



**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR BEDFORDSHIRE**

MONTHLY BUSINESS REVIEW MEETING

25th March 2021 at 13:00hrs – Microsoft Teams

Chair – Clare Kelly – Chief Executive

Attendees: Clare Kelly (CK), Wayne Humberstone (WH), Zoe Fraser (ZF), Mary Robinson (MR), Antonina Belcheva (AB), Bethany Coles (BC), Alisha Powell (AP), Eliot Johashen (EJ), Phil McCarthy (PMc), Simon Powell (SP)

Apologies: Suffian Hussain (SH), Katie Beaumont (KB)

No.	Business Review Meeting	Actions
	<p>Welcome and Apologies</p> <p>CK welcomed all and shared the newsletter that ZF created with the team. The minutes from the previous Business Review Meeting in February were approved with no comments.</p>	
	<p>Actions Update</p> <p>All actions were reviewed, discussed and have been updated on the Log.</p>	
	<p>Chief of Staff Update</p> <p>Office Updates</p> <p>HR - CK confirmed with the team that the new HR company brief was held in the morning. CK reminded the team to keep a copy of their contract and to provide a signed copy before April 1st. If any of the team have any queries, they must ask CK or WH.</p> <p>PCC candidates - CK confirmed that there has been a lot more hustings and that we are keeping track and a log of Candidates briefings, social media, letters and so on.</p> <p>CK confirmed that the video recording from the PCC candidate’s familiarisation session will be useful for any new starters and new staff within the OPCC.</p> <p>Action: KB/ZF to upload the PCC candidate’s familiarisation session video recording into the PCC induction file folder.</p>	<p>KB/ZF</p>



CK updated the team that on Friday 28th May the PCC would like afternoon tea at lunchtime with the team to say a thank you and a goodbye to everyone. ZF is sourcing a location and this will be outside to comply with Covid-19 regulations.

Strategic Board

CK updated that the focus within March at Strategic Board was the VNA with a focus on fraud – a new team of six people will be working in this area. Within April, the focus will be performance and community as well as the corporate plan.

Police and Crime Panel

CK updated that March 22nd was the last Police and Crime Panel for the PCC. The PCC was thanked for her five year contribution as was the office. CK stated that [REDACTED] has given some detail regarding funding for charities and she will be holding a meeting with him to discuss this further.

Business Continuity – any issues

Action: KB to research where completed DSE assessments were saved.

CK updated that DSE assessments must be completed for all new staff and if this hasn't been completed to please do so as soon as possible. The DSE form is to be saved and available on the intranet.

CK reiterated to the team for them to book through her if wanting to work from HQ.

Eastern Region Alliance Summit (7 force)

CK updated that Chief Executives are still working with Chief Constables on new projects and new contracts with PCC's.

Strategic Governance Board (ERSOU)

CK stated that the ERSOU Board was held and for future meetings we need to plan them in advance and share with all OPCCs to help attendance – to be booked a year in advance. PMc will cover any updates around ERSOU within his section.

Milestone Plan

CK updated that the Milestone Plan has been updated to the Police and Crime Panel. The only area to not be delivered on is the sale of Greyfriars. CK will cover and finish the outstanding estates work in April. All other areas of the Milestone Plan were completed.

KB



Legislation, Publications, Consultation updates

CK updated on the PCC review and that the majority of changes will not occur until 2024. The enforced deputy and the fire amalgamation require researching in our next term so we are ready.

Strategic Risk Register

CK stated that the Joint Audit Committee agreed with the structural changes of the risk register but asked us to review and change risk seven, instead of removing from the risk register. JAC recorded that they are very satisfied with the management of the OPCC and the way in which we engage with the force on risk.

Office Performance

CK requested that if things need to be signed off, for example minutes and press releases, to please put a meeting into CK's diary for around 30 mins to 1 hour depending on the size of the documentation required to be reviewed.

