Cornwall's Safer Towns' initiative.

There are about 20 of each of these events scheduled so far, meaning our

96

events attended by the OPCC comms and engagement team in 2018-19 financial year

events total for 2019 is already heading towards 150. Crucially to the success of this scheme are community engagement workers – part time members of staff who help to deliver talks and attend events around the region.



OPCC staff join officers at the 2018 Exeter Pride march

A local policing promise that policing is...

1

Supportive

- The PCC will publish her PCC commissioning intentions plan
- The PCC will work with existing watch schemes to:
 - Make it easier for communities to set up schemes;
 - Improve communications from the local police and partners on local activity;
 - Explore ways to make schemes more impactful;
 - Support investment in core equipment.
- The PCC will work with the Peninsula Road Safety Partnership and partners to explore opportunities to enhance road safety initiatives – and in particular how we might work together on tackling mobile phone use while driving
- The PCC will support Community Speedwatch schemes to:
 - Invest in equipment, training and infrastructure;
 - Look at ways to enhance the impact of schemes;
 - Explore how they can assist in tackling mobile phone usage whilst driving
- The PCC will use £200,000 to support local authorities establish high quality and interconnected CCTV systems
- The PCC will publish a CCTV investment strategy
- The Chief Constable and the police will work with community safety partnerships to resolve continued, severe and persistent antisocial behaviour
- The PCC will review support services for victims of continued, severe and persistent antisocial behaviour
- The Chief Constable will work in partnership with local authorities, businesses, health and other agencies to protect the public and those working in the night-time economy
- The Chief Constable will support licensing activities across Devon, Cornwall and the Isles of Scilly to tackle irresponsible licensing practices
- The PCC will work with local authorities to support their local alcohol strategies. In particular:
 - Championing schemes which help to reduce crime and harm such as Best Bar None and street pastors
 - Supporting help zone schemes and the roll-out of the Drinkaware Crew
 - Endorsing late night levy proposals and a guarantee to recycle collected funds to support local initiatives linked to reducing harm in the night-time economy



£22,933

the average annual cost of providing a prison place in England and Wales. (HoC Library)

Exeter Prison leavers now receive support to make it easier for them to find accommodation and jobs

Giving prison leavers a chance to get lives back on track

The days of inmates being released from Exeter Prison with inadequate clothing, no housing and with limited support are a thing of the past thanks to a scheme at Exeter Prison.

The pilot 'checkout lounge' project brings together offenders and experts in a range of areas like housing, drug and alcohol support and employment a fortnight before they are released. Sessions take place weekly in an informal setting.

On release a 'departure lounge' allows former offenders to charge a mobile phone and ensure they have adequate clothing and a support network in place. Basic food and toiletry parcels have been put together with the help of donations.

The scheme, was set up and funded by the Devon and Cornwall Police and Crime Commissioner in the summer of 2018 with the aims of preventing a revolving door of reoffending and to reduce homelessness by giving people the best possible chance of a fresh start in life.

So far the feedback has been extremely positive with many prisoners identifying that not only did they get support in the areas that they needed but that the pilot had actively increased their confidence

that they would be able to stay out of prison in the future.

Running alongside and in support of this pilot are two other schemes, also supported by the Devon and Cornwall Police and Crime Commissioner, to address the housing needs of prisoner leavers.

Julian House has been funded to provide supported accommodation for up to nine months across the peninsula for prison leavers with the most complex needs leaving Exeter Prison, and women from Devon and Cornwall leaving HMP Eastwood Park. The charity also provides support workers to address the needs of the individual to enable them to leave a crime-free life.

Path has been funded to assist people in Plymouth who are at risk of being sent to prison on remand, or returning to prison in breach of their licence, because they have no accommodation.

One client said that the Path scheme had helped him immensely.

"You've been really helpful. I wouldn't have a place without your help, I'd be homeless next month and then I'd be back in prison," he said.

Working together to make our roads safer



An enduring concern among the emergency services and wider communities within the South West is the number of people killed and seriously injured on the roads.

While elsewhere in England and Wales road casualty numbers have remained static or decreased in Devon and Cornwall 63 people died on the roads in 2017 and 807 people were seriously injured, more than in 2016 when there were 52 fatalities and 772 serious injuries.

