



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

**25<sup>th</sup> April 2022**

<b>Attending:</b>	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)
	Ed Major, Strategic Business Analyst – Force (EM)
	Anna Villette, Interim Chief Executive – OPCC (AC)
	Katie Beaumont, Transparency Manager - OPCC (KB)
	Rachel Glendenning, Staff Officer - Force (RG)
	Leanne Friel, Communication Officer – OPCC (LF)
	Gemma McCormack, Executive Assistant – OPCC (GM)

<b><u>ITEM 1 - WELCOME &amp; MINUTES OF MEETING HELD AND FOR AGREEMENT AND MATTERS ARISING</u></b>
FA welcomed everyone to the closed section of the meeting.
<b><u>ITEM 2- OPCC QUESTIONS OR ITEMS TO RAISE</u></b>
<b>2.1 Actions from Previous Meeting</b>
31 – SB confirmed that the update will be for the meeting in may following the Bedfordshire Criminal Justice Board. Leave open until May.
78 – PW updated that this will be discussed during the meeting.
110 – GF advised that the final action plan is due to published, there is a new Programme Director, will want to share this with members but any time now we are anticipating it will be in a format to share, hopefully May 2022. Leave open until May.
114 – TR recommended a visit to 6 Hills, GM to arrange a visit. GF advised there is a delicate balance in relation to speaking about how much we do within that team, there is a recognition from other Forces, but we need to be careful about how much we publish.
117 – GF advised this has been taken to JCOB and we will be increasing our resource investment into vetting, this will be a challenge, but we are required to meet it in terms of the vetting review



Nationally. FA asked if the Force have any insights on the impact it is having at the moment? GF advised the projection is around 1,800 per month short but vetting isn't impacting on our recruitment position at the moment. The vetting situation is being managed and there is a plan in place for it. FA asked how this affects Volunteers and Specials etc. GF advised that with the recovery plan we have put in place this will meet the vetting piece by March 2023.

118 – AV advised we have all discussed and need to have a fuller discussion following further research, we don't feel lifting and shifting is the answer. Taking that over in the short term would not be in anyone's best interest, not saying we can't sort out some of the existing issues such as being under resourced. The management post is the key post that has needed to be filled for a long time. FA enquired as to what some of the issues are? GF advised that it has been under-resourced for some time and we struggled to get a management post in place and there have been competing demands around other work we have asked the team to do. SB confirmed the manager is in place now and her first task is to take on board what it looks like, what are the potential procedures that we need to put in place, and that coincides with what is it that we want them to do.

FA asked what are you expecting to see changed within the team once PBB is done? GF shared what he would like to see is improved complaint handling and the amount of time it takes us to respond and finalise issues. KB asked if the Force are recruiting other members of staff within the customer support team? SB advised that there are vacancies, but it makes sense that the new manager has a final say in terms of what the team looks like. PW advised Audrey in the SSID Team will link in with KB and AV, and we are going to do a review of the process while the new manager settles in. We can then make a determination at PBB as to whether additional investment, whether it needs to be split out from the enquiry function or whether it is a standalone function, we will run this alongside and make a decision based on the information we have gathered. GF advised that PBB works to form the budget process.

## **2.2 Information Document**

KB advised that she now has all the information and will share the report after the meeting today. SB apologised and advised that unfortunately we couldn't get the information to KB on time due to the events that happened last week.

## **2.3 Terms of Reference**

All were in agreement with the document.

## **ITEM 3 – PERFORMANCE FOCUS**

### **3.1 Crime Performance Figures with Restricted Detail**

SB updated that we finished the year with 137 crimes per day which was slightly up on the previous year, which was 132 but down on the two years before COVID. Solved rate we finished at 10.4%,



we would have been close to last year on recorded crime, but we have seen an increase in crime in February and March which is expected. SB stated that the good news in relation to RASSO is despite all the challenges that they face, they continue to do an outstanding job in terms of outcomes and the solved rate is a positive and our RASSO Team sits 6<sup>th</sup> nationally in terms of the solves rate. Burglary residential finished with 311 fewer victims of crime compared to the previous year and some excellent work in the last few months find us 3<sup>rd</sup> nationally in terms of our solved rate. The national crime measures talk about reducing neighbourhood crime, the Home Office now use the digital crime performance pack which can track where you are Nationally. Their ambition was to reduce all neighbourhood crime and they take a baseline from pre COVID which is 2018/2019 and in the last 12 months, to January, we have seen significant decreases in all neighbourhood crime and compared to our most similar Forces we sit at the top at that table as well whereas we have seen an overall reduction of 44% in neighbourhood crime. Similarly in terms of caseload across the organisation we have seen some increases in caseloads within PVP which includes RASSO but also response, although some of that is due to movement of Officers.

