



**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR BEDFORDSHIRE
MONTHLY BUSINESS REVIEW MEETING**

Tuesday 10 October 2017 at 12:30, JPS Conference Room

Chair: Chief of Staff – Clare Kelly

Attendees: Clare Kelly (CK), Julie Maddocks (JM), Katie Beaumont (KB), Samantha Denness (SD), Grace Foster (GF), Nuala Goldsboro (NG), Pauline Gibbons (PG), Bethan West (BW), Marc Hodges (MH), Anna Akerman (AA).

No.	Business Review Meeting	Actions
1.	<p>CK welcomed all to the third Business Review Meeting (BRM). CK stated that she was glad that the whole team was present today, as she wanted to go over a few things before getting into the Business Review Meeting regarding a few actions which need to be completed by the whole OPCC team.</p> <p>CK stated that all Town Councils/Parish Council engagements need to include a full briefing to give to the PCC to ensure that the PCC is briefed and fully prepared for the engagement meeting. If any of the team has any questions surrounding briefings and how they should be completed, and the amount of information which is required – speak with SD as she is aware of the expectations of the PCC.</p> <p>CK stated that she is requesting for the whole OPCC team to review their own areas and budget which has been spent and predict the Budget moving forward for the year and send this report to CK by the 22/10/2017, so plans can be put in place.</p> <p>CK requested updates on actions from individuals:</p> <p>CK asked AA if she had completed joint letter with Essex – AA stated this has not been completed yet due to this being dependent on the report she is currently completing.</p> <p>CK asked for an update on the 1st/2nd November event that the PCC will be attending – APCC. AA updated the team that she is currently drafting a briefing. CK asked for AA to ensure that she sets time in her diary to present and speak to the PCC.</p> <p>CK stated that she has not received any update regarding the fairness at work policy from Stephen Moon. Can this be chased up please.</p>	<p>Whole Team</p> <p>AA</p> <p>AA</p>

