



101 Non-urgent

999 in an emergency

[www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)

101@dc.police.uk

[DevonAndCornwallPolice](#)

@DC\_Police

@dc\_police.999

DCPolice

Councillor Alan Connell  
Leader  
Teignbridge Council

**Sent by Email**

[Alan.connell@teignbridge.gov.uk](mailto:Alan.connell@teignbridge.gov.uk)

2 February 2023

Dear Councillor Connell

In October 2022, Temporary Chief Constable Jim Colwell wrote to you in connection with Devon & Cornwall Police being moved by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) into the 'engage' process.

As you will be aware the Inspection, which took place in early 2022, identified three distinct areas where the Force was graded as 'inadequate' and must make improvements. These areas are: how crime is recorded, its ability to answer emergency and non-emergency calls and the management of registered sexual and violent offenders.

HMICFRS has today, Thursday 2 February, published its full report and as Chief Constable I am under no illusion that the areas highlighted by the Inspectorate will be concerning to you and the people of Devon, Cornwall and the Isles of Scilly. It is my responsibility to oversee these improvements so we can provide the policing services the public deserve.

The Force has already made significant changes over the last three months, which has involved boosting resources, reviewing policies and procedures, as well as reaching out to other Forces to identify best practice.

**How crime is recorded**

A new governance structure has been created to scrutinise our compliance with national standards and we have invested in resources for our auditing capability. We have introduced a new crime and intelligence system, which will ultimately improve crime data integrity (CDI).

We are looking at best practice from another Force to identify any training gaps within our current programmes for frontline supervisors.

An internal audit carried out in Force for November/December 2022 identified there was an 81.7 per cent compliance for violent crimes, an increase of 5.2 per cent

above the inspection baseline, and a total crime recording compliance of 84.9 per cent – a 4.6 per cent increase.

This shows an overall uplift in CDI compliance, specifically, for behavioural crimes, such as harassment, stalking, controlling or coercive behaviour and anti-social behaviour. We are not complacent in this important area and will continue to improve this year.

#### **Answering emergency and non-emergency calls**

We have introduced a triage service at the switchboard level, which means that the caller speaks to a person who assists with identifying what the call for service is, screens out any non-police related demand and will either resolve it at the first point of contact or place the caller in the most appropriate secondary queue. This has allowed us to focus on improving our response to 999 calls, with 90 per cent being answered within 10 seconds in January 2023. This now brings us up to national standards, and there is a lot of ongoing work to sustain those improvements.

A rapid response team has been created to support the contact centre and they are currently working on assisting with public calls backs to reduce the time members of the public wait.

Working with the Police and Crime Commissioner, the Force has re-opened front desks within six police stations to improve public access to our services.

While this is all good news for our communities, public contact through 101 emails have been impacted since the inspection with 51.2 per cent being answered within 24 hours from 71 per cent. This is due to staff sickness and increased volumes of email demand. It also reflects the fact that policing, particularly outside core hours for other services, is still picking up very significant amounts of mental health related demand. These calls continue to dilute our capacity to deal with core policing responsibilities.

Additional trained resources have been deployed and it is anticipated that when the Force moves to the national Single Online Home website by the end of March 2023 emails will be replaced by an improved templated system for the public to use. We know that we still have significant improvements to make in this area.

#### **Management of sexual or violent offenders (MOSOVO)**

We have increased the number of supervisors in our MOSOVO unit to ensure workloads are managed in line with national guidance.

The neighbourhood policing teams are working with offender managers by attending MOSOVO visits, which will help to build knowledge of the risk profiles within communities at a local policing level. These changes have already led to:

- A huge reduction in the number of overdue visits.
- There are now no overdue visits that are more than 12 months and six weeks old and from January 2023 there will be a maximum six weeks' time frame for any visit to take place from the date that the visit was due.

- Offender manager workloads have reduced from 70 - 80 per officer to 47, now within nationally accepted practice.

We are now receiving Home Office data monthly to assist with performance management, and undertake future demand forecasting to ensure we continue to improve and flex our resources to the areas most needed.

It is reassuring that HMICFRS has highlighted many areas that we continue to do well, including our understanding of the needs and expectations of local communities, with a focus on vulnerability and working effectively with partners locally. Being graded as 'good' for prevention and deterrence is an important foundation of ensuring that we remain a safe area to live, visit and work in.

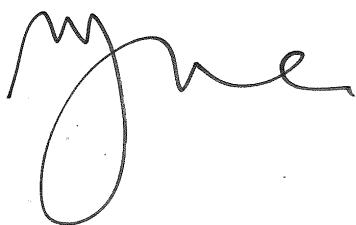
We continue to work in a challenging environment with many significant demands placed on us, but we are determined to do all we can working alongside our communities and partners to ensure that Devon, Cornwall and the Isle of Scilly remain one of the safest places to live and visit in the country, and that our communities have trust and confidence in the service we provide.

There is always a risk that a legitimate focus on the things that we need to improve could mask the fantastic policing that takes place daily, and often unseen, on behalf of victims and local communities. That work will continue as we address the specific issues in the HMICFRS Inspection.

I'd also like to recognise the warm welcome I have received from key partners across Devon and Cornwall in this first month and thank you in advance for your continued support whilst we deliver the improvements necessary to provide the service our communities rightly deserve. I am determined, and we will, fix these areas this year.

If you have any questions or would welcome a conversation, please do get in touch with me directly or with your local Basic Command Unit Commander.

Yours sincerely

A handwritten signature in black ink, appearing to read "Will Kerr".

**Will Kerr OBE KPM**  
**Chief Constable**