### Police and Crime Plan Scorecard

<b>Direction of Travel</b>	Variance compared to baseline				
$\nabla  \triangle$	2.5%+/- than baseline				
$\triangleright$	= to baseline or less than 2.5% higher or lower than the baseline				
Change from last Panel:					

Interpretation of trend Indicative of positive trend Indicative of stable trend Indicative of negative trend Trend status not assigned

**Abbreviations:** 

101 P1 wait time

101 P2 wait time

Levels of public confidence in the police

Police from Crime Stoppers

Number of reports made to Devon and Cornwall

NM = National Measure

FTE = Full time equivalent

\* Figure not reported due to change in definition since last reported to Panel

VIOLENCE							
Performance Measure	Baseline	Preferred direction of travel	Reported to Jan 22 Panel	Reported to Jul 22 Panel	Change from last Panel	Change from Baseline	
Homicides (NM)	20	$\nabla$	19	19	<b>₽</b>		
Hospital admissions of under 25s for assault with a sharp object (NM)	15		15			•	
Offences involving the discharge of a firearm (NM)	66	$\vee$	61	61	<b>₽</b>		
Violent crime (all)	30,866	$\nabla$	30,554	33,340	$\triangle$	<u> </u>	
Violent crime (DA)	10,859		11,258	11,898	$\bar{\Delta}$		
Victim satisfaction (DA)	85.3%	Δ	85.2%	85.2%			
ANTI-SOCIAL BEHAVIOUR							
Number of ASB incidents recorded by the Police	39,026		36,601	32,876	$\Diamond$		
Recorded number of public order offences	7,061		8,054	8,479	$\dot{\Delta}$		
DRUGS							
Drug possession offences	3,315		3,356	3,170	$\nabla$		
Drug trafficking offences	981		1,294	1,053	$\nabla$		
Organised drug disruptions	69	Δ	228	525	$\triangle$		
ROAD SAFETY							
Number of fatal casualties	58	$\nabla$	*	47	*		
Number of serious casualties	791	$\vee$	*	647	*		
Deaths or serious injuries by high-risk driving behaviour	r 36	$\bigvee$	33	24	$\Diamond$		
Number of active Community Speedwatch schemes	42	Δ	33	41	$\triangle$		
SAFE							
ONS crime rate	61.4		53.1	54.9	$\triangle$		
Victim based reported crime	91,042		80,185	85,157	$\triangle$		
Number of police officers (FTE)	2,944	Δ	3,334	3,396	$\triangle$		
Number of recorded hate crimes	1,764		2,309	2,494	$\triangle$		
Number of recorded neighbourhood crimes (NM)	9,436		*	5,793	*		
RESILIENT						_	
Number of young people who are victims of crime	8,692		8,487	9,114	<b>₽</b>		
Amount of additional funding brought into Devon and Cornwall by the Police and Crime Commissioner	£238,228	Δ	N/A	£3,829,262	2 4	<b>A</b>	
Overall victim satisfaction (NM)	72.0%	Δ	76.6%	74.1%	$\nabla$		
CONNECTED							
Number of customer contact points open to the public	10	$\triangle$	10	10	$\Rightarrow$		
Number of customer contacts (999, 101, Online)	993,666		956,306	954,807	$\nabla$		
999 wait time	8 sec	$\nabla$	15 secs	17 secs	$\triangle$		

5m 3s

76.2%

3,386

22m 2s

8m 59s

77.5%

4,206

20m 26s

12m 20s

28m 19s

77.5%

4,458

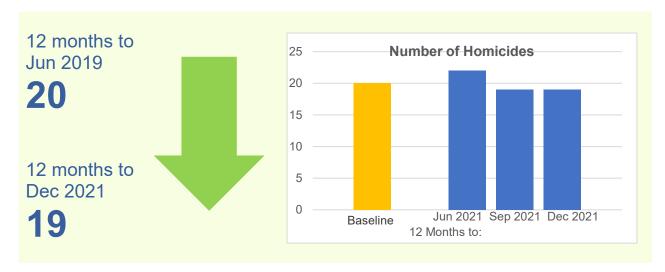
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### 1. Violence

#### 1.1 Homicides (National Measure)



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

Based on the latest ONS release of police recorded crime covering the period 12 months to December 2021, Devon and Cornwall's homicide rate is 1.1 crimes per 100,000 population. This is lower than the national rate of 1.2 but higher than the SW Region rate of 0.9. When Devon and Cornwall's homicide rate is compared against its most similar force groups areas, it has the third lowest homicide rate.