WH suggested creating a cut off time for submitting documents to CK. WH will look into this and discuss with all of the team in their one to ones. CK accepts that this may not always be the case for urgent things in regards to a cut off period. WH also suggested allocated sign off time in CK's diary. CK stated she liked the ideas suggested by WH.

CK stated that she has authorised a lot of annual leave over the Easter period as she feels it is the right time for the office to have a break as we move between two Police and Crime Plans. CK stated that she would like everyone feeling refreshed and recharged for the next campaign.

WH will be leading whilst CK is away on annual leave, but he is not covering any Chief Executive meetings as there are none scheduled. CK stated that for any media issues or Op Pope enquiries, WH will call for advice. CK has mapped the PCC pledges against work we have already completed, and WH will put a second view on this, based on some early ideas and this can be a focus within the team development day.

Transparency Manager

KB sent her apologies and was absent from the meeting on the Chief Execs direction so an urgent review could be dealt with, however an update was provided on Transparency:

FOI/DP Requests

FOIs continue to be received and are managed by BC. There are no concerns surrounding any request made. The OPCC has referred a request to the National Force FOI Team as the request pertains to political parties and personal data.



	<p>ICV's/Dogs</p> <p>The ICV Panel meeting was held and was successful. The ICV's gave BC great feedback. BC and KB need to look at recovery plan for getting ICV's back into custody for face to face visiting from July 2021.</p> <p>Complaints</p> <p>Four reviews are currently outstanding for a final outcome and are awaiting Chief Executive sign off.</p> <p>No concerns have been raised regarding dissatisfactions received in the generic OPCC inbox and all are being forwarded to Customer Service (Force).</p> <p>KB will be completing training to BC and MR so that a Dip Sampling of lower dissatisfactions can take place and will go live in May 2021. KB needs to determine and understand what the OPCC wishes to monitor and will formalise this.</p> <p>Decisions</p> <p>BC has uploaded all new decisions – no concerns surrounding this. KB would like to raise to the team that if there are any outstanding decisions, these need to be drafted and sent to CK for sign off as soon as possible.</p> <p>Website Compliance – Specified Information Order</p> <p>Website project has begun. KB is working with ZF/PMc on the new website.</p> <p>Audits</p> <p>All audits have been added to the Forward Plan.</p>	
	<p>Project Manager Policing and Contact</p> <p>Estates</p> <p>ERSOU - PMc updated that the ERSOU meeting was poorly attended. Lots of information on new PCC's was provided within the meeting.</p> <p>Custody Board – PMc has been shown a virtual walk through of the new Kempston custody suite. PMc is requesting for a copy of the walk through so that this can be shared with the ICV's. There is now a secure driving area and there will be a specific ICV meeting for the walk through.</p> <p>Action: PMc to book a date and send to KB for the ICV's for the Custody build walk through and update.</p> <p>Direction '2 years' event – The team discussed that this will be presented as a press release and promoted on social media rather than the event scheduled for 12th April. The team agreed that this can be pushed back to May.</p>	<p>PMc</p>



