

Office of the Police and Crime Commissioner Information Document April 2023

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Executive Summary:

PCC Festus Akinbusoye has pledged to make information readily available for the public to review to try and reduce the number of FOIs received by the OPCC and Force. This will go beyond which is required in the Specified Information Order.

The PCC has asked the Force Exec to provide information so that the OPCC can publish this information on the website – this was agreed 01.07.2021 during Delivery and Beating Crime Board that the Force would provide the information required.

The document has been updated to show members of the public, how the information links in with the Police and Crime Plan.

Specified Information Order

Police and Crime Commissioners (PCCs) are required to publish certain information to allow the public to hold them to account.

Section 11(1) and (2) of The Police Reform and Social Responsibility Act 2011 requires an elected local policing body to publish any information specified by the Secretary of State by order.

The Elected Local Policing Bodies (Specified Information) Order 2011 ('the Order') sets out the information that must be published. Guidance on the order is published on gov.uk - [Guidelines for PCCs on publishing information - GOV.UK \(www.gov.uk\)](#)

Specified
Information
Order

<https://www.bedfordshire.pcc.police.uk/specified-information-order/>

Specified Information Order

The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 ('the amending Order), which will come into force on 31 May 2021 provides that information relating to the force's performance against the Government's national priorities for policing.

National priorities for policing

The national priorities for policing are specified in the Police and Crime Measures:

- reduce murder and other homicide;
- reduce serious violence;
- disrupt drugs supply and county lines;
- reduce neighbourhood crime;
- tackle cyber crime;
- and improve satisfaction among victims with a particular focus on victims of domestic abuse.

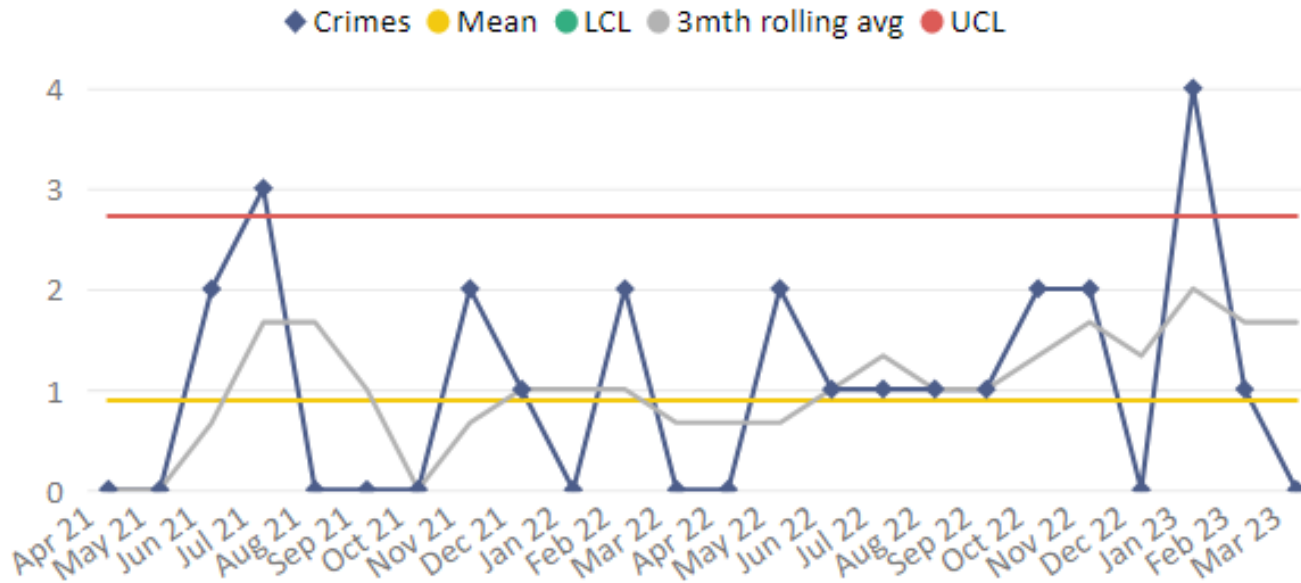
Measure Summary

| Local Measures | Trend / Outlook | Benchmark |
|-----------------------------------|-----------------|-----------|
| Police recorded Homicide offences | Deterioration | 42th / 42 |

Planned Action to Drive Performance

1. Internal review has been undertaken to understand the nature of Beds Homicide offending.
2. PRUM trial – Op Swift – We have now commenced a trial of sending unidentified fingerprints to the immigration database followed by countries signed up to the Prum agreement. 14 cases in the initial trial including 3 X MCU investigations and 11 serious violence cases.

Recorded Crime Trend



Comments

1. Five Homicides recorded in Q4, four of which were reported in February going above the UCL, averaging two per month.
2. End of year recording 15 crimes, up on the previous year. Solved crime rate up 50% end of year on last year.

| Financial Quarter | Crimes |
|-------------------|-----------|
| 2022/23 - Q1 | 3 |
| 2022/23 - Q2 | 3 |
| 2022/23 - Q3 | 4 |
| 2022/23 - Q4 | 5 |
| Total | 15 |

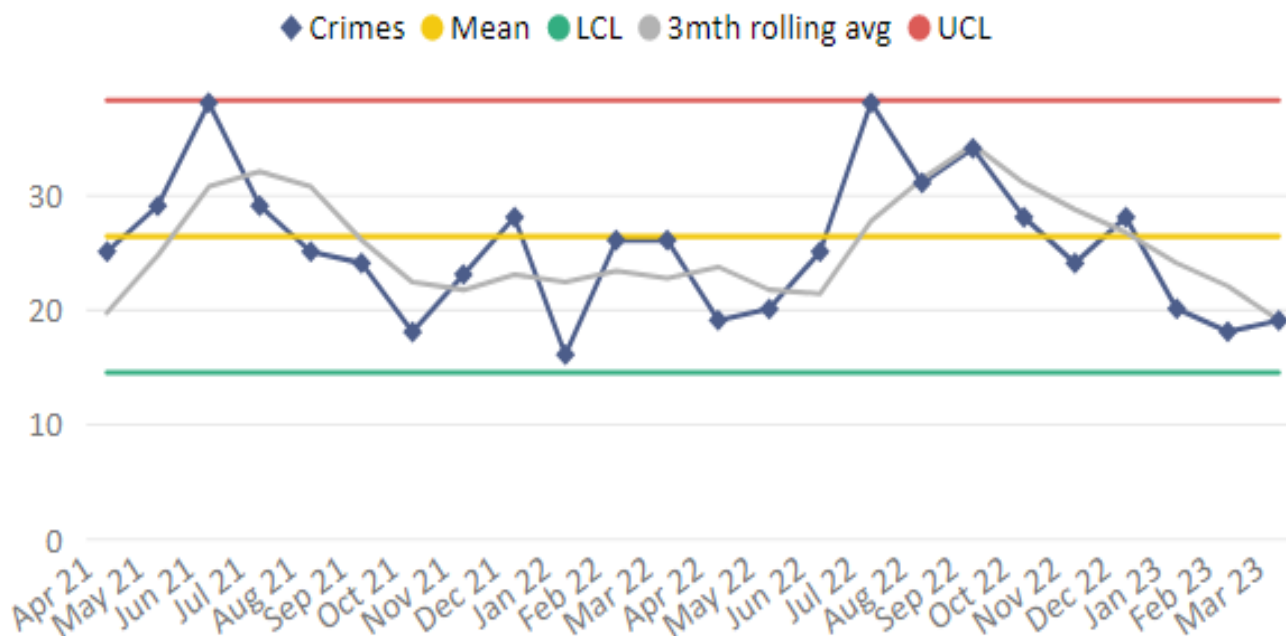
Measure Summary

| Local Measures | Trend / Outlook | Benchmark |
|--|-----------------------|-----------------------|
| Police recorded Most Serious Violence offences | Improving / Improving | 15 th / 42 |
| Solved Crimes | Improving | 5 th / 42 |

Planned Action to Drive Performance

1. HO funding application to continue Op Rowan, under Grip has been submitted.
2. Problem profile around the NTE in Bedfordshire’s key town has been completed and a performance framework to evaluate outcomes is being developed.
3. Boscawen continue to focus on proactive deployment to manage gang issues across the county, with particular focus around Luton with the deployment of Op Sparkler resources.

Recorded Crime Trend



Comments

1. Most Serious Violence levels have reduced during Q4 (22/23), lowest quarter this year. Average 19 crimes per month, below average for the year.
2. Downward trend since Sept 22, end years down on the previous year. Solved crime rates up 12.4% on the previous year.

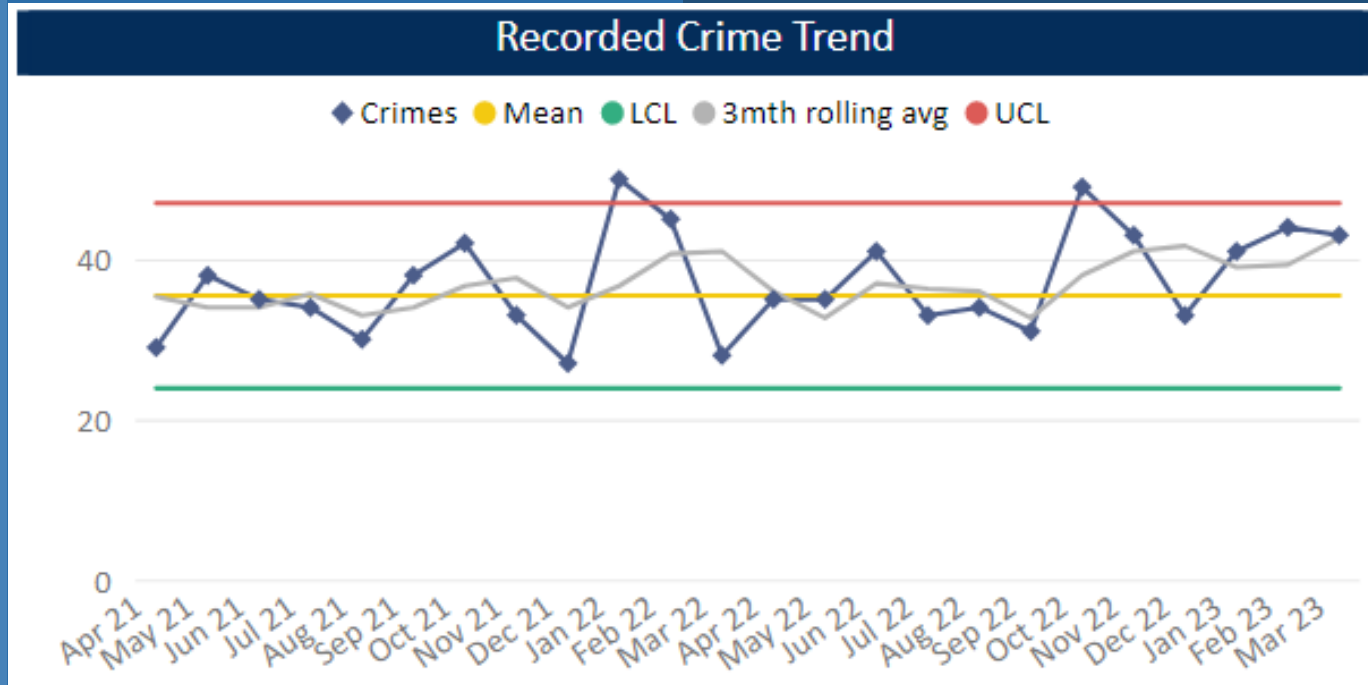
| Financial Quarter | Crimes |
|-------------------|------------|
| 2022/23 - Q1 | 64 |
| 2022/23 - Q2 | 103 |
| 2022/23 - Q3 | 80 |
| 2022/23 - Q4 | 57 |
| Total | 304 |

Caveat: this data is based on local Bedfordshire force data and may not match nationally published data (police.co.uk or published stats from HO)

Measure Summary

| Local Measures | Trend / Outlook | Benchmark |
|-------------------------------------|-----------------|-----------------------|
| Number of Drug Trafficking offences | Increasing | 27 th / 42 |

Trafficking of Drugs



Planned Action to Drive Performance

1. County line intensification week took place 27th – 3rd March
2. Op Costello dedicate team continues to enforce on large scale drug activity, with key focus on the professional enablers.
3. Work continues around the Drugs and Alcohol Needs Assessment, including involvement in the Police Drug Diversion Evaluation.

