

**YEAR ONE**

**Priority one - Investment in community-based and community-led policing for urban and rural areas.**

<b>Task</b>	<b>Description</b>	<b>Desired Outcome</b>	<b>Owner</b>	<b>Date Commenced</b>	<b>Anticipated Date of Completion</b>	<b>Current Status</b>	<b>Comments</b>
Community Engagement; Problem Solving	Engagement including surveys around perception of crime and safety in certain areas in Bedfordshire.	<ul style="list-style-type: none"> <li>• Increased engagement with the public</li> <li>• Benchmark around perception of Crime in certain areas</li> <li>• Support Safe Streets interventions</li> <li>• Support local and Force priority setting</li> </ul>	PE	May 2021	Ongoing	Ongoing	<p>This was set as a year one deliverable however in view of the value that this brings, this is now continuing across the term of the PCC.</p> <p>Community Surveys have been completed throughout the year for various topics. Geographical specific surveys have been completed for the 'Safer Streets' project in areas such as Manshead, Downside and areas surrounding Bedford Town Centre.</p> <p>The Precept survey was completed and information provided to the Police and Crime Panel.</p> <p>We are currently progressing the Annual PCC Survey for 2021-2022 which is due to be closed on 31st March 2022, with results posted late April 2022.</p> <p>The OPCC also completed a consultation survey for the Police and Crime Plan.</p>
Partner Days of Action and how we communicate them	To raise awareness of partner days of action by providing greater level of communication from OPCC to publicise events and encourage participation.	<ul style="list-style-type: none"> <li>• Increased level of publicity</li> <li>• Increased awareness of events</li> </ul>	LF	May 2021	Ongoing	Ongoing	<p>This was set as a year one deliverable however in view of the value that this brings, this is now continuing across the term of the PCC.</p> <p>There have been a number of problem solving and days of action that the commissioner has attended and continues to support.</p> <p>The OPCC continues to attend the Priority Setting meetings.</p>

Updates and access to info on an individuals case improves through the technology project	Creation of a Proof of Concept for a Public Access Terminal to enable members of the public across the county to access Bedfordshire Police and Partner Services	<ul style="list-style-type: none"> <li>• Increased access to online services</li> <li>• Internet Deprived groups given opportunities to access services</li> <li>• Reduction in telephone demand within the FCC to assist with channel shift</li> <li>• To support VCOP compliance</li> <li>• To provide a viable alternative for receiving updates and information</li> </ul>	PE	Sept 2021	Ongoing		<p>Not started until September 2021, however proof of concept designed and delivered within 10 weeks. Project now subject to uncontrollable delays due to single online home project. Dialogue continues to resolve issues. With the support of BCH ICT.</p> <p>In addition the scope has been widen to include Fire Service and Central Bedfordshire Local Authority services.</p>
Access to report crime or intel improves through the technology project	Creation of a Proof of Concept for a Public Access Terminal to enable members of the public across the county to access Bedfordshire	<ul style="list-style-type: none"> <li>• Increased access to online services</li> <li>• Internet Deprived groups given opportunities to access services</li> </ul>	PE	Sept 2021	Ongoing		<p>Not started until September 2021, however proof of concept designed and delivered within 10 weeks. Project now subject to uncontrollable delays due to single online home project. Dialogue continues to resolve issues. With the support of BCH ICT.</p>

	Police and Partner Services	<ul style="list-style-type: none"> <li>• Reduction in telephone demand within the FCC to assist with channel shift</li> <li>• To support VCOP compliance</li> <li>• To provide a viable alternative for receiving updates and information</li> </ul>					
--	-----------------------------	--	--	--	--	--	--

**Priority Two - Recruitment and retention of police officers.**

Task	Description	Desired Outcome	Owner	Date Commenced	Anticipated Date of Completion	Current Status	Comments
Beds police to include victim care in their culture work	Awareness campaign across Bedfordshire Police to highlight and refresh the knowledge of all officers and staff around the expectations around the Victim Code of Practice (VCOP)	<ul style="list-style-type: none"> <li>• Increased awareness of VCOP expectations</li> <li>• Increased compliance rate with VCOP related matters</li> </ul>	SP	May 2021	August 2021	Ongoing	<p>Due to nature and importance of this action it has been decided to continue for the full term of the PCC.</p> <p>Head of Victim Services and Commissioning has liaised with all response teams within the Force, spoke to all new recruits and delivered a presentation into what BVCS does, the importance of victim care and VCOP. The presentation has been added to the Force Website and sent to all inspectors that are within community and response teams.</p>

