



Annual Report

2021-22

Safe, resilient and connected communities
in Devon, Cornwall & the Isles of Scilly



PCC

Office of the Police and
Crime Commissioner
Devon and Cornwall

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Creating safe, resilient and connected communities supported by world class sustainable policing

PCC on YouTube

Five videos that explain some of the Devon and Cornwall Police and Crime Commissioner's work in 2021-22 to deliver safer, resilient and connected communities.

Prisoners start work on affordable homes

Prisoners are building eco-homes in the south west, learning skills and reducing homelessness in a project piloted by the Commissioner.



.....
"Doing the work that they do here and then seeing the end result will give them a huge sense of personal wellbeing and knowing what the project is all about as well it will also give them a sense of giving back..."
.....



Scan the QR code to watch the video

Working to make the south west #NoPlaceForDrugs

The Commissioner is partnering with five other forces and commissioners in the south west on Operation Scorpion to crack down on the drug dealers who exploit the vulnerable for their own profits.



Scan the QR code to watch the video



The force gets its first maritime PCSO

Andy Bailey, Devon and Cornwall Police's first maritime Police Community Support Officer, is working with Ilfracombe harbourmaster Captain Georgina Carlo-Paat MBE in a project funded by the Commissioner.

.....
"Having the visual presence of authority here has never been done so we have great hopes for the benefits this will bring for everybody."
.....



Scan the QR code to watch the video



Vision Zero South West runs Call for Ideas

The road safety partnership created by the Commissioner committed £150,000 to community-led projects, working hand in hand with residents to reduce the number of people killed and seriously injured on our roads.

.....
 "Every road death on a road is one death too many and anything we can do to actually slow down vehicles must be a good thing."



Scan the QR code to watch the video

Helping thousands of victims of crime

The Commissioner's new deal with a strategic partner delivered practical and emotional help and support for thousands of victims of crime. Our video explains how one service, restorative justice, put together a Devon shopkeeper with the man who robbed him at knifepoint.



Scan the QR code to watch the video



Section one

Police and Crime Plan performance



Foreword from Alison Hernandez

Commissioners are required to produce such a plan under the Police Reform and Social Responsibility Act 2011. The 2021-25 Devon and Cornwall Police Plan sets out the Commissioner's police and crime objectives, informs decisions on commissioning of services and provides a strategic framework and delivery plan for Devon and Cornwall Police and is the basis for how I hold the Chief Constable to account.

In developing the plan my team drew upon a wide range of information from public surveys and crime data.



The Commissioner, flanked by Treasurer Nicola Allen and Chief Executive Frances Hughes, is elected to a new term of office in May 2021

The onset of a new police and crime commissioner term of office in May 2021 required a new Police and Crime Plan to be developed.

A wide range of partners were consulted and given the opportunity to influence its development. These included community safety partnerships, local authorities, diverse community representatives and criminal justice partners to ensure it reflects the police and crime issues which are most affecting Devon, Cornwall and the Isles of Scilly.

The plan has at its heart the principles of creating safe, resilient and connected communities and policing services that ran through the previous plan.

It sets out how the Commissioner will focus on tackling the four priorities which emerged as the issues that residents of the force area most wanted dealing with. These are drugs, antisocial behaviour, violence and road safety. The following pages summarise progress against these objectives in 2021-22.

The plan, which can be read online at the OPCC website or requested from our office, also sets out how progress against these priorities will be measured.

The year covered in this report identifies just how pressing these priorities are for our communities. Tragic cases like the shooting of five innocent people in Keyham, Plymouth, and the murder of Bobbi-Anne McLeod shocked the nation. Sadly violence remains a reality for far too many people in our communities. Yet more avoidable deaths and serious injuries occurred on our roads, and our antisocial behaviour and drugs continued to bring misery to some of those we serve. This report explains the work undertaken to deliver on my priorities and deliver safer, more connected and resilient communities.

A handwritten signature in black ink, appearing to read 'Alison Hernandez'.

Alison Hernandez
Police and Crime Commissioner,
Devon, Cornwall and the Isles of Scilly

Drugs

Residents of the force area have made it absolutely clear that they will not tolerate the harm caused to their communities by drug dealing.

Substance misuse is often linked to an individual's response to a past trauma or other unmet needs. There are clear links between substance misuse and other priorities set out in the Police and Crime Plan, highlighting the significance of drugs as a cross-cutting theme in crime, policing and criminal justice.



Undercover officers detain a suspected county lines drug dealer in Plymouth

This includes links to organised crime, victims, serious violence, child exploitation, road safety and business crime and means many lives are adversely affected by drugs.

To tackle drugs effectively, communities must address both the issues of supply and demand for those drugs, aim to give people the confidence and tools to report offences, as well as working to break the cycle of addiction.

Up until 2021 the Office of the Police and Crime Commissioner (OPCC) investment to support drug treatment services was delivered by grant to community safety partnerships (CSPs).

Cornwall contributed £130,456 of its overall grant to fund drugs and alcohol services while Plymouth contributed £95,575 to its work with individuals in the criminal justice system.

Safer Devon Partnership contributed £60,472 to YSMART – a service which works with young people involved with or at risk of using drugs.

This year the OPCC has changed its approach to funding these services which aims to identify and fund projects and approaches that help deliver the Police and Crime Plan for its duration (as outlined in the Commissioning Intentions Plan) while retaining a similar level of support in grant funding to Cornwall, Devon and Plymouth to maintain the contribution drug and alcohol services.

This approach encourages longer-term impact to issues related to alcohol or drug misuse.

By commissioning the delivery of services needed to tackle drug demand and supply, by raising awareness of the county lines threat and supporting collaborative and multi-agency approaches to the sharing of intelligence and best practice, the police can disrupt the organised crime gangs that poison communities, trafficking will be discouraged, addiction reduced, and, above all, there will be fewer victims.

Drugs performance data

During 2020-21, drug trafficking and drug possession was arguably more visible than ever. As the nation still felt the effects of Covid-19 lockdown restrictions, with limits on travel and movement, those engaged in the supply and sell of drugs became more noticeable. This is especially when drug dealers used road or rail networks to sell or acquire drugs. It is no surprise, therefore, that in 2020-21, Devon and Cornwall Police recorded a 21.5% increase in drug crime when compared to 2019-20.

In the 12 months to March 2022, as lockdown restrictions eased, there was a reduction in the number of drug offences recorded by police compared to the previous year.

Devon and Cornwall Police still undertook a significant number of organised drug disruptions in the 12-month period though, with 525 disruptions having links to county lines and dangerous drug networks. This included the first coordinated drugs disruption activity in the south west region of its kind, Operation Scorpion, in March 2022, which in its first two weeks seized £432,000 worth of illegal drugs and arrested 172 suspects.



Antisocial behaviour

Persistent antisocial behaviour (ASB) is a very visible sign of disorder in our communities. It can lead to community tensions and have a significant impact on people's health, wellbeing and their daily quality of life.

The police, local authorities, other agencies and our communities need to work together to find solutions and stop persistent and severe ASB from blighting our communities.

The OPCC is working to reclaim town centres for the public from those undertaking ASB and rebuild confidence:

- To make our city, town and village centres more resilient to ASB.
- Ensure that victims of persistent and severe ASB in our communities are heard and know how to get help.
- Increase visible foot patrols to deter ASB in our communities.
- Working with policing and partners to deliver a robust and targeted partnership approach, using the range of powers available to all partners.

The Commissioner has made available £200,000 to tackle ASB behaviour and substance misuse in Torbay and is supporting the partnership bid for additional Government funds under the Safer Streets programme.

ASB performance data

During the Covid-19 pandemic, the police were responsible for enforcing public health restrictions, including limits on social gatherings and social movement. Any breaches against these restrictions were recorded as ASB incidents and subsequent increases were recorded across the force area.

As we emerge from the pandemic in the past year, and social restrictions have eased, levels of ASB have decreased and now align with those seen before lockdown.

.....
In the 12 months to March 2022, 32,876 ASB incidents were recorded across Devon and Cornwall, a **23.8%** decrease on the previous year.
.....



However, other types of antisocial conduct have increased. Public order offences (including violent disorder, drunk and disorderly behaviour and breach of the peace) increased by 18.9% in the 12 months to March 2022, rising to 8,479 crimes. This coincides with the re-opening of public spaces and licensed premises over the last 12 months.



The Commissioner at the signing of the ASB Help pledge in Plymouth in March 2022

Road Safety

The Commissioner is working with other organisations in the region to address road safety from every angle, establishing and chairing the Vision Zero South West partnership in.

The partnership advanced significantly during 2021-22, with several high-profile events, operations and publicity campaigns.

In a poignant collaborative display, officers and vehicles from all the south west emergency services formed a convoy along the A38 in September to launch the Project Edward (Every Day Without A Road Death) national road trip. This joint initiative served as a stark reminder of our collective power and responsibility.



