

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

Tuesday 28 March 2023 – 1000 – 1200 hrs

Attending:	Anna Villette, Chief Executive - OPCC (AV)
	Phil Wells, Chief Finance Officer – Force/OPCC (PW)
	Wayne Humberstone, Director of Operations – OPCC (WH)
	Dan Vajzovic, Deputy Chief Constable – Force (DV)
	Sharn Basra, Assistant Chief Constable – Force (SB)
	Katie Beaumont, Head of Governance and Transparency - OPCC (KB)
	Pauline Stewart, Executive Assistant – OPCC (PS) – Minutes

ITEM 1 -

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

AV welcomed everyone to the Performance and Governance Board.

AV provided an update to the Board. The Delivery Board has been disbanded and replaced by the OPCC Performance and Governance Board. In place are two separate areas through which the Commissioner will discharge some of his responsibilities.

- a) 1 – 1’s with the Chief Constable
- b) Using the Board Meeting environment to get under the bonnet, re performance and other aspects the Commissioner is aligned with and to make the forum user friendly. Using information already available and not asking the Force to duplicate masses of information, being presented in such a way that the OPCC can get what we need from our Governance Infrastructure.

AV proposed putting in place rules of engagement. Providing clarity, AV stated that the OPCC (through this forum) will ask for limited amounts in the first instance whilst the new process grows.

AV explained that these are her rules of engagement and invited everyone to share their thoughts to make their lives easier.

PS sought clarity regarding minute taking and minimising information within the document.

AV Capture the discussion not verbatim minutes, i.e., outline of discussion, highlighting actions and decisions.

SB asked for clarity regarding the agenda, i.e., agenda today talks about what’s happening next time, so to take time to understand what is actually required.

SB provided an example of the VCOP compliance report related to the audit and not the Force internal mechanism and not the internal VCOP compliance which are two different things. SB went on to say that written reports take longer to produce and verbal updates are captured in the minutes and questioned if these are used for the purpose of follow-on meetings. SB sought further clarity around reports, updates and requirements.

KB explained that moving forward she will ensure it is clear on the agenda, regarding the requirements i.e., verbal or written etc. KB referred to the VCOP, as it was mentioned at the Joint Audit Committee.

ACTION KB

PW stated that there is a new Governance arrangement and it will take time to bed in.

PW went on to say that we need to ensure that the right things are on the agenda with the right level of discussion at the Board. We need to agree who is the Force lead on agreeing the agenda (referred to SB's point). Certain themes that come to FEB that if we are clever enough, they are the same themes that come to this Board. Therefore, we are having the same discussion at FEB.

AV Confirmed that the Force Lead is DCC Dan Vajzovic.

PW We will make sure that the DCC is very clear on the discussions he has with both AV and KB and what is expected of the Exec. That will help to influence the agenda based on the discussions in FEB.

AV Stated that this is exactly how this will work and linking in with the Police and Crime Panel. Trying not to make anybody work out of sequence and the OPCC will be a flexible partner to make sure we get what we need without undue pressure and time in order to service it.

AV went on to say that there will be a 'wash-up' at the end of the meeting between herself, KB and PW.

AV proposed written reports to be short, concise, using information that is elsewhere and embedding that in, will help the Board.

AV Conscious that there is a mop-up from the Delivery Board, this will be cleared up as we go through the agenda. This is important to enable the Board to close off actions.

AV stated that if everyone is happy for the preliminary rules of engagement, this is likely to evolve as the Board get better at it.

AV set out the timings for a short break.

Apologies

AV asked for apologies:

- DCC Dan Vajzovic
- Superintendent Rachael Glendenning

Minutes

AV asked if there were any comments regarding the previous minutes circulated from the Delivery Board Meeting. AV stated that these are the last set of DB minutes that would be published.

There were no comments.

ITEM 2 - OPCC QUESTIONS OR ITEMS TO RAISE

2.1 Actions from Previous Meeting

AV invited KB to go through the actions, either to update or close them off.

KB referred to the Actions (on screen).

ACTION 31 – *To review local authority emergency accommodation provision for children and young persons in custody to prevent them staying in custody overnight.*

- SB Believed this to be discharged. Whilst it mentions children staying in custody overnight it wasn't so much about that. This referred to EDT Services which is an ongoing discussion both at children's boards and Chief Exec Forums.
- KB suggested this action is closed however in each quarter we can see if there is an update regarding EDT Services.
- SB agreed and stated that there are ongoing discussions at strategic level with all 3 local authorities and in particular, Central Beds who coordinate and own EDT Services on behalf of all three.
- AV Proposed a quarterly update (to review local authority emergency accommodation), AV clarified that the review has happened (regardless of if we like the outcome or not).
- AV confirmed that SB will update once a quarter if there is something in the space.

ACTION SB

ACTION 133 – *PCC would like to complete a statement of costs to LAs and partners, to show how much in funding term (cost to the Force) this to include: 1) A& E / MH figures; 2) Time spent searching for missing children, that are not missing; 3) Duration / amount of children held in custody as we do not have PACE Beds.*

- KB asked for an update as the Commissioner would like to complete a statement of costs to LA's and partners (KB referred to points 1 – 3 on previous page). **MOVE TO APRIL FOR COST**
- SB stated that he has raw data to share however as yet this has not been costed in terms of financial.
- SB went on to break it down (verbal update).