<p>Discussion were had regarding the piece of work surrounding revolving doors and CK stated she did not want it to be a league table of PCCs. CK stated that the report was missing so much information. AA stated she was completing this piece of work however the majority of her focus has been on the Nick Hurd Report.</p> <p>CK asked BW to chase Dom regarding an outstanding action surrounding GPs. BW stated this is also an action within the criminal justice meeting so she is assuming this has been completed by Dom, however she will find out and feedback to CK.</p> <p>CK asked MH if he had completed the piece of work surrounding the 'Pocca' Budget. MH stated he had not completed this yet. CK explained that this needs to be a priority to complete this and feedback to CK.</p> <p>CK asked PG if all was organised for the 16th October for Justine Currell's visit. PG stated she is sorting this out and to ensure that directors have this in the diary.</p> <p>CK asked KB is she had completed the work surrounding</p> <ul style="list-style-type: none"> • APR audit findings document – KB needs to discuss this with CK before completion to ensure it is clear what needs to be completed. • IPCC Chief Constable briefing – will be with CK by the end of the week. • GDPR/ Security Markings – emails have been sent this morning. Complete. <p>Discussions were had regarding the Roads Policing – SD stated that she had a specific email. CK asked for SD to forward the email to CK as the council partners had raised concerns.</p> <p>CK also asked why the action of getting the Office of the Police and Crime Commissioner photos taken and up on the OPCC board had not been completed. SD stated that the decision has been made to take them on the OPCC camera. Time and date to be confirmed. All staff members will be informed of this so this action can be completed.</p> <p>CK asked GF has the picture on the website been changed. GF stated she does not know what picture needs to be removed. CK explained which one. GF stated as this was on a banner this will have to be removed by fluid and this may incur a cost. KB explained that fluid removed a picture from the banner for her, as this couldn't be done with the skills of the office. GF stated she will get in touch with fluid regarding changing the banner.</p> <p>CK stated she has not received an update regarding the full review of all photos with the PCC. GF stated that she has been unable to get time with the PCC to review the photos however she will set time in her diary to do this, to see which photos the PCC would like to use and which ones to archive.</p> <p>CK also stated that the photos on the delivery plan also need to be revised as the photos being used are old. Action set to GF and SD.</p> <p>CK asked GF whether or not she needs any help by the OPCC team regarding the Hate Crime Conference on the 17th and 19th. GF explained that she doesn't believe</p>	<p>BW</p> <p>MH</p> <p>PG</p> <p>KB</p> <p>SD</p> <p>SD/GF</p> <p>GF</p> <p>GF</p> <p>SD/GF</p>
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	<p>so as there is going to be a high presence of OPCC at the event as GF/PCC/MH/BW will be attending the Anne Frank event on the 17th and GF/BW/MH/JM will be attending the event on the 19th.</p> <p>Point to note – OPCC staffing will be low on these dates.</p> <p>CK asked BW if she requires help from the team for the assessment day on the 4th? BW will review and let CK know.</p> <p>CK stated she has not received any update regarding the Christmas charity work that the OPCC wants to participate in. GF explained she thought that she would leave this till late October/early November as its early. CK explained that she wanted GF and SD to make contact with the charity to allow time for them to come back as if we cannot participate in this we need to think about something else. GF stated she would do this.</p>	<p>CK to note.</p> <p>BW</p> <p>GF/SD</p>
<p>2.</p>	<p>Actions from the previous BRM meetings</p> <p><u>Actions from 15/08/2017</u></p> <p>Action 8 – CK has stated this can be taken of the Action Log however she asked all directors to keep an eye on the folder with all APCC/APACE emails in and ensure the log is updated and deadlines are kept. CK also asked for PG to review this on a monthly basis to ensure the log has been completed by the directors.</p> <p>Action 9 – Complete – CK happy with the plan of the survey. Split into 2 parts, first one – roads policing and the bigger survey to be held in March 2018. Launched https://www.surveymonkey.co.uk/r/YoungDrivers17</p> <p>Action 10 – Complete</p> <p>Action 11 – Complete and to be taken off log, however this will be continually monitored.</p> <p>Action 13 – Complete</p> <p>Action 14 – Open – discussed above – photos need to be taken of the team. Date has been set for the 18th – completed after meeting.</p> <p>Action 16 – Dan Sullivan training completed. External risk training to still be sourced. However KB explained that the internal ICT system does not allow her to access risk websites so this will have to be completed on her own computer at home.</p> <p>Action 18 – Complete – CK explained to team that the Joint Audit Committee were happy with the Strategic Risk Register however CK welcomes the teams comments on new risks etc. – Closed.</p> <p>Action 21 – BW to have a discussion with CK regarding her decision papers. KB completed.</p> <p>Action 23 – Complete – however JM stated she did not know about the UNSEEN</p>	<p>PG/Directors</p> <p>SD/GF</p> <p>KB</p> <p>BW</p>



<p>event which is organised. MH and BW stated they do not believe that the OPCC needs to support however CK and JM requested that the question be asked to the UNSEEN coordinator whether they require support by the OPCC.</p>	<p>BW/MH</p>
<p>Action 30 – Still Outstanding. GF to speak with PG to arrange some time in CK diary to deliver social media training. An aspect of this will be delivered on the staff training / away day.</p>	<p>GF/PG</p>
<p>Action 31 – Will be being delivered on the team away day.</p>	
<p>Action 35 – CK explained to take off action log. The full review of finance/budget is on-going.</p>	
<p>Action 37 – ICE Forum date – discussions were had surrounding confirming date for the ICE Forum. BW and SD discuss out of the BRM meeting – date needs to be set.</p>	<p>BW/SD</p>
<p>Action 40 – to remain open. SD stated this work is on-going. A review and comparison with engagement against Decisions and pledges of the Police and Crime Plan.</p>	
<p>Action 41 – Complete Action 42 – Complete Action 43 – Discussed above SD and GF to take photos of the OPCC team ASAP.</p>	<p>SD/GF</p>
<p>Actions from 12/09/2017 Action 1 – Paused – CK to find out the PCC stance on Christmas dinner.</p>	
<p>Action 2 - CK explained that she wanted GF and SD to make contact with the charity to allow time for them to come back as if we cannot participate in this we need to think about something else. GF stated she would do this.</p>	<p>GF</p>
<p>Action 3 – Complete – JPS (PCC attends) ERSOU (PCC Chairs) Action 4 – Resolved – Now in Strat Board – AA aware.</p>	
<p>Action 5 – On-going – Policy review</p>	<p>AA</p>
<p>Action 6 – Complete</p>	
<p>Action 7 – On-Going – Awaiting feedback from Graham Losh</p>	<p>KB</p>
<p>Action 8 – AA to send a chaser email to Stephen Moon regarding the fairness at work policy review.</p>	<p>AA</p>
<p>Actions 9 to Action 27 were placed on hold due to running out of time for the meeting. KB to send email requesting updates and then add these updates into the minutes.</p>	<p>KB</p>
<p>Action 13 – Barn Meet - This in planned for Feb 2018 but no definite date as of yet. Action 16 - Proforma to be produced and disseminated to team. Action 18 - The minutes will be available on 16th and I will pass these to Nick Underwood</p>	<p>SD SD</p>