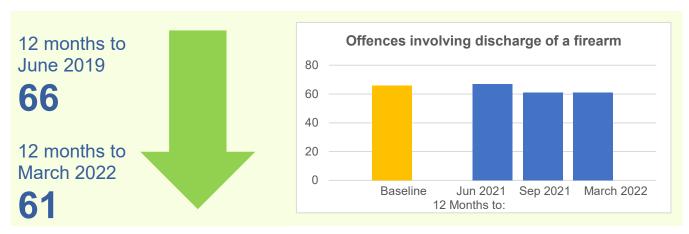
# 1.2 Hospital admissions of under 25s for assault with a sharp object (National Measure)



Hospital admissions data is published annually and therefore no update is available for this measure since the last Panel meeting. In the 12 months to March 2021, 15 hospital admissions of under 25's for assaults with a sharp object were recorded in Devon and Cornwall. This is the same number of admissions recorded two years prior.

### 1. Violence

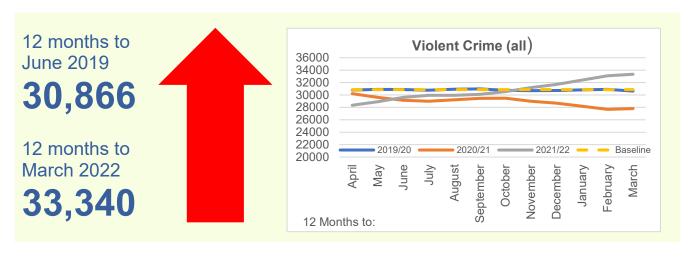




In the 12 months to March 2022, 61 offences involving the discharge of a firearm were recorded across Devon and Cornwall. This is 5 fewer offences and represents a 7.6% decrease when compared to the baseline year (12 months to June 2019). Overall a stable trend appears to be evident.

These offences make-up a very small proportion of total police recorded crime in Devon and Cornwall (0.06%).

#### 1.4 Violent Crime (All)



In the 12 months to March 2022, 33,340 violent offences were recorded in Devon and Cornwall. This is an increase of 8% (+2,474) compared to the baseline year (12 months to June 2019) and represents an increasing trend since April 2021. This coincides with the lifting of Covid-19 restrictions following the third national lockdown in early 2021. Local police recorded crime data indicates that reported violent crime is now exceeding the levels seen before the pandemic, which is consistent with national trends. This is likely linked to the lifting of Covid-19 restrictions and the re-opening of the night-time economy has likely contributed to the increase in violent offences.

### 1. Violence

#### 1.5 Violent Crime (Domestic Violence)



Domestic abuse is often a hidden crime that is not reported to the police so data held by the police can only provide a partial picture of the actual level of domestic abuse experienced. It is therefore difficult to make objective inferences about performance based on increases or decreases in domestic abuse crimes. For instance, an increase in domestic violence crime could be interpreted as a positive reflection of victims' confidence in reporting. Conversely, an increase in reports could reflect a 'real' increase in victimisation and therefore a negative outcome. The levels of reporting, victim support and victim satisfaction are closely monitored by the Commissioner to inform performance assessments in this area.

In the 12 months to March 2022, 11,898 violent offences were flagged as related to domestic violence. This is a 9.6% increase (+1,039) when compared to the baseline year (12 months to June 2019). This trend is consistent with increases seen nationally.

