



**Devon & Cornwall Police**  
Building safer communities together

# Chief Constables Performance Report

October 2015

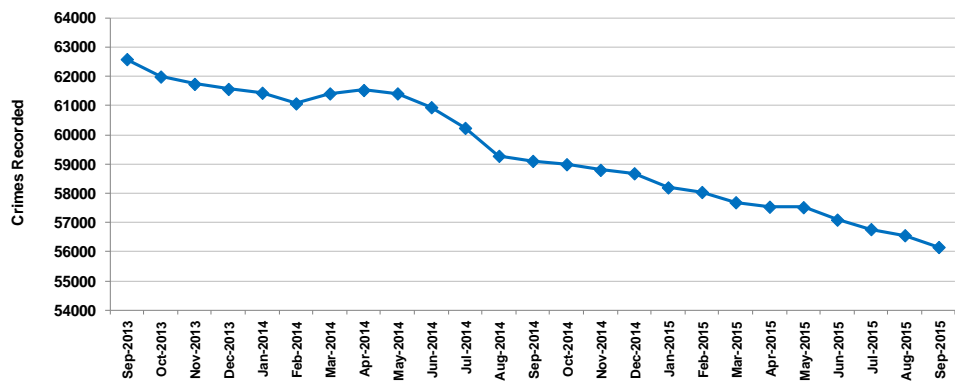
**We detect and prevent  
harm; protect the  
vulnerable and reduce  
crime**



# Headline Measures: Victim Based Crime

Attainment: Improvement in performance is expected

Rolling 12 Months Performance



## Definitions

- Homicide
  - Violence with/without injury
  - Robbery
  - Burglary dwelling/non-dwelling
  - Vehicle offences
  - Shoplifting
  - Other theft
  - Criminal damage
- (All excluding domestic abuse and/or hate crime)

## Supporting Information

- Long term reductions in acquisitive crime (burglary, robbery and vehicle crime)
- Reductions in criminal damage and other theft over time
- Reduction in shoplifting
- Performance challenges: violence without injury

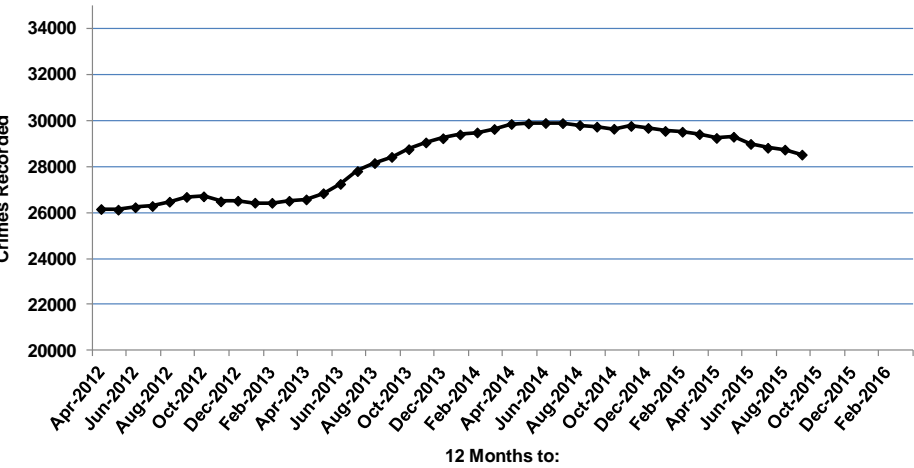
National Performance: To end June 2015: 4<sup>th</sup> lowest crime rate nationally

Outcome 1: To make our area a safer place to live, work and visit – reducing the likelihood that people will become victims of crime