The Commissioner takes part in Project Edward 2021

The Vision Zero board also approved its first Road Safety Delivery Plan with innovative projects, schemes, pilots and publicity campaigns set to reach an expected audience of millions.

The board also launched its first small grants fund called the 'Call For Ideas'. As a result, the partnership has allocated more than £150,000 to be spent improving road safety in communities across Devon and Cornwall.

Vision Zero, supported by the OPCC has launched several successful media campaigns with a strong emphasis on changing the behaviour of road users. This includes projects such as Op Snap, Road Safety Week, Drink Driving Awareness and the recent Changes to the Highway Code – all of which attracted significant media interest.

The partnership has helped publicise Devon and Cornwall's first 20mph speed camera, hosted Community Speedwatch seminars to promote this valuable scheme and helped promote innovative operations such as Op Decker in which officers spot mobile phone use from the vantage point of a bus.

With the recent appointment of permanent specialist officers, Vision Zero South West will continue to thrive and innovate – with the vision to make our roads completely free from all death and serious injury.



Vision Zero South West partners in a show of solidarity

Road safety performance data

The reduction in road traffic during much of the Covid-19 pandemic contributed to a decrease in fatal and seriously injured casualties during much of 2020. As we emerged from the pandemic last year and road usage increased, the number of people killed or seriously injured on Devon and Cornwall's roads increased.

Based on the Department for Transport annual provisional estimates¹ in the 12 months to December 2021:

.....
48 people were killed on our roads, **9.1%** increase, or four more fatalities, when compared to the year before.
.....

.....
647 people were seriously injured in a collision. This is a **3.7%** increase, or 23 additional casualties, when compared to the previous year.
.....

The number of fatalities has remained static compared with 2019 and the number of serious casualties remains lower, seeing a reduction in killed and serious casualties overall – (695 in 2021 compared with 816 in 2019 – represents a 14.8% decrease or 121 fewer casualties).

Excess speeding is routinely recognised as a risk factor for road traffic collisions. Community Speedwatch is one mechanism which can help to drive down excess speeds. The scheme involves local community members monitoring and reporting incidents of speeding from the roadside. Where speeding is reported, warning letters are handed out to drivers by Devon and Cornwall Police.

In March 2022, speed monitoring activity was undertaken by 37 Community Speedwatch teams across Devon and Cornwall. This was four more active teams when compared to November 2021.

During the G7 conference the OPCC highlighted the tragic consequences of road collisions on the force area with a sand art tribute to those killed in a single year



¹Department for Transport Provisional Estimates for 2021 published in May 2022

Violence

The Commissioner is taking action against violence that blights many of our communities by funding the Serious Violence Prevention Partnership (SVPP).

This £4m programme, established in 2020, is run by the Commissioner and the Chief Constable. It adopts a public-health approach to tackling violence, treating it as a preventable consequence of a range of factors, such as adverse early-life experiences, harmful social or community experiences and influences.

The overarching objective continues to be breaking the cycle of violence. The partnership seeks to do this by focusing on three strategic priorities; **People, Partners and Places.**

The Serious Violence Prevention Partnership has matured rapidly over time, developing a clear goal and outcomes. Working with partner, Crest Advisory, it has built a strategic needs assessment and gained a better understanding of the problem which we have shared with partners across the peninsula to assist them in their own new prevention of serious violence duties. This work has received national attention.

Much work has been undertaken under the priority of violence, some notable highlights include:

- **Supporting 700 young people:** the partnership has engaged with young people identified as being most at risk of becoming involved in violence.
- **A Safer Keyham:** Home Office funding of £850k was secured to help recovery from the tragic murders of five people by a gunman who then took his own life. This funding includes an additional £50,000 to meet demand for community-led activities through the Keyham Community Sparks Showcase.
- **Senior leaders event:** The January event engaged a range of partners and was attended by over 100 stakeholders. It received excellent feedback nationally, regionally and locally and laid the foundations for a strategy and concordat to be adopted across the peninsula.

The Serious Violence Prevention Programme Budget Summary for 2021-22

Total budget allocation	£1.282m
Actual spend to date	£608k
Committed spend	-
Carry forward	£669k
Balance	£5k

Current commissioned services include:

Out-of-court disposal panels: These panels can give a young person who has committed an offence a solution which keeps them out of the criminal justice system, instead directing them towards an appropriate intervention to prevent them becoming part of a reoffending cycle. **298 young were (people were) engaged in such support in 2021-22.**

Turning Corners: Turning Corners is an intervention aimed at improving resilience and life chances of young people through parent support groups, outreach activities and school transition support. **166 young people and 10 parents were supported in 2021-22.**

Pathfinder Enhanced Offer: An enhanced scheme for 18-25 year olds and care leavers which provides an in-depth needs assessment and bespoke services, managed by key workers with youth work experience.

U+ Programme: Elemental UK and the Dracaena Centre work in partnership through the U+ programme to provide a preventative and aspirational youth work approach for vulnerable young people. **62 young people were supported in 2021-22.**

Restorative Family Work: Two restorative justice workers have been recruited to run group conferences with families who want things to change. During these sessions harm is acknowledged and responsibility accepted. **50 families were supported in 2021-22, including 35 young people.**

StreetGames – 131 young people engaged through the medium of sport in this diversionary scheme.



The Commissioner and Chief Constable meet local partners from schools and activity centres at The Dracaena Centre in Falmouth



New local partnership funds have been targeted for investment through:

Safer Devon: Young person behaviour change IDVA; Domestic violence and abuse recovery interventions; Lived experiences work with young people.

Safer Cornwall: Children affected by parental imprisonment referral pathway; Co-designed youth violence reduction project; Serious violence provision scoping exercise.

Safer Plymouth: Family support for young people known to the youth justice system; A referral pathway for young people vulnerable to exploitation into youth justice system.

Safer Communities Torbay: Independent Domestic Violence Advisor upskilling programme; Mentorship programme for violence prevention; StreetGames community programme

* Wider OPCC Commissioning Intentions have been considered ** Community Safety Partnerships will also be given funding through the CSP Serious Violence Investment ***

Violent crime performance data

During much of 2020-21, violent crime was lower than previous years due to the Covid-19 pandemic. People spent increased amounts of time in their homes and away from settings that can exacerbate violence, such as the night-time economy. As we emerged from lockdown restrictions and social contact resumed, violent crime increased across Devon and Cornwall and has slightly exceeded pre-pandemic levels.

.....
In the 12 months to March 2022, 33,340 violent offences were recorded, a **20%** increase on the previous year. A total of 11,788 offences related to domestic abuse, also an increase on the previous year **(+7.8%)**.
.....



Serious violence increased, with 489 Section 18 offences were recorded in the 12 months to March 2022, including grievous bodily harm and wounding with intent. This was a 4% increase on 2020-21 levels.

Homicide also increased in the year period (2021-22), increasing by five crimes to a total of 17 offences.



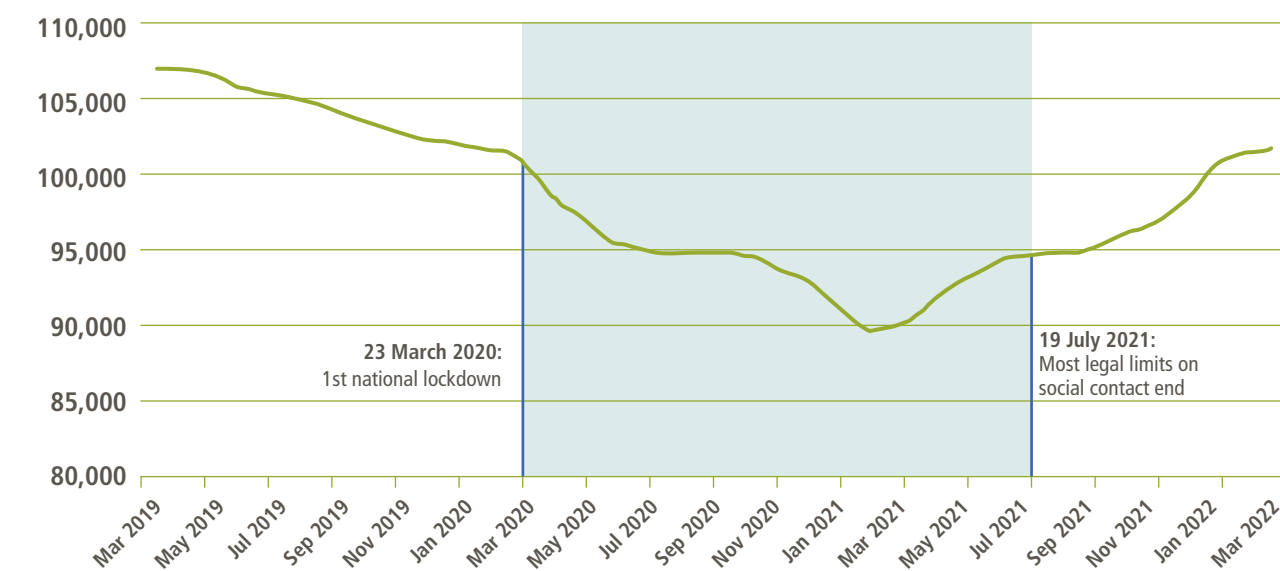
Performance data linked to Police and Crime Plan Principles (Safe, resilient and connected)



Safe

Levels of crime over the past two years have been substantially affected by the Covid-19 pandemic and associated restrictions on social contact. Since government restrictions were lifted in early 2021, police data shows that overall crime has increased with many crime types returning to, or exceeding, the levels seen before the pandemic.

