

**POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE  
OPCC Performance and Governance Board**

**Tuesday 25 April 2023 – 1100 – 1300 hrs**

<b>Attending:</b>	Anna Villette, Chief Executive - OPCC (AV)
	Phil Wells, Chief Finance Officer – Force/OPCC (PW)
	Katie Beaumont, Head of Governance and Transparency - OPCC (KB)
	Dan Vajzovic, Deputy Chief Constable – Force (DV)
	Sharn Basra, Assistant Chief Constable – Force (SB)
	Rachael Glendenning, Exec Staff Officer – Force (RG)

**ITEM 1 -**

**WELCOME & MINUTES OF MEETING HELD AND FOR AGREEMENT AND MATTERS ARISING**

AV welcomed everyone to the second Performance and Governance Board.

AV reminded the attendees that this Board represented a two stage model adopted by the PCC for holding the Chief to account.

**Apologies**

Apologies were received from:

- Wayne Humberstone – Director of OPCC Operations

**Minutes**

Minutes from previous meeting were agreed and will be published on the OPCC Website.

**ITEM 2 - OPCC QUESTIONS OR ITEMS TO RAISE**

**2.1 Actions from Previous Meeting**

The action log was discussed and updated.

**2.2 Information Document**

KB thanked the exec members for getting the information to the OPCC.

KB asked why the Special Constables were leaving the Force. It was explained that some of these were due to Specials becoming Regular officers.

It was stated that the Action Fraud Slide on National Data only showed up to December 2022 as the March 2023 data was not yet available

## ITEM 3 - PERFORMANCE FOCUS

### 3.1 Crime Performance Figures with Restricted Detail

- Local (Bedfordshire) Dashboard (Monthly)

KB asked for some clarity from the performance data the Force had supplied:

The report stated crimes without an outcome have increased and crimes with an outcome have decreased?

SB stated this is due to ongoing investigation and this correlates with assigned crime, so they are still live.

The question was asked whether the PCC can take assurance that Victim satisfaction is improving?

SB explained that whilst work was ongoing satisfaction had increased from 47% to 54% and that DA surveys are now being completed by the VEO within the PPU. As an example, in March 15 surveys were attempted - 3 resulted in no response, 4 were refused, 1 incomplete and 1 call back.

Of the 6 completed (all by phone), all were satisfied with their first contact, all were also satisfied with the service they received from the officers who first attended, all but one were satisfied that they had been kept informed, all agreed with the statement 'I am satisfied with the way I have been treated by the police', all were satisfied with the overall service they received from Bedfordshire Police.

With regards to the ongoing improvement SB explained that it is likely that surveys are sent out at different milestones i.e. first interaction etc. so that it is easier to determine what elements of victim contact are going well and not so well.

KB requested an update in relation to the FCR performance and staffing status?

SB explained that the demand had increased between January and March 2023 by 3,000 calls from 11,000 in January to 14,000 in March. This is also coincided with the largest/super intake of 19 members into the FCR. However, due to the fact those new staff are in training there has been a dip in performance in that period also. However, further recruitment is being undertaken alongside some technological innovation to try and reduce the demand and this is being considered by the Force Executive Board monthly.

AV requested some further information in relation to an increase in Domestic Abuse cases between February and March.

SB explained that whilst an increase between those two months which coincided with a slight increase in repeats the DA cases for the year are consistent with the previous year albeit the solved rate had increased from 11.1% to 13.1%.

The main issue for the Force is the lack of detectives within the Emerald Team, the establishment within Emerald should be 58, and we have 35 and of those 35, we only have 6 detectives.

AV confirmed that this had also formed part of the Commissioners 1to1 with the Chief Constable and would continue to be an area for assurance moving forward.

AV asked are the force confident that all victims are contacted. SB confirmed yes.

AV stated in terms of take up for the support, individuals with VEOs do the Force know what the take up is. SB confirmed that he does know this at present, AV stated she is aware that not all referrals are coming through to BVCS. AV asked if there were a cohort of individuals that could be picked up and supported by BVCS?

ACTION: SB to bring information to May board about the above.

KB wondered if there had been any feedback with regards to the Student Hub and whether there would be a post implementation review.

SB explained that the feedback with regards to the Hub was positive from the different units within the Force, with whom they provide support but a PIR would convene in Summer 2023 to consider good practice and lessons learnt.

**AV stated that she has reviewed the Serious Youth Violence information and stated she can see SYV has been increasing since December 22, albeit still below the mean. Year ends with 1,995 crimes up on the previous year (up 27 crimes). Q4 recorded the lowest crime, during 22/23. The overall increase in crime is due to increase in Luton CSP area up 57 crimes. Both Bedford and Central CSP recorded reduction on SYV.**

SB stated that if we look at serious violence as whole, we have seen a year on year reduction, what we have seen an increase in, is the severity. SB stated that we know in 2022, we were an outlier against homicide. SB stated under operation rowan, we have had dedicated hotspot patrols in our top ten ward areas. On those days that the patrols have taken place, have seen a 21% reduction in serious violence and 3% reduction in all crime. So we know that the hot spot patrolling really works.