Point 1 - 's136 – Mental Health demand'. In the last 12 months we've utilised s136 on 569 occasions. This has increased by 25% from 452 in the previous year. On average, Officers remained with patient awaiting handover to the NHS for 158 minutes per patient. This is a decrease from 174 minutes in the previous year. PC units (usually double crewed on 99% of occasions) this equates to 2994 hrs spent with MH patients. This is increased by 14% from the previous year. This equates to the monthly average of 250 hrs that Officers have spent with their 136 Mental Health patients.

SB went on to say that is the data and this will be supplemented by the activity analysis that was completed and the results are being processed. SB to send PS the MH document. **ACTION SB**

Information taken from the document

s136 MHA Demand

In the last 12 months, Bedfordshire Police utilised s136 Mental Health Act 1983 on 569 occasions. This has increased by 25% from 452 occasions in 2021.

- On average, officers remained with each patient awaiting handover to the NHS for **158** minutes per patient. This has decreased from 174 minutes in 2021.
- Assuming this was a "double crewed" police unit of two officers, this equates to **2994** hours spent sitting with mental health patients for s136 alone. This has increased by 14% from 2622 hours in 2021.
- This equates to a monthly average of **250** hours that officers have spent sitting with s136 mental health patients.

The demand Bedfordshire Police are facing in respect of Mental Ill Health has increased considerably since last year, with the service delivered by the NHS improving.

- Point 2 , time spent searching for missing children. This is difficult and we can do it. SB went on to say that he questions the value of it as it would mean putting on flags and tags within the FCR. Any additional work in FCR needs to add value due to the pressures already there. We would have to separate out and once finalised that the person isn't missing, we would have to go back into the report and extract some of the data.

SB proposed not do at this stage but if it is a pressing priority, they will come back to address it.

AV stated that the progress being made with LA colleagues is not fast, however we can put some commentary around that with data that the Force have already got. When systems and resources allow for it, we will do a deep dive.

SB agreed.

AV Content and invited PW for his view.

PW proposed keeping an eye on it and the development through the year.

SB went on to explain:

- Point 3, the PACE Beds, isn't the issue. Although we haven't got a great provision, it is not often needed. The children that we keep in custody are children that deserve to stay in custody. Sometimes children do commit horrendous crimes. The raw data will say that the average time the juvenile when remanded in custody, post charge and before leaving custody and stays within custody is 9hrs 49 mins.
- Looking at this in isolation. They have been remanded for a reason and is just that overnight provision and that is because we don't have the PACE beds (this is average). In terms of time our monthly data within custody tells us how many children are detained overnight and each and every one of them is reviewed and each and every one of them deserves to be remanded in custody.

AV asked if everyone was happy to close this off.

SB went on to explain that the custody performance pack still forms a monthly performance regime. If there are any questions on a monthly basis because some of the figures are disproportionate, they are the ones we should be picking out.

KB Regarding the MH figures is that closed as the PCC is still requesting that cost?

SB Not difficult to do, it's just where we are at the moment and we can equate some figures to that hourly figure (referred to information above).

AV At the moment the Commissioner is talking about is 53000 hrs which equates to an entire response team of 26 / 27 Officers. We will leave this with SB. **ACTION SB**

ACTION 135 – *Force Exec / CC to provide a comms piece so that the PCC can address issues and comments surrounding 'student cops', demand, call for service to aid public confidence.*

- KB Referred to the action above and stated that David Old working on this and a further update have been requested. KB asked if anyone had anything to report.

PW Proposed carrying this action over and sought clarity on the Commissioner's 'ask'. KB to look back on minutes to update. **ACTION KB AND PW**

AV seconded the proposal to carry forward stating that this had been on the action log for a long time and to get it done.

PW agreed to get this done.

ACTION 140 – *Info needs to be passed to PCC – has this been completed?*

SB updated that Junior Police Squad is postponed.

- SB speaking with Richard Denton (following day) to see how to use funding. There is a publication about Serious Violence and a review to date and one of the things introduced is the GRIP funding arrangement. This can be used for funding for additional work with schools and hot spot areas.

PW proposed closing the action as SB provided numbers at the last meeting. Currently there is no Squad just an update about what SB is going to do.

AV agreed. AV went on to say that the following actions listed are completed.

KB provided a quick look at the actions.

ACTION 141 – *PCC asked for the Force to ensure that Police priority setting meetings are published and shared with the community.*

KB referred to the above and said she believed it had been done.

- PW said that he believed this was ongoing and requires some improvement.
- SB agreed and stated that they are trying to get all areas on board. They have flagged up some of the areas who are really good at it. Need to get it done - transitional arrangements with Inspectors and Sergeants.

AV Proposed that the action is closed.

ACTION 142 - *Action Cop hub info – track your cop information to be reviewed and republished.*

ACTION 143 – *OPCC to assist Force on Special recruitment and ‘pushing it out’.*

KB went on to say that she is aware that WH has been doing a lot of work on this and referred to the Actions 142 / 143.

- WH stated that we have access to the Track my COP information. We are working with the Force around what we can meaningfully and appropriately publish. Information is coming to us now and this may link into a wider conversation possibly about Dashboard for the Commissioner.
- The Community Specials. WH explained that they had done some work with local parishes and organisations and pushed out information promoting Community Specials. This is ongoing. WH proposed that both can be closed.