Comments

1. Quarter 4 recorded 128 Trafficking of Drugs offences, averaging 43 crimes per month. Year ending with 462 crimes, up on 21/22.
2. Bedfordshire currently has 27 OCG's, up one on last quarter and, 2 Priority Individuals, along with 18 (previously 20) local groups operating 62 County Lines, noting a 26.5% increase on Q3 and 7 street gangs (previously 10 in Q3).

| Financial Quarter | Crimes |
|-------------------|------------|
| 2022/23 - Q1 | 111 |
| 2022/23 - Q2 | 98 |
| 2022/23 - Q3 | 125 |
| 2022/23 - Q4 | 128 |
| Total | 462 |

Measure Summary

| Local Measures | Trend / Outlook | Benchmark |
|---|------------------------|-----------------------|
| Police recorded Residential Burglary offences | Improving | 18 th / 42 |
| Police recorded Vehicle Crime offences | Deterioration | 37 th / 42 |
| Police recorded Personal Robbery offences | Stable | 35 th / 42 |
| Police recorded Theft from Person offences | Stable / Deterioration | 30 th / 42 |

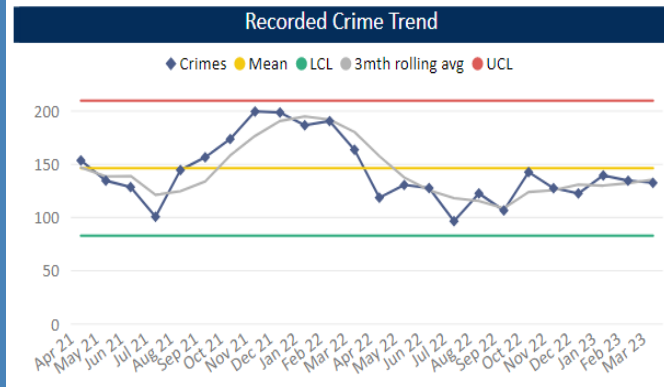
Planned Action to Drive Performance

- Op FORESIGHT deployed additional resources around the Galaxy Centre Luton Town Centre.
- Op CRUSH targeting Robberies and ASB in Houghton Regis and Dunstable. Robbery Wanted Suspect Trial – Use of Daily Management Meetings to fast track robbery offender arrests.
- Suspect Imagery Improvement - Agreement from the DMO to deliver a Subject Imagery Database (SIDs) for Beds, Cambs and Herts. This will deliver in Autumn 2023 and significantly boost the tri-force’s ability to solve crime through enhanced ability to identify offenders and linked series. This system will allow for all images to be retained and reviewed by offence type and location.

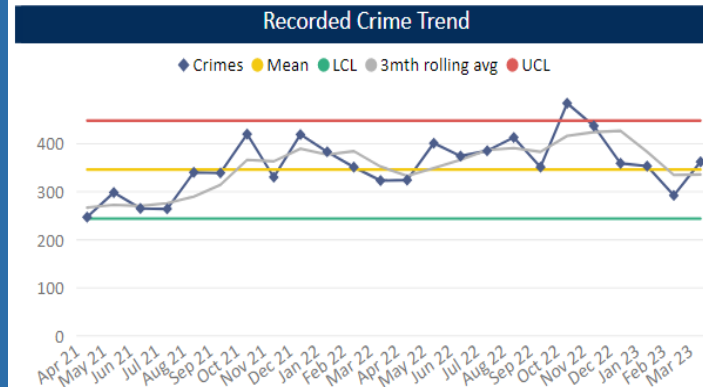
Comments

- Quarter 4 recorded 405 Residential Burglaries averaging 135 crimes a month. Year ending 429 fewer victims compared to last year. Currently sitting below our MSF average. Currently sitting 4th for solved crime, 1st in MSF.
- Reduction in Vehicle Crime during Q4, with 273 fewer victims compared Q3, year ends up on the previous year.
- Slight increase in Personal Robbery end of Q4 compared to Q3, averaging 46 crimes per month, slight increase overall end of 22/23.
- 137 Theft from a Person during Q4, highest quarterly in 22/23. Averaging 42 crimes per month. Year ends up on last

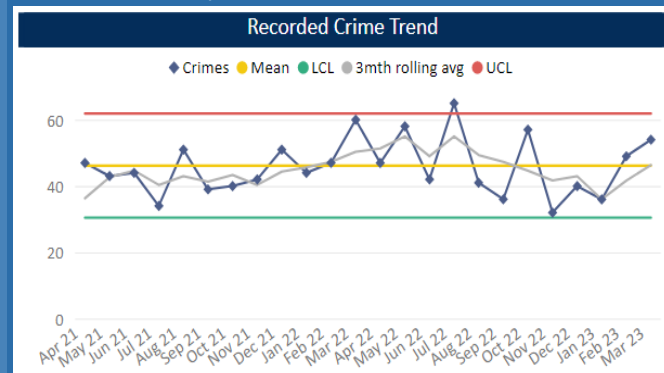
Burglary Residential



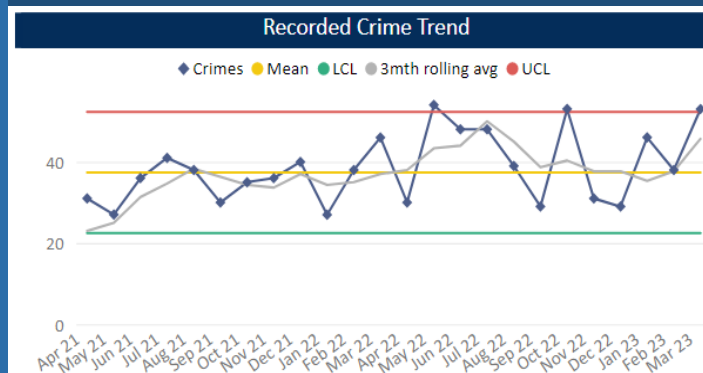
Vehicle Crime



Personal Robbery



Theft from Person

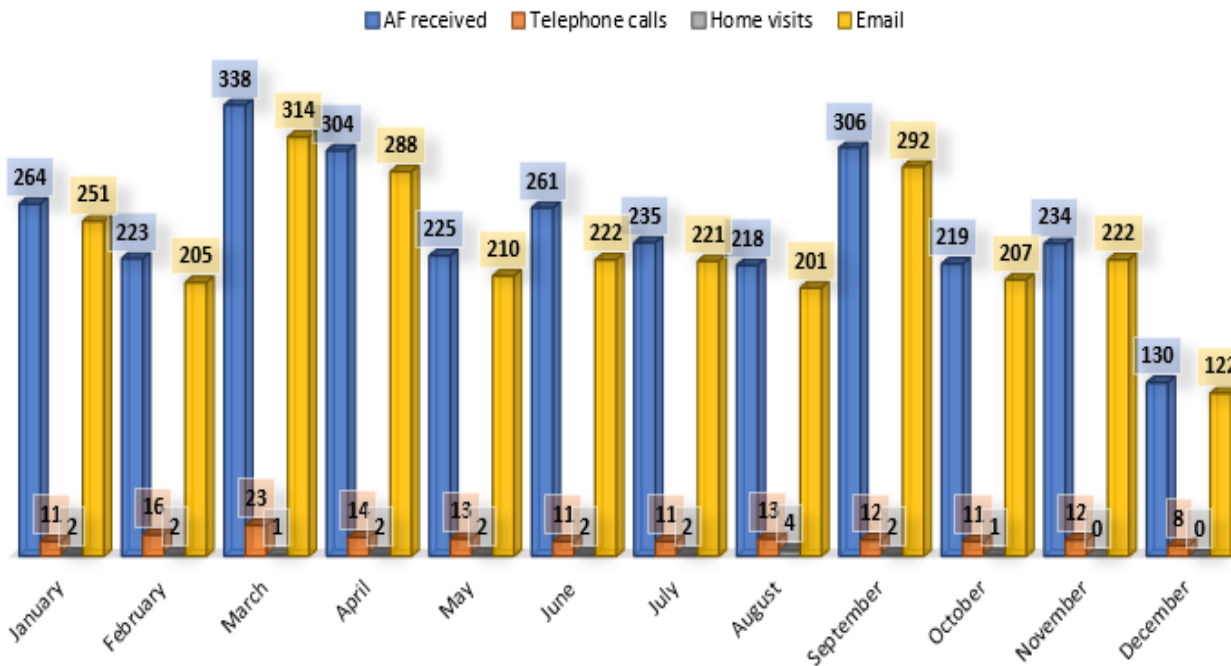


Caveat: this data is based on local Bedfordshire force data and may not match nationally published data (police.co.uk or published statistics)

Measure Summary

| Local Measures | Trend / Outlook | Benchmark |
|--|-----------------|---------------|
| Investigate 100% of all cyber dependant crime disseminated to forced | Stable [100%] | Not available |
| Provide 100% of all cyber dependant crime victims with specialist advice | Stable [100%] | Not available |
| Action Fraud offences | Stable [100%] | Not available |

ACTION FRAUD [CYBER ENABLED]



Update not available

Planned Action to Drive Performance

1. The continuation of Cybercrime prevention advice and specialist support to both the business sector, and individual victims of crime.
2. Fraud Peer Review – This was completed by the City of London Police and will form a spot light in Crime and PPU. Learning identified to allow us to improve across the force.
3. Serious Fraud Investigation Unit - engaged in Op HEHOUSE initiative relating to Prevent / Pursue in February.
4. Nationwide City of London Police (CoLP) led operation targeting disruption of nominals and fraud. Successful application for bid of allocated funding of over £10,000.

Comments

1. DFU opened 362 digital forensic cases, examined 833 devices, currently have 162 backlog cases and 521 backlog devices.
2. Serious Fraud Investigation Unit - 12 x PACE warrants applied for of which five have been executed. 6 x arrests and interviews, 2 x Voluntary interviews. Increase of two more detectives and a dedicated Inspector Introduction of the Fraud Triage Matrix - triage process of crimes across the force area. A review of Call For Service (CFS) protocol is being reviewing to improve the recording of calls to the appropriate agencies i.e. police / action fraud.

Improve Satisfaction Among Victims with a particular focus on Victims of Domestic Abuse

| Measure Summary | | |
|--|-----------------|---------------|
| Local Measures | Trend / Outlook | Benchmark |
| Overall Victim Satisfaction Rate | | Not available |
| Hate Crime Victim Satisfaction Rate | | Not available |
| Violent Crime Victim Satisfaction Rate | | Not available |
| Burglary Victim Satisfaction Rate | | Not available |

| Planned Action to Drive Performance |
|---|
| 1. Internal restructure of the crime investigation supervisory regime to ensure we keep improving the standards of investigation in crime, and review our compliance with the Victims Code. |
| 2. VEO embedded within our PPU will undertake weekly DA surveys, going forward. |
| 3 |
| 4 |

| Comments |
|----------|
| 1 |
| 2 |

Specified Information Order

HMICFRS reporting

The amending Order requires PCCs to publish the most recent HMICFRS force-level report on the effectiveness, efficiency and legitimacy of the police force.

The Order requires that PCCs publish the PEEL report for their force on their website, within one calendar month of its publication by HMICFRS.

