

































# Police and Crime Plan Scorecard

**Key** Direction of Travel

(NM): National Measure

-  - Increase
-  - Decrease
-  - Unchanged

Performance Measure	Reported to Nov 21 Panel	Reported to Jan 22 Panel	Change since last Panel
<b>VIOLENCE</b>			
Homicides (NM)	15	19	
Hospital admissions of under 25s for assault with a sharp object (NM)	15	15	
Offences involving the discharge of a firearm (NM)	80	61	
Violent crime (all)	30,030	30,554	
Violent crime (DA)	11,119	11,258	
Victim satisfaction (DA)	85.2%	85.2%	
<b>ANTISOCIAL BEHAVIOUR</b>			
Recorded number of ASB incidents recorded by the Police	38,308	36,601	
Recorded number of public order offences	7,896	8,054	
<b>DRUGS</b>			
Drug possession offences	3,389	3,356	
Drug trafficking offences	1,364	1,294	
Organised drug disruptions	300	228	
<b>ROAD SAFETY</b>			
Number of fatal casualties	46	46	
Number of serious casualties	696	667	
Deaths or serious Injuries by high-risk driving behaviour	31	33	
Number of Community Speed Watch active schemes	42	33	
<b>SAFE</b>			
ONS crime rate	51.0	53.1	
Victim based reported crime levels	79,779	80,185	
Number of police officers (FTE)	3,273	3,334	
Number of recorded hate crimes	2,200	2,309	
Number of recorded neighbourhood crimes (NM)	7,612	7,450	
<b>RESILIENT</b>			
Number of young people who are victims of crime	8,299	8,487	
Overall victim satisfaction (NM)	74.1%	76.6%	
<b>CONNECTED</b>			
Number of customer contact points open to the public	10	10	
Number of customer contacts (999, 101, Online) *estimated	961,092	956,306*	
999 wait time	13 secs	15 secs	
101 P1 wait time	6m 17s	8m 59s	
101 P2 wait time	15m 35s	20m 26s	
Levels of public confidence in the police	77.5%	77.5%	
Number of reports made to Devon and Cornwall Police from Crime Stoppers	3,891	4,206	

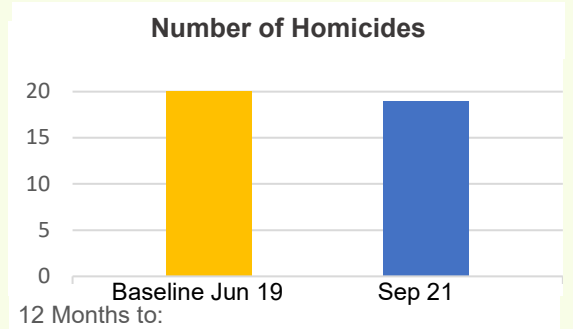
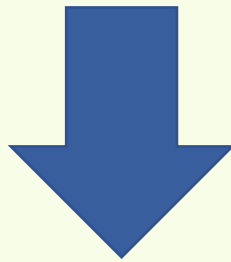
# 1. Violence



## 1.1 Homicides (National Measure)

12 months to June 2019  
**20**

12 months to September 2021  
**19**



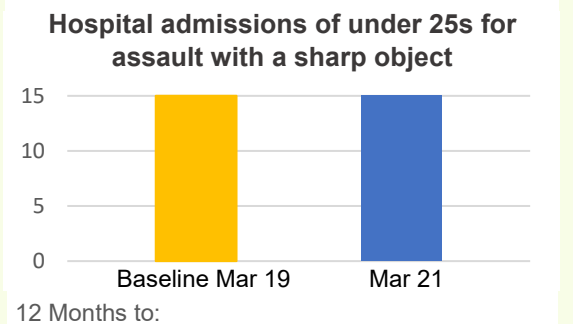
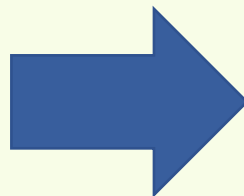
In the 12 months to September 2021, there were 19 homicides in Devon and Cornwall. This is 1 fewer homicide than reported in the 12 months to June 2019. Whilst the likelihood of becoming a victim of homicide in Devon and Cornwall is extremely low, with a rate of 0.01 per 1000 people, the Commissioner recognises that one homicide is far too many.

Based on the latest ONS release of police recorded crime covering the period 12 months to June 2021, Devon and Cornwall's homicide rate per 1000 population is the highest in the South West Region.

## 1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure)

12 months to March 2019  
**15**

12 months to March 2021  
**15**

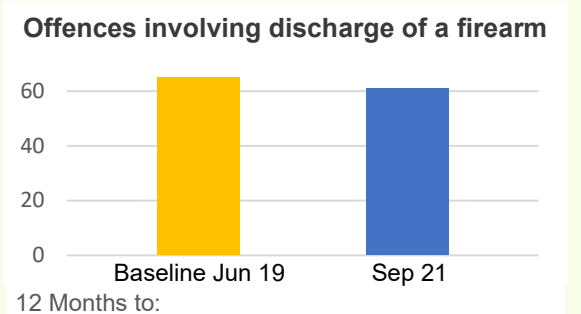
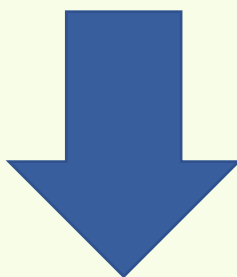


No update is available for this measure since the last Panel meeting. In the 12 months to March 2021, 15 hospital admissions of under 25's for assaults with a sharp object were recorded in Devon and Cornwall. This is the same figure which was recorded two years prior (in the 12 months to March 2019) and therefore denotes a stable trend.

## 1.3 Offences involving discharge of a firearm (National Measure)

12 months to June 2019  
**66**

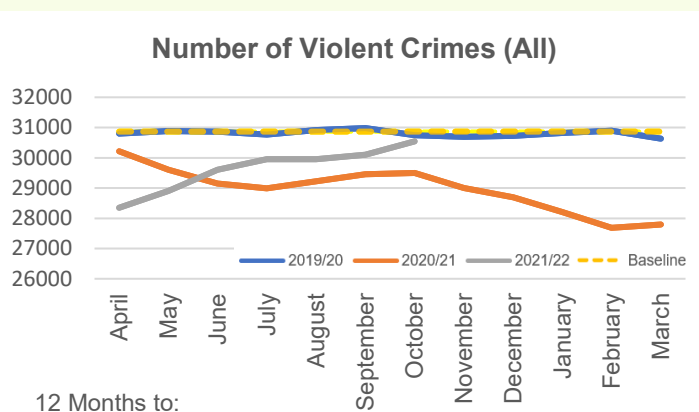
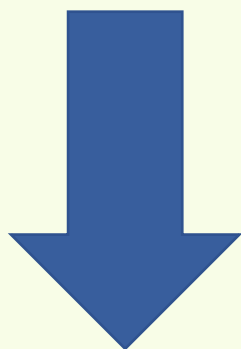
12 months to September 2021  
**61**



In the 12 months to September 2021, 61 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 5 fewer offences when compared to the baseline year - the 12 months to June 2019.

