



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

22 November 2022

Attending:	Festus Akinbusoye, Police Crime Commissioner - OPCC (FA)
	Dan Vajzovic, Acting Deputy Chief Constable (DV)
	Trevor Rodenhurst, Acting Chief Constable - Force (TR)
	Sharn Basra, Assistant Chief Constable – Force (SB)
	Phil Wells, Chief Finance Officer – Force (PW)
	Katie Beaumont, Transparency Manager - OPCC (KB)
	Wayne Humberstone, Director of Operations – OPCC (WH)
	Rachel Glendenning, Staff Officer - Force (RG)
	Simon Powell – Head of Victim Services and Commissioning – OPCC (SP)
	Gemma McCormack, Executive Assistant – OPCC (GM) – Minutes Part 1
	Pauline Stewart, Executive Assistant – OPCC (PS) – Minutes Part 2

<p>ITEM 1 - WELCOME & MINUTES OF MEETING HELD AND FOR AGREEMENT AND MATTERS ARISING</p> <p>FA welcomed everyone to the meeting and noted apologies from Anna Villette.</p> <p>The minutes of the previous meeting were discussed and TR advised regarding the section where it described two Officers receiving Empire medals, can this be changed to '2 Officers receiving medals' and not name the Officers. This will be changed and updated on the minutes.</p> <p>The minutes were agreed as an accurate record.</p>
<p>ITEM 2 - OPCC QUESTIONS OR ITEMS TO RAISE</p> <p>2.1 Actions from Previous Meeting</p> <p>31 – TR advised at the Chief Executive meeting they will be discussing missing children, looked after children at Police stations. This is an ongoing action and this meeting will be a starting point to have these discussions, look into solutions and eventually agree on actions.</p> <p>FA advised he would like to provide a statement of costs of Beds Police on a Quarterly basis to relevant partners on how much it is costing the Police to look after children and how many hours are being spent. FA would like to present this to the Police and Crime Panel on a quarterly basis and also provide this information to the Local Authorities. The public need to be aware this is happening</p>



and the Local Authorities need to know that the PCC is very keen to tackle this issue in Bedfordshire.

TR advised that the Force will be looking at 3 areas;

The time Officers are spending at A&E – this will be broken down as to the reason why the Officers are there

The time spent and numbers of deployments where Police are looking for children who are reported as missing but are not actually missing, this is where the home has reported them missing as they are late home and do not have the resources to go out and look for them

The amount of times and durations on when children are in Police presence where Officers are looking after them and are waiting to hand over to the Local Authority as there is no policing reason for the children to be with the Police.

Action: Data to be provided by March 2023

129 – SB will provide this update later in the agenda.

130 – WH advised a meeting has taken place with John Murphy, we are working with John at looking into some IT solutions for biometric samples which will allow people to sign on. Phil Eaton is working on a business case to progress this. We are also looking at other technology solutions which will link in with reduced demand and give the public access to greater services.

TR advised that Amazon are partnered with multiple companies and sometimes, if we go direct to Amazon with a specific issue they will work with the partnered companies, they want to wrap up the whole issue of public contact. TR wanted to ensure we aren't involving other companies as we want to link in directly with Amazon for solutions as this will also ensure we are not spending money that we don't have to.

Ongoing

131 – PW advised this is on hold at the moment and once AV is back the Panel meeting will be arranged. PW updated that a discussion needs to be held with the Force, then the PCC and then it will be taken to Panel.

Ongoing

2.2 Information Document

KB advised that all information has been provided and thanked SB, it will be published after the meeting today.



2.3 Terms of Reference

FA advised that he is concerned with the meetings going forward being every two months, FA wants to ensure that nothing is being missed that needs to be covered on a regular basis. These meetings going forward will also be longer. FA agreed he is willing to try the new format but need to ensure that we are all sighted on what is happening and that FA and TR continue to have regular meetings on a weekly basis.

PW advised there is some work that needs to be done in terms of collaboration updates, there may be some push back on this but this will also link in to what the PCC is receiving on a monthly and weekly basis. PW will discuss this with AV next week. PW agreed this can be done but needs to have it highlighted on what needs to be reported so that all the information is provided.

All agreed to trial the new format for these meetings going forward in 2023.

Action: AV & PW

2.4 Quarterly Report – Transparency

KB advised that this is the quarterly report that is shared with the Force Exec and PCC as to what the Transparency and Governance Team have been doing. This is a report to note and any feedback to be provided to KB.

FA advised he finds it difficult accessing these reports on the website. KB advised there is a push button on the OPCC website where these reports can be located.

ITEM 3 - PERFORMANCE FOCUS

3.1 Crime performance figures with restricted detail &

3.2 CS Performance Report

SB updated that crime has gone up compared to last year, in October – even though there is rise in crime for September, October is traditionally a high crime month. The solved rate remains stable in comparison to last year – burglary remains a positive news story – slight increase in October despite the excellent work the crime prevention team are doing. In terms of serious youth violence, October has seen a decrease however the monthly average is up due to a spike in May, gun and knife crime is down, sadly there was an incident last week and these are the cases which will always take the headlines.

