



**OFFICE OF THE POLICE AND CRIME COMMISSIONER  
FOR BEDFORDSHIRE**

**MONTHLY BUSINESS REVIEW MEETING**

1<sup>st</sup> April 2022 at 13:00hrs

Chair – Wayne Humberstone (Delivery Manager)

Attendees: Katie Beaumont (KB), Bethany Coles (BC), Simon Powell (SP), Gemma McCormack (GM), Mary Robinson (MR), Phil Eaton (PE), Leanne Friel (LF), Cara Gavin (CG)

| No. | Business Review Meeting  | Actions |
|-----|--|---------|
|     | <p><b>Welcome and Apologies</b></p> <p><b>Apologies: Wayne Humberstone (WH), Anna Villette (AV), Zoe Fraser (ZF)</b></p>   |         |
|     | <p><b>Actions Update</b></p> <p>All actions were reviewed, discussed and have been updated on the Log.</p>   |         |
|     | <p><b>Head of Delivery</b></p> <p>KB updated in WH's absence regarding project work and explained that there will be updates in PE and CG sections of the agenda to update on specific projects.</p> <p>BC sent an email to all today regarding new vacancies within the office and that some vacancies have gone live. BC will be keeping an eye on the Force website and update the OPCC website accordingly when further vacancies are added. BC will let the team know by email when further vacancies are added.</p> <p>In regards to Commissioning, SP will be discussing this in his section of the agenda.</p> <p>KB updated that in regards to the Criminal Justice Project Manager has gone back out to recruitment. The focus will be going to WH and CG whilst awaiting recruitment into the post.</p> |         |

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| <p><b>Interim Chief Executive</b></p> <p><b>OPCC review</b></p> <p>KB updated in AV's absence that the next Police and Crime Panel meeting is next Tuesday 5<sup>th</sup> April. At the Police and Crime Panel, 4 papers are going to be discussed which is the PCC update, rural crime, Community Safety Partnerships (CSPs) and the Milestone Plan which is now known as the Delivery Plan. KB stated that this will assist with the annual report. The Delivery Plan is also being presented and documented in a different way as the previous spreadsheet was unworkable.</p> <p>The team are to be aware that they may be contacted for additional information in the upcoming weeks regarding the annual report.</p> <p>The Delivery and Beating Crime Board was yesterday, 31<sup>st</sup> March 2022 and the main focus of discussion was the Customer Support team and how things can be improved in that department.</p>   |  |
| <p><b>Transparency Manager</b></p> <p><b>Audits</b></p> <p>No audits to note. KB will contact RSM.</p> <p><b><u>Action:</u> KB to contact RSM to see what the schedule is for audits this financial year.</b></p> <p><b>Joint Audit Committee (JAC)</b></p> <p>KB updated that a new JAC member has been appointed and is currently going through the vetting process and once this has been completed an induction will be completed. BC chased for an update on vetting today and KB stated that we will need the member before June.</p> <p>The JAC meeting was completed on the 25 March 2022 and all independent members were reassured by the SRR content and that the SRR is continually monitored and updated.</p> <p><b>Website Compliance - Specified Information Order (S.I.O)</b></p> <p>BC completes monthly audits of the OPCC website and there are a couple of bits needed to be worked through from the previous audit.</p> <p><b>FOI/DP Requests</b></p> <p>KB updated that Freedom of Information (FOI) requests continue to come in and be managed by BC. The number of FOIs being received is high however as stated previously in other meetings they are actually for the Force and not the OPCC, so they are being redirected accordingly.</p> |  |

### **ICVs (Independent Custody Visitors)/Dogs**

KB stated that the ICV Panel took place on the 17th of March in person at the Headquarters. It was great to see our volunteers in person and to be able to discuss all things custody and was received well by all.

We currently have 8 new ICVs which have passed vetting and a training day has been scheduled in on the 26th of April 2022. BC is working on the ICV specific Annual Report.

### **LQCs/Misconduct**

The OPCC is currently having ongoing conversations about the Legally Qualified Chair (LQC) function and KB will update all when a resolution is agreed.

The OPCC is currently working through the process for a Police Appeals Tribunal (PAT) Chair hearing which is scheduled on 14th April. This has been confirmed and will take place in Bridgebury House. KB reminded all to not work from the office on this date and for GM to make sure that the PCC is aware.

### **Complaints**

Two new reviews have been received since the last BRM meeting, six have been finalised and two are outstanding. None have been upheld, however OPCC oversight has been submitted to PSD.

Complaints (lower dissatisfaction) Dip Sampling continues – the use of the CRT database continues to be the main concern and BC continues to review and log the outcomes of the complaints and the lack of detail. Monthly meetings continue with Customer Support Managers and feedback is provided.