## 1.4 Violent Crime (All)

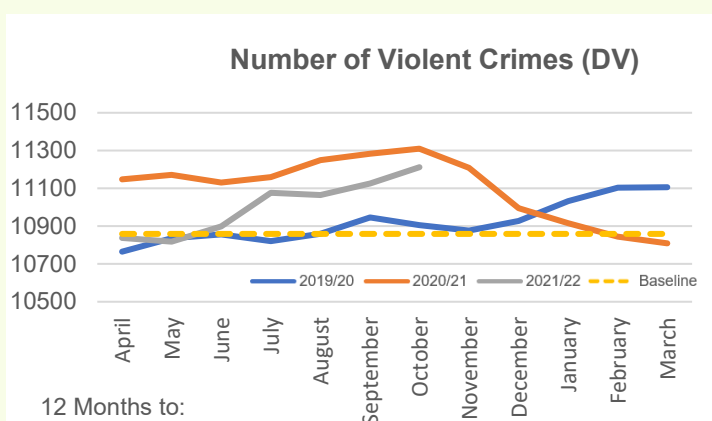
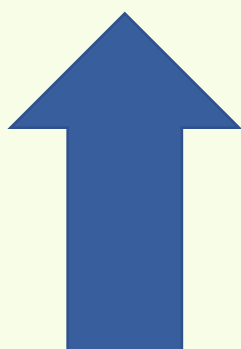
12 months to  
June 2019  
**30,866**  
12 months to  
October 2021  
**30,554**



In the 12 months to October 2021, 30,554 violent offences were recorded in Devon and Cornwall. This is a decrease of 1.0% (-312) when compared to the baseline year, the 12 months to June 2019, and therefore a stable trend is evident. However, in more recent months the number of violent crime across Devon and Cornwall has been steadily increasing. The continued ease in COVID-19 restrictions and the re-opening of the night-time economy has likely contributed to the increase in violent offences. The Commissioner will continue to monitor this increasing trend to understand which offence groups are driving any increases.

## 1.5 Violent Crime (Domestic Violence)

12 months to  
June 2019  
**10,859**  
12 months to  
October 2021  
**11,258**

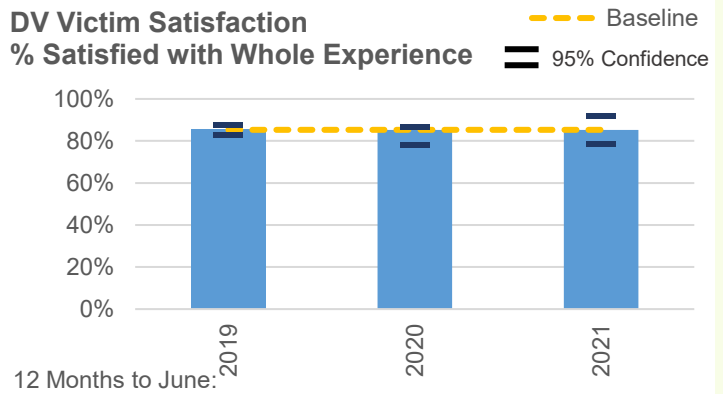
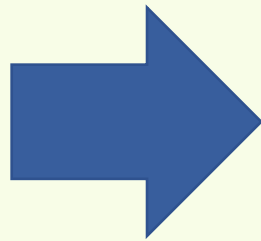


In the 12 months to October 2021, 11,258 violence with injury offences were flagged as related to domestic violence. This is a 3.7% increase (+399) when compared to the baseline year - the 12 months to June 2019. This increase is on par with trends seen nationally, with a 6% increase in offences in England and Wales in the year to March 2021.

It is difficult to make objective inferences about performance based on increases or decreases in domestic abuse crimes. For instance, an increase in domestic violence crime could be interpreted as positive - because victims may be more confident to report to the police and seek support – but the trend could also be interpreted as negative – because it could be reflective of a ‘real’ increase in victimisation.

## 1.6 Victim Satisfaction (Domestic Violence)

12 months to June 2019  
**85.30%**  
 12 months to June 2021  
**85.20%**

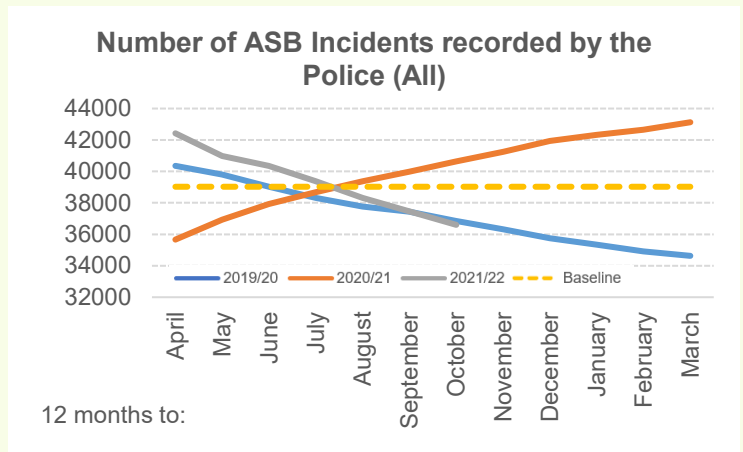
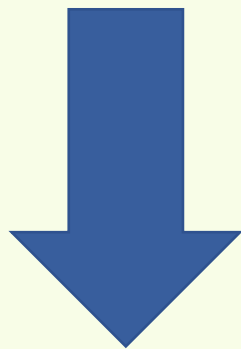


No update is available for this measure since the last Panel meeting. As stated in the previous report, in the 12 months to June 2021, 85.2% of domestic violence victims stated they were satisfied with the overall service they received from Devon and Cornwall Police. This shows stable performance when compared to the baseline year – the 12 months to June 2019.

# 2. Antisocial Behaviour

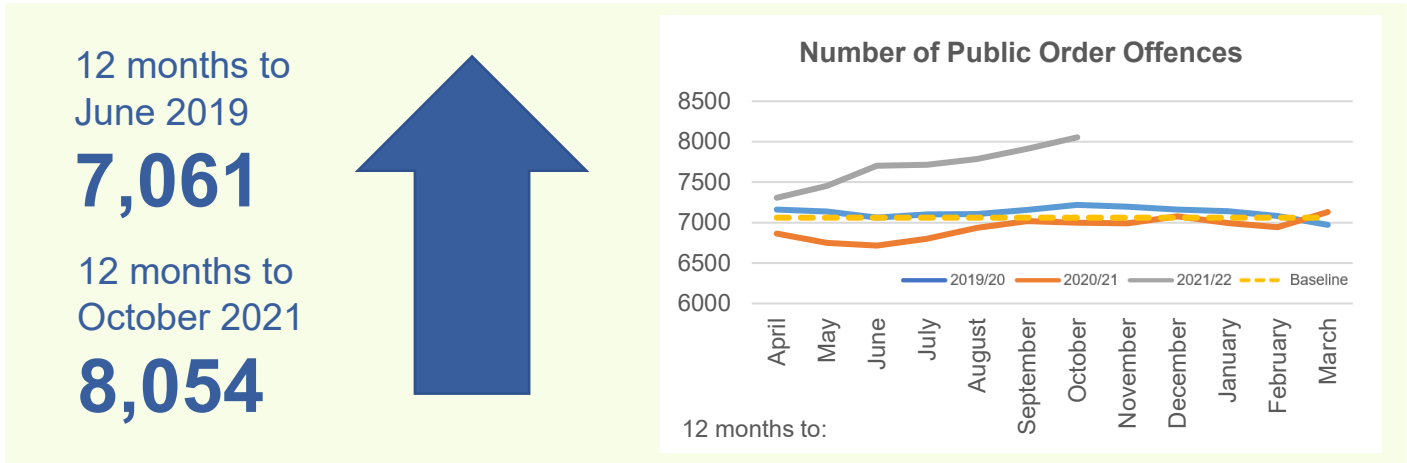
## 2.1 Recorded number of ASB Incidents recorded by the Police

12 months to June 2019  
**39,026**  
 12 months to October 2021  
**36,601**



In the 12 months to October 2021, 36,601 ASB incidents were recorded by Devon and Cornwall Police. This is a 6.2% decrease (-2,425) compared to the baseline year - the 12 months to June 2019. A declining trend is evident through 2021/22 and the Commissioner is eager to see this sustained after a period of heightened ASB incidents during much of 2020/21 due to non-adherence to COVID-19 restrictions.

