

## KEY DECISION

### POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE

#### **Title and Reference – PCC/D/034**

**Subject:** Community Hub Proposal

**Report of:** Office of the Police and Crime Commissioner

**Date:** 24/09/2021

#### **Summary**

Over the last decade the number of Police venues that are accessible and capable to receive “walk in” visits from members of the public have significantly reduced. During this period, Enquiry Offices at Ampthill, Leighton Buzzard and Biggleswade have all closed (this taking place under the Enquiry Office Reviews which viewed demand and footfall and progressed restricting as part of the wider austerity within Policing).

During the PCC election campaign, many members of the community gave feedback to the PCC that the smaller “Market Towns” (albeit some are large now in terms of increased population due to sustained development) do not have access to a “Contact Point” that would allow for immediate access to Police personnel and Policing Services.

The purpose of the “Community Hub” proposal is for the public to have access to a self-service terminal allowing them to contact the Police such as but not limited to submitting digital images (CCTV, dashcam, mobile phone footage), report crimes, update crimes, for crime prevention/key messages and to live chat with the Force Control Room.

This will allow:

- Greater Visibility
- Greater Accessibility
- Increased service to the public
- Co-locate with Partners and other services
- Greater use of technology
- Transformation of traditional services

- Cost effective option

The contract for the Community Hub was awarded to getITright Ltd on the 24<sup>th</sup> of September 2021. Internal testing took place in December 2021.

**Recommendation**

**To note decision**

**Bedfordshire Police and Crime Commissioner**

**I hereby approve the recommendations above.**

**Signature:**



**Date: 11/02/2022**