Gymnasium, paid for by OPCC,	<b><i>CEO confirms that this will no longer be progressed by the OPCC. This is a Force Estates Consideration.</i></b>
------------------------------	---

designed by Beds Police							
Refurbishment of rooms, ie airport, welfare rooms.....	<b>CEO confirms that this will no longer be progressed by the OPCC. This is a Force Estates Consideration. Airport and Welfare Rooms have been addressed by Force</b>						
Inclusion / Equality - Recruitment (who we need)	To increase the demographic of Police Officers and Staff to make Bedfordshire Police Workforce more reflective of the community we serve.	<ul style="list-style-type: none"> <li>Increased recruitment which results in a more reflective establishment</li> </ul>	PE	Nov 2021	March 2022	Ongoing	<p>Ongoing – This will continue to be monitored throughout the PCC Term.</p> <p>Within the Delivery and Beating Crime Board – Recruitment and staffing issues are a standing item on the agenda and are minuted and published on the PCC Website. The PCC continues to hold the force to account in terms of the commitment outlined the Police and Crime Plan with regard to recruitment, retention and representation.</p>
Inclusion / Equality - Representation (who we have)	To increase the demographic of Police Officers and Staff to make Bedfordshire Police Workforce more reflective of the community we serve.	<ul style="list-style-type: none"> <li>Increased recruitment which results in a more reflective establishment</li> </ul>	PE	Nov 2021	March 2022	Ongoing	As Above
<b>Priority Three - Tackling the causes of crime and breaking the cycle of re-offending.</b>							
Task	Description	Desired Outcome	Owner	Date Commenced	Anticipated Date of Completion	Current Status	Comments
Interns SEN	To offer meaningful opportunities for young people with	<ul style="list-style-type: none"> <li>Raise confidence of individuals to experience</li> </ul>	PE	May 2022	July 2022	Completed	<b>Complete</b> - In July 2021 two students from Woodlands Secondary School, a Specialist SEN Cognition and Learning College, were given the opportunity to spend some time with

	SEN's to experience an internship programme within the OPCC	<p>working within an office environment</p> <ul style="list-style-type: none"> <li>• Ensure that "Meaningful" tasks were completed by those individuals selected</li> </ul>					<p>his team at Bedfordshire Police Headquarters over a four-week work experience programme.</p> <p>The Office of the Police and Crime Commissioner were impressed with the passion and enthusiasm demonstrated by the students. They were able to both support the team and work independently to contribute towards tasks, helping to fulfil their desire to learn more about policing and the positive work that the Office carries out with its various partners.</p>
Internship programme - Aug - Sept	To offer meaningful opportunities for young people to experience an internship programme within the OPCC	<ul style="list-style-type: none"> <li>• Raise confidence of individuals to experience working within an office environment</li> </ul>	PE	Aug 2022	Sept 2022	Completed	<p><b>Complete</b> - The OPCC had 2 interns join the office in September 2021 who reviewed the summer of fun project the OPCC ran in August, as part of this review they contacted both the organisations that facilitated events and the parents of the children who attended to get feedback on their experience, once they had done this they then looked at future summer of fun events and drafted a proposal of what activities should be involved, location where they could be held inc. transport links, possible funding streams for the event. Once they had done this they created a presentation for the PCC and staff to give their findings and recommendations.</p> <p>The feedback received was that the interns had really enjoyed the experience of working with the OPCC and couldn't believe that they had been given such responsibility and thought they would only be making the tea, they have both returned to university to carry on with their studies, but we have recent heard from one</p>

							that has successfully applied to join the Met police.
Schools debate	To provide an environment and opportunity for young people to demonstrate the power of conversation and discussion to make your point of view understood.	<ul style="list-style-type: none"> <li>• Engagement with young adults</li> <li>• Positive pathways</li> </ul>	ZF	Sept 2021	Dec 2021	Complete	<p><b>Complete</b> - Within the PCCs election campaign, one of his pledges was to run an annual debating competition for pupils aged 15 – 18 years in our county, which will consist of three rounds, with the final round taking place at Bedford Magistrates Court. The debates provide a good opportunity for our young people to develop their confidence, public speaking skills and broaden their knowledge of contemporary social issues. The PCC attended a Microsoft Teams Meeting with all perspective schools to run through the rules and regulations and give the students an opportunity to ask any questions they may have prior to their first debate. The first round took place on the 14 March 2022 and was a huge success. The PCC was incredibly impressed by the professionalism, passion, and most of all knowledge of all the students.</p> <p>The subject for each round was chosen by the Commissioner and provided to the schools in advance, the perspective (whether for or against), was also chosen by the Commissioner, who's role in the event was the 'speaker', like in the House of Commons.</p> <p>The topics were:</p>