	<p>Health project - PMc stated that the wellbeing team do not believe there are any funds left with the college, however they will take research in working in establishing a new contract with the college for the services that the OPCC originally put in place.</p> <p>Refurb programme – PMc updated that the canteen at HQ, the breathing space at Luton and ABE suites in Luton are nearly finished. The Biggleswade kitchen and enquiry office is completed.</p> <p>Website project update – PMc has emailed four companies requesting for quotes, two have responded to say that the deadline and timescales are too short notice. PMc updated that Fluid would like to hold a meeting to discuss and bid. The project timeline has been created with 12th May as a go live date, although 6th May would need to be completed by.</p> <p>IOM – PMc requested if EJ would be able to cover whilst PMc is on leave. EJ stated that he would cover the meeting.</p>	
	<p>Victim Care</p> <p>Performance – Qualitative and quantitative</p> <p>SP stated that Signpost are slowly getting there in relation to referrals from the Force. The average seems to be around 10% of crimes reported, which is the same as before the dip in referrals pre-Christmas. SP stated that Signpost now need to push more to see an overall increase.</p> <p>Signpost are producing a video to show Response Officers as well as Community Officers what Signpost has to offer. This will be shown as soon as possible along with a Q&A session. The Force are also producing a presentation for all Officers to watch within a three-month period via a coded YouTube channel. Officers will then be tested on all aspects of the video, it will be mandatory and within this presentation will include Victim Care and the processes.</p> <p>As part of the Signpost Gap Analysis work, SP will be exploring the reasoning behind the dip in referrals from partners and other agencies as well as self-referrals.</p> <p>WH asked SP how many referrals we are set up for. SP stated that we were originally set up to receive 12000 referrals per year, although this was dropped to 9000 referrals a year - around 750 referrals a month.</p> <p>New elements to log (issues or success)</p> <p>SP stated that we have made great strides with Restorative Justice. SP is engaging with the volunteers and organising a focus group, he will then be looking to advertise in the near future. BC has a contact that SP can use to explore for recruitment of volunteers.</p> <p>SP stated that he will be linking in with Witness Care around RJ and referrals into Signpost.</p>	



Bedfordshire Police Partnership Trust:

Performance – Qualitative and quantitative

SP updated that the Bedfordshire Police Partnership Trust (BPPT) is currently not providing in house home visits due to the national lockdown. However, they are still able to provide security assessments for outside a property and fit and secure and security item to outside the property. SP confirmed that BPPT are continuing to provide support over the phone to any referrals and will reconnect with any outstanding referrals after lockdown is over ensure they are visited.

SP stated that [REDACTED] carpentry course has been pushed back from May to June and she is currently being taught by [REDACTED].

AB asked SP around [REDACTED] and the carpentry course. AB asked whether [REDACTED] can shadow any companies in the meantime. SP stated that as [REDACTED] is a qualified carpenter and that [REDACTED] shadows him at present.

Action: SP and AB will discuss around training for [REDACTED], such as stalking and harassment training.

SP/AB

New elements to log (issues or success)

The 'Emergency Support Bags' have been a great success to date, the feedback SP is receiving on the impact these bags are having on people lives is brilliant. SP updated that the bags are almost gone and he is left with approximately £2000 to spend. Having looked at what is mostly needed from the support bags, SP is going to use the remainder of the funds to purchase some mobile phone and sim cards as well as some vouchers. Once SP has collated what is left over, he will be sending an email out to the Force and Partners listing what is available.

Communication plans to share

SP updated that the new logo has been designed and the uniform is now in production, the next step is to rewrite and order new advertising materials.

SP stated that he had a productive meeting with the team where they discussed modernisation of the schemes processes.

Victim Care:

Partnerships

SP stated that he held a meeting with [REDACTED] around what can be offered and is hoping she will be able to introduce some potential volunteers.



	<p>Languages within Signpost – WH asked SP whether we've looked at technological processes for languages. SP stated that the Signpost team use language line although try to avoid this as it takes away the empathy within the call.</p>	
	<p>Communications Officer</p> <p>Press releases:</p> <p>29/03 – Safer Streets 26/03 – VNA initial findings with report 05/04 – OPCC - who we are 05/04 – Roads Fund 12/04 – Phone Blocker 12/04 – Victims Code (TBC) 19/04 – Signpost – 3 years on 19/04 – National Crime Victims week 26/04 – Direction - 2 years on</p> <p>ZF updated that we are waiting for final upload and quotes for the VNA. The Roads Fund press release has been completed by SH.</p> <p>SP will think on the examples for the press release for 19th April on Signpost around the focus. There was a discussion on the focus of the press release.</p> <p>Signpost – Social Comms</p> <p>ZF updated that Monday and Friday posts are standard Signpost posts and retweeting other accounts. Wednesday posts are specific posts for Signpost. ZF confirmed that the posts are scheduled up to the 5th May.</p> <p>Newsletters</p> <p>The newsletter has been created by ZF and CK will review and sign off.</p>	
	<p>Events Officer</p> <p><u>Events</u></p> <p>ZF updated that the events schedule has been created for 2021 and will be reviewed in line with new government advice and the new PCC.</p> <p><u>Engagement</u></p> <p>Full Office Meeting</p> <p>ZF stated that four meetings have been booked in for 2021. The next full team catch up is Wednesday 9th June 2021 at 10am.</p>	