Overall number of crimes recorded in Devon and Cornwall, 12 month rolling totals

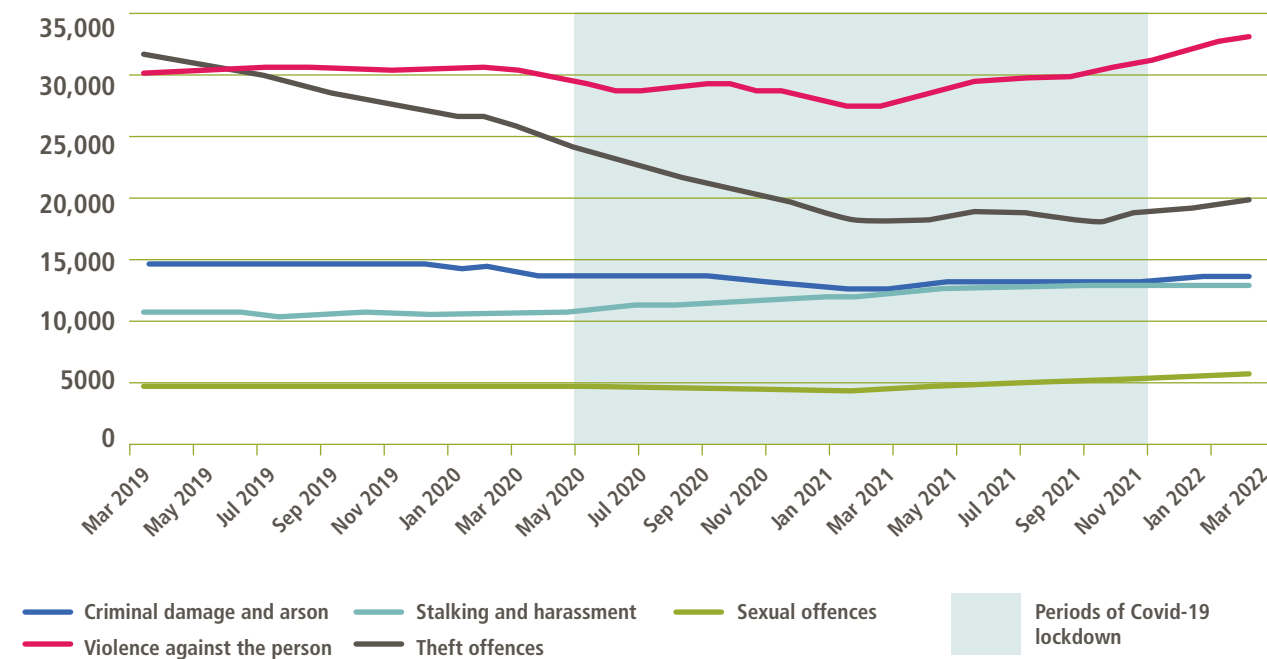


The latest official data, as published by the Office for National Statistics (ONS) for the 12 months to December 2021, showed that Devon and Cornwall had a crime rate of 54.9 crimes per 1,000 population. This equates to 98,078 recorded crimes in the year, a 6% increase when compared to the year before.

These increases are not unexpected given the lifting of lockdown restrictions. **Devon and Cornwall force still had the third lowest crime rate in the country and is 1.5 times below the average for England and Wales (85.5 crimes per 1,000 population).**

In line with increases in total crime, victim-based crime - including violence, sexual offences, stalking, harassment, theft, criminal damage and arson also increased over the year. In the 12 months to March 2022, 85,157 victim-based crimes were recorded in Devon and Cornwall. This is up by 14.0% compared to the previous year and all crime types, apart from theft, either returned to, or exceeded, levels seen two years ago.

Number of victim-based crimes recorded in Devon and Cornwall, 12 month rolling totals



Hate crime increased too, 2,494 hate crimes were recorded in the 12 months to March 2022, up by 26.2% compared to the previous year. Devon and Cornwall Police has made great strides in increasing public awareness of hate crime.

Neighbourhood crime – including burglary dwelling, theft of and from a vehicle, robbery and theft from the person – also increased after substantial falls during periods of the Covid-19 pandemic.

In the 12 months to March 2022, 5,982 neighbourhood crimes were recorded across Devon and Cornwall, an **8%** increase on the previous year.

However, neighbourhood crimes were still substantially below (-27.3%) levels reported two years ago and did not return to rates seen before the pandemic.



Resilient

Priority victims are those who are victims of serious crimes - including domestic abuse, hate crime, sexual offences and attempted murder - as well as victims who are persistently targeted, vulnerable or intimidated.

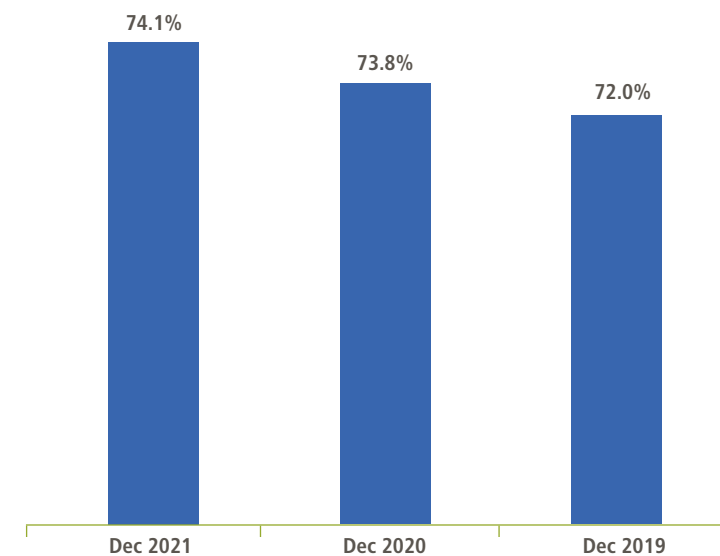
It is crucial that all victims, particularly those with enhanced vulnerabilities, receive a good service from our police force. This is not only to assist them in seeking justice, but to ensure they have the support they need to cope and recover.

Despite the observed increases in victim-based crime over the past 12 months, the police continue to provide a good service to priority victims.



According to data for the year to December 2021, **74.1%** of priority victims were satisfied with the overall service they received from the force. This is **+0.3%** higher than the figure reported the year previous and **+2.1%** higher than reported in December 2019.

Percentage (%) of priority victims that are satisfied with their whole experience of Devon and Cornwall Police



To aid the community's resilience to crime the Commissioner continued to invest in victim support services and crime prevention. In 2021-22 the OPCC secured an additional £3,829,262 in funding for Devon and Cornwall. This includes £1,591,513 of additional funding to support victims of violence, including those impacted directly or indirectly by the fatal shooting in Keyham (August 2021) and wider victims of domestic abuse and sexual violence.

This further includes the money the OPCC, has helped partners in Devon and Cornwall to secure. In the 12 months to March 2022, the OPCC helped to secure an additional £2,237,749 in funding for the peninsula, including:

- Funding for Safer Streets initiatives to prevent neighbourhood crime and violence against women and girls
- Changing Futures project work; a three-year programme to support people facing multiple disadvantage in Devon and Cornwall
- Visible policing and community safety in Keyham
- A project focused on the safety of women at night (SWaN) in Exeter



The Safety of Women at Night (SWaN) partnership

Connected

Ensuring members of the public can contact the police whenever they need them, in a timely and efficient manner, is vital for maintaining public confidence.

Some people may prefer to speak to a police officer or member of police staff in person. As of March 2022, there were 10 police enquiry offices open across the force area which now benefit from extended opening hours of 8am-6pm on the same days.

Most people who need to contact the police, however, do so through digital methods, including by phone, webchat and email. In the 12 months to March 2022, the force contact centre received nearly 955,000 contacts.

This consisted of:

- 999 calls: **302,928**
- 101 calls: **447,284**
- 101 Emails and texts: **133,959**
- 101 Webchat: **70,636**

There remain significant variations in call answering times due to calls being prioritised on a threat, harm, and risk assessment. This leads to those calls assessed as having the lowest risk taking longer to be answered, particularly when calls for service are high. Improvements in call handling times are continually sought by the OPCC.

999 emergency calls

The number of 999 calls received has increased by 22.8% compared with 2020-21. It is likely that the coronavirus pandemic and associated restrictions on communities had an impact on the number of calls received. The number of 999 calls received is also higher compared to two years ago.