							<ul style="list-style-type: none"> <li>The success of the Covid vaccination programme is clear evidence for Covid passports.</li> <li>Electric scooters are a menace to society and should be banned.</li> <li>More Stop and Search is the best way to tackle knife crime in Bedfordshire.</li> <li>Despite the findings of the McPherson Report, Britain's policing establishment is still institutionally racist.</li> </ul> <p>The second round is booked in for the 24th March 2022 and the final being on the 29th March 2022.</p>
Support to Cyber Crime	To purchase additional capability to support ongoing efforts of primary team dealing with specific cyber related offences	<ul style="list-style-type: none"> <li>Purchase of Vehicle to support triage at scene</li> </ul>	PE	Jan 2022	March 2022	Complete	<p><b>Complete</b> - The OPCC has funded an additional cyber van to help the unit meet its demand, the van has only been in with the unit two weeks so unable to determine its impact on the unit at this time. But it is hoped that it will help reduce the backlog of cases.</p> <p>In 2018, the Cyber Hub Team were the first in the country to have a vehicle dedicated to triaging digital media devices to help speed up the process of investigating cybercrime. Bedfordshire Police currently have three cyber vans and the PCC has invested in a fourth after immediately seeing the benefits.</p> <p>The Cyber Vans are a high-tech mobile lab allowing officers to have a discreet location to investigate devices and analyse digital data, reducing the need to bring items back to police stations for investigation.</p>

							The new vehicle has arrived, but due to global supply shortages was delayed and has only been utilised within the last 4 weeks and therefore the full benefit has not been realised at this point.
PERP messaging (overall) focus on offenders not blaming victims or young people	To ensure narrative was offender focussed as opposed to victim blaming.	<ul style="list-style-type: none"> <li>Review of OPCC comms to ensure that all comms (where appropriate) is offender focussed.</li> </ul>	LF	Dec 2021	Feb 2022	Complete	<b>Complete</b> – All comms released from the OPCC, where appropriate, have a focus on perpetrators not victims. The OPCC is not a 'Victim Blaming' organisation. There is a constant focus throughout all comms
Roads Fund	To provide grants for funding for Road Safety initiatives across the County.	<ul style="list-style-type: none"> <li>Speed Reduction initiatives</li> <li>Improved road safety</li> </ul>	PE	May 2021	May 2021	Complete	<b>Complete</b> - The Office of Police and Crime Commissioner (OPCC) allocated £89,000 to making the roads of Bedfordshire safer in June 2021.
Roads fund year 1 part 2	To provide grants for funding for Road Safety initiatives across the County.	<ul style="list-style-type: none"> <li>Speed Reduction initiatives</li> <li>Improved road safety</li> </ul>	PE	Oct 2021	Jan 2022	Complete	<b>Complete</b> - The Office of the Police and Crime Commissioner (OPCC), has awarded £201,000 to 15 parish, town and ward councils and organisations that have been successful in their bid into the Roads Fund.
Drug and alcohol conditional caution work (Next Steps)	An initiative to educate and redirect individuals with addiction issues linked with criminality.	<ul style="list-style-type: none"> <li>Reduction in reoffending rates</li> <li>Support and pathways identified for individuals with</li> </ul>	PE	May 2021	Aug 2021	Complete	<b>Complete</b> - The OPCC have funded 'Direction' to complete this function in Bedford and Central Beds Council Offender Management Drug and Alcohol Services to complete the function for Central Beds and Luton.



		addiction issues					
Probation Framework	To allow the OPCC to access funds available via the dynamic framework system which progresses commissioning for the National Probation Service.	<ul style="list-style-type: none"> <li>To achieve co-commissioned services with the National Probation Service.</li> </ul>	CG	May 2021	April 2022	Ongoing	<p><b>Ongoing</b> - The OPCC are in ongoing discussions with Probation Service regarding working closer together around referring RJ cases into Bedford Victim Care Services (BVCS). The aim is for Probation to provide funds to help BVCS staff to be trained to complete serious and complex cases without supervision from a practitioner. From here, will be able to refer appropriate cases to BVCS to work on.</p> <p>The OPCC is also in discussion with the Head of Delivery, Bedfordshire Probation Service regarding other areas / gaps within Bedfordshire that could be filled using the Dynamic Framework.</p>
Youth Spaces (year 1)	To provide grant funding to organisations to improve spaces available for young people to access for recreation and activity.	<ul style="list-style-type: none"> <li>To fund successful applications to enhance spaces for young people to utilise</li> <li>To encourage young people to utilise safer spaces.</li> </ul>	PE	May 2021	May 2021	Complete	<p><b>Complete</b> - Council leaders from across Bedfordshire were invited to bid into the Commissioner's Youth Spaces Fund. Bids were encouraged to either make spaces safer or to provide safe spaces to go to for young people. Over £40,000 worth of bids were received so the young people from Denbigh High, Bedford Academy, and Shefford based Youth Involvement were asked to work together on analysing the bids and deciding where the money should be allocated.</p>
VERU	To ensure that the OPCC has a thorough and in depth understanding of	<ul style="list-style-type: none"> <li>Increased awareness of the VERU</li> <li>Increased understanding</li> </ul>	CG	Dec 2021	March 2022	Complete	<p>Complete - OPCC attend the VERU Strategic Oversight Board and request VERU updates each month at the Delivery and Beating Crime Board.</p>

