

	Delivered
	Reliant on Force
	Initial work complete but requires review/follow up or further year ambition
	Working on now

Action no:	Pledge	Project/Area/Action	Delivered in	Owner	Measure to be used	Ambition of the measure	April 2021 position (Baseline)	Result of the Ambition required	Current Ambition result	Team Note
1.1	1	Community Engagement; Problem Solving link to 19	100 days and Year 1	PE	Survey before and after in the specific area	Rise in level of confidence by 25% pa over 3 years	19%	37%		Zoe survey specific geographic areas needed like safer streets
1.1	1	Partner Days of Action and how we communicate them	100 days and Year 1	PE	Comms in the area before and after	Level of communication on social media rises positively by 25%	13	17		Leanne for comms analytics
1.2	1	Community Trigger	year 2	PE	Average Rate of yearly triggers used upto April 21	We would nto want an increase in the tool being used as it means something has gone wrong, the process before should stop the need, ambition to remain at current levels	2 per 2 years	2 per 2 years		having spoken to C/Insp Langwith there have only been 2 community triggers despite the requirement for them for some time. There is now a process in place across the force for these to be reported and managed. It is believed that there will not be an increase in reporting these triggers due to a process now being in place.
1.3	1	Updates and access to info on an individuals case improves through the technology project	year 1	WH	Compliance rate on VCOP	An increase of a 10% rise in compliance over 3 years	75% (Low rates in FCC and Misper)	82.5% Overall		Katie measure Strat
1.3	1	Access to report crime or intel improves through the technology project	year 1	WH	FCC analytics	The rate of dropped webchats reduces by 33% over 3 years	13 / Day	9 / Day		Wayne for Strat
1.4	1	Specials linked to locations	Year 2	PE	Specials recruitment rate	Improves by 12 per year for this specific purpose, aspiration for year 3	0	36		Phil Eaton through Strat
2.1	2	Beds police to include victim care in their culture work	100 days	SP	Compliance rate on VCOP	An increase of a 10% rise in compliance over 3 years	75%	82.50%		Simon measure through Strat
2.1	2	Gymnasium, paid for by OPCC, designed by Beds Police	Year 1	PE	% of attrition to reduce	11% to 5% over 3 years	11%	5%		Strat report
2.1	2	Refurbishment of rooms, ie airport, welfare rooms.....	Year 1 and 2	PE	% of attrition to reduce	11% to 5% over 3 years	11%	5%		Strat report
2.1	2	Retention Rate and attrition	Year 2	PE	% of attrition to reduce	11% to 5% over 3 years	11%	5%		Strat report

2.2	2	Inclusion / Equality - Recruitment (who we need)	Year 1	PE	% per intake	Needs to be 20% of each intake. Available population needs to be taken into account	Black, Asian and Minority Ethnicities 7.69% and female 30.77% (1362)	18 - April 2022 (1453) 27(8.3%)	18 would maintain current levels - 69 extra would increase to 11%	PE through Strat, speak to Andy Harris
2.2	2	Inclusion / Equality - Representation (who we have)	Year 1	PE	Distribution of representation across all areas	Current picture April 21 compared to April 22 of distribution of rank from Sgt to CC and police staff equivalent	See TABS below			PE - Marie Mclean in HR / Lou Bareford
3.2	3	Interns SEN	100 days and Year 1	PE	View from individual and teacher	Has the young person felt a benefit through the experience	Young people did not feel ready for the workplace	Feedback was positive and in train for year 2 due to the students feedback. Students felt ready to enter the world of work		Eliot recorded an increase in confidence
3.2	3	Internship programme - Aug - Sept	Year 1	PE	Impact for the young person	Has the young person felt a benefit through the experience	Unsure before commencing what the internship would be and had feared environment and work.	Feedback is very positive and gives greater confidence in various skills and in the workplace		PE follow up case study
3.2	3	Schools debate	Year 1	ZF	Feedback from School leads	Do the young people feel more confident to hold difficult conversations. For example about how they are treated by others and in regards to their own wellbeing	Currently under investigation with the Schools around what is being used			ZF to work with schools ahead of the debates / Richard Denton or Viv Dady
3.3	3	Support to Cyber Crime	Year 1	PE	Report on how workload is managed	Predicted rate is that each van reduces the wait time for services or involvement in investigations	Backlog 80 per month	Backlog 30 per month		Phil to engage Pete Ward in Cyber Consider link to ERSOU, do we change the measure
3.4	3	PERP messaging (overall) focus on offenders not blaming victims or young people	Year 1	LF	Analysis of Force comms and OPCC	The ambition is that this is significantly reduced within 3 years	4 within 8 Weeks	Zero		Leanne report to Strat
3.4	3	DA Focus on Offender	Year 2	PE	Re-offending rate	Does the re-offending rate of those individuals reduce by 25%	221	169		PE reducing re-offending board, one year after new programme
3.5	3	Roads Fund	100 days	PE	Contracts issued	all contracts issued	10	10		Results can't be looked at for 1 year after implementation through Strategic Roads Board
3.5	3	Roads fund year 1 part 2	Year 1	PE	Casualty rate drops	Similar work shows a reduction of 15% over 3 years	221	188		Results can't be looked at for 1 year after implementation through Strategic Roads Board