### **Decisions**

Local decisions are on the OPCC website under the Transparency section. If anyone has attended meetings with PCC or Chief Executive and note they have made a decision – please take a note and send to KB and BC.

### **APCC**

A lot of the team will have been receiving emails from KB regarding the APCC. KB requested for all to please respond to the emails as we need to ensure monitoring.

### **Finance arrangements**

KB updated that her and MR have been working on a finance document for the team and to understand the process. If the document is authorised prior to the next Business Review Meeting, then KB will schedule a short meeting to discuss with the team and explain the process.

**Action:** Finance to be added to the next BRM agenda for KB to discuss.



## **Victim Care**

### **Bedfordshire Victim Care Services (BVCS)**

#### **Performance – Qualitative and quantitative**

SP reported that it had been a productive month. There were 598 referrals into BVCS which is 12% of reported crime. There were 524 referrals pulled through by BVCS. With new systems in place, SP reported that we are now able to pull target crime types through Athena. There was 46 agency referrals and 18 self-referrals, the total target for each month is 1000.

#### **Projects**

The Victim Journey Process Map is 95% complete, just waiting on the Force to sign off their part of the map and then this will be published. This has been mapped out from the victim calling 999 to the end of the CJS process.

BVCS are working on a one note process where every provider in Bedfordshire will be added, making it easier to see what providers do. The list is not just those who are commissioned and will be a list of names and how to contact them including certain crime types.

SP stated that he will also be completing a Gap Analysis of providers on provision in Bedfordshire, not just those that are commissioned.

#### **New elements to log (issues or success)**

SP updated that with the Data Protection Impact Assessment, Information Sharing Agreement and Memorandum of Understanding are now in place, BVCS are now able to pull through crimes that have not been referred into BVCS in the correct way. This also enables BVCS to search for the 'buzz' words in Athena. for example, trauma, welfare and pull these through to. At present, referrals are capped at 1000 as there is currently the equivalent of 5 full time Victim Care Coordinators (VCCs) working. There is potential to pull through 2000+ should the correct number of staff be in place.

#### **Communication plans to share**

SP updated that LF is working with BVCS Supervisors on their weekly communication from Twitter and are working on what content to be put out on the BVCS Facebook page.

#### **Bedfordshire Police Partnership Trust (BPPT):**

#### **Performance – Qualitative and quantitative**

SP updated that the referrals are up from last month at 82. KB asked if there is enough capacity – SP confirmed there is as we are getting back to levels where we need to be.



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|  | <p>The BPPT are working closely with the Fire Service and have received 'Safe &amp; Well' training.</p>  |  |
|  | <p><b>Project Manager – Policing and Contact</b></p> <p><b>Cop Hub</b></p> <p>PE updated that the Force has gone onto single online home portal. This is nationwide police driven website where you can report crime and other things. Due to the security on their system, it is not as easy as originally thought. The Head of Bedfordshire, Cambridgeshire, and Hertfordshire (BCH) ICT agrees for this to be rolled out across BCH. The Head of ICT has asked for some cosmetic changes with a view of rolling out a trial of the terminals (possibly 6 months) prior to committing to any further deployment.</p> <p><b>Roads Fund</b></p> <p>PE updated that the Roads Fund has been concluded and that there were 15 successful bids. PE is currently waiting for signed grant agreements to be returned.</p> <p><b>Safer Streets 2 &amp; 3</b></p> <p>Safer streets 2 has been completed. 93% of all properties in the target area has been visited and there has been a 30% return on surveys. There were 3331 properties visited in total and the quarter 4 return is due. An end of year meeting has been scheduled.</p> <p>A property has been identified for the Safer Streets 3 and will hopefully take possession on week commencing 4<sup>th</sup> of April which is for 2 years. Karen Cotton (KC) and PE will be working from the hub 1 to 2 days a week. Members of staff can work from this location, and it can also be used for training. KC has been extended to the end of June to support and is going to assist PE with the Safer Streets 4 bid.</p> |  |
|  | <p><b>Early Intervention</b></p> <p>CG updated the team on the Summer Programme. The aim of the project is to engage in targeted co-ordination with local authorities to provide an extension of existing Holiday Activities and Food Programmes (HAF), provided by Luton Borough Council, Bedford Borough Council and Central Bedfordshire Borough Council. There is scope for this to be achieved in various ways.</p> <p>An internal meeting was held, and it was decided that the best way forward was to go into existing provisions with local authorities and to link up activities with the Force such as community cohesion, recruitment team.</p> <p>The Local Authority (LA) and HAF providers are on board with plans to utilise links with the force. There are plans for PCSO's, Community Cohesion and the recruitment team to attend HAF provisions in each LA area. CG updated that the aim is to develop rapport with young people and provide advice / signposting to support services in local area. There is also a further possibility for the PCC to attend various days to support.</p> <p>An idea was discussed around a Dragon's Den style event, run by OPCC / PCC to be included in the HAF summer provisions.</p>   |  |