## 2.2 Recorded number of Public Order Offences

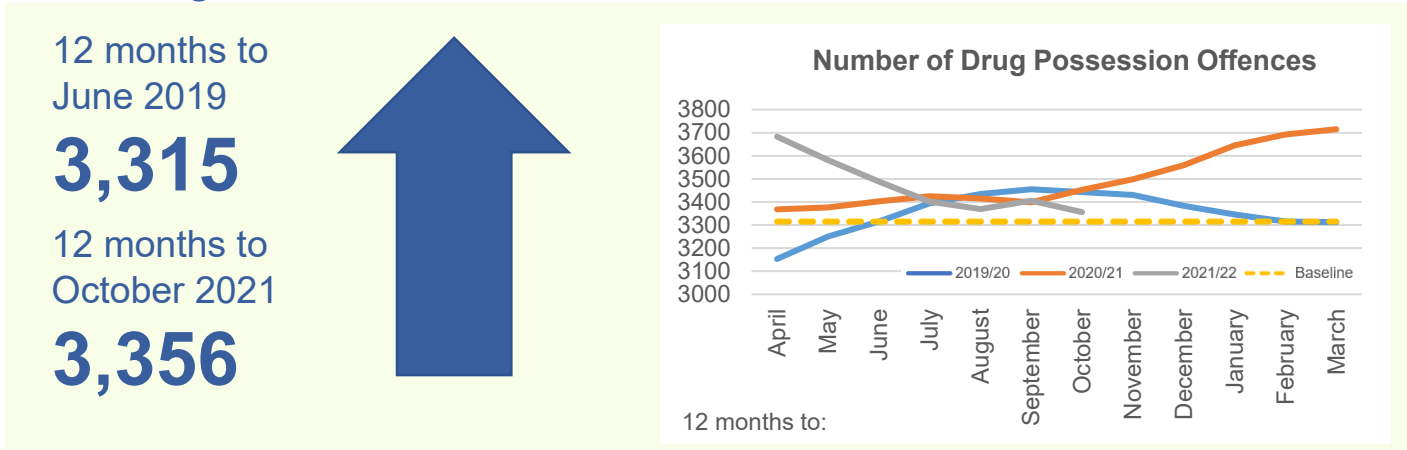


In the 12 months to October 2021, 8,054 public order offences were recorded across Devon and Cornwall. This is a 14.1% increase (+993) compared to the baseline year - the 12 months to June 2019.

The most recent ONS release shows that the rate of public order offences in Devon and Cornwall is, however, the lowest in the South West region. The Commissioner is also re-assured that in recent months the trend appears to be stabilising, with just a 2.0% increase (+158) in public order offences when compared to the 12 months to August 2021. The Commissioner will nonetheless continue to monitor this measure over the coming months.

# 3. Drugs

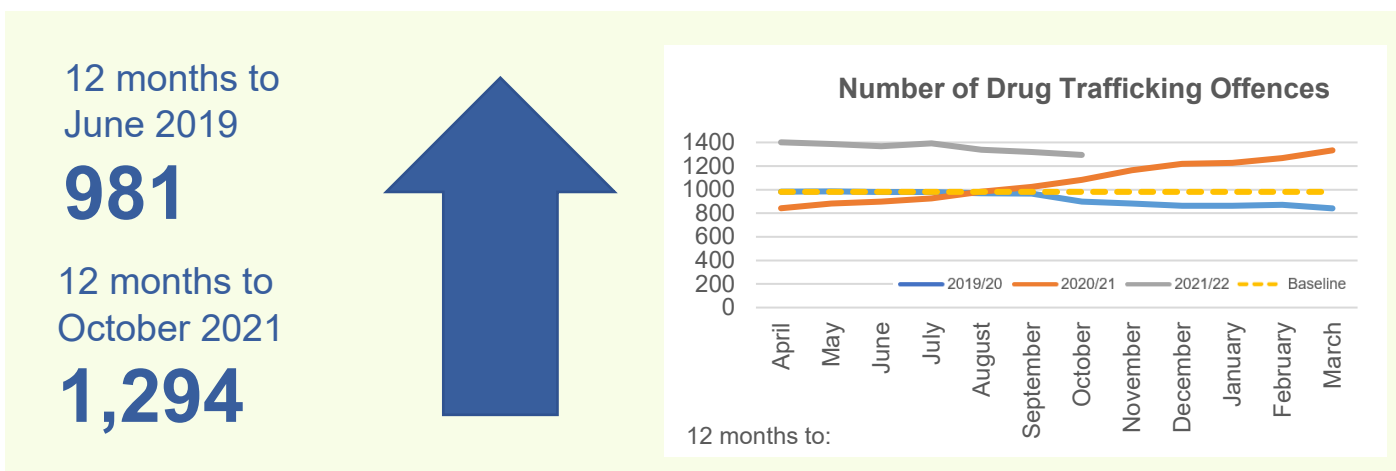
## 3.1 Drug Possession Offences



In the 12 months to October 2021, 3,356 possession offences were recorded across Devon and Cornwall. This is a slight increase of 1.2% (+41) on the number of offences recorded in the baseline year, the 12 months to June 2019.

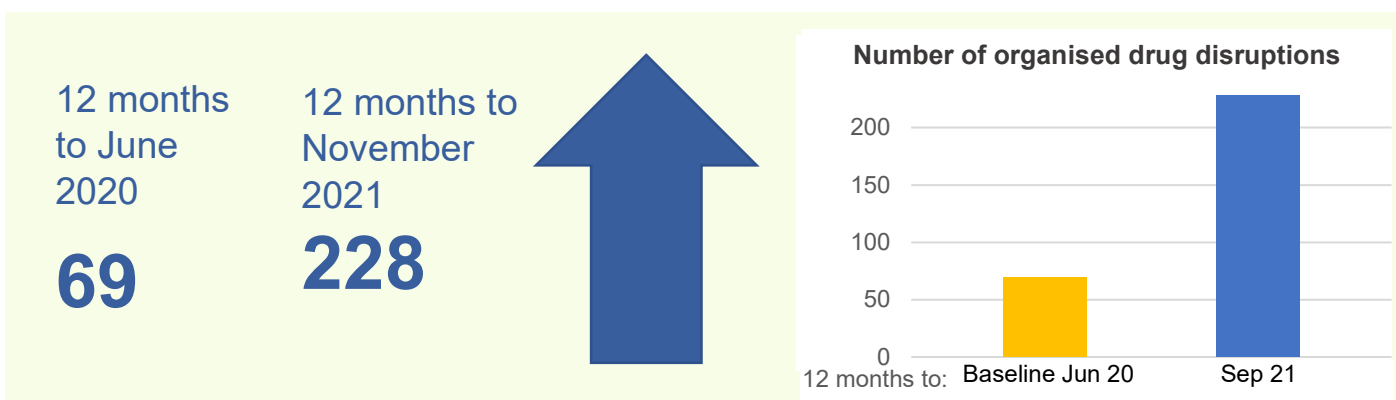
The Commissioner is encouraged that the levels of recorded offences have been maintained compared to the baseline year, and that the police continue to detect and act against drug related crime in our communities.

### 3.2 Drug Trafficking Offences



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to October 2021, 1,294 drug trafficking offences were recorded across Devon and Cornwall. This is a 31.9% increase (+313) on the number of offences recorded in the baseline year, the 12 months to June 2019. Overall, the long-term trend shows a steady increase in the detection of offences by police.