3.7	3	Drug and alcohol conditional caution work (Next Steps)	100 days and Year 1	PE	Take up rate of service (initially, if this works then testing re-offending)	Current support measured against new support April 2022 with a further rise of 20% per year after	6	7.2		PE through Strat, needs evaluation report
3.8	3	Probation Framework	Year 1	AB/CG	Work we bring to Bedfordshire	Amount of resource before and after the framework for Beds over a 3 year period	0	£100,000		Antonina to report to Strat March 22
3.9	3	Youth Spaces (year 1)	100 days	AB/BC	Monitoring forms	Can the winners evidence through their monitoring form how well utilised the area is	no provision in the area	a well utilised area		Bethany to report March 22
3.9	3	VERU	Year 1	PE	External evaluation	Is the VERU logged as good value vs other VERU's	only internal knowledge of value, not external	good value		PE report from KL to Oversight Board
3.10	3	Pathways; Parents/Carers/Young People support Green, mentor programme	Year 1	CG	Youth crime rate to not increase at a significant rate	The level of any increase in youth crime rate annually to be no more than 10%	93 per month	103 per month		Strat report Year 1 to start 2 to monitor, it usually goes up by 20%
3.10	3	Mentor programme, start early bank of people for pathways	100 days	AB /PE	Do our partners feel we have captured current mentors	Any reported gaps	Unknown in terms of level of gaps at this time	gaps identified with plans to fill and mitigate as needed		AB test at partners day with PE DEC 21
3.11	3	VAWG Delivery of bid	Year 1	JM	Safety survey OPCC	Safety perception improves by 33% PA in previously surveyed areas	12%	32% Over 3 year period		Zoe survey with CJ lead VAWG BID for SS
4.1	4	VCOP Comms awareness campaign	100 days	SP	OPCC survey to test	Improvement on 2020 by 25%	16%	20.00%		Zoe annual survey - Jan and Feb 2022
4.1	4	Customer support training on VCOP, performed by OPCC	Year 1	KB	Complaint rate on VCOP is better understood	VCOP complaints feature as a monthly tool used by the Force with an aspiration of a 10% rise in compliance	no measure at the time due to existing processes (3500 a year of dissatisfaction)	Y1 - CS Team trained in VCOP	Complaint level to be 3150 by end Y2	Katie through Strat
4.2	4	CSF Fund 300k 21/22	100 days	AB/BC	Monitoring of grants	That 80% of grants issued result in fully met objectives and outcomes	80%	80%		Presented at Police and Crime Panel and Strat May 22
4.2	4	CSF Fund 22/23	Work year 1 announce year 2	CK/AB/BC	Monitoring of grants	That 80% of grants issued result in fully met objectives and outcomes	80%	80%		Presented at Police and Crime Panel and Strat May 23
4.2	4	CSF Fund 23/24	Year 3	CK/AB	Monitoring of grants	That 80% of grants issued result in fully met objectives and outcomes	80%	80%		Presented at Police and Crime Panel and Strat May 24

