



Devon and Cornwall Police's approach to efficiency 'requires improvement' - HMIC

In the second year of assessing police against the annual PEEL Efficiency inspection, Her Majesty's Inspectorate of Constabulary examined how police forces use their resources now and how they plan to do so in the future in order to keep people safe and reduce crime.

Forces were inspected on how well they are able to predict demand for their services now and in the longer term, and how they manage their resources, especially their officers and staff.

HMIC inspects all police forces in England and Wales on an annual basis against the themes of effectiveness, efficiency and legitimacy.

This year, HMIC found that Devon and Cornwall Police:

- **has some understanding of demand for services from the public;**
- **has ambitious plans in place to work collaboratively with Dorset Police; and**
- **needs to develop its operating model to ensure that it has the right staff with the right skills and equipment to meet the demands of policing in the future.**

HM Inspector of Constabulary Wendy Williams said:

"Devon and Cornwall Police requires improvement in terms of the efficiency with which it keeps people safe and reduces crime. During our inspection we found some good examples of planning but there was a limited understanding of the current demand for services, including hidden crimes, and how this may change in the future with the growth of new crime trends, such as cyber-crime.

"I am concerned that, without a thorough understanding of the likely changes in demand and the impact that this would have on the ability of officers and staff to respond, the force may not be providing an efficient service to the public in the future.

"I am pleased to see that the force has ambitious plans to collaborate in an alliance with Dorset Police and progress has been made to merge some services, including information technology. The force is also working with other agencies, including the NHS, to target the right services to those in need of help.

"Unfortunately the force had not made enough progress following our findings from last year's inspection. As a consequence, it was unable to understand fully the skills and capability of its officers and staff, or to identify technological

solutions that would support greater efficiency and an improved service to the public.

HMIC will report on its findings of police forces' legitimacy, or the way that forces are fair and ethical, at the end of this year, and on the effectiveness of police forces in managing all aspects of crime in spring 2017.

Notes to editors

1. Her Majesty's Inspectorate of Constabulary (HMIC) is an independent inspectorate, inspecting policing in the public interest, and assesses and reports on the effectiveness, efficiency and legitimacy of police forces in tackling crime and terrorism, improve criminal justice and raise confidence. HMIC inspects all 43 police forces in England and Wales together with other major policing and law enforcement bodies.
2. As part of its annual inspections of police effectiveness, efficiency and legitimacy (PEEL), HMIC's Efficiency programme assessed and graded all 43 forces in England and Wales on how efficient they are at keeping people safe and reducing crime. To answer this question we looked at three areas:
 1. How well does the force use its resources to meet demand?
 2. How sustainable and affordable is the workforce model?
 3. How sustainable is the force's financial position for the short and long term?
3. Two of the 43 forces in England and Wales received an 'outstanding' grade in HMIC's efficiency inspection (Durham and West Midlands).
4. Eight forces received a 'requires improvement' grade (Bedfordshire, Cambridgeshire, City of London, Devon and Cornwall, Dyfed Powys, Humberside, Nottinghamshire and South Yorkshire Police).
5. The remaining 33 forces were judged as 'good'.
6. No forces were judged to be 'inadequate'.
7. In addition to an inspection report for each force, a national report, PEEL: Police Efficiency 2016 gives an overview of findings across England and Wales.
8. Last year (2015), five forces were 'outstanding' (Cheshire; Durham; Lancashire; Norfolk; and West Midlands). Eight forces received a 'requires improvement' grade (Bedfordshire; Cleveland; Dorset; Dyfed Powys; Lincolnshire; Northamptonshire; South Yorkshire; and Surrey). One force received an 'inadequate' grade (Humberside) and the remaining 29 forces were judged as 'good'. These reports are available [on our website](#).
9. For further information, HMIC's press office can be contacted during office hours from 8:30am – 5:00pm (GMT) Monday – Friday on 020 3513 0600.
10. HMIC's out-of-hours press office line for urgent media enquiries is 07836 217 729.