	the roles and capabilities of the VERU.	<ul style="list-style-type: none"> <li>of financial spends, pressure, constraints.</li> </ul>					Improved engagement now takes place between the VERU and wider OPCC team.
Pathways - Mentor Programme	To provide a support worker to provide support and or advice to parents a carer of young people on cusp of criminality.	<ul style="list-style-type: none"> <li>To provide a support worker for parents and carers</li> </ul>	CG	Nov 2021	March 2022	Ongoing	<p>Delayed due to recruitment of member of staff who commenced employment December 2021.</p> <p><b>Ongoing</b> – Various meetings have taken place with key partners, most significantly with the VERU. The VERU currently have roles within the Youth Intervention service, that carry out some of desired outcomes. A scoping paper has been submitted for consideration on how this element should be progressed by approaching collaboratively with the VERU.</p>
Mentor Programme	Gather or asses existing levels of mentor programmes provided by statutory partners and identify gaps and opportunities.	<ul style="list-style-type: none"> <li>Gap analysis/Report</li> </ul>	CG	May 2021	July 2021	Complete	<b>Complete</b> - Gap analysis/Report completed and Recommendations for next steps provided
VAWG Delivery of bid AND POTENTIALLY SWAN	To improve the overall feeling of safety in public spaces for women and girls in identified routes into Bedford Town Centre.	<ul style="list-style-type: none"> <li>Improve the feeling of safety whilst commuting in and out of Bedford Town Centre.</li> <li>To add additional</li> </ul>	PE	Nov 2021	March 2022	Complete	<p><b>Complete</b> - Safety of Women at Night (SWAN)– Separate Safer Streets Bid was not successful and therefore no funding was received, and this piece of work did not progress as planned, however elements were then subsumed into the VAWG work.</p> <p>Violence Against Women and Girls (VAWG) – A Successful application to the Home Office Safer Streets Fund was made and a grant was</p>

safety infrastructure such as CCTV and Lighting into the identified areas.

received to progress activity working in close partnership with Bedford Borough Council, Crimestoppers and other key partners within 4 major footfall routes into Bedford Town Centre. A series of engagement events have taken place and items of personal safety equipment have been distributed (Hollie-Guard Apps, Personal Safety Alarms, Deterrent Sprays). In addition enhanced CCTV and Lighting has purchased to be installed in the area around the "Slip" as this was felt from "Survey Results" to be an area of concern. As part of the legacy strategy for this piece of work a "Safer Streets Hub" has been secured and will operate with members of the OPCC, Bedford Borough and other key partners and charities and is located on Cauldwell Street in Bedford.

Priority Four - Placing residents and victims at centre of policing priorities

Task	Description	Desired Outcome	Owner	Date Commenced	Anticipated Date of Completion	Current Status	Comments
VCOP Comms awareness campaign	Sustained campaign over 12 weeks around VCOP entitlements	<ul style="list-style-type: none"> <li>Increased awareness of VCOP entitlements across the County in all sections of the community.</li> </ul>	SP/LF	May 2021	Aug 2021	Complete	<p><b>Complete</b> - The OPCC carried out an information campaign informing members of the public of their rights surrounding the Victims Code of Practice.</p> <p>There was a specific press release per right which was programmed over a 12 week period, which provided relevant details and signposted individuals around their rights and expectations. These items are readily available on our website.</p>

Customer support training on VCOP, performed by OPCC	Staff training to be aware of the VCOP rights	<ul style="list-style-type: none"> <li>Training PowerPoint to be delivered to CS staff members of the Force.</li> </ul>	KB	Sept 2021	Dec 2021	Complete	<b>Complete</b> - The OPCC created a training package specifically on VCOP for the Force Customer Support Team – This training was delivered by the Customer Support Manager and is being monitored through the monthly Dip Sampling regime.
CSF Fund 300k 21/22	To fund organisations to support the delivery of the Police and Crime Plan objectives and to offer support services to victims of crime across the County.	<ul style="list-style-type: none"> <li>Provide funding grants to support services to ensure delivery of Police and Crime Plan.</li> </ul>	SP/WH	June 2021	July 2021	Complete	<b>Complete</b> – Decision and information on Website - <a href="#">Commissioned Services - Bedfordshire PCC</a>
CSF Fund 22/23	To fund organisations to support the delivery of the Police and Crime Plan objectives and to offer support services to victims of crime across the County.	Provide funding grants to support services to ensure delivery of Police and Crime Plan.	SP/WH	Aug 2021/Sept 2021	Dec 2021/Jan 2022	Complete	<b>Complete</b> – Decision and information on Website - <a href="#">Commissioned Services - Bedfordshire PCC</a>
BPPT Modernisation	To review the historic structure and objectives of the BPPT to ensure that these	<ul style="list-style-type: none"> <li>Enhanced support for victims of crime</li> </ul>	SP	May 2021	Feb 2022	Ongoing	<b>Ongoing</b> - The Bedfordshire Police Partnership Trust recently changed their logo to a more appropriate modern looking logo.