On the 3rd October 2022 the response investigation and response teams were combined under a new model to come together as a patrol function. This was in order to enhance the response to 999 incidents, to improve the skill level and competence of officers and in response of feedback from the student experience. Some of the key measures was case load, outstanding suspects and response times for patrol function. In October in that team, they held a case load of 1410 and on the 7th November that had reduced to 1386, on the 3rd October they had 361 outstanding suspects, on the 7th November they had reduced that to 338. We also looked at the potential in terms of knock on and looked at the teams who would have been most affected; CID – on the 3rd October their caseload was 1139 and on the 7th November it was 1043, their outstanding suspects went from 185 on the 3rd



October to 350 on the 7th November; Community Teams – on the 3rd October they had 243 live cases and on the 7th November that was 217 – the only element that had seen a change to that was on the 3rd October the community function had 64 outstanding suspects whereas on the 7th November they had 72. We saw no impact across those teams and overall we saw assigned crime and outstanding suspects come down. We have steady increases in the patrol function in terms of the solved outcome.

The Control Room is an area where we still need to have focus – last month the response times for immediate incidents in under 12 minutes 67% were responded to, for October it went down to 65%. We looked at why there was a reduction as the number of response drivers has increased as we have invested and also have gone to 3 deployment points in harder to reach areas. In October we had the most number of 999 calls for the last 12 months, 60.9% were answered within 10 seconds and previously it was 69%, the average wait time in October was 35 seconds, previously it was 23 seconds. The call journey of when it comes into the control room has been looked at – it was answered, dealt with and then the operator dispatches. We have then seen for October, an increase in the amount of time it stays within that journey – 13 minutes 04 seconds on average. We have identified the daily fluctuations which cause strain in terms of responding to incidents. The journey within the control room can range from 10.33 to 13.59, these are the things we are trying to look into. There is daily monitoring on this and SB provided some examples;

Saturday 12th November there were 531 999 calls and only 49.1% of those were answered within 10 seconds, the average wait time for that was 55 seconds.

Sunday 13th November there were 405 calls that came in – 73.6% were answered within 10 seconds and the average wait time was 19 seconds.

Tuesday 15th November there were 341 999 calls coming in, 80% answered within 10 seconds, the average wait time was 12 seconds.

Sunday 20th November there were 621 999 calls coming in, 50% answered within 10 seconds, the average wait time was 57 seconds.

Monday 21st November there were 381 999 calls coming in, 80% answered within 10 seconds, the average wait time was 17 seconds.

This shows the demand waves coming in, the resource levels in the room and demonstrates the consistency which is what we are striving towards in terms of resourcing.

There is an intake starting in December, it was due to be 20 but has been reduced to 10. We have built in another for January to cater in the 10 who could not make December, the next intake after that will be in March.

FA said it is staggering that we have seen half of the numbers of those who are going to be coming in from 20 to 10. SB advised there are a number of reasons, some have not yet replied to requests, 4



have failed vetting and some due to the amount of time it has taken for this process. FA asked if there has ever been a time when the force control room has been at full establishment and when was this. TR advised that demand went down a lot during COVID and therefore we were coping with a lower resource than establishment. Post COVID there have been record levels which is why we are accelerating the recruitment and want people in as quickly as possible at the same time as uplift. It is a challenging time to get people in as other organisations are also short of resources. We need to keep pushing the pipeline in terms of getting the right people instead of just getting the numbers. PW advised as Force we are saying this is a priority and need to overrecruit in the force control room but we cant dictate what people want to do, they may want to change jobs, leave etc. PW shared we are doing everything we can to get to fully capacity and it is the fluctuation piece that we need to look at and work towards.

TR spoke about the 'Bot' this shows the example of calls that are coming into the force control room, these are calls which just need signposting to other agencies and are clogging up the system in terms of call volume.

SB advised that having more staff in the control room would reduce the wait time and how quickly the calls are answered. The issue is with an inexperienced workforce, it takes time and experience to have the confidence to know what to do in situations when they are taking calls.

FA asked regarding the three hard to reach areas and where they are? SB advised they are in Leighton Buzzard, Brickhill/Goldington in Bedford and Luton North.

FA queried why October is historically a month where there are more issues and incidents? TR advised it's a combination of darker evenings and Halloween. Inquisitive crime goes up in the darker evenings, as done antisocial behaviour, Halloween is also one of the highest demand nights of the year.

SB updated there is an approach at addressing crime, ensuring there is a safe place to focus on prevention and problem solving and the other is being tough on crime which you can see within the solved rates.

FA asked regarding the solved rate at 10.4%, what is a satisfactory level and what would be needed to reach this? SB advised in terms of solved crime, we have solved more this year than last year it is just the rate is different. We are focussing on the high harm rate, we are solving fewer in comparison but are solving the right ones in terms of the seriousness and have the greatest impact on the victims of crime.

