

## 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](mailto:opcc@devonandcornwall.pnn.police.uk)  
Tel: 01392 225555

Sign up to our Alert service:  
[devonandcornwallpcc.neighbourhoodalert.co.uk](http://devonandcornwallpcc.neighbourhoodalert.co.uk)

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

Tel: 101  
Email: [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)  
Online: [devon-cornwall.police.uk/contact/contact-forms/101-non-emergency](http://devon-cornwall.police.uk/contact/contact-forms/101-non-emergency)  
Police enquiry office: find them at [devon-cornwall.police.uk/contact/police-enquiry-offices](http://devon-cornwall.police.uk/contact/police-enquiry-offices)

### Report a crime anonymously to CrimeStoppers

Online: [crimestoppers-uk.org](http://crimestoppers-uk.org)  
Telephone: 0800 555111

### The Devon and Cornwall Victim Care Unit:

If you have been a victim of crime contact the Devon and Cornwall Victim Care Unit on 01392475900 or visit [victimcaredevonandcornwall.org.uk](http://victimcaredevonandcornwall.org.uk)

### Neighbourhood Watch

Contact Devon and Cornwall Community Watch Association (DaCCWA)  
Email: [DaCCWA@devonandcornwall.pnn.police.uk](mailto:DaCCWA@devonandcornwall.pnn.police.uk)

### Rural crime

For information about rural crime including leaflets about property marking, Farm Watch, Horse Watch and Sheep Watch UK visit [devon-cornwall.police.uk/advice/your-community/stop-rural-crime](http://devon-cornwall.police.uk/advice/your-community/stop-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-community/adults-at-risk/reporting-abuse](http://devon-cornwall.police.uk/advice/your-community/adults-at-risk/reporting-abuse)

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

Email: [101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)  
Telephone: 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-assault-abuse/child-sexual-exploitation](http://www.devon-cornwall.police.uk/advice/threat-assault-abuse/child-sexual-exploitation)

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

Online: [ceop.police.uk/safety-centre](http://ceop.police.uk/safety-centre)  
For children and young people – Childline advice, help and support  
Online: [ceop.police.uk/safety-centre](http://ceop.police.uk/safety-centre)

### Police and Crime Panel

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



**PCC**  
Office of the Police  
and Crime Commissioner  
Devon and Cornwall

## Delivering well equipped, well connected, world class policing

### Review of the 2017-20 Police and Crime Plan

  @DC\_PCC  @DCPCC  
[devonandcornwall-pcc.gov.uk](http://devonandcornwall-pcc.gov.uk)



# Working together to create better connected, safer communities

Three years ago I unveiled my first police and crime plan, a commitment to creating safe, resilient and connected communities.

I am pleased to be able to say that we have made significant progress since then.

With the consent of communities my office has created budgets that have allowed the force to grow by 126 officers, before any central government uplift. Those officers are better equipped, with body worn video to protect them, Tasers available for everyone in the frontline and an investment in the police estate that has seen new stations built in Devon and Cornwall that better serve the public, officers and staff.

But the police cannot work in isolation. It is when we have connected communities coupled with innovation that real change for the better has occurred.

Whether it is working with other emergency services to create new roles like Community Responders and Tri-Service Safety Officers, funding community safety partnerships to tackle problems together, mobilising Devon and Cornwall’s incredible volunteer army, or campaigning with public and private sector partners for a better deal for Devon and Cornwall, the theme of connectivity has run through the work of my office and the police for the past four years.

I am pleased to say that the investment that our communities have made through their council tax, and the work of police and partners, appears to be taking effect, with the latest report from the Office of National Statistics showing that the force area was one of just seven to record a decrease in recorded crime in the year to December 2019.

There is more to be done if Devon, Cornwall and the Isles of Scilly are to retain their positions as some of the safest places to live in the country, but I have been privileged to have played my part in the force’s journey.



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



## Nine ways the Police and Crime Commissioner has made a difference in Devon, Cornwall and the Isles of Scilly

1.

Creating new emergency services roles

Collaboration and innovation has created Tri-Service Safety Officers, Community Responders and Police and Fire Community Support Officers – see page 6

2.