	<p>have in the milestone plan.</p> <ul style="list-style-type: none"> • Strategic Risk Register <p>Now the first iteration has been processed by the COS, all OPCC members are invited to add comment and view.</p> <ul style="list-style-type: none"> • J.A.C <p>The JAC went very well. Members were pleased with the new approach taken to risk management, and were complimentary of the style of reporting. CK asked PG to keep her updated on the Tri –Force J.A.C day.</p> <ul style="list-style-type: none"> • Audit <p>We have already completed 3 out of 4 of the complaints audit actions, and are currently undergoing the governance audit. The communications audit actions need working through.</p> <ul style="list-style-type: none"> • AOB – Chief of Staff <p>CK stated that the PCC has decided to start the recruitment process for the CoS/CE role. It is to go out for applications on the 17 October 2017. This is for anyone to apply for, so if you are interested within the office, the opportunity is there.</p> <p>CK also talked about the budget within the office and the work she is completing surrounding the job roles within the office.</p>	PG
3.	<p>Chief Finance Officer Update (Quarterly)</p> <ul style="list-style-type: none"> • Publications • Finance Reports • Budget update <p>No update received this month – PW is on leave, however has been invited to the October meeting to give the quarterly update.</p>	
4.	<p>Policy Update</p> <ul style="list-style-type: none"> • Policy review • Performance management • Project work against the Police and Crime Plan <p>PCC Events Calendar Updated with all external meetings</p>	



ICE Forum meeting date provisionally set but to be amended to relieve diary congestion in November.

Policy review

Katie and I will be working through the OPCC Policies and have prioritised review of the Complaints Policy (complete), the Decisions Policy (Complete), Records Management Policy, and the Handling of Qualifying Disclosures (underway).

Performance management

AA and CK are working with Edward major to develop a new Quarterly performance management report that will go to Strategic Board and can be shared with Police and Crime Panel as appropriate. The first of these reports will be tabled at the November 2017 Strategic Board however this first report will be truncated with an internal Force focus, later versions will be extended to include performance comparisons with most similar forces and all national Home Office forces.

OPCC performance management will be tracked and monitored using the new Milestone Tracker spreadsheet. Progress against the Police and Crime Plan pledges, milestones and KPIs listed will be logged in this way moving forward via the BRM meetings. This document will be presented at the team away day and reviewed after that date to ensure it fully reflects the achievements of the office over the past 18 months.

Project work against the Police and Crime Plan

Boost the Frontline:

Two University of Bedfordshire MRes. Students have now been recruited and will be coming into the Force to complete research into the physical and psychological health of the workforce early in 2018.

I will be conducting a short evaluation of the Targeted healthcare scheme over the coming months and looking at new ways to encourage take-up of this and the UoB offer to support officers and staff.

I will also be reviewing the operation and efficiency of the Occupational Health unit and considering ways of improving this service for our workforce.

