

**POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE
STRATEGIC BOARD MINUTES**

30th SEPTEMBER 2021

Attending:	Festus Akinbusoye, Police Crime Commissioner (FA)
	Clare Kelly, Chief Executive, OPCC (CK)
	Trevor Rodenhurst, Deputy Chief Constable (TR)
	Gavin Chambers, CFO for the OPCC (GC)
	Sharn Basra, Assistant Chief Constable (SB)
	Madelyn Doggrell, Staff Officer DCC (MD)
	Rachel Glendenning, Staff Officer (RG)
	Gemma McCormack, PA to PCC and Chief Executive (GMc)

ITEM 1 - WELCOME & MINUTES OF MEETING HELD AND FOR AGREEMENT AND MATTERS ARISING

FA welcomed everyone to the meeting and noted apologies from the Chief Constable, Garry Forsyth. The Minutes of the meeting held on the 26th August 2021 were discussed. TR asked for an amendment to be made to the wording in terms of 2.4 – Update on Specials ‘**the Force needs to understand how much pain was caused**’. It was agreed for this wording to be changed to ‘the Force needs to understand any impact on the change’. Following the change, the minutes were agreed as an accurate record.

ITEM 2 – PCC QUESTIONS OR ITEMS TO RAISE

2.1 Actions from previous meetings

The Action Log was reviewed and discussed;

31 – Local Authority Emergency Accommodation; CK updated that she and ██████ had met with the Local Authority (LA) last week. The LA advised that they had agreed to a pilot that was suggested one year ago. ██████ has asked for further research to be done on this and will be reported back at the next meeting. **To remain open on Action Log.**

55 – Clare’s Law Update – Compliance rate is now at 24%.

70 – Estates Strategy – This is on the Agenda for discussion during the meeting. **Action to be Closed.**

71 – Additional spend on Firing Range and Training Centre. PW advised that the paper has been written and will be distributed via the JPS Board. **To remain open on Action Log.**

72 – Security Assessment of Luton Airport. There is a deadline of two weeks for alternative accommodation to be offered to us and options provided. CK queried if the planned refurbishment on the 18th October was still okay to go ahead, TR confirmed that it is. TR shared on a positive note that the feedback received from staff is that they feel really well looked after.

73 – Crime in Business – RG updated that after looking into this they were unable to find any information regarding the incident at discussed at the last meeting. FA said that he would make some enquiries and find out more details.

74 – Special Constabulary Hours – PW reported that the hours delivered between April – June were 8,500 and July – August were 4,000. Prior to the Model, Specials were being asked to help us during the pandemic but these are now being split between Community and Patrol. TR advised that we had groups within the Special going off and supporting in different areas.

75 – Youturn Briefing – This has been completed. **Action to be Closed.**

77 – FQIP Review – This has been completed. **Action to be Closed.**

79 – Victim Journey Mapping Work – CK has now received this from the Exec. Comms have also done a package around this which has been advertised externally. **Action to be Closed.**

80 – Wait Times for 999 & 101 Calls – SB updated that a year to date breakdown has been completed. Last year from April 2020 – August 2020 the 999 calls volume was 41,571 calls with a wait time of average 7 seconds. This year for the same timeframe the call volume was 47,843 calls with a wait time of average 10 seconds. For September 2020 the wait time was between average 7 – 8 seconds and for September 2021 the wait time was between average 10 – 12 seconds, this has been due to an increase in demand. For 101 calls, last year 90,563 were received with a wait time of 2 minutes 34 seconds and for this year 82,592 calls were received with a wait time of 5 minutes 41 seconds.

SB advised that we are very stretched with the Force Control Centre (FCC) an additional Inspector has been put in there to support. From tomorrow Tier 5 will be implemented, on the 4th October 2021 9 new staff will be joining, in November 2021 training will take place for 10 staff members and we are also in the process of putting Police Officers back into that room. TR shared that an advert went out for workers in the FCC but a very low response was received. Comms have been contacted about this as more information is required in the advert to promote these roles.

FA asked that with the 9 new staff coming in, would this put the FCC back up at full establishment? TR said that it would not and this is due to 'the churn' being quite high with staff moving to other roles or leaving. We have never recruited over the establishment in this area however by March 2022 we will have brought in Officers to this team which will bring us up to full establishment.

81 & 82 – Staff Leavers and Exit Interviews – PW updated that for those who left in July and August, no exit interviews were completed however, after speaking with the managers of those staff, they did have discussions with them but the HR forms were not completed. In July of the 12 who left 5 were from ERSOU (Counter Terrorism and ROCU), the reasons were that some were poached, relocation due to moving house, early retirement to care for a family member, PCSO moved into Intel and 1 from the Control Room left as the role was not what they had expected. TR advised that in January 2022 we will have a more comprehensive process where we will be able to monitor the data and the trends. All we can say at the moment is that conversations are being had with the individuals but not necessarily being written down on a HR form but we now know more about why people are leaving than we did before. FA shared that he had been contacted by some Officers who had told him that they are not happy on how they are being treated or by the lack of support from their Line Managers. PW advised that looking at the figures last year we were losing 11 staff per month and this year it is 8 per month, which is starting to show some improvement. TR stated that we need to recognise that this has started to improve and confirmed that at the moment in the FCR the establishment is 197 and at the moment there is 187 in there, we are planning to have a full establishment by March 2022.