Supporting volunteers to create safer communities

Engaging volunteers who take an interest in their communities is at the heart of the police and crime plan. We have supported volunteers to check on custody facilities, built up Community Speedwatch and created a councillor advocate scheme - see pages 13 - 14

3.

Grown police officer numbers

In partnership with our communities the Commissioner has created an annual budget which has allowed for police officer numbers to grow by 126 over four years – see page 6

4.

Lobbied for a better deal for Devon and Cornwall Police

The commissioner has lobbied for a central government funding settlement that is fairer to isolated rural forces and applied for a Special Grant to recognise the impact of high visitor numbers on our communities.

5.

Provided support for Victims of Crime

Through the Victim Care Unit and network, commissioned by the PCC, victims of crime can access a huge array of services to help them recover.

6.

Built new police stations on time and on budget

The police estate was modernised with new stations in Liskeard and Exeter. Representing the largest investment in police infrastructure in decades, both projects were delivered on time and on budget. See page 6

7.

Engaged the public in decision-making

Every year the commissioner gives the public the chance to engage with her on a range of issues, from road safety to local taxation, seeking the opinions of many thousands of people each year and using their feedback to inform strategy. See page 15

8.

Delivering state-of-the-art CCTV

The commissioner’s investment in CCTV has helped local authorities significantly upgrade their systems with digital cameras that can be built into a resilient network. See page 16

9.

Funding Community Safety Partnerships

Community Safety Partnerships, funded by the commissioner, encourage police, councils and others to work together to tackle crime and disorder and keep our community safe. See page 6



# Budget, personnel and estates

## Budget

The story of Devon & Cornwall Police over the last four years has been one of growth, both in terms of demand for its services but also in terms of the funding made available to it and the investments made in officer numbers, collaboration, technology and estates.

In 2016/17 total net income for the force was £282.7m. This will grow to £332.3m in 2020/21. The total amount funded by the police precept rose from 35% to 40% over the same period. The decision to raise the police precept was made in line with public opinion polling that suggested most residents of Devon, Cornwall and the Isles of Scilly were prepared to pay more for growth in the number of officers in the force.

The Commissioner has pursued a strategy of reducing previously built up reserves to maximise funding to policing, in line with Government policy. At the start of the PCC’s term reserves held were £63m, they are forecast to reduce to £11.9 by the end of 2023/24.

## Personnel

Over the period of the police and crime plan a budget was created to fund the addition of 176 additional police officers by March 2021. Together with the national uplift this will create a force that is 317 police officers stronger than it was in 2016, at the start of the Police and Crime Commissioner’s term.

Over the same period the budgeted number of Police Community Support Officers (PCSOs) is due to have fallen by 187 to 150 in line with a force strategy to invest in full police constables. Investment by the Office of the Police and Crime Commissioner (OPCC) has meant that the decline in PCSOs has been more gradual than originally intended.

