



Promoting improvements
in policing to make
everyone safer

HMI Wendy Williams' assessment of Devon and Cornwall Police – Transcript

I am satisfied with Devon and Cornwall Police's overall performance. There are, however, some areas that the force needs to address to provide a consistently good service. I have concerns about Devon and Cornwall Police's approach to neighbourhood policing. The force is inconsistent in how it engages with the public across the force area and, as a result, it cannot be confident in its understanding of the issues that cause them the greatest concern.

I am also deeply concerned by the force's crime-recording practices. Since our inspection in 2014, the force has made limited progress in improving its arrangements for recording crime. The force has already begun to promptly to address this.

In my assessment last year, I highlighted issues in respect of the force's operating model, and it is unfortunate that the force has not made more progress in addressing them. Devon and Cornwall police has also made only limited progress in developing its understanding of the current demand for its services.

It is not all bad news however. I am very pleased with the improvements that the force has made in how it protects the most vulnerable people. The workforce is now better able to recognise and respond to signs of vulnerability. I also commend Devon and Cornwall Police for using a variety of different methods to engage with the public and gather information about their perceptions of the police. I am reassured that the force's approach to managing serious and organised crime is effective. The force also has a good track record of achieving budgetary savings.

Devon and Cornwall Police is usually quick to attend crime scenes, and investigating officers are appropriately supported by specialist services. However, given the force's poor recording practices, these processes may not be applied appropriately to every incident. I also have some concerns about the force's approach to managing offenders.

In light of these findings and the decline in performance over the past year, I have been in regular contact with the chief constable. In the year ahead, I will be interested to see how the force responds to this assessment, and addresses the causes of concern HMIC has identified.