#### 1.6 Victim Satisfaction (Domestic Abuse)



No update is available for this measure since the last Panel meeting. As stated in the previous report, in the 12 months to June 2021, 85.2% of domestic abuse victims stated they were satisfied with the overall service they received from Devon and Cornwall Police. This shows stable performance when compared to the baseline year (12 months to June 2019). Devon and Cornwall Police have recently commissioned additional resource to understand the victims' experience and have appointed an external provider to conduct the surveying of victims on their behalf. Previously, this activity was conducted by a small team of police staff. The new approach is expected to yield more responses. Survey activity is already underway and robust sample sizes are expected later in the summer and an update will be available then.

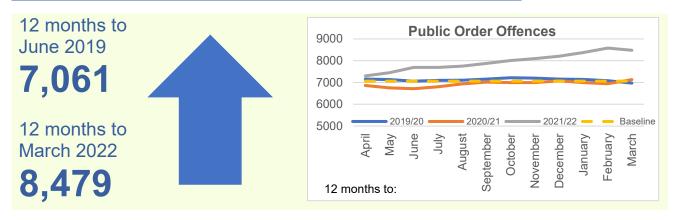
### 2. Antisocial Behaviour

#### 2.1 Number of ASB Incidents recorded by the Police



In the 12 months to March 2022, 32,876 ASB incidents were recorded by Devon and Cornwall Police. This is a 15.8% decrease (-6,150) on the baseline year the (12 months to June 2019). Levels of ASB were higher during much of 2020/21 due to the additional reporting of Covid19 restriction breaches. The number of ASB incidents recorded by the police in 2021/22 is similar to that of the pre-coronavirus year 2019/20. Trends in ASB data need to be interpreted with caution, a decrease in reported ASB incidents doesn't necessarily reflect a real decrease in levels of ASB as it is possible that some incidents are not reported.

#### 2.2 Recorded number of Public Order Offences



In the 12 months to March 2022, 8,479 public order offences were recorded across Devon and Cornwall. This is a 20.1% increase (+1,418) on the baseline (12 months to June 2019) and the level of public order offences across Devon and Cornwall are higher than the pre-coronavirus year 2019/20. The increasing trend is consistent with the national and regional picture. Typically public order offences are a product of pro-active policing activity, much of which is associated with the policing the night-time economy.

Based on the latest ONS release of police recorded crime covering the period 12 months to December 2021, Devon and Cornwall's public order rate is 4.6 crimes per 1,000 population. This is lower than both the national rate of 9.7 and the SW Region rate of 7.1. Devon and Cornwall have the lowest rate of public order offences in the SW Region and when compared with its most similar force group areas. Nonetheless, the Commissioner will continue to monitor public order trends closely.

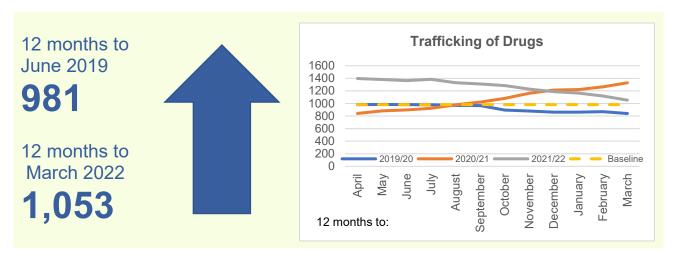
### 3. Drugs

#### 3.1 Possession of Drugs Offences



In the 12 months to March 2022, 3,170 possession offences were recorded across Devon and Cornwall. This is a slight decrease of 4.4% (-145) compared with the number of offences recorded in the baseline year (12 months to June 2019). The levels of drug possession offences were higher during most of the first half of 2021/22 than the same periods in 2019/20 and 2020/21 and have been steadily declining for the second half of 2021/22 when compared with the same periods in 2019/20 and 2020/21.