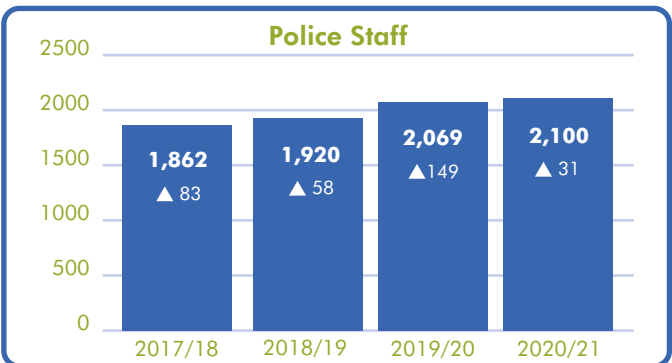
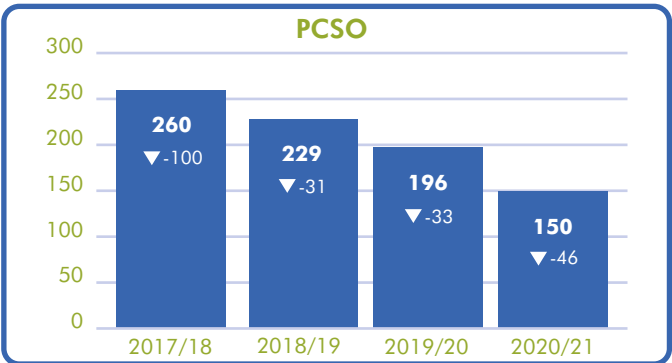
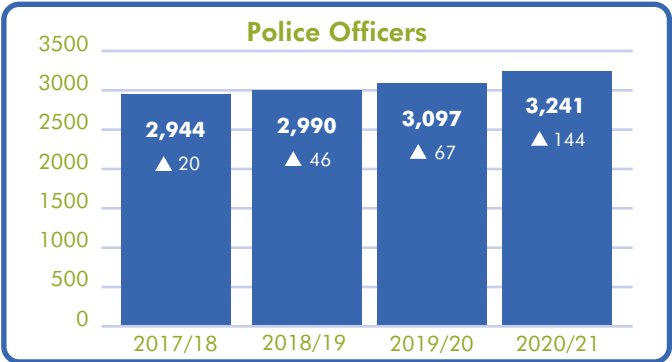
Innovation and Collaboration has also resulted in a number of new roles being created. Ten Tri-Service Safety Officers are now serving in rural Cornish communities where none of the three blue light

services would be able to justify the provision of a full-time employee. In Devon seven Community Responders – firefighters with full police powers – have been deployed to create safer market towns through a collaboration with Devon and Somerset Fire and Rescue Service, with four Police & Fire Community Support Officers serving rural north Devon.

The number of police staff grew by 321 to 2,100.

During the Police and Crime Plan period significant shortfalls in the national police pension fund were identified and met. Nationally set pay rises and general rises in costs were also met.

## Budgeted Staff Numbers



## Estates

In 2019 we were able to officially designate Bodmin Police Station as the official operational police headquarters for Cornwall. Early 2020 also marked the successful completion of the new Exeter Police Station, which is also the operational headquarters for Devon. This £29m construction project has been delivered on time and on budget by the OPCC and is one of the most environmentally sustainable buildings in England. The building includes a new 40 cell custody centre and will replace the old Heavitree Road site. The Exeter Police Station public enquiry office will be opened to the public at 8am on April 22, 2020. The station will be home to around 500 police officers and staff.

A new city centre base for the Exeter Neighbourhood policing team has also been established in Exeter City Council offices to enhance joint working to keep the city safe.

February 2020 also saw the opening of the new police station in Liskeard. This new station replaces the old police station which had severe structural issues. The £2.2 million project is home for up to 76 officers whose duties range from community policing response, tri-service, specials and CID.

Again, this project was delivered on time and on budget.

Opportunities to sell unused parts of the estate and reinvest monies raised in further modernisation of police stations have been explored in detail throughout the four-year police and crime plan period.



# PART ONE

## Charting progress over four years



## 2016/17

### May

PCC Election, Alison Hernandez becomes Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly

### July

The OPCC gives £140,000 from the Ministry of Justice to fund eight local organisations to provide practical and emotional support to child victims of sexual abuse and exploitation.

### October

The Government announces it will invest £8.4m in setting up a national unit designed to tackle modern slavery, in Exmouth, Devon. The monies will be paid through the OPCC from the Police Transformation Fund.

### November

The PCC works closely with the NHS to secure more than £150,000 to enhance services provided at Sexual Assault Referral Centres in Devon and Cornwall.

### January

The 2017-20 Police and Crime Plan, entitled Safe, resilient and connected communities, is published following the peninsula's biggest consultation into policing issues. By freeing up money from reserves and driving efficiencies it makes an additional £24m available for improvements to the police force. The PCC and Chief Constable commit to increasing the number of police officers in the force.

### February

The PCC unveils plans for a £29m new police station for Exeter. Among the most sustainable buildings in the UK, the building will be built using mostly local labour, providing a boost to the local economy. It will replace the ageing Heavitree Road station.