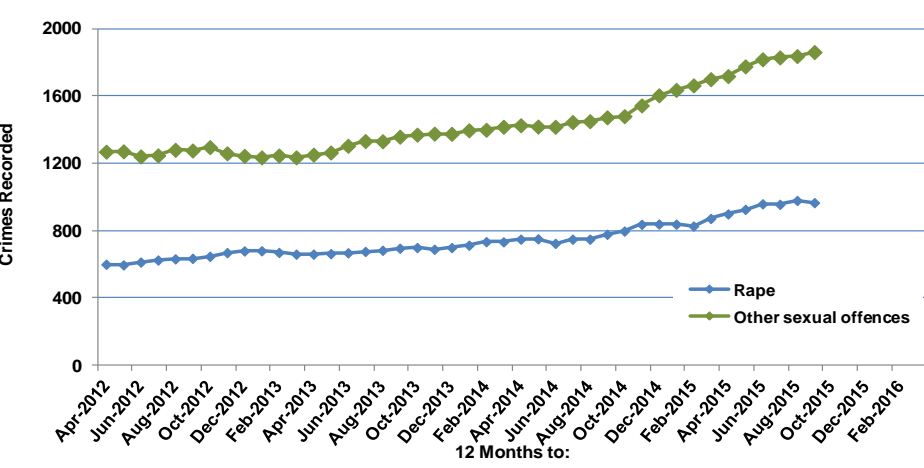
# Headline Measures

Attainment: Increased public confidence to report

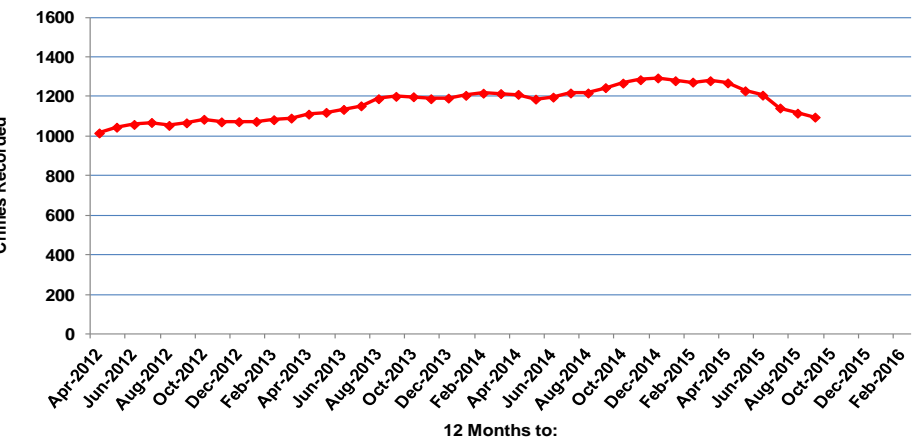
Rolling 12 Months number of recorded domestic abuse crimes and enquires



Rolling 12 Months number of recorded rape and sexual assault offences



Rolling 12 Months number of recorded hate crimes (and incidents)



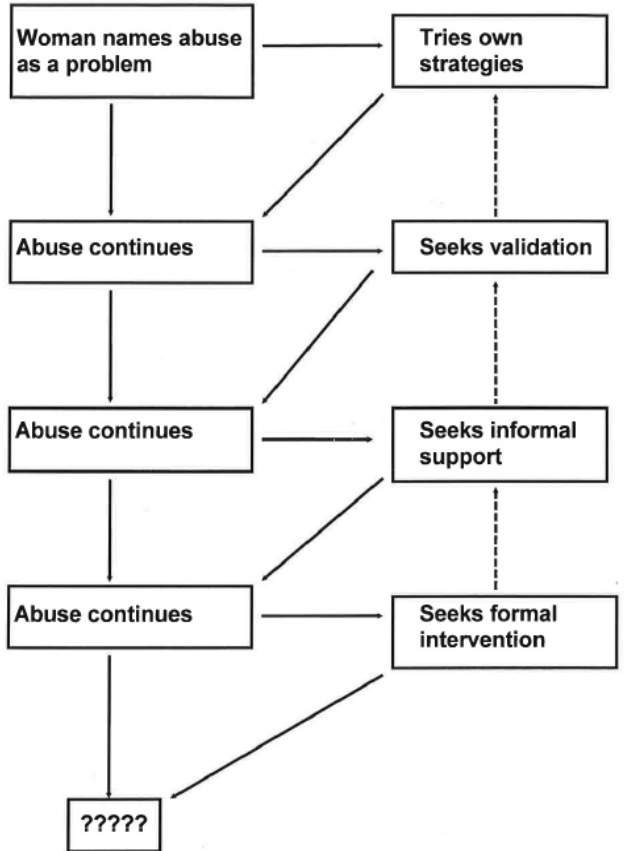
National Performance: To end June 2015

Sexual Offences: 25<sup>th</sup> lowest crime rate.  
Rise of 40% in last year nationally

