



**POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE
STRATEGIC BOARD MINUTES**

24th September 2020

Confirmed with	Clare Kelly, Chief Executive, OPCC (CK) - Chair
	Garry Forsyth, Chief Constable (CC)
	Trevor Rodenhurst (DCC)
	Sharn Basra, Assistant Chief Constable (ACC)
	Gavin Hughes-Rowlands, Staff officer (GHR)
	Katie Beaumont, Transparency Manager – OPCC (KB) - Minutes

ITEM 1 - WELCOME & MINUTES OF MEETING HELD AND FOR AGREEMENT AND MATTERS ARISING

1.1 Minutes from July 2020:

CK asked all board members if there were any concerns or corrections with the previous minutes. All confirmed no changes were required. CK asked for the minutes to added to the Website.

ITEM 2 – ACTIONS FROM PREVIOUS MEETINGS

STANDING ITEM:

Please see the action log. The actions log was updated accordingly.

CK confirmed all grey items on actions log can be removed as they have now been completed.

ITEM 3 – PERFORMANCE FOCUS

Item 3.1 October Focus SYV (wrong focus but accepted) and Item 3.2 Crime performance figures (late paper submission)

CK stated that she believed the focus was for Neglect, however has received a Serious Youth Violence paper, but happy to accept this. SB informed CK that he had prepared for Neglect as the topic, however believes the wrong paper has been forwarded to CK.

CK accepted this, however detailed she has not received a neglect paper. SB explained it would be a verbal update. SB stated he would take questions from the crime performance pack (4.2) and then provide verbal update surrounding neglect.

CK stated she had a few questions surrounding the data and proceeded to ask the Force about the following areas

1. Within the solved rate figures, does this include conditional cautions and 22's?



SB and CC confirmed the figures do not include these. CK stated that the solved rate looks healthy compared to last year. CC detailed that it is improving, however asked CK to look at the actual numbers and not just the rating, as the rating can vary.

2. There has been an intel submissions drop within the figures, why?

SB explained there has been a drop recently, due to the heightened numbers in previous months, however the Force is on par with previous levels reported and he has no concerns.

3. The DA solved rate states that in August, 67% were solved, is this a typo?

SB confirmed this was a typo, should be 17%.

4. The solved rate to Rape has increased, is this a direct link with the additional CPS role or is it because rape cases dropped so officers in that unit had more time to deal with the cases already in?

SB stated that the solved rate and numbers are up from last year and this is due to the additional role and the commitment within the RASSO.

The CC added that the focus has really been driven forward by the RASSO team and especially due to Det. Chief Supt. Dee Perkins and Det. Supt. Zara Brown. The CC stated he is really pleased with the results.

5. The CSA solved rate rose during August, was this due to one particular offender or a number?

SB confirmed that it was due to one offender in a targeted operation

6. Serious Youth Violence shows quite high in volume, however is going in the right direction, is there anything you would like to raise regarding this aspect?

SB explained that the levels are consistent and were recognised on a national level as being equal. No concerns.

7. Neighbourhood Crimes – Burglary has dropped, the figures show a good solved rate for business. Would this be worth a comms piece, celebrating the success?

SB stated that this success was due to a small cohort of offenders and wouldn't want to do comms piece on individual cases.

8. VAP/Public Order – These ratings have flatlined, is this due to more officers being on the street?

SB stated on closer review there is a slight increase which is in line with the Covid-19 restrictions changing. The outcomes are really consistent and will continue to be reviewed moving forward, no concerns.

9. It has been declared within the report 13 arrest warrants for the whole year – this cannot be right – is this another typo?



SB explained the data shows 13 issued and 12 finalised for this month. CC reviewed and believed this to be NO for the year. However, the warrants are issued by the Court not the Force as it would be fairly rare for the Force to raise this, these are not arrest warrant numbers, these are numbers raised by the court. The Force would release a 'wanted person circulation'. The CC stated he could get these numbers, if CK wished to review. CK stated this was not required, however she would look into this and complete a research piece.