### 3.3 Organised Drug Disruptions



In the 12 months to November 2021, 228 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks. This is a 230.4% increase (+159) on the number of disruptions carried out in the baseline year, the 12 months to June 2020. As previously suggested, this increase is welcomed by the Commissioner, as it demonstrates the proactive policing activity to apprehend offenders. Overall, the data demonstrates a significant increase in the number of disruptions over the past year and the Commissioner is encouraged by the progress that has been made.

# 4. Road Safety

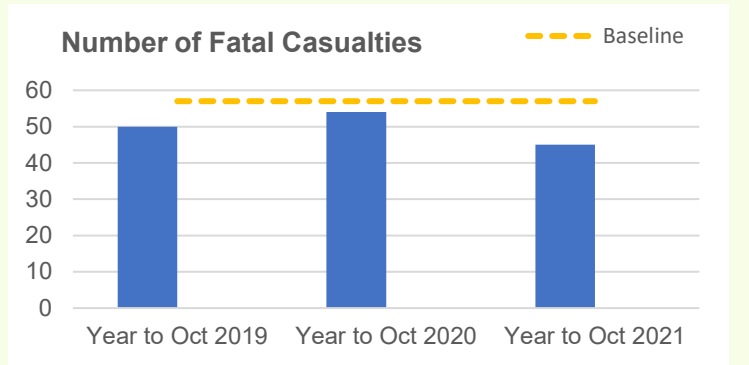
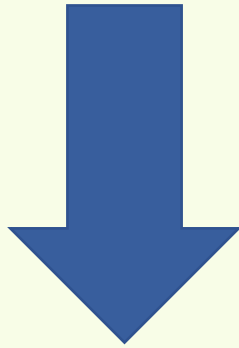
## 4.1 Number of Fatal Casualties

12 months to  
June 2019

**57**

12 months to  
October 2021

**46**



46 fatalities were recorded on Devon and Cornwall's roads in the 12 months to October 2021. This is 11 fewer fatalities when compared to the baseline year, the 12 months to June 2019. A decreasing trend is therefore evident. The Commissioner is the road safety portfolio lead for all Police and Crime Commissioners across the country and is committed to ensuring that the number of people fatally injured on our roads continues to fall. The Commissioner also continues to advocate for enhanced safety on our roads as Chair of the 'Vision Zero' partnership. The group made up of key local services, such as the police and ambulance trust, embody a shared vision of zero road deaths in Devon and Cornwall by 2040.

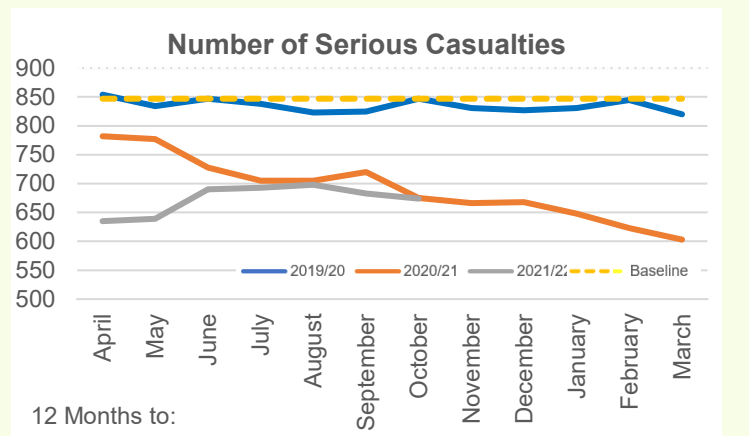
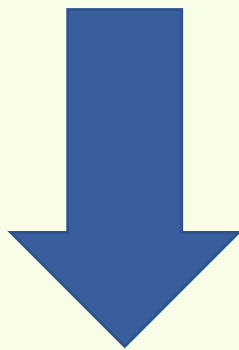
## 4.2 Number of Serious Casualties

12 months to  
June 2019

**847**

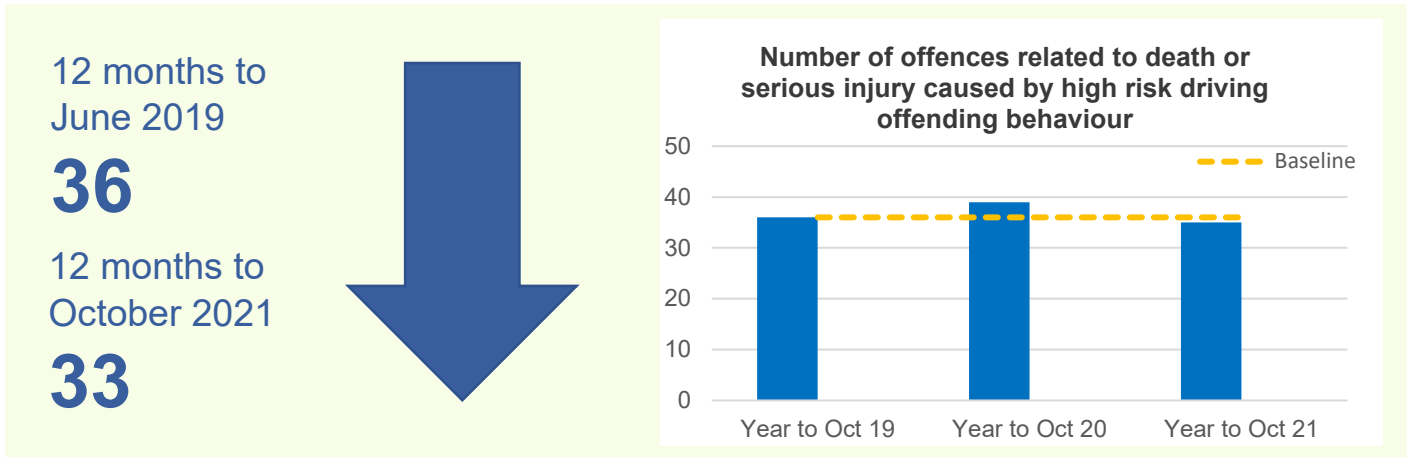
12 months to  
October 2021

**667**



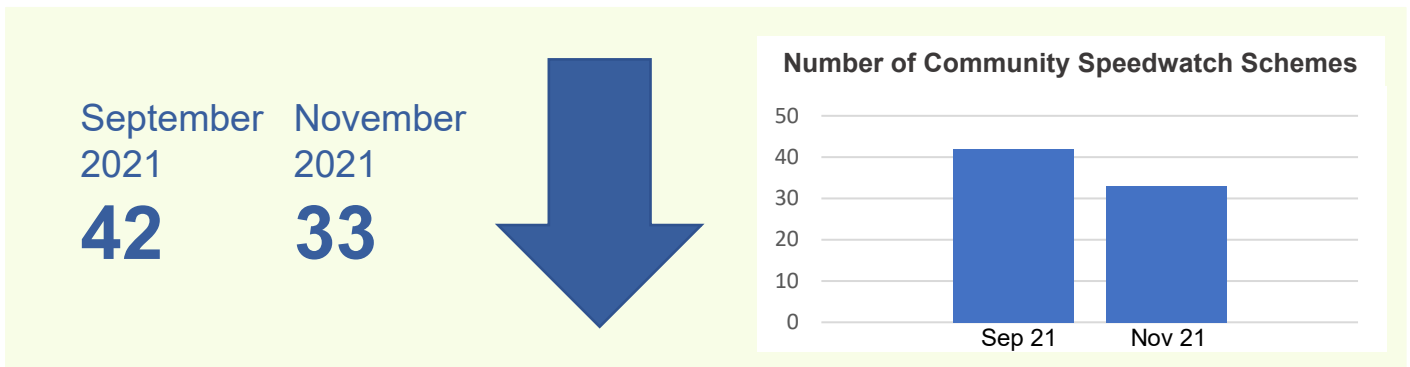
667 people were seriously injured on Devon and Cornwall's roads in the 12 months to October 2021. This represents a 21.3% decrease (-180) when compared to the baseline year – the 12 months to June 2019. The reduction in road traffic during much of the COVID-19 pandemic has likely contributed to the decrease in the number of serious casualties.

