



**POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE
DELIVERY AND BEATING CRIME MINUTES – PART 1**

23rd May 2022

Attending:	Festus Akinbusoye, Police Crime Commissioner - OPCC (FA)
	Garry Forsyth, Chief Constable – Force (GF)
	Trevor Rodenhurst, Deputy Chief Constable - Force (TR)
	Sharn Basra, Assistant Chief Constable – Force (SB)
	Phil Wells, Chief Finance Officer – Force (PW)
	Wayne Humberstone, Director of Operations – OPCC (WH)
	Anna Villette, Interim Chief Executive – OPCC (AC)
	Katie Beaumont, Transparency Manager - OPCC (KB)
	Rachel Glendenning, Staff Officer - Force (RG)
	Dee Perkins, Detective Chief Superintendent – Force (DP)
	Bernie Merchant, Review and Inspections – Force (BM)
	Gemma McCormack, Executive Assistant – OPCC (GM)

<u>ITEM 1 - WELCOME & MINUTES OF MEETING HELD AND FOR AGREEMENT AND MATTERS ARISING</u>
FA welcomed everyone to the meeting and noted apologies from Gavin Chambers. The minutes of the previous meeting were agreed as an accurate record.
<u>ITEM 2- OPCC QUESTIONS OR ITEMS TO RAISE</u>
2.1 Actions from Previous Meeting
31 – FA thanked DP for putting this information together in relation to EDT which was discussed and raised at the Strategic Leaders Meeting. GF advised that this is an issue which has been going on for some time and we are also seeing an increase in mental health demands. We now have a detailed log which includes a number of occasions, and this can now be presented to the next Chief Executives Forum, this isn't acceptable, and we need to be getting a better provision in place. We are also looking at some work that has been done in Essex and Hampshire which is declining to accept responsibility for a number of things that sit elsewhere.
110 – GF advised that this will be published tomorrow, and all the media briefings embargos are taking place today. To be closed.
120 – SB shared with the new 101 system, you are able to go into the IVR messaging and there are elements that constantly reinforce other ways in which to contact the Police. On a number of



occasions, we do ask and highlight, if it's an emergency divert straightaway across to 999. **To be closed.**

121 – PW advised that he has discussed this with GC and confirmed that this relates to a Police and Crime Panel action where Cllr Weir has asked for details of previous years savings for a lesson learnt. AV advised that this is a piece of work relating to quarterly reporting efficiencies and where they are all coming from. FA agreed and advised that this is to better support the Forces position in terms of efficiency savings as quite a lot has already been stripped out over the years and there is not much more to be taken out. PW confirmed that he will provide this information.

2.2 Information Document

KB confirmed there are no concerns, KB is awaiting on a couple of pieces of information, and it will then be published. FA thanked everyone for providing this information and appreciates that it is a lot of information that we are asking for. GF advised that it would be helpful to have a conversation regarding the scheduling of the information that is being requested and the turnaround of this as it creates additional pressures. AV advised that we need to look into working slightly differently and how this is going to be resourced moving forward as it is only going to get more and that is unsustainable with RG being our only single point of contact. RG agreed that it is hard to pull all the information together with not a lot of notice, if we could have a discussion to put a sequence/timeframe in place then it will be fine.

Action – AV and RG to have a discussion regarding timeframes in relation to information that is being requested.

ITEM 3 – PERFORMANCE FOCUS

3.1 File Quality

FA advised that one of the reasons this was asked to be put on the agenda is FA is really concerned about the return rate from the CPS to the Force and DP has really helpfully run FA through the moderated and unmoderated data, which FA was not aware existed. FA has advised CPS that he does not want data coming to the Criminal Justice Board's until it has been agreed by both parties.

GF shared that this is a great opportunity for the PCC to push back on partners from CPS to ensure that they are 'coming to the party' in a way that is consistent and appropriate as this isn't always the case and misrepresents some of the facts around it.

DP provided a presentation of file quality which was discussed with the Board.

FA asked what are the reasons for Officers not using, going through the File Quality Team as that is what they are there for, is that not a standard requirement for them? DP advised that it is a requirement, but it is just them getting used to something new they need to do and a new process.



The File Quality unit ensure that they have made it really clear on what Officers need to do. We are very reliant on Officers remembering to do it as for years they have just been sending their files through CPS, so it is just about getting that encouragement up and reminding them that they need to send them to us.