ACTION 144 – *Joint Channel Strategy to be sent to the PCC.*

KB not sure if this has been done (KB refers to Action 144 above)?

- MK advised that she sent this to Gemma McCormack last week.

ACTION 145 – *Link to community teams social media pages to be included on the Force's Page.*

KB referred to the above (Action 145) and asked for any updates?

- MK stated that she had a catch up with RG and this has been completed.

KB End of actions.

AV Proposed keeping on with the action log and hopeful that things will not stay on for too long before being successfully implemented.

2.2 Information Document

AV – 2.2 Specified Information Order

AV explained that there is information that must be published and other information (early discussions) with the previous CC when the Commissioner developed his Police and Crime Plan. A lot of this needs to be signed off by the Exec.

AV went on to say this is not as swift as everyone would like it to be. Blockages need to be removed because having outstanding parts of our publication scheme means that observations are made regarding the timeliness of how we publish statutory information.

KB November, December January and February documents have all been sorted with RG. One aspect outstanding for March – data from HR. KB confirmed that we can go forward and publish.

AV remarked 'brilliant' and went on to ask KB about the 2 aspects outstanding.

KB stated that the second aspect has been sorted and HR aspects are outstanding. KB explained that RG is all over it.

PW asked who the linkage to the OPCC is providing regular updates to understand what is outstanding and what's not. PW and SB taking this back into the Exec to have that discussion. **ACTION PW**

AV Invited a discussion regarding the dashboard.

AV stated that they are thinking about producing an A1 page dashboard to provide the Commissioner immediate access to information. This would aid the way regarding how to present information to the members of the Public.

AV asked if there is anything already available on the Force systems – i.e., Inspire, or dashboard, looked at daily, weekly and monthly basis and how can we present information in a user-friendly way for the Commissioner.

PW Refers to Control Strategy Dashboard on screen. PW explained:

- The control strategy dashboard comes to every single one of these boards. It looks private however it goes into the Joint Audit Committee (JAC) Report which is in the public domain. The Commissioner could refer to that every time he's asked a question on Control Priorities. It does not get the best remarks in terms of usability.
- As agreed, the 23 / 24 Control Strategy, Annual Delivery Plan etc, assume will come back to the April one just so your fully cited and we've captured it. SB and his team can tweak the Control Strategy to fit in with how you want to see it.

PW went on to explain that there is a dashboard, it provides the majority of the information (asked for and needed). There needs to be some clarity around a couple of tweaks that might need to be added not covered within control strategy priorities.

PW proposed working with what we've got. SB and his team to come up with the revised dashboard that we need as an Exec. Once completed SB to come back to AV to see what else is needed from the OPCC. SB worth talking about in COGS. SB referred to timescales. Pete Woolley and Scott are doing the back work (final meeting this afternoon), fed back at FEB (some observations). SB meeting with Leanne Greenacre (later this week) to see what that looks like in terms of performance framework. SB to present.

ACTION SB

SB proposed that any additions that the Commissioner would like and that he is particularly interested in is better than an ad hoc monthly updates. This will avoid additional work which cannot be commissioned.

AV confirmed that both she and KB agreed this is the opportunity to build a list and asked KB to manage expectations around this.

KB to link in with SB after his meeting with Leanne Greenacre and present the list to the Commissioner. KB to talk with SB to ensure there is one list and that the Commissioner doesn't keep asking questions.

ACTION KB

AV stated questions will not stop completely, however it should reduce some of them. AV to pre-empt questions likely to come up in the next few months (pre-election / election time).

ACTION AV

PW clarified that the Force Control Strategy is aligned to the Commissioners Police and Crime Plan. PW explained that whatever the Force report as their priorities, it should allow the Commissioner to say he's meeting his objectives in his Police and Crime Plan. We don't want to deviate from that too much.

PW went on to say that it is understood that the Commissioner will be asked questions in the Public domain that are not on the dashboard. This requirement will be serviced as and when it comes up. The dashboard will allow the Commissioner and the OPCC to say these are the Force Priorities which allow him to delivery his Police and Crime Plan.

AV pointed out that this is the objective and went on to say that we will manage the Commissioners expectations re the dashboard that Devon and Cornwall have and is going to be replicated this afternoon in Bedfordshire. AV went on to say that she will support KB with those expectations.

2.3 Terms of Reference

AV – Terms of reference

AV invited comments and from the Board to formally sign of any minutes. TOR will be reviewed and is not permanently fixed.

No further comments.

2.4 Scheme of Governance

AV - Scheme of Governance

AV informed the Board:

- Cambridgeshire have already signed this off.
- Waiting for Hertfordshire to say they have done the same.
- We need to get this signed off and published.

AV invited questions.

PW proposed to put this on the next JAC agenda and for AV to present so they are cited on it.

ACTION AV

SB sought clarification around publication.

AV and PW confirmed that it can be published.

ITEM 3 - PERFORMANCE FOCUS

3.1 Crime Performance Figures with Restricted Detail

AV asked SB to take the Board through this part of the agenda.

SB stated that he would take the Board through the Headlines only.

AV explained that everyone had sight of the papers previously.