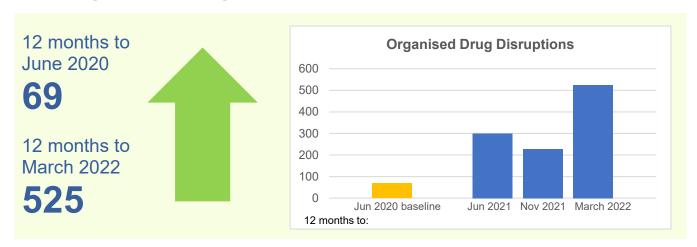
#### 3.2 Drug Trafficking Offences



Drug trafficking includes selling, transporting, or importing illegal drugs. In the 12 months to March 2022, 1,053 drug trafficking offences were recorded across Devon and Cornwall. This is a 7.3% increase (+72) on the number of offences recorded in the baseline year (12 months to June 2019). Whilst the number of offences continues to exceed the baseline year, the increasing trend which was previously seen has steadily decreased in the second half of 2021-22. The increase in drug offences seen during the Covid-19 lockdown periods is unlikely to be driven by higher drug activity, but reflective of pro-active policing and the result of increased ease to identifying drug related activity when 'stay at home' advice was in place.

### 3. Drugs

#### 3.3 Organised Drug Disruptions



In the 12 months to March 2022, 525 disruptions were carried out by Devon and Cornwall Police of which had links to County Lines and Dangerous Drug Networks. This is a 660.9% increase (+456) on the number of disruptions carried out in the baseline year (12 months to June 2020). Whilst there has been an increase in the number of disruptions since the baseline year, some of the increase is also attributed to changes in recording – the data now includes multiple disruptions for each organised crime group, where previously multiple disruptions for the same organised crime group were only counted once in the period.

The Commissioner has praised police for a hugely successful collaborative operation which has disrupted county lines drug supply within the South West. This is part of the wider efforts in the region under the banner Op Scorpion with the other South West Police and Crime Commissioners to make the entire region a hostile area for drug dealers. During the two-day operation in Plymouth in March, local officers worked with the Project Medusa team -a Merseyside-led initiative set up to tackle County Lines drug dealing and child criminal exploitation, much of which stems from Liverpool and the surrounding area. In total 46 people were arrested during Operation Medusa. Seized drugs amounted to more than a kilo of crack, powdered cocaine worth £4,300, heroin worth £8,000 and £5,000 worth of cannabis. These are now safely off our streets and will be destroyed. An imitation firearm, two crossbows (one of which was pointed at officers as they entered a property) three knives and a baseball bat were also seized, along with Rolex watches worth an estimated £60,000, 11 cars and nearly £10,000 in cash. Large parts of our community are considerably safer because this operation, which saw Devon and Cornwall officers work with a new Home Office funded team from Merseyside Police who are dedicated to tackling 'county lines' a method of drug distribution which is an abuse to our communities, often targeting young or vulnerable people.

### 4. Road Safety

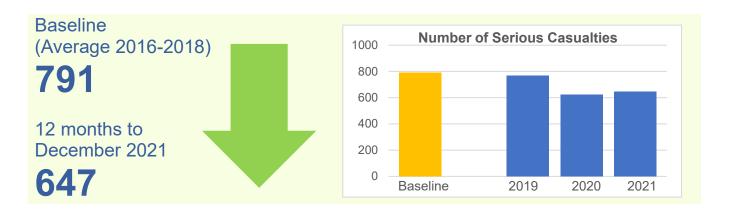
#### 4.1 Number of Fatal Casualties



The baseline period and the data being reported on has changed. Following review the Panel will now receive data from the Vision Zero South West (VZSW) partnership which has been fully validated. This data excludes fatalities which are later identified as medical episodes, suicides, death after 30 days and fatalities on private roads.

47 fatalities were recorded on Devon and Cornwall's roads in the 12 months to December 2021; 11 fewer fatalities than the baseline year. The reduction in road traffic during much of the Covid-19 pandemic contributed to a decrease in fatal casualties. As we emerged from the pandemic and road usage increased, the number of people killed on Devon and Cornwall's roads increased by 6.8% compared with 2020, which means that 3 more people lost their lives on our roads in 2021. Compared with 2019 the number of fatalities remain lower.