# Headline Measures

Attainment: Increased public confidence to report

## THE PROCESS OF HELP-SEEKING



Encourage Reporting: Campaigns

Response: Deployment processes

Information Collation: Recording and Collation

Risk Assessment: ViST, DASH

Safeguarding: Central Safeguarding Team

Partnership Working and Victim Care Unit

Investigation: Specialist Teams, Justice and Safeguarding Outcomes

Prevention: Repeat Victimisation, Profiling

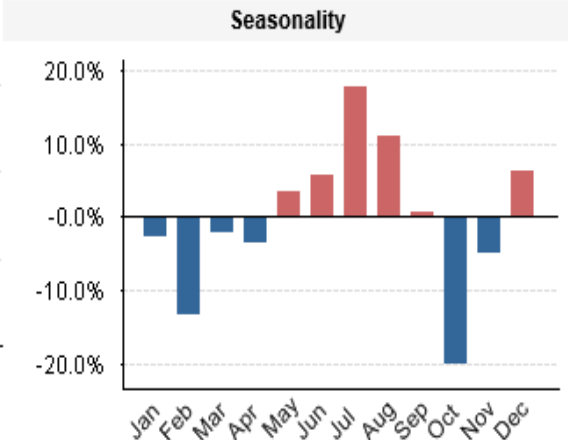
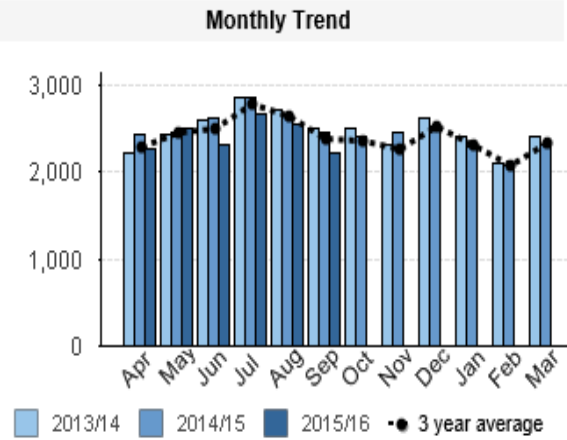
Performance Monitoring: HMIC, Scrutiny Panels

# Headline Measures

## Domestic abuse

Increase in Crime and Reduction in Incidents

Significant increase in historic offence reporting in past 2 years



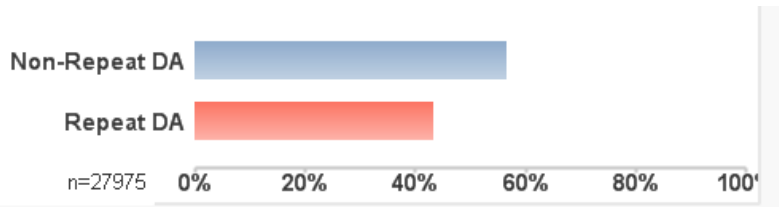
## Risk

Risk	Current 12 months		Previous 12 months	
High	1994	6.9%	1963	6.5%
Medium	7516	26.0%	7351	24.3%
Standard	17826	62.3%	19698	65.1%

## Outcomes

Outcome	% of crimes with outcome			
	High	Medium	Standard	Repeat Victim
Investigation ongoing	12.6%	17.3%	15.9%	15.3%
Investigation complete	0.1%	0.3%	1.3%	0.5%
Prosecution/action not in interest/time limit	0.4%	0.7%	1.3%	0.8%
Evidential difficulties - suspect identified	39.6%	54.3%	63.1%	50.3%
Evidential difficulties - suspect not identified	0.0%	0.5%	1.1%	0.4%
Prosecution prevented	0.7%	0.4%	0.4%	0.3%
Offender outcome	46.6%	26.5%	16.9%	32.3%