FA asked if there is any difference in the file quality rate of those who go through the File Quality Team and those who just submit it without going through them? DP advised that files which are around a 20% increase in compliance in terms of the files that are starting to go through the file quality unit, it is going in the right direction. Our performance in terms of file quality DGA and security breaches is going in the right direction and at the next Criminal Justice Board we will have a much better indication regarding our first triage but that is very reliant on CPS agreeing to having that moderated panel meeting with us. It would be beneficial for us to be in a position for the next CJB to present jointly moderated data where one data set is presented. It would be good to get some of the CPS Prosecutors in through our buildings, we have a strong relationship with the RASSO Court and we now have an agreement where their Prosecutor will come in once a month and hold clinic days for us within our Public Protection Team, we just need to try and do the same with the Crown and Magistrates Courts.

GF updated that there is a piece of work being completed at the moment which is looking at how the Force utilise RIT and response in a joined up way, this is around student pathway and how we manage the numbers of people we have coming in and making sure we have the right people skilled in the right areas for that part of the job.

DP shared that there is an upskilling programme for all colleagues by placing them into RIT for 6 months, we also do lots of CPD days for them as well as we recognise that this is a gap with some of our inexperienced colleagues.

FA asked in relation to the 90% target, DP advised that at the centre of all this file quality there is a victim who is waiting for speedy justice and the appropriate outcome. We are being ambitious as putting it at 90% but DP is not going to put a time limit on it as there are potentially going to be a lot of changes around file quality, but we will continue to make sure that we are doing everything that we can to make sure we reach that figure as soon as possible.

FA asked if there is anything he or the OPCC can do to support DP and Team to reach this aim? DP advised as long as we have agreement from the CPS and partners then that will be really helpful. GF asked for FA's support with the policing minister around redaction as we have been promised some news around DG6 and how that will develop, currently we have to redact the file on submission and if there is no charge it is a waste of time. Support around sensible suggestions with redaction will be very helpful.



3.2 Crime Performance Figures with Restricted Detail

SB updated regarding the National Crime and Policing Measures and the items that are a priority there.

SB reported the crime rates for the month of April 2022. Crime has gone up, but we have seen further reductions in residential burglary and robbery, theft from person is stable and there has been an increase in vehicle crime. Domestic abuse is stable compared to last month and year to date, rape has been stable but in terms of outcomes – still strong. In relation to drugs, trafficking has gone up and the solved rate has gone down whereas possession has gone down but the solved rate has gone up. Serious violence continues to go in the right direction and that is Force wide and across all three Local Authorities, this includes knife and gun crime.

The policing minister is going large on a summer of violence campaign which we are front and centre of and have a round table meeting to tackle our plans for hot people, hot places and our use of stop and search.

April saw fewer calls coming into the Control Room which did help to improve service levels. We have seen significant improvement in terms of response and in total last month saw the quickest average attendance of immediate job since October. Caseload is a great concern at the moment, the total actual caseload per Officer and per team is the highest it has been for six months, for example within Rit and within Response these sit with our least experienced Officers. This coincides with poor performance in April for supervisory reviews which illustrates that the vast majority of our workload is with our least experienced Officers and supervisors are under great pressure. We also know that this is where the HMIC picked up in terms of our investigations and the lack of supervision on investigations.

Victim satisfaction in terms of domestic abuse, there were only 19 physical surveys that were completed for victims of DA, 18 were very positive experiences but, 19 is a very low number. We are just about to sign off on a paper whereby we are going to do DA surveys slightly differently, this is going to kick start in June, and we are aiming to get in excess of 100 – 200 surveys completed.

We have now had the first full month of the pilot for digital surveys, we are doing this incrementally by increasing the type of crime and the number. In April we saw 19 surveys completed, 15 were positive, 4 were not satisfied and the common themes through there are no outcome and no updates.

FA asked in terms of the updates, what is being done to try and improve those? SB advised that this falls in line with our commitment to VCOP and that is a measurement we have every month. We



have relaunched our VCOP compliance by using a QR code and that will be relaunched next month in terms of improved consistency across the board.

In April there were 38 reports of dissatisfaction which is an increase of 5 compared to previous months. 14 were victims of crime, 4 were victims of domestic abuse and the common theme is no updates and not happy with the outcomes.