In response the Office of the Police and Crime Commissioner commissioned a new road safety strategy which advised a 'safe systems' approach to road safety in partnership with other agencies like highways authorities.

Devon and Cornwall Police also launched its No Excuse team after funding was made available by the OPCC. This consists of seven officers dedicated to targeting offences on the regions roads and to assist and enable fellow roads policing and response officers to do the same.

The specially trained Devon and Cornwall Police officers, including a sergeant and six police constables concentrate on tackling the Fatal Five offences that cause an unacceptable level of deaths and serious injuries on our roads – excessive or inappropriate

speed, not wearing a seatbelt, distracted driving such as using a handheld mobile phone, driving under the influence of alcohol or drugs and careless or inconsiderate driving. They are supported by a researcher to identify significant intelligence trends on road users and areas with specific issues.

The OPCC also provided funding to the Honest Truth charity for a hard-hitting campaign to make drivers in Devon and Cornwall aware of the "fatal five". The partnership approach in collaboration with haulier Evans Transport and with additional advertising on Stagecoach buses saw eye-catching Honest Truth messages posted on dozens of vehicles in the region.

FACT

A two-hour delay on a busy stretch of motorway following a two-lane closure is £135,360. Meanwhile it stands at £1,488,960 for a three-lane closure lasting up to four hours (Highways England/ Bridgestone 2018).

Preventing and deterring crime...

2

- The Chief Constable will set a prevention strategy and explain how it will be delivered across the organisation. The prevention of online crime will be a core theme
- The PCC will work with partners to develop a commissioning model for offenders which identifies gaps in existing services
- The PCC and the Chief Constable will launch a two year pilot Delayed Charge and Diversion Scheme which will be evaluated by the University of Cambridge
- The PCC will work with the banking and technology sectors, Action Fraud and local partners to raise public awareness on how to keep safe online. Including:
 - Building on our existing fraud volunteer programme
 - Piloting a cyber cafes scheme
- The PCC will work nationally to push for improvements to the service victims receive from Action Fraud when they report online fraud
- The PCC will publish a business crime strategy

Pathfinder finds solutions to the root causes of crime

There are a lot of complex factors which contribute to criminal behaviour. Understanding and addressing these underlying causes can prevent future offending and change someone's life for the better.

This is the goal of Pathfinder, a scheme in Devon and Cornwall which won the 2018 Policing and Adults award from the Howard League for Penal Reform.

Scheme manager Sarah Carlsen-Browne said: "Pathfinder harnesses a genuinely teachable moment in clients' lives to prevent further escalation into criminal behaviour, but that doesn't mean it's a soft option.

"They sign a fourth-month contract under which they cannot reoffend, must address any underlying issues and make amends for the harm they have caused. This might be in the form of attending drug and alcohol rehabilitation services, completing community service or taking part in restorative justice.

"We're incredibly proud of the work we have done to prevent crime and turn people's lives around."

The initial pilot was evaluated by Cambridge University and found to be a success. Pathfinder has now been taken on as an ongoing project by Devon and Cornwall Police.

Susie* committed an assault and public order offence. Rather than accept a simple caution she was offered the chance to complete a contract with Pathfinder, which pairs offenders with key workers to tackle underlying issues that may have led to criminal activity.

Susie knew her alcohol consumption was problematic so this is where Pathfinder's support focussed.

As well as attending meetings to help tackle issues with alcohol, Susie started volunteering as a way of making amends for the harm she caused – another key part of the scheme.

She found out about GOODGym, a charity which combines exercise with making a positive contribution to the local area. Last month they ran 5km to a neglected public park to paint the walls and tidy the area so that it's useable for the rest of the community.

"I didn't expect the police to understand, nor did I expect to find such kindness. I'm so glad I did. Things are much better now and I'm rebuilding my life," said Susie.

*Not her real name



Pathfinder manager Sarah Carlsen-Browne

FACTFILE

The pathfinder contract:

- Not to reoffend during the period of the contract
- Participate in a Restorative Justice/Community Resolution Intervention (if appropriate)
- Attend appointments/brief interventions on pathway needs
- Carry out voluntary or community engagement activities

Protecting people who are at risk or vulnerable...