SB proposed that he would pick out key parts, starting with the Control Room

- In February there were a fewer number of calls
- Focus must be on 999
- On an average day, calls can range from 323 to 530 per day (difficult to map)

3.2 CRT Complaints Action Plan – Verbal Update

AV – SB to give us a verbal update on CRT.

SB explained that he manages an Action Plan every month with Graeme Bates and Cilla. They are making progress against the action plan. In terms of process, they are making progress in terms of staffing. We still have 3 vacancies against an establishment of 14. Some of those make up the 11 that are on restricted or limited hours. SB provides scrutiny regarding the improvement plan.

3.3 VCOP Compliance

SB VCOP compliance. As the result of the audit on the intranet there is a dedicated page to Victim Care. It has everything needed; a one stop shop for Officers. Including code of practise, and a video (mandated) played at every briefing with frontline staff. There is a dashboard to track monthly progress against the victim's codes of practise and include 9 out of the 12 codes. It does not include three as that data sits elsewhere (criminal justice domain).

SB Headlines from audit identified 1 high and 4 mediums and 1 low action. The first related to the procedure in terms of Officers, SOP and victims right to review. One observation was that some documentation had not been reviewed. All now reviewed and updated. Next review is 2025.

SB went on to say another action related to Compliance Support and Training for Officers. This has been rolled out on all training days. Plus, pages for constant refresh and reminders. There is an 'out of court disposal' coordinator who attended every one of the patrol functions briefings to reinforce the message. Alysha Patel (OPCC) presented to one of the Crime Teams at their briefing.

SB stated that VCOP Champions is a work in progress. As the Force transition into a more experienced workforce VCOP Champions will be developed.

SB (Action 3), we will establish a regular dip sampling process to identify non-compliance against the Victim's Code of Practise undertaken by the audit team. The reviews of 10, 15 and 16, are not just on crime but the compliance of Victims' Code of Practise as well.

SB A work in progress, translation and transition of Information from Athena onto the dashboard. Adam Vickers (File Quality Manager), an expert on Athena. Adam Vickers is visiting all patrol teams at briefings and training days and offering bespoke training re Athena. What is put on Athena can be extracted from the dashboard to show compliance in a slick way rather than every single report.

SB Progress has been made with Compliance, Training and Support. A bit more dip sampling of Compliance needs a little more work.

AV thanked SB and asked if anyone had questions, or any follow ups to take place outwith the meeting.

No questions raised.

AV – Break

AV Meeting resumed.

AV asked where we were up to - FCC already covered?

PW stated that SB had already covered the FCC in his Performance update, people and vacancies and what is being done about it.

AV stated that PW answered the question about the columns in the chart (referred to document).

PW agreed and explained if you take the 54 that's the budget. The number next to that which has about 12 down on one of them, about 43 (that is the number of people actually in the room). PW went on to say that SB referred to 18 (recruitment target) and they are going to over recruit. Underneath the table are the people in training. There are 25 vacancies on the sheet. At the moment there are 14 vacancies and recruitment has reopened for Operators and agents.

AV stated that she is comfortable this has been covered.

3.4 Force Contact Centre

SB went on to say that recruiting is non-stop in the FCC and the advert is always open.

SB provided an update:

- Police staff radio agents, the FTE is 54, however it was agreed that in order to meet the demand we need to go up to 60
- We are still 12 people down in vacancies against that 54
- If you add that 6 in, needed for demand, that is 18 people short within that area
- Exactly the same for contact operators within there

A new intake started last week and they need training.

Patrol Function

- Following a call, it is a priority to deal with those calls and if 'immediate' to get a response there.
- The Force aspiration with patrol was to have 300 Officers with the patrol function – we are at 289
- Only 144 of those 289 are drivers

SB went on to say this illustrates that when we get 'immediates' in, the control room have got to pick up the phone and deal with it, and then find a driver to attend the incidents. It is a challenge and the Force are looking at different ways to deal with it.

- Sent Officers to foreign forces
- Paid for additional courses
- On the back of the success, 6 new cars have been purchased to support the increase

SB stated that there is good news in terms of the patrol function:

- Caseloads have remained stable since implementing the new model
- Student hub – a better experience for students and tutors
- Starting to see people who have been in the student hub

General Crime

SB explained that this is for February. Fast approaching the end of year with less crime than last year. A remarkable success and the Government will be using the digital crime pack. Due to go live but now delayed. Now using pre COVID data 2019, and we are down on each crime area. Compared to last year crime is down and the solved rate is on a par.

SB – Good news residential burglary

Recorded

- Previously sat at 35th out of 43 in terms of burglary residential recorded
- We were closer to the poorer end of the number
- Were now at 20th huge reductions in residential burglary

Solved (significant progress)

- MAZE team - Dedicated response to burglary
- Previously sat at 22nd out of 43 for our solved rates
- Fluctuated over the last few months between 1 / 2 / 3

Child Neglect and Vulnerability

- Needs more work
- Officers going from incident to incident – will deal with the incident but not look beyond and seek out hidden vulnerability
- Prime example, stories of our Officers being sent to look after children
- A number of occasions children taken into police protection

SB went on to explain, that every time that happens there should be a child neglect crime. In February there were only two.

- Make sure workforce identify the vulnerability
- Record the vulnerability
- Deal with those responsible

SB went on to say that a new video is out. Re listening to children, and thought questions around where children can talk outside of parents.

