

## PEEL Inspection for Devon & Cornwall 2015

### Background

The HMIC reports of the results of the Police Efficiency, Effectiveness and Legitimacy Inspections for Devon & Cornwall were published in 2015. These described HMICs judgements about the quality of service provided by Devon & Cornwall Police as part of the PEEL all-force inspection programme introduced in 2014 and further developed during 2015.

### Efficiency Inspection for Devon & Cornwall 2015

The force has been graded good across most elements of the PEEL Efficiency programme.

Overall judgement – good

How well does the force use its resources to meet its demand? – good

How sustainable and affordable is the operating model? – requires improvement

How sustainable is the force's financial position for the short and long term? - good

### Legitimacy Inspection for Devon & Cornwall 2015

The force has been graded good across all elements of the PEEL Legitimacy programme.

Overall judgement – good

To what extent does practice and behaviour reinforce the wellbeing of staff and an ethical culture? – good

How well does the force understand, engage with and treat fairly the people it serves to maintain and improve its legitimacy? – good

To what extent are decisions taken on the use of stop and search and Taser fair and appropriate? - good

### Effectiveness Inspection for Devon & Cornwall 2015

The force has been graded good across most elements of the PEEL Effectiveness programme.

Overall judgement – good

How effective is the force at preventing crime and anti-social behaviour, and keeping people safe? – good

How effective is the force at investigating crime and managing offenders? – good

How effective is the force at protecting from harm those who are vulnerable, and supporting victims? – requires improvement

How effective is the force at tackling serious and organised crime, including its arrangements for fulfilling its national policing responsibilities? - good

### **Police & Crime Commissioners Response**

I welcome the reports describing the results of Her Majesty of Inspectorates all-force inspection of the efficiency, legitimacy and effectiveness of policing in Devon & Cornwall.

I am pleased to note that overall the force has achieved a 'good' judgement in most areas and this is consistent with my view of performance in Devon & Cornwall.

#### **Efficiency findings -**

The findings rate the force as delivering a 'Good' level of efficiency overall for the public. I note the areas of the operating model where it is identified that the force 'Requires Improvement'. However would add that the issues identified are brought about largely as a product of the financial uncertainty that was faced throughout 2015 due to the adverse impact of the changes to the police funding formula and anticipated reductions to the central government grant. A judgement that included a reflection of the wider police funding context that is driving much of the decision making, workforce design and planning would have been more helpful. As a key stakeholder in delivering policing to the public I would have hoped that HMIC would be more proactive in reporting the difficulties that these expected financial challenges presented to a force such as Devon & Cornwall.

#### **Legitimacy findings -**

The report reflected a number of areas of strength for Devon & Cornwall. Of particular note is the strong leadership and emphasis around ethical behaviour among officers and staff. This is consistent with previous reports and in particular with the inspection of crime recording in Devon & Cornwall. In addition the way that the force maintains effective relationships with the public and is working to build trust and confidence in the police is noted. This particularly emphasises the importance of effective community engagement and the good work of local policing teams working together with local communities. This effort is further supported by the recent publication of the Crime Survey for England & Wales which reported that public confidence in the police in Devon & Cornwall is the highest in England & Wales.

Two areas for improvement are suggested: publishing details of stops and searches outcomes and monitoring the impact on young people and ensuring that decisions made in the deployment of Taser are properly recorded. I shall be asking the Chief Constable to tell us how he intends to address these two points.

#### **Effectiveness findings -**

I am pleased to note that overall Devon & Cornwall Police have been graded as 'good' and would agree that this is consistent with my view of the performance of the force over the last year.

Devon & Cornwall is one of the safest places to live, work and visit and these results reflect that. In particular the last year has seen crime figures in Devon & Cornwall falling as compared to the increases in crime reported in many other police areas.

The report also highlights that Devon & Cornwall Police provide a 'good' crime and offender investigation and management service to the public and this extends to the way that the force deals with serious and organised crime.

I am pleased to see that the hard work of the officers and staff in Devon & Cornwall in delivering this improvement has been recognised.

The report suggests that the way that the force responds to vulnerable people and supports victims 'requires improvement'. However in the 10 months since the inspection took place the force has embedded some real improvements to the way that they approach both victims and the vulnerable. The new Victims Hub provides a revolutionary approach to the service offered to victims of crime in Devon & Cornwall. We believe that this approach means that today victims of crime in Devon & Cornwall have access to one of the best services available in the country.

Devon & Cornwall Police have introduced new ways to identify and assess vulnerability. With a clearly expressed leadership focus on ensuring that appropriate support is prioritised to helping the vulnerable in our communities it is my view that the issues highlighted here are being addressed.

I support the Chief Constable's focus on protecting the vulnerable and this is reflected in the Police and Crime Plan. It has formed an underlying theme in a number of performance deep dive meetings over the last year where I have both tracked progress and held the Chief Constable to account for delivering improved performance.

The improvements that are required focus specifically on two areas of business. The first relates to investigation and particularly to maintaining appropriate records and ensuring specialist teams are adequately resourced. The second relates to inconsistencies in service provision which has largely been addressed by the introduction of the single safeguarding process. I will continue to monitor progress and to hold the Chief Constable to account for the delivery of further improvements in this area and further deep dive meetings are planned to provide early insight to the next Commissioner.