No further questions were raised. SB gave update surrounding 'Neglect'. SB stated a spotlight piece has been completed surrounding Child Neglect and the Force has found that year to date there has been an increase of 192%, which is a good, as this increase is due to awareness of the public and Force. The Force has been working with partners, using case studies and evidence, enhancing awareness of neglect.

SB detailed that the solved rate last year sat at 9.3% and this year it is up to 23.8%, this shows that the Force recognises the need to prosecute when it comes down to neglect. Covid-19 has shown against the stereotype, that affluent families are being reported as a cause for concern surrounding working from home and we have seen really positive policing around this area.

Further work is being completed between the Force and ACEs (which were previously funded by the OPCC). There is a Pan Bedfordshire Neglect Strategy which has involved all partners. SB stated that this is a real good news story and is mindful that the focus should be on the victim of neglect and this work continues with partners.

CK thanked SB for the update.

ITEM 4 – UPLIFT

ITEM 4.1 Uplift Update (late paper submission)

PW gave an overview of the paper to add context and stated he would take questions after.

PW explained that 13.31 FTE includes the 20 extra officers for 20/21. The Work Force Plan has led to 13.57 (increase of near 30), the reason for this is we were aware that Covid-19 would have an impact. In September we have 20 and 16 in the intakes, and then we have 54 spaces to fill by the end of the financial year. 94 people are currently in the process and going through medical and vetting.

Further recruitment will set us up for the remaining spots for Jan and March intake. PW stated that the overalls show that we are ok, however work needs to be completed surrounding representation of the BAME community, as we are not where we want to be. PW has been informed that it has been the biggest nul return on BAME individuals using virtual SEARCH, however is currently in contact with the College of Policing. (A nul return is when a candidate starts the virtual College of Policing SEARCH assessment process for new police recruits but fails to finish it)

PW has been informed that the new post, been filled by PC Ali, will help with recruitment, as they will be a visible presence with the community and aid relationship building.



PW explained the figures show that we are normally at 12 a month with retention, however we are currently averaging at 9 and in some areas, 7 and 6. PW believes this is down to the Student Development Officers and the support framework. There has also been a reduction in Reg 13 at this time.

CK asked about the pot we are currently holding; will this cover the October and January intake?

PW confirmed that we have 94 in the October intake, not confirmed numbers for January and March. PW stated that he is quite comfortable that the Force will fill 54 in January and March, due to the interest the Force has received.

CK asked if there was a more in depth explanation surrounding losses as in August it states 'the job was not for them', however this could be a variety of reasons such as shift work or hours. CK wants to know the main reason why they left and wants to understand the detail. PW stated he has not got the detail at present, however he will get this information and pass this to CK.

ACTION: PW to find the detail out for July and August of leavers and specifics as to why they left.

CK thanked PW as this information is needed by the Police and Crime Panel. PW stated now that Lou Bareford is back, this will be worked through and sent to CK.

CK stated that the Community Policing figures were 15 down? How will it be filled?

CC explained it is both Police Now officers and new recruits. PW stated he is expecting postings to be between 6 and 10, from recruits. PW confirmed 6 from Police Now this year.

ITEM 4.2 VERU Performance

CK stated that she and SB have met to discuss the actions moving forward and the audit findings and would like to formally note the three actions which need to be logged.

The OPCC in consultation with the VERU will agree a revised control framework to include the following.

- A formal documented procedure covering the grant application, assessment and approval process. CK stated that this was already drafted by the OPCC and in place, however was not being used to its fullest extent by all. So Force and OPCC agree this has to be taken forward and used.
- Validation of outcomes reported through the evaluation forms. CK stated that SB has a new document which will ensure compliance.
- Local performance measures to be reported against by the VERU. CK stated that the link of SYV coming to this board also will ensure actions are complete.

VERU Performance Pack.