SB invited questions.

AV thanked SB for his input and asked for sight of the video.

SB Explained it is on the intranet. SB to send link.

ACTION SB

SB covered off a couple of bits, and referred to the papers and crime being down.

- Central Beds was the only area that had increased (the increase is from December), and December saw the lowest month of recorded crime across Central Beds for the last year.
- The increase is still on par if not below the average number of crimes (majority are theft from shop).

SB stated regarding outcomes they prioritise 10, 15 and 16 and they are subject to audit and review by a separate team.

AV clarified that 10 is not in the public interest.

SB confirmed that is correct.

SB explained that Officers don't understand it, so they attend training days in terms of compliance and understanding.

SB clarified that 15 is evidential difficulties and named suspect identified, crime confirmed and victim supported. He went on to explain that 16, is one of the most regular audit and review and where the victim does not support police action. The evidence sometimes is not strong enough to support a victimless prosecution. The Force prosecute a lot of DA cases under that 16, so every 16 has to be signed off by an Inspector. Other crimes are signed off by a Sergeant.

SB reassured the Board that every 16 must be signed off by an Inspector, (the vast majority are linked to violence and gangs). Infighting between gangs will not support prosecution.

AV sought clarification - so you hover around 14% / 16%?

SB Each and every one is signed off by an Inspector. SB went on to say that January was the highest number of Intel submissions for a year and on a par with the average submission.

SB Domestic Abuse (DA) has decreased. Anonymous 'reporting sites' and 'safe spaces' allow people to report and work within the community in relation to 'hidden voices'. Dee doing work in Luton with the Black community. Reductions are due to the improving service and commitment to DA. There is an a stable Multi Agency Risk Assessment Conference (MARAC) process in place and Management of Domestic Abuse Perpetrators (MDAP), that solely focus on repeats (linked to progress and good work within that space).

SB continued. Rape is a challenge. We are 3 steps behind where we are with DA. Building trust and confidence will increase reporting. December was average, and January and February have gone up.

There is a dedicated response to rape (RASSO Team). SB explained that we are not a StatArea Force, however, the Force follow the principles of Soteria Bluestone when dealing with rape. Consistent improvement in the outcomes with rape.

SB concluded that these are the Headlines in terms of any outliers or increases in crime.

AV invited KB to share questions.

KB Responded. Victim Satisfaction – 38 surveys completed by the Gov Metric and 411 services have been completed since April. Numbers are low. KB asked if this is due to the capacity of the team or are the Force looking to increase these surveys?

SB said that he is meeting with Gov Metric this week. There isn't the resources or dedicated teams to do this. SB has spoken with Chief Supts / Supts for each team and dept to extract their data from Gov Metric. This means putting in a couple of filters to increase the sample size.

SB went on to say that they dictate who they send the surveys to. They have picked robbery, burglary and vehicle crime and can increase that. They can get the data but it is the narrative that is needed and then the detail. Important that at the moment they limit the number. For example, if it was sent out to 100 victims per day, they would not have to capacity to look at it. At the moment it is about proportionality to what can be done with the data.

KB thanked SB.

AV asked if Garry Forsyth's name could be changed to Trevor Rodenhurst as emails are still being sent to victims of crime in his name.

KB has updated RG following a personal matter, and an email signed off by Garry Forsyth.

WH continued. KB's point is interesting. KB's crime had been screened out and then she received a survey asking, "how did we do"? WH went on to ask if there was anything the office could do with the Victim Care Team to support any of the survey work. WH went of to say that he accepts there's a capacity issue and wouldn't want to overpromise and underdeliver, however the offer of support is there and he discussed this with SP.

SB responded that if WH could manage that within the hub. The link and the positive might be that the 'red face' (used in negative comments) if related to the service you may be able to intervene before it goes to the Officer. You might be able to pick some of that up and deal with it straight away. WH and SB to have a conversation outside of the meeting.

ACTION SB AND WH

3.5 Recruitment of Specials, PCs and Staff

SB Police Officers – Uplift target, national uplift target to receive all of our ring-fenced funding was 1436. We informed the HO that the Force would be content to over recruit by 16.

- Our uplift target is 1436 and the stretch target for uplift was 1452.

- The target we put in the budget was 1456.
- At midday on Friday 25 March, we had 1456 people.
- One pulled out at the last minute.
- End target for the year is 1455.

We have overachieved our uplift target by 19, about 10% over achievement. Possibly one of the highest over achievements in percentage terms in the country.

We have achieved our stretch uplift target of 1452 which means that we will get 16 x £20,000 as a result of achieving that over and above our uplift target.

In terms of 23 / 24 we are required to meet the headcount of 1436 (to achieve funding) by the 31 September and 31 March. We have been offered the ability to over recruit and said we are likely to over recruit by 30.

If achieved by 30 September we will get an extra £15,000, and for every Officer over the 1436 at the 31 March we will get £30,000.

Recruitment Plan is set on the basis that the Force will achieve 1466 on the 30 September and again on the 31 March. Between 30 September and 31 March we will see a reduction because of the profile of recruitment).

PW went on to say that they must deliver the Recruitment Plan, however if not they are always going to be over 1436. No financial issues in terms of the government, everything else is a bonus due to extra funding coming into the organisation.