#### 4.2 Number of Serious Casualties

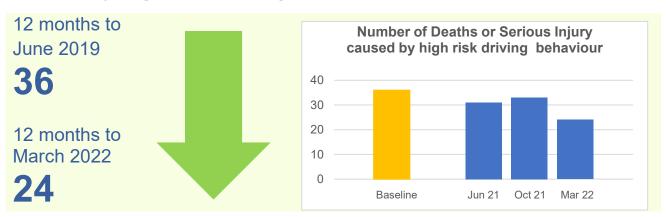


The reporting of the seriously injured casualties has also been updated to align with Vison Zero South West validated data. 647 people were seriously injured on Devon and Cornwall's roads in the 12 months to December 2021. This represents a 18.2% decrease (-144) when compared to the baseline period of 2016-18.

As with fatalities, the Covid-19 pandemic resulted in a reduction in casualties. As we emerged from the pandemic last year and road usage increased, the number of people seriously injured on Devon and Cornwall's roads has increased by 3.9% compared with 2020, which means that 24 more people were seriously injured on our roads in 2021. Compared with 2019 and earlier years (2016-18), the number of seriously injured casualties remain lower.

### 4. Road Safety

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



24 offences of death or serious injury caused by high-risk driving behaviour were recorded in the 12 months to March 2022. This is a 33.3% decrease (-12) on the number of offences recorded when compared to the baseline year, the 12 months to June 2019. The current data remains below the baseline year and a decreasing trend is evident.

#### 4.4 Number of active Community Speedwatch Schemes

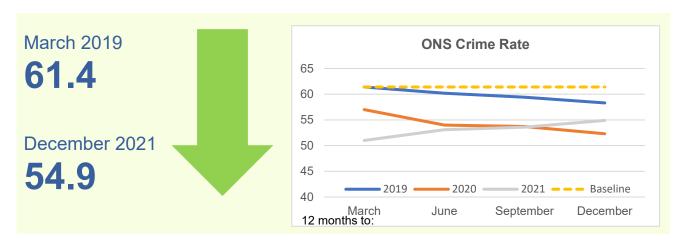


During April 2022, there were 41 active Community Speedwatch (CSW) Schemes out of 156 CSW Schemes in total. This is 8 more active schemes than reported in November 2021 (33 active schemes). Devon and Cornwall Police's CSW policy states that Speed Watch can only take place in 'good visibility during daylight hours and must not take place in adverse weather conditions'. The improving weather and increase in daylight hours are likely to explain the increase in active schemes. The Commissioner is expecting the number of active CSW schemes to increase throughout the summer and is also encouraged that the number of schemes signed up to CSW continues to increase – 7 more since November 2021 (149 Schemes) and 17 more schemes since last September (139 schemes).

### 5. Safe



#### 5.1 ONS Crime Rate Devon and Cornwall



Patterns of crime over the last two years have been substantially affected by the coronavirus (COVID-19) pandemic and government restrictions on social contact. Since restrictions were lifted following the third national lockdown in early 2021, police recorded crime data shows indications that certain offence types are returning to or exceeding the levels seen before the pandemic. Violence, public order and sexual offences recorded by the police have exceeded pre-pandemic levels, while theft offences remain at lower levels.

Total recorded crime remains lower than 2 years ago but as expected is steadily on the increase and consistent with national, regional and most similar force group trends. The latest ONS data for the 12 months to December 2021 shows that Devon and Cornwall's crime rate has increased to 54.9 crimes per 1,000 population which equates to 98,078 recorded crimes in the year. Despite the increase, Devon and Cornwall continues to have the 3<sup>rd</sup> lowest crime rate nationally, which is significantly lower than the England and Wales average of 85.5 crimes per 1,000 population.

Devon and Cornwall's crime rate for this period (54.9) remains 1.1 times lower than the baseline year (12 months to March 2019) and a long-term declining trend is still evident.