### March

The PCC launches a scheme to improve CCTV systems across Devon, Cornwall and the Isles of Scilly and encourage the development of monitoring hubs and the installation of high end equipment. "It is an invaluable resource for the police to investigate crime and enable emergency services to find and help vulnerable people," she says.



## 2017/18

### June

The Pathfinder deferred charge scheme is launched. It is designed to address the behaviour of first time offenders by offering them key worker supervision and support in exchange for the chance to avoid a criminal caution.



## July

The PCC commissions local community groups Shekinah and Make Amends to provide Restorative Justice to victims of crime in Devon, Cornwall and the Isle of Scilly. The process, which creates a dialogue between offender and victim, has been shown to help people cope and recover. The scheme is opened by HRH the Princess Royal.

## August

The appointments of a new Chief Executive, Frances Hughes, and Treasurer, Nicola Allen, are approved by the Police and Crime Panel.

## October

Alison becomes lead national PCC for road safety, using the platform to call for greater co-operation between highways departments, emergency services and the driving public to reduce road casualties in the South West.

## December

The Mental Health Treatment Requirement, set up by the Local Criminal Justice Board in collaboration with the PCC, is launched in Plymouth. It means that offenders who suffer from poor mental health maybe able to get some intensive and high quality help over a period of up to 12 weeks instead of being sent to prison.



# 2018/19

## April

The councillor advocate scheme, which connects local authority members to policing teams and the wider community, is launched. The scheme means elected members from any local authority can have regular meetings with their neighbourhood policing teams and attend quarterly seminars.

## May

The PCC's small grant scheme is launched. It comprises of a fund aimed at helping communities deal with anti-social behaviour. Community groups that have identified problems and innovative solutions to them can apply for grants of between £500 and £2,500.

## June

The public consultation on the proposed merger between Dorset Police and Devon & Cornwall police is launched. Residents of Devon, Cornwall and the Isles of Scilly are urged to have their say.

The groundbreaking for the new Exeter Police Station is held. The £29m facility will provide a 21st Century crime-fighting base for 500 officers, will be among the most sustainable buildings in the country and boost the local economy.

## August

Body Worn Video is rolled out to police officers and Police Community Support Officers across Devon, Cornwall and the Isles of Scilly. Funded by the PCC, it provides protection for officers and means offenders are more likely to be convicted.



## September

The PCC decides not to progress the business case for the proposed merger between Devon and Cornwall Police and Dorset Police. Over the course of the summer the OPCC staff have consulted 11,826 people over the three counties.

## October

The No Excuse Road Safety team, roads officers dedicated to making highways safer, established with the support of the PCC, completes its first month. It has issued 274 tickets, made six arrests, breath tested 136 drivers, seized 52 vehicles and gave words of advice to 91 people.

## November

The PCC, the national lead for Road Safety, uses Brake Road Safety Week to launch a new strategy for the region. It recommends a 'safe systems' approach, greater enforcement of the law and improved driver training with the aspiration of creating the safest roads in the UK.

## December

The PCC announces plans to help divert young people away from gang culture and street violence in South Devon with a £528,569 grant from the Home Office's Police Transformation Fund. 'Turning Corners' will focus on youngsters who are vulnerable to exploitation.

## February

Tri-Service Safety Officers (TSSOs) complete their training. The TSSO is an innovative, ever changing, adaptable and flexible role which integrates the emergency services family.

## March

A haulier, police problem solvers and the PCC team up to launch a campaign to reduce the number of people killed and seriously injured on the roads. It sees impactful safety messages created by the Honest Truth charity displayed across six Evans Transport lorries. They warn about the dangers of drink and drug driving, speeding, driving when tired, failing to use seatbelts and using mobile phones while driving.



# 2019/20

## April

The PCC welcomes a £1m government funding package for victims of sexual abuse, in the force area that the OPCC helped secure. In total £1,019,997 will be spent over three years, with grants of £259,560 being allocated to Devon Rape Crisis, The Women's Centre Cornwall and First Light South West (Devon). A total of £204,120 will be given to Children Linked to and Experiencing Abusive Relationships (CLEAR) and £37,197 will be handed to SALT South West.