3

- ✓ The PCC expects the Chief Constable to prioritise the protection of people who are at risk of abuse or who are vulnerable
- ✓ The PCC will continue to provide financial support to work to protect people at risk of abuse and those who are vulnerable
- ✓ The PCC and the Chief Constable will continue to encourage greater reporting of crimes such as domestic abuse, modern slavery, sexual offences and hate crime
- ✓ The PCC will campaign locally and nationally for additional investment from partners in mental health services, to improve ensuring those in crisis detained by police receive timely assessment and care and to prevent people entering custody due to a mental health crisis
- ✓ The PCC and Chief Constable will work with partners in the public and private sector, to reduce the number of vulnerable missing people, in particular, children
- ✓ The PCC and Chief Constable will work with partners to deter and prevent 'revenge porn' and 'sexting' by young people to young people
- ✓ The PCC and the Chief Constable will lead nationally on the delivery of a national response to modern slavery



The new SARC opens its doors

Providing safe havens for victims of sexual violence

Victims of sexual assaults now have access to better facilities since the opening of a new Sexual Assault Referral Centre (SARC) in Plymouth on December 21, 2018.

The facility, run by Northern Devon Healthcare NHS Trust (NDHT), is a new, purpose-built environment that provides support to people who have experienced rape or sexual assault and together with the Truro and Exeter SARC provides a complete service covering Devon, Cornwall and the Isles of Scilly.

The SARC provides improved 24-hour access to services for women, men and children who have been sexually assaulted.

Services include immediate medical care, medical advice, crisis workers, forensic medical examination and onward referral to sexual health and independent sexual violence advisors (ISVAs).

The forensic medical examination is conducted at a pace dictated by the patient and seeks to gather forensic medical evidence that will help to lead to a prosecution. If the patient is not ready to

pursue a police prosecution, the forensic samples can be stored on site for use at a later date.

The forensic facility is complemented by a new website sarchelp.co.uk that provides clear advice, support and self-referral options for those who have experienced rape or sexual assault.

There is also guidance and advice for professionals from organisations who may need to refer people to a SARC.

Since opening in December the Plymouth SARC has received 16 acute sexual assault referrals and 40 non-recent referrals.

Feedback from people using the service has been extremely positive with many finding the medical examination a therapeutic experience and the start of the recovery process.

Anyone who has experienced sexual assault or is seeking to refer someone can do so via the 24/7 helpline 0300 3034626 or by visiting sarchelp.co.uk.

Helping to identify victims of modern slavery

Staff at the OPCC have been working with colleagues across the country to create a better understanding of modern slavery and how to tackle it.

In her capacity as chair of the strategic oversight board for the Modern Slavery Transformation Programme the PCC has helped to drive forward the creation of a Modern Slavery Toolkit that ensures all England and Wales PCCs have a good understanding of modern slavery and are suitably equipped to tackle this serious and organised crime in each force area.

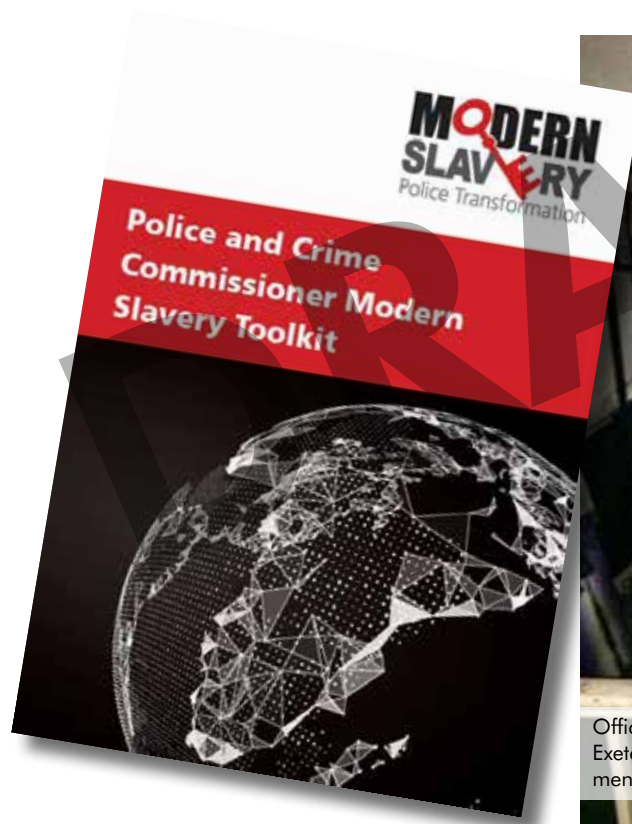
It ensures that there is an effective, collaborative response to modern slavery and exploitation and that police, local authorities and other agencies are working with a common purpose in mind.