### 4.3 Number of offences related to death or serious injury caused by high risk driving behaviour



33 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to October 2021. This is 3 fewer offences when compared to the baseline year, the 12 months to June 2019. The current data remains below the baseline year and a stable trend is evident.

### 4.4 Number of Community Speedwatch Schemes



During November 2021, there were 33 active Community Speed Watch (CSW) teams. This is 9 fewer active teams than reported in September 2021. Devon and Cornwall Police's CSW policy states that Speed Watch can only take place in 'good visibility during daylight hours and must not take place in adverse weather conditions'. Wetter weather and fewer daylight hours during November may therefore explain the decrease in the number of active teams.

It is also imperative to highlight, that despite the decrease in the number of active teams in November 2021, the number of teams signed up to CSW has increased. In November 2021 there were 149 teams signed up to CSW, 10 more teams than were signed up during September (139).



# 5. Safe

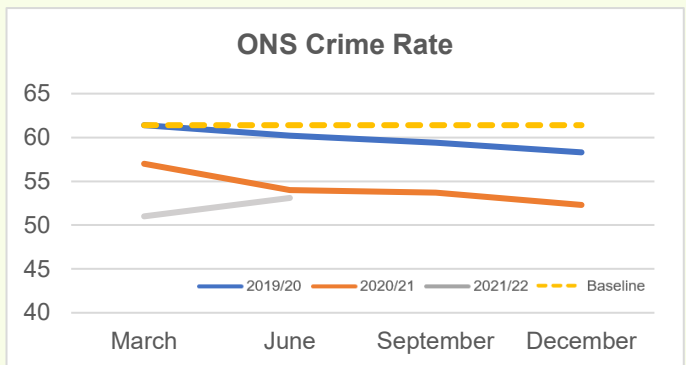
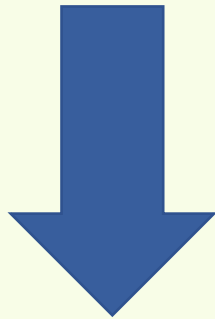
## 5.1 ONS Crime Rate

March 2019

**61.4**

June 2021

**53.1**



In the previous report to the Panel, it was highlighted that for the 12 months to March 2021, Devon and Cornwall had a crime rate of 51.0 crimes per 1000 in the population. According to the Office for National Statistics (ONS), this meant that Devon and Cornwall had the 3rd lowest crime rate in England and Wales.

ONS data for the 12 months to June 2021 shows that Devon and Cornwall retains the 3rd lowest position nationally, although the crime rate has increased to 53.1 crimes per 1000 population. This equates to 94,814 recorded crimes in the year. This increase is on par with trends seen nationally, with the crime rate in England and Wales rising from 76.9 crimes per 1000 in the population to 81.3 over the same period.

Despite the increase in recorded crime in the 12 months to June 2021 when compared to the 12 months to March 2021, Devon and Cornwall's crime rate for this period (53.1) remains 1.2 times lower than the baseline year - the 12 months to March 2019 - and therefore a long-term declining trend is evident.

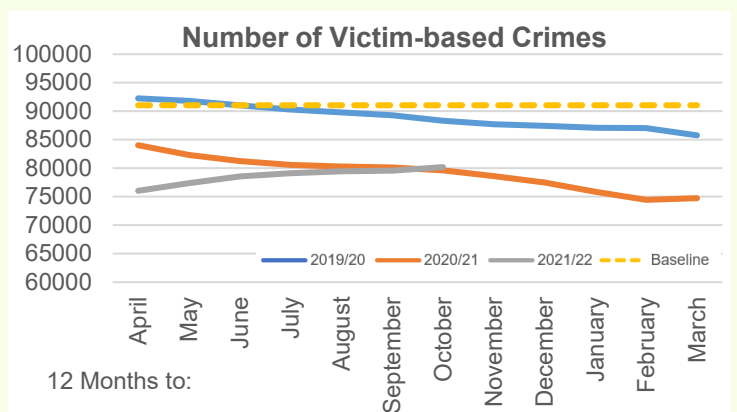
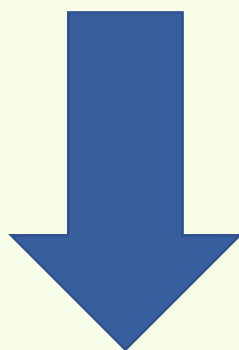
## 5.2 Victim-based reported crime

12 months to  
June 2019

**91,042**

12 months to  
October 2021

**80,185**



Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage and arson. In the 12 months to October 2021, 80,185 victim-based crimes were recorded in Devon and Cornwall. This is a 11.9% decrease (-10,857) when compared to the baseline year - the 12 months to June 2019.

The decrease in victim-based crimes is likely attributable, in part, to the COVID-19 pandemic and the varying lockdown restrictions throughout this period. This created significant reductions in social movement and decreased opportunities for crime. As expected, with the continued easing of COVID-19 restrictions there has been a steady increase in victim-based crimes since April 2021. The Commissioner will continue to monitor these trends closely over the year.

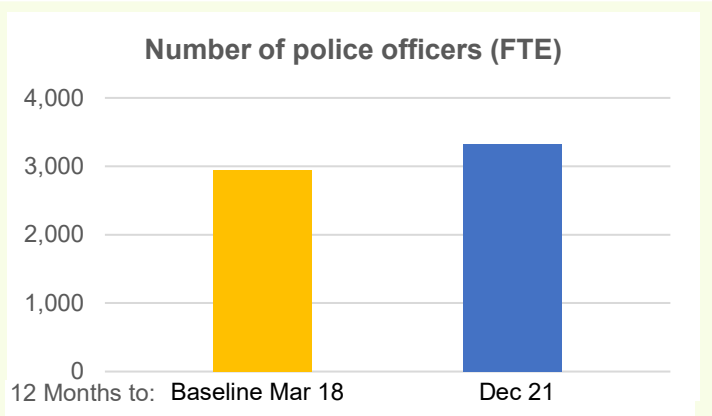
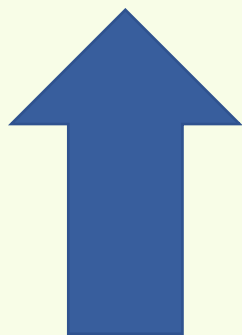
### 5.3 Number of Police Officers (FTE)

March 2018

**2,944**

December 2021

**3,334**



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of December 2021 was 3,334. This is a 13.2% increase, or an additional 390 officers, when compared to March 2018. The force will continue to benefit from the Government's national uplift programme. It is projected that by March 2022, 3,422 officers will be employed by Devon and Cornwall Police

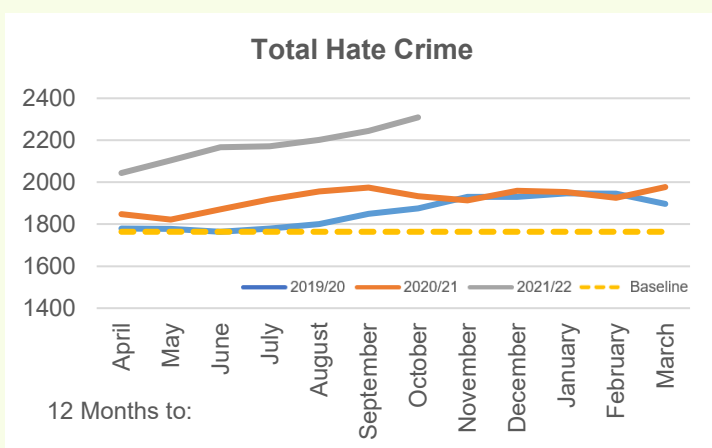
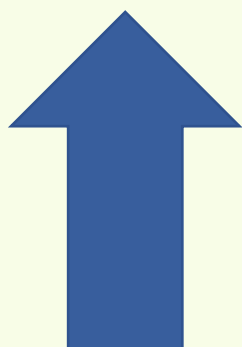
### 5.4 Number of Recorded Hate crimes

12 months to  
June 2019

**1,764**

12 months to  
October 2021

**2,309**



2,309 hate crimes were recorded in the 12 months to October 2021. This is a 30.9% increase (+545) when compared to the baseline year, the 12 months to June 2019.