## **Communications Officer**

### **Press release schedule update**

#### ***Upcoming/recent***

- PCC announces record funding
- PCC launches Annual Survey to the people of Bedfordshire
- PCC launches first ever Schools Debating competition
- Successful Safer Streets community event alleviates worries of residents
- Beds PCC hosts breath taking School's Debating Competition final at Bedford Magistrates Court

#### **Next month**

- HMICFRS report
- Youth Conference sign ups
- Custody Suite opening
- Spotlight on Commissioned partners – socials

LF updated that today, Force comms have announced some VERU funding from the Government. The PCC will be doing an interview with a local radio today at 5pm to discuss this further. LF stated that a press release was published regarding Commissioning; this went out as a press release and put together a statement which outlines the process and reiterated that it was an open and transparent process.

LF stated that the annual survey has been running to understand and hear feedback from the people of Bedfordshire – this closed yesterday. ZF leads on this area, but it has been pushed out via social media to obtain a higher number of responses. There have been around 500 responses in total.

A lot of work has gone into the Schools Debate. Rounds 1 and 2 were online and the final round was at Bedford Magistrates Court in person. There was three lots of media there. LF updated that she has also been completing some work on Safer Streets communications.

LF updated the team on 'Carpool with the Commissioner', which is the PCC interviewing officers/staff and giving the public an insight into the variety of roles that we have in policing and encouraging them to apply for roles at Bedfordshire Police. The aim is to present the human and often unseen side of police officers, staff and support teams to the public. This is made up of a light-hearted discussion mostly (20-30 minutes' drive) covering why the officer/staff member joined, fondest memories, favourite music, top three movies of all time, a topical issue in policing etc. Each Carpool will be edited down to about 2-3 minutes for social media sharing.

#### **Website**

There are ongoing enhancements and tweaks to the website. The last meeting was 22.03.22 which was to feed back to the web developer on amends/enhancements. The next meeting is scheduled for 22.04.22.

### Wider promotion of campaigns

- Bus campaigns – Domestic Abuse
- Newspaper wraps
- Force-wide knife crime campaign (re-vamp of previous separate campaigns)
- Working with partners, force and key community contacts
- Plans for Facebook Lives with the same objective as Carpool with the Commissioner.

### Events Officer

ZF was not present at the meeting due to being on leave however a paper has been submitted.

### Events schedule

| APR  |       |  |
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| 19th | April | BVCS - 4 years on (2nd April)                    |
| 20th | April | Direction - 3 years on (2nd April)               |
| 20th | April | PCC & Ward/Council Meeting - Central Beds - Pink |
| 25th | April | Delivery and Beating Crime Meeting - Part 2      |
| 26th | April | Priority Setting Meeting - Leighton and Rural    |

### Beds Youth Council (BYC)

This month's theme was 'County Lines'.

### Wheelie Bin Stickers

AV and WH to approve designs/costs. ZF has now received the speeding data etc.

### No Cold Callers Stickers

ZF is trying to find out the leaflet postage costs.

### Full Office Meeting

4 meetings have been booked in for 2022. The next full team catch up is 5<sup>th</sup> May 2022 at 1:30pm.

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|  | <p><b>Annual Survey (moved to 2022)</b></p> <p>Closed 31<sup>st</sup> March. Analysis to be released end of April.</p> <p><b>Carpool Karaoke</b></p> <p>There has been 6 completed so far with 3 more booked in.</p> <p><b>Youth Conference</b></p> <p>To be held over 3 days (one day for each area of Bedfordshire). Venue – The Rufus Centre. ZF needs to contact Rufus Centre about holding multiple rooms for the day.</p> <p><b>Facebook Lives</b></p> <p>Force Comms are arranging a meeting with ZF and LF regarding how to complete and set up Facebook lives.</p> |  |
|  | <p><b>Commissioning</b></p> <p>SP updated that the Ministry of Justice (MOJ) end of year process/reporting form will be sent out to funded organisations for 21-22 once the MOJ send the report form through. Organisations who have received grant funding via the Community Safety Fund (CSF) for 21-22 will also be sent an end of year reporting form.</p>  |  |
|  | <p><b>AOB</b></p> <p>No AOB discussed.</p>  |  |