4.3	4	Business Partnerships	Year 2	PE	Relationship perception and support	Through CSP, the Watch and the Bobby Scheme do members feel more supported after 3 years.	requests for the PCCs attention in this area suggest it was low at this time. No stat is available	Through CSP, the Watch and the Bobby Scheme do members feel more supported after 3 years.		PE work with other watches and CSPs. Measure may be changed when we meet with business. Measure March 23
4.4	4	BPPT Modernisation	Year 1	SP	Compare 2018 to 2021 rates	Improvement on rate supported by available jobs	565	850	565 is actual last year top line figure but Pre-Covid we were servicing 830 in the busiest year	Simon to the trustees
4.5	4	Victim Needs Analysis fully completed	Year 1	SP	Satisfaction rate 2021 compared to 22	Improvement by overall satisfaction by 10%	76% (from VNA)	83%		Simon through Strat March 22
4.5	4	Improve use of victim survey technology to understand victim satisfaction	Year 1	SP	Satisfaction rate 2021 compared to 22	Improvement by overall satisfaction by 10%	76% (from VNA)	83%		Simon through Strat March 22
4.5	4	ASB focus for victims in Signpost	Year 2	SP	Rise in support	50% of those requesting support for ASB to receive it in year 2, will then increase for year 3 to 70%	0	Will not be able to update until ASB referrals begin		Strat monitor Simon March 23
4.5	4	Robbery support for victims	Year 1	SP	Support rises in Signpost	50% of those requesting support in year 1, to go up in year 2 to 70%	0	50% of those requesting support in Year 1		Strat Simon March 22
4.5	4	Review of witness care disengagement	Year 1	SP	Establishing what the disengagement result is and why	Reporting mechanism in place	No mechanism in place at the moment but planning to put in via RJ	Mechanism in place with RJ and greater data received to understand		CJ or Strat Simon
4.5	4	Victim journey mapping work	Year 1	SP	Understanding the map of victim services	Benchmarking with a view for future reports for year 2 for any amendments to the system	Understanding the map of victim services	Benchmarking with a view for future reports for year 2 for any amendments to the system		Katie through Strat
4.5	4	Equipment to give evidence	Year 1	JM	Establishment of current provision / locations	Review of the current provision / locations	Establishment of current provision / locations	Review of the current provision / locations		Joe report to CJ Jan 22
4.5	4	Review the process Force has vs Charities for DA reporting for coping strategies	Year 1	SP/AB	Strategies programmes rise in take up	Difficult to measure, we will engage Partners for a feel on referral routes	Strategies programmes rise in take up	Difficult to measure, we will engage Partners for a feel on referral routes		Antonina to support the measure, engaging Partners - Dec Event pls

4.5	4	Review the process for Force reporting for sexual violence, link to ISVA win AB to assist	Year 1	SP/AB	Strategies programmes rise in take up	Difficult to measure, we will engage Partners for a feel on referral routes. To be established through the partners event Dec 21	Strategies programmes rise in take up	Difficult to measure, we will engage Partners for a feel on referral routes. To be established through the partners event Dec 21		Zoe include in agenda dec 1st event - Antonina to support the measure, engaging Partners - Dec Event Pls
4	4	Signpost Gap analysis (Training) linked to 1.6 VCOP Recommendation	100 days and Year 1	SP	Gap analysis	Gaps to be filled, showed by report and tested next year 22	gaps were in vcop and fraud	vcop and fraud covered		Nov 21 paper Simon, re review to be commenced
4.5	4	Signpost Resource (people) link 1.12 VNA AND 1.16 ON DEMOGRAPHICS and 1.28 on video enabled tech in signpost	Year 1	SP	Paper on fit of the hub to demographic of Bedfordshire	Well matched resource vs need including partners	Built to 2020 specs	Well matched resource vs need including partners for current and future needs and demands		Through Strat March 22 paper on need
4.5	4	Education of people's rights and 1.11 of VNA know young people's rights to report being a victim	Year 1	ZF	Specific survey	Through Insta, engaging young people we have worked with over one year, do they feel more informed	Zero - Campaign to be progressed	Results of Campaign demonstrate engagement with young people and Positive outcomes		Zoe survey through insta / Montels team that helped create post
4.6	4	Commissioning will also have a focus on drug and alcohol dependent service users, not linked to conditional cautions, linked to victims and their needs.	Year 2	AB	Grant monitoring	TBC research is in Year 1 as a benchmark, Year 2 will have the results included	not as well understood	well researched and in place		March 23 paper through Strat
4.6	4	MOJ Fund 22/23 include 1.9 of VNA counselling AND 1.21 for Collab bids and 1.24 on Video enabled tech	Work Year 1 Announce Year 2	CK/ AB/BC	Grant monitoring	100% of organisations meeting this criteria where appropriate	we understood the need, but couldn't meet demand	understand demand and meet it		BC in paper for Strat please highlight MOJ return and to Strat March 23
4.6	4	MOJ Fund 23/24	Year 3	AB	Monitoring of grants	That 80% of grants issued result in fully met objectives and outcomes	80%	80%		Presented at Police and Crime Panel and Strat May 24
4.7	4	Fraud focus in Signpost to be introduced	100 Days and year 1	SP	Support introduced	measure for 100 days was establishing what support is available. Will move to a 50% uptake on support year 1	0	Fraud support established		Recorded in August Strat as complete
4.7	4	Fraud focus in Signpost to be increased	Year 1	SP	Support rises	50% supported in year 1 who asked for it	0	50% Engaged with in Year 1		March 22 Simon paper - Strat
4.8	4	CSE focus for MOJ funding	Year 1	AB	Grant monitoring	Organisation compliant to CSE terms of contract	0 - This was not a requirement at the time	compliant		MOJ reporting
4.9	4	Estates 10 year plan	Year 1	WH	Does the Estate Plan meet the needs of victim harm, offences and access	Measured through analysis, link to tech project	Out of Date - Expired 2017	detailed estate plan in place		Wayne- Presented Strat Board Dec 21
5.1	5	Safer Streets Aug 2021 - March 2022	Year 1	AB	Evaluation formal	Looking for a 33% rise in feeling of safety in the area	19%	25%		Antonina to measure at Oversight Board April 22
5.2	5	Criminal Justice Centre	Year 2	PE	Built and in use	ICVs report no built in issues for service users	in build, but not engaged with ICVs	ICVs well consulted and built		Katie to provide a paper for May 22 Strat please