- Nearly 80% of 999 calls were answered within the service standard aim of 10 seconds which is below last year’s attainment.
- The average answer time for 999 calls was 17 seconds, which is an increase compared with last year.

The increase in emergency calls received is likely to be one of the contributing factors to the decrease in performance this year.

101 non-emergency calls for service

In July 2019 the force introduced an interactive voice response (IVR) service for 101 non-emergency calls. It provides an automated routing system for callers to the service.

101 non-emergency calls which are identified as high priority include calls relating to domestic abuse; hate crime; missing persons; roads; sexual offences.

The latest service standards cite an aim to answer these calls within five minutes. These calls are consistently being answered more quickly and dealt with at the first point of contact. However, the average wait times for 101 high priority calls increased compared with the previous year and the proportion of calls answered within the service standard decreased.

- The average call wait time for 101 high priority lines was 12 minutes and 20 seconds.
- 45.2% of 101 high priority calls were answered in five minutes.

For all other non-emergency calls, the force aims to answer in 20 minutes. This may include calls regarding antisocial behaviour or callers requesting updates about ongoing investigations. The average wait time for these 101 calls increased compared with the previous year and the proportion of calls answered within the service standard decreased.

- In the 12 months to March 2022, the average wait time to provide a new report, or to receive an update on a previously reported crime or incident was 28 minutes and 19 seconds.
- 52.7% of all other non-emergency calls which were answered reached a contact officer within 20 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 were 133,959 emails, texts, and online form submissions to 101 this year. In addition, there continues to be an increase in the number of people using webchat with positive feedback received. There was a 38.7%² increase in the number of webchats received this year compared with last – 70,636 people spoke to Devon and Cornwall Police via this method in 2021-22, with an average talk time of 17 minutes and 29 seconds.

Public confidence has remained stable over the past year, which is testament to the hard work and dedication of those working throughout the police service.

In March 2020, according to the Crime Survey for England and Wales (CSEW), of 77.5% of Devon and Cornwall’s residents stated that “*taking everything into account, [they] have confidence in the police in this area*”.

The CSEW has been unavailable for the past two years, so measuring public confidence has proved challenging. Nevertheless, in February and March 2022, the force conducted telephone surveys with 500 respondents across the force area. The results indicate that almost nine in ten (87%) people agreed with the same statement asked by the CSEW, inferring a potential increase in public confidence.

Whilst both surveys differ in methodology and directly comparing results should be considered in that context, this is an early indication that confidence in the force continues to grow.

²19,715 more webchats have been received by Devon and Cornwall Police this year compared with last.

Section two

Finance, resources and estate



£350m
Total budget for
police and OPCC
in 2021-22



£2m
Total cost of
OPCC in 2021-22



82%
of total police budget
spent on people



498
officers have been
added to force since
the start of PCC's term

£8.3m

The OPCC's total
commissioning
budget for 2021-22



£236.56
The band D precept
charge for the year
2021-22



40
officers in 2021-22
were paid for through
the precept uplift



156
PCSOs in force as
of March 2022

Cost of the OPCC
equates to **0.6%**
of the total budget of
the police and OPCC



£58,000
Average cost of
a police officer
per year



141
officers were paid
for in 2021-22 by
operation uplift

216
additional officers
funded by the precept
in the PCC's term



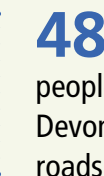
98,078 crimes were recorded in Devon and
Cornwall to December 2021. The third lowest crime rate
in England and Wales



Titles of the OPCC's most recent scrutiny reviews:
Review of Community Speed Watch; Review of the 101 service;
Police use of Covid-19 powers



647
people were seriously
injured on Devon and
Cornwall's roads in 2021*



48
people were killed on
Devon and Cornwall's
roads in 2021*



26,102
victims supported
by the Victim Care
Unit in 2021-22



5,316
members of the public
engaged with the
budget survey in Jan 22

Finance and Resources

This section of the annual report provides the draft income and expenditure for the financial year ending March 31, 2022.

It also provides a general guide to the financial situation of the OPCC as at March 31, 2022, full details are provided in the Statement of Accounts 2021-22 which can be found by scanning the following QR code or visiting:

<http://www.devonandcornwall-pcc.gov.uk/about-us/what-we-spend/>



The overall financial settlement for policing for 2021-22 saw a 5.7% increase in central Government funding. Although this represented a cash increase in funding this was provided in order to continue the process of recruiting an additional 20,000 officers nationally. No account of any potential future formula funding review was taken in the projections.

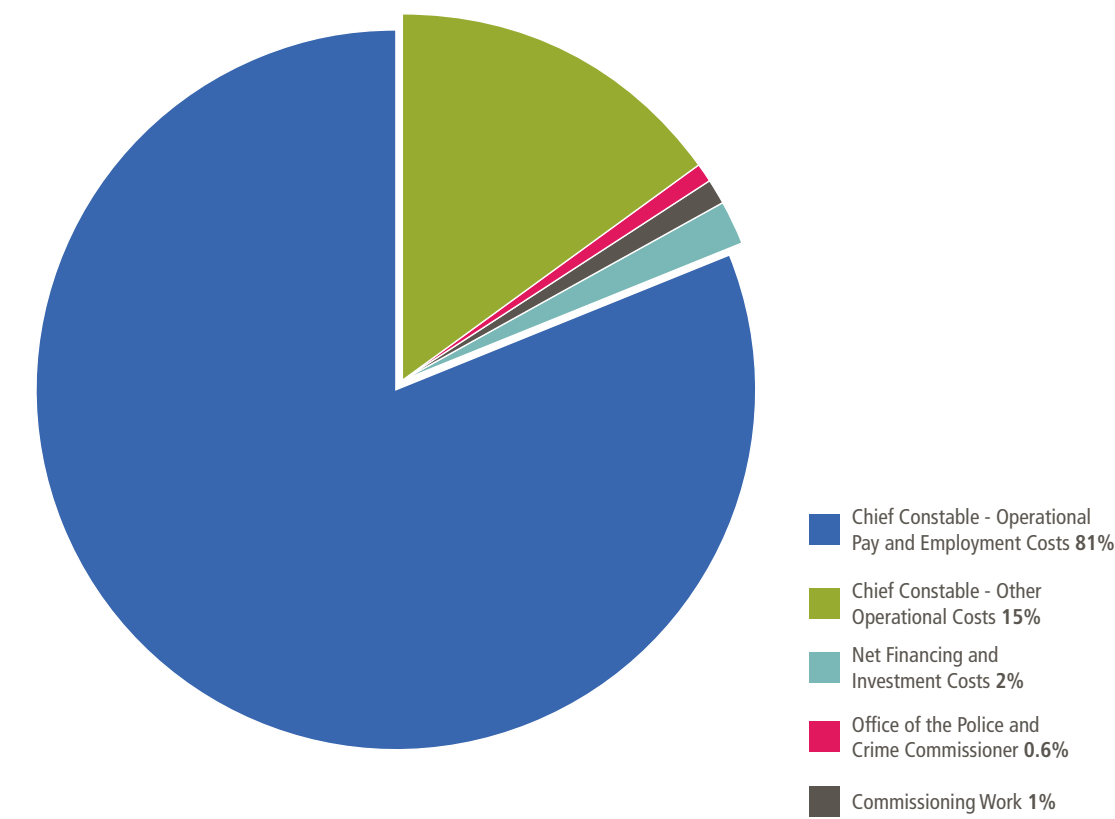
As part of the 2021-22 overall central Government funding settlement the council tax flexibility provided to police and crime commissioners was set at a maximum of £15 per Band D equivalent property before a referendum was required. The Commissioner, in consultation with the Police and Crime Panel, increased the council tax element for policing by £14.92 (6.73%) so services to the public could not only be maintained but enhanced. Council tax was set at £236.56 for a band D property.

The impact of the Covid-19 pandemic significantly impacted on council tax with a reduction in the tax base and an increase in those needing support to pay.

Additional measures and support were put in place by central government. The overall impact of increases to the Home Office core grant and special grant, the council tax increase, the decrease to the tax base and surplus was a net increase in funding in 2021-22 of £18.2m more than received in 2020-21. The overall revenue funding for 2021-22 comprised 59% central grant and 41% council tax. This increase was allocated to the national and local police uplift (£4.8m), pay award and inflation (£6.5m), other pressures (£3.4m) and investments of £3.5m which included violent crime prevention, summer policing and blue light collaboration. To achieve these investments savings of £1.9m were identified.

A budget of planned expenditure is agreed by the Commissioner in order to set the council tax level for 2021-22. For 2021-22 the final outturn position for the combined budget for the Commissioner and the Chief Constable of £349.7m was an underspend of £745k against this budget. The represents 0.2% of the overall budget.

Analysis of Net Revenue Expenditure 2021-22



What has been achieved during the year?

