

Devon and Cornwall Police

Force Performance Board

Meeting held on Thursday 19 December 2024

Executive Conference Room and via Teams and commenced at 1.00pm

Attendance

Dave Thorne (Temporary Deputy Chief Constable) (Chair)

Matt Longman (T/Assistant Chief Constable Operations)

Nikki Leaper (Assistant Chief Constable Contact and Strategic Planning) (virtual)

Ben Deer (BCU Commander Cornwall and the Isles of Scilly)

Roy Linden (BCU Commander South Devon)

Jenny Bristow (Commander Protecting Vulnerable People) (virtual)

Sharon Donald (D/Chief Superintendent Project Synergy) (virtual)

Karen Mellodew (Head of Performance and Analysis)

Mark Evans (HMICFRS) (virtual)

Tanya Croft (Head of Corporate Communications and Engagement)

Raj Patel (Head of Equality, Diversity and Inclusion) (virtual)

Zoe Smith (Staff Officer) (DCC)

Neil Barclay (Unison) (virtual)

James Vaughan
For

Jim Pearce (Assistant Chief Constable Crime, Justice and Vulnerability) (virtually)

Alexis Poole (Assistant Chief Officer People) (virtual)

Sheon Sturland (Commander Crime and Criminal Justice)

Dan Evans (BCU Commander NEW Devon)

Ryan Doyle (T/Chief Superintendent Criminal Justice and Reducing Reoffending)

Scott Bradley (BCU Commander Plymouth)

Lucy Baillie (Police Staff Commander CRC) (virtual)

Jim Gale (Commander Operations) (virtual)

Jim Richardson (Head of People) (virtual)

Brendan Downes (Head of Administration and Business Support)

Nick Jones (Police Federation Constable) (virtual)

Tracey Bolt (Specialist Support Coordinator)

Guests

Emma Butler-Jones (Superintendent Head of Prevention and Local Policing)

Vicky Church (Accountability and Standards Officer) (rep for Jon Back)

Apologies

Glen Mayhew (Assistant Chief Constable Local Policing)

David Wilkin (Director of Finance and Resources)

Jo Arundale (Superintendent Alliance Professional Standards)

Mike Stamp (Director of Legal, Reputation and Risk)

Martin Schorah (HMICFRS)

Ian Thompson (Superintendent Local Policing)

Unity Stuart (Executive Office Manager,
OPCC)
Belinda Dunmall (Contact Officer)

Jonathan Back (Accountability and Standards
Manager, OPCC)
Rich Bullock (T/Head of Performance and Analysis)

04/24/13 Opening and Declaration of Interests [FOIA Open]

Dave Thorne opened the meeting, welcoming members and noting apologies. No declarations of interest, health and safety or equality concerns were raised.

04/24/14 Minutes of the Meeting 25 November 2024 [FOIA Open]

The minutes of the previous meeting held on Monday 25 November 2024 were agreed as a true and accurate record.

04/24/15 Action Log [FOIA Open unless exemptions specified below]

- a. **Action 48 101 Abandonment – repeat caller (previous minute reference 01/24/02a and 02/24/05a) [FOIA Closed s.31]**
- b. **Action 56 Missing Person figures (previous minute reference 02/24/05b)**
An update will be provided at the 27 February 2025 Force Performance Board.
Action to remain open.
- c. **Action 59 Stalking Figures (previous minute reference 01/24/02c and 02/24/05c) [FOIA Closed s.31 Law Enforcement]**
- d. **Action 63 DA Arrests (previous minute reference 01/24/02g and 02/24/05e)**
Work had been scheduled for the first quarter of 2025 in Performance and Analysis to build a standard reporting functionality in the MyWork and Supervisor apps.
Action to remain open.
- e. **Action 66 Performance Dashboard – Professional Investigation Programme Level Two (PIP2) Resilience (previous minute reference 01/24/03a and 02/24/05h) [FOIA Closed s.22 Information Intended for Future Publication]**
- f. **Action 70 Responding to Incidents and Emergencies – Driver Training (previous minute reference 01/24/03c and 02/24/05k) [FOIA Closed s.22 Information Intended for Future Publication]**
- g. **Action 73 Force Performance – Workforce and Wellbeing (previous minute reference 02/24/06b) [FOIA Closed s.40 Personal Information]**

- h. **Action 74 Force Performance – Workforce and Wellbeing** (previous minute reference 02/24/06b) [FOIA Closed s.40 Personal Information]
- i. **Action 77 Force Performance – Workforce and Wellbeing** (previous minute reference 02/24/06b) [FOIA Closed s.40 Personal Information]
- j. **Action 78 Force Performance – Investigating and Solving Crime** (previous minute reference 02/24/06c) [FOIA Closed s.31 Law Enforcement]
- k. **Action 82 Force Performance Dashboard** (previous minute reference 03/24/10)
Victim Needs Assessment completion rates dropped off over the last 12 months, although there appeared to be a recent increase in completion. Continued monitoring will take place through the Force Performance Board.
Action closed.
- l. **Action 83 Force Performance Dashboard** (previous minute reference 03/24/10)
An update will be brought back to the 24 January 2025 Force Performance Board.
Action to remain open.
- m. **Action 84 Force Performance Dashboard** (previous minute reference 03/24/10)
An update will be brought back to the 24 January 2025 Force Performance Board as part of the People input.
Action to remain open.
- n. **Action 85 Investigating and Solving Crime – Rape and Serious Sexual Offences and Domestic Abuse Outcomes** (previous minute reference 03/24/12b) [FOIA Closed s.31 Law Enforcement]

04/24/16 Force Performance Dashboard [FOIA Open unless exemptions specified below]

Members received the Force Performance Board December 2024 presentation, which provided details of the performance rates to date, the following key points were noted:

- Progress continued in Contact, with a significant improvement on 999 calls over the last six months, with 90% of calls being responded to within ten seconds.
- The 101 abandonment rate was at 7.7% and continued to reduce, with the aim to achieve 5% or less.
- DA arrest rates had increased over the last 12 months consistently achieving a 50% target.
- The Rape and Serious Sexual Offences (RaSSO) arrest rates reduced and work had commenced to understand the reasons why this had occurred, with the aim of achieving 15% offender outcome rates over the next three months.

