



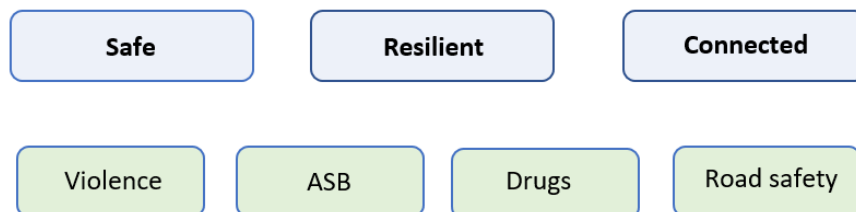
Devon and Cornwall Police and Crime Panel

12th November 2021

MONITORING THE PROGRESS OF THE POLICE AND CRIME PLAN 2021-25

1. Introduction

- 1.1 The purpose of this paper is to outline how the Commissioner will monitor performance and measure the success of the Police and Crime Plan 2021-25. This includes details of key performance indicators included in the Plan.
- 1.2 The strategic objectives underpinning the Police and Crime Plan 2021-25 is a vision for 'safe', 'resilient' and 'connected' communities. This is accompanied by a focus on four community priorities, including violence, anti-social behaviour (ASB), drugs and road safety.



- 1.3 In order to monitor the progress of these objectives, the Commissioner has identified a suite of performance metrics. These include the National Crime and Policing Measures, as well as local indicators for each priority area.
- 1.4 The metrics are published in the Commissioner's Police and Crime Plan and are also outlined in section 3. This is accompanied by a brief explanation of current trends, which are compared against baseline data.
- 1.5 For the majority of measures, the baseline year is the 12 months to June 2019. This aligns with the baseline year used by the Government in their monitoring of the National Crime and Policing Measures. Where it is not possible to align data to this same timeframe, baselines for each metric will be specified.
- 1.6 Crime statistics from the Office of the National Statistics (ONS) and the Crime Survey for England and Wales (CSEW) are based upon the most recent publication at the time the Police and Crime Panel papers were prepared.

2. National Crime and Policing Measures

- 2.1 In Spring 2021 the government set out a series six National Policing and Crime Measures (National Measures) which have been developed to support the government's strategic aim of 'relentlessly cutting crime'.
- 2.2 Six priority areas are identified in the National Measures:
- Reducing murder and other homicides.
 - Reducing serious violence.
 - Disrupting drugs supply and county lines.
 - Reducing neighbourhood crime.
 - Tackling cyber-crime.
 - Improving satisfaction among victims – with a focus on victims of domestic abuse.
- 2.3 In May 2021 the government proposed a series of amendments to the statutory instrument (the Specified Information Order 2011) which sets out transparency requirements for Police and Crime Commissioners which relate to the new measures. The legislative changes require all Police and Crime Commissioners to publish a statement regarding the contribution of their police force against the six national priorities and to update this on a quarterly basis following the publication of Office of National Statistics data.
- 2.4 The Home Office guidance identifies a number of matters to be included in the statement on performance against the National Measures, including:
- An explanation of which of the National Measures are assessed to be applicable and which are not applicable in the local context, including the reasons for that assessment.
 - Reflections on the local police force's performance and how they have contributed towards the delivery of the National Measures, including contextual information that might help explain that contribution.
 - A summary of planned action for the next quarter to drive the local police force's performance against applicable measures.
- 2.5 The statutory instrument requires that Police and Crime Commissioners should publish their first statement at the same time as the Police and Crime Plan.
- 2.6 In order to measure progress against the six national priorities, the Government have provided a list of metrics and data sources which should be used by