### **3.2 Report on Community Trigger – Force activity**

AV thanked SB for the report.

KB asked for a brief update on the work being planned for ASB week, she also asked whether the case studies within the report, had been shared on social media?

SB confirmed that the Community Teams and very active on social media and publishing what they do. SB stated from feedback from the Community Teams, in the morning in morning meeting (FDMM), Force Corporate Comms are aware of what the community teams are doing and then any messages can be showcased.

Following a further brief discussion around activity planned for ASB week which is the 3rd-9th July the OPCC asked for further detail on ASB to be brought to the July Board.

**ACTION:** It was agreed that one ASB report, including ASB Spotlight report and Community trigger/ ASB Behaviour reviews will be brought each quarter. So, this will be brought to the July meeting.

### 3.3 Report on Domestic Abuse and Force activity

The Force provided a brief update in addition to the report with regards to Operation Bournville as below

RG explained that Operation Bournville is about to start next week which build on a problem profile analysis in relation to Male Violence Against Women and Girls (MVAWG) which highlighted key areas of Bedfordshire where further proactive work will take place. These will be cross force days of action for which the resources will be ringfenced to respond to immediate calls to the Force Contact centre, in relation to MVAWG, such as domestics, rapes, indecent assaults etc. This will be accompanied with ongoing engagement in relation to safer streets.

AV asked for some detail with regards to victim feedback and how that is being used for learning opportunities.

SB stated in addition to the victim satisfaction survey, the VEOs will seek to complete 14 surveys a week in terms of victims they are supporting, and these are tracked through the Domestic Abuse Board, which involve other partners.

### 3.4 Recruitment/Retention Report

The OPCC welcomed the update report and requested that these updates came to this Board so that assurance could be received with regards to continued progress in this key area of the PCCs Police and Crime Plan.

PW explained that work was ongoing to ensure that the data was refined but that the report would be on every other agenda of this Board.

**Action:** PS to ensure that **Recruitment/Retention Report** is brought to the board and added to the agenda every two months, starting in June 2023.

PW highlighted that whilst the data shows that the number of PCs and DCs is fully up to strength, at 907 (these being the Beds only numbers i.e. excluding collaborative units) it also showed that there are vacancies apart from patrol, because that is where the student hub is located and highlights the fact that a lot of the officers within the Force are very new in service.

### 3.5 CRT Complaints Action Plan – Verbal Update

A brief discussion took place with regards to the above and it was agreed that some further work be undertaken outside of the meeting between the Force and OPCC.

**Action:** Further meeting to be arranged to discuss the action plan in more detail and to report back to the next Board

### **3.6 VCOP Compliance**

AV explained that outside of the meeting she had sent some question to the DCC and was content that the responses to these would provide assurance or further questions that may need to be addressed at the next Board.

DCC explained that a response was on its way but was content that the action plan falling out of the internal audit, in this area, was being implemented and for those areas that were already implemented improvements in controls and outcomes were starting to be seen.

**Action: AV to consider responses in advance of next Board**

### **ITEM 4 – RISK**

#### **4.1 Risk (Change in risk OPCC and Force)**

AV explained that this item on the agenda is to discuss any substantive change on the Force or OPCC risk register, to ensure all of the exec of both organisations are fully aware of any change in risk, to ensure all are briefed.

PW stated the only aspect from the Force perspective, is to bring to the OPCC attention is the two aspects that you have already discussed with SB, is the Force Control Room and the force investigative capability, and these are being reviewed to ensure they are capture properly on the Force Strategic Risk Register. AV stated she is aware that the PCC and CC have had a conversation, so it is really important that these issues are documented, and this can be referred back to.

PW also highlighted a financial risk with regards to the September pay award and the potential for this to be different to that budgeted for. This will be covered at future meetings as more information becomes available.

PW also updated that a response form the Policing Minister with regards to Op Costello was still outstanding but that he was in dialogue with the Home Office.

#### **4.2 HMICFRS Update**

PW stated that the report that has been brought to this board, is the same report that went to JAC, as this is the most up to date document and we discussed our progress around recommendations at JAC. PW confirmed the aspects he raised previously around the Force Control Room and the force investigative capability were highlighted.

It was suggested that a quarterly update came to this Board from the Force but for the DCC to raise any issues in between, if applicable, from his HMICFRS liaison meetings .

**Action: PS to add HMICFRS Update to Agenda for July meeting and quarterly thereafter.**

### 4.3 Casey Review update

AV stated that her and PW have had previous discussions on this topic and that of the Race Action Plan and that these items will come back to the May Board because it will then be in line with work currently being completed.