ICE Summit:

New date to be agreed and circulated at a time which correlates with the grant commissioning work. AA will update team following a conversation with BW.

The Bedfordshire Police Demand and Finance Report 2017 (for Policing Minister Nick Hurd) will be sent this week and is available to any member of the team if they need data on force performance or the funding picture. This will be an 'Official sensitive' document and not for public distribution.

5.	<p>Compliance</p> <p>KB stated she appreciates everyone completing the reports for BRM as this will really reduce time spent when typing up minutes.</p> <ul style="list-style-type: none"> • FOI/DP requests <p>1 DP request outstanding – currently with JM and CK for final sign off. KB stated she needs this back asap. CK stated she needed to discuss this with KB.</p> <ul style="list-style-type: none"> • ICVs / Dogs <p>KB explained she is gathering all the regional data for the ICVA Board and NEF meetings on the 31 October 2017, so she will be out of the office all day in London attending these meetings. KB explained that the scheme is running well, with no major issues at present. KB stated that she has received a number of resignations from ICVs and a recruitment push needs to happen, as individuals that had past their details on from the Fun Day has not responded to any emails requesting applications.</p> <p>KB state that she has been speaking to GF and she will be putting ICV information on Beds Hour regarding the scheme and recruitment.</p> <p>KB asked whether or not the PCC could put something regarding the ICVs in her column (Midweek Paper), not only for recruitment, but putting the role of the ICV out to the community. Discussions to be had with GF and KB.</p> <p>KB stated that she will be talking to Cambs scheme as they have had to complete a recruitment push and request information from them as they have received a lot of applications.</p> <ul style="list-style-type: none"> • LQCs/Misconduct <p>The LQC meeting which was sent to CK/AA as KB could not attend has been cancelled and is currently being rearranged. KB will be attending this meeting in St Albans.</p> <ul style="list-style-type: none"> • Complaints <p>Current number of ‘standard’ complaints/dissatisfactions is 7 – all under control. Complaints meeting tomorrow has been cancelled, however the complaints data has been passed to the PCC to ensure she is fully sighted on the complaints and the actions taken by KB.</p> <ul style="list-style-type: none"> • Decisions <p>KB stated that she has completed her 3 decision drafts and they have been sent to AA for final sign off. Decisions still outstanding:</p>	<p>CK</p> <p>GF/KB</p> <p>KB</p>
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- CK - PCP Decision
- BW – Funding Framework Decision
- BW – Road Traffic Decision
- BW – Victim Support Decision
- BW – RS Decision

BW stated that she has completed one however needs to discuss the others with CK as BW believes the funding decision can be incorporated in another decision.

KB stated that everyone needs to be thinking about Decisions – if you have been present in a meeting when the PCC has made a decision this needs to be brought back to the office added to the board discussed at Comms Cell and then finalised in BRM. As we do not want to have to go back and complete decisions retrospectively.

KB

- **Website Compliance – Specified Information Order**

KB stated the submission has been sent to Bernard Rix (CoPaCC) for the transparency mark. We will hear back in November to whether or not we have passed or if there are recommendations.

- **Audits**

KB stated that she has completed all 4 actions within the complaints audit; the 4th action is not quite green yet, as the CC complaints and lessons learned have not been taken to Strat board yet, however will be green when this happens, as this will be the mechanism of the formal feedback loop. Strat Board is to be held on 17 October 2017.

- **AOB – Compliance Officer**

KB explained that she has completed a briefing on the GSC – Government Security Classification, it is very brief however there are more in depth documents to read if you so wish. Briefing sent out on 10/10/2017 – to all. The whole team needs to note this and these need to be added to all documents/emails – everything the OPCC completes/ drafts.

Whole team to check

KB is currently completing work surrounding the General Data Protection Regulation (GDPR) and will feedback to the team.

KB

KB stated that she has been working within the regulations and the OPCC team as whole needs to really think before sending documents and the classification given to documents and emails. Also no emails with Force/OPCC data which is Official/Official-Sensitive/Secret/Top Secret should be sent out to any computer which does not have the same security.