<https://www.bedfordshire.pcc.police.uk/hmic-reports/>

| Outstanding | Good | Adequate | Requires improvement | Inadequate |
|--------------------|---------------------------------|------------------------------|--------------------------|------------|
| Managing offenders | Preventing crime | Protecting vulnerable people | Investigating crime | |
| | Treatment of the public | | Responding to the public | |
| | Developing a positive workplace | | | |
| | Good use of resources | | | |

Specified Information Order

Complaints handling

The Order provides that PCCs must publish the most recent IOPC quarterly complaints data for their force and the IOPC annual statistics report, alongside a narrative setting out how the PCC is holding the chief officer to account, and the PCC's assessment of their own performance in carrying out their other complaints handling functions.

Holding the chief officer to account

It is recommended that the narrative should include:

- How the force is measuring complainant satisfaction.
- Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why.
- A summary of any mechanisms put in place to identify and act on themes or trends in complaints.
- A summary of systems in place to monitor and improve performance in the timeliness of complaints handling.
 - The number of written communications issued by the force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a “relevant period”.
- Quality Assurance mechanisms in place to monitor and improve the quality of its responses to complaints.
- Details of the administrative arrangements the PCC has put in place to hold the chief constable to account for complaints handling e.g. frequency of meetings and a summary of discussions.

Specified
Information
Order

Complaints handling

<https://www.bedfordshire.pcc.police.uk/complaints-handling/>

<https://www.bedfordshire.pcc.police.uk/holding-force-to-account/>

Priority One

Investment in community-based and community led policing for urban and rural areas.

The PCC has pledged to invest in community-based and community-led policing. The PCC wishes for his office to publish the monthly figures of officers within the community team.

Community Policing Numbers:

| | Inspector | | Sergeant | | Constable | | PCSO | |
|----------------------------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Budget | Actual | Budget | Actual | Budget | Actual | Budget | Actual |
| | | | | | | | | |
| Hubs | 6 | 6 | 14 | 10 | 67 | 57 | 47 | 36 |
| Rural | 0 | 0 | 1 | 1 | 9 | 8 | 1 | 1 |
| Community Cohesion | 0 | 0 | 1 | 1 | 2 | 3 | 3 | 2 |
| Community Enforcement Team | 0 | 0 | 1 | 1 | 9 | 7 | 0 | 0 |
| Total | 6 | 6 | 17 | 13 | 87 | 75 | 51 | 39 |

Priority One

Investment in community-based and community led policing for urban and rural areas.

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Community Hubs

| Hub | Sgts | PCs | PCSOs |
|-----------------------------|--------------|--------------|--------------|
| North Rural | 1/1 | 5/5 | 6/7 |
| North Urban | 3/3 | 13/13 | 6/6 |
| Central North | 1/2 | 6/8 | 7/7 |
| Central South | 2/3 | 13/17 | 5/7 |
| Luton South, East and T/C | 2/3 | 11/12 | 8/12 |
| Luton North, West & Central | 1/2 | 9/12 | 38/8 |
| Total | 10/14 | 57/67 | 38/47 |

Priority One

Investment in community-based and community led policing for urban and rural areas.

The Special Constabulary is a force of warranted, uniformed volunteer police officers. A key strength is that these volunteer officers are warranted constables, with all the powers of a regular police officer. Special constables' integration in the local communities in which they live, work and serve is a further strength, helping to build links between policing and communities.

We currently have established Special Constables in the following areas.

March 2023

Bedfordshire Police currently has 81 Special Constables.

- Hours Completed March 2023 1871

Priority One
Investment in
community-
based and
community led
policing for
urban and rural
areas.

Special Constabulary

Special Constabulary - 81 in total

Community North - 10

Community South (inc LIA & Op Meteor) - 20

Response North - 27

Response South – 14

PATHWAY

PVP officer - 1

CMIT officer - 1

CiP officer - 1

RPU officers - 3

Dogs trial ongoing – under review 1

Hours in March = 1871

Priority Two

Recruitment and retention of police officers

Recruitment and Retention Numbers:

Police and Crime Commissioners have statutory responsibilities for delivering an efficient and effective police service. Our efficiency and effectiveness improves when the right level of resources are available and maximised.

The PCC wishes for his office to publish the monthly figures of the recruitment of officers.

POLICE OFFICER ACTUAL STRENGTH (FTE) vs BUDGETED ESTABLISHMENT (FTE) by RANK - FULL FORCE 31/03/2023

Includes Op Kenova Officers - as per HO counting rules

| BEDFORDSHIRE | CONS | SGT | INSP | C/INSP | SUPT | C/SUPT | ACPO | TOTAL |
|-----------------------|---------------|--------------|-------------|-------------|-------------|------------|------------|---------------|
| Home Force | 988.4 | 124.3 | 48.0 | 17.0 | 11.0 | 3.0 | 2.0 | 1193.7 |
| Collaborated Share | 120.5 | 49.8 | 9.0 | 3.0 | 0.0 | 2.0 | 0.0 | 184.3 |
| ERSOU/CTP share | 43.7 | 9.0 | 4.0 | 0.0 | 0.0 | 2.0 | 0.0 | 58.7 |
| TOTAL STRENGTH | 1152.6 | 183.1 | 61.0 | 20.0 | 11.0 | 7.0 | 2.0 | 1436.7 |

| | | | | | | | | |
|-------------------------------|---------------|--------------|--------------|-------------|------------|------------|-------------|---------------|
| Budgeted Establishment | 1110.0 | 197.0 | 73.0 | 25.0 | 9.0 | 5.0 | 4.0 | 1423.0 |
| <i>Variance to Actual</i> | <i>42.6</i> | <i>-13.9</i> | <i>-12.0</i> | <i>-5.0</i> | <i>2.0</i> | <i>2.0</i> | <i>-2.0</i> | <i>13.7</i> |

| Career Break | External Secondment | FULL FORCE STRENGTH |
|--------------|---------------------|---------------------|
| 6.6 | 3.0 | 1446.3 |

Note: Home Office/Uplift counting includes CB (i.e. Strength 1443.3)

Priority Two

Recruitment and retention of police officers

Recruitment and Retention Numbers:

The PCC has made an Equality Commitment and will work with representing bodies that support diverse groups within the Force to ensure we pick up on the earliest signs of discrimination and exclusionary practices which impact on disproportional outcomes in areas such as recruitment, promotions, career progression, disciplinaries and dismissals. The aim will be to address any identified disproportionality of outcomes for all of our staff.

The PCC wishes for his office to publish the monthly figures of the diversity of officers.

Priority Two

Recruitment and retention of police officers

Recruitment and Retention Numbers:

| Position Category | Total Starters Headcount March | Starters (people from ethnic minority backgrounds) Headcount March | | Starters Female Headcount March | | Starters Under 24 Headcount March | | Starters 45+ Headcount March | | Starters (Declared Disability) Headcount March | |
|-------------------|--------------------------------|--|--------|---------------------------------|--------|-----------------------------------|--------|------------------------------|--------|--|--------|
| Officer | 47 | 10 | 21.28% | 25 | 53.19% | 29 | 61.70% | 1 | 2.13% | 5 | 10.64% |
| Staff | 28 | 3 | 10.71% | 18 | 64.29% | 3 | 10.71% | 11 | 39.29% | 3 | 10.71% |
| Special | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| SUM: | 75 | 13 | 17.33% | 43 | 57.33% | 32 | 42.67% | 12 | 16.00% | 8 | 10.67% |

| Position Category | Total Leavers Headcount March | Leavers (people from ethnic minority backgrounds) Headcount March | | Leavers Female Headcount March | | Leavers Under 24 Headcount March | | Leavers 45+ Headcount March | | Leavers (Declared Disability) Headcount March | |
|-------------------|-------------------------------|---|--------|--------------------------------|--------|----------------------------------|--------|-----------------------------|--------|---|--------|
| Officer | 7 | 1 | 14.29% | 4 | 57.14% | 0 | 0.00% | 4 | 57.14% | 0 | 0.00% |
| Staff | 21 | 2 | 9.52% | 13 | 61.90% | 5 | 23.81% | 7 | 33.33% | 4 | 19.05% |
| Special | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| SUM: | 28 | 3 | 10.71% | 17 | 60.71% | 5 | 17.86% | 11 | 39.29% | 4 | 14.29% |

Priority Two

Recruitment and retention of police officers

Recruitment and Retention Numbers:

The PCC has made an Equality Commitment and will work with representing bodies that support diverse groups within the Force to ensure we pick up on the earliest signs of discrimination and exclusionary practices which impact on disproportional outcomes in areas such as recruitment, promotions, career progression, disciplinaries and dismissals. The aim will be to address any identified disproportionality of outcomes for all of our staff.

The PCC wishes for his office to publish the monthly figures of the diversity of officers.

The PCC wants young people to have a direct say in how we utilise resources to support them in making safe spaces across Bedfordshire. This work will link with the delivery of the Violence and Exploitation Reduction Unit (VERU) that the PCC will continue to perform the governance and oversight role for.

Priority Three

Tackling the causes of crime and breaking the cycle of re-offending

Overview

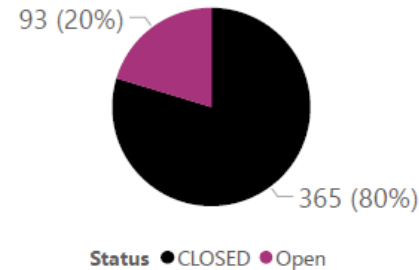
Total no. of referrals

458

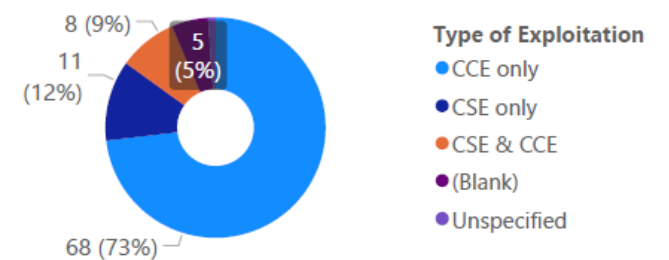
No. of open referrals

93

Total referrals by status

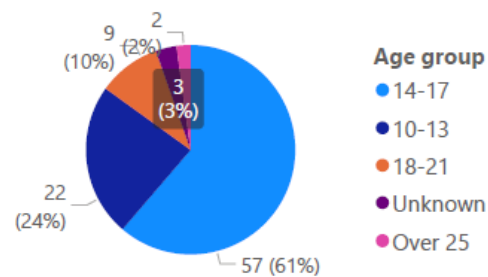


Open referrals by exploitation type

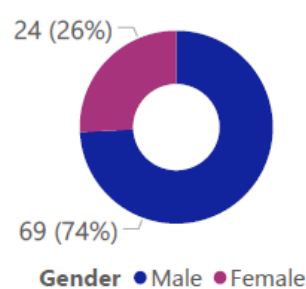


Demographic Characteristics

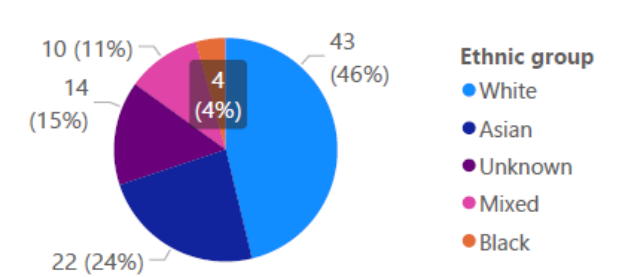
Open referrals by age group



Open referrals by gender



Open referrals by ethnic group

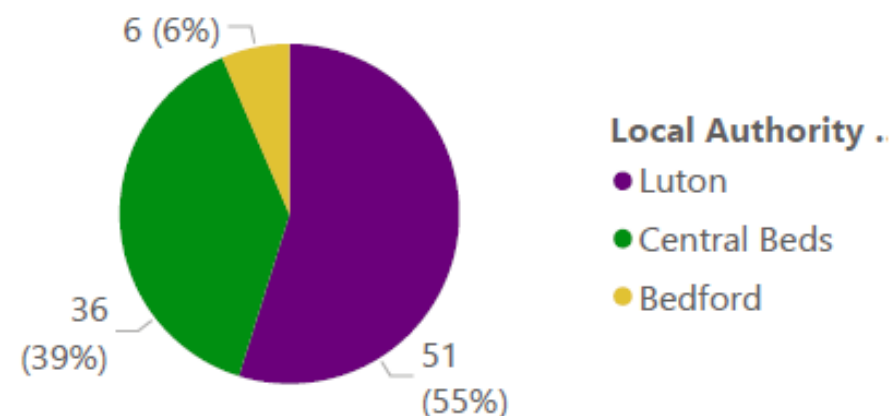


Referral Sources

Referrals have come from various agencies across the county. The pie chart shows a breakdown of open cases by local authority area of the young person or parent. Referrals have come from:

| | |
|---|----------------------|
| BOSON/Bedfordshire Police | Housing Associations |
| MAGPAN (Multi Agency Gang Panel) | Schools |
| Children Services across all local authorities | Early Help |
| Safeguarding teams across the county | |
| Serious Youth Violence Panel | |
| CAMHS (Child and Adolescent Mental Health Services) | |

