



25 August 2021

Dear HMICFRS

I acknowledge that the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) team published on the 23 June 2021 – Review of policing domestic abuse during the pandemic.

Bedfordshire Office of the Police and Crime Commissioner notes that HMICFRS have made recommendations and learning points, to the police and other bodies, which are intended to help forces in their continuing response.

You have made the following recommendations:

*Recommendation 1*

- *We recommend that if forces continue to adopt online contact methods in respect of victims of domestic abuse, they should immediately introduce an effective supervision and monitoring framework. The framework should assess the suitability of such contact methods, ensuring that victim needs are at the forefront of decisions around their use and appropriate onward action is taken in all cases.*
- *We recommend that forces immediately review their use of a telephone-based initial response to any domestic abuse incidents and crimes and ensure that it is in accordance with the strict parameters set out by the College of Policing.*

*Recommendation 2*

- *We recommend that forces immediately review their capacity to provide ongoing support and safeguarding to victims of domestic abuse whose case is awaiting trial at court. This should:*
- *ensure there are sufficient resources available to maintain contact with victims to keep them up to date with the progress of their case; and*
- *enable the offer of access to specialist support services as well as opportunities to address concerns victims may have regarding continuing to support a prosecution through the delays.*

*Recommendation 3*

**Police and Crime Commissioner for Bedfordshire**

Bedfordshire Police Headquarters | Woburn Road | Kempston | Bedford | MK43 9AX

Tel: 01234 842064 | Email: [pcc@bedfordshire.pnn.police.uk](mailto:pcc@bedfordshire.pnn.police.uk)

Web: [bedfordshire.pcc.police.uk](http://bedfordshire.pcc.police.uk) | Twitter: [@BedsPCC](https://twitter.com/BedsPCC)



- *We recommend that all forces immediately review their use of outcome 15, outcome 16 and evidence-led prosecutions. This is to ensure that:*
- *domestic abuse investigations guarantee all attempts to engage victims are explored, and that all possible lines of evidence are considered so that in all cases the best possible outcomes for victims are achieved;*
- *there is regular and effective supervision of investigations that supports the above point to be achieved; and*
- *the use of outcomes 15 and 16 is appropriate, and the reasons for using them, including auditable evidence of victim engagement, are clearly recorded.*

Bedfordshire OPCC will be working with Bedfordshire Police in the consideration of all recommendations which will be monitored through board meetings and will continuously monitored through the Learning, Demand and Futures Board.

Yours Sincerely

**Festus Akinbusoye**  
Police and Crime Commissioner

**Police and Crime Commissioner for Bedfordshire**

Bedfordshire Police Headquarters | Woburn Road | Kempston | Bedford | MK43 9AX  
Tel: 01234 842064 | Email: [pcc@bedfordshire.pnn.police.uk](mailto:pcc@bedfordshire.pnn.police.uk)  
Web: [bedfordshire.pcc.police.uk](http://bedfordshire.pcc.police.uk) | Twitter: [@BedsPCC](https://twitter.com/BedsPCC)