The year 2021-22 brought a great many challenges to the financial plan. The continuing Covid-19 pandemic restrictions further impacted on the targets and investments planned when setting the Medium Term Financial Strategy. Additional funding was announced by central Government at short notice to support communities, victims and witnesses. This was in addition to the commissioning intentions already planned for the year.

An operationally busy year, coupled with difficulties around recruitment and scheduling delays meant some projects did not gain as much momentum as had been hoped. The year started with the G7 event in June 2021 and was followed by a number of significant and impactful major operations. G7 in St Ives required significant work and planning to ensure a successful event. This further impacted on the plans and investments for the year. The planning for the G7 Summit spanned a 12-month period and involved a great many officers and staff in the process. The financial risk was managed by regular engagement with the Home Office.

However, wherever possible progress has been made to ensure that plans were developed.

We said we would...	We have...
Improved customer service in contact centres – increasing the staff numbers by 22 in the contact centres to have a positive impact on waiting times.	<ul style="list-style-type: none"> Invested £636k All new posts were filled to schedule. However, there were a number of vacancies elsewhere in the contact centres
Improvement in police technology relating to drones – to improve public safety and provide a more responsive service for searches, public order events and evidence gathering.	<ul style="list-style-type: none"> Invested £300k The purchase of drones has been delayed and will now be undertaken in 2022-23. This will take advantage of the advancement of technological solutions The Devon and Cornwall drone team is recognised as a national lead
Improvement in crime investigation – to fund 29 police staff investigators to resolve crimes more quickly and have a positive impact on violent and sexual crime offenders and victims. This will also provide improvements for investigations that relate to proactive pursuits and serious and organised crime.	<ul style="list-style-type: none"> Investment of £1.15m Increase in police staff investigators achieved. However, recruitment issues have meant that temporary appointments have been required
Improvements to professional standards – to provide additional resources to the teams that deal with the relatively new Conduct and Complaint Regulations 2020. This will improve the timeliness and frequency of hearings and appeals.	<ul style="list-style-type: none"> Invested £316k Additional resources achieved The backlog of conduct and complaints has reduced
Enhancing data reliability, accuracy and security – to improve the quality of the information held to drive crime prevention and public safety.	<ul style="list-style-type: none"> Invested £850k A slight delay due to recruitment but now fully functioning
Blue light collaboration – further enhance opportunities to collaborate with other emergency services to include coastal and maritime settings.	<ul style="list-style-type: none"> Invested £150k The first collaborative post with the harbourmaster in Ilfracombe Additional tri service safety officers in Cornwall
Further innovate and support the role and activities of the Special Constabulary which could include further benefits following the enhanced allowance pilot scheme.	<ul style="list-style-type: none"> Invested £80k Paid specials were piloted as part of the G7 response. Additional support provided with equipment and training
Local increase in police officer numbers – to further increase the number of officers recruited to Devon and Cornwall. This would see a further 40 officers recruited over and above the national uplift target of 141 announced by the Home Office.	<ul style="list-style-type: none"> Invested £551k Increased by 40 the number of neighbourhood beat managers

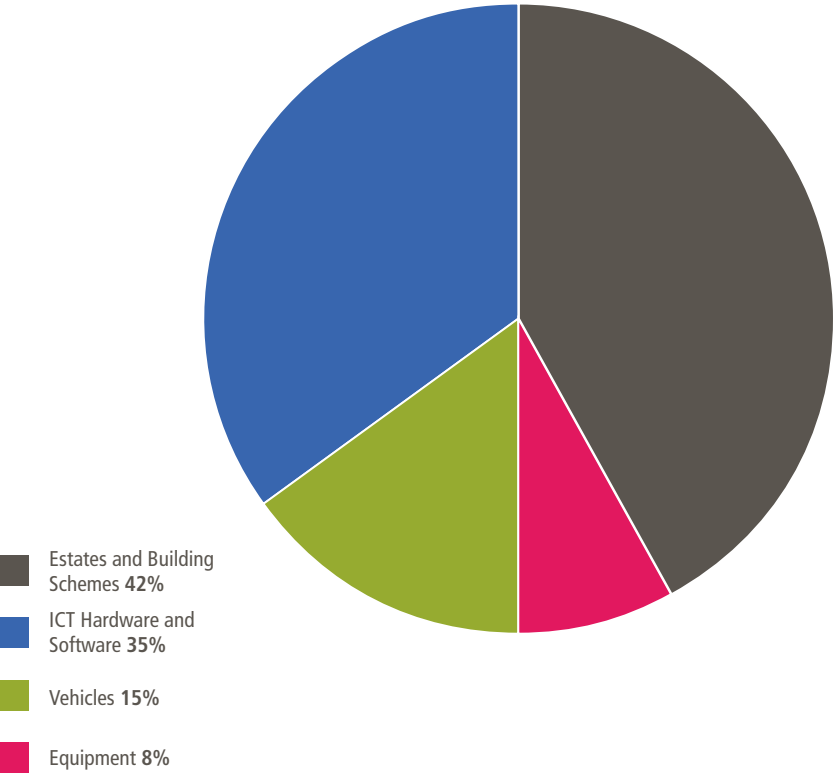
Staffing

Staff and employment costs make up almost 81% of the overall budget. The full time equivalents (FTE) at the start and end of the year are shown below.

	As at 31 March 2017	As at 31 March 2018	As at 31 March 2019	As at 31 March 2020	As at 31 March 2021	As at 31 March 2022
Police officers	2,900	2,940	2,982	3,094	3,257	3,396
Police community support officers (PCSOs)	312	263	227	197	167	156
Police staff	1,636	1,866	1,713	1,770	1,891	1,984
Office of the PCC	35	25	27	26	29	30
Total	4,883	5,094	4,949	5,087	5,344	5,566

Capital expenditure

Capital expenditure of £11.4m was incurred during 2021-22. The chart below highlights the major areas of spend with estate and building schemes being the largest area of spend.



Reserves and balances

Reserves have increased by £11.7m between April 1, 2021, and March 31, 2022. This includes an increase in earmarked reserves by £10.1m covering the decision to move the Vision Zero South West reserve of £4.7m from Cornwall Council to the OPCC, along with an increase in the budget management reserve of £3.4m to cover approved carry forwards and a smoothing adjustment for the 2022-23 financial year to facilitate the increase in new police officers.

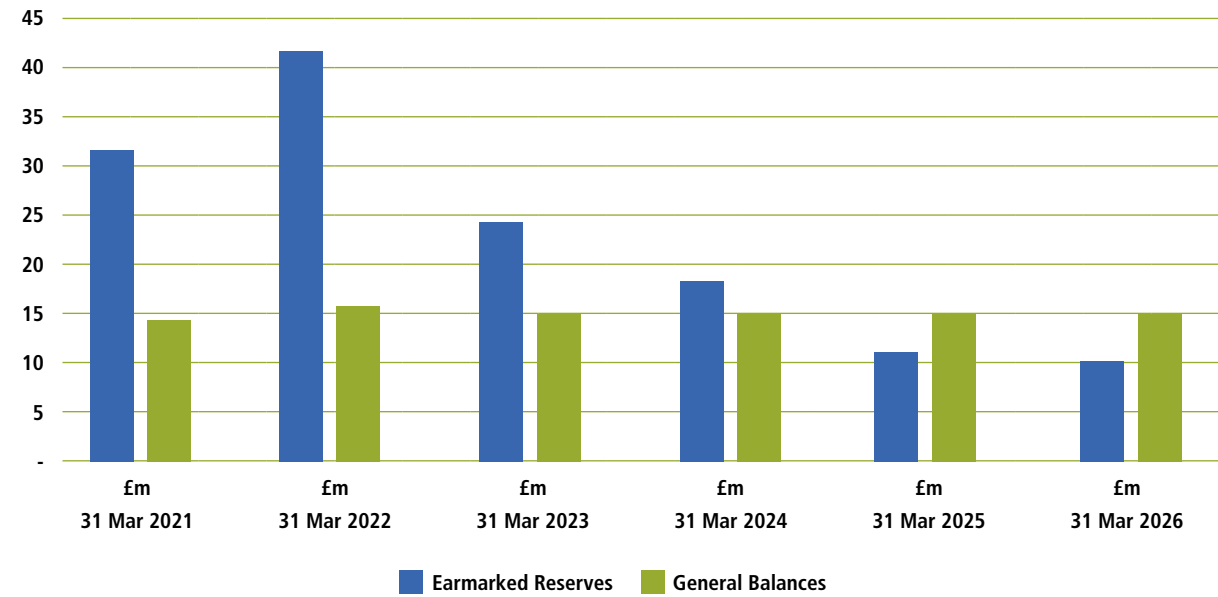
The remaining £2m relates to a capital receipt received during the year along with an increase in the capital financing reserve. The capital strategy states that capital receipts are not recognised until they are realised. There has been an increase in general balances of £1.6m which are now 4.29% of the net revenue budget.

