The public’s perception of what constitutes local policing is often their local neighbourhood beat manager (NBM) or police community support officer (PCSO). When the public call the police for assistance, most often, it is a local response officer who will attend. When a crime or incident needs to be investigated – it will be probably be officers or specialist police staff from local investigation teams. Teams from roads policing and armed response also work locally.

In delivering the Local Policing Promise, in particular the promise regarding ‘Responsiveness’, it is important to consider all these police roles, not just neighbourhood teams.

A message from the PCC

It is a privilege to serve the people of Devon, Cornwall and the Isles of Scilly as your police and crime commissioner. I will do all I can to ensure you have the best police service in the country and to keep you safe.

I will continue to listen to your views on what does and doesn’t work well with policing in your communities.

The Police and Crime Plan, which has been co-produced with the Chief Constable, sets out the strategic priorities for policing in Devon, Cornwall and the Isles of Scilly for 2017-2020.

My aim is to have excellent policing, co-ordinated wider public services and resilient self-supporting communities. In that way we can all play our part in keeping each other safe.

Devon, Cornwall and the Isles of Scilly are fantastic places - my goal is to ensure that the peninsula remains the envy of the rest of the country.

A Local Policing Promise -
that policing is Accessible, Responsive, Informative, Supportive, and connected with other partners to maximise efficiency and deliver quality services.

We will work with partners and the public to ensure that we meet the needs of our society, to do this we may need to co-ordinate other public services.

We will seek to identify and fill gaps that affect public safety in our communities. Driven by evidence in deciding our priorities. We will support others to act and challenge actions that are not effective and, most to be efficient, effective and to ensure that the peninsula remains the envy of the rest of the country.

The PCC is also committed to a safe online and developing a clearer approach to crimes affecting businesses. We will work with partners and the public to ensure that we meet the needs of our society, to do this we may need to co-ordinate other public services.

My aim is to have excellent policing, co-ordinated wider public services and resilient self-supporting communities. In that way we can all play our part in keeping each other safe.

Devon, Cornwall and the Isles of Scilly are fantastic places - my goal is to ensure that the peninsula remains the envy of the rest of the country.
The police and the PCC will be…

Accessible

- The police and the PCC will be easier to contact - face to face and from a distance

Local Policing Promise

- Policing in your area will be:

Responsive

- The police will be there when needed and will provide clear feedback on what action will be taken

Informative

- The police and the PCC will keep you well informed on crime and policing issues - locally, regionally and nationally

Supportive

- The police and the PCC will work with partners, the public and businesses to identify and resolve issues locally and to prevent crime and harm

Local policing that is....

accessible

- 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

Highlights include

- ensuring strong local contact including 101, 999, face to face engagement and online contacts
- making it easier to report crimes
- make better use of buildings to improve community liaison

Local policing that is....

responsive

- When needed the police must be on hand and responsive. They have to understand your issues and provide feedback.

Highlights include

- implement an online ‘Track My Crime’ service for victims by the end of 2017
- review immediate police response times
- champion volunteering to help local people keep their communities safe
- maximise funding to support local policing

Local policing that is....

informative

- You must be told what the police force does and how well it is performing. People also need to know the role of the police in delivering services, such as mental health, parking and antisocial behaviour

Highlights include

- making sure you have information about police priorities, performance and activity in your area
- let you know when significant changes are being made to the police
- help police build a local online presence

Local policing that is....

supportive

- The PCC and Chief Constable will work with others including community safety partnerships to support communities.

Highlights include

- provide funding for services which help the vulnerable and those at risk of abuse
- support watch schemes
- enhance road safety initiatives and support community speedwatch
- help councils invest in CCTV

How we will measure success?

So that you know how successful this Plan has been and so we can develop it throughout its life we will use the following methods to measure its success.

Public surveys

Measuring performance

Measuring satisfaction with 101

Priority

Preventing and deterring crime

The best way to keep you safe is to stop you becoming victims of crime in the first place.

The PCC will focus on preventing reoffending and diverting people away from crime.

Highlights include

- a two-year pilot scheme that tackles the causes of offending at an early stage
- work with the banks and others to help you keep safe online
- publish a business crime strategy

Priority

Protecting people who are at risk of abuse or are vulnerable

Through the Plan, the PCC will prioritise protection from harm of people at risk of abuse or who may be vulnerable.

Highlights include

- protecting people from sexual offences online
- encourage reporting of domestic abuse, modern slavery, sexual offences and hate crime
- reduce the number of vulnerable missing people, in particular children

Priority

Supporting victims/witnesses and helping victims to get justice

Victims must be at the heart of all police work.

Highlights include

- carry out a full review of how victims of sexual offences are treated
- launch a new victim led restorative justice process.
- expand the victim care unit including commissioning a new service for young victims of crime

Priority

Getting the best out of the police

The police must be efficient and effective. The PCC will champion innovative service delivery so we stop more crimes, catch more criminals and do things more quickly.

Highlights include

- continue to fight for better funding for police in Devon and Cornwall
- invest in technology to transform services
- change the way complaints against the police service are handled

Visit our website: www.devonandcornwall-pcc.gov.uk