Open referrals by local authority of YP



Schools

2%

Of the open referrals attend a school or college within Bedfordshire

1%

Of the open referrals attend an alternative provision including evolve learning

5%

Of the open referrals are unspecified, unknown or education is not applicable to the referral

9%

Of the open referrals are not in education, employment or training (NEET)

Priority Four

Placing residents and victims at centre of policing priorities.

Bedfordshire Victim Care Services (BVCS) offers free and confidential support to anyone affected by crime whether it has been reported to the police or not.

BVCS has been commissioned and funded by the Police & Crime Commissioner for Bedfordshire, to help and support victims of crime to cope and recover from their experience and ensure they receive their entitlements under the Code of Practice for Victims of Crime. <https://www.bedfordshirevcs.com/>

| | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|
| Referrals received | | | | | | |
| Force referrals | 678 | 767 | 623 | 723 | 605 | 449 |
| BVCS proactive referrals | 212 | 12 | 0 | 0 | 0 | 0 |
| Action Fraud referrals | 2 | 1 | 0 | 1 | 0 | 0 |
| BTP referrals | 11 | 17 | 14 | 13 | 11 | 14 |
| Other Agency referrals into service | 6 | 4 | 10 | 18 | 9 | 5 |
| Self referrals | 19 | 14 | 9 | 13 | 15 | 11 |
| Total number of referrals | 928 | 815 | 656 | 768 | 640 | 479 |

| | Jan-23 | Feb-23 | Mar-23 |
|-------------------------------------|--------|--------|--------|
| Referrals received | | | |
| Force referrals | 505 | 428 | 580 |
| BVCS proactive referrals | 50 | 70 | 0 |
| Action Fraud referrals | 0 | 2 | 1 |
| BTP referrals | 23 | 23 | 24 |
| Other Agency referrals into service | 7 | 3 | 2 |
| Self referrals | 12 | 16 | 11 |
| Total number of referrals | 597 | 542 | 618 |

Priority Four

Placing residents and victims at centre of policing priorities.

The PCC has requested information from the Force on a monthly basis surrounding Victim Satisfaction and how the Force deals with this and monitors this.

The force is developing its IT solution to automated victim satisfaction surveys and this is progressing well against the project plan. In the meantime, the force has limited capacity to complete such surveys, however can report:

Victim Satisfaction

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

Priority Four

Placing residents and victims at centre of policing priorities.

Victim Satisfaction

35 surveys completed via Gov Metric in March, of which a 47% were happy faces, which is a drop on last month. Overall 446 surveys have been completed 22/23, averaging 37 surveys per month. Of which 54% were "happy"

| GOV Metric | | | | | | |
|---------------------------|-------|-------|---|---|---|---|
| Channel | | Total |  |  |  |  |
| Number of respondents | April | 19 | 13 | 2 | 3 | 1 |
| Percentage of respondents | | | 68.43% | 10.53% | 15.79% | 5.26% |
| Number of respondents | May | 31 | 14 | 6 | 5 | 6 |
| Percentage of respondents | | | 45.16% | 19.35% | 16.13% | 19.35% |
| Number of respondents | June | 34 | 12 | 9 | 6 | 7 |
| Percentage of respondents | | | 35.29% | 26.40% | 17.65% | 20.59% |
| Number of respondents | July | 32 | 11 | 8 | 4 | 9 |
| Percentage of respondents | | | 34.38% | 25.00% | 12.50% | 28.13% |
| Number of respondents | Aug | 48 | 16 | 8 | 9 | 15 |
| Percentage of respondents | | | 33.33% | 16.67% | 18.75% | 31.25% |
| Number of respondents | Sept | 35 | 13 | 5 | 4 | 13 |
| Percentage of respondents | | | 37.14% | 14.29% | 11.43% | 37.14% |
| Number of respondents | Oct | 46 | 19 | 9 | 6 | 12 |
| Percentage of respondents | | | 41.30% | 19.57% | 13.04% | 26.09% |
| Number of respondents | Nov | 56 | 19 | 10 | 9 | 18 |
| Percentage of respondents | | | 33.93% | 17.86% | 16.07% | 32.14% |
| Number of respondents | Dec | 35 | 14 | 10 | 3 | 8 |
| Percentage of respondents | | | 40.00% | 28.57% | 8.57% | 22.86% |
| Number of respondents | Jan | 37 | 12 | 15 | 4 | 6 |
| Percentage of respondents | | | 32.43% | 40.54% | 10.81% | 16.22% |
| Number of respondents | Feb | 38 | 12 | 6 | 7 | 13 |
| Percentage of respondents | | | 31.58% | 15.79% | 18.42% | 34.21% |
| Number of respondents | March | 35 | 13 | 5 | 5 | 12 |
| Percentage of respondents | | | 37.14% | 14.29% | 14.29% | 34.29% |

Priority Four

Placing residents and victims at centre of policing priorities.

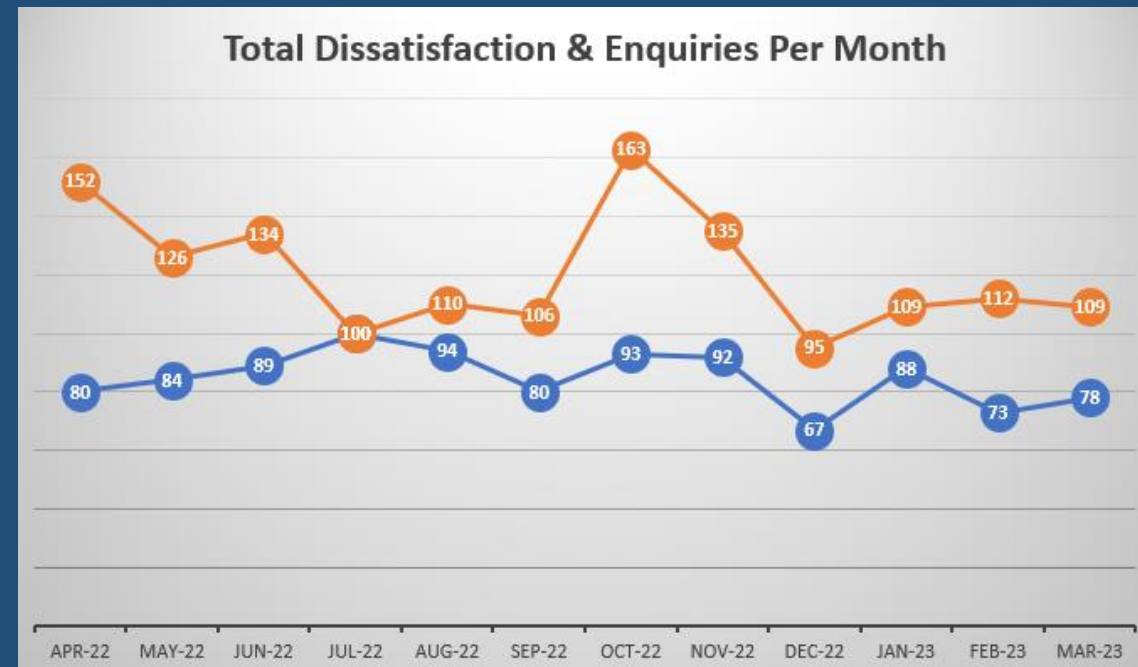
The PCC has requested information from the Force on a monthly basis surrounding Victim Satisfaction and how the Force deals with this and monitors this.

The force is developing its IT solution to automated victim satisfaction surveys and this is progressing well against the project plan. In the meantime, the force has limited capacity to complete such surveys, however can report:

Victim Dissatisfaction

Orange – Enquiries Recorded

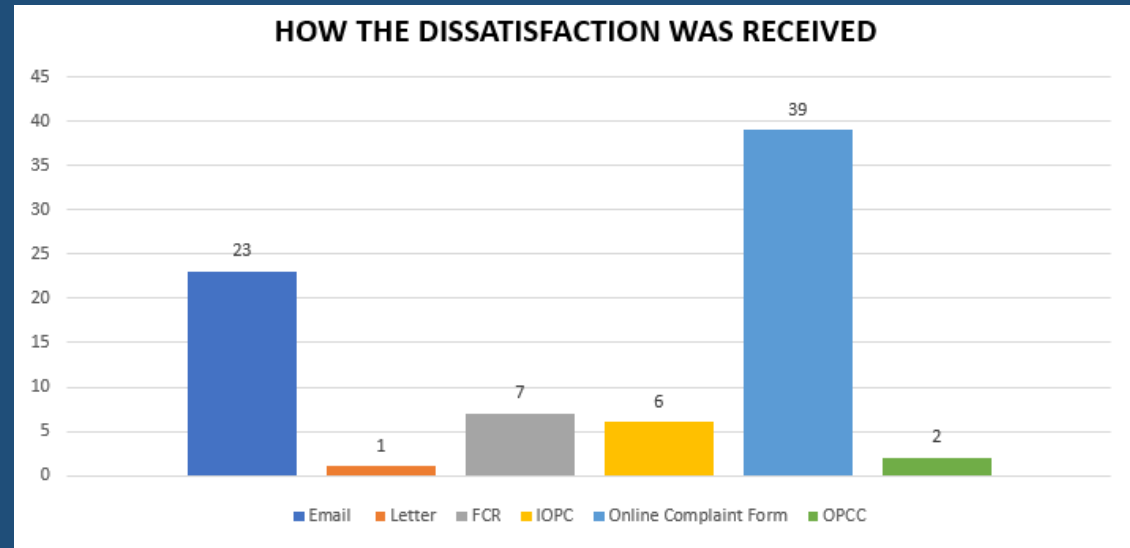
Blue - Dissatisfaction Recorded



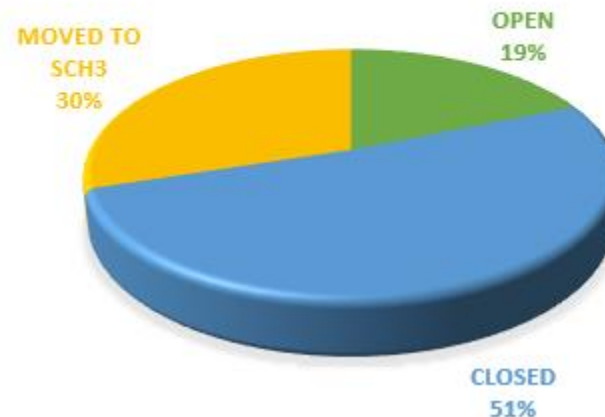
Priority Four

Placing residents and victims at centre of policing priorities.