In addition the OPCC has been working with Trading Standards in the South West on a Buy With Confidence scheme to reassure consumers that produce has not been produced by people who have been exploited.

The national Modern Slavery Unit in Exmouth, established by this office and led by Chief Constable Shaun Sawyer, continues to be at the forefront of the battle against modern slavery.

It identifies best practice in intelligence

gathering and investigation of crimes against the most vulnerable people and delivers training to those involved in prevention, prosecution and safeguarding, throughout the country, to ensure there is a coordinated response. Since it was established in 2017 hundreds of detectives have been trained there.



Four men were charged with modern slavery offences after a van carrying 29 migrants on the M5 in Devon was stopped by police



Officers for Devon and Cornwall Police found car wash workers in Exeter living in cramped and sordid conditions after arresting two men under modern slavery legislation. Image: DevonLive

Supporting victims and witnesses...

4

- The PCC and Chief Constable will publish a joint victim strategy
- The PCC and the Chief Constable will work with criminal justice partners on a full review how victims of sexual offences are treated in the criminal justice system
- The PCC and the Chief Constable will work with the Crown Prosecution Service to deliver an increase in prosecution resources for sexual offence cases
- The PCC will work with the Chief Constable and partners to launch a new victim led restorative justice process
- The PCC will commission additional victim services in the following areas:
 - Young victims of crime
 - Adult victims of domestic abuse, sexual offences, and exploitation
- The PCC will lobby and campaign locally and nationally for health partners to provide timely therapeutic mental health services to victims of serious crimes
- The PCC will work with the PCC for Dorset and the two chief constables to enhance victim and witness care through our Strategic Alliance

PCC
Office of the Police
and Crime Commissioner
Devon and Cornwall

Operation protects young witnesses and victims of domestic violence

Devon and Cornwall Police now works with Operation Encompass to help timely information sharing between police and schools when a child is exposed to domestic abuse.

The system works by putting police in touch with a trusted member of staff at a victim's school.

For example, when headmistress Wendy received a call from Operation Encompass telling her that one of her reception children had witnessed an incident of domestic abuse at home she knew what to do immediately.

She immediately spoke to the child's class teacher so that she was prepared for him to behave differently from his usual very happy self.

He arrived at the classroom with his mother and his teddy bear.

At that time his class teacher would normally have either asked him to put the teddy in a safe place in the classroom or asked him if he wanted mum to take teddy home so that he would be safe.

She did neither - understanding that his teddy had been brought for a reason.

The teacher quietly supported him all day, working next to him allowing him to hug his teddy all day and just letting him know that she was there.

The most important thing she did was not to ask him to let mum take his teddy

home and not to put his teddy out of the way she didn't even make any comment about him hugging his teddy all day.

For the staff it was a simple act of understanding and reacting to a child's needs... but to that little boy it was everything.

30 seconds

A domestic abuse call is made to the police in England and Wales every 30 seconds



More help is on hand for children who are exposed to domestic violence. Credit:

Getting the best out of the police...

5

- The PCC will work nationally and locally for changes to the police funding formula so it better reflects the demands faced by Devon, Cornwall and the Isles of Scilly
- The Chief Constable will maximise efficiency in policing by:
 - Designing and delivering a new police operating model
 - Reviewing the balance between police officers and police staff
 - Driving out savings from efficiency reforms;
 - Delivering a high standard of contract management
- The PCC and the Chief Constable will support investment in technology including:
 - Completing the roll out of mobile data devices
 - Adopting cloud based computing services
 - Delivering a new shared emergency services mobile communications system
- The PCC will revise the Estate Strategy informed by the Chief Constable's operational requirements and connectivity
- The PCC will invest reserve funds to maximise resources to the front line
- The PCC and the Chief Constable will work with PCCs and Chief Constables across the South West to ensure strong governance of regional and multi-force services and projects
- The PCC will deliver changes to the way in which complaints against the police service are handled
- The Chief Constable will support the workforce through effective wellness programmes, management structures and the provision of high quality training, facilities and equipment
- The Chief Constable will ensure the police service embraces opportunities to broaden skills within the Force
- The Chief Constable will deal fairly, efficiently and transparently with matters of professional standards and conduct. High standards of behaviour is expected and he will support for officers and staff to meet those standards. Timely action will be taken where standards fall short
- The PCC will work with the Chief Constable to increase the proportion of non-location specific roles within the Force and how to increase units and roles based in Cornwall
- The PCC and the Chief Constable will support partnership activities to keep people safe such as community safety partnerships, safeguarding boards, mental health services, and health and wellbeing boards
- The PCC and the Chief Constable will implement our Strategic Alliance with Dorset – putting service improvement and efficiency at the centre of this work and delivering the projected annual savings on implementation
- The PCC and the Chief Constable will formalise and expand with fire and rescue services – seeking operational collaboration across the organisations where it provides benefits for our communities