The increase is in line with the reserves strategy which states they must be between **3%** and **5%** of the net revenue budget.

Reserves balances are healthy and increasing which at this time of financial volatility and uncertainty is welcomed. This strong position can provide, if necessary, mitigation for higher than anticipated pay awards and the extraordinary inflation currently being experienced. Although

reserves are one off, they can provide time to identify savings to fund on going expenditure. 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.

Reserve Balances



Managing financial risks and opportunities

The current Medium Term Financial Strategy (MTFS) covering 2022-23 to 2025-26 indicates a balanced position. Work is now ongoing to assess the impact of new and emerging risks, including:

- The impact of the pandemic on policing and the way in which the officers and staff have worked during this period
- The volatile economic situation including inflationary pressures and supply issues
- The growing pressure around areas of criminal justice

Buildings and estate

As well as business as usual the buildings and estate team secured dozens of properties to support the policing of the G7 Summit

The 2021-22 year was an extremely busy one for the buildings and estate team managed by the Commissioner.

Hosting the G7 world leaders summit posed a significant challenge and the department, which worked around the clock to provide everything from catering to custody for one of the largest security operations in recent memory.



As well as business as usual the buildings and estate team secured dozens of properties to support the policing of the G7 Summit

The response won the team a national police estate group top prize for a non-construction project.

The team also developed a new estate strategy for 2022 to 2030, aligned to the force’s sustainability strategy.

Several new projects were advanced or finalised in the year. A £3m contract to develop a new sports hall at police headquarters to support operational training was signed and work commenced on site with the delivery of a new £6m evidential property and information facility.

The value of the property managed by the team – which includes 146 buildings – increased by **20%** to £178m.

There was time for personal development too, with the team undertaking additional formal training qualifications and examinations through the National Examination Board in occupational safety and health for construction and P405 management of asbestos in buildings.

The head of estate continued to influence on a national level to ensure policing is considered when new build estates are created, holding a position as national police estate lead in relation to reforming the planning system to recognise the emergency services. This work has resulted in the new Levelling-up and Regeneration Bill, including two key requests, namely, recognition that the emergency services are included within the definition of ‘infrastructure’ and that secondly, that this is not just restricted to buildings.

The team also agreed and mobilised new forcewide grounds maintenance and waste contracts.

Section three

Supporting victims and reducing reoffending



Aligning spending with strategic objectives

On April 1, 2021, the Commissioner began a 10-year contract with Victim Support as her strategic delivery partner for victim services.

In the first year of this contract the partnership was able to establish many strong relationships with other commissioners and service providers, making improvements in quality assurance, service sustainability, victim engagement and the availability of support.

Tested almost immediately in August by the shootings in Keyham, Plymouth, the partnership proved its value by standing up an immediate community response, providing coordination for longer term support and successfully bidding for additional funding to support those affected by the traumatic incident.

The partnership drew on the experience of Victim Support which has responded to many other major incidents of harm nationally, implementing tried and tested working practices immediately for the benefit of those impacted in the community.

In the first year the partnership also worked with current providers and new providers, as well as commissioners to lay the foundation for domestic abuse and sexual violence support services being in scope for the partnership in 2022-23. With a clearer vision for the future of victim support services and a greater understanding of what our core support offer should be, the partnership is looking forward to delivering several new services to help those affected by crime.

In this coming year the partnership will be launching a new service for children who have witnessed domestic abuse and recommissioning a fully integrated support service for children affected by crime in Devon and Cornwall.

Securing funding to build safer communities in Devon and Cornwall

The 2021-22 financial year moved the OPCC further away from short-term grants towards longer term co-commissioning in preparation for the full implementation of strategic commissioning in 2022-23.

During the year, the OPCC launched a new Commissioner's Community Grant Scheme in partnership with the respective community foundations in Devon and Cornwall. The first round of funding which focused on community recovery following the Covid-19 pandemic awarded grants to 22 community organisations.

During the year the OPCC also facilitated additional funding of £1,500,000 for services supporting people affected by domestic abuse and sexual violence as a result of three rounds of additional funding from the Ministry of Justice, as well as funding from the Home Office to continue our scheme of work to prevent perpetrators of domestic abuse causing harm.

Despite this increase in funding, suppliers continued to report increased demand for their support throughout the year, which we saw in the numbers of referrals which increased by 23% from our Victim Care Unit to support services.

Of note, the OPCC was also engaged in over 10 partnership bids for additional investments for Devon and Cornwall, successfully supporting an increased investment of around £3m. The OPCC commissioning team also established a new support service with the Community Chaplaincy, which is supporting the police and working with convicted sex offenders on licence to prevent them reoffending and causing further harm.



Keyham response



The panel reviewed the Commissioner's response to the shootings in Keyham, Plymouth

These events were directly witnessed by up to 300 people with 3,000 residents living in the immediate vicinity of the shootings. Since the tragedy and trauma of the events the OPCC has actively supported recovery efforts across Keyham and, more broadly, across Plymouth.

In the immediate aftermath of the shootings, partners from across all agencies came together with Plymouth City Council, the OPCC and the police to provide support to all affected and start rebuilding the confidence of the community and its capacity to recover.

The OPCC led discussions with the Home Office and Ministry of Justice to secure funding for recovery support for the residents of Keyham.

On Thursday, August 12, in the Keyham area of Plymouth, a gunman shot and killed five people and injured two others before fatally shooting himself.

Investment overview

- **Community policing** – a visible neighbourhood presence - £514,092 (Home Office) OPCC / D&C Police
- **Safer Places** – strengthening community safety - £308,360 (Home Office) Plymouth City Council
- **Victim Support** – providing support to victims and witnesses - £182,721 (MoJ) OPCC / Victim Support

Together, this represents additional investment of **£1,005,173 secured by the Commissioner for improving the recovery of Keyham.**

Overview of recovery workstreams

Community policing – a visible neighbourhood presence

Purpose: To provide community reassurance through a visible policing presence. Patrol routes and locations are informed by community and partnership engagement, with a view to having a sustained presence at locations across Keyham to enhance feelings of community safety and deter crime.

Safer Places – strengthening community safety

Purpose: Restore feelings of safety through the provision of physical, situational crime prevention measures such as improved CCTV, environmental improvements and target hardening of properties. Interventions are expected to improve feelings of community safety and strengthen Keyham, resulting in increased community ownership, as well as preventing some neighbourhood crimes and ASB from taking place or being dispersed from neighbouring areas.

Victims Support – providing support to victims and witnesses

Purpose: To commission services to provide additional services to support victims and witnesses affected by the mass shooting event in Keyham and ensure they receive the specialised support they need to recover.

The OPCC and partners remain dedicated and committed to working together ensuring that every activity and pound invested will help the community of Keyham and all affected heal and recover.



Restorative justice

In Devon, Cornwall and the Isles of Scilly the charity Shekinah is contracted by the Commissioner, via Victim Support, to supply restorative justice services via its Make Amends service.

Make Amends consists of a team of restorative justice practitioners and volunteers. It creates opportunities for those who have been affected by crime and conflict to come together into communication with those who are responsible for the harm, to get answers to their questions and to explain the effect the incident had on them.

Restorative justice gives those who accept responsibility for the harm that they have caused, an insight into the real impact their actions have had upon the person affected, their friends and family or the community. It also attempts to find ways in which those who have caused the harm can make amends for what they have done. The process aims to help everyone move on and be able to 'cope and recover' from harm.

All Make Amends practitioners have undergone specialist training and work to the standards set by the Restorative Justice Council. The team is passionate about repairing harm and strongly believe in the principles of restorative practice. Its aim is to support participants to find resolution and to make the experience as positive as possible.

In the year 2021-22 Make Amends worked with 185 harmed people and 122 harmers.

The following provides comments from some of the harmed which we received feedback from:

'I found the conversation helpful and constructive. It was good to see (harmer) in good health, accepting help and making improvements in his life. He clearly showed remorse for his actions and it was nice to hear that he had been considering my feelings.'

'Having been involved in a violent attack in august of 2021, I felt deep feelings of embarrassment and frustration. Make Amends has helped me to work through this and gave me closure'

'I thought the process from the initial contact to the follow up to meeting with the person responsible for the harm was treated in a very professional and empathetic way'

'I enjoyed it and it has benefited me greatly, but I found it confusing at the start. I think because it was all new to me, I didn't know what to do or what to say or what was going to happen and how I would feel about everything that has gone on.'

The following provides comments from some of the harmers which we received feedback from:

'It was a positive experience, it was good.'
Comment from Mum, *'It has been a really good experience. I'm pleased my daughter did it. She hasn't been in any trouble since completing RJ. There haven't been any negatives for me and I was really pleased with how Jess and Charlotta worked with us.'*

'It was a good and positive experience which definitely helped with the communication in our house, Charlotta always replied quickly to any messages I sent and was extremely helpful'

'Very positive, I feel other offenders could benefit from this process. Really happy with the outcome and the feedback received for my letter.'