CK stated she is aware that the Youth Intervention Officers have had 65 active cases in July and August, however the majority of focus is in Central as they are the main referrers. CK informed the board that she has had a meeting with Stuart Smith of Direction and this topic was raised by him and discussed. CK raised concerns as the Central



Bedfordshire Local Authority have asked Direction to provide a Youth Intervention worker to support them with amber and green cases. CK presumes this is because the VERU focus on the red.

ACTION: SB, CK and Stuart Smith to have a discussion outside of Strategic Board to discuss VERU and Central Beds and the position/need and to understand the request. As the OPCC will not be funding this role and this needs to be clear to other Local Authorities.

ITEM 5 – COMMUNITY POLICING

ITEM 5.1 Community Policing Spreadsheet and info on NET

The CC explained that due to PBB, there has been a risk based allocation and this would have led to seven numbers coming out of Leighton Buzzard eventually and he is aware that this will not be politically acceptable by the PCC or the Force. This will not be accepted by the Community or stakeholders within the area. So the CC stated that he has completed some work in this area and the projected numbers for Leighton Buzzard will be that they will lose two but there will be growth with PCSOs. However the ambition of 12 in Leighton Buzzard will still be achieved for October.

CK stated that there was a promise to inject 12 into Leighton Buzzard, the CC and PW stated that there would be, however the new demand model may change this and cannot be guaranteed for a length of time. The CC and PW stated that the overall community numbers will not be impacted.

CK asked whether or not the figures include the NET? PW stated that it does not include the NET, the NET figures cannot be guaranteed to increase but will remain as one Sgt and four officers.

PW explained the Focus will be to fill community hubs and stated the NET will not be met fully, but the ambition is to enhance NET.

ITEM 6 – WELLBEING

Item 6.1 Summary paper of Officer and Staff Wellbeing, covering: PPE / Mental Health /Health and Safety

CK thanked the Exec for the paper. CK explained that she is aware of the comments being raised at Silver Cell regarding the monitoring system which is being used and has asked the Executive if this is needed permanently?

The DCC explained that with the direction of travel at present, the force would like to continue to use the package until the foreseeable. CK asked are the Force wanting the OPCC to pay for it. It was confirmed that the Force would like this. KB stated that she has been notified of this previously by Mark Cunnington. KB has asked Mark Cunnington to go back to suppliers and ask for a quote on lengthening the contract. KB confirmed that she would send another email to Mark Cunnington asking whether or not he has received any update on quotes.

ACTION: KB to email Mark Cunnington regarding PPE software and quotes from supplier to continue contract, for CK to review.

The DCC stated that he has been present on the National calls and it has been confirmed that supply chains for PPE are now established in this country, industries have adapted and he is confident nationally that there is a further six



month's supply of PPE. He wanted to offer the reassurance to the OPCC and stated there is now less concern surrounding EU supply chain and BREXIT.

CK explained to the exec that she was aware that testing was only available for one week and the contract was cancelled the second week. CK wondered if another contract was being organised so the silver cell could continue to come in for testing.

ACTION: The DCC stated he was not aware of the cancellation or any change in contract for Covid-19 testing.

Mental Health

CK stated that it was great that there has been an increase in training, however she wanted to raise a concern about Mental Health of officers and support. CK has been notified by the Counselling Foundation which is funded by the OPCC Commissioning Fund that they have received eight requests from officers in the last five weeks for support.

CK stated that she has agreed for the referrals to be allowed and has paid more to the foundation so the appointments can still be given to victims of crime, however she believes the Force need to look at the support which is offered to their staff, and understand whether or not an external provision is required, as it may well be that people prefer going externally.

CK understands that talking to peers or to supervisors for referrals can be difficult and there may need to be a different avenue. CK appreciates that the force has stated they believe their provision is at the correct standard, however these referrals made to Counselling Foundation prove that there may be other options to consider.

The CC stated he understands that officers are sometimes reluctant to declare for an occupational health referral.

ACTION: The DCC stated that he believes there to be a current capacity within BCH for welfare referrals and there has been agreement from all three forces to fund more Mental Health provision, so this may be a communication issue. The DCC to take forward and feedback to CK on any future opportunity fund external mental health support.