**Action: PS to ensure that the Casey Review and Race Action Plan are added to the Agenda for the May Board to receive an update.**

### ITEM 5 – COLLABORATION

*5.1 Joint Protective Services (JPS) Update – Quarterly*

*5.2 BCH Functions Update (PSD/HR/etc) – Quarterly*

*5.3 Eastern Region Serious Organised Crime (ERSOU) update – Quarterly.*

The DCC provided some highlights to the reports that had been tabled as part of the agenda. The key issues highlighted were:

**Firearms licensing:** DV explained that on the back of the recent national media coverage and the internal audit report the Force alongside Cambs and Herts had been undertaken some proactive dip sampling to understand the level of risk arising from our current processes. In relation to these dip samples the Forces have put additional training in place for decision makers and further dip sampling and this has resulted in change in the number of refusals for initial issue, renewals or revocation so we are being more strict in decisions. The Forces as a result of this work and the ongoing activity in this area to ensure that risk is properly mitigated are assured that there is now a stricter, more robust enforcement and licensing process in place.

**Roads Policing:** DV explained that the level of resources, despite Forces in BCH trying to release, were still low, in particular in terms of the number of resources that Bedfordshire have deployed to this area. In addition to this there are also concerns with regards to the shift pattern and the Unit is currently entering into a consultation based on a number of options to try and rectify this. Finally there has also been a change in legislation surrounding cause of serious injury by careless driving. This requires a greater level of investigation and thus even more requirement to ensure that the Unit is properly resourced and that the shift pattern meets the demand.

The OPCC felt that the dashboard for JPS was not easily understood in its current format and DV asked for feedback so that he could take this on board.

**Action: KB to provide feedback to DV on JPS Dashboard to ensure it is user friendly.**

AV asked what the Force are doing about officer and staff support and whether the collaboration 'deep dive' reviews that were have been discussed in recent times are now going to progress?

DV responded stated that senior officers have all spoken to the Chief Inspector and Inspectors in the unit, they have been out on patrol with them to provide support and that the Bedfordshire Executive were also ensuring that officers and staff's welfare was at the forefront of our activity. With regard to the reviews these

were now commencing and will be approached in three phases with the first phase, currently underway, being used to determine the current level of service being provided by each of the units with the current resource levels. Once completed there will be a series of deep dives into specific areas of collaboration. This meeting will be kept informed of progress.

**Action:** AV asked for DV to keep the board informed of progress of this review process.

AV asked in terms of officer contribution into our collaborations, how are we doing with that? AV is aware that this comes up at other boards, not just in terms of Bedfordshire, but the all within the collaboration.

DV confirmed all staff with ERSOU are Bedfordshire staff, so we are 100% Bedfordshire, and we recruit to it and we have budget, and we are currently holding vacancies, but that is what happens and nature of any business. In terms of all 7 forces, all have made the full PUP uplift and all forces have vacancies in CT policing. We are all committed to filling those vacancies, there is no disparity, but we are working to fill those.

In terms of JPS and the Tri-Force, there are vacancies in all three forces. Bedfordshire has a disproportionately high level of vacancies at this time. If you aggregate all units for the BCH in its totality, we have levels of approx. 26 when Herts and Cambs of vacancies of about 10. DV stated we are aware of it, we have a plan to fix it. We want the right people in the right roles.

A brief discussion took place with regards to the performance of ERSOU, but the OPCC having attended a recent ERSOU Performance Board were content that the unit was continuing to perform well, had met its Uplift target and therefore were assured in this regard.

## **5.2 Strategic Policing Requirement Report – Any updates/exceptions**

This was briefly discussed and will be brought back by the Force to future meetings where necessary.

## **ITEM 6 – COMPLAINTS**

### **6.1 Chief Constable Complaints**

No Chief Constable complaints have been received.

### **6.2 Reviews**

AV informed all that there has been 4 reviews received since the last meeting, 2 have been completed and two are outstanding.

## **ITEM 7 - QUARTERLY REPORTING EFFICIENCY**

### **7.1 Budget/Efficiency discussions / Quarterly Reporting**

Confirmed that this will be presented at May 2023 Meeting when the final outturn is known.

## **ITEM 8 – Delivery Plan (Police and Crime Plan)**

### **8.1 Delivery Plan against the Force priorities**

No issues or comments to raise at this time

### **ITEM 9 – Key Deliverables**

- 1: Investment in community-based and community-led policing for urban and rural areas.
- 2: Recruitment and retention of police officers.
- 3: Tackling the causes of crime and breaking the cycle of re-offending.
- 4: Placing residents and victims at centre of policing priorities.
- 5: Multi-agency and transparent approach to community safety and crime reduction.
- 6: Transparency and open communication.
- 7: National contributions
- 8: Risks and Vulnerabilities

**No issues or comments to raise at this time**

### **ITEM 9 – AOB**

#### **Community Policing Model Establishment update**

AV stated that there are concerns within the OPCC with the number of vacancies in this area but this obviously links with the item earlier on the agenda with regards to the level of student officers within the Force and the number of vacancies within other areas of the Force, apart from Patrol. As previously discussed this will continue to be scrutinised at this Board as well as the PCC's holding to account meetings with the Chief Constable. The OPCC also requested an update with regards to staffing within Information Management (IMD) and asked if this could be reported to the next meeting.

**Action: Force to provide update on staffing in IMD at next Board.**

**Next Meeting:** 23 May 2023 – 1000 – 1200 hrs