'I was apprehensive to start with but once I gained an insight into RJ I was happy to have a meeting and resolve this'

Safer Streets Fund applications

The last 12 months has seen the real benefit from investment via the Government's Safer Streets fund begin to emerge.

The previous year's successful Stronger North Stonehouse (SNS) project, which saw over £400k spent on delivering infrastructure and community projects in one of Plymouth's most deprived areas, saw further investment from the OPCC and Plymouth City Council.

This money was aimed not just at finishing off some projects which had not quite been completed in the initial period – it was there to create a lasting legacy for the project by helping form a Stronger North Stonehouse 'board' to act as a fulcrum between all the different community organisations which are already established in this vibrant part of the city.

This work continues to develop and the recent appointment of a chair for the Stronger North Stonehouse 'board' is a major step forward.

Exeter's Safer Streets project differed greatly from Plymouth's not just because of demographics but also the greater number of businesses within the bid area.

Exeter also had two specific pots of funding, over £400k for major infrastructure projects such as better street lighting and improved CCTV under the Safer Central Exeter banner, and around £70k which was won by Exeter University for what was known as the Safety of Women at Night (SWaN) project.

Both projects were delivered on time and in budget and are already making a contribution towards making Exeter a safer and more vibrant place to work, live and play.

In November 2021 Plymouth City Council, supported by the OPCC, secured over £500k from the Safer Street fund and that project is ongoing – its key aim to reduce violence against women and girls and make public space safe for everyone.



The Commissioner brings Devon and Cornwall Police, Exeter City Council and business leaders to discuss antisocial behaviour and drug dealing

As restrictions eased, hate crime rose

The easing of Covid-19 restrictions in 2021 saw a significant rise in hate crimes - incidents perceived as being motivated through hostility or prejudice based on a person's actual or perceived identity.

There were 845 racially or religiously aggravated offences recorded in Devon and Cornwall in 2021, a rise of 7% on the previous year.

The Police and Crime Commissioner has taken several steps to encourage reporting of hate crime and provide support to those affected by it.

From April 2021 a new contracted service with Victim Support began for victims in Devon, Cornwall and the Isles of Scilly. As strategic delivery partner to the Commissioner for victim services, this new and innovative 10-year contract with Victim Support set in place a contractual partnership which enabled the delivery and implementation of high quality "victim led" services, while working strategically with all key statutory agencies to improve the overall victim experience of the criminal justice system.

Through this contract the Commissioner established two new victim care services for people with disabilities and those from a minority ethnic background which were two known gaps in local provision.

In 2021-22 the Commissioner and Chief Constable funded data from the Assault Related Injury Database (ARID) which uses anonymised hospital admissions information to give a more accurate picture of violent offending. This data is particularly useful in understanding hate crime as some community groups are known to under-report incidents.



A robust response to violence against women and girls

When confidence in British policing and the safety of public places was undermined by a series of appalling crimes the Police and Crime Commissioner led a regional response to reassure communities, prevent crime and bolster victim services.



The Commissioner meets partners in Exeter ahead of a bid for Safer Streets funding

With a Safer Streets programme already running in Stonehouse, Plymouth, the Commissioner's office worked in partnership with local authorities and universities to lead further funding bids centred around female safety.

In June 2021 £432,000 was secured through this Home Office funding stream for Exeter and in October Plymouth was awarded £512,082 and Falmouth received £33,649.

The money funded a raft of measures, including additional security patrols, enhanced CCTV, improved street lighting and training.

The Commissioner also worked with Exeter University to develop its Safety of Women at Night (SWaN) project after a joint bid to the Home Office secured £72,565.

The partnership approach extended to the Commissioner's Councillor Advocate scheme, a programme which engages local authority members in neighbourhood policing teams which in May 2021 was praised by MPs in the House of Commons for its positive impact on communities.

Devon and Cornwall also led the way in collecting data through the Home Office's new StreetSafe tool. Launched in October 2021 it collects data to anonymously flag places where people feel unsafe. By promoting this tool via the media and on her council tax leaflet the Commissioner helped to gather more responses for Devon and Cornwall than any other force area outside London.

In 2021 the Commissioner also launched her 'Altered Not Defined' initiative to encourage better communication from police forces and journalists around sexual harm. This work was presented to the Plymouth Violence Against Women and Girls Commission, launched in the wake of the tragic murder of young Plymothian Bobbi-Anne McLeod.



A vigil is held in Plymouth after local woman Bobbi-Anne McLeod was murdered

The Commissioner continued to work closely with NHS England to jointly contract manage the ongoing delivery of both Independent Sexual Violence Advisor and Sexual Assault Referral Centres, making available £447,389 for these services. This was in addition to £792,345 of OPCC funding for interim domestic abuse and sexual violence support services*.



*See our 2021-22 Commissioning Intentions Plan for more details.

Section four

Police and partners



Police and Crime Commissioner,
Alison Hernandez

Working across the south west

Effective collaboration and co-operation across the south west criminal justice system is fundamental to improving the service that is provided to victims of crime and communities within Devon, Cornwall and the Isles of Scilly and this year saw an increased focus and additional investment to make sure this happens.

The South west Reducing Reoffending Partnership has continued to drive forward a range of key projects to help break the cycle of offending and make communities across the region safer. In May 2021 the Commissioner took over the chair of this key partnership which brings together policing, probation, prisons, courts, health and other partners such as local authorities and the youth justice board.

The partnership has continued to drive forward key projects to deliver an improved approach to the treatment of women within the criminal justice system, driven forward its innovative prisoner built homes programme – providing useful employment and skills to prisoners whilst also providing low cost housing for vulnerable or at risk individuals.

The partnership has also led work to roll out access to the mental health treatment requirement across the region to ensure offenders with mental health

problems who receive community orders are able to access appropriate treatment, with the south west becoming the first region in the country to deliver full roll out.

With respect to policing, the five police and crime commissioners across the region have been working in partnership to drive forward their shared ambition to drive drugs and drug related crime out of the region.

The launch of Operation Scorpion has seen all five police forces come together- working in unison to identify, target and drive out drug dealers and this work will continue as we move through the next few years.

The Commissioner has committed to working much more closely with her regional counterparts to deliver other shared ambitions such as reducing road deaths and improving road safety and to ensure that important regional policing collaborations like the Regional

Organised Crime Unit and the forensics collaborations deliver for the communities that they serve. A new shared regional policy and research officer across the five PCC offices will support the commissioners in this work from March 2022.



Working in Westminster and nationally

Again, our work with Westminster over the year looked very different to previous years as a result of the continued challenges presented by the Covid-19 pandemic.

Instead of face-to-face meetings and pop up events in parliament the focus has been on making the best possible use of technology and our networks to ensure that the Commissioner and the Chief Constable were able to keep MPs up to date on policing challenges and to ensure that MPs could raise issues of concern for their communities with them.

Throughout the year the Commissioner has continued to work with the 18 MPs across Devon, Cornwall and the Isles of Scilly to serve constituents. Supporting MPs to raise important issues in Parliament including court capacity, road safety, tackling violence against women and girls, steps required to improve the support for victims of all crimes and the tragic shootings in Keyham in August 2021.

The Commissioner has continued to work closely with police and crime commissioners from across the country to ensure that the needs of communities and victims of crime are front and centre of government policy on policing and community safety. It has been

an incredibly busy year, from the publication of the Beating Crime Plan in July 2021 to the passage of the Police, Crime, Sentencing and Courts Bill and new policy approaches on tackling violence against women and girls, landmark reforms to victims’ rights.

As the vice-chair of the Association of Police and Crime Commissioners and the national lead for all commissioners on road safety and on key local policing issues such as ASB, neighbourhood policing and public contact the Commissioner has continued to work to champion these and other issues with Ministers and Parliament, highlighting where greater action and investment is needed.

As we move into the coming year the national focus on policing will continue as we see significant changes to the role of police and crime commissioners to better enable them to hold the wider criminal justice system to account for how it performs and the support it provides to victims and witnesses.



Complaint reviews

As part of statutory responsibilities placed on Police and Crime Commissioners (PCCs) in 2021, information must be published on how police forces perform.

This includes a narrative setting out how the PCC is holding the Chief Constable to account, and the PCC’s assessment of their own performance, in carrying out their complaints handling functions.

Commissioners must also publish the most recent Independent Office for Police Conduct (IOPC) quarterly complaints data for their force and the IOPC annual statistics report.

Administrative arrangements the Commissioner has put in place to hold the Chief Constable to account for complaints handling during the reporting period include a quarterly complaints and police misconduct performance meeting chaired by the Deputy Chief Constable and attended by the Commissioner’s director of operations.

The complaints and misconduct performance meetings include discussions regarding:

- Current process and performance issues
- Numbers of complaints / allegations
- Upcoming Misconduct meetings / hearings
- Outstanding police appeal tribunals
- Customer journey and potential improvements
- Complaint reviews undertaken and identified issues
- Structural / staffing changes

Through the Deputy Chief Constable the Policing and Crime Joint Executive Board receives a quarterly report to provide oversight and assurance.

