

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

**29<sup>th</sup> JULY 2021**

<b>Attending:</b>	
	<b>Clare Kelly, Chief Executive (CK)</b>
	<b>Garry Forsyth, Chief Constable (GF)</b>
	<b>Gavin Chambers, CFO for the OPCC (GC)</b>
	<b>Sharn Basra, Assistant Chief Constable (SB)</b>
	<b>Madelyn Doggrell, Staff Officer DCC (MD)</b>
	<b>Rachel Glendenning, Staff Officer (RG)</b>
	<b>Gemma McCormack, PA to PCC and Chief Executive (GMc)</b>

Part 2 – Live streamed

CK welcomed everyone to the meeting and introductions were made. CK advised that this meeting will be live streamed after the event and uploaded onto Facebook. Comments from the public will be very welcome and will be responded to as soon as possible. CK noted apologies from Festus Akinbusoye, Trevor Rodenhurst and Phil Wells. ( The livestream failed to record audio after 14 minutes)

**ITEM 9: OPCC UPDATES**

**9.1 Police and Crime Plan Engagement Plan:**

CK updated and shared where we are in the consultation phase. The survey opened on the 5<sup>th</sup> July 2021 and it closes at midnight on the 1<sup>st</sup> August 2021. We have been going out to a lot of different partners and the public. We would appreciate a push internally from Bedfordshire Police as a lot of our Police are residents of Bedfordshire so it would be great if they wanted to be part of that survey as well. Within that time frame we have been working with the Strategic Team in SSID, we did a few hours with them during the last week of June on the detailed plan, the milestone plan and any of the key deliverables we would have within it to make sure it would fit with Bedfordshire Police Plan. CK is meeting with the Head of SSID later to confirm if there are any issues.

CK asked if there is anything that the Executive Team would like to raise in relation to plan or want to ensure that we consider in the plan?

GF advised that they are happy and had no concerns or issues to raise.

CK advised that she would like to try and get requests from Bedfordshire Police in for anything that we would like to do with the spend which goes along with the Police and Crime Plan. Although the Plan itself launches in August, within the next few weeks we are going to be setting the budget for the first full year 2022/2023. We have already had some requests from the budget this year around offender management, this has already been used up within 5 months so we are being asked to consider a heavier investment for the next year. It is good to have the heads up from the services who have used the resource quicker than first thought as it helps to do the plan. CK asked if there are any other areas within the Force where they are expecting heavier investment?

GF advised that he would ensure with Heads of Departments that they are sighted on previous commitments and have an idea for the future about what those area of service might look like.

## **ITEM 10: COMMUNITY POLICING**

### **10.1 Community Policing Model:**

CK advised that we have asked for the establishment model until we get there and ensure that it is in place. Having a look at the paper we have got, normally we just have a list of numbers but this time there is a bracket next to the normal number and there are some that are in yellow, what does that mean? GF explained that the ones that are in brackets are the numbers we achieved on the 1<sup>st</sup> September because there are some postings that are taking place that aren't in position yet but will be on the 1<sup>st</sup> September. The yellow means some people that are in budgeted posts but are acting up within the community teams. CK asked for the date that the established model will be confirmed by? GF advised that it was fully established in terms of the total numbers, there are three vacancies that are being recruited for at the moment, four postings that are coming in on the 1<sup>st</sup> September, so that will be subject to when those three who are successful into those posts can be released. We run the lowest vacancy factor of anywhere within our Community Policing and we try and maintain that at our full establishment, we just can't do that on a permanent basis as people move in and out. CK advised that at the last meeting you had said October that you were hoping for. GF said that he would be hoping for the end of September but would be subject to the 3 vacancies being filled.

## **ITEM 11: EFFECTIVENESS**

### **11.1 Victims Needs Analysis:**

CK shared that the continuation of the Victims Needs Analysis at the OPCC started in March with Partners and we are still running through all of those actions. We are about a third of the way through completing them and there is about three more weeks left of getting in the early actions. CK proposed at the September Strategic Board we start looking in details as to what that has meant for all of the changes as from March to September is enough for us to have made an impact and we will start doing our first review of what the VNA has meant.

Within VCOP we have had no resistance from anyone we have been engaging with around 12 Rights, everyone has been absorbing them as you would expect. Hopefully the publics education piece around VCOP and what they can expect from Bedfordshire Police, Criminal Justice System, OPCC etc is a bit more better understood.

### **11.2 Signpost Update:**

CK advised that we are still hovering at that level that we were really pleased we had got to last month around 600 but we are not near the 900 figure that we want to be. As it has taken a while to make that much of a change within Signpost we need the Force to be aware that I am taking that into consideration when I am looking at funding for 2022/2023 about what else can Signpost be doing to make the small budget around victim care work.