Currently have 83 Special Constables (SCs). Ongoing work with the engagement attraction and engagement team. Focusing on Officers, SC's and PCSOs

PW explained that they are hoping to have 2 intakes of 20 each for SCs during the year (ongoing). PW referred to WH regarding the OPCC perspective, to make sure people are linking in (if not to let him know and he will make sure they are).

PCSOs – the Force have lost 10 during 22/23. 60% have left to become Regulars.

Recruitment in 23/24 is necessary to get back to the right number of PCSOs. Two intakes planned for PCSOs, to bring the Force back in line with budget establishment. The uplift target of retaining 1436 or 1466, is likely to see SCs applying to be Regulars or PCSOs. Detriment on these two areas.

AV thanked PW and asked if there were any questions.

ITEM 4 – LEADERSHIP AND CULTURE

4.1 Chief Constable Complaints

AV asked if there were any CC complaints.

KB No complaints

5.2 Reviews

KB Explained there were 6 reviews and they have all been completed. All reasonable and proportionate. A couple of bits of OPCC oversight, passed to PSD but no concerns to feedback to the Exec.

AV asked KB is PSD were delighted with the observations made.

KB replied that PSD were fine and it went on line with the investigation.

AV thanked KB for managing that part of the business.

ITEM 5 - QUARTERLY REPORTING EFFICIENCY

5.1 Budget – Only Quarterly

AV invited PW to talk the Board through the papers.

PW Explained that there is a 22/23 Revenue Monitoring Report. This is the forecast outturn for 22/23. PW went on to say that in May the Board will get an outturn report for 22/23 both in terms of revenue and capital.

PW referred to Section 8 which focuses on the actual year end forecast. 8.1 predicted underspend at this moment in time and is just over half a million pounds. Just under half a million is the Force and just under £50k is that of the OPCC.

Good position for us to be in. PW explained that when the budget was set it was based on a pay award at 2.5% for 23/24. Current climate, PW said that he would be surprised if the Police Pay Award comes out higher. Therefore, we need to make sure that we've got resources available to afford that moving forward. The 'uplift' as previously discussed is a really good bonus for us both in terms of 22/23 and 23/24.

PW referred to 8.3

- 8.3 – in achieving that underspend, we've still managed to cover the pay award in 22/23.
- Paid the increase in South East allowance and the honoraria to Police staff.
- Settled the agreement with Luton Airport around the PSA.
- Settlement on the legal case that goes back to 2013.
- People moving into the new Custody building about £200k worth of savings.

PW explained that the money from Luton Air, legal claim and rentals means that we can bolster our capital reserve, means that reduces the need to borrow as much moving forward and allow some revenue funding towards that capital spend.

PW referred to 8.4

- 8.4 – highlights some assumption included in that forecast.

- One is that we will achieve the 72 Officers – and we have achieved that (earmarked reserved that we will look to use)
- If we are in an underspent position, likely that these will not be needed.
- This helps with any pay award funding moving forward.
- Grip funding will continue.
- Likely to get an uplift grant.

PW concluded and asked if there were any questions.

AV thanked PW for his narrative and finance papers and stated that Members are impressed with the quality of information (benchmark for general Public and the Commissioner).

PW added in terms of 23/24, whilst reporting an underspend 22/23 as the report sets out a lot of that is masked by special grant, without special grant, we would be in a more difficult position and with the tapering on the uplift grant in 23/24 some flexibility goes. As yet no response received on the 23/24 tapering. The HO informed that we would get that by early April.

AV stated that she has asked for quarterly updates from our collaborative spaces. AV to work with DCC Dan Vajzovic so that we have a high-level overview. AV requested that this is minuted that we are considering some of that performance and the information that comes out of our collaborative spaces.

AV explained that there is still a difficulty with one of the collaborative partners in their view of how the contribution into those spaces is made. This may come to a head. It is not a secret that Cambridgeshire are unhappy with what is required to contribute into some of those collaborations.

ITEM 6 – COLLABORATION

6.1 Joint Protective Services (JPS) Update

6.2 Eastern Region Serious Organised Crime (ERSOU) update

6.3 BCH Functions Update (PSD/HR/etc)

ITEM 7 – Delivery Plan (Police and Crime Plan)

7.1 Delivery Plan against the Force priorities

AV invited WH to discuss the **Delivery plan and to raise concerns, issues or aspects that colleagues from the Force could help with.**

WH explained that he would provide a whirlwind tour and leave item 6 and 7 (transparency and communication and national contribution.)

WH went on to say that he would concentrate on 1 – 5, actions that come out of the Police and Crime Plan.

No support needed over and above what the OPCC are already receiving.

A number of items have already been achieved and some rolled forward.

Elements playing out at the moment:

- Technology solution around self-service terminals are fairly well linked in with the Force (have been since the start of the journey.
- There will be a presentation to Audrey's team at the next BCCIB along with Phil Eaton.
- Now in a position to begin a soft roll out across Central Bedfordshire with some of the functionality.
- The Commissioner had a conversation with Blue Light Commercial around a national bit of that's doing the rounds.

WH offered his view stating that is not always as simple as they seem. It's more about how they interface with existing systems.

Looking to roll out in Leighton Buzzard and Flitwick, various places across Central Beds, making sure we make sure we link in with local teams, Estates and Audrey's team.