2.2 Next Steps Programme

CK reported that there have been 6 cases since November 2021 (3 alcohol and 3 drugs related). They have been supported by YouTurn with attending their appointments and none of them have reoffended since. FA queried how this support can be increased to provide more help for others? CK advised that the paper written has been updated and this will be getting distributed.

FA queried if we could start using Out of Court Disposal Champions again? SB stated that there are a lot of Champions for a lot of different areas but agreed that we could start using them again.

Action to find a champion for the next steps programme.

2.3 Witness Care

SB updated and advised that although he has the information, he does not have a paper to distribute to the meeting.

Nationally across Thames and Chiltern there are 44 trials that have been listed up to March 2022. There are 895 in the Crown Court and pre COVID there would have been 570 cases listed at the Crown Court. The AOJ are under a lot of pressure. In terms of witness care, there are 3,200 individuals and a 92% compliance rate against VCOP. Luton Magistrates Court will be starting to work through their backlog on the 6th December 2021.

There is a mixed bag of data and in July 2021 there were 13/67 Magistrate cases which didn't go ahead due to victim or witness issues, in May 2/47 and the Crown Court were 8/16. The CJ, CPS and Police discuss these cases at the Oversight Board and all of them are deemed a concern to go through. There is nothing to flag up in terms of rape or domestic violence, SB will provide information on rape and domestic violence cases that have gone to scrutiny panel. CK advised that this information was originally requested to see if this is something that Signpost could support with.

Action - CK and SB will have a separate meeting to look at this data.

2.4 Update on Claire's Law

SB shared that in 2021 there were 318 applications received which are split into two categories – The Right to Ask and The Right to Know;

5 in April 2021
17 in May 2021
28 in June 2021
16 in July 2021
25 in August 2021

17/91 disclosures have been made to applicants and currently there is one person in post who manages these. The expected information turnaround is 35 days and we are reporting 4/17 for that period of time with each case being subject to a Quick Time Risk Assessment. We are looking into options on information being provided and feeding back through social media is one of the options we are researching. The Right to Know is a high demand area as this is what the Police see as something being a risk.

CK queried in terms of risk, where is this information logged when applications are made? SB advised that the information at this time is being recorded on a spreadsheet which is regularly monitored and at this time there are no cases of inactivity that have led to any issues.

ITEM 3 – PERFORMANCE FOCUS

3.1 Crime performance figures with restricted detail

SB updated that previously burglaries had continued to go down however, in the last month this has increased. This is due to COVID restrictions lifting and people are starting to get back to normal in terms of leaving the house and going out more, however the solved rate is still going to be strong. TR advised that this time of year there is always an increase in burglaries unfortunately. SB highlighted that we are 13th Nationally for Solved rate and 34th in terms of recording. FA asked what the solved rate figures are from the past 3 years, SB advised that he would send these to FA.

Ck raised that 3000 dropped general calls was concerning but that it would be covered in the FQUIP meeting.

Action – SB to send Solved rate cases from the past 3 years to FA for burglary only.

ITEM 4 – CC UPDATE

4.1 Verbal Update

TR provided an update.

HMICFRS are completing their full inspection and the final phase is reality testing when coming into the Force. The inspection will take place on the 11th October 2021 until the 18th October 2021 and on the 11th they will be visiting Signpost.

Fuel Shortages – The TCG has been in place all week monitoring the situation. Operational vehicles are being filled up overnight. There are 4 Stations that are also included as part of our contingency plans but no major issues have been reported as yet.

Afghanistan Refugees – There are a number of refugees that have been relocated to Luton. We need to keep an eye on the Agencies there as this is starting to draw on a lot of support that is being provided.

Best Performing Officers – One case that stands out is within the Burglary Team. An Officer was on the phone to the Crown Prosecution and the Crown were refusing to progress a case due to some evidence that was not available. The Officer continued their conversation and due to their knowledge of the case and their persistence the Crown eventually agreed to take on the case.

ITEM 5 – LEADERSHIP AND CULTURE

5.1 Chief Constable Complaints

CK reported that two new complaints have been received but have not been recorded.

5.2 Reviews

There are currently six reviews being carried out but one of them requires a response which CK has requested information for and has not yet received.

Action – CK and TR to discuss Review information to progress one outstanding case.

ITEM 6 – QUARTERLY REPORTING EFFICIENCY

6.1 Finance Update (moved to October)

6.2 Changed to Estates Strategy Update

PW advised that the Estates Strategy was initially for a five-year period but has been running since 2013. With regards to the Accommodation Strategy, the PCC is the owner of the Estate and the Chief Constable can use the spaces that the PCC provides. We will eventually be left with a 10-year Estates Strategy but we will also be given the tools so that we will be able to update it ourselves.

CK agreed that there is a long-term value and advised that other Chief Executives are also interested across Bedfordshire.

Actions:

GF to take to Chief Executives Board.

GC to share fire data for estates work.

ITEM 7 – COLLABORATION

7.1 Risks and any key updates from the Force to OPCC if any

PSD, IMD and HR – TR advised that HR are the more specific risk, they were given a budget and they have delivered a service within that budget. CK advised that support is needed and this is a big ask for the incoming T/ACC to go in and review. TR shared that Karena has been given funding from JCOB for two staff members. CK said that she will feedback this information to the other Chief Executives as this was not the understood plan.

Next Meeting:

21st October 2021, 10am, The Forest Centre, Marston Moretaine.