## Repeat victims

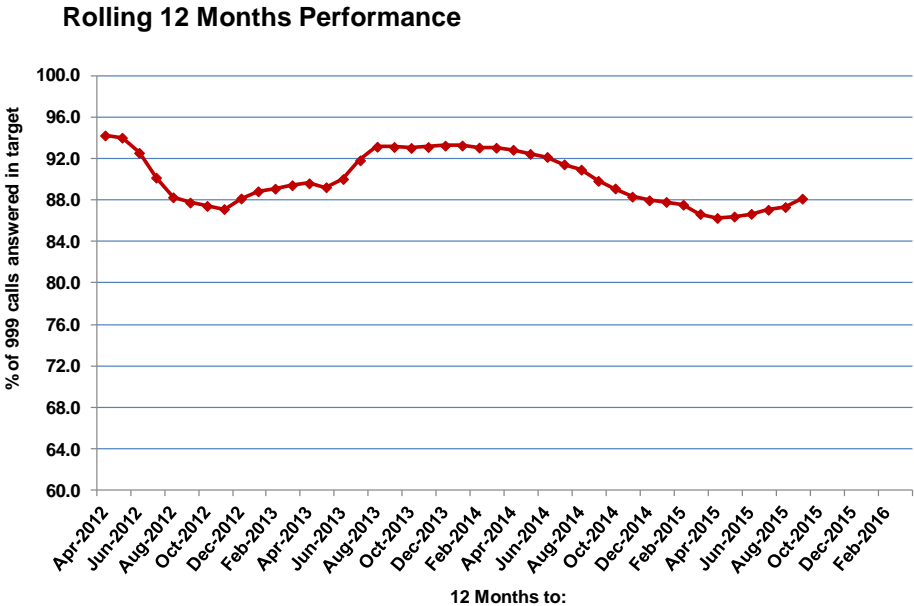


# Headline Measures

Attainment: Transformation of performance is required

## 999 Calls

12 Months to September 2015:  
 184,778 999 calls  
 88.1% 999 calls answered in 10 Seconds



## 101 Calls

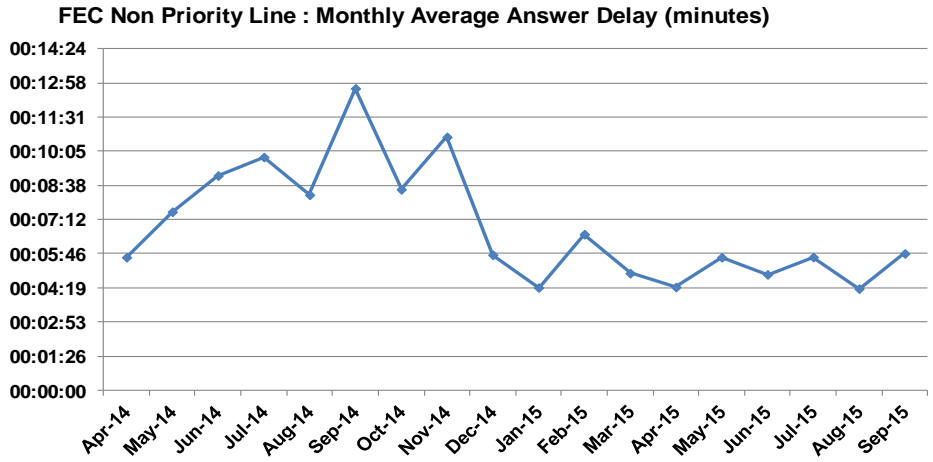
12 Months to September 2015:  
 532,966 101 calls  
 86.1% of 101 calls answered in 30 seconds