#### 5.2 Victim-based reported crime

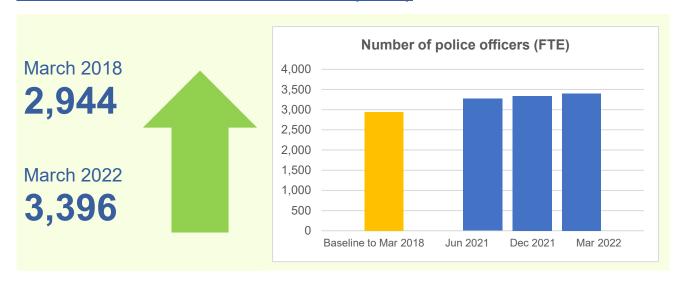


### 5. Safe

Victim based crime includes violence, sexual offences, stalking, harassment, theft, criminal damage and arson. In the 12 months to March 2022, 85,157 victim-based crimes were recorded in Devon and Cornwall. This is a 6.5% decrease (-5,885) when compared to the baseline year (12 months to June 2019).

The decrease in victim-based crimes is likely attributable, in part, to the COVID-19 pandemic and the varying lockdown restrictions throughout this period. This created significant reductions in social interaction and decreased opportunities for crime. However, as expected with the continued easing of COVID-19 restrictions there has been a steady increase in victim-based crimes since April 2021. The latest data shows that there has been a 14% increase in victim-based crime compared with last year and levels have nearly returned to where they were two years ago.

#### 5.3 Number of Police Officers (FTE)



The number of full-time equivalent (FTE) police officers employed by Devon and Cornwall Police as of March 2022 was 3,396, 28 under budget. An extra-ordinary and unexpected surge of retirements was seen in March. The officer headcount was projected to be 3,489 at the end of the year, which is 90 above the uplift target of 3,399 and therefore secures the receipt of the 2021/22 uplift grant as part of the national programme.

Compared with the baseline year (12 months to March 2018), there has been a 15.4% increase which equates to an additional 452 FTE officers.

### 5. Safe

#### 5.4 Number of Recorded Hate crimes



2,494 hate crimes were recorded in the 12 months to March 2022. This is a 41.4% increase (+730) when compared to the baseline year, the 12 months to June 2019. Despite the observed increase, it is difficult to make objective inferences about performance based on increases or decreases in hate crime. For instance, an increase in offences could be interpreted as positive, because victims may be more confident to report to the police, or the police may have made recording improvements when identifying hate offences. Conversely, the trend could also be interpreted as negative because it could be reflective of a 'real' increase in victimisation. The Commissioner will continue to monitor trends in hate crime closely to understand the offence types that are contributing to the increase and the force's response to victims.

#### 5.5 Number of Neighbourhood Crimes (National Measure)



Neighbourhood crime consists of the following offence types: Burglary dwelling, robbery, theft of and from a vehicle and theft from the person. In the 12 months to December 2021, 5,793 neighbourhood crimes were recorded across Devon and Cornwall. This is a 38.6% decrease (-3,643) when compared to the baseline year (12 months to June 2019). The number of neighbourhood crimes previously reported to the Panel included burglary non-dwelling offences. To align with the national measure, the number of recording burglary non-dwelling offences are no longer included as part of this measure and account for the variation to the baseline of the 12 months to June 2019.

Much of the decrease may be attributable to the Covid-19 pandemic, including restrictions on social interactions, limitations on movements and the increased time that people have spent in their homes. In recent months, small increases in neighbourhood crimes have been evident but levels remain below pre-pandemic levels. Devon and Cornwall continue to have the lowest rate of residential burglary in England and Wales of 0.9 crimes per 1,000 population compared with the national average of 3.1.