PW stated that the two new wellbeing advisors will assist. He believes the advisors will work as triage service and then routes can be worked out from there. The CC stated that the Force need to ensure that help is provided for people who need it, this is something which needs addressing. CK stated she would forward the information on to Karena.

The DCC stated there has been a culture piece being worked through by Berni and Audrey with group sessions and it has been disclosed that areas of business are having anxiety about returning from working from home. This has been highlighted through the Gold group and team by team are being spoken to and the anxiety is trying to be reduced.

ITEM 7 RACE AND DIVERSITY

ITEM 7.1 Recruitment, Retention and Representation

CK stated that she has had a lot of exposure over the last few months at meetings such as Stop and Search/IAG meetings where she has received feedback of discontent from independent members. We need to stop explaining why



we haven't done something, examples have been given such as making promises and nothing being moved forward. The IAG/other members are looking for assurance, and CK wants the OPCC and Force Exec to look at this collectively to how we can improve this and build relationships.

Specific examples were discussed between CK, CC and DCC.

The CC stated that the IAG/Independent members are crucially important and are valued by the Force and the OPCC. We have to ensure that when we ask for their advice or view on topics we have to ensure that we respond and ensure they are aware that they are being listened to. The CC stated that IAG members are being brought in for the Senior Leaders Day (SLD) to set clear expectations as we are aware that the members are doing it for us and for their communities.

The DCC explained that a monthly Comms meeting has been set up for the next 6 months initially and the DCC confirmed this was a commitment between David Old and himself, to ensure that Comms are responsive and dealt with appropriately.

CK stated that with this particular example, previously discussed, she is aware that invites are still to be sent out and time is of the essence and advises the Force act quickly. CK asked has the comms response been rectified surrounding twitter? The DCC will take this forward and have a meeting with David Old this afternoon.

PW asked whether or not we have told our organisation of how involved the IAG are and what they do. PW stated there may be room for an education piece to explain the role and interactions fully. The CC confirmed that the expectation needs to be set when dealing with IAG members and need to build in planning time. This will all be explored for the SLD.

CK stated that if any actions are taken at the SLD, this will be for the Force to complete in full, as the OPCC will not be present, as are not invited. This was accepted by the CC.

ITEM 8. CC UPDATE

ITEM 8.1 Written update from the Chief on items he wishes to formally notify the OPCC of that are not already on the agenda

The CC stated that he was not aware that this needed a written update as previously it has previously been verbal. CK stated that she understands this has been verbal previously however actions from the Chief Executive AGM reminded Chief Executive's to keep a written PDR and a written update at Strategic Board would help that development. CK explained that the proforma has been shared between the Chief Execs and objectives need to be linked to the Police and Crime Plan, which has already been achieved so she needs to design something linked to year five which is beyond the main plan.

ACTION: CC confirmed he understood and future CC updates will be in writing to contribute to his PDR. CK to have a further discussion with CC outside of Strat Board.

The CC stated he did not have an update only on a collaboration piece which he will update all to within the collaboration agenda item.



ITEM 9. EFFICIENCY

ITEM 9.1 Force Moves, people or remits

GHR provided an update on Force moves:

CRIME
 T/DCI Craig Laws will be taking over from DCI J Dadd who has retired.
 T/DCI Aaron Kiff will be taking over from T/ DCI A Southam

PPU
 T/DCI Elaine Cook will be working with the Head of PPU.

COMMUNITY
 CI Jamie Langwith has moved to Community – Luton

PUBLIC CONTACT
 T/Supt Steve Ashdown is now the Head of Public Contact

FCR
 A/CI Jim Goldsmith now working in FCR

ITEM 10. EFFECTIVENESS

Item 10.1 Signpost

CK provided an update surrounding Signpost and Victim Care led by the OPCC. CK raised concerns surrounding Force referrals.