Triage into Force Enquiry Centre

Non Priority Line: 202,065 calls  
 Priority Line: 55,332 calls

Average time taken to answer: Force Enquiry Centre



Non Priority Line: 5 mins 46 secs at present  
 Priority Line: 8 secs at present

## Activity

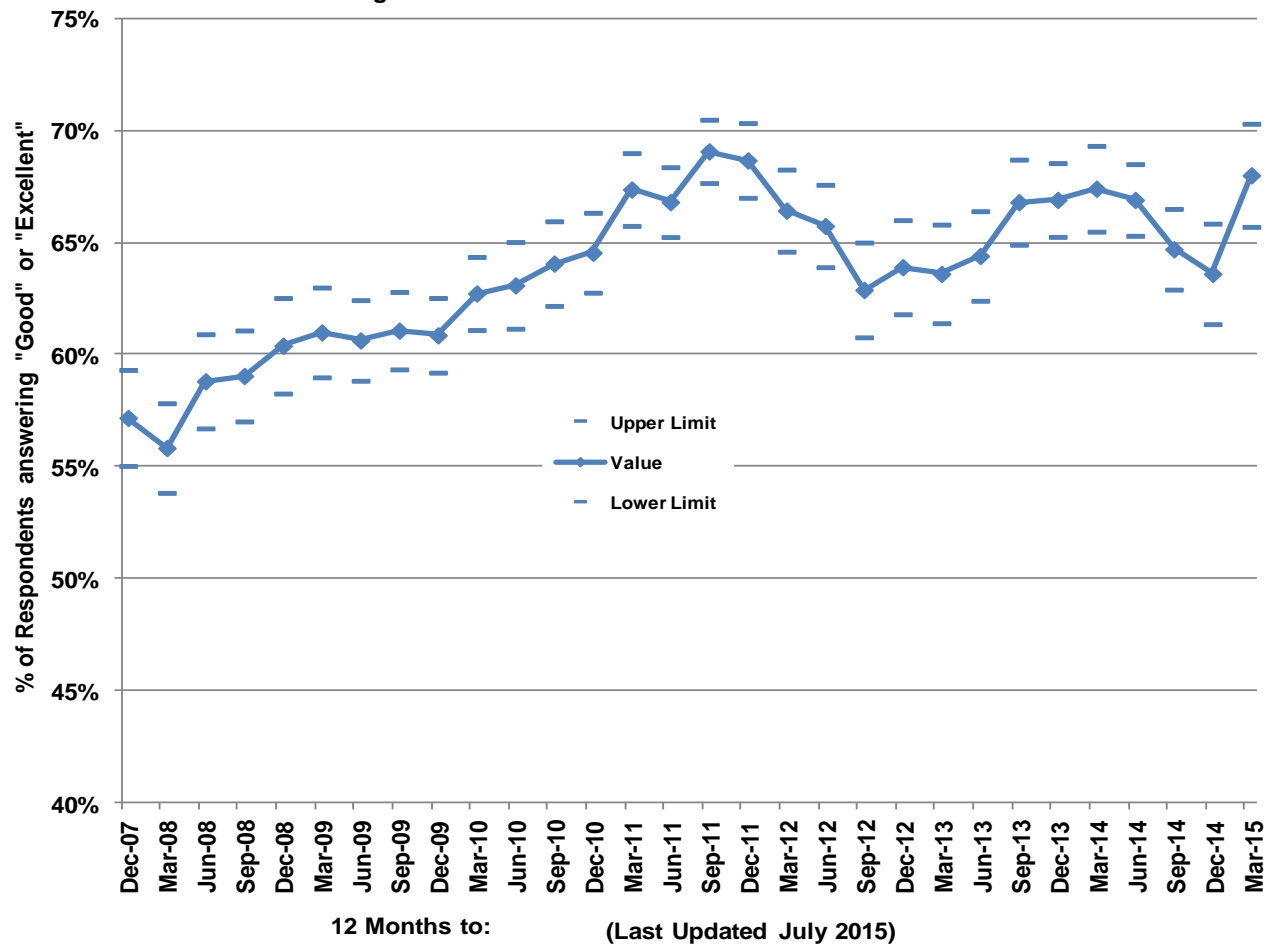
- Summer Increase in Resourcing
- Demand and Resourcing Analysis
- IT upgrades and development
- Contact Strategy – Work with Dorset and Policing the Demand Project
- Crime recording processes and Mobile Data
- Central Victim Care Team, Victim needs assessments and commissioned services
- Repeat information/processes :
  - Repeat Caller Analysis and prevention activity
  - Devon BCU repeat victim pilot



Attainment: Current good performance should be maintained

### Crime Survey for England and Wales

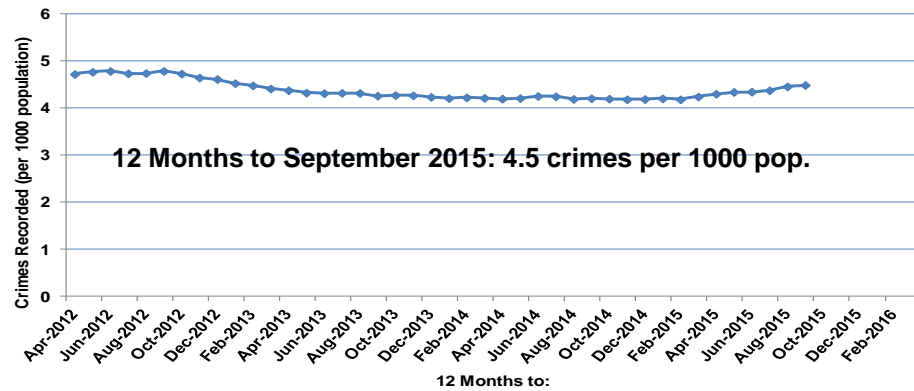
Public Confidence: "Taking everything into account, how good a job do you think the police in this area are doing?"



