Devon & Cornwall Police
Building safer communities together

East & Mid Devon Community Safety Partnership Annual Conference

Superintendent Sam de Reya

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Heavitree Road
Police Station
Exeter
Public Reception

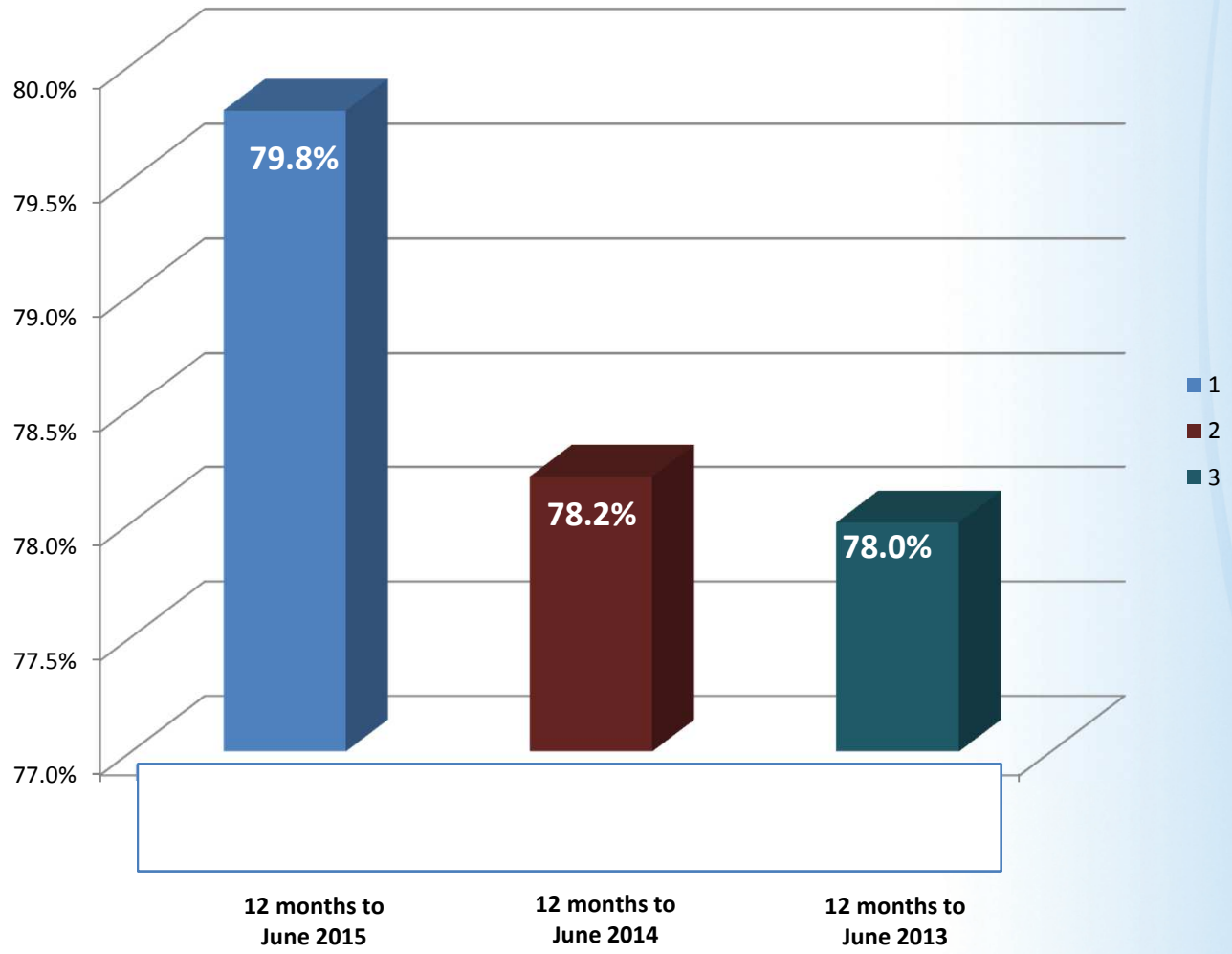
Mission Statement

- We detect and prevent harm; protect the vulnerable and reduce crime.
- We work together as one team to safeguard communities and neighbourhoods.
- We are sustainable and resilient and provide a high quality service to the public.
- We act in accordance with the national Code of Ethics and our Force standards of behaviour.

Change and Challenges

1. Changing face of policing – Pace/Crime
2. Loss of identity - Police Stations and roles for staff and communities
3. Rural Policing - Visibility and supervision
4. Reducing resources across agencies
5. Search for smarter practices/improved technology
6. Welfare impact on our people

Crime Survey for England and Wales - Devon & Cornwall Police
% of respondents saying they strongly agreed or tend to agree that
"Taking everything into account I have confidence in the police in this area."



Satisfaction Report for February 2016

Whole Experience Total Satisfaction

Satisfaction Rate Rolling 12 Months to February 2016: **88.7%**

Dissatisfied: **6.2%**

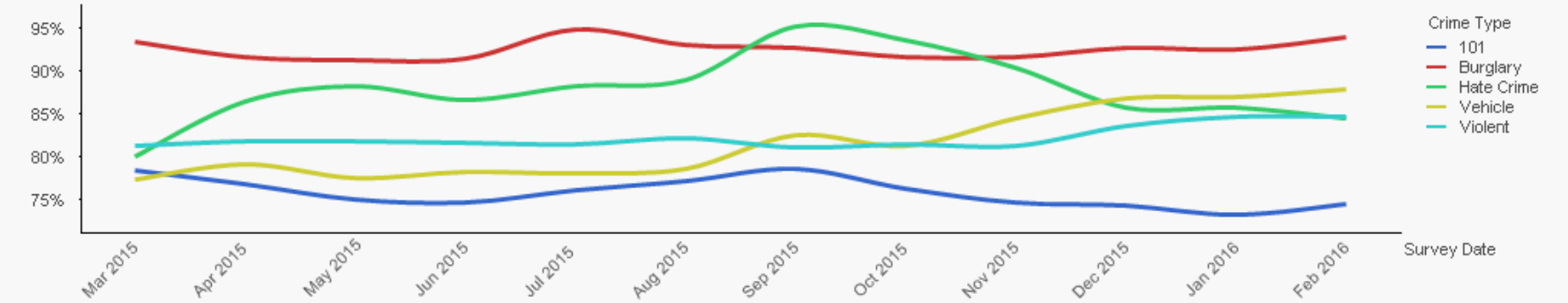
Neither: **5.1%**

Breakdown of Total Satisfaction

Arrival	Ease of contact	Action Taken	Investigation	Progress	Treatment
85.9%	94.6%	85.1%	81.8%	80.6%	96.2%

101 Callers	Hate Crime Incidents	BME Victim	White Victim
76.9%	84.4%	86.4%	89.5%

Rolling 12 month trend



Reflections

- Protect and serve our communities
- Get the basics right – Quality service
- Make encounters with the public matter
- Be honest about the changes ahead
- Resilient and flexible to deal with change
- Prevention – Key role communities/partners

‘We will be there when people need us the most’