

## Commissioner's covering note

The role of Police and Crime Commissioner was created to help make the police more accountable to the people they serve, and the holding of our local police to account on behalf of the people of Devon, Cornwall and the Isles of Scilly is my core responsibility.

I do this in a number of ways and recently, I have convened a new Accountability Board at which as Chair, I select a number of areas of policing activity and related performance, and scrutinise them in detail, requiring the Chief Constable and his team to explain both current performance, and any plans they have in place to make improvements where required.

Following this, I then make a judgment on how assured I am, again both in terms of current police performance and the quality of any improvement plans. I then publish a statement describing my levels of assurance for the public to see, along with the agenda and attendance at each Board, to ensure as wide a visibility as is possible.

I remain committed to ensuring that Devon and Cornwall Police delivers a service to our communities as effectively and efficiently as is possible, and my office and I will continue to not only scrutinise and challenge robustly, but also to celebrate and champion whenever appropriate, on behalf of the people of Devon, Cornwall and the Isles of Scilly.

My statement of assurance from my Board meeting of 16<sup>th</sup> April 2025, and the meetings full agenda, can be found below.

**Alison HERNANDEZ**

Police & Crime Commissioner

# Commissioner's Accountability Board



**Meeting:** Commissioner's Accountability Board  
**Date & venue:** Wednesday, April 16, 2025, Andy Hocking House, Middlemoor, Exeter  
**Chair:** Alison HERNANDEZ, Police & Crime Commissioner  
**Chief Constable:** James VAUGHAN QPM, Chief Constable

## Statement of assurance

Within this meeting, the Commissioner explored three specific areas of force performance:

- Complaint handling and service recovery
- Police and crime plan - force strategic response
- HMICFRS 'Engage' status and service improvements

The Commissioner's judgment of assurance with rationale for these items is:

No.	Title	Rationale	Current performance	Force plans
1	Complaint handling & service delivery	<p>Current force performance is not acceptable. A number of statutory requirements are not being met and the service to the public is not at an appropriate standard.</p> <p>However, the force's improvement plan gave confidence that effective improvements will be made, with some evidence apparent that the complaint backlog is starting to reduce.</p>	Not assured	Assured
2	Police & Crime plan Force strategic response	<p>The force's strategic response to the Police &amp; Crime Plan 2025-29 gave details of action planned to deliver the Plan's components, and was cross-referenced with other force strategic delivery requirements.</p> <p>Whilst there is a requirement for development of additional delivery measures, the strategic response gave assurance that the work already undertaken is both comprehensive and appropriate.</p>	Assured	Assured
3	HMICFRS 'Engage' status & service improvements	<p>The force remains in HMICFRS's 'Engage' process in relation to Contact, Crime data recording, and Investigations, with further improvement work required.</p> <p>However, plans to address all three areas are comprehensive and provide confidence, with demonstrable improvements already evident in all three areas.</p>	Part assured	Assured

## Key:

<b>Assured</b> Sufficient evidence has been provided to assure the Commissioner.	<b>Part assured</b> Some evidence has been provided, however insufficient to offer full assurance. Some further work is required.	<b>Not assured</b> Insufficient evidence has been provided to assure the Commissioner. Improvements are required.
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**Next meeting:** Wednesday, May 14, 2025, Andy Hocking House, Middlemoor, Exeter

Alison HERNANDEZ, Police & Crime Commissioner for Devon, Cornwall & the Isles of Scilly

# Commissioner's Accountability Board



Wednesday 16 April 2025, 2.00pm – 5.00pm  
Fowey Room, Andy Hocking House, Middlemoor

## Agenda

Item no.	Title	Lead	Time
	Arrival		
1	Chair's opening address	Chair	2.00pm
2	Minutes of previous meeting & review of actions (papers x 2) [FOIA various]	Chair	2.20pm
3	<p>Chief Constable's update report (paper x 1) [FOIA Various]</p> <p>To include:</p> <ul style="list-style-type: none"> <li>▪ Force performance against the Police &amp; Crime plan</li> <li>▪ Force budget &amp; financial performance</li> <li>▪ Recent homicides or serious crimes the Commissioner should know about</li> </ul> <p><i>The aim of this item is for the CC to inform the PCC of key issues happening in the force, including areas of concern &amp; success</i></p>	James VAUGHAN	2.35pm
4	<p>Force performance deep dive (papers x 2) [FOIA Various]</p> <p>Area: Complaint handling</p> <p><i>The aim of this item is to undertake a deep dive into complaint handling, to include details of plans, milestones, timescales and how service standards are communicated to the public, and at what stage the Commissioner should consider moving to a different model if sufficient improvements are not realised.</i></p>	Dave THORNE	3.05pm
	<b>Break</b>		<b>3.35pm</b>
5	<p>HMICFRS/PPOG matters (papers x 2) [FOIA Closed s.31]</p> <p><i>The aim of this item is for the force to demonstrate how it is improving in areas identified by HMICFRS</i></p>	Dave THORNE	3.45pm
6	Force performance deep dive (papers x 2) [FOIA Various]	James VAUGHAN	4.15pm

	Area: Delivery of the Police and Crime Plan <i>The aim of this item is for the Chief Constable to set out for the Commissioner how the force will be delivering and reporting against the Police and Crime plan priorities.</i>		
7	AOB	Chair	4.45pm
8	Date & time of next meeting Meeting close	Chair	5.00pm

## Attendance

Role	Name	Attended
Police & Crime Commissioner	Alison HERNANDEZ	Y
Chief Constable	James VAUGHAN	Y
Chief Executive Officer, OPCC	Fran HUGHES	Y
Treasurer, OPCC	Nicky ALLEN	Y
Deputy CEO, OPCC	Hannah HART	Y
Head of Accountability & Standards, OPCC	Jon BACK	Y
Executive Office Manager, OPCC	Unity STUART	Y
Deputy Chief Constable (temp), D&CP	Dave THORNE	Y
Assistant Chief Constable (Justice & Vulnerability), D&CP	Jim PEARCE	Y
Assistant Chief Constable (Local policing), D&CP	Glen MAYHEW	Y
Assistant Chief Constable (Contact & Strat. planning), D&CP	Nikki LEAPER	Y
Director (Legal, Reputation & Risk), D&CP	Mike STAMP	Y
Director (Finance & Resources), D&CP	David WILKIN	Y
Assistant Chief Constable (temp) (Operations), D&CP	Matt LONGMAN	Y
Chief of Staff, D&CP	Ed WRIGHT	Y
Staff Officer (DCC), D&CP	Zoe SMITH	Y
Head of Public Service, D&CP (item 4 only)	Jack BLAND	Y

## Apologies

Assistant Chief Officer (People), D&CP	Alexis POOLE
Non-Executive Director, D&CP	Dinah COX