## May

Community Responders complete their training and are stationed at locations across Devon. The result of collaboration between Devon and Cornwall Police and Devon and Somerset Fire and Rescue Service, Community responders are retained firefighter who can patrol communities with full police powers when not carrying out fire duties.



## June

The PCC's first drugs harm conference sees experts from around the country address practitioners from around the region.

## August

Staff from the Office of the Police and Crime Commissioner resume talks with the Home Office in an effort to gain recognition for the unique challenges posed on the South West in terms of rurality, isolation and tourism. It emerges that Devon and Cornwall now have more visitors than any force outside London yet are only funded for its settled population.

## September

The PCC is joined by officers, the Police Federation MPs and members of the Police and Crime Panel to present an application for Special Grant funding. The dossier contains detailed facts and figures that explain the additional pressures placed on officers and staff between April and September.

A new centre for victims of sexual violence has opened in Exeter, offering a wider range of services in modern, safe and clean surroundings.

## October

The PCC unveils a new £420,000 CCTV system in Torbay. The PCC's CCTV funding scheme has seen investment in Cornwall to support the upgrading of the monitoring centre at Tolvaddon to accommodate connections to more towns. Plans are in place for further systems in locations around the force area.

## November

Devon and Cornwall Police in Partnership with Operation Encompass win top prize in the international World Class Policing Awards.

## January

Emergency services from across the region come together for the first road safety event organised under the South West Peninsula Road Safety Partnership.

## February

Communities are invited in to tour new police stations in Exeter and Liskeard. Both have been completed on time and on budget.

The Commissioner makes £25,000 available to fund road safety projects in partnership with the Cornwall Community Foundation.

## April

The budget set for the 2020/21 financial year will enable force strength to grow by up to a further 144 officers in the next 12 months.



# PART TWO

## Delivering on the Police and Crime Plan





# Key Priority:

## Connecting communities and policing: the policing promise

### Local policing that is accessible

#### Highlights:

- Identifying OPCC link officers
- Establishing OPCC regional link officers
- Overseeing improvements to 101
- Providing new ways to contact the police
- Councillor advocates scheme launched
- Improving communication between public and police

It is important that you can contact the police easily so you can report crime and antisocial behaviour, raise concerns, seek help and provide information and intelligence to help the police.

With that in mind the OPCC has overseen significant changes to the way the force connects with its communities. The Councillor Advocate scheme, launched in 2018, enables local authority members to have regular contact with neighbourhood Inspectors. Councillors are invited to regular seminars where they are given a behind-the-scenes access to a range of departments.

The scheme allows the sharing of best practice, for example, the Truro Parish Liaison meeting structure, which enables the local policing team to connect to a number of rural Cornish parishes, has been replicated in East Devon, where the neighbourhood team is now in regular contact with 16 parish councils.



The Truro Parish Liaison meeting represents excellence in connectivity and has been replicated elsewhere in the force area

The OPCC has established a link officer system to give oversight of policing priorities and community safety issues in specific geographic areas around the force area.

When a police station is vacated the commissioner has sought to provide an alternative base nearby to reassure communities.

The PCC has supported the force in developing a range of online channels to help people contact the police, and established a set of service standards for the 101 non-emergency services.

Managing contact with the police through the 101 non-emergency contact route remains a challenge, but developments such as WebChat, which enables people to have instant conversations with contact centre staff online and a new voice recognition system are important developments in helping to make the police service more accessible to the public it serves.



Meeting Speedwatch volunteers in East Devon

### Local policing that is responsive

#### Highlights:

- Campaigning for fairer funding for our police force
- Introducing Track My Crime
- Engaging the business community

Creating a police force that can respond effectively to the challenges posed by changing crime in Devon, Cornwall and the Isles of Scilly requires appropriate funding. After consultation with communities across Devon, Cornwall and the Isles of Scilly the OPCC has created a budget that has enabled the force to grow in terms of officer numbers.