| National Crime and Policing Measures | | |
|--|--|---|
| <u>Reduce murder and other homicide:</u> <ul style="list-style-type: none"> • Homicide levels | <u>Reduce neighbourhood crime:</u> <ul style="list-style-type: none"> • Neighbourhood crime levels | <u>Reduce serious violence:</u> <ul style="list-style-type: none"> • Hospital admissions for u25s for assault with a sharp object • Offences involving the discharge of a firearm |
| <u>Disrupt drugs supply and county lines:</u> <ul style="list-style-type: none"> • Drug-related homicides • Police referrals into drug treatment | <u>Tackle cyber crime:</u> <ul style="list-style-type: none"> • Percentage (%) of businesses experiencing a cyber breach or attack • Confidence in the law enforcement response to cyber crime | <u>Improve satisfaction amongst victims – with a focus on Domestic Abuse:</u> <ul style="list-style-type: none"> • Percentage (%) of domestic abuse victims who were satisfied with the whole experience • Percentage (%) of all victims who were satisfied with the whole experience |

Commissioners to report against. The six national priorities and corresponding metrics are outlined in the table below:

- 2.7 In line with guidance outlined by the Specified Information Order, the Commissioner has considered the Force’s performance against the National Crime and Policing Measures into the Police and Crime Plan scorecard and incorporated a narrative on this performance into the performance monitoring of the overall Police and Crime Plan progress report.
- 2.8 The national Measures have been incorporated into the Commissioners suite of metrics and can be identified in **bold** in **section 3** of this report.
- 2.9 For some of the national measures local proxy data is not available meaning active monitoring is not currently possible. The Commissioner however has included a narrative on these in this report. These measures are identified in italics in the table at **section 3**.
- 2.10 The Commissioner will ensure, in line with the requirements outlined by the Specified Information Order 2011, that updates against the national measures are published quarterly.

3. Summary of measures used to monitor the Police and Crime Plan

| Police and Crime Plan 2021-2025 Scorecard | |
|--|--|
| <p><u>Violence</u></p> <ul style="list-style-type: none"> • Homicides - National measure • Hospital admissions of under 25s for assault with a sharp object - National measure • Offences involving discharge of a firearm - National measure • Violent Crime (all) • Violent Crime (Domestic Violence) • Victim satisfaction (Domestic Violence) - National measure | <p><u>ASB</u></p> <ul style="list-style-type: none"> • Recorded number of ASB incidents • Recorded number of public order incidents |
| <p><u>Drugs</u></p> <ul style="list-style-type: none"> • Drug possession offences • Drug trafficking offences • Organised drug disruptions • <i>Drug related homicides*</i> National measure • <i>Police referrals into drug treatment*</i> National measure | <p><u>Road Safety</u></p> <ul style="list-style-type: none"> • Number of Fatal casualties • Number of Serious casualties • Number of Deaths or serious injuries caused by high risk driving offending behaviour • Number of Community Speedwatch Schemes |
| <p><u>Safe</u></p> <ul style="list-style-type: none"> • ONS crime rating • Victim based reported crime levels • Number of Police Officers (Full-time Equivalent) • Number of recorded hate crimes • Number of neighbourhood crimes - National measure • <i>Percentage (%) of businesses experiencing a cyber breach or attack*</i> National measure • <i>Confidence in the law enforcement response to cyber crime*</i> National measure | |
| <p><u>Resilient</u></p> <ul style="list-style-type: none"> • Number of young people who are victims of crime • Additional funding brought into Devon and Cornwall by OPCC • Overall victim satisfaction - National measure | |
| <p><u>Connected</u></p> <ul style="list-style-type: none"> • Number of customer contact points open to the public • Number of customer contacts (999, 101, online) • 101 and 999 call wait times (P1 & P2) • Levels of public confidence in the Police • Number of reports made to Devon and Cornwall Police from Crime Stoppers | |

* local proxy data unavailable for publication at this time as outlined in narrative below

4. Violence

- *Number of homicides*

In the 12 months to June 2021, 15 homicides were recorded across Devon and Cornwall. This is five fewer homicides than reported in the 12 months to June 2019. According to the latest data published by the ONS, the rate of homicide per 1000 in the population is 1.8% lower in Devon and Cornwall (0.01) when compared to the average for the South West region.