<p>6.</p>	<p>Commissioning/Victims (Monthly)</p> <ul style="list-style-type: none"> Projects - Programme of work, efficiency, change (Monitoring - Process) <p>Commissioning and Victims team are having to go out again for recruitment for the Commissioning Officer Post as they only received one application for the post which was no successful.</p> <ul style="list-style-type: none"> Hub Updates <ul style="list-style-type: none"> ➤ Paper sift for RJ Co-Ordinator, Head of Unit and VCC wk beg 09.10.2017 ➤ Specification put into Estates and being costed ➤ Areas of plan to be supported by OPCC – Recruitment <ul style="list-style-type: none"> - Training (OPCC/ Partners) - Policy / Process <p>SEMLEP notes and typed. UoB and AA leading on bid – AA stated she had a meeting with Stuart Smith to discuss this. Work continues.</p> <p>Commissioning/Victims (Quarterly - unless during the commissioning timeframe)</p> <ul style="list-style-type: none"> Victim Commissioning <ol style="list-style-type: none"> 1. Commissioning plan has been created and circulated – this is highlighting support needed by the Commissioning team by the OPCC team as whole. OPCC need to review document. 2. All to review and identify areas of input 3. All to review and put key dates in diaries <p>MH confirmed that the dates have been sent to the PCCs diary and the PCC events diary.</p> <p>Concerns were raised by MH to the process and timings. CK asked MH to plan the process out to show timescales as a whole for the process for all applications above 10,000 with predicted numbers of applications and then feed that back to the team and PCC. CK/BW to speak with the PCC after this work has been completed.</p> <ul style="list-style-type: none"> Grants - CSF and Victim (Update on funding) <ol style="list-style-type: none"> 1. Victims Fund = £5,829 2. CSF = £68,802 3. Gangs Co-Ordinator to be advertised in next two weeks <p>GF is responsible for the PR throughout the process. MH to ensure discussions are had with GF regarding PR.</p> <ul style="list-style-type: none"> National Policy (Changes of direction MOJ etc.) 	<p>Whole Team</p> <p>MH/BW/CK</p> <p>GF/MH</p>
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	<ol style="list-style-type: none"> 1. MoJ 6 month return due 31.10.2017 2. Abridged format this year as still deciding outcomes with OPCC's 3. Will need to adapt our evaluation paperwork to reflect MoJ outcomes 4. MoJ changing Framework <ul style="list-style-type: none"> • Restorative Justice <ol style="list-style-type: none"> 1. MH leading on transitioning RJ into hub. 2. Project Board to become a 'Partnership Board'. Draft ToR to be agreed. DB to chair. 3. Next meeting 16.10.2017 • Partnerships - Local Authorities (Co-Commissioning/Meetings/Community engagements) <ol style="list-style-type: none"> 1. Another 6 gangs training dates have been agreed. 1 extra session being paid for by CBC. Need to agree a funding format going forward as oversubscribed. 2. Working with Mick McNally to develop a project plan for Strategic Reviews. Planning meeting 02.11.2017 3. £20k for additional gangs training obtained from Home Office Ending Gang Violence and Exploitation (EGVE) 4. Bedfordshire to be included in Marie Collins research paid for by EGVE 5. Unseen MDS training. Promotion and attendance. 6. Strategic Eagle / Hydra Day 7. Cohesion Team nominated for award • Partnerships – CSPs <ol style="list-style-type: none"> 1. Meeting with CSP Managers and BW/ MH arranged for 02.11.2017 to discuss commissioning priorities/ operations. 2. PCC meeting with Communities directors 18.10.2017 to discuss commissioning and Hub. Briefings from MH x 2 and 1 from KV. • AOB - Commissioning/Victims 	
7.	<p>Media/Events/Engagement</p> <ul style="list-style-type: none"> • Engagement Events PCC 	



- Young Drivers event – Shuttleworth 22 November
- Global Equality & Diversity (GED) Awards – 30 November
- Ucreate workshops x six in December
- Team Away Day – 9 November
- Community Policing Survey

- **Engagement Process / comparing to decisions/ commitments (Linked with Compliance)**

No update – On-going

- **PR**

- Survey
- Police and Crime Panel
- Sammy's Law
- Young Drivers

- **Comms of PCCs events i.e. social media, Facebook, public and corporate correspondence**

All updated on Website. SD has yet to add the minutes from the Annual Parish Council meeting – will be being completed.