We have consistently lobbied for a better deal for Devon and Cornwall Police, which has the largest force area in England. Our “We Police” campaign has highlighted the challenges of policing the largest force area in England, which contains cities of high population density, poorly connected coastal communities and sparsely populated rural areas with less funding per head than other areas.

Rurality creates a greater policing challenge, yet the formula favours urban areas and takes no account

of visitor numbers, and Devon and Cornwall has more visitors each year than any other force outsider London.

During the police and crime plan period the Commissioner has provided seed funding and financial support for projects on road safety, including Community Speedwatch, enhanced support for Neighbourhood Watch schemes, evening and night-time economy harm reduction initiatives, online safety and business crime reduction initiatives such as Shopwatch.

The OPCC has also reviewed immediate response times to ensure that people in need are getting the service they require, supported investments in improved telephony and overseen the introduction of a new Track My Crime web facility to ensure victims can easily request updates on their cases.



# Key Priority:

## Local policing that is informative

### Highlights:

- Making sure you have information about police priorities, performance and activity in your area

Keeping people across Devon, Cornwall and the Isles of Scilly informed about their police force is a key component of the Police and Crime Plan and a principle that runs through the PCC's office.

The OPCC does this in a number of ways, engaging many thousands of people each year face to face with the help of part time Community Engagement Workers, conducting polling on subjects ranging from taxation to road safety and overseeing improvements to the way in which policing team engage with their communities.

The office has won recognition for its work to improve transparency and openness and since 2017 has been certified as such with a CoPaCC Transparency Quality Mark. In 2019 the office joined the Neighbourhood Alert system, creating a direct method of communicating on a range of subjects by email with residents of Devon, Cornwall and the Isles of Scilly. In December 2019 the PCC had 31,283 contactable members of the Alert scheme and a quality rating of 6/6.

A Connectivity Working Group set up by the force and the OPCC has driven significant changes to the neighbourhood policing team websites to ensure that they are updated with the names and contact details of their local officers.

All policing areas now have a clear local and up to date information on their local webpages with links to social media accounts being added in early 2020. Local teams also carry out a range of local face to face engagements with local events and innovations like Brews With Blues.

The working group has also helped to ensure best practice with regards to neighbourhood newsletters and social media is shared across the force.

- Helping police build a local online presence
- Letting you know when significant changes are being made and seeking your views

It is vital that people know when significant changes are being made to the force, such as the proposed merger with Dorset Police. These changes are communicated effectively by the force with the mainstream media and social media.

The OPCC also has a public engagement programme which reaches communities across the force area, gauging opinion on everything from police funding to road safety priorities. In 2019 alone the engagement team had face-to-face conversations with 14,000 members of the public at 170 events from Women's Institute branch meetings to city centre diversity festivals.

Over the course of the police and crime plan period the engagement team has also arranged for dozens of Meet My PCC events, at which people have the chance to meet the commissioner to discuss issues around policing and community safety in their areas.



The Commissioner has a wide-ranging programme of public engagement

## Local policing that is supportive

### Highlights:

- Enhancing road safety and supporting Community Speedwatch

It is vital that communities are empowered to help themselves to reduce crime and stay safer. The OPCC supports community action in a number of ways, such as through Community Speedwatch and the Devon and Cornwall Community Watch Association (DACCWA).

The dedication shown by volunteers active in the array of 'watch' groups in place across Devon and Cornwall is immense. From Neighbourhood Watch to Boat Watch, Horse Watch and Speedwatch there are hundreds of volunteers taking time out of their lives to improve their communities. The Commissioner has developed a national first by funding a dedicated co-ordinator within DACCWA to support volunteers.

Road safety is an issue raised regularly by the public and is of great concern to many of our communities. Alongside the considerable investments made through the new Police Road Safety Strategy the dedicated network of Speedwatch volunteers across Devon and Cornwall have a key role to play. The OPCC has supported Devon and Cornwall Police to enhance and improve its approach to Speedwatch. This has included increasing capacity in the police team, funding of equipment for new schemes and the introduction of a new online portal to support the hundreds of volunteers who already run schemes.