	remain fit for purpose.	<ul style="list-style-type: none"> <li>Review of funding mechanism</li> <li>Potential for stronger collaboration arrangements with Key Partners (Fire Service)</li> </ul>					<p>The Trust have developed a new Facebook and Twitter page to promote their services and to reach a wider audience.</p> <p>The Trust are now working alongside Bedfordshire Fire Service to promote safety and wellbeing. The Team will refer into the Fire Service and viscera and will also attend address alongside the Fire Service.</p> <p>The Trust have looked at ways of offering more up to date security items, and now offer Video Door bells.</p> <p>The Trust are in contact with the three Local Authorities and Town and Parish Councils to ensure they are maximising their exposure to Bedfordshire's communities by attending events.</p>
Victim Needs Analysis (VNA) fully completed	VNA document	<ul style="list-style-type: none"> <li>To identify gaps in service and mitigate to enhance victim journey.</li> </ul>	SP	May 2021	March 2022	Ongoing	<p><b>Complete</b> - Completed and published on our website - <a href="https://www.bedfordshire.pcc.police.uk/support-for-victims/">https://www.bedfordshire.pcc.police.uk/support-for-victims/</a></p> <p><b>Ongoing</b> - Recommendations are being monitored and reviewed.</p>
Improve use of victim survey technology to understand victim satisfaction	DA victim focussed survey to identify levels of satisfaction and areas of strength and development.	<ul style="list-style-type: none"> <li>Ensuring the victim journey stands up to scrutiny.</li> </ul>	SP	Sept 2021	March 2022	Ongoing	<p><b>Ongoing</b> - Bedfordshire Police have invested in a new technology for a new victims survey to be sent to victims of Burglaries and vehicle crime to start with, with the view to go to further crime types.</p>

							<p>Beds OPCC has challenged this as to only TWO crime types are being added to the survey. The OPCC has been assured that additional crime types will be added once the initial pilot period has completed.</p> <p>The OPCC is currently in consultation with Hertfordshire OPCC in regards to a OPCC Victim Survey.</p>
Robbery support for victims	To improve the level of support for robbery victims.	<ul style="list-style-type: none"> <li>Enhanced processes in place to identify victims of robbery offences</li> <li>Increased level of contact and support for victims of robbery related crime</li> </ul>	SP	Sept 2021	December 2021	Complete	<p><b>Ongoing</b> - The referral of robbery victims has been slow, there has been 509 robberies recorded and only 116 were referred into BVCS. Due to the new MOU and ISA in place, BVCS can now directly extract all robbery crimes from Athena and contact each victim to offer support.</p>
Review of witness care disengagement	A review of the current witness care provision within Bedfordshire.	<ul style="list-style-type: none"> <li>Enhanced levels of witness engagement</li> <li>A more cohesive approach between BVCS and witness care.</li> </ul>	SP	Dec 2021	March 2022	ongoing	<p><b>Ongoing</b> - Initial plan was to engage Witness Care through Restorative Justice which would then naturally feed into disengagement, this was progressed by the BVCS Supervisors. Further correspondence has been sent through to the Head of Department in Witness Care and we await the relevant response to enable progression of future dialogue.</p>

Victim journey mapping work	To understand the victim journey in its entirety.	<ul style="list-style-type: none"> <li>• Better understanding of victim need</li> <li>• Identification of gaps in service in existing provision</li> <li>• Road Map for potential improvement of service provision</li> </ul>	SP	May 2021	Mar 2022	Complete	<p><b>Complete</b> - Bedfordshire Victim Care Services (BVCS) undertaken this project and are mapping the entire victim's journey. The team have engaged with departments across Bedfordshire Police to ensure the mapping process is correct for each department. BVCS are also expanding their own victim journey process to include who then refer that victim to, to receive further support around specific needs i.e., DA, SV etc.</p> <p>BVCS will map out each individual Bedfordshire service provider (not just commissioned by the OPCC) in a format that will have a search function embedding into it to enable search for a specific provider under a specific category.</p> <p>The expectation is that this will also demonstrate any potential vulnerabilities in terms of service provision across the county and action can then be taken to remedy.</p> <p>It is anticipated that this piece of work will be concluded in early April 2022.</p>
Equipment to give evidence	To understand the levels of available video evidencing equipment across the County.	<ul style="list-style-type: none"> <li>• To complete an audit of equipment across the County.</li> </ul>	CG	Dec 2021	March 2022	Complete	<p><b>Complete</b> - There are various "Live Link" pieces of equipment available across the Bedfordshire Police estate and the OPCC can confirm that this is utilised when and where appropriate.</p>

