



22 July 2020

Dear HMICFRS

I acknowledge that the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) team published on the 9<sup>th</sup> July 2020 - A call for help: Police contact management through call handling and control rooms in 2018/19.

A number of the recommendations are already actioned and those that aren't are embedded within the business area action plan and form part of the Force performance measures framework which reports into the monthly Force Performance Board.

All actions are monitored, RAG rated and governed through the Force PEEL Review Board which is chaired by the Deputy Chief Constable.

Yours Sincerely

A handwritten signature in black ink, appearing to read "K. Holloway".

**Kathryn Holloway**

**Police and Crime Commissioner for Bedfordshire**

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