Unveiling a new CCTV system in St Ives in 2018

- Supporting volunteers to create safer communities
- Helping councils to invest in CCTV

Developments in road safety have seen the launch of the No Excuse Team, the roll out of dashcam reporting to empower the public to help catch people committing offences on our roads and wider deployment of number plate recognition to stop criminals using our extensive road network to commit crime.

The commissioner has also collaborated with Highways England and local authorities to establish a new South West Peninsula Road Safety Partnership. Together we have the ambition of reducing the number of people killed and seriously injured on our roads by 50% in the next decade.

A programme of investing in CCTV to detect and deter crime and to help look after vulnerable people has seen the OPCC working in partnership with several local authorities to joint fund state-of-the-art new systems.

Major systems have been put in place in Tolvadden, Cornwall, Torbay and Devon that are able to link smaller communities into monitored CCTV services. Towns from across Devon and Cornwall have taken up this offer with new or enhanced CCTV systems operating in a range of areas including St Ives, Wadebridge, Bodmin, Dartmouth and Okehampton with other towns due to come onstream in 2020.



# Priority 2:

## Preventing and deterring crime

### Highlights:

- Providing Victim Care Services
- Partnership working
- Innovation in offender management and reducing reoffending

The OPCC has worked with police and partners on a number of projects to reduce reoffending and protect people from becoming victims of crime in the first place.

Pathfinder is an intervention that reduces harm and reoffending. The programme holds offenders to account for their behaviour while addressing needs that are directly linked to their offending. Such schemes have evidenced a significant reduction in reoffending rates and increased victim satisfaction. In 2018 Pathfinder was recognised with a prestigious award from the Howard League for Penal Reform.

The check out and departure lounge system it has commissioned at HMP Exeter provides inmates with face-to-face meetings with service providers a fortnight before they are released to maximise the chances of them having somewhere suitable to live, employment and, if necessary, drug and alcohol services. On departure they are provided with some basic clean clothing and other items to give them a better chance of prospering outside the prison walls.



One of 12 rural crime roadshows attended by the OPCC in 2019.



Crime prevention work at the 2017 Devon County Show



# Priority 3:

## Protecting people who are at risk of abuse or who are vulnerable

### Highlights:

- Funding sexual assault referral centres
- Supporting Operation Encompass
- Engaging those at risk of becoming victims of crime

Supporting victims of crime to recover and have the confidence to support a criminal justice process in partnership with other agencies is an essential role of a PCC. In Devon, Cornwall and the Isles of Scilly the OPCC has worked to provide the most vulnerable people in society with services to achieve this aim.

Incidents involving people experiencing bouts of mental illness take up an extraordinary amount of police time, and to ensure patients get the help they need, and frontline officers the support they need, the commissioner funded a new Integrated Police Mental Health Service in 2018.

Thanks to this scheme officers now have access to on-the-spot advice from mental health experts who can look up medical records in a standardised way across the force.

The Commissioner has also supported the roll-out of Operation Encompass, a Plymouth-born scheme which provides a link between police and trusted members of staff at schools so that children who have experienced the effect of domestic abuse are given the support they need. In 2019 the partnership between Devon and Cornwall Police and the Operation Encompass charity won top prize in the World Class Policing Awards, a global awards

scheme which acknowledge the best in all aspects of 21st century policing.

The PCC's office also played an important role in securing the funding for the £8.5m Modern Slavery Police Transformation Unit, the UK's centre for supporting vulnerable victims of exploitation and helping to bring perpetrators to justice. It was part of an enforcement strategy that saw a dramatic rise in the number of modern slavery cases being handled by police in England and Wales, which went from 188 in February 2015 to 568 in 2018.

The OPCC has also worked with NHS England to provide expert advice and care at three Sexual Assault Referral Centres (SARCs) in Devon and Cornwall. In 2016 additional funding was provided to increase the SARCs' capacity to offer psychological and medical support to victims of sexual assault over the weekend. Previously, at weekends, this service was only available to people who report an assault to the police.