# Headline Measures: Crimes per 1000 population, excluding domestic abuse

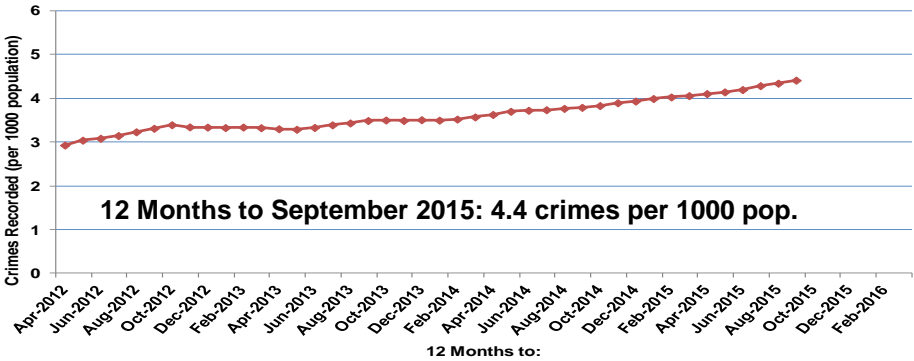
Attainment: Improvement in performance is expected

Rolling 12 Months number of recorded violence with injury offences



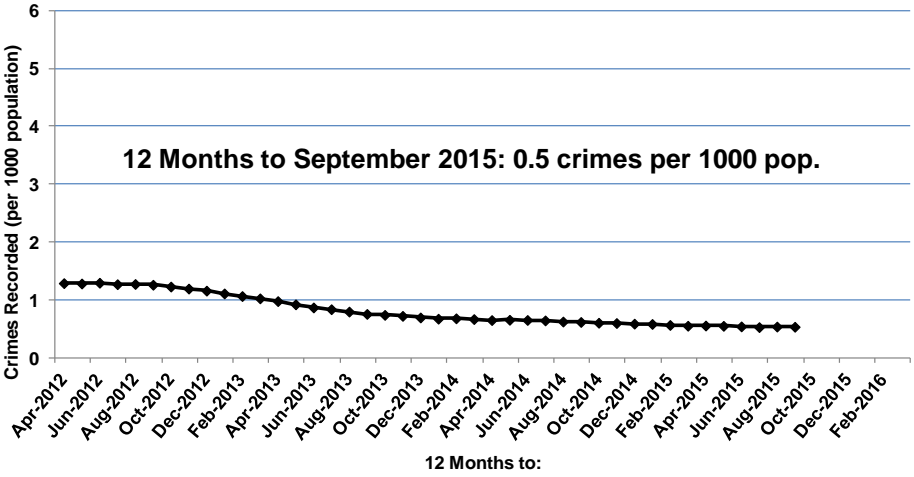
Nationally rise: 16%

Rolling 12 Months number of recorded violence without injury offences

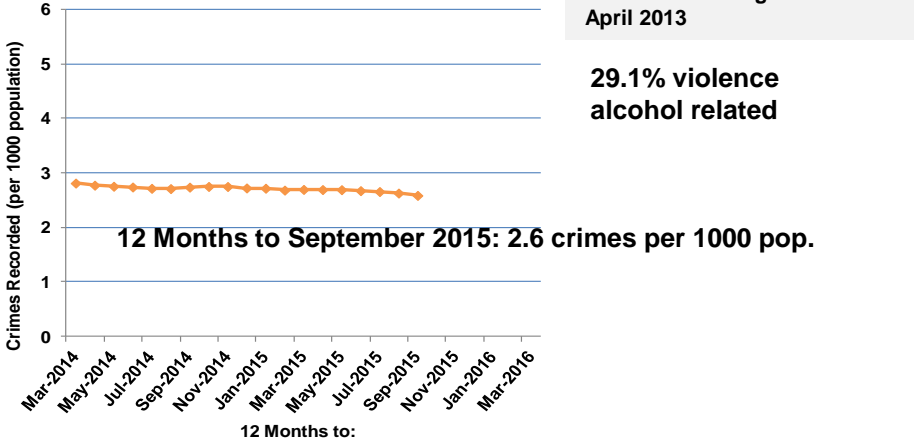


Nationally rise: 33%

Rolling 12 Months number of recorded most serious violence



Rolling 12 Months number of recorded alcohol-related violence offences



## Activity

Analysis has been undertaken to understand violent crime across Devon and Cornwall, to enable focused activity on key themes.

### • Night Time Economy

In this area core activity is driven through the alcohol plan in conjunction with the PCC. Core areas of activity include:

- Enforcement activities and licensing (including ENTE) : #RU2DRUNK campaign
- Education and Awareness
- Influencing nationally and locally to deliver change
- Preventing alcohol related crime and ASB and supporting community safety
- Research, knowledge and data

This activity is supplemented by local tactical delivery based upon specific targeted interventions.

