



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

MONTHLY BUSINESS REVIEW MEETING

Tuesday 1st September 2020 at 09:30hrs – SKYPE Call

Chair – Clare Kelly – Chief Executive

Attendees: Clare Kelly (CK), Simon Powell (SP), Katie Beaumont (KB), Zoe Fraser (ZF), Mary Robinson (MR)

Apologies: Phil McCarthy (PMc), Antonina Belcheva (AB), Grace Foster (GF)

Red Text is restricted information and cannot be published.

No.	Business Review Meeting	Actions
	Minutes from the last meeting in August 2020 were agreed to be a true and accurate record.	
	<p>Actions Update</p> <ul style="list-style-type: none"> • Training for all staff needs to be completed as a priority – H & S and Data Protection. PCC to complete DP training – Outstanding update needed at next BRM. • SARC - PMc explained that video link issues are being worked through and PMc will keep CK fully updated on this. Put Videolinks – on CJ Board Agenda (from 02.07.2020 meeting) – Still Outstanding update needed at next BRM. • MR to send the final 2030 vision to KB for BRM placement when it arrives electronically and KB to place on agenda at BRM – Outstanding document has not been received yet – however MR is aware that this needs to be sent to KB/CK – Still hasn't been received. • CK asked for all managers to go through the milestone plan with their direct reports, as we need to ensure that all team members are aware of the plan and that we complete it – Complete, however CK will go through in depth at 8th Team Day. • CK explained that the work completed by KB and herself also covered the diary sheets. These need to be reviewed by all and items added from your areas, as this has not been completed in great detail – Completed up to December 2020. However does not include Comms schedule. • First line managers (FLM) to ensure that an ongoing programme of 1-2-1s for the whole team is set up. One to ones should not be a 10 minute conversation, 	<p>PMc</p> <p>MR</p> <p>GF</p> <p>PMc/SP</p>