Despite the observed increase, it is difficult to make objective inferences about performance based on increases or decreases in hate crime. For instance, an increase in offences could be interpreted as positive, because victims may be more confident to report to the police, or the police may have made recording improvements when identifying hate offences. Conversely, the trend could also be interpreted as negative because it could be reflective of a 'real' increase in victimisation. The Commissioner will continue to monitor trends in hate crime closely to understand the offence types that are contributing to the increase and the force's response to victims.

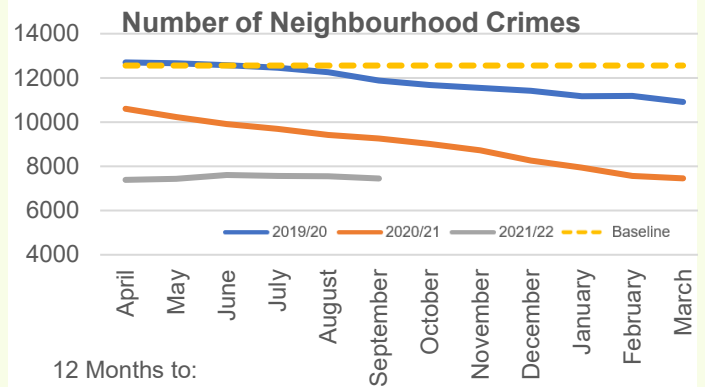
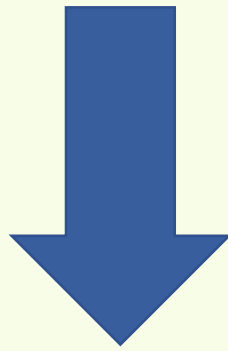
## 5.5 Number of Neighbourhood Crimes (National Measure)

12 months to  
June 2019

**12,559**

12 months to  
September 2021

**7,450**



Neighbourhood crime consists of the following offence types; burglary dwelling, burglary non-dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to September 2021, 7,450 neighbourhood crimes were recorded across Devon and Cornwall. This is a 40.9% decrease (-5,149) when compared to the baseline year - the 12 months to June 2019.

Much of the decrease may be attributable to the COVID-19 pandemic, including restrictions on social movement and the increased time that people have spent in their homes. In recent months, small increases in neighbourhood crimes have been evident.

## 6. Resilient

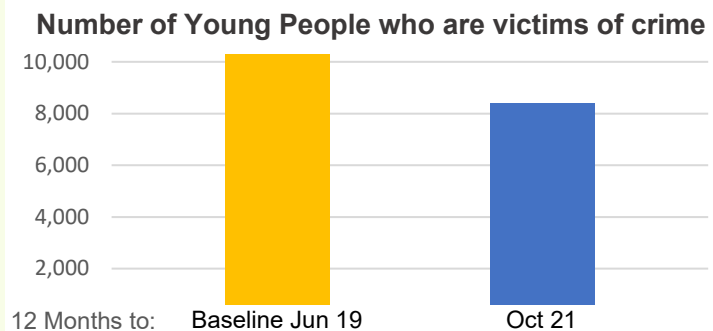
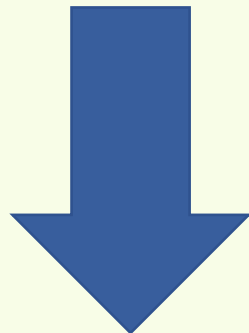
### 6.1 Number of Young People who are victims of crime

12 months to  
June 2019

**8,692**

12 months to  
October 2021

**8,487**

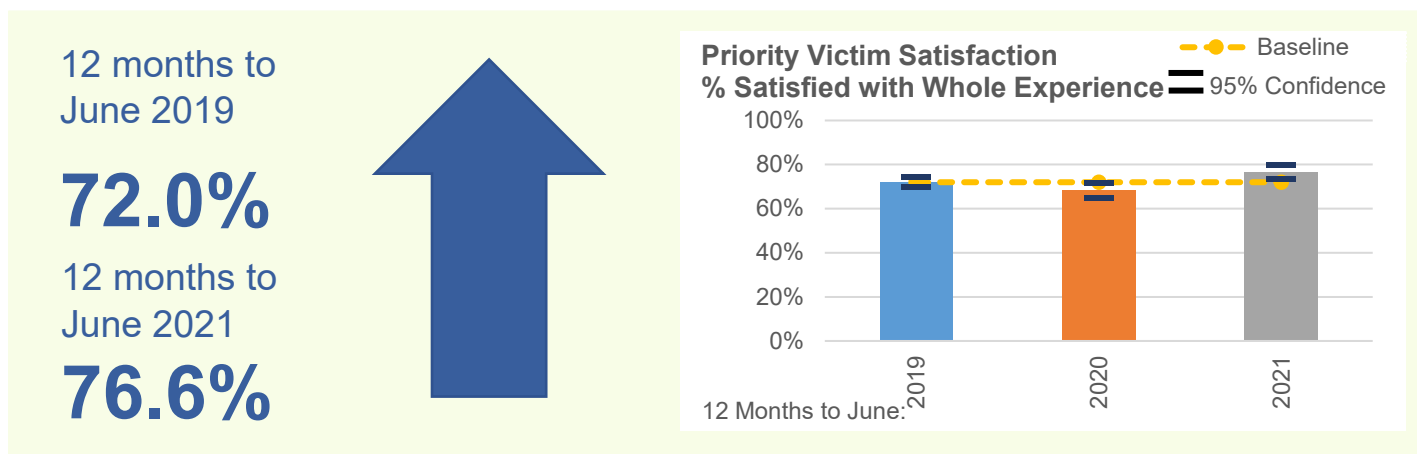


In the 12 months to October 2021, 8,487 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is 2.4% fewer victims (-205) when compared to the baseline year - the 12 months to June 2019. This is likely to be reflective of decreased victimisation as a result of the COVID-19 pandemic.

### 6.2 Amount of Funding bought into Devon and Cornwall by the Police and Crime Commissioner

Monitoring the amount (£) of funding brought into Devon and Cornwall by the OPCC will also help the Commissioner to understand how activity linked to the priorities of the Police and Crime Plan helps to build resilience to crime. This will include the additional funding the OPCC has secured, or supported partners in securing. The Commissioner will begin to monitor this from March 2021 and report against this measure at the end of the financial year.