More information about the Commissioner’s oversight of complaint handling performance can be found on the OPCC website. You can view it by scanning the following QR code or visiting:

<https://www.devonandcornwall-pcc.gov.uk/about-us/police-performance/police-complaints-and-conduct-performance/>



Communications and engagement

The OPCC communications and engagement team aids transparency and understanding around the Commissioner's work, decisions and commissioned services by engaging with the media and partners and publishing material such as press releases, a council tax leaflet and an annual report.

This assists the Commissioner in her duty to seek the views of the public and in 2021 assisted in the delivery of Safer Streets projects, working with partners to encourage public engagement with these projects.

It includes the facilitation of the Commissioner's innovative councillor advocate scheme, which engages around 370 members of local authorities in Devon, Cornwall and the Isles of Scilly, helping them build relationships with policing teams and partners towards a goal of creating safer, more resilient and connected communities.

The Commissioner and her team engage with a wide range of partners and community groups from across Devon, Cornwall and the Isles of Scilly in a variety of contexts. This engagement helps to influence decision making and drives real change in policing approaches through the development and delivery of the Police and Crime Plan.

In 2021-22 4,130 members of the public took part in a quantitative survey on policing priorities. Combined

with the results from two focus groups, this assisted the Commissioner in her decision-making around the police precept – the element of funding made up from council tax bills. The team liaised with 12 local authorities to distribute information about this levy to 874,000 households via the council tax leaflet.

In a year when Violence Against Women and Girls dominated the national news agenda the team also worked with a lived experience advisor to create an approach called "Altered Not Defined", a set of documents for journalists and public sector communicators designed to help create more trauma informed campaigns and communications around sexual violence.

Face-to-face public engagement was at times restricted by Covid-19 but 15 talks and events including the Devon County Show were attended by the team.

The team also lent its support to Victim Support in the wake of the tragic shootings in Keyham, Plymouth, assisting with staffing, a public engagement vehicle

and leaflets to improve awareness of the service to those affected by the incident.

Devon Together, a publication to improve residents' health, wellbeing and safety during the pandemic, received two industry accolades, it was named Best Publication in the Chartered Institute of Public Relations South West awards 2021 and highly commended in the Drum awards for Social Purpose.



Altered Not Defined encourages professional communicators to consider the trauma experienced by victims of sexual violence



The Commissioner gives an interview during the G7 World Leaders Summit

Independent custody visiting

Independent custody visiting is the well-established system whereby volunteers attend police stations to check on the treatment of detainees and the conditions in which they are held and that their rights and entitlements are being observed.



Custody visits were made to temporary custody facilities created for the G7 world leader's summit

What they do

Independent custody visitors volunteer their time to visit people held by police. The main role is to check detainees' rights, entitlements and conditions are being met and to ensure they are being treated properly. Custody visitors check if a detainee understands the rules police must follow, that they have access to free legal advice, and if someone has been contacted on their behalf to be informed of their whereabouts.

They also check if the detained person has received any medical attention necessary as well as safeguards and the support of Appropriate Adults (if they are children or vulnerable adults). Other safeguards may include support from social services and mental health professionals.

Visitors will raise any initial issues with the custody officer. If these are not remedied immediately or are of a serious nature or require ongoing attention, they are referred to the OPCC. Visits are unannounced, and can occur day or night, and visitors can speak to anyone who is detained in the custody suite, or for that matter, anywhere a person is held in custody by the police (for example, vans or temporary custody buildings).

Who they are – the volunteers

In March 2022 there were 16 custody visitors, visiting 6 suites across the force area.

Summary of Detainees 2021-2022

Male Adult Detainees	Female Adult Detainees	Unknown Adult Detainees	Male Juvenile Detainees	Female Juvenile Detainees	Unknown Juvenile Detainees
15,109	3,088	1	820	210	1

Summary of visits

Visits made:	Detainees Visited:
175, including 6 to G7 triage sites	497, including 48 observed (visitors observe rather than visit detained persons if they are asleep or represent a risk, this is noted on their report)

Issues this year

ICVs who visited custody observed examples of good practice in custody, including a pilot project to install Oxyhealth monitoring equipment at Charles Cross (Plymouth) and Exeter. It is a life-sign monitoring system. When the detainee is lying down, it detects breathing and heart rates. If levels fall, an alarm alerts custody office who can immediately intervene. This even works under clothing and a blanket.

Visitors continued to report when detainees were not provided face-to-face legal advice, including those detainees who were assessed as vulnerable (adults with learning difficulties). They monitored the effect of driver shortages and subsequent transportation issues this year as well as the impact of virtual court hearings.

Intervention by custody visitors has led to improvements to storage of clinical waste. Good standard of care observed despite low staff levels.

Visitors reported good examples of appropriate safeguarding and care of detained persons.

Reports show a widespread use of distraction items, pens, pencils, footballs, books to alleviate boredom.

Pilot scheme observed for veterans in custody with links to a charity that supports housing and employment needs.

Custody visitors report that vulnerable detainees are given additional support, visits from mental health professionals, placed in quieter detention areas, provided extra blankets. Reports show a wide choice of meals available, including vegan food, 'sausage rolls' etc.



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 Commissioner addresses the Devon and Cornwall Police and Crime Panel

The panel is coordinated by Plymouth City Council and 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 receiving reports into:

- The Police and Crime Commissioner’s response to the mass shooting in Keyham, Plymouth;
- An end-to-end rape review and support for victims of sexual violence;
- A Government review of police and crime commissioners;
- Devon and Cornwall Police performance.

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.

Directory

Contact the Office of the Police and Crime Commissioner for Devon & Cornwall

Office of the Police and Crime Commissioner for Devon & Cornwall, Alderson Drive, Exeter, EX2 7RP.

Email: opcc@devonandcornwall.pnn.police.uk

Tel: 01392 225555

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

Email: 101@devonandcornwall.pnn.police.uk

Tel: 101

Online and WebChat: www.devon-cornwall.police.uk/contact/contact-forms/101-non-emergency/

Police enquiry office: www.devon-cornwall.police.uk/contact/police-enquiry-offices

Report a crime anonymously to CrimeStoppers

Online: crimestoppers-uk.org

Tel: 0800 555 111

The Devon and Cornwall Victim Care Unit

If you have been a victim of crime contact the Devon and Cornwall Victim Care Unit

Online: victimcaredevonandcornwall.org.uk

Tel: 01392475900

247 live webchat:
victimcaredevonandcornwall.org.uk/Help-and-Support/

Neighbourhood Watch

Contact Devon and Cornwall Community Watch Association (DaCCWA)

Online: www.daccwa.org

Email: DaCCWA@devonandcornwall.pnn.police.uk

Tel: 07725 222306 or 07703 46862

Rural crime

For information about rural crime including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK visit: [www.devon-cornwall.police.uk/advice/your\[1\]community/rural-crime](http://www.devon-cornwall.police.uk/advice/your[1]community/rural-crime)

Report safeguarding concerns to adult services

You can find details of local adult services contacts on the Devon and Cornwall Police website.

Online: [devon-cornwall.police.uk/advice/your\[1\]community/adults-at-risk/reporting-abuse](http://devon-cornwall.police.uk/advice/your[1]community/adults-at-risk/reporting-abuse)

Accessing the Child Sex Offender

Disclosure Scheme (Sarah’s Law)

Email: 101@devonandcornwall.pnn.police.uk

Tel: 101

Reporting safeguarding concerns to Children’s Services

You can find details of local Children’s Services contacts on the Devon and Cornwall Police website

Online: [www.devon-cornwall.police.uk/advice/threat\[1\]assault-abuse/child-sexual-exploitation](http://www.devon-cornwall.police.uk/advice/threat[1]assault-abuse/child-sexual-exploitation)

For children and young people - reporting online sexual contact to Child Exploitation and Online Protection Command (CEOP)

Online: ceop.police.uk/safety-centre
Or Childline

Online: childline.org.uk

Tel: 0800 1111

Devon, Cornwall and the Isles of Scilly Sexual Assault helpline

Tel: 0300 3034626

Police and Crime Panel

For further information on the Police and Crime Panel contact: Jamie Sheldon, Senior Governance Advisor, Chief Executive Office, Plymouth City Council

Email: jamie.sheldon@plymouth.gov.uk

Telephone: 01392 225555

Email: opcc@dc-pcc.gov.uk

Post: The Office of the Police and Crime Commissioner
Andy Hocking House
Alderson Drive
Exeter
EX2 7RP

Privacy Notice: The OPCC's privacy policy explains how we collect, use and protect your personal data.
Find out more on the OPCC's website: <https://www.devonandcornwall-pcc.gov.uk/privacy/>

If you have trouble reading this document please request an accessible format version from our office – see contact details above.



PCC
Office of the Police and
Crime Commissioner
Devon and Cornwall