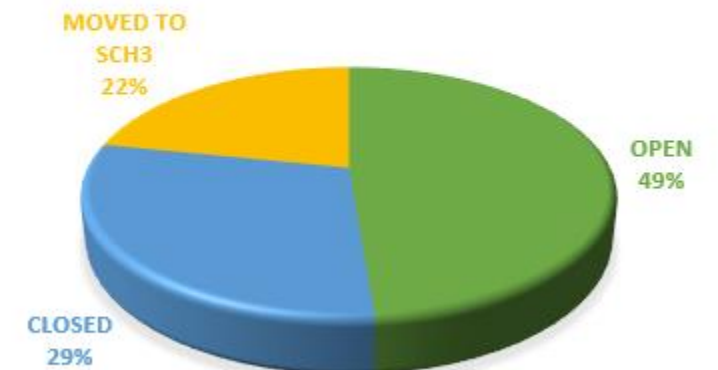
Victim Dissatisfaction



DISSATISFACTION STATUS ROLLING TWELVE MONTHS



DISSATISFACTION STATUS FOR MARCH 2023

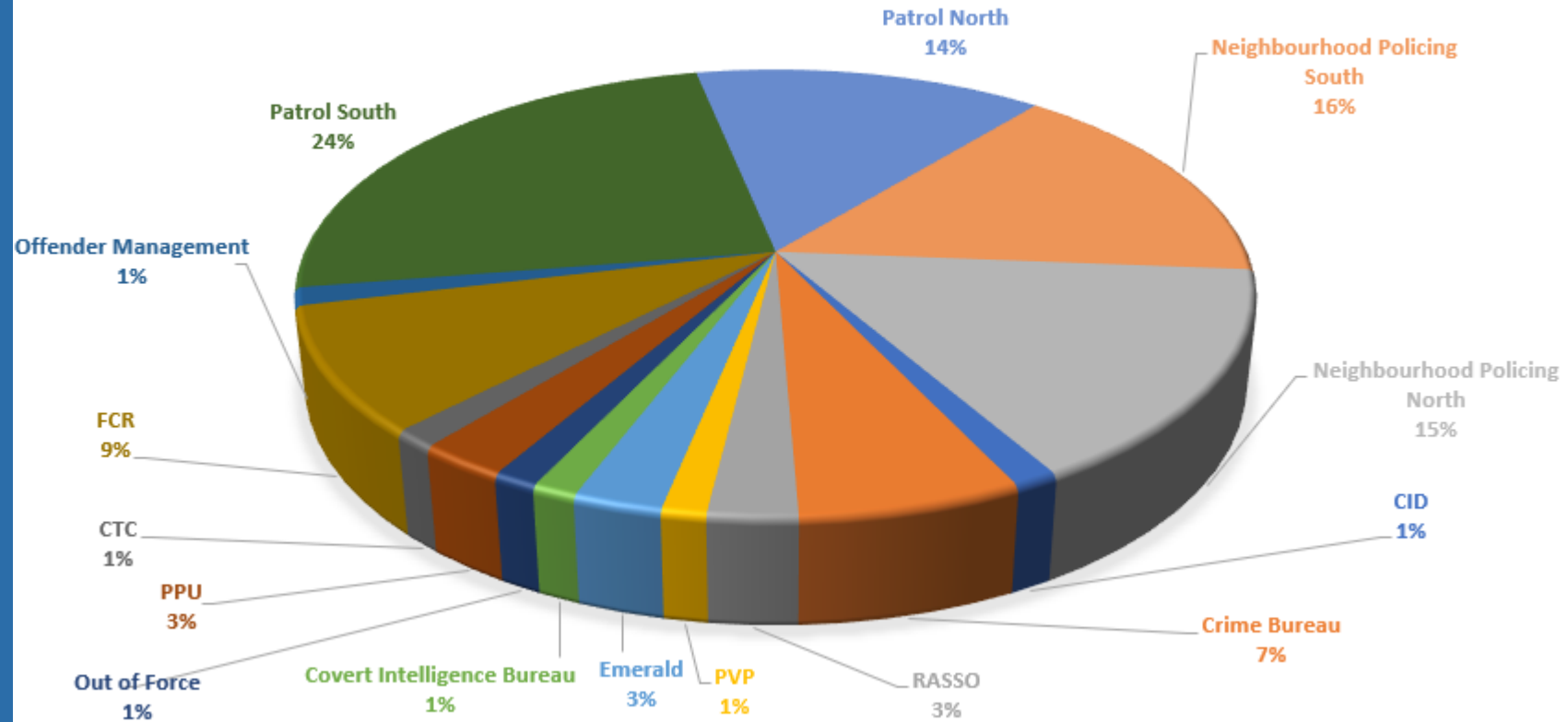


Victim Dissatisfaction

Priority Four

Placing residents and victims at centre of policing priorities.

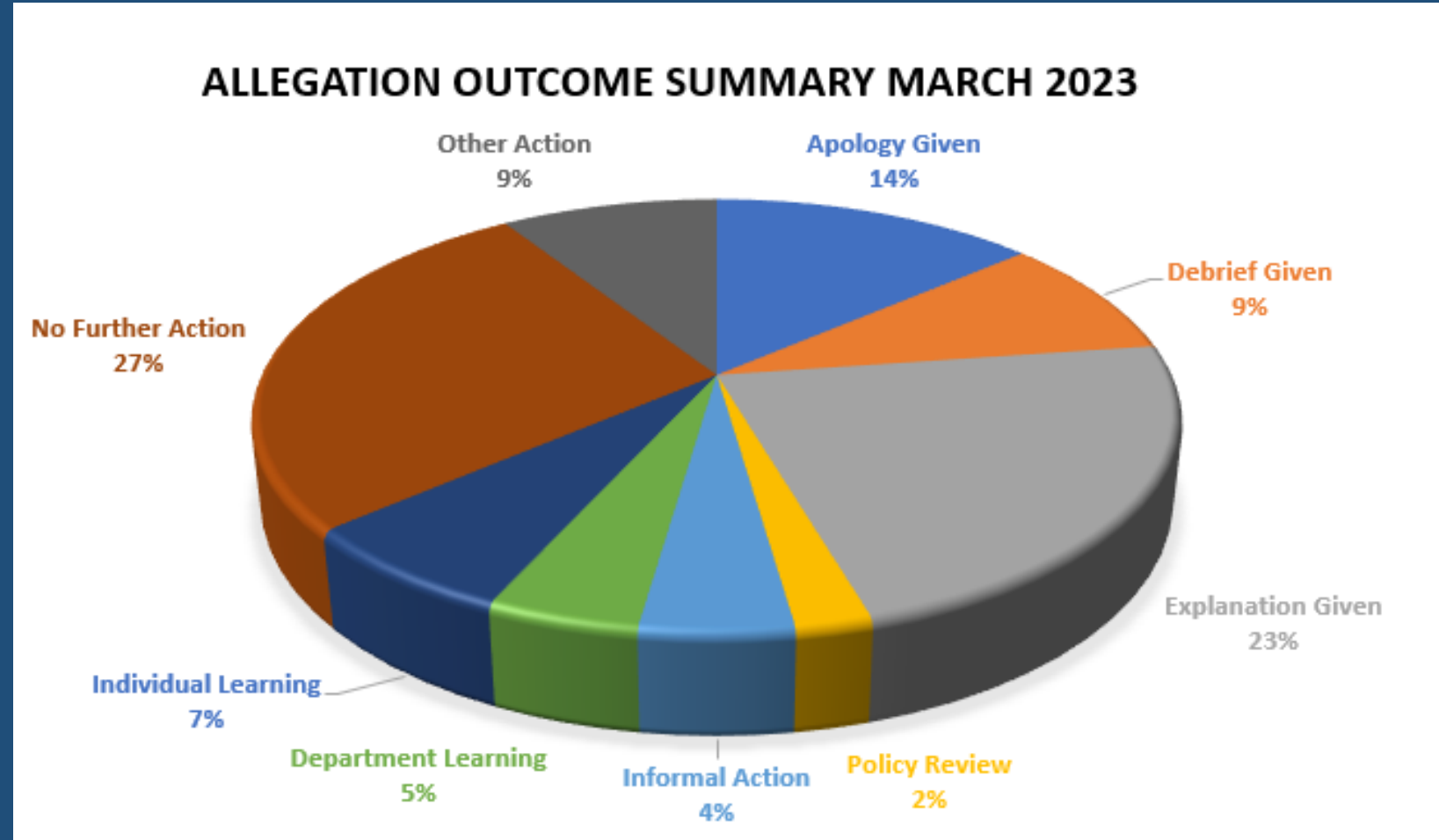
DISSATISFACTIONS BY DEPARTMENT MARCH 2023



Victim Dissatisfaction

Priority Four

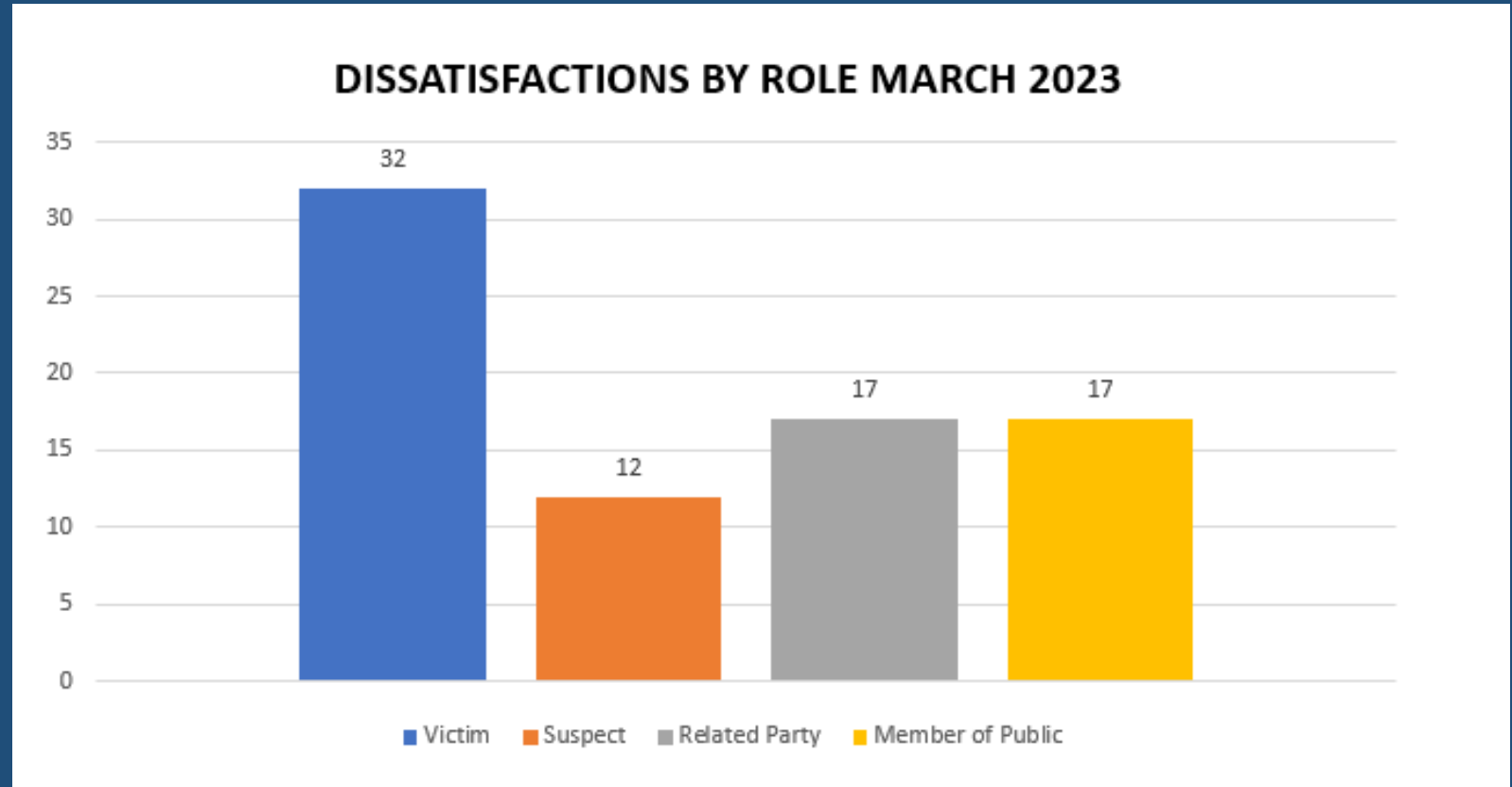
Placing residents and victims at centre of policing priorities.