	<p>they should be meaningful and a minimum of 30 minutes – Outstanding CK has not seen list, so will be asking individual FLMS.</p> <ul style="list-style-type: none"> CK asked if GF has linked with the schools/school liaison Richard Denton surrounding this. GF stated she has emailed, however has not received anything back. VR stated she could link with old contacts in school, if CK wishes for her to do so, to share the links. CK agreed to this approach – Update – GF stated that no comms have been received from Richard Denton, GF has received feedback from Central Beds however GF stated that she required clarification. CK stated that she had set the task back in March and has clarified this previously. CK stated there are a lot of new channels/avenues out there and she was asking for GF to link with the new channels using social media/newsletters to promote the YouTube Channel. CK asked if no promotion has happened since March despite her request? GF stated it has gone on FB/Instagram/Twitter. <p>CK asked GF to re-prioritise this is a high priority to link in with groups to promote the channel, i.e PTA Groups/Mums Groups/School Groups/Volunteer Groups. Discussions was had and GF confirmed she understood. CK mentioned a volunteer group that the OPCC has worked with that meet on a Monday and have 600+ on there whatsapp and GF should link with them. CK stated we need to improve the reach and this must be completed. Update – CK stated this did not happen. GF to provide update.</p> <ul style="list-style-type: none"> GF explained that a handover from Corporate Comms is still required now that Signpost now sits under the OPCC, SP asked for GF to link with ‘Sunja’ in Signpost as she has been doing some wok with Twitter – meeting has taken place and plan completed – Closed. ZF stated the Twitter engagement event went really well, would the PCC like to do the event again? CK to raise to PCC. CK stated she would speak to her on Monday. ZF stated partners are willing to be included again – update – aiming to be completed in September 2020 – to remain open until completed. Update – CK stated to remain on action log as the date has not been confirmed yet. CK asked GF to see whether or not the OPCC can link with other websites or individuals for messages for young people. i.e Mohammed Ali’s daughter – update – GF confirmed that this has not been completed, however she will complete this. Update – need an update from GF when she returns from leave. CK stated that the uplift paper was brought to Strat Board and CK is nervous on releasing the figures which have bee stated, as the numbers currently need review. CK asked GF to not include figures and the recruitment press release should concentrate on ‘attitude’ and the type of officer we wish to attract. CK advised GF to review the code of ethics. GF stated she had thought the same and is looking at the press release promoting recruitment to reflect the community we serve. CK asked GF to ensure that ‘attitude’ is included. Update – log has been updated as completed, however CK needs update when GF returns from leave. 	<p>GF</p> <p>GF</p> <p>GF</p> <p>GF</p>
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<ul style="list-style-type: none"> • CK stated that this is urgent work that needs to be completed – Priority one for PMc after leave. CK asked KB to email PMc to raise this. Update – KB emailed PMc – need update from PMc when he returns from leave. 	PMc
<ul style="list-style-type: none"> • CK stated that this is urgent work that needs to be completed – Priority two for PMc after leave. CK asked KB to email PMc to raise this. CK explained that she visited the SARC and she was very disappointed. She has sent PMc an action plan to complete when he returns from leave. Update – KB emailed PMc – need update from PMc when he returns from leave. 	PMc
<ul style="list-style-type: none"> • CK requested for KB to link with PMc, as she would like ICVs to be involved in the process and ICVs consulted on aspects in custody, perhaps to link with the project board. KB explained that this would be great engagement with our volunteers. KB explained that there are Home Office approved plans for how custody should be and hopefully these are being considered but it would be great to involve ICVS. Update – KB emailed PMc – need update from PMc when he returns from leave. 	PMc
<ul style="list-style-type: none"> • T.O.Rs - CK stated that KB has conducted the review and sent emails out to individuals who complete administration for a meeting – terms of references need to be added to the next agendas, ensuring they are agreed and dated and review date on the TORs. Update – KB stated she had sent email out to all. She will have to Review if all been completed. CK asked KB to send reminder to her about MH T.O.R 	KB
<ul style="list-style-type: none"> • Discussions were had surrounding RVT. GF stated she was thinking to do a release on RVT and the work they have completed during Covid-19 supporting the bereaved. CK stated yes and please disclose amounts – RVT were given more. It is normally 60,000 and this year were given 70,000. CK asked GF to also link in with Brake. CK asked MR to get email address for BRAKE and pass to GF. – Update needed when GF returns from annual leave. 	GF
<ul style="list-style-type: none"> • Vacancies to be added when signed off – VR to pass them to GF to add to website. Update – CK stated this was not done and later completed by herself and KB – Complete. 	
<ul style="list-style-type: none"> • CK raised concerns surrounding the VERU page and amendments needing to be made. CK explained exact changes which need to be made to GF – to state funding is now closed in red – GF understood and stated she would complete - – Update needed when GF returns from annual leave. 	GF
<ul style="list-style-type: none"> • Policing Minister Visit - Photographer requested however Force photographer is on leave. Press release draft with PCC. Have liaised with Comms as his media office has contacted them, awaiting reply from comms. CK asked for GF to complete a full brief for the PCC and to link with Rachel Glendenning – Complete. 	
<ul style="list-style-type: none"> • Discussions were had surrounding the logo which has been completed by the youth group. CK stated that the logo looks similar to political logos which have 	



	<p>been released recently. ZF to go back to BYC and ask for amendments – Complete.</p> <ul style="list-style-type: none"> • CK asked for ZF to set up another OPCC/Signpost/BPPT meet – ZF currently trying to source a date. • ZF informed all that she is still attending the silver cell calls which are completed twice weekly. She has highlighted to the team that is a current consultation out surrounding the canteen – ZF asked all to complete. CK asked ZF to mention collaboration between fire/police/ambulance in bringing in a cook or a service for all three – Complete has gone to project board. • Canteen - CK stated that PMc needs to link with Michelle regarding this and feedback to team – need to ensure OPCC is linking with Force – update needed when PMc returns from leave. • CK asked for KB to add VERU – 75K and Safer Streets 880k to log - Complete 	<p>ZF</p> <p>PMc</p>
	<p>Chief of Staff Update</p> <ul style="list-style-type: none"> • Office Updates <p>Role applications closed Aug 31st (yesterday) KB, CK and SP will prioritise shortlisting today and arranging interviews for next week.</p> <ul style="list-style-type: none"> • Strategic Board <p>CK explained that there were a number of papers missing from the Force but the Chief Constable has said he will get the verbal updates provided in writing before the next Police and Crime Panel. We explored an area of drug induced psychosis which for Bedfordshire is very high despite our high rate of solved cases in this area. CK will further explore this through the Mental Health Board.</p> <ul style="list-style-type: none"> • Police and Crime Panel <p>CK stated although all requests have been adhered to from the agenda, the panel are requesting a different style moving forward. We do not yet have further detail. CK asked for KB to explore this with Jeremy ahead of the next meeting.</p> <p>Also the PCP made a request for information at the last panel. KB and AB to provide answer to the panels request for info from last year – important to complete as soon as possible.</p> <ul style="list-style-type: none"> • Eastern Region Alliance Summit (7 force) <p>Meeting has not been held since the last BRM, however due to be held this afternoon. CK will provide an update to the team at the next BRM.</p>	<p>KB</p> <p>KB/AB</p>



- **Strategic Governance Board (ERSOU)**

Meeting has not been held since the last BRM – no update.