However, since the reporting of these figures it should be noted that a significant incident resulted in the tragic deaths of 5 individuals through homicide, and the subsequent death of the perpetrator in Keyham, Plymouth in August 2021.

- *Number of hospital admissions of under 25's for assault with a sharp object*

In the 12 months to March 2021, 15 hospital admissions of under 25's for assaults with a sharp object were recorded in Devon and Cornwall. This is the same figure which was recorded two years prior (in the 12 months to March 2019) and therefore denotes a stable trend.

- *Number of offences involving the discharge of a firearm*

In the 12 months to June 2021, 80 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This equates to 14 more offences when compared to the 12 months to June 2019, where 66 offences were recorded. This increase is due to a high number of discharges recorded in July and August 2020.

The Force and OPCC are working together to reduce Serious Violence through the Serious Violence Prevention Programme with a separate report on recent activity provided to the Police and Crime Panel November 2021. In the next quarter the Serious Violence Programme will be funding an expansion of the Pathfinder programme to 18-25 year olds, with an extended period of engagement for care leavers across Devon and Cornwall, and a planned executive leaders and partners event in will take place January 2022 to prepare for the new Serious Violence Duty.

- *Number of violent offences*

In the 12 months to August 2021, 30,030 violent offences were recorded across Devon and Cornwall (including violence with and without injury). This is a 2.7% decrease when compared to the 12 months to June 2019, where 30,866 offences were recorded. According to the latest data published by the ONS, the rate of violence in Devon and Cornwall per 1000 population (16.1) is 16.6% lower than the national rate (19.3).

- *Number of violent offences related to domestic abuse (DA)*

In the 12 months to August 2021, 11,119 violent offences related to DA were recorded in Devon and Cornwall (including violence with and without injury). This is a 2.4% increase on the number of offences recorded in the 12 months to June 2019 (10,859). Around a third of all violent crime in Devon and Cornwall is flagged as

being related to DA.

- *Percentage (%) of domestic abuse (DA) victims satisfied with the whole experience*

In the 12 months to June 2021, it was reported by Devon and Cornwall Police that 85.2% of DA victims were satisfied with the service they experienced from the Force. There has been no significant change when compared to the 12 months to June 2019 and this therefore suggests a stable trend.

In response to violence locally, the Force continues to work with the Commissioner to deliver the joint Serious Violence Programme work, alongside plans to address Violence Against Women and Girls.

The Commissioner notes the Force's focus on bringing offenders to justice and successful convictions. In each case of homicide, a review is undertaken to identify potential causation factors and inform prevention work across the Force. An independent review of Domestic Homicide Reviews is being undertaken by Crest linked to the Serious Violence Programme and this will inform future activity.

The Commissioner also notes that the Force continue to work with the OPCC to improve the experience of Domestic Abuse victims, including recent activity to improve systems to provide replacement phones for vulnerable victims where their phone has been seized or damaged as a result of a criminal offence, creating, training, co-ordinating and maintaining a network of supporters to assist and guide victims of Domestic Abuse and funding an out-of-hours telephone support service for victims of Domestic Abuse.

Additional activity planned in the next quarter includes the development of a Homicide Prevention Strategy, a review of national 'best practice' to inform the continued development of the Serious Violence Programme and further work with commissioned support services to offer support services to victims of Domestic Abuse crime at the initial call to service.

5. Anti-social behaviour (ASB)

- *Number of ASB incidents*

In the 12 months to August 2021, 38,208 ASB incidents were recorded across Devon and Cornwall. This equates to 718 fewer incidents (-2%) when compared to the baseline year (the year to June 2019). The majority of ASB incidents recorded by the police relate to rowdy/inconsiderate behaviour and rowdy nuisance neighbours.