WH went on to say that SB mention Alysha Patel, who is providing briefings around Restorative Justice. AP has begun a conversation with Dee and now connected to Jim Goldsmith who leads RJ

We are looking to see what more we can around Restorative Justice. Continuing with Roadshows across the Force and we are looking into prisons and working with HMP Bedford to become a RJ prison.

WH and SP are looking at what can be done with the Probation Service. WH and SP to keep everyone posted if anything beneficial.

WH went on to explain that a piece of work has been done on the Victim Needs Analysis. Francoise Julian (OPCC) has picked this up from SP. FJ linked in with Dee. This has been raised at the Criminal Justice Board (WH cannot recall the name, offshoot of the CJB). Jaswant Narwal Chairs jointly between Beds and Herts. More engagement needed will start with Dee and see where it take us.

WH stated that the Commissioner is keen to push on Business Watches. We have Bedford Bid, Luton Bid (Luton Bid does other work with the business community). The Commissioner would like to put a big focus on that.

WH has asked SP to look at a business Bobby Scheme. Possible expectation that businesses would pay a cost for some of the services. SP working with the Chamber of Commerce. Bobby Scheme changing slightly and the Charity wound up. WH went on to say that those individuals will effectively morph across and be part of the wider Victim Care Team.

WH and SP will keep the Board updated.

WH we are looking at the longevity of the bobby Scheme and BVCS and how it may evolve in the future.

WH no issue, update provided below

- Specials recruitment and Specials in the Community, covered earlier.
- Similar issues that everyone is experiencing. People show interest and 6 out of 7 fail vetting or didn't complete the application form.

AV asked if there were any questions for WH.

PW Victims portal being delivered by Salesforce (a few forces have already got this). PW explained that there is a rumour that Single Online Home are producing something similar. I wouldn't want to commit to purchasing something privately at a cost. We are doing our due diligence. Hoping to meet with Salesforce at the end of April. The key bit is the people who have implemented it so far.

PW went on to explain having implemented as a single system, we want to make sure as an end-to-end process for public contact with links to Custody etc. a proper portal. PW will keep WH engaged to ensure he is fully cited.

AV – Estates. Brief discussion and documented.

AV this will be a rehash of what is already agreed with Ian and to be confident who's in who's lane i.e., keeping the OPCC out of the Forces Lane and making sure the Force has got support. AV explained that PW, WH, AV and Lorraine Chown met with DPCC Ian Dalgarno who is leading on Estates for the OPCC.

AV went on to say, that the Commissioners desire to use the Estate in line with his Police and Crime Plan, can sometimes bring him and AV into conflict with what the CC needs from the Estate.

- Establish a landlord, tenant relationship and to be clear what each other's responsibilities are.
- Encourage an open discussion with how best to support the Chief in making sure that the Estate is fit for purpose (correct balance within the relationship).

AV invited PW to provide detail.

PW confirmed..

- The PCC is the landlord of those building that the Police Force are a tenant of.

- Anything in the inside of those buildings in terms of what they look and feel like is the CC's responsibility whilst he is a tenant.
- Once surplus to requirement that is in the PCC's lane to decide what to do with the surplus of those buildings or assets.

PW went on to say, there could be joint opportunities (both sides to discuss). Key to how the Force keeps OPCC up to date in what is going on. PW suggested that this is by 'site' (what works are going on etc.) and referred to the document on the screen. Full picture of narrative of what the Force is thinking. PW proposed updating the Board quarterly against the strategy.

AV Agreed nothing else is needed. This is about managing expectations and communication.

WH the relationship with Lorraine Chown provides an opportunity. If any opportunity came up with partners LC and WH would explore together to discuss whether it would be viable now or not, or keep on the back burner. WH went on to say that the DPCC Ian Dalgarno is trying to open doors in Central Beds, who are receptive to looking at the wider public estate type of approach. WH will update accordingly.

AV Moving on to the Spotlight Report - Priority 7

PW difficult to run through in detail. It is explaining that there is a need for the Police Force to do to provide service to the strategic policing requirement and therefore the report details what the Force or doing to service that strategic policing requirement. PW explained that he will link to what WH talked about in terms of projects.

- Section 11, the Policing Productivity Review. The Force provided a 2-hour presentation on work that was being undertaken between the Force and the OPCC about increasing productivity.
- Ex CC of Kent (leading) has not seen anywhere else in the country what Beds are doing.
- Work around Auto Redaction, Voice Bot and Chat Bot, Community Units are examples of the things that fit in the productive plan and measured against.
- Feedback is good and they are going to use us as a Force that they bounce ideas off.

AV asked if this is something to make some noise about in the media?

PW believes that the CC has done something and will check.

AV another example of a 'good news story' and recognise hard work and innovation.

PW nothing else to add.

AV invited KB to share notes.

KB thank Ed Major for his thorough report and to formerly note it.

AV EM is seconded (6 months) to HMRC FRS (our loss their gain). If made permanent this will leave a gap in our capability. A great opportunity for EM.

ITEM 8 – Community Policing

8.1 Community Policing Model Establishment update

AV – Update on Community Policing

PW provided a quick snapshot of where we are in terms of numbers.

- Community Hubs – currently is showing 57 PC against the 67
- Important to note, the Community Enforcement Team supplement those Hubs and is nearly at full strength.