### • Violence in the Home

Activity here is also linked to the set of activity contained within the national domestic violence action plan and Force specific actions relating to domestic abuse. Additional areas include:

- Working with partners develop Phase 2 of the Troubled Families programme. This includes: setting criteria for the identification of “troubled families”, working in partnership with the identified families and also to monitor ongoing success of the programme.

### • Youth violence

- Partnership working (particularly schools) – Reporting Practices
- Criminal Justice or Other Outcomes
- Information sharing
- Force wide session to help understand youth violence – Social Media impact also identified

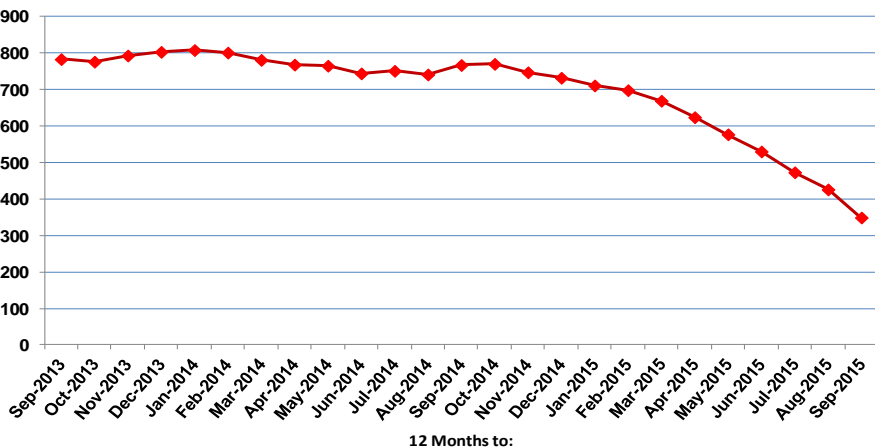
Outcome 4: To promote an effective Criminal Justice System for our area, delivering a high quality service for victims, witnesses and society.

# HEADLINE MEASURE

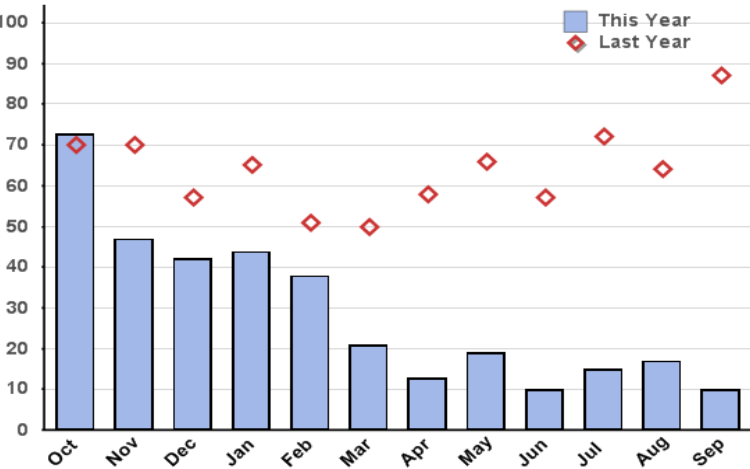
Attainment: Transformation of performance is required