	<p>Beds Youth Council (BYC)</p> <p>ZF stated that this month's theme is 'LIVES NOT KNIVES' working with Reactiv8. It will be delivered until April 1st. April's theme is 'Victims of Crime' working with Signpost.</p> <p>Stop and Search</p> <p>ZF stated that the next Stop and Search meeting will be held in June 2021.</p> <p>ZF updated that the new Facebook page for the OPCC is up. SP asked about recruitment of the new Communications Officer. CK updated that they are currently going through the vetting process.</p>	
	<p>Safer Streets Manager/Commissioning</p> <p>Open Bids update</p> <p>AB updated that CTC is to open April 5th and the press release is finalised and ready to go.</p> <p>MOJ Returns or announcements</p> <p>Financial Papers MOJ due by 30th – AB confirmed that they have been completed and approved</p> <p>Demand Reports due 6th April</p> <p>End of Year MOJ due 30th April</p> <p>Safer Street end of year due 14th April</p> <p>AB updated that the Safer Streets Finance report has been submitted, however further questions have been received.</p> <p>New funds available</p> <p>19th April YEF – AB confirmed that we are awaiting information.</p> <p>AB stated that there is no issues to raise in regards to partnership engagements. The Safer Streets community engagement went very well with lots of positive feedback received. AB stated that ten residents and partners attended.</p>	
	<p>Contacts Officer</p> <p>Upcoming deadlines:</p> <p>24/03 – Article about live facial recognition.</p>	



	<p>26/03 - Best practice guidance – CK would like to provide feedback relating to document 45. CK asked whether PMc can review and cover this – MR will forward to PMc.</p> <p>Action: Engage with [REDACTED] around issues with receiving FPN notices (Covid, speeding etc) from the public to the OPCC inbox</p>	<p>KB/MR</p>
	<p>Criminal Justice Manager</p> <p>Criminal Justice</p> <p>CK helped EJ prep for Criminal Justice Board yesterday. EJ updated that the minutes are being drafted at present.</p> <p>EJ stated that he is working with [REDACTED] from Herts OPCC who completes the performance report for the meeting – EJ will work with him to review the datasets in the performance dashboard and will pick this up in the next meeting. EJ will take over for the June meeting.</p> <p>Victims Needs Analysis (VNA) - Updates</p> <p>EJ updated that the VNA draft was sent to 128 partners for written feedback from the 2nd to the 10th March. All partners were then invited to a final focus group on the 12th March where the VNA content and feedback were discussed. The draft was also provided to PCC candidates and key details were covered by the OPCC Chief Executive in the first candidates briefing session.</p> <p>EJ stated that the final edits have been made and that we are on track for the press release within the week commencing 22nd March. EJ will send the final version to all partners involved and both versions will go on the website as well as the press release.</p> <p>EJ formally thanked all for their help and support with the VNA. He confirmed that there are 28 recommendations from the VNA – each have been allocated to a board or meeting with a timescale to be set.</p> <p>CK stated that we need a bespoke session to go through and discuss the recommendations from the VNA. To be discussed in detail at the next Business Review Meeting in April.</p> <p>Action: EJ to update the OPCC on the recommendations from the VNA within April's BRM.</p> <p>CK formally thanked EJ for all of his work on this project.</p>	<p>EJ</p>
	<p>AOB</p> <p>CK requested to the team that if someone has changed roles etc, key contacts need to be updated on the Partnership Database.</p> <p>Action: CK to check with KB that a decision log has been created and signed for Croner (HR)</p>	<p>CK</p>