One of the force's state-of-the-art cameras

Force boosted by body worn video

Irrefutable evidence, better protected officers and greater transparency - just some of the positive effects Devon and Cornwall Police are seeing following the introduction of body worn video.

Last year the OPCC conducted a survey where 71% of the 4,000 people who took part said they would be willing to pay an additional £1 per month* in return for improvements in their police force; and body worn video forms a key part of that investment.

By 2020 every frontline member of staff in Devon, Cornwall and the Isles of Scilly will have this important bit of kit.

From capturing the scene at a domestic abuse incident, recording a traffic offence or effectively dealing with complaints, body worn video is being used in almost every aspect of police work.

Frontline officers using the new kit are already reaping the benefits at a personal level too.

FACTFILE

- Cameras shoot in HD 1080p with excellent low-light capabilities.
- Cameras have a sealed rubber amour making them waterproof and drop-proof to ensure they can withstand the day-to-day activities of our officers.
- A 12-hour record time will last an entire shift.
- The cameras can also be used in vehicles, as an interview recorder or hand-held camera.

Combining forces to create a new emergency services role

This year Devon and Cornwall Police has welcomed seven on-call fire-fighters from Devon and Somerset Fire and Rescue Service who have trained as special constables in a new role known as a community responder.

The unique project is a national first, encompassing the skills of an on-call firefighter and special constable in a single post.

These new responders have the ability to go to both and police and fire incidents, increasing the police presence and number of available on call firefighters available in communities.

Cullompton, CREDITON, Dartmouth, Honiton, Okehampton, Newton Abbot and Totnes all now have community responder. A further six towns have been identified as locations which would benefit from the scheme pending suitable applicants.

Fresh out of training and looking forward to taking up his new role in Cullompton, Kevin Pearce says being able to look at incidents from both points of view will be really beneficial.

“As a firefighter we’re used to dealing with vulnerable people and in this role we will still be exposed to that and be able to help more people.

“We’re special constables in our respective towns but still on call for any fire incident. If there is a fire shout, we will drop what we’re doing as a special constable and respond to the fire station.

“I hope people will see us as a point of contact for any concerns - fire or police related. Hopefully, we will be a contact for almost everyone in the town who will be able to recognise and approach us.

“Ultimately we’re all trying to achieve the same thing which is public safety in our community.”



Liam Lowley is CREDITON's new Community Responder. Credit: Alan Quick



Communities benefiting from a Tri Service Safety Officer:

Liskeard, Bude, St Just, Hayle, St. Ives, Fowey and Polruan, Perranporth, St. Dennis, Looe, Lostwithiel.

Communities benefiting from a Community Responder:

CREDITON, Cullompton, Honiton, Newton Abbot, Totnes, Dartmouth, Holsworthy and Okehampton.

The Police and Crime Panel

Police and Crime Panels were created in each force area under the Police Reform and Social Responsibility Act 2011.

Devon and Cornwall's Police and Crime Panel consists of nine members from the local authorities of Devon one from Torbay, two from Plymouth, five from Cornwall, one from the Isles of Scilly and two independent non-councillors from Devon and Cornwall.