- *Number of public order offences*

In the year to August 2021, 7,896 public order offences were recorded across Devon and Cornwall. This equates to a 12% increase (+835) in the number of recorded

offences when compared to the baseline year (the 12 months to June 2019). The most recent ONS release shows that the rate of public order offences in Devon and Cornwall is the lowest in the South West region.

6. Drugs

- *Number of offences related to the possession of drugs*

In the 12 months to August 2021, 3,389 possession of drug offences were recorded in Devon and Cornwall. This is a 2% increase on the number of offences recorded in the 12 months to June 2019 (3,315).

- *Number of drug trafficking offences*

In the 12 months to August 2021, 1,364 drug trafficking offences were recorded in Devon and Cornwall. This is a 39% increase on the number of offences recorded in the 12 months to June 2019 (981). The increasing trend is likely due to a change in process; since April 2020 Devon and Cornwall Police now record drug seizures made by the Border Force.

- *Number of organised drug disruptions*

In the 12 months to June 2021, Devon and Cornwall Police carried out 300 disruptions which had links to County Lines and Dangerous Drugs Networks. This is a 334% increase (+231) on the figure reported in the 12 months to June 2020 (69 disruptions). This is likely to be reflective of increased policing activity related to drug operations throughout the COVID-19 pandemic.

- *Drug related homicides*
- *Police referrals into drug treatment*

The publication of drug related homicides in Devon and Cornwall is not considered to be appropriate in the local context, as the low numbers of homicides may result in identifiable data. The data on Police referrals into drug treatment is not currently available. Suitable proxy measures are currently being considered.

The Commissioner notes that the Force are continuing to strengthen their use of evidence and data mapping in relation to Organised Crime Groups, which feeds into regional and local tasking meetings. The Force are also actively undertaking proactive work to tackle organised crime, drugs threats and county lines.

Planned Police action for the next quarter includes the introduction of a new Strategic Force Tasking and Coordinating Group which will be scrutinising plans to tackle key threats including county lines and taking a 4P (Prevent, Protect, Prepare, Pursue) approach, prevention activity ongoing on emerging threats such as drink spiking via injection and detailed analysis of the impact on disruption of drugs and county lines.

7. Road safety

- *Number of fatal casualties*

In the 12 months to August 2021, 46 people were killed in road traffic collisions on Devon and Cornwall's roads. This is a small decrease (-11) on the number reported in June 2019 (57).

- *Number of seriously injured casualties*

In the 12 months to August 2021, 696 people were seriously injured in road traffic collisions on Devon and Cornwall's roads. This is a 18% decrease when compared to the figure reported in June 2019 (847). In 2020, a greater number of people were killed or seriously injured per 100,000 in the population on Devon and Cornwall's roads (38) when compared to the average for the South West region (33).

- *Number of offences related to death or serious injury caused by high risk driving offending behaviour*

In the 12 months to August 2021, there were 31 recorded offences related to death or serious injury caused by unlawful driving. This is a small decrease (-5) on the 36 offences that were reported two years prior (the 12 months to June 2019).

- *Number of Community Speed Watch (CSW) schemes*

CSW allows members of the public to monitor traffic speeds in their local areas. In the 12 months to September 2021, there were 42 active Speed Watch groups. The Commissioner will continue to monitor the number of Speed Watch groups enrolled on the scheme to help understand community resilience to road safety.

8. Safe

- *Devon and Cornwall's overall crime rate - Office for National Statistics (ONS)*

The rate of crime in Devon and Cornwall in the 12 months to March 2021 was 51.0 crimes per 1000 population. This equates to 90,404 recorded crimes across the force area in the 12-month period and represents a 9.6% decrease compared to the previous year. The 51.0 crimes per 1000 population is also 1.2 times lower than the rate reported 2 years prior (61.4). According to the latest ONS release, Devon and Cornwall has the 3rd lowest rate of overall crime in the country, the second lowest rate of overall crime in the South West region, and its crime rate sits well below the national average of 76.9 crimes per 1000 population.