## 6.3 Percentage (%) of victims that were satisfied with the overall service they received from Devon and Cornwall Police

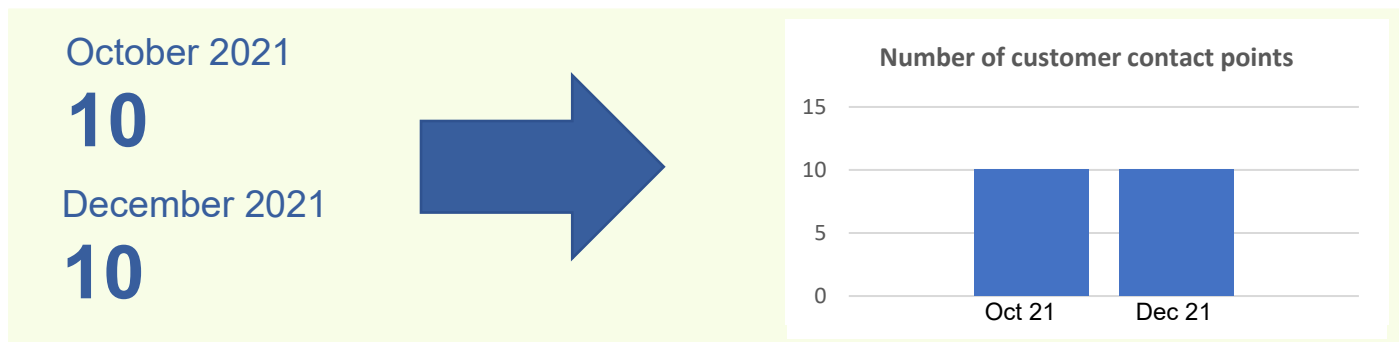


This Survey is based on priority victims satisfaction. Priority victims are those that are victims of serious crimes which include domestic abuse, hate crime, sexual offences, attempted murder as well as victims who are persistently targeted, vulnerable or intimidated.

In the 12 months to June 2021, 76.6% of victims of crime were satisfied with the overall service they received from Devon and Cornwall Police. This is +4.6% higher than the baseline year (72.0%) and is indicative of improved performance compared with the baseline year. The figure reported to the Panel in November 2021 also covered the 12 months to June 2021 and showed that 74.1% of victims of crime were satisfied with the overall service they received from Devon and Cornwall Police, the variance reflects more survey responses and the revised figure.

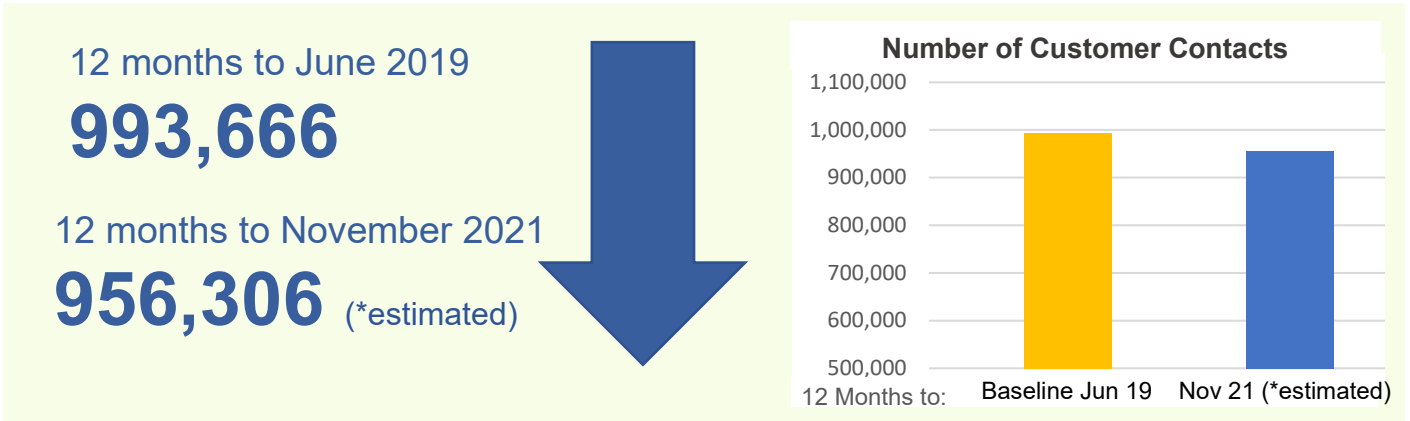
# 7. Connected

## 7.1 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 December 2021, there were 10 customer contact points open to the public across Devon and Cornwall. In the November Panel paper it was reported that there were 11 customer contact points open to the public, this figure incorrectly included Truro Police Enquiry Office, which due to the Coronavirus pandemic has been closed to the public until further notice.

## 8.2 Number of Customer Contacts (999, 101, Online)



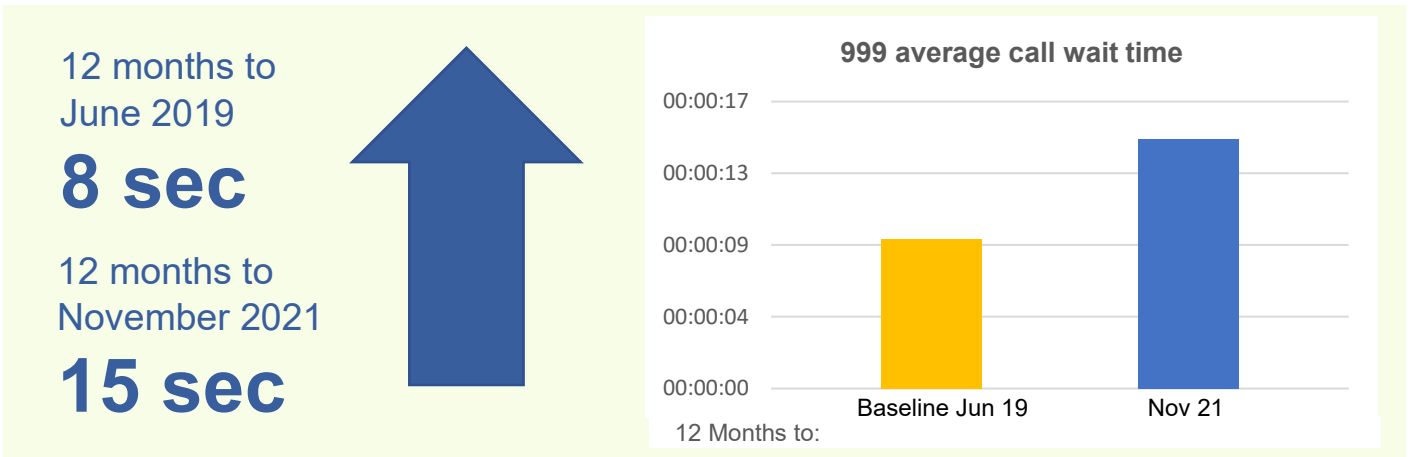
In the 12 months to November 2021 Devon and Cornwall Police’s Contact Centre received just over 956,000 contacts. This consisted of the following activity:

- 999 calls: 280,968
- 101 calls: 459,733
- 101 Emails and texts: 149,836 (\*estimated)
- 101 Webchat: 65,769

This indicates that fewer contacts have been 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 attributed in part 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 approximately 55% - or 55,000 more emails and texts received - and the number of Webchats received has increased by 691% - or 57,459 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.

## 7.3 101 and 999 call wait times: 999



The average answer time for 999 emergency calls has increased by 7 seconds in the 12 months to November 2021 when compared to the baseline year (the 12 months to June 2019). This has taken the average wait time for 999 calls to 15 seconds. When compared to the figure last reported to Panel – for the 12 months to July 2021 – total wait time has increased by 2 seconds. More calls have been received and answered in the latest period. The Commissioner continues to monitor performance in this area closely with Devon and Cornwall Police to understand the factors that are impacting on average wait times.