- **Legislation, Publications, Consultation updates**

DA Perpetrator funding has been released. There are several options. SP is setting up meetings for PMc's return as per the agreement of sharing the bids over the summer.

- **Business Continuity – any issues**

CK stated on Sept 8th we will have a socially distanced team meeting, we will address business continuity and plan together for the coming months. As previously said we will not be back in the office before Sept 7th, and even then, in a very limited capacity, however if team members have needs of flexible working or change in hours this needs to be formally done as with our world things change and we need to be ready to come in physically if needed for emergency cases, so please always have a plan to accommodate going back to physical working at HQ. However as described in her email all situations are workable we will look at a balance of personal need and office need as per the policy.

- **Milestone Plan**

On Sept 8th CK will go through the plan in more detail to reaffirm the individual 1-1s team members have had with line managers

- **Strategic Risk Register**

CK informed the team that the financial risk has been altered with the receipt of the special grant last week. KB and CK will update the log. The 100 conversations have been working well and impact at a strength level for the confidence risk.

- **J.A.C**

Meeting is going to take place this month.

- **Audits**

VERU Audit has come back we do not currently have the assurance required. A meeting has been set up with the auditors to go through the recommendations and the level of assurance.

- **Office Performance**

CK stated after a few months of non-completion of the weekly work priorities (for a variety of reasons) we need to avoid this in future and personal planning and flagging issues is needed by everyone. If there is something significant coming up in your world that you do not think is on the team radar please raise at comms cell or BRM or directly to a line manager if urgent. If there is a reason beyond personal planning for not having something completed please raise at the earliest opportunity, ideally, we work to avoid these issues or work around them finding alternatives to achieve the plan. Early Flagging is key and needs to happen.



	<p>Project Manager for Policing and Contact</p> <p>CK stated as PMc is on annual leave – no update has been given regarding this aspect of business.</p>	
	<p>Transparency Manager</p> <ul style="list-style-type: none"> • FOI/DP requests <p>The OPCC has received two requests this month which needed additional thinking behind it.</p> <ol style="list-style-type: none"> 1. Safer Streets – An FOI has been received by all OPCCs regarding the Safer Streets submission and application form. I have contacted the Home Office, Beds Borough and Luton Council. Beds IMU team have also been consulted regarding the force data and some are needing to be redacted due to Law Enforcement purposes. 2. Police and Crime Panel – similar to previous request received – however 2019/20 data – email sent to AB when she returns from leave as need assistance as it is regards to Commissioning. <p>Signpost work – only a few actions which are now outstanding surrounding this work. Great Team working with the OPCC/Force/Signpost Team. Last meeting set for the 8th September 2020.</p> <ul style="list-style-type: none"> • ICVs / Dogs <p>Reintroduction ICVs commencing calls to custody – 17th August – have been a few minor problems with the calls.</p> <p>Phase two – I was aiming for this to go live on 31st August – there has been a delay due to the phones being ordered. This will be ICVs talking to detainees over phone.</p> <ul style="list-style-type: none"> • LQCs/Misconduct <p>Notification of appeal through regarding a hearing – awaiting feedback from PSD.</p> <ul style="list-style-type: none"> • Complaints <p>2 reviews received – 1 finalised – not upheld.</p> <p>Awaiting contact from the complainant for the 2nd – as PSD forwarded me notification before he had actually submitted the review.</p> <p>The CC commented within Strategic Board that the Review function and system seems to be working.</p> <p>CC complaint – referred to IOPC – still awaiting update from IOPC. The IOPC have been in contact asking for additional info. KB has sent this back immediately.</p> <ul style="list-style-type: none"> • Decisions <p>Not aware of any new decisions</p>	