<p>Review the process Force has vs Charities for DA reporting for coping strategies</p>	<p>To review the current provision for DA reporting.</p>	<ul style="list-style-type: none"> <li>Enhanced level of service</li> <li>Understanding of the gap analysis</li> </ul>	<p>SP</p>	<p>Dec 2021</p>	<p>March 2022</p>	<p>Complete</p>	<p><b>Completed</b> - The Head of Victim Care has spoken to relevant DA partners who have not expressed any concerns around how the Force interact with DA Partners. There is a monthly BDAP (Bedfordshire Domestic Assault Partnership) meeting where all of Bedfordshire's DA partners including the Force and OPCC attend to discuss any issues.</p> <p>There is a strategic group of selected partners from the BDAP meeting that the Force and OPCC attend to speak about processes at a higher level. This strategy meeting works well. From these meetings partner events are set up giving the opportunity for DA partners to showcase what they offer and achieve. The OPCC will look to stage an event in 2022.</p> <p>As above the Victim Journey process mapping includes DA reporting.</p>
<p>Review the process for Force reporting for sexual violence, link to ISVA</p>	<p>Analyse existing practices in conjunction with Force lead for this area to understand service delivery methods and identify any areas of potential improvement in line with ISVA strategy.</p>	<ul style="list-style-type: none"> <li>Greater understanding an awareness of current service provision</li> <li>Identification of any potential areas of development</li> </ul>	<p>SP</p>	<p>Dec 2021</p>	<p>March 2022</p>	<p>Ongoing</p>	<p>Ongoing - There is a Force led SV focus group which the OPCC attend. This is chaired by Supt Brown and brings together all SV support providers. This is a newly created provision where all processes and queries are discussed by SV support providers.</p> <p>As part of the remit of this group, any concerns around the "Reporting Process" can be raised and relevant mitigation is progressed.</p>



BVCS Gap Analysis	To understand the victim journey in its entirety.	<ul style="list-style-type: none"> <li>Better understanding of victim need</li> <li>Identification of gaps in service in existing provision</li> <li>Road Map for potential improvement of service provision</li> </ul>	SP	May 2021	Mar 2022	Complete	<p>Complete - Gap Analysis has been completed and is continually monitored and updated by the Head of Victim Services and Commissioning.</p> <p>Where Gaps in service provision are identified, interventions are made to mitigate.</p> <p>A wider review of the internal components of the BVCS team has begun (as detailed in a previous Paper to the Panel and this is likely to be completed in early July. Further updates will be provided after this point)</p> <p>'Onenote' document identifies all services in Bedfordshire.</p>
Signpost Resource (people) link 1.12 VNA AND 1.16 ON DEMOGRAPHICS and 1.28 on video enabled tech in signpost	To enable the victims to speak to BVCS via video link.	<ul style="list-style-type: none"> <li>Face to face support</li> <li>Video face to face support.</li> </ul>	SP	July 2021	Nov 2021	Complete	<p><b>Complete</b> - As above the 'video tech' information is within the Gap Analysis.</p> <p>BVCS initially set up an online face to face service for DA specific victims, after a successful trial period this has now progressed to all crime types.</p> <p>BVCS – Are able to utilise "Teams" if appropriate and requested by a victim.</p>
Education of people's rights and 1.11 of VNA know young people's rights to report being a victim	Awareness campaign across Bedfordshire Police to highlight and refresh the knowledge of all officers and staff	<ul style="list-style-type: none"> <li>Increased awareness of VCOP expectations</li> <li>Increased compliance</li> </ul>	SP	May 2021	August 2021	Ongoing	<p>Due to nature and importance of this action it has been decided to continue for the full term of the PCC.</p> <p>Head of Victim Services and Commissioning has liaised with all response teams within the Force, spoke to all new recruits and delivered a</p>