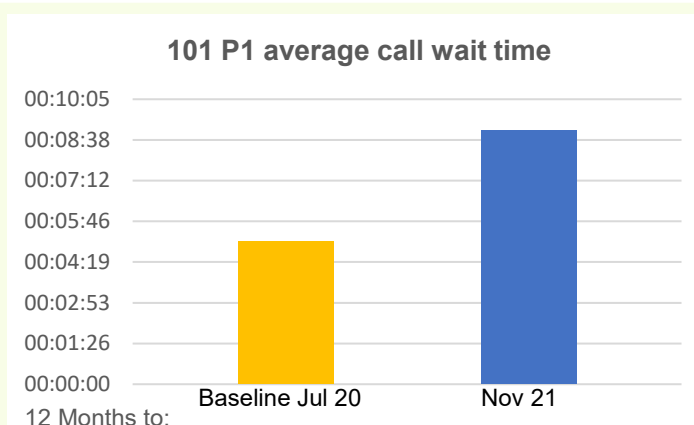
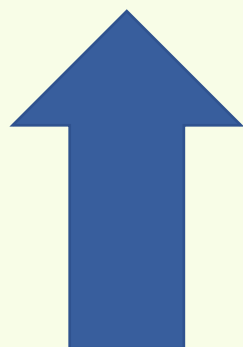
## 7.4 101 and 999 call wait times: 101 P1

12 months to  
July 2020

**5m 3s**

12 months to  
November 2021

**8m 59s**



P1 (or Priority 1) non-emergency calls are those calls that are identified by the Interactive Voice Response (IVR) system as high priority. These include calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety. In the year to November 2021, the average wait time on the P1 line was 8 minutes 59 seconds. This is an increase of 3 minutes 56 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure last reported to the Panel, for the 12 months to July 2021, the average wait time has increased by 2 minutes 42 seconds. More calls have been received in the latest period, fewer answered and a higher abandonment rate is evident. The Commissioner is monitoring performance closely and exploring the factors that are contributing to the increase in wait times with the force.

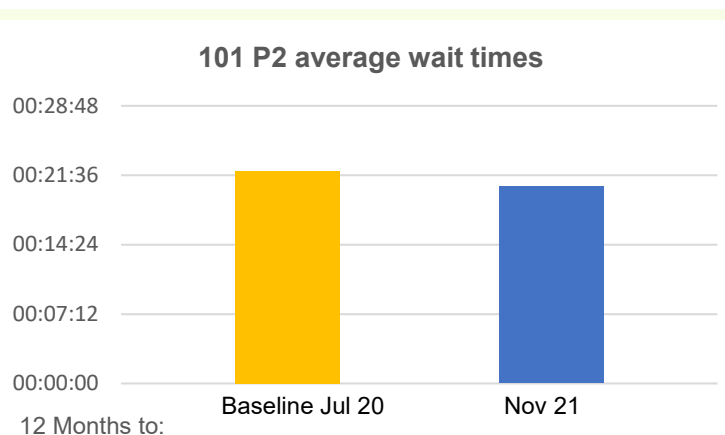
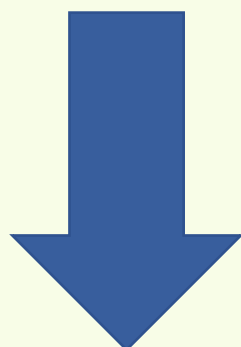
## 7.5 101 and 999 call wait times: 101 P2

12 months to July  
2020

**22m 2s**

12 months to  
November 2021

**20m 26s**



P2 (or Priority 2) non-emergency calls relate to all 101 calls that are not identified as urgent by the IVR system. This could include calls regarding anti-social behaviour or callers requesting updates about ongoing investigations. The average wait time on the P2 line in the 12 months to November 2021 was 20 minutes and 26 seconds. This is a decrease of 1 minute 36 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure reported to the Panel in the last meeting – for the 12 months to July 2021 – the average wait time has increased by 4 minutes 51 seconds. Fewer calls have been received and answered in the latest period and a higher abandonment rate is evident. Although improved performance is evident compared against the baseline year the Commissioner is concerned that the average wait times has increased since the last Panel meeting and continues to monitor performance in this area closely with Devon and Cornwall Police.

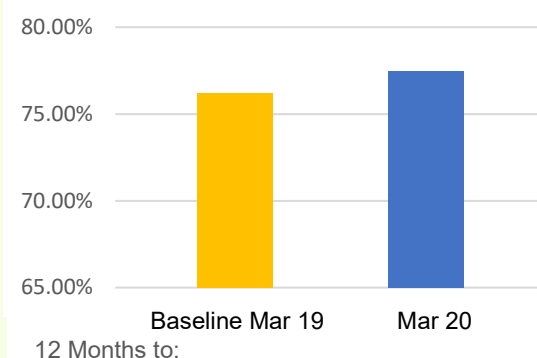
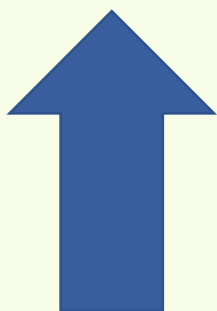
## 7.6 Levels of Public Confidence in the Police

12 months to  
March 2019

**76.2%**

12 months to  
March 2020

**77.5%**



Historically, data measuring public confidence has been taken from the Crime Survey for England and Wales (CSEW). It was reported in the last Panel paper that in the year to March 2020, 77.5% of Devon and Cornwall's residents agreed with the statement that, 'taking everything into account, [they] have confidence in the police in [Devon and Cornwall]. This was a 1.3% increase on the baseline year, the 12 months to March 2019.

Due to the COVID-19 pandemic, the CSEW have suspended face-to-face surveying and an updated position is not available. In the interim, the OPCC have adopted a proxy measure to ascertain public confidence, which was trialled in the OPCCs Budget Engagement Survey (January 2022). Of 2,480 respondents, 45.7% agreed with the statement that, 'all things considered, [they] have confidence in the Police in Devon and Cornwall'.

The results of the Commissioners survey should not be directly compared against the CSEW. The Commissioners survey is potentially indicative of a decline in public confidence, but this does not mean that there has been a -31.8% decrease when compared to the results of the CSEW. The CSEW adopts a robust survey methodology through random probability sampling of households. The Commissioners survey, on the other hand, asks a different question using a self-selected sample of respondents via social media advertisements. Due to its design, therefore, the Commissioners survey is unlikely to be truly representative of attitudes across Devon and Cornwall.

The Commissioner will nonetheless continue to monitor public confidence through this local survey to understand any variations in confidence over time, particularly whilst the CSEW is unavailable.

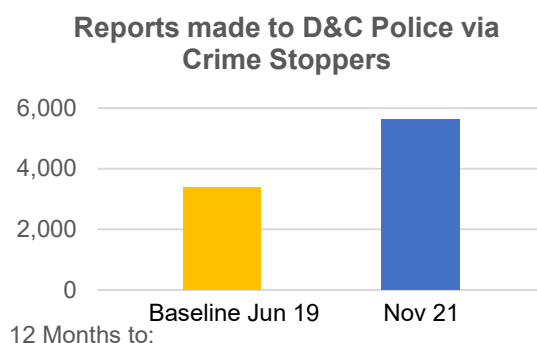
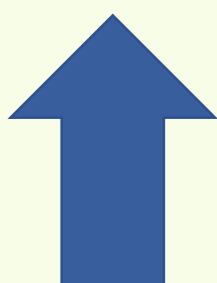
## 7.7 Reports made to Devon and Cornwall from Crime Stoppers

12 months to March 2019

**3,386**

12 months to November 2021

**4,206**



Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which Crime Stoppers deem useful to the police is passed onto the respective local police force. In the 12 months to November 2021, 4,206 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 24.2% increase (+820) on the number of reports received in the baseline year - the 12 months to March 2019. The Commissioner welcomes this increase in the number of reports.