### **11.3 Victim Satisfaction in Force (VCOP Dissatisfaction/Complaints):**

OPCC does dip sampling every month for this area. There is significant issue, VCOP compliance as within the amount of time people are going back and updating is definitely getting better, CK gave her congratulations to the Force for this. CK raised that it is the other areas within VCOP that are a bit of a problem as they are the ones that are not recorded. For the OPCC this is still a concern that we are not looking at all the areas of VCOP compliance, just the main one around timeliness which is incredibly important and definitely the main one but we need to be looking at all of them . Regarding Information Management, when we get requests from the Home Office around putting out the information in an accessible way, this is definitely an area that needs to be clear and obtainable around satisfaction.

SB updated regarding VCOP and shared that the compliance is very much data driven. In terms of all the different teams within the Organisation the compliance for last month was at 81% which is an increase from the previous month of 78%. We have continual audits into those VCOP updates to make sure the qualitative information matches the actual data requirements, we do this with a view to learning.

SB advised that we have about 140 crimes per day, most of which are victim based. At the moment our capacity to do a real thorough survey of our victims of crime is limited because of availability and capacity. In June we attempted to contact 221 victims of crime and were only able to complete a survey with 43. Some of the positives coming back from individuals was that the officers and staff who dealt with the throughout listened, offered practical support, the individual felt safer and they felt that as an Organisation we did care. Some areas for improvement were managing expectations, timeliness of getting back to people and updates. These are areas that we really want to focus on. In terms of moving forward we are looking at IT solutions for our victim satisfaction. We are looking into what is known at the procurement stage and we are down to 3 potential providers. We will get that final update and internal business meeting on the 12<sup>th</sup> August 2021 and that will then be presented at FEB on this 17<sup>th</sup> August 2021, which will then provide me an opportunity to update at the next Strat Board.

CK stated the case studies, the elements are definitely commendable where people have had that great service, its just that the numbers are small we can't be making good statistical analysis of where we are on it until we have the system that is coming in August where we can look at volume. That in itself then might help the OPCC to decide where do we need to support and invest.

#### **11.4 Police Data trends including stop and search breakdown:**

SB advised that there continues to be an increase of calls coming in to 101 and 999, this has an impact on the number of incidents created. There has been an increase in the productivity of Officers and the arrests in June were at a higher number. There continues to be a high element of demand across the board.

Use of Force – There has been an increase in reporting however we still need to see an improvement in the data quality. The ethnicity ratio of white to any other ethnic group was 1 to 3.18% and white to black has gone up to 4.18%. CK advised that if the data shows being over 1.4% we need to start running a performance piece.

We have seen a reduction in stop and search in Quarter 1 but we continue to run quarterly processes both internally and externally. We have identified 10 Officers who have carried out stop and search but have not identified the outcomes. These Officers will be subject to intervention in terms of learning. This continues to be a useful power to use and we will continue to carry out audits to ensure that the procedures are being carried out correctly.

CK advised that she has been approached by some Officers enquiring if they can attend the Stop and Search Scrutiny Panel. The OPCC will still be attending and voting but would like to open it out for more Officers to attend. SB was in agreement with this.

#### **11.5 Recruitment and Retention:**

CK queried why the paper that has been submitted looks different to previous months? GF advised that he would speak to PW and find out.

CK asked if Exit Interviews are being completed for Officers who leave? GF advised that there have been 6 resignations from the Special Constabulary. We continue to offer Exit Interviews and we do this for all leavers however it is their choice if they complete them but we will continue to ensure that everyone is offered one.

CK asked if people are offered Exit Interviews but they refuse, is there a way that we can find out why they are leaving? GF advised that previously agreement had been made for a templated format. CK stated that we had written a paper previously submitted that indicated what we are looking for, this time the paper had been submitted by the Force but it did not include the information that we had asked for. CK advised for the template from the last meeting to be used to capture this information and to be included within the report for the next Strat Board.

### **12: VOICE OF THE PUBLIC**

#### **12.1 Special Reviews Further Update:**

GF advised that he is always happy and keen to hear from Officers regarding additional pressure that they are facing as this helps to look into ways of improving the service.

**13: VERU**

**13.1 VERU Monthly Performance:**

SB feedback that this month has been a demanding month. There has been a very tragic incident where a 16-year-old in Luton was stabbed and died. Since this incident we have seen 21 referrals come in which is very positive. Currently there are 83 open referrals which equates to 59% and are in the 14 – 17-year-old bracket. SB thanked the OPCC for their continued interest and support.

CK raised that the OPCC had three community events this month which were joint with VERU but unfortunately VERU did not attend any of them.

**ITEM 14 NEXT AGENDA**

**Items for Next Meeting:**

Funding OPCC Model 2022/2023.

0% Pay Rise.

Volunteer and Community Focus.

Business Engagement in the New Year.

Community Based Special Constables.

Stalking and Harassment – SB.

Finance Elements.

Date of Next Meeting – 26<sup>th</sup> August 2021.