5.3	5	Attendance of partners at days of action	Year 1	PE	Do they attend and support	6 events of 9 per year are supported by partners 25% rise	50% support	75%		Car crushing
5.3	5	Joint strategy for commissioners across Bedfordshire	Year 3	CK/AB	Sign off at Chief Executives Board	Strategy is in place	no strategy	Strategy is in place		
5.4	5	Anti Bullying programme linked to Pathways	Year 1 and 2	PE then CG	April 21 position tested against year 2 position	Schools and students feel better supported in the school environment. To improve by 25%	50% (This is from Ofsted National Survey)	62.50%		To test in year 2 - work with Richard Denton for baseline
5.5	5	Further RJ in schools	Year 2	SP		To be present in an improved amount of secondary schools in Bedfordshire	3 Schools currently (Restricted due to Lock Down)	10		Simon March 23 paper Strat
5.6	5	Directly engaging with young people through school visits	Year 1	GM	Target of 20 schools to engage year 1	Positive report on feedback from all 20	0	20		Gemma summary paper of feedback through the schools and liason officers - March 22
5.7	5	Town centre Work with CSPs on outreach programmes	Year 2	WH		To make outreach programmes more accessible	To be researched with CSPs			
6.1	6	IAG engagement	Year 1	CK	Focus Groups with IAG	Focus group result of IAG feeling listened to and well utilised by the OPCC	Were engaged but new model was imminent	Focus group result of IAG feeling listened to and well utilised by the OPCC with new model		CK present March Strat 22 - Zoe to sort with diary
6.2	6	Information Agreements OPCC	100 days	KB	Agreement to be on website and FOI's reduce over year 1	10% reduction in year 1 for FOIs	25	22	Agreement with Force to publish	Katie measure March 22
6.2	6	Information Agreements Beds Police	100 days	KB	Agreement to be on website and FOI's reduce over year 1	10% reduction in year 1 for FOIs	25	22	Agreement with Force to publish	March 22
6.2	6	HMICFRS Responses	Year 1	KB	Website accessible enough to find the responses	That 100% of reports are responded to	responded to reports that involved Bedfordshire specifically	All reports are noted and responded to	HMIC Portal being used and 100% being completed	Katie Strat March 22
6.2	6	Dip sampling of lower dissatisfaction and process of conclusion	Year 1	KB	Schedule 3 complaints reduce in volume (reliant on the Force)	5% reduction in volume	373	355	started in September 2021	Katie measure
6.3	6	Risk register well managed	Year 1	CK	Risk register approved annually	Audited	Audit result high	Audit result high		Presented through JAC
7.1	7	Lobbying Government	Year 2	PCC		That Beds Police and all Forces get a fair formula	Special grants only	Move from special grants to improved funding		March 23 update to Strat
7.2	7	SPR and 2030 to be monitored and ensured delivered upon	Year 3	CK	Review paper of requirements		These docs are in production	documents used through governance metrics		March 24 paper through Strat
7.3	7	Local connection to national issues of emergency	Year 2	CK	Review of any further national incidents	Any gaps identified mitigated	No current gaps identified	Gaps mitigated if they arise		March 23 paper CK