The Panel is directly funded by the Home Office and has the following statutory responsibilities:

- To review the Police and Crime Commissioner's Police and Crime Plan
- To hold the Police and Crime Commissioner to account for the delivery of the Police and Crime Plan – the panel has powers to request any necessary information from the Commissioner on her decisions
- To review and report on the appointment of the Chief Constable and other senior appointments – the Panel has powers to veto the appointment of the Chief Constable
- To review the Commissioner's proposed police precept – the panel has powers to veto the precept
- To support and challenge the Police and Crime Commissioner in the performance of her duties
- To consider complaints against the Police and Crime Commissioner.

The panel has had a busy year and highlights have included:

- Review and approval of the Proposed Precept, Budget and Medium Term Financial Strategy 2019/20 – 2022/23
- Detailed consideration and debate with regards to the proposed merger of Dorset Police and Devon and Cornwall Police, including holding an Extraordinary General meeting in August 2018 on the proposal.
- Reviewing the Policing Road Safety Strategy 2018-21 for Devon, Torbay, Plymouth and the Isles of Scilly. This Strategy is specifically aimed at reducing the number of people killed and seriously injured on our roads.
- Reviewing Neighbourhood Policing in the region. Known as Project Genesis this initiative aims to maintain the sustainability of neighbourhood policing.
- Receiving regular update reports and performance reports from the Police and Crime Commissioner

The Panel's Chairman has continued to oversee on behalf of the panel, responses to the complaints against the Commissioner of a non-criminal nature.

Looking ahead, the Panel already has a number of items to consider over the coming year. These include Summer



The Police and Crime Panel discusses the annual budget

Policing and the impact of tourism; the Future of Policing Technology; Rural Crime and Road Closures and Road Safety.

The Panel is administered by officers from both the Office of the Police and Crime Commissioner (OPCC) and the Police and Crime Panel, working together to support the work of panel

and ensure meetings are planned and co-ordinated effectively.

Did you know? Members of the public can watch panel meetings live and pose questions to members. Visit plymouth.gov.uk or call 01752 668000.