Priority Four

Placing residents and victims at centre of policing priorities.

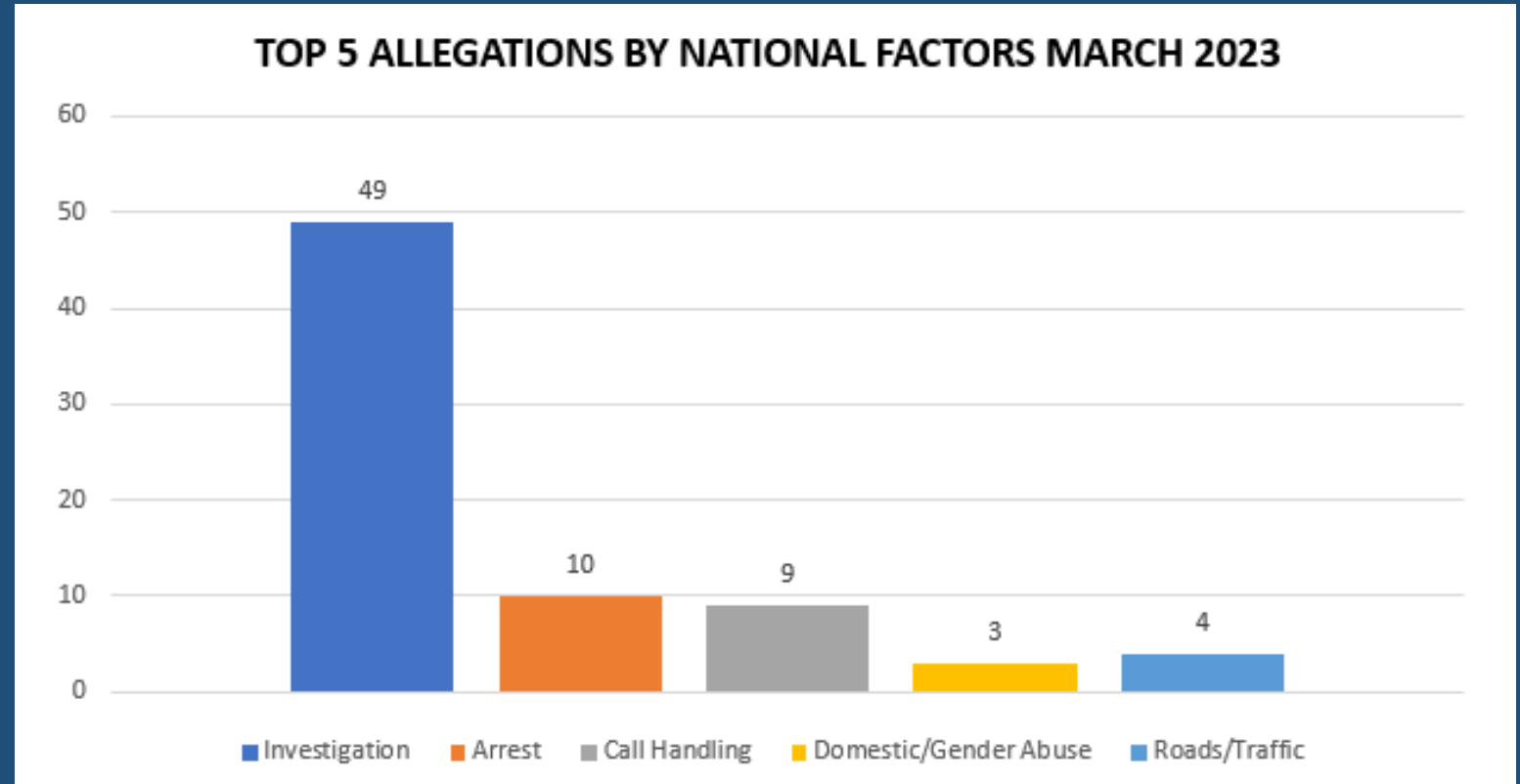
Victim Dissatisfaction



Priority Four

Placing residents and victims at centre of policing priorities.

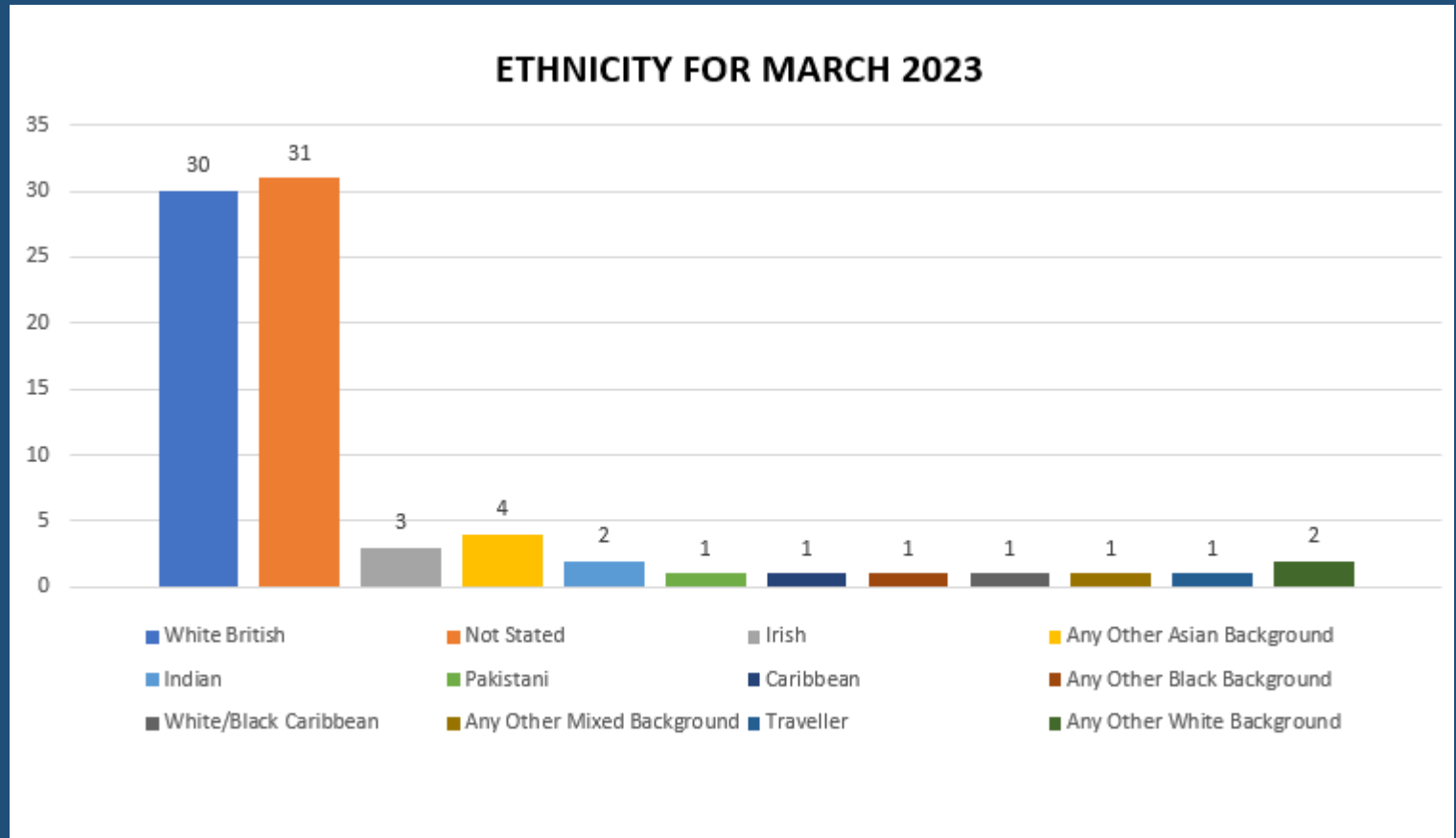
Victim Dissatisfaction



Priority Four

Placing residents and victims at centre of policing priorities.

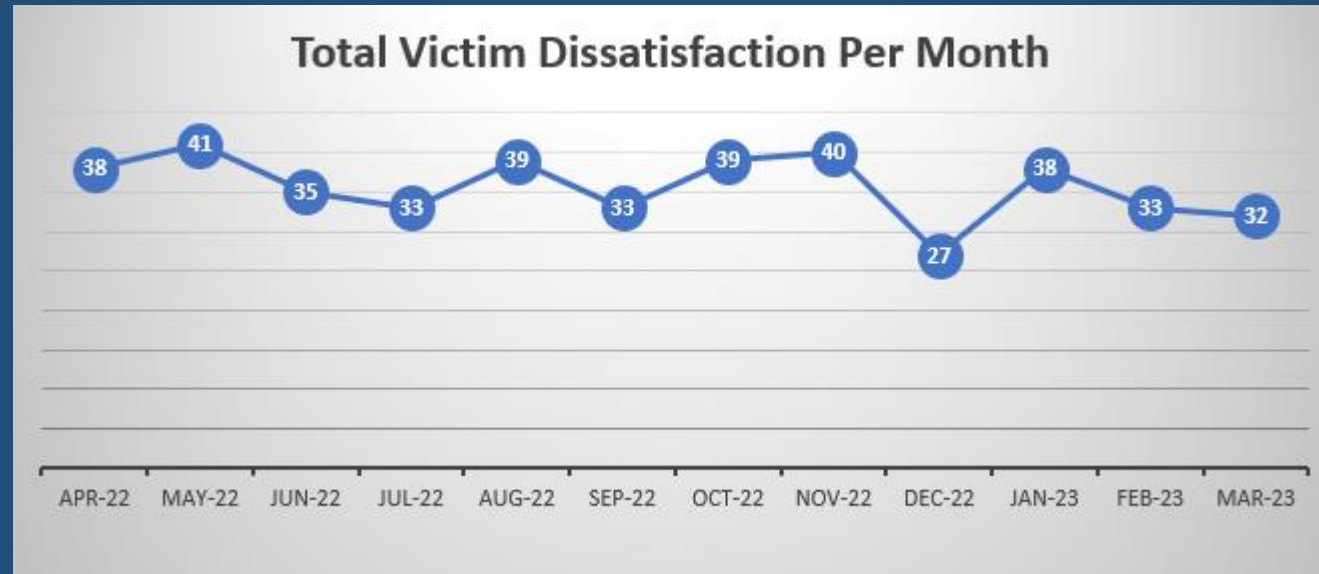
Victim Dissatisfaction



Victim Dissatisfaction

Priority Four

Placing residents and victims at centre of policing priorities.



Priority Five

Multi-agency approach to community safety and crime reduction

Partnership delivery of community engagement and action

The PCC and his office attends many different partnership meetings and events:

<https://www.bedfordshire.pcc.police.uk/events/>

Priority Six

Transparency and Open Communication

The PCC has also requested for additional information to aid transparency of the Force and they fall under different headings in line with the pledge of being Transparent.