PW continued, a discussion on the back of FEB is whether it is more productive to have the 7 in the Community Enforcement Team or in the Hubs. John Murphy is looking at this to see if it is worth changing.

PW said that in Rural, they have made real inroads into getting Officer numbers. We increased that to 9 for 22/23. We are at 8 which is good. Don't think we will get to 9 by the 31st March. Looking at posting opportunities. PW went on to say that there might be an action around the Community Hubs.

PW the Force are still looking to recruit into those Hubs and to attract different ways of working. Looking at a possible shift pattern change in Luton and if it would be viable. PW advised that SB is making sure that the student hub is providing a supplement to Community Policing through the town centre provision in both Luton and Bedford. Using Students to do some of the supplementary work for Community Policing.

PW invited SB to comment.

SB Emerging issues, i.e.; the Galaxy Centre in Luton. We divert other Force assets such as the Central Tasking Team to support and used to good effect.

AV explained that this is a focus for the Commissioner and part of his 1-1. AV commended the resourcing put into parts of our Community infrastructure. AV went on to say that in reality we might never be up to full strength (large organisation). It is noteworthy of the progress that has been made. AV said that she was grateful.

AV asked if there were any questions

PW important to know is the CC view around Community Hub numbers (same as the PCCs) and wanting to make sure were at 95% of full strength as often as we can throughout the year.

AV all responsible for the narrative, and to ensure the message gets to your Chief Superintendents, Superintendents and your Middle Managers, so that when they have discussions with the

Commissioner, they are fully aware of what else is going on in order to meet those resourcing challenges.

PW Noted.

AV thanked PW.

AV Information Management Board.

AV seeking reassurance that the correspondence about the increase in the FOIs coming in and the backlog that you have in Force are being addressed and monitored.

PW replied, there is an increase in FOIs. There's a statute requirement to get those responded to within that stated time frame and we continue to ensure that people are cited on the time frame and asked to respond within that. PW went on to explain that they are closely looking at the legislation around the questions being asked. The Force looking at how we minimise and reduce the demand that comes in. The DCC looks at this monthly with Head of IMD in terms of reporting into the Tri-Force DCC meeting. DCC Dan Vajzovic (Lead for Force) managing that demand and our response to it.

PW proposed to AV that in a quarters time looking at what inroads are being made and the measures that have been put in place.

AV agreed and went on to say that there's a backlog of overdue requests into PSD as well. DCC would probably update on that too.

PW agreed. PSD need to be captured on the Agenda in the next couple of months, to understand progress around backlog. Links to national issues re vetting from HMRC FRS, Casey Report etc. Look at this at the next meeting?

AV Historic data wash... AV asked if this is on track and there are tight timeframes and dates to get this done.

PW No risks around the Force delivering against the timeframe and at this moment in time assume we can comply.

AV asked if this would throw up issues and people that are going to need future work.

PW stated that there is a regular monthly meeting around Bedfordshire data and understanding of that data, and relatively content re the governance as it stands today.

AV Invited KB to take the Board through the last part of the meeting.

KB explained that the TOR have been agreed today. The agenda was within that document and will cover HMRC FRS updates and the collaboration updates.

- There will be specific requests for reports for next month (possible change as KB need to link with PW and the scheduling for FEB, so as not to make more work).
- KB to link in with PW – Community trigger and update on DA and Force Activity

KB went on to say that the report of establishment versus actual has been covered so this can be taken off. Exit interviews discussed 3 – 4 months ago (Delivery Board). To provide an update on exit interviews and the findings and the retention piece for the Commissioner. Factor this in to future scheduling.

AV confirmed that this is one of the 'specifics' in the Police and Crime Plan.

KB agreed. KB went on to say that Equality is in the Police and Crime Plan and the Police and Crime Panel Chair (Jim Weir) has asked questions about the diversity breakdown of Officers and Staff.

- Next Agenda to include a report on any Force Equality or Diversity focus, and
- Staff and Officer diversity figures
- A review of that information to be brought back as it will be a Panel paper moving forward.

PW continued – at the beginning of the meeting we said we would reflect and evolve this governance forum (which is needed). The agenda today has been light and meeting has lasted about 2 hrs. We might need to reflect as KB stated earlier on agenda items for April, May and June. What does the next quarter look like rather than the next month. This will give us a focus.

KB agreed.

PW went on to say that he thinks something around the Casey Review needs to come back to this group in terms of governance. Either a verbal update or other. In terms of good news our recruitment in 22/23 with the level of visible BAME Officers recruited which was just under 17%. This will enhance our overall standing from 9.9% to around 10.3%.

SB Next month will be the end of Q4 and also end of year. Hefty in terms of crime performance updates, Stop and Search, Use of Force etc.

SB sought clarity in what KB is seeking in terms of Community triggering DA activity.

AV proposed that SB and KB discuss this outwith the meeting.

ACTION KB AND SB

KB keen not to go over the 2 hours. UoF and S&S do not need to have it as a specific agenda item. KB attends all main meetings and any concerns KB would bring to the Board.

End of Meeting

ITEM 9 – AOB

AV proposed that if anyone has AOB please email her.

9.1 IMU Paper

Next Meeting: 25 April 2023 – 1100 – 1300 hrs