	around the expectations around the Victim Code of Practice (VCOP)	rate with VCOP related matters					presentation into what BVCS does, the importance of victim care and VCOP. The presentation has been added to the Force Website and sent to all inspectors that are within community and response teams.
MOJ Fund 22/23 include 1.9 of VNA counselling AND 1.21 for Collab bids and 1.24 on Video enabled tech	To fund organisations to support the delivery of the Police and Crime Plan objectives and to offer support services to victims of crime across the County.	<ul style="list-style-type: none"> <li>Provide funding grants to support services to ensure delivery of Police and Crime Plan.</li> </ul>	SP/WH	Aug 2021/Sept 2021	Dec 2021/Jan 2022	Complete	<b>Complete</b> – Decision and information on Website - <a href="#">Commissioned Services - Bedfordshire PCC</a>
Fraud focus in BVCS to be introduced	To work alongside the Force to ensure that all victims of Fraud were contacted.	<ul style="list-style-type: none"> <li>Higher engagement from Beds Police and BVCS for victims of Fraud.</li> </ul>	SP	May 2021	Aug 2021	Complete	<p><b>Complete</b> - The Head of Victim Services and Commissioning engaged with the newly formed Beds Police Fraud team, to put in processes on how BVCS can support them going forward.</p> <p>The agreed process is as follows:</p> <ul style="list-style-type: none"> <li>All Action Fraud and Fraud cases are referred into Bedfordshire Police Fraud Team for triaging</li> <li>High value and vulnerability fraud cases are dealt with by Beds Police</li> <li>All correspondence involving other non-high value or vulnerability fraud is sent to BVCS where contact is made by email or letter, advising the victim of the services available to them.</li> </ul>

<p>Fraud focus in Signpost to be increased</p>	<p>To work alongside the Force to ensure that all victims of Fraud were contacted.</p>	<p>Higher engagement from Beds Police and BVCS for victims of Fraud.</p>	<p>SP</p>	<p>Sept 2021</p>	<p>Feb 2022</p>	<p>Complete</p>	<p>Ongoing - Following on from the above BVCS now have a process in place with the Fraud team where if they feel that any victim of Fraud would benefit from support from BVCS they can be referred there and then or details to be shared with the Victim.</p> <p>BVCS now have the necessary information management processes in place where they can monitor any crime relating to fraud reported to Bedfordshire Police and will make contact to offer support.</p>
<p>CSE focus for MOJ funding</p>	<p>To fund organisations to support the delivery of the Police and Crime Plan objectives and to offer support services to victims of crime across the County.</p>	<p>Provide funding grants to support services to ensure delivery of Police and Crime Plan.</p>	<p>SP/WH</p>	<p>Aug 2021/Sept 2021</p>	<p>Dec 2021/Jan 2022</p>	<p>Complete</p>	<p><b>Complete</b> – Decision and information on Website - <a href="#">Commissioned Services - Bedfordshire PCC</a></p>
<p>Estates 10 year plan</p>	<p>To create an Estates Strategy for the Force</p>	<ul style="list-style-type: none"> <li>Creation of an Estates Strategy that provides vision for the anticipated needs of the organisation for the next decade and beyond</li> </ul>	<p>WH</p>	<p>Sept 2021</p>	<p>Feb 2022</p>	<p>Ongoing</p>	<p>Ongoing - Regular contact is made between a member of the OPCC senior team and the Head of Force Estates. A 10 year plan is being progressed, also utilising the support and experience of an external consultant. We are currently awaiting the report from external consultant to progress further. It is anticipated that this will be received by Early May 2022.</p>

- An Estates Strategy that includes opportunities to collaborate with other Blue Light Services and Statutory partners in line with the one public estate strategy
- An Estate Strategy that is forward thinking and includes the inclusion and advent of new technology to either enhance or replace traditional methods of service provision and access (increasing overall accessibility)

Priority Five - Multi-agency approach to community safety and crime reduction

Task	Description	Desired Outcome	Owner	Date Commenced	Anticipated Date of Completion	Current Status	Comments
------	-------------	-----------------	-------	----------------	--------------------------------	----------------	----------

Safer Streets Aug 2021 - March 2022	To reduce the fear of overall crime in the Manshead area of Dunstable	<ul style="list-style-type: none"> <li>To reduce the fear of overall crime in the Manshead area of Dunstable</li> </ul>	PE	August 2021	April 2022	Complete	<p><b>Complete</b> - The OPCC was awarded £432,000 from the Safer Streets fund from the Home Office. The successful bid was for the Dunstable and Houghton Regis area of Bedfordshire, known as Manshead.</p> <p>The Safer Streets project aims to reduce crime and make local areas safer. It also allows PCCs to work with local partners in areas that are disproportionately affected by neighbourhood crime like burglary, vehicle theft and robbery.</p> <p>The funding received by the OPCC was invested in preventative approaches to make the community safer in the Manshead area. The ambition is to increase the level of pride in the community and reduce the overall fear of crime.</p> <p>This piece of work was completed in close partnership with Central Bedfordshire Local Authority and a great deal of engagement with residents of the area took place. A number of additional CCTV and Lighting columns are due to be installed in the first quarter of the new financial year (delayed due to global shortage of key components).</p>
Attendance of partners at days of action	To engage with partners to support specific targeted events.	<ul style="list-style-type: none"> <li>Increased levels of engagement</li> <li>Greater understanding</li> </ul>	ZF	Oct 2021	Feb 2022	Complete	<p><b>Completed</b> - Partners have been invited to engagement events and have participated.</p>