The average calls to handle per month for Signpost are 500, they have been ever since its creation over 2 years ago. This results in about 5-6000 supportive cases per annum. The modelling is based on double that and we should be supporting nearer 12,000, however for the first year of Signpost coming to the OPCC I set an ambition of 8000. We are 5 months in and at a total of 2600 so we will not reach this ambition based on those figures.

Take August as the example:

Crimes in Bedfordshire not including ASB	Crimes that are referred by type to Signpost	Referrals from Force	If the crimes referred included some other types such as robbery, SYV, Public Order
4581	2800	300 = 10.7% of available crimes	This would add 451 cases and the rate would be 16%



Take one crime type as an example: DA, should only be low and medium, there are 715 DA cases in August only 167 were referred, however you can see that is over half the referrals into signpost, so there needs to be a closer look at the other crime type referrals.

CK raised serious concerns surrounding location. On March 18th Signpost gave up the space to the control room, however it is the crime bureau using this space, not the 999 call handlers. Gold group has decided Signpost cannot return to their office. CK stated all she required was for four desks to be put into the signpost space, so they can be utilised by the team, where the sofas use to be.

The VCCs are using mobile phones at home, are listening to the calls in their own homes, calls similar to that of FCC calls. There are serious data issues and mental health concerns for taking distressing calls in a home environment. CK stated that the new Head of Victim Care cannot help and support his team in the way that the OPCC would like, there are no quality assessments being undertaken due to the calls not being recorded at present. If an incident happened during or following a call, there is no support there for the VCCs.

CK stated that she has been informed by the Gold Team that 'Victim Care' is not a critical service, however CK believes it to be an essential service and therefore is a priority. CK shared that she finds this really disappointing.

CK informed the Exec team that she is currently working with SSID for options, however she believes this will be at a significant cost. The Signpost team has not been in HQ for 8 months and this needs to be rectified either by having space given back to them, or an alternative premises being sourced at a cost to the Force. CK stated that she will require financial support from the Force as the OPCC has not budgeted for premises for Signpost or equipment. CK stated she needs a solution to this issue, she explained that she had invested a lot in the initial set up of the Signpost hub so that it mirrored the systems used by FCR, so if an incident happened the space could be used. However this would have been for a few days not eight months.

CK stated that she will now return to talking about referrals and she believes that there is something fundamentally wrong surrounding the numbers. She believes awareness has been enhanced surrounding Signpost however upon review it seems that the Crime Management team which completes the file is not making the referrals to the volume we would expect. The Head of Victim Care has been tasked to ensure that those team members fully understand that the referrals should be being made and CK requires support from the exec team to land this message.

SB explained that he wanted to reassure CK that 'Victim Care' is a priority of the Force and he has ongoing frustrations surrounding certain elements, however he fully supports the decision by Gold and is not convinced that the Signpost Team are needed on the estate.

The CC stated that he agrees that the number of referrals do not reflect what the Force or the OPCC want. The CC repeated that 'Victim Care' is a priority of Beds Police. He explained the Force need to introduce scrutiny ensuring compliance with the principles and stop any complacency and the Force will ensure this is addressed. The CC stated in regards to Signpost being on the estate, this needs to be managed and sits within a hierarchy of risks. The CC confirmed he would support the OPCC to appropriately support victim care and when finances can be reviewed he will do so.



CK explained that she understood and would accept this, however it is not the Force's risk to manage, it is the OPCC and her risk as monitoring officer. She regrets moving the team out on March 18th, she was trying to assist the Force, however the inflexibility she has been faced with is unacceptable, she will look into an external estate.

The CC stated he recognises the risk and will support the OPCC and management of this. CK stated she wished to introduce four desks by removing two sofas, there is room. SB stated that Gold command is trying to decrease numbers and keep individuals away from HQ not increase. The CC stated we will find a solution.

CK stated that she was not convinced with the statement and explained that if you are a victim in Bedfordshire, you are required to call and leave a message for a call back at present. The OPCC cannot identify how many missed calls we have had with victims not leaving a message, so the risk is unknown.