TR updated that we currently have 400 students and over time, more Officers will transition from being students to being substantive Officers and that will give us more deployable asset over time.



FA asked regarding VCOP and that some teams are low for the compliance rates? SB advised some of the teams have small numbers in terms of the caseload and any lapses in time will disproportionately demonstrate that. Also, due to the sheer nature of the investigation this may take longer. Cyber Hub was a focus at the last Performance Board and Pete Ward has been asked to take direct action on this.

SB advised that the student hub has been heavily invested in due to feedback received. The Force Exec have visited both hubs and this has had a positive effect on those who use the Hubs and it is working well.

3.3 Stop and Search Report

FA asked regarding street searches, is this now fully compliant on how it is being completed etc? SB advised strip searches and children in custody are discussed and scrutinised every day, inspector reviews are also scrutinised daily. Stop search use is up which is due to Officer confidence, disparity figures are amongst the healthiest in the country and the scrutiny panel continues to work well and feedback is provided to Officers following these meetings.

ITEM 4 - CC UPDATES

4.1 Verbal Opportunity for CC to Raise Items to the OPCC

TR advised every weekend there is a media article that relates to the rate and the position of the Met, staff are fairly sensitive to that and need to ensure we are collectively alive to it and, where appropriate draw a distinction between the Met and Bedfordshire. This is a live issue in workforce confidence, we are doing everything we should be doing but this is an ongoing issue.

ITEM 5 - LEADERSHIP AND CULTURE

5.1 Chief Constable Complaints

KB advised there are currently no Chief Constable complaints.

5.2 Reviews

KB advised one review was only received last week so there is nothing to report at this time.

5.3 Cultural Update

TR updated that culture remains a key priority for the Force. There is a leadership day next week where clarity will be set on culture, the first line leaders programme starts in January which is a week long training schedule for Sergeants and upwards which will focus on culture, standards and looking after your people. The Force Exec will be fronting up a first half morning to set the direction.

The Force have recruited the above difference roll out which is in place for the next two years so that everyone gets training. The student Hub is part of this and sets the right tone for individuals. There



will be live 'ask the Force Exec sessions'. There is a lot of time and energy committed to this culture piece which is very positive.

5.4 Force Inclusion and Equality Commitment

TR advised that the Force now have a DEI manager who has been employed and is in post now. Bedfordshire Police also recently became a disability level 3 compliant employer which is good news. DV advised the culture work is being run throughout the whole Force and advised this was commented on positively by the chair of Bedfordshire Police Federation

5.5 Wellbeing and Welfare Update

TR shared in previous meeting had focussed on physical and mental wellbeing of all staff, financial wellbeing has now been included. The Force have partnered with Police Mutual on that endeavour who have provided the Force with a very powerful presentation in terms of the here and now. A large majority of workforce are able to use the data available to them to tell us how many staff have multiple credit cards, payday loans etc and with that information have been able to signpost support to staff to support with their financial health.

FA advised that PST want to hold sessions for fitness retesting for those who are nervous about the tests or going to the gym and have asked for £2k for equipment for the gym. PW advised this is going through Wellbeing Board as a business case.

ITEM 6 - QUARTERLY REPORTING EFFICIENCY

6.1 Estates Strategy and Update

PW advised the Force are continuing to work through the firing range and ops training Alconbury Monks Wood move but further information will be provided on this.

6.2 Budget/Capital Programme

Revenue:
 PW shared the revenue forecast for 2022/2023 – forecasting just below £0.5million underspend which is a good place for us to be. Still seeing large spends in police overtime and we are trying to establish if that is grant funded or locally funded. If this ends up being an underspend there are three areas we will need to focus on; reduce long terms borrowing cost, 2% pay award for September 2023 – may need something in back pocket in case it is more than that, and finally start planning for Costello grant to end in March 2024.

Capital:



This is on target for where we said we would be by year end. ESN is likely to come in 2025/2026 – this means not as much to borrow in 2023, 2024 and 2025.

For the 2023/2024 budgets, we are using an assumption of a 2% staff pay award, regionally that is in the middle but this year we went 3% and it ended up being 5%.

Work is ongoing with the base budget review on Police pay.

It has been assumed at this time that there will be a 10p increase in the precept for 2023/2024 and 2024/2025, we could get close to breaking even by 2024/2025.

ITEM 7 – COLLABORATION

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

TR updated that we are in the budget setting proposals around the collaboration, that work discussed last year as an SAS group hasn't progressed this year and the intent is to agree a budget for collaboration going forward. The one area that will be really challenged is ICT but will have to look at what we can give them to support them to deliver but more discussions will be had in due course.

Impact on service levels needs to be looked in to and PW is currently having discussions around this.

ITEM 8 – AOB

8.1 Information Management Updates

KB advised the report is provided by Kevin Sharp, the comment made was the number of requests that have come in regarding FOI's and Data Protection, the figure are low but in the report is says the requests are high and staffing is low. Do we know how many vacancies are in the BCH leading to these late responses?

Action - KB to send FOI/DP question to CC and DCC

Next Meeting: December 2022