Ryan Doyle left the meeting.

- Following a deep dive into RaSSO arrest rates, it was identified that a third of reports were from third party's who did not want to engage with the police.

Ryan Doyle re-joined the meeting in person.

- A RaSSO Improvement Group had been created with the first meeting scheduled for 14 January 2025, where a clear direction for how to use the data will be identified.
- There was an aspiration to achieve a 15% offender outcome rate on PIP2 offences, and there had been an increase of 5% for the last 12 months. There continued to be an improvement in PIP1 offender outcome rates which stood at 11%.
- There had been an improvement in file quality standards across the organisation, as a result of the continued Inspector audits and the implementation of the Apps which provided a way to monitor the usage.
- The updated Trust and Confidence data is being processed, which will provide accurate data in readiness for the 24 January 2025 Board. Public Confidence levels were stable at 77%.
- The Force had received a return of approximately 600 victim surveys, which require review prior to the production of data.
- Crime Data Integrity (CDI) compliance had improved over the last six months and had achieved 95%, although the timeliness of CDI compliance remained a challenge.
- There had been an improvement in non DA related crime, although there had been an increase in DA related crimes.
- Repeat suspect/offenders had steadily increased, which included an increase in repeat victims, and a review had commenced to understand the reasons why.
- There had been a 15% reduction of KSI Casualties, and 59 fatal accidents this year, with approximately 7% of those involved living a mile away from home. This linked in to the Police and Crime Plan in regard to road safety.
- There had been a reduction in PIP2 offender outcome rates and this is being monitored through crime performance. If the drop continues, a deep dive will commence in January 2025.
- There had been a significant drop in stop and search, and it was accepted this would be brought to the 13 February 2025 Strategic Legitimacy Board.

James Vaughan left the meeting.

- It was noted that the increase in repeat suspect/offenders could potentially be linked to the increase in crime, particularly with the workload in the Integrated Offender Management Unit, albeit no risks had been identified.

James Vaughan re-joined the meeting in person.

- Concerns were raised in regard to the Crown Prosecution Service queue for charging in relation to RaSSO cases, which stood at 100 days. It was noted that concerns would be raised with the Chief Crown Prosecutor.

James Vaughan left the meeting.

- Focus to improve file quality was linked to the improvement of witness statements and exhibits, with an aspiration to achieve a 65% completion rate by the end of March 2025. It was noted that the Statement Taking Team would be able to assist with pushing this work forward.

During discussions the following actions were raised:

1. Karen Mellodew would undertake a review into the KSI Casualties data and fatal accidents, and updates would be brought back to the 24 January 2025 and 27 February 2025 Force Performance Boards with inputs to the Operations Performance Board.
For action by: Karen Mellodew
2. Karen Mellodew would review the accuracy of the performance data provided to ensure the January 2025 data was as up to date and as accurate as possible.
For action by: Karen Mellodew
3. Specialist Support Hub would ensure Stop and Search data would be added to the 13 February 2025 Strategic Legitimacy Board agenda.
For action by: Specialist Support Hub
Action discharged.
4. Ryan Doyle would undertake a review to understand the increase of repeat suspect/offenders and provide an update at the 24 January 2025 Force Performance Board.
For action by: Ryan Doyle

The Board broke for refreshments at 2.37pm and reconvened at 2.46pm.

04/24/17 Prevention – Trends in Crime and Anti-Social Behaviour (ASB) [FOIA Closed s.22 Information Intended for Future Publication]

Jim Gale, Jim Richardson Ryan Doyle and Jim Pearce left the meeting.

- Data showed that there had been a total of 130,000 hours of patrol with just over 1000 ASB incidents attended, with the ability to continue hotspot policing.



Ryan Doyle re-joined the meeting in person.

Nick Jones and Emma Butler-Jones left the meeting and Jim Pearce re-joined the meeting in person.

During discussions the following actions were raised:

04/24/18 Responding [FOIA Closed s.31 Law Enforcement]

Matt Longman left the meeting.

Jim Gale re-joined the meeting virtually.

a. Incident Voice Recordings (IVR)

Tanya Croft left the meeting.

04/24/19 Investigating [FOIA Open unless exemptions specified below]

a. Workloads and Supervision

The Board were provided with an update on staff workloads, with the following key points noted:

- Both PIP1 and PIP2 staff held approximately 15 crimes each per workload.
- Patrol held approximately 10 crimes each per workload.
- Focus had been put into Investigation Plans, and these are being revisited on a regular basis.
- PIP1 and PIP2 staff were being reviewed to ensure accreditation.

Paul O'Dwyer and Alexis Poole left the meeting.

Date, Time, and Location of Next Meeting

There being no other business the meeting closed at 4.07pm. The next Force Performance Board meeting will be held on Friday 24 January 2025 commencing at 1.00pm at Bodmin Conference Room, Bodmin.