	<ul style="list-style-type: none"> • Website Compliance – Specified Information Order <p>Accessibility work – Audit is happening – dates TBC.</p> <p>CoPaCC has notified KB of the upcoming audit</p>	
	<p>Head of Victim Care</p> <p>SP explained that Comms meeting has taken place, GF is going to train BSA's in Signpost comms. A pathway has been agreed. The next step will be a Signpost Facebook page. CK stated that she understood this, however the BSAs are only to support the comms and the actions need to be completed by GF.</p> <p>Covid 1-2-1's All Signpost Team members have had 2 meetings with their supervisors (this started prior to SPs arrival). PPT team members have had one, which was done by SP. There will be further Covid 1-2-1's will all Team Members in the next couple of weeks with an eye on an office return in the near future.</p> <p>TOR for PPT will be written this week and KB will have by Friday.</p> <p>Training is being arranged for the Signpost Team, I am liaising with AB in regards to this.</p> <p><u>Signpost:</u></p> <ul style="list-style-type: none"> • Performance – Qualitative and quantitative SP has notified CK about issues around staffing during August. Although AL was approved it the correct way and minimum staffing levels were observed, we encountered high levels of sick. This led to a back log in calls being dealt with. Moving forward with the new addition of a VCC, SP will be able to have more resilience around staffing level and the minimum levels will be looked at as well as the rota once the new VCC and the 2 new secondments are in place. • New elements to log (issues or success) Discussion was had. <p>Communication plans to share</p> <ul style="list-style-type: none"> • The team will be undergoing further DA training at the end of this month, this is being delivered who has been in contact with AB and myself. The BSA role will now incorporate comms, moving forward we will be planning a month in advance re comms and will incorporate out partners in to this. <p>Bedfordshire Police Partnership Trust:</p> <ul style="list-style-type: none"> • Performance – Qualitative and quantitative 	



	<p>The Bobby Scheme is still providing telephone support and we now have one of the Bobby Vans out and about again.</p> <ul style="list-style-type: none"> • New elements to log (issues or success) After a successful meeting with the Force we are moving forward in ways we can promote the Bobby Scheme to front line officers, and educate them to how the Scheme works and what the Scheme can offer and what it can't. SP hopes to have a further update for the next BRM • Communication plans to share <p>There has been a good response the advert placed for a new Bobby Scheme member, and I will work hard to have this person in place by early October so training can begin. The PPT logo is ongoing, thank you to ZF for her work around this.</p> <p>Victim Care:</p> <ul style="list-style-type: none"> • Partnerships. <p>SPs focus this last month and for this coming month has been building relationships/new partnerships with Beds Police, he has been going into HQ and getting his face known and having socially distance face to face meetings.</p>	
	<p>Commissioning Officer</p> <p>CK stated as AB is on annual leave – no update has been given regarding this aspect of business.</p>	
	<p>Events/Engagement Officer</p> <ul style="list-style-type: none"> • JC Collective ZF informed all that today was the last day for the JC collective and youtube videos. ZF confirmed that the meeting requested by CK has been set up for Thursday. CK requested for the figures to be passed to her. IT was agreed that ZF could do this tomorrow to ensure that all figures are accounted for. • 100 Conversations <p>ZF stated that 19 conversations have been completed so far and all transcribed. Emails have been sent out to all commissioned services to ask for them to participate. ZF has also asked for commissioned services to send out to all communities, to try and get as much participation as the OPCC can. ZF has also sent to the community cohesion team to send out to community leaders. ZF assured CK that emails have been sent out to all afro Caribbean communities in the Bedfordshire area.</p>	<p>ZF</p>



	<p>ZF stated she will be sharing the 100 conversation action log out to all, as there are actions which need to be completed by other members of the team.</p> <ul style="list-style-type: none"> Covid Heroes Event Discussions were had surrounding this event and CK asked ZF to book in a meeting with the High Sheriff and her. Annual Survey ZF stated she has completed the draft and sent to CK for review and sign off. Partnership Trust ZF informed CK that the website is very difficult to access. KB has reviewed and we are unable to work it. ZF asked CK if she would be able to contact ex-employee which worked on the website to seek advice and training. CK stated this was ok – agreed. 	<p>ZF</p>
	<p>Contacts Officer</p> <p>MR stated that there were 4 aspects which required update:</p> <ol style="list-style-type: none"> Alcohol Tagging response – CK stated she would look at this after the meeting, to whether we need to respond. Home Affairs Select Committee – 125 – KB reviewed and this is welcoming comments, it is not mandatory – CK stated we would not respond as it is in regards to the Force and IOPC. Review of the PCC function – this work continues and CK stated she is aware of this. DA Perpetrator Fund – CK stated she is fully aware and PMc will be completing this after leave. 	
	<p>AOB</p> <p>Nothing Raised.</p>	