



# How Continuous Improvement Strengthens Public Service Delivery?

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for Devon, Cornwall and the Isles of Scilly**



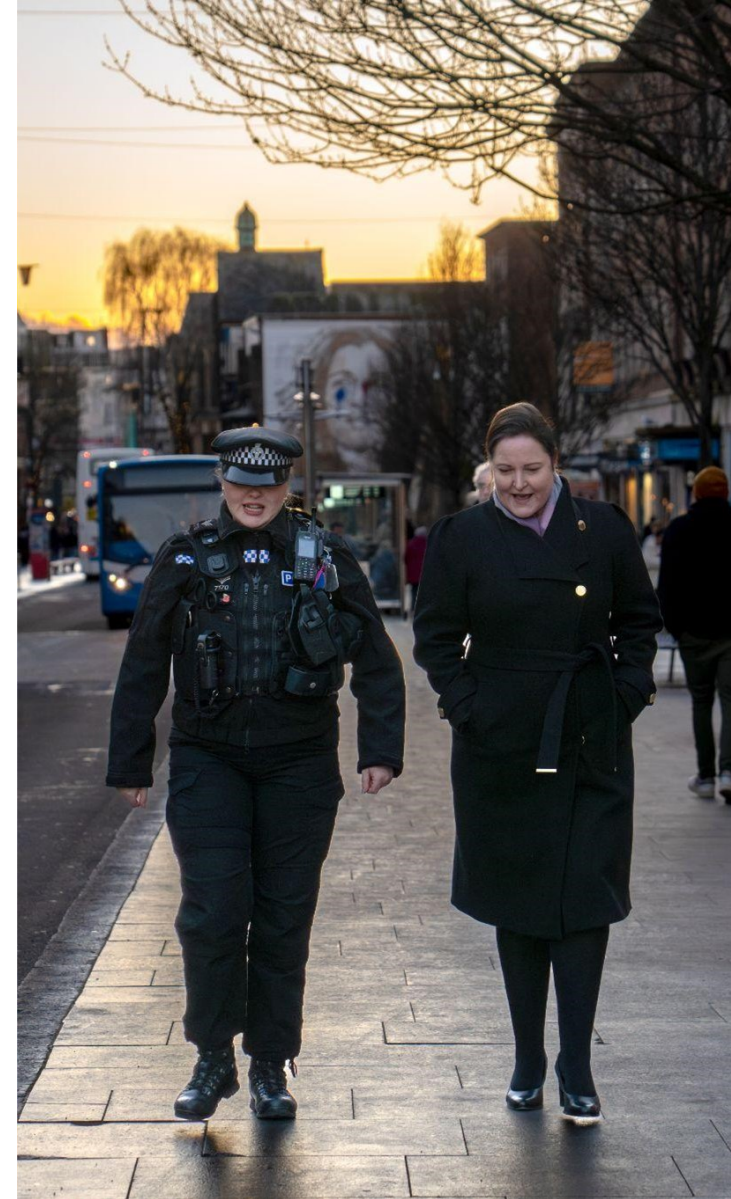
**PCC**  
Office of the Police  
and Crime Commissioner  
Devon and Cornwall

# Context

The Police and Crime Commissioner (PCC) is responsible for an efficient and effective police force.

The PCC :-

- Holds the Chief Constable to account
- Is the voice of the people
- Provides services and support to victims of crime



# Challenges

- Public confidence
- Police Officer uplift programme
- Proportion of staffing costs – 85%
- Out of date funding formula
- Compliance/risk of the services provided
- Digital agenda – both internal and external



# Continuous improvement

## How

- Resilience data
- HMICFRS and inspections
- AFEP Programme



## What

- Productivity review
- “Right Care, Right Person”
- Hotspot policing – Torbay
- National initiatives

# Example of Continuous Improvement via collaboration

## Op Scorpion

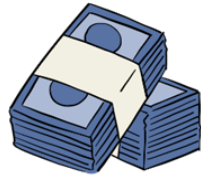
### Round 8: June 2024



**64**  
arrests



**£152k**  
drugs  
seized



**£198k**  
cash  
seized



**29**  
weapons  
seized



**28**  
vulnerable  
people  
safeguarded



**Op Scorpion**

South West



**#NoPlaceForDrugs**



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