- **Newsletter progress update and distribution list**

Septembers sent out and the distribution list updated.

- **Community Tensions – feedback needed**

No specific update

Jewish High Holy Days / Diwali coming up / Operational updates

- **AOB – Media/Events/Engagement**

SD electronic update:

- Survey Completed and will be sent out this week
- Team photos yet to be taken
- Not yet given AA training
- Still no date for ICE
- Engagement decisions against pledge on going

Dogs Unit wed 11th in KH office – we have two who are attending and giving KH an update on the current situation within the units. The overall issues has come from the Luton based dog handlers who are not happy with their current location. There is a big review happening by JPS.

SD

<p>Road Safety Event 22nd November. We have secured the Shuttleworth College and I am in the process of organising stall holders and attendees. I have asked for Office assistance on the day and have already got team support. Survey to be tested. https://www.surveymonkey.co.uk/r/YoungDrivers17</p> <p>Barn Meet: Feb 2018 working with AA.</p> <p>ICV Regional: April 2018 working with KB.</p> <p>Costings for events still on going and I will be working with Pauline to try and give an estimated costing for each event.</p> <p>SD is putting together a proforma to be completed on an initial request for KH to attend events.</p> <p>KB and SD completed the Risk pack with Dan Sullivan, we will be putting together a risk matrix's that will need to be used for each event.</p> <p>Proforma for taking photos to be completed – Action completed.</p> <p>GF electronic update:</p> <ul style="list-style-type: none"> - Team Photos yet to be taken - Christmas plan not explored yet - Camera Guide in Progress – easier to demonstrate. Could this be an option for the training day. Discuss with JM. - Photo to be changed on website – discussions had above. <p>Hate Crime Awareness Week</p> <ul style="list-style-type: none"> ➤ Anne Frank Event – Tuesday 17th ➤ Hate Crime Conference Thursday 19th <p>2 events the OPCC will be attending – PCC will attend one of the events. A date to be arranged for the OPCC team for photos and to sign the board.</p> <p>Future PR</p> <ul style="list-style-type: none"> ➤ Dog Unit ➤ Special Constabulary - 100 days of action <p>PCC Column – First column is out – Funding and Annual Parish Council Event.</p> <ul style="list-style-type: none"> ➤ Next Column to be on HMP Bedford and Funding. <p>Newsletter – GF is starting to redesign newsletter and include videos. Opening message from PCC to be a video. GF to update all at the next BRM on progress.</p> <p>Crime Prevention awareness – social media campaign A week highlighting which actions the Force takes for crime prevention. GF is currently working through this, collecting facts and figures from units – GF will be designing infographics for social media. GF will be taking short videos or blogs and the themes are to be confirmed.</p> <p>GF will be helping SD with the Road Safety Event – filming the video including key</p>	<p>GF</p> <p>GF</p> <p>GF</p>
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	partners to play on the day.	
10.	<p>Executive Personal Assistant Update</p> <ul style="list-style-type: none"> • PCC Diary (structure changes) • Expenses updated (to note) <p>NG stated that she has no update.</p> <p>Expenses have been updated onto the website.</p>	
10.	<p>Annual Report to be updated with anything from this meeting</p> <p>KB to review the minutes after approval then add any important information onto the spreadsheet.</p>	
11.	<p>AOB</p> <p>CK reminded all to ensure the reports are completed and passed to KB before the BRM meetings and also to note within their reports when any of the actions/projects link back to the 8 pledges and or decisions to be documented.</p>	Whole Team
	<p>Meeting concluded at 14:30hrs.</p> <p>The next BRM is to be held on 7 November 2017 at 12:00hrs in the Conference Room 1.</p>	