## Number of vulnerable adults and children held in police cells as a result of S136 Mental Health Act

Rolling 12 Months

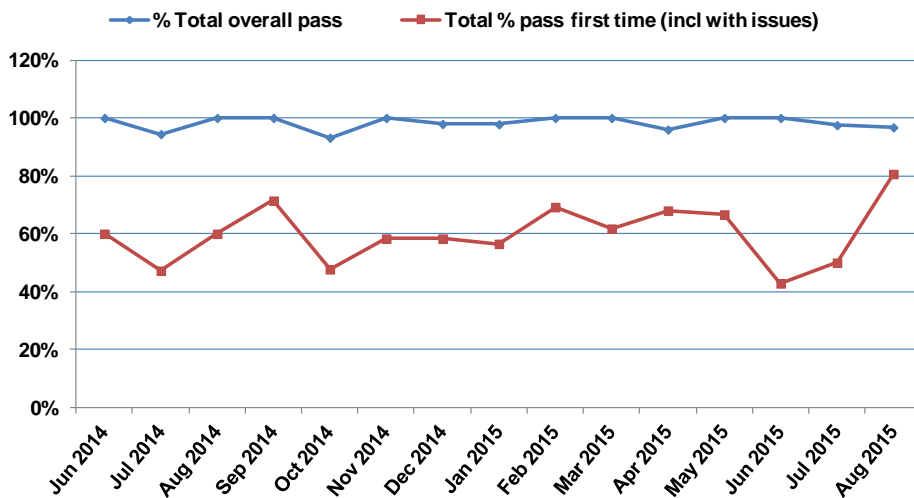


Monthly



## File Quality Improvement

Monthly



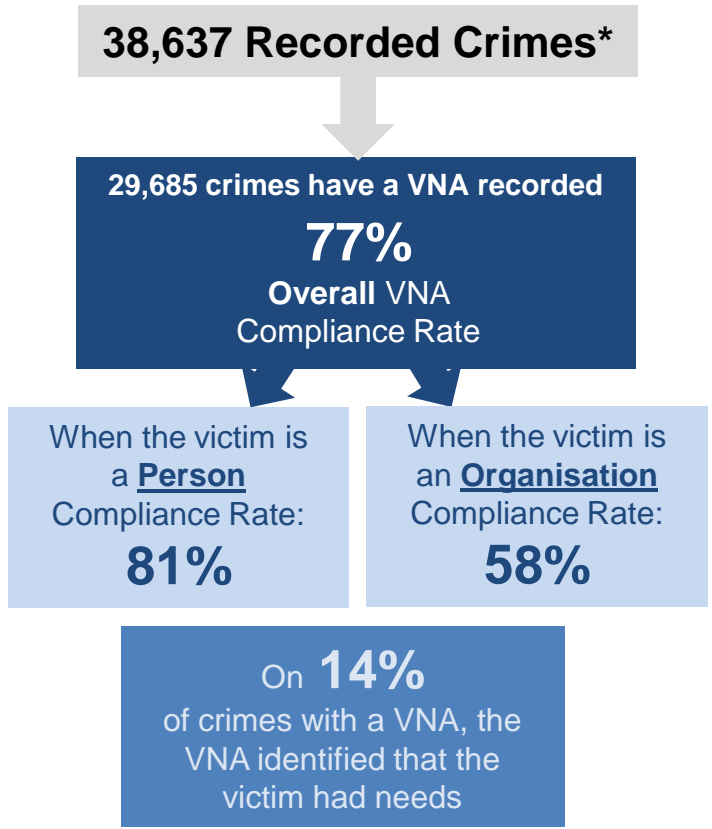
National Performance: 7<sup>th</sup> placed in assessment across LCJB Performance Metrics

## **HEADLINE MEASURE**

- Mental Health Detainees
  - Letter re service offering to key partners
  - Protocol with partners
  - Mental Health Training
  - Triage processes
  - Understanding of time spent dealing by staff
  
- File Quality Improvement
  - File Quality Review Team
  - Information Provision
  - Team and Individual development
  - Gatekeeping Training delivered

# HEADLINE MEASURES

Attainment: Transformation of performance is required



### Victim Care Unit

- Launched April 2015
- 62 commissioned services - Voluntary and Community sector
- Website launched ([www.victimcaredevonandcornwall.org.uk](http://www.victimcaredevonandcornwall.org.uk))
- Victims of Crime Leaflet
- Victims Needs Assessment (VNA) developed and implemented
- Victim Codes

### Victim Care Unit

- 697 victims with needs resolved within the VCU
- 949 victims referred to the network providers



# Headline Measures

Attainment: Minimum of 150,000 hours required

### Number of hours of service provided by special constables

Special Constabulary	As at:						
	31st August						
	2009	2010	2011	2012	2013	2014	2015
<b>Specials Strength</b>	<b>585</b>	<b>641</b>	<b>675</b>	<b>588</b>	<b>555</b>	<b>577</b>	<b>587</b>

		12 months to:	
		31st August 2014	31st August 2015
<b>Hours</b>	<b>Operational Duties</b>	77432	86322
	<b>Non-Operational Duties</b>	9585	11661
	<b>Training</b>	10397	10509
	<b>Total Hours</b>	<b>97414</b>	<b>108492</b>
	<b>% Training</b>	<b>10.7%</b>	<b>9.7%</b>
	<b>Avg Hours Worked (Year)</b>	<b>169</b>	<b>185</b>
	<b>Avg Hours Worked (Month)</b>	<b>14</b>	<b>15</b>

Attainment: Transformation of performance is required

### Number of/hours worked by volunteers

	As at:						
	30th June						
	2009	2010	2011	2012	2013	2014	2015
<b>No. of Volunteers</b>	<b>14</b>	<b>51</b>	<b>110</b>	<b>292</b>	<b>430</b>	<b>550</b>	<b>493</b>

The total number of hours donated by volunteers for 12 months to June 2015 is 11,667.2 hours