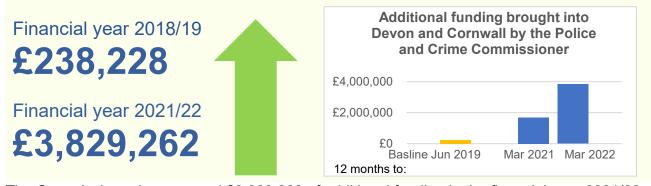
### 6. Resilient

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



In the 12 months to March 2022, 9,114 people under the age of 18 were identified as a victim of crime in Devon and Cornwall. This is 4.9% more victims (+422) when compared to the baseline year (12 months to June 2019) and higher than the number reported to the Panel in January. The increase is not surprising given the trend in victim-based crime over the same period. The Commissioner will monitor the number of young people who are victims of crime and understand if there are particular offences groups where an increase in young victims is evident.

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



The Commissioner has secured £3,829,262 of additional funding in the financial year 2021/22 to help tackle crime and support victims. This figure includes the additional funding the OPCC has secured, as well as funding the OPCC has supported partners in securing.

The Commissioner has secured £1,591,513 of additional funding which has primarily supported victims of domestic abuse and sexual violence. This figure also includes funding to support Keyham victims.

The OPCC has supported partner bids across Devon and Cornwall helping to secure an additional £2,237,749 of funding. This includes Safer Streets funding to tackle neighbourhood crime and violence against women and girls, Pathfinder for adult victims and survivors of sexual assault and abuse with complex trauma related mental health needs, Changing Futures (a 3-year programme to support people facing multiple disadvantage), Visible Policing and Community Safety in Keyham and a project focused on the safety of women at night (SWAN) in Exeter.

### 6. Resilient



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



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

In the 12 months to December 2021, 74.1% of priority victims of crime were satisfied with the overall service they received from Devon and Cornwall Police. This is +2.1% higher than the baseline year (72.0%). This is the same figure that was reported to the Panel in November 2021 and an improving trend is evident.



October 2021

March 2022

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Monitoring the number of customer contact points open to the public – for instance, via front desks – will be one way of helping the Commissioner to evaluate connectivity. As of March 2022, there were 10 customer contact points open to the public across Devon and Cornwall and there has been no change since the last report to Panel in January.

Four front desks are planned to be reopened by November 2022. These are Falmouth, Penzance, Tiverton and Newton Abbot. The opening hours are planned to be Monday to Saturday, 10am -3pm. In addition, the existing Enquiry Offices operated by the force will benefit from extended opening hours of 8am-6pm on the same days.

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



In the 12 months to March 2022 Devon and Cornwall Police's Contact Centre received just over 954,800 contacts. This consisted of the following activity:

999 calls: 302,928 101 calls: 447.284

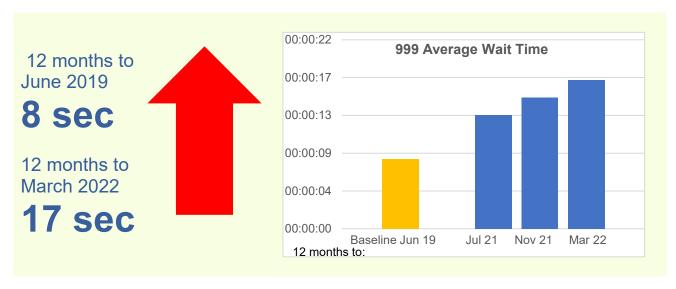
101 Emails and texts: 133,959

101 Webchat: 70,636

This indicates that fewer contacts have been received compared to the baseline year of the 12 months to June 2019. A reduction in the number of all 101 calls received has contributed to the decrease. All other contact types, including 999 emergency calls and 101 alternative contact methods (including Email, Text and Webchat) have increased.