- *Number of victim-based crimes*

In total, 79,779 victim-based crimes were recorded in the 12 months to August 2021. This represents a 12.4% decrease compared to 12 months to June 2019, equating to 11,263 fewer crimes. The latest national data shows that Devon and Cornwall has the third lowest victim-based crime rate in England and Wales, and the second lowest rate in the South West region. The victim-based crime rate in Devon and Cornwall is 13.0% less than the regional level.

- *Number of Police Officers*

The number of full-time equivalent (FTE) Police Officers employed by Devon and Cornwall Police in the 12 months to June 2021 was 3,273. This is an increase of 9.8% - or 291 additional officers - when compared to the baseline year of the 12 months to March 2019, at which there were 2,982 FTE Officers. This increase has been funded by local council tax precept plus additional funding through the Government's target to employ an additional 20,000 Police Officers nationally through Operation Uplift.

- *Number of recorded hate crimes*

In total, 2,200 hate crimes were recorded in Devon and Cornwall in the 12 months to August 2021. Compared with the baseline year of the 12 months to June 2019, this equates to a 24.7% increase in offences (+436 crimes). The increase in Police recorded hate crime can partly be attributed to better recording methods and raised awareness in reporting.

- *Number of neighbourhood crimes*

Neighbourhood crime is defined using the following offence types; burglary dwelling, burglary non-dwelling, robbery, theft of and theft from a vehicle and theft from a person. In the 12 months to June 2021, 7,612 neighbourhood crimes were recorded across Devon and Cornwall. This represents a 39.6% decrease (-4,987) when compared to the 12 months to June 2019, where 12,599 crimes were recorded. This decreasing trend is likely, in part, to be reflective of the COVID-19 lockdown restrictions and reductions in social movement.

The Commissioner notes that the Force has adopted a Prevention approach and are working with Integrated Offender Management to adopt a public health approach to mitigate the causes of prolific offenders undertaking crime. Crime patterns are reviewed through Force Tasking and appropriate prevention and problem-solving activity is instigated.

Additional planned action for the next quarter includes introducing "problem orientated" policing using data and intelligence to respond to crime, with specialist problem solvers and Crime Prevention Officers targeting activity in response to data and delivering the Neighbourhood Policing Strategy, with refined tasking and uplift investment to enable neighbourhood officers to focus on community priorities.

- *Percentage (%) of businesses experiencing a cyber breach or attack**
- *Confidence in the law enforcement response to cyber-crime**

No local data regarding cyber-crime is currently available for publication. Nationally, however, it is thought that cyber-crime is on the rise. In the 12 months to March 2021, it is estimated that there were 1.7 million computer misuse offences. This is an 85% increase compared with the year ending March 2019.

The Force has a dedicated lead for tackling cyber-crime. Alongside this the Force has a dedicated lead for digital media investigations, driving an improvement plan regards our response to cyber and digital crimes. The focus remains on training, policy, IT, communications, and performance.

9. Resilient

- *Number of young victims*

In the 12 months to June 2021, there were 8,299 victims under the age of 18. This equates to 393 fewer victims (-4.5%) when compared to the 12 months to June 2019 where there were 8,692 victims under the age of 18.

- *The amount (£) of funding brought into Devon and Cornwall by the OPCC*
Monitoring the amount (£) of funding brought into Devon and Cornwall by the OPCC will also help the Commissioner to understand how the Police and Crime Plan is helping build resilience to crime. The Commissioner will begin to monitor this from March 2021.

- *The percentage (%) of victims that were satisfied with the overall service they received from Devon and Cornwall Police*

In the 12 months to June 2021, 74.1% of victims of crime were satisfied with the overall service they received from Devon and Cornwall Police. This is 2.1% higher than the baseline figure of 72.0%, as reported in the 12 months to June 2019. Devon and Cornwall Police have worked closely with the OPCC to continue to improve support for victims and improve satisfaction.