SECTION THREE

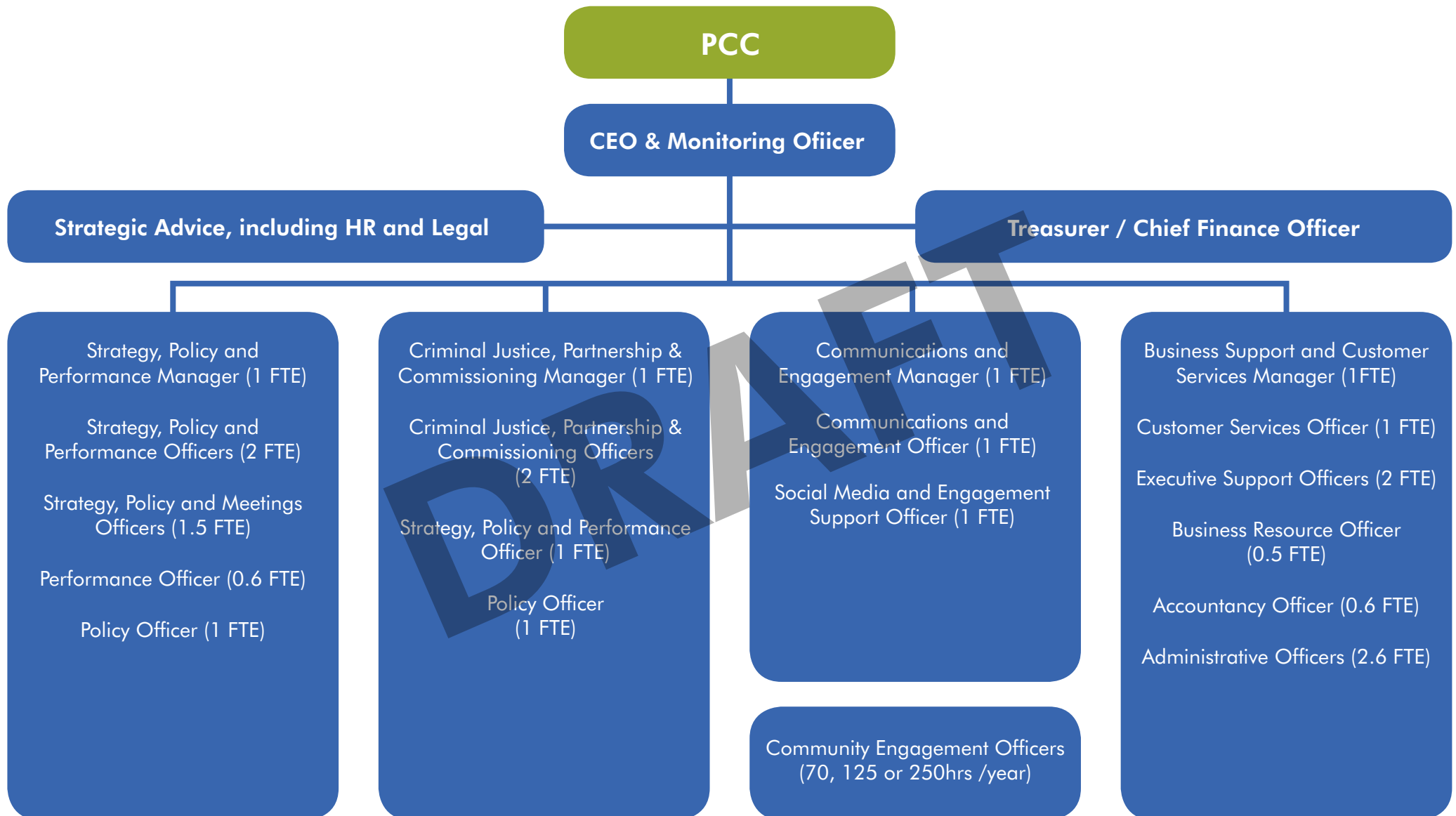
Our people
and partners

Office structure

The PCC must have a chief executive officer (CEO), and a chief financial officer (treasurer). These are statutory roles within the Office of the Police and Crime Commissioner - the CEO also acts as the monitoring officer and head of paid service.

The OPCC structure has permanent posts equating to 27 x FTE members of staff. This figure includes the statutory posts of CEO and treasurer, and up to eight community engagement workers who are each employed for up to 250 hours per year.

Our office structure chart is as follows:



Directory

Office of the Police and Crime Commissioner for Devon & Cornwall

Alderson Drive, Exeter, EX2 7RP

T: 01392 225555

E: opcc@devonandcornwall.pnn.police.uk

Report a crime or a suspicion to Devon and Cornwall Police (non-emergency)

T: 101

E: 101@devonandcornwall.pnn.police.uk

W: devon-cornwall.police.uk/contact/contact-forms/101-non-emergency

Police enquiry office

W: devon-cornwall.police.uk/contact/police-enquiry-offices

Report a crime anonymously to CrimeStoppers

T: 0800 555111

W: crimestoppers-uk.org

The Devon and Cornwall Victim Care Unit

If you have been a victim of crime

T: 01392 475900

W: victimcaredevonandcornwall.org.uk

Neighbourhood Watch

Contact Devon and Cornwall Community Watch Association (DaCCWA)

E: DaCCWA@devonandcornwall.pnn.police.uk

Rural crime

Including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK

W: devon-cornwall.police.uk/advice/your-community/stop-rural-crime

Report safeguarding concerns to adult services

W: devon-cornwall.police.uk/advice/your-community/adults-at-risk/reporting-abuse

Accessing the Child Sex Offender Disclosure Scheme (Sarah's Law)

T: 101

E: 101@devonandcornwall.pnn.police.uk

Reporting safeguarding concerns to Children's Services

W: www.devon-cornwall.police.uk/advice/threat-assault-abuse/child-sexual-exploitation

For children and young people - reporting online sexual contact to CEOP

W: ceop.police.uk/safety-centre

For children and young people - Childline advice, help and support

W: ceop.police.uk/safety-centre

Police and Crime Panel

For further information contact: Claire Daniells, Senior Governance Advisor, Chief Executive Office, Plymouth City Council

Neighbourhood Watch

W: devon-cornwall.police.uk/neighbourhoodwatch

Road Safety Advice

W: devon-cornwall.police.uk/advice/on-the-road

Modern Slavery Helpline

T: 08000 121700

W: modernslaveryhelpline.org

Revenge Porn Helpline

T: 0345 6000459

W: revengepornhelpline.org.uk

Police Cadets

Devon & Cornwall Police Youth Issues Local Policing and Partnership Department Police Headquarters, Middlemoor Exeter Devon EX2 7HQ

W: devon-cornwall.police.uk/youth/police-cadets