CK thanked SB for the paper and is pleased that a Project Manager has been assigned to the post. She recognised they could not establish any early wins as the PM had just been assigned so there is no update since last month.

ACTION: SB will share with CK outside of Strat Board an issue with Victim Care he has discovered with the new PM for this area.

ITEM 11. LEADERSHIP AND CULTURE

Item 11.1 Chief Constable Complaints

CK gave an update on complaints received. CK explained that she has serious concerns to a complaint which has been received by PSD and not flagged to the OPCC for nine months. The complaint was initially submitted to PSD in December 2019. It has now been referred to the IOPC, however the OPCC will be disclosing that they did not receive it until now.

KB explained that she had sent an email to the Head of PSD regarding some questions the IOPC had, the OPCC is awaiting feedback.

Item 11.2 Reviews

CK explained that she believes that the review process is working and learning has been identified from one outcome and passed to PSD as formal learning.

Item 11.3 Culture Update

The CC stated that everything has been covered in the wellbeing aspect of the agenda. However can provide an update that he has met with 18 sergeants since the last strategic board. The focus groups have been finalised and have received some results which require further review. Some interesting bits have been raised from 'we are proud to work for Bedfordshire' to leaders having to set clearer expectations.

The CC stated there will be a fuller update after Culture Board in October.

ITEM 12 Quarterly Reporting - None reported from Finance or Demand

ITEM 13 COLLABORATION



Item 13.1 Risks and any key updates from the Force to OPCC

The CC stated he has no concerns surrounding any collaboration aspects at present but would like to provide the OPCC with an update surrounding aviation. The National Police Air Service underwent a review 2 years ago and a lot of work went into this. The outcome is that they are looking to approach the treasury for leasing 10 new helicopters. The current fleet is 19 and 3 fixed wings. The Eastern Region is working through the proposals and looking at costs surrounding this.

Discussions have been had surrounding efficiency with NPAS and they are looking at 5 new helicopters by 2023. The CC explained that it is up in the air at the minute, as this will all be impacted by the spending review, the region will have to agree an air framework model and the PCC/OPCC will have to be involved.

CK was aware of this issue and thanked the CC for the update, she confirmed it needed discussion at the summit.

Item 13.2 Updates from the OPCC

CK informed the exec team that the OPCC will be outsourcing its HR advisory service, as the OPCC have faced numerous barriers from BCH HR, stating we are a different corporate sole, however OPCCs are included in the S22 agreement. It is not working, leading to delays which are not down to the OPCC. We are seeking a consultant externally for advice. This was agreed and understood by all.

AOB

CK stated that she has no concerns with the Information Management Paper. She notes that the Force SARs have dropped slightly. The CC stated that he has had a one to one with Andy Gilks and the outcomes show the team they are very effective when working from home. The Efficiency and effectiveness of the team is being reviewed and the CC has no concerns.

CK raised that she has placed this under AOB to give as much notice to the exec for the October meeting. CK is requesting for the October Strategic Board:

A review into the two key areas of Workforce management. Entry and Exit into the service.

- 1: Recruitment/Training
- 2: Exit figures/ Interviews and analysis/PSD

CK confirmed to the CC that a written paper was required.

CK asked for the exec team to note that over the last few months a 'label' has been given to the OPCC which she believes is unwarranted and unfair. One example of this is that the OPCC do not give enough notice for requests, CK explained that this is untrue as the OPCC tries to give as much notice as possible when it comes to requests to the Force. CK asked for support to break this label within the Force by the exec team. The CC stated if anything like this is raised to CK, to please bring this to his immediate attention to deal with.

The CC stated he would need to discuss the Director General Visit. CK stated that it is all being prepared for; a briefing is being drafted by the OPCC which will be forwarded to the CC. PW documented that he will not be available for the visit due to him being away on annual leave.



CK stated she is aware that there may be an issue with Octobers date for the CC – which needs to be rectified with the exec PA due to the Chief Constable council being on at the same time. This will be looked at and rectified.

Next Meeting: 29th October 2020 at 14:00hrs