The PCC has pledged to invest to improve performance and wellbeing of staff in our Force Control Room

Force - Response times - 101 and 999 calls

10,669 - 999 call answered, 344 average per day, 60.5% answered in 10 secs, 37s average wait time

2,872 - 101 Priority, 93 average per day, 2m 51s average wait time

3,587 - 101 Non Priority, 116 average per day, 9m 54s average wait time

[999 performance data | Police.uk \(www.police.uk\)](http://www.police.uk)

Priority Six

Transparency and Open Communication

The PCC has also requested for additional information to aid transparency of the Force and they fall under different headings in line with the pledge of being Transparent.

The PCC pledged that he would ensure that appropriate services are in place for victims within the power of the OPCC.

Clare's Law

The Domestic Violence Disclosure Scheme (DVDS), also known as "Clare's Law" enables the police to disclose information to a victim or potential victim of domestic abuse about their partner's or ex-partner's previous abusive or violent offending.

Clare's Law - number of requests and average length of time to respond to requests are on the next slide.

Clare's Law Summary

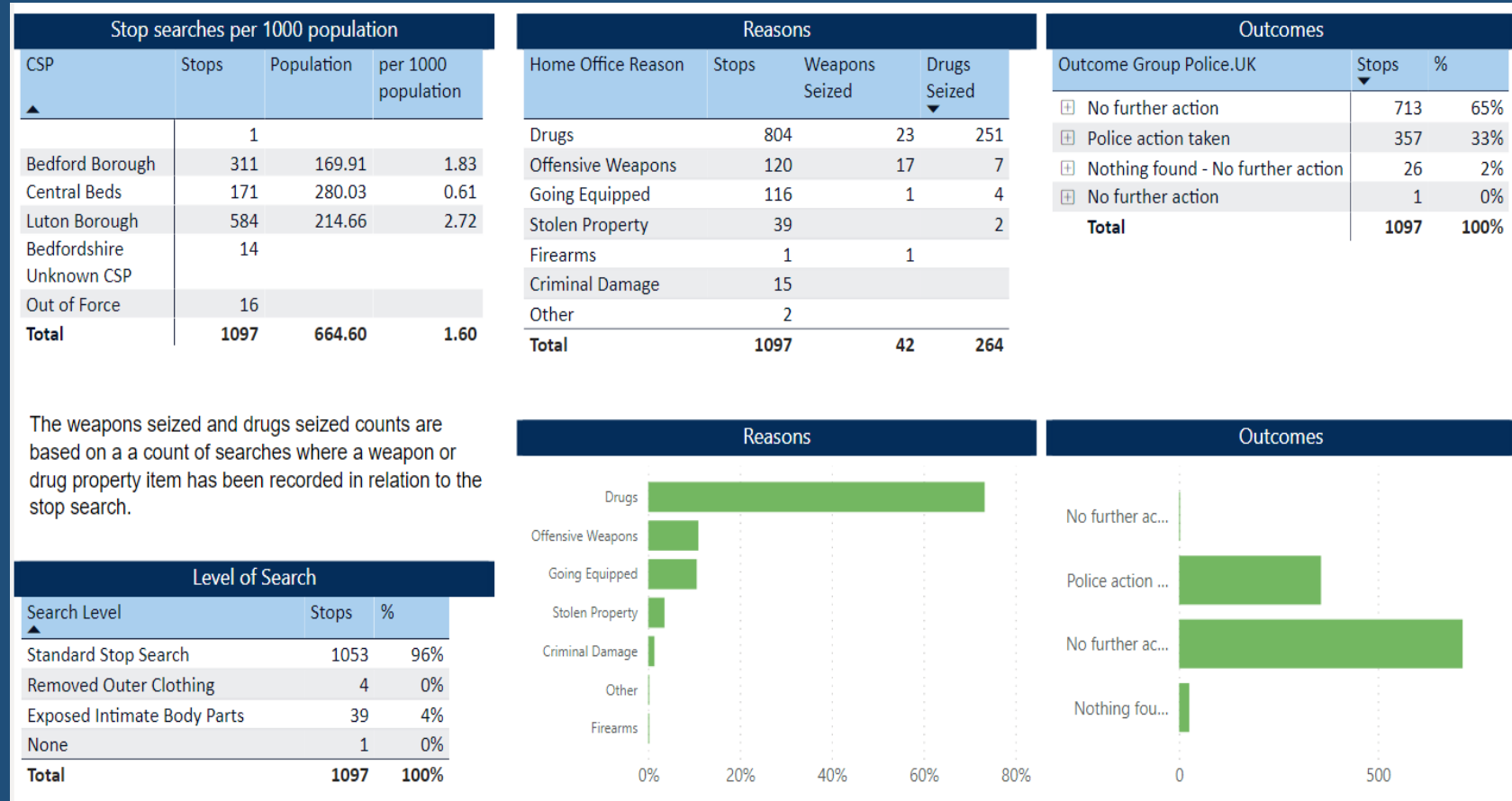
| | | Apr 2022 | May 2022 | Jun 2022 | Jul 2022 | Aug 2022 | Sep 2022 | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 |
|--------------------|---------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Requested in Month | Total Requests | 25 | 26 | 23 | 32 | 35 | 26 | 27 | 25 | 31 | 34 | 29 | 30 |
| | Right to Ask | 20 | 21 | 19 | 20 | 25 | 18 | 19 | 20 | 21 | 29 | 22 | 23 |
| | Right to Know | 5 | 5 | 4 | 12 | 10 | 8 | 8 | 5 | 10 | 5 | 7 | 7 |
| | Filed | 24 | 26 | 23 | 32 | 35 | 26 | 27 | 25 | 29 | 30 | 16 | 7 |
| | Outstanding | 1 | | | | | | | | 2 | 4 | 13 | 23 |
| Disclosed in Month | Right to Ask | 6 | 3 | 8 | 2 | 5 | 1 | 3 | 2 | | 7 | 2 | 4 |
| | Right to Know | 2 | 1 | 2 | 1 | 3 | | 2 | 4 | 1 | 3 | 2 | 2 |
| | Disclosed outside 35 days | 7 | 3 | 10 | 2 | 7 | 1 | 5 | 4 | 1 | 8 | 3 | 3 |

Priority Six

Transparency and Open Communication

The PCC has also requested for additional information to aid transparency of the Force and they fall under different headings in line with the pledge of being Transparent.

Stop and Search Data (Q4) – 01/01/2023 – 31/03/2023

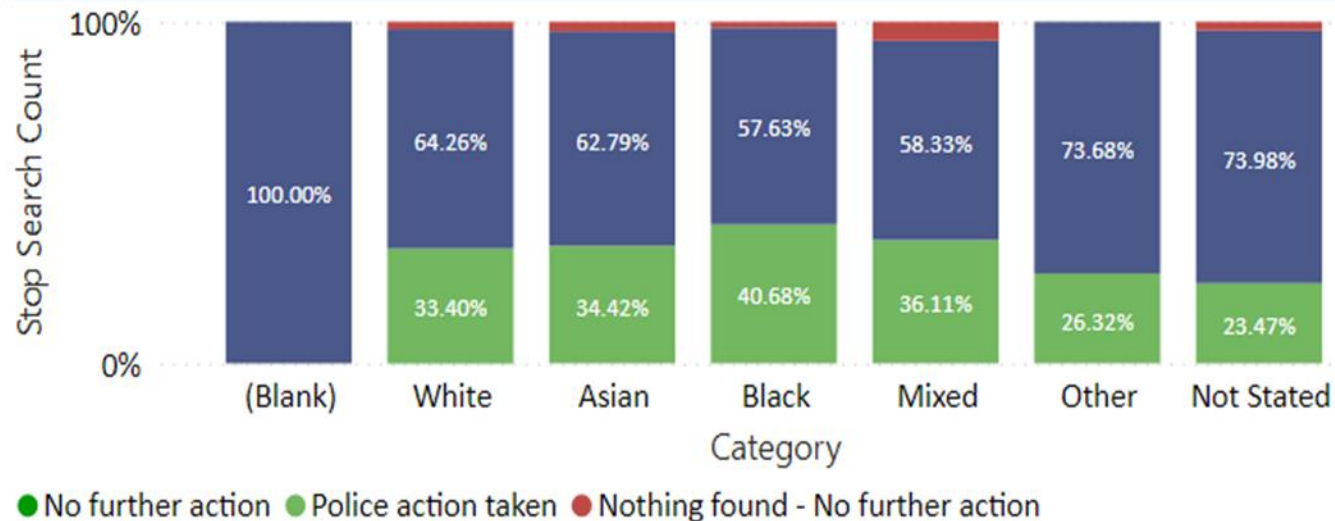


Stop and search | Police.uk (www.police.uk)

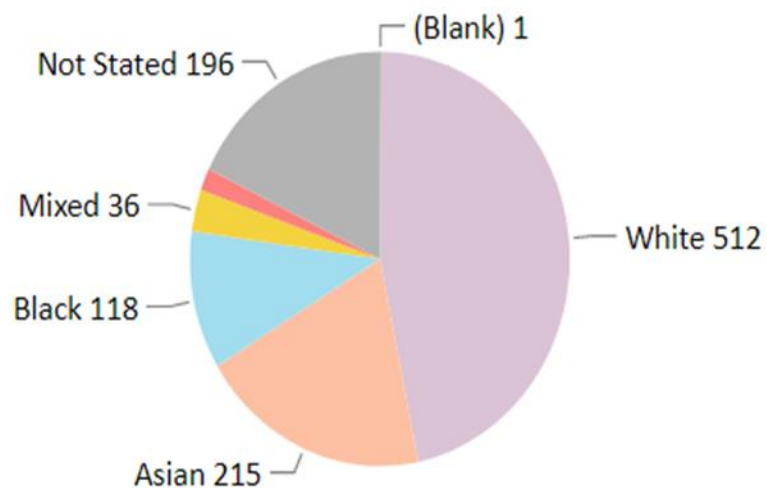
Stops per 1000 Population - Bedfordshire

| Ethnic Group | Stops | Population | per 1000 population | Ratio |
|--------------|-------------|----------------|---------------------|------------|
| (Blank) | 1 | | | |
| White | 512 | 516,995 | 0.99 | 1.0 |
| Asian | 215 | 90,784 | 2.37 | 2.4 |
| Black | 118 | 31,702 | 3.72 | 3.8 |
| Mixed | 36 | 19,831 | 1.82 | 1.8 |
| Other | 19 | 5,289 | 3.59 | 3.6 |
| Not Stated | 196 | | | |
| Total | 1097 | 664,601 | 1.65 | 1.7 |