		of partner issues					PCC has also held various engagement events across the County which actively included partners.
Anti Bullying programme linked to Pathways	To support 'shine a light' with Alfie	<ul style="list-style-type: none"> <li>• Raise awareness of Bullying across schools and wider community</li> <li>• Wider collaboration with partners across the County (Luton Town Football Club etc) to promote this initiative.</li> </ul>	CG	Sept 2021	March 2022	Ongoing	<p>The PCC supported 'shine a light' with Alfie.</p> <p>The OPCC has set up meetings with VERU and BVCS to discuss current provision and looking at how we can implement 'mentoring provision surrounding antibullying' in schools.</p>
Directly engaging with young people through school visits	To engage with young people and schools across Bedfordshire.	<ul style="list-style-type: none"> <li>• To educate young people around the role of the OPCC and PCC</li> <li>• To raise awareness of personal safety and the potential to be groomed to become involved within gangs, County Lines and other</li> </ul>	GM	Sept 2021	March 2021	Complete	<p>Ongoing - The PCC had the intention to visit all 321 schools in Bedfordshire. However only 38% have responded to the request for the PCC to visit.</p> <p>To date he has visited 30, to engage with young people.</p> <p>The PCC continues to progress these engagement events. Due to the scale of the number of visits required this will continue across the first term of the PCC.</p>

elements of criminality.

Priority Six - Transparency and open communication

Task	Description	Desired Outcome	Owner	Date Commenced	Anticipated Date of Completion	Current Status	Comments
IAG engagement	To build strong and sustainable relationship with IAG members who provide invaluable insights around the communities' perception of policing services.	<ul style="list-style-type: none"> <li>Increased levels of engagement</li> <li>Increased feedback from IAG</li> </ul>	AV	May 2021	March 2022	Complete	<b>Ongoing</b> – It has been agreed that a member of OPCC senior team will attend IAG meetings on an ongoing basis. Force has progressed a period of recruitment for new IAG members. OPCC needs to begin engagement exercise with the panel.
Information Agreements OPCC	To publish more information than ever before and than statutorily required to do so.	<ul style="list-style-type: none"> <li>Reduction in FOIs</li> <li>Increased information around OPCC and Force activity available to the Public.</li> </ul>	KB	June 2021	August 2021	Complete	<b>Complete</b> - The Information document is published on a monthly basis which consists of Bedfordshire Police information and OPCC. This is reviewed on a monthly basis at the Delivery and Beating Crime Board.
Information Agreements Beds Police	To publish more information than ever before and than statutorily required to do so.	<ul style="list-style-type: none"> <li>Reduction in FOIs</li> <li>Increased information around OPCC and Force</li> </ul>	KB	Oct 2021	December 2021	Complete	<b>Complete</b> - The Information document is published on a monthly basis which consists of Bedfordshire Police information and OPCC. This is reviewed on a monthly basis at the Delivery and Beating Crime Board.

		activity available to the Public.					
HMICFRS Responses	To publish PCC response to HMICFRS Reports and Recommendations	<ul style="list-style-type: none"> <li>Increased levels of transparency.</li> </ul>	KB	Sept 2021	Dec 2021	Complete	<b>Ongoing</b> - PCCs have a statutory requirement to respond to all reports published by HMICFRS (Section 55 of Police Act 1996) within 56 days of publication. All reports are reviewed and response provided by the HMICFRS Portal. The OPCC also attends the monthly Learning, Demand and Futures Board where HMICFRS recommendations and progress is discussed.
Dip sampling of lower dissatisfaction and process of conclusion	To benchmark the levels of dissatisfaction / complaints received by Bedfordshire Police.	<ul style="list-style-type: none"> <li>Reduction in level of dissatisfactions that are moved in to Schedule 3.</li> <li>Identification of areas of development.</li> </ul>	KB	Sept 2021	Dec 2021	Complete	<b>Ongoing</b> - Monthly Dip Sampling is completed by the OPCC and findings are fed back to the Force through the Delivery and Beating Crime Board and information is published within the Quarterly Transparency Report - <a href="https://www.bedfordshire.pcc.police.uk/opcc-transparency-report/">https://www.bedfordshire.pcc.police.uk/opcc-transparency-report/</a>
Risk register well managed	To ensure that all risk and issues are managed proportionately and effectively by the OPCC.	<ul style="list-style-type: none"> <li>Efficient management of risks and issues in line with organisational expectations.</li> </ul>	KB	May 2021	Dec 2021	Complete	Ongoing - Risk Audit completed by the internal Auditors in November 2021 and the outcome was OPCC.  Internal Audit Opinion:  <i>Taking account of the issues identified, the OPCC can take substantial assurance that the controls upon which the organisation relies to manage this area are suitably designed, consistently applied and effective.</i>



Priority Seven - National contribution							
Task	Description	Desired Outcome	Owner	Date Commenced	Anticipated Date of Completion	Current Status	Comments