In the next quarter the Force will work with support services and the victim care unit to produce a video which can be shown to victims of abuse at the initial police response in order to offer an early support provision and encourage victim uptake of commissioned support services.

10. Connected

- *Number of customer contact points open to the public*

Monitoring the number of customer contact points open to the public – for instance, via front desks – will be one way of helping the Commissioner to evaluate connectivity. As of October 2021, there were 11 customer contact points open to the public across Devon and Cornwall.

- *Number of Customer Contacts received*

In the 12 months to July 2021 Devon and Cornwall Police's Contact Centre received just over 961,000 contacts. This consisted of the following activity:

- 999 Calls: 266,899
- 101 Calls: 487,486
- 101 Emails & Texts: 148,355

- 101 Webchat: 58,532

This represents a 3.3% decrease, or 32,574 fewer contacts received, compared to the baseline year of the 12 months to June 2019. A reduction in the number of 101 calls received has contributed to the decrease. All other contact types, including 999 emergency calls and 101 alternative contact methods (including Email, Text and Webchat) have increased.

Although 101 non-emergency demand has decreased overall since the baseline year (likely to be linked to the impacts of the COVID-19 pandemic), the use of 101 alternative contact methods have significantly increased. The number of emails and texts received has increased by 56.5% - or 53,581 more emails and texts received - and the number of Webchats received has increased by 602.2% - or 50,042 more Webchats received. The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of these alternative contact methods.

- *Average 101 wait time - P1 line*

P1 (or Priority 1) non-emergency calls are those calls that are identified as high priority by the 101 Interactive Voice Response (IVR) system. These include calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety. In the year to July 2021, the average wait time on the P1 line was 6 minutes and 17 seconds. This represents an increase of 1 minute 14 seconds compared to the 12 months to July 2020. More calls have been received and answered in the latest period; however, the call abandonment rate is higher.

- *Average 101 wait time – P2 line*

P2 calls relate to all 101 calls that are not identified through the IVR system as being high priority. In the 12 months to July 2021, the average wait time on the P2 line was 15 minutes 35 seconds. This represents a decrease of 6 minutes 27 seconds when compared to the 12 months to July 2020. Fewer calls have been received and answered in the last year and the call abandonment rate is similar to the baseline year.

- *Average wait time for 999 calls*

The average answer time for 999 calls has increased by 5 seconds in the 12 months to July 2021 when compared to two years prior, taking total wait time to 13 seconds. It is thought that an increase in the average 999 call handling time over this period could be a contributing factor. For instance, in the last year, the average call handling time for 999 calls, which includes average talk time and the average post handling time, was 9 minutes 34 seconds, an increase of 2 minutes 26 seconds when compared with the baseline year (the 12 months to June 2019). The observed increase in call handling time is considered to be because of the growing complexity of calls received by Contact Officers and subsequently the need for enhanced risk assessments and safeguarding procedures to be carried out.

- *Percentage (%) of the public that state, taking everything into account, they have confidence in the police in Devon and Cornwall*

According to the Crime Survey for England and Wales (CSEW), in the 12 months to March 2020, 77.5% of Devon and Cornwall's residents agreed with the statement, that 'taking everything into account, I have confidence in the police in this area'. This represents a 1.3% increase on the figure reported in the 12 months to March 2019 (76.2%). Due to the COVID-19 pandemic and the suspension of face-to-face surveying by the CSEW, a more recent position for the year to March 2021 is not available. However, recent national surveying by the CSEW indicates that 86% of respondents were either 'fairly' or 'very satisfied' with the way that police in their local area were responding to the pandemic.

- *Number of reports made to Devon and Cornwall Police from Crime Stoppers*

Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which may be deemed useful to the Police is passed on by Crime Stoppers to the respective local police force. In the 12 months to March 2021, 3,891 reports were disseminated to Devon and Cornwall Police from Crime Stoppers. This is a 14% increase (+505) on the number of reports disseminated in the 12 months to March 2019.

Contact for further information

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