Action: Feedback from surveys and QR code to be added to the July Agenda.

3.3 Estates Review Report

PW advised that the strategy work is pretty much complete we just need to finalise the wording which PW will go through with AV. It has 5 guided principles which centre around the two operational hubs, the community led policing and partnership collaboration, evidence-based policing to drive where our estate is and linking that into digital sustainability and the content review in making sure that our estate is flexible. It emphasises the need to work with Partners to make best use of our estate. At the moment we are looking into whether we can use Flitwick as a drop off base for Response and we are also in discussion with Central Bedfordshire regarding Leighton Buzzard so that we have two extra drops off bases in Central Bedfordshire. We are also discussing with AV and WH, multi-agency hubs and the work that WH is doing with digital contact.

We are getting closer of Greyfriars, we had the feedback on legal on Friday, there is one contentious point where we need to respond which we are working through.

Biggleswade, we are looking at getting Bidwell's in to look at our options around headquarters in terms of availability and what we can do around that, and we will be linking WH into those discussions.

PW shared that we are reviewing our options at Luton Police Station and Carter Jonas have highlighted some things we could do there to make it more effective.

Halsey Road is dependent on the workshops and PW is due to meet with Bedford Borough regarding a temporary fix for that.

As a result of the Strategy, we have an Action Plan that we now need to draw up which will need to come back to this Board on a quarterly basis.

ITEM 4 – CC UPDATES

4.1 Verbal Opportunity for CC to Raise Items to the OPCC

GF gave an update regarding the airport.

ITEM 5 – LEADERSHIP AND CULTURE



5.1 Chief Constable Complaints

No concerns.

5.2 Reviews

KB updated on two reviews over the last month KB has found to be reasonable proportionate however, the findings did show that the Officers were not completing use of force forms when using force. KB will continue to monitor moving forward and if there is a trend this will be fed back at future Delivery Boards. KB confirmed that she has fed this back to PSD but will forward the details to GF.

Action: KB to provide Review info in relation to use of force forms to GF.

5:3 Cultural Update

BM updated the meeting on the culture work that is currently being completed. BM advised that the exercise was completed around two years ago and the results of that showed some 'pretty uncomfortable truths' in terms of what our culture was like. We have now redone this exercise and the results show that we have improved hugely.

FA advised his main concern in how do you know that you are capturing the true feelings of staff and Officers within the Force? Also, are the differences and disparities being captured in perspective of Officers and staff who come from different ethnic backgrounds? BM shared that we have to rely on a lot of volunteers to do the survey, we can't make them complete it, but everyone gets the opportunity. In terms of how we do the focus groups, whoever is on duty will get invited to a focus group, the 1:1's are a given.

FA asked in terms of outcomes what is the aim of this and what is it meant to drive within the organisation? FA is concerned about retention and that Officers would leave as it is not for them, some who want more money and some, just don't like the culture within the organisation. GF updated that if we get the culture right then many other things will follow. Since we have started this piece of work the PSD referrals have reduced which is really encouraging. GF meets every two months with DSG, the Federation and Unison where they have the opportunity to raise any issues. We have seen 1,600 people now through Better 4 Beds which has been largely focussed around developing the culture of the organisation and I believe if we get the culture right a lot of other positive will flow from that.

FA asked what metrics are we trying to measure? GF advised there are tangible baselines such as fairness at work, PSD referrals, retention rates and attraction and recruitment, we cannot say definitively that they are solely attributable to the culture, but we do think that the work we have done is supporting a lot of those outcomes that we are seeing going in the right direction.

FA thanked everyone for their work on this.

ITEM 6 – QUARTERLY REPORTING EFFICIENCY

6.1 Update on Efficiencies



Nothing to report, efficiencies to come to June 2022 Board meeting.
<u>ITEM 7 – COLLABORATION</u>
7.1 Risks and any key updates from the Force to OPCC if any
GF advised that there are no collaborated risks at the moment other than the discussion FA is having with fellow PCCs around the ownership of the two collaborated sites. FA updated that the meeting took place this morning with the two other PCC's this morning, and they have both agreed that we can move forward without having to wait for that training facility issue being resolved
<u>ITEM 8 – AOB</u>
8.1 Information Management Updates
None.

Next Meeting: 30th June 2022