SB updated that in terms of the Force Control Room, we did see in March an increase in both 101 and 999 calls. In March with 999 calls, we saw a reduction in time from receipt to radio agent, significant reduction in radio agent to dispatch and also in dispatch to attendance. There is a slight improvement in terms of both 999 and 101 calls, SB advised the 999 calls will be updated further next month as this will include BT data. GF advised that every Force is different with BT delays, we believe ours is a 3 second delay from BT to us.

FA asked in relation to 101 calls abandoned, why is this happening? GF shared the abandoned 101 calls will mainly be driven by the increase in 999 calls, the higher the 999 calls we get trump the 101 calls which will increase the abandoned call rate. SB shared there is an increase in March for online cases reported.

**Action: SB will look into the reasons why there are abandoned 101 calls.**

### **3.2 Custody Performance Document**

SB advised that throughput is back to normal in March and we saw a decline in February, of all the other changes there are subtle changes across all areas but there is nothing significant. Children in Custody is the highest it has been in the past year, but no children were detained overnight and none were remanded. The figure for 10 – 17-year-olds who were strip searched was a high number of 10 but each is reviewed and full justification in terms of what it was. FA asked regarding the items found section, how did they hide a flick knife through to the point that it was found when they were getting strip searched? GF shared that this would be depending on how it is concealed, the wand possibly wouldn't pick this up, but the chair might. If we have searched and still not found the



<p>weapon, we may have to use more intimate searching methods. SB advised that this is a good news story that the person was brought into Custody and the item was found on them during the search.</p>
<p><b>3.3 VERU Review Document/Report</b></p> <p>SB advised the quarter 4 return deadline is tomorrow and SB signed it off over the weekend. Match funding has been completed on the application form. AV advised Kimberley Lamb has had a lot of input into it, partners are happy, no feedback other than we are going to be awarded the amount we have asked for. A plan is in place around how we are going to spend this funding. SB updated that the director role has been assessed, evaluated and the internal advert will be going out later this week with a two-week turnaround.</p>
<p><b><u>ITEM 4 – CC UPDATES</u></b></p>
<p><b>4.1 Verbal Opportunity for CC to Raise Items to the OPCC</b></p> <p>GF updated that the HMIC results and report reads very well, there are another 4 results coming out this week for other Forces. There is one outstanding, two which are good and three which require improvement. This will feature into the Better 4 Beds events that take place from this week and start tomorrow.</p> <p>FA thanked all for the remarkable job they have done as an Exec Team with the HMIC report.</p>
<p><b><u>ITEM 5 – LEADERSHIP AND CULTURE</u></b></p>
<p><b>5.1 Chief Constable Complaints</b></p> <p>No concerns raised.</p>
<p><b>5.2 Reviews</b></p> <p>No concerns raised.</p>
<p><b>5:3 Cultural Update</b></p> <p>GF advised that they are still working through the revisit of the audit and have completed a lot of interviews and questionnaires which will be shared with the OPCC once we have it. Better 4 Bedfordshire is starting tomorrow where we will speak to everyone in the organisation and it gives us a chance to thank them.</p> <p>GF shared the videos which are going to be played during the Better 4 Bedfordshire events.</p>
<p><b><u>ITEM 6 – QUARTERLY REPORTING EFFICIENCY</u></b></p>
<p><b>6.1 Update on Efficiencies</b></p> <p>PW advised he has sent this via email to AV and GC will discuss with AV and GC further outside of the meeting.</p>



<b>Action:</b> PW, AV and GC to meet to discuss Quarterly Reporting Efficiency.
<b>6.2 Demand Paper</b>
EM presented the report.  AV noted the contribution EM and his team makes in supporting the Force to understand what this is all about should not be underestimated and is the reason that other Forces have adopted what EM has developed, we are exceptionally fortunate.
<b><u>ITEM 7 – COLLABORATION</u></b>
<b>7.1 Risks and any key updates from the Force to OPCC if any</b>
GF advised there is a slight merging risk to uplift and pipeline challenge of new recruits coming through the process, recruitment and attraction piece. We had a meeting this morning where we have some remedial actions around things that we are going to do around the process and some additional investment in both the HR function and increase the recruitment attraction piece.
<b><u>ITEM 8 – AOB</u></b>
<b>8.1 Information Management Updates</b>
KB will review the information document and will speak to RG outside of this meeting.

**Next Meeting:** 23<sup>rd</sup> May 2022.