Through the course of the delivery of the police and crime plan the PCC and her team have worked to engage those at risk of becoming victims of crime and the vulnerable, for example, by giving out safety advice at Blue Light Days for those with learning difficulties.



Blue Light Days help Emergency Services engage with people who may have learning disabilities



BASH Awards funded by the OPCC celebrate successes of people living in Devon with disabilities



# Priority 4:

## Supporting witnesses and helping victims to get justice

### Highlights:

- **Launching a Restorative Justice scheme**
- **Funding Community Safety Partnerships**
- **Providing Victim Care Services**

Victims must be at the heart of all police work. The joint Devon and Cornwall Police and PCC Victim Strategy, published in 2017, sets out our commitment to victims of crime across Devon, Cornwall and the Isles of Scilly in line with the Police and Crime Commissioner’s Police and Crime Plan and the Force Mission.

In publishing our joint strategy, we took account of the views and feedback of people who are themselves a victim of crime, local partner agencies, service providers and police officers and police staff. Our aim is to inspire confidence in the criminal justice system and to ensure we effectively support those affected by crime to cope and recover from their experiences.

The most significant direct support that the commissioner gives to victims of crime is via the Victim Care Unit, which provides a range of additional advice and services for victims of crimes. Victims can receive support even if they have not reported crimes to police. Support ranges of experts, from everything from counselling to home security advice, and help is on hand seven days a week.

During the commissioner’s term the VCU has had contact with 34,319 victims of crime.

The PCC has also commissioned a thorough review of the handling of sexual offences by police and partners in the criminal justice system, and its findings have been used to influence future policy in this sensitive area.

One way to reduce the impact of crime on victims and communities is via restorative justice, a process which seeks to create a dialogue between offender and victim.

In 2017 the contract for delivery of the new



A Victim Care Unit call handler

restorative justice service supporting victims of crime was awarded to Shekinah and Make Amends and there is now access to restorative justice for victims of crime across the peninsula.

Restorative justice brings those harmed by crime or conflict and those responsible for the harm into communication in a safe way, enabling all those affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

The Commissioner has provided additional victim services for young victims of crime and adult victims of domestic abuse, sexual offences and exploitation.

Community Safety Partnerships, funded by the Commissioner, target specific local crime and safety priorities.



The OPCC funds multiple services to help reduce the impact of crime on victims



# Priority 5:

## Getting the best out of the police

### Highlights:

- Introducing body worn video
- Running police scrutiny program
- Blue light collaboration

In order to provide the best service to the public it is vital that frontline officers receive the equipment they need.

As part of the PCC’s 2019 commitment to drive improvements across the force Body Worn Video cameras were rolled out to every frontline officer.

Recordings can lead to early convictions and guilty pleas by providing indisputable evidence in court. This speeds up the criminal justice process, making it more efficient and effective for victims of crime.

The footage also provides greater transparency to the public by giving unbiased evidence in complaints against officers and helps support our frontline staff by capturing those who decide to assault them when they are out keeping us all safe.

One of the ways the PCC holds the force to account and drives improvements is through scrutiny. The police hold significant powers such as the power to deny someone their liberty and use force, so it essential that the use of these powers is independently and openly scrutinised.

A new framework and programme of public scrutiny by panels of lay members and experts to support the PCC was established in 2019 after it was developed by the OPCC in conjunction with the Centre for Public Scrutiny. Use of force by police officers, the introduction of and deployment of spit guards and the application of out of court disposals have been scrutinised by the PCC’s panels, with recommendations and guidance presented to the PCC for her consideration as part of holding the Chief Constable to account

The PCC also coordinates a team of volunteer Independent Custody Visitors (ICVs). They are members of the local community that visit police custody centres unannounced to check on the treatment of detainees, the conditions in which they are being held and ensure that their rights and entitlements are being observed.

Last year the PCC’s ICV scheme was reviewed by the Independent Custody Visiting Association, and was awarded silver accreditation. Volunteers carried out 235 visits in the year to December 2019.



Devon and Cornwall Police Officers have the latest cloud based body worn video equipment.



The world’s first Community Responders start training at Middlemoor Police headquarters in 2018