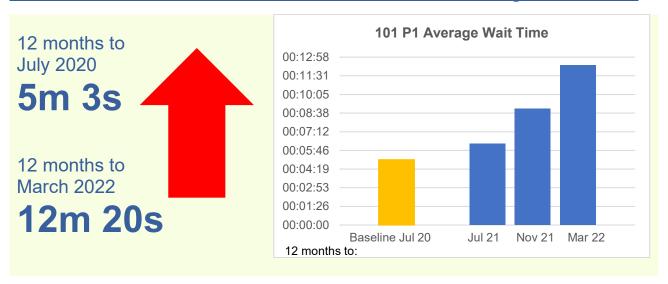
The number of emails and texts received has increased by approximately 41% (or 39,185 more emails and texts received) and the number of Webchats received has increased by 750% (or 62,326 more Webchats received). The increase in email and text volumes is not unexpected given the communications from Devon and Cornwall Police and the OPCC to encourage use of these alternative contact methods.

#### 7.3 101 and 999 call wait times: 999 average wait time



The average answer time for 999 emergency calls has increased by 9 seconds in the 12 months to March 2022 when compared to the baseline year (the 12 months to June 2019). This has taken the average wait time for 999 calls to 17 seconds. When compared to the figure last reported to Panel (for the 12 months to November 2021) the average wait time has increased by 2 seconds. More calls have been received and answered in the latest period – there has been a 30.5% increase in 999 calls received (+70,762) and a 25.7% increase in the number of 999 calls answered compared with the baseline year, the 12 months to June 2019.

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



P1 (or Priority 1) non-emergency calls are those calls that are identified by the Interactive Voice Response (IVR) system as high priority. These include calls relating to domestic abuse, sexual offences, hate crime, missing persons, and road safety. In the year to March 2022, the average wait time on the P1 line was 12 minutes 20 seconds. This is an increase of 7 minutes 17 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure last reported to the Panel, for the 12 months to November 2021, the average wait time has increased by 3 minutes 21 seconds. More calls have been received in the latest period, fewer answered and a higher abandonment rate is evident.

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



P2 (or Priority 2) non-emergency calls relate to all 101 calls that are not identified as urgent by the IVR system. This could include calls regarding anti-social behaviour or callers requesting updates about ongoing investigations. The average wait time on the P2 line in the 12 months to March 2022 was 28 minutes 19 seconds. This is an increase of 6 minutes 17 seconds when compared to the baseline year, the 12 months to July 2020. Compared to the figure reported to the Panel in the last meeting – for the 12 months to November 2021 – the average wait time has increased by 7 minutes 53 seconds and an upward trend is evident in recent periods. Fewer calls have been received and answered in the latest period and a higher abandonment rate is evident.

#### 7.6 Levels of Public Confidence in the Police

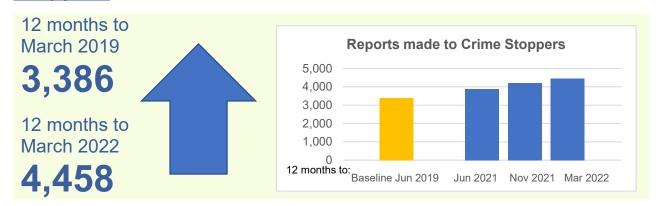


Historically, data measuring public confidence has been taken from the Crime Survey for England and Wales (CSEW). It was reported in the last Panel paper that in the year to March 2020, 77.5% of Devon and Cornwall's residents agreed with the statement that, 'taking everything into account, [they] have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

Since the last Panel meeting Devon and Cornwall Police conducted public surveying in February / March to explore public confidence. A total of 500 surveys were conducted via telephone, representative of the demographic profile within the force area.

Whilst the results are based on a small sample size, the first wave of public surveying indicates that almost nine in ten (87%) agree with the statement "taking everything into account I have confidence in the police in this area" compared with 77.5% in March 2020. However, due to differing methodologies these results cannot be directly compared with the last CSEW data in 2020.





Crime Stoppers is a national charity which allows people to call anonymously to report information about crime. Any information which Crime Stoppers deem useful to the police is passed onto the respective local police force. In the 12 months to March 2022, 4,458 reports were disseminated to Devon and Cornwall Police via Crime Stoppers. This is a 31.7% increase (+1072) on the number of reports received in the baseline year - the 12 months to March 2019. An upward trend in the number of reports continues to be evident and the Commissioner welcomes this increase in the number of reports.