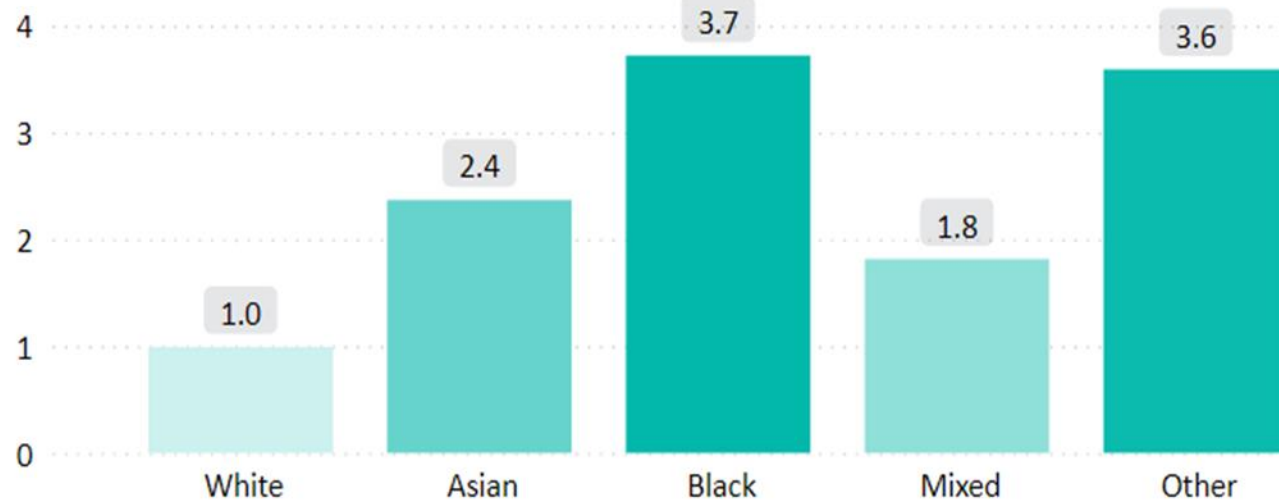
Outcomes



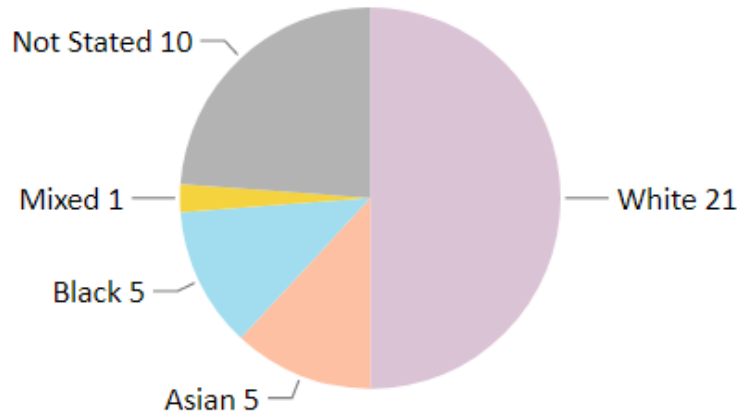
By Ethnic Group



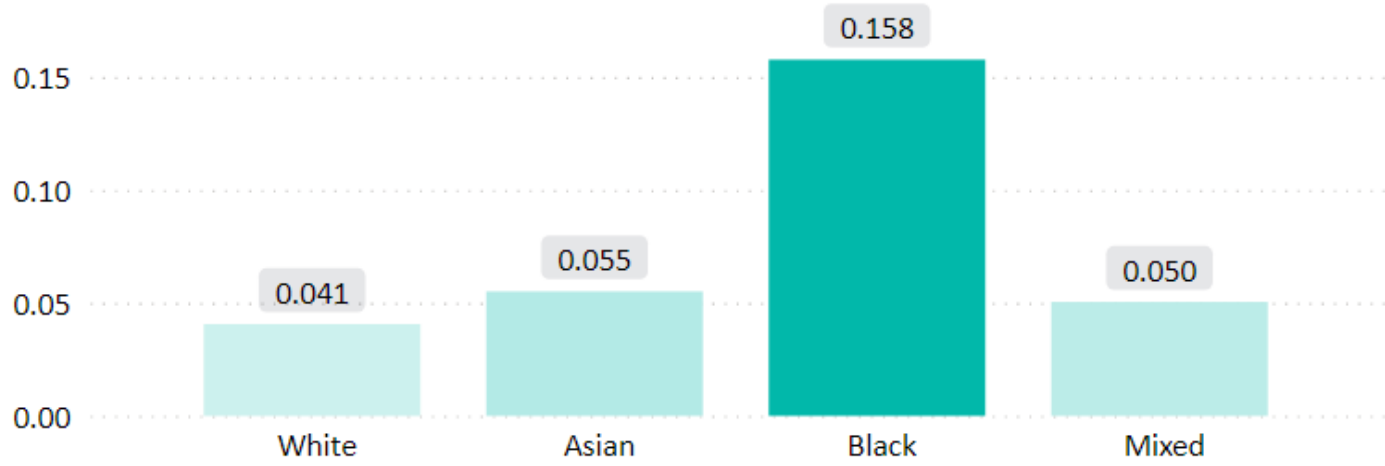
Stops per 1000 Population



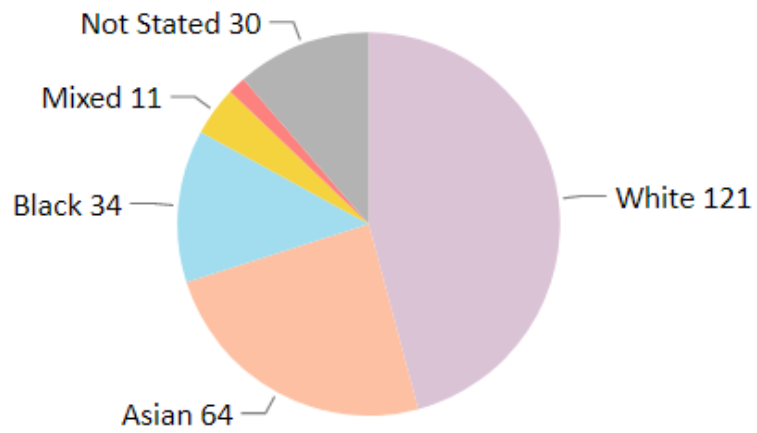
By Ethnic Group - Weapon Found



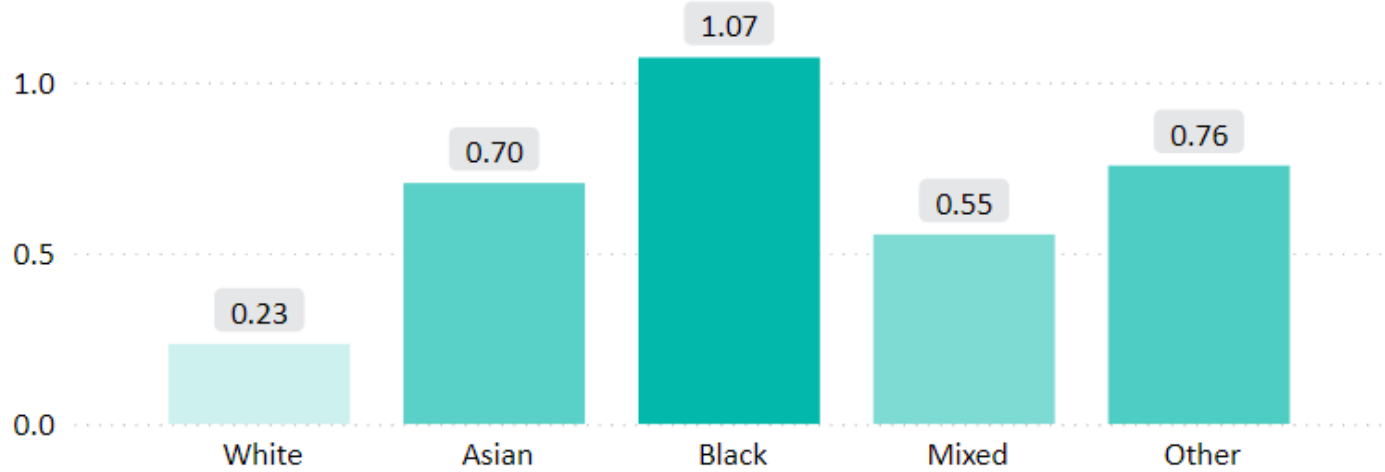
Stops per 1000 Population - Weapons Seized



By Ethnic Group - Drugs Found



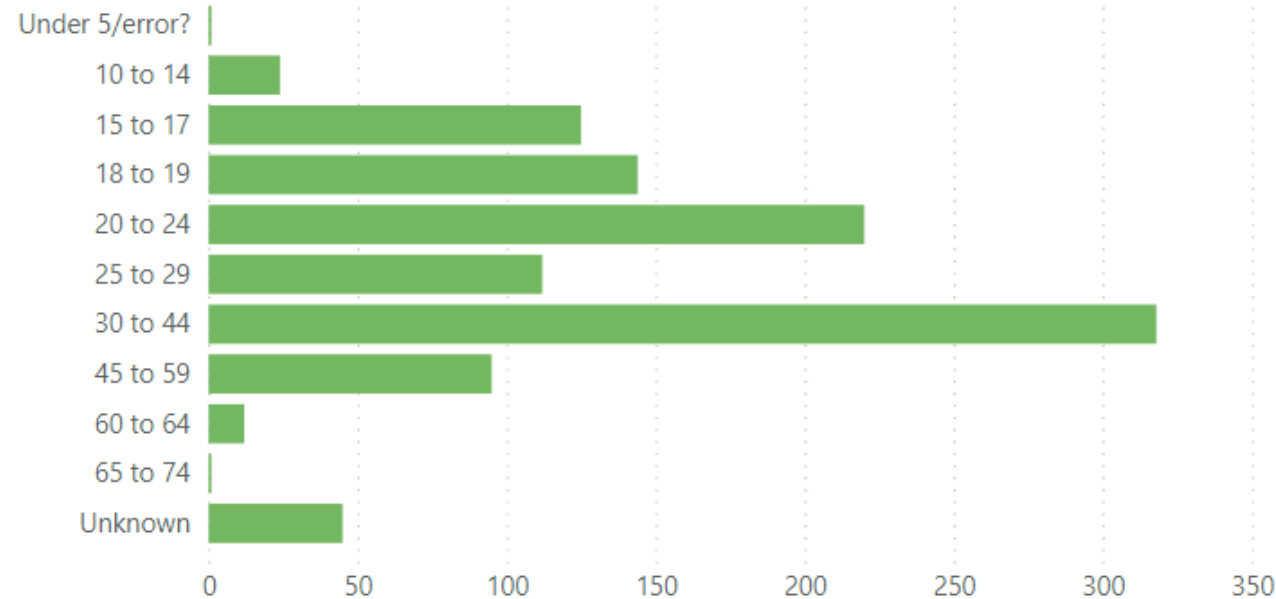
Stops per 1000 Population - Drugs Found



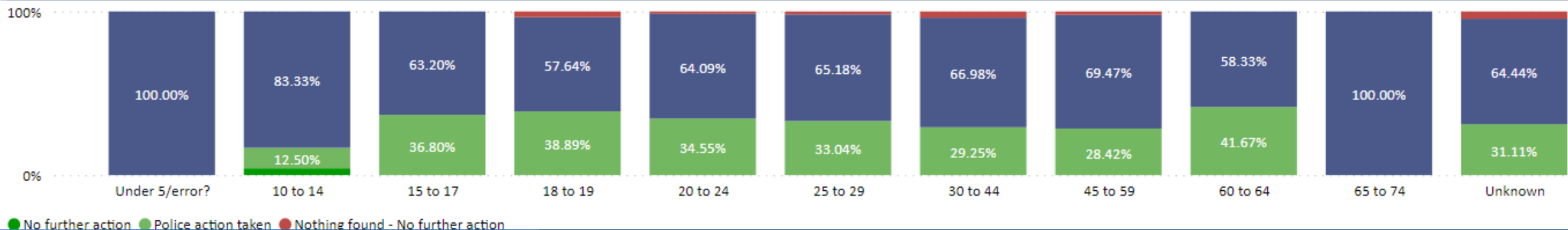
Age Bands by Ethnicity

| AgeCat | White | Asian | Black | Mixed | Other | Not Stated | Total |
|----------------|----------|------------|------------|------------|-----------|------------|-------------|
| Under 5/error? | | | | | | 1 | 1 |
| 10 to 14 | 18 | 1 | 3 | | 1 | 1 | 24 |
| 15 to 17 | 74 | 15 | 7 | 10 | 4 | 15 | 125 |
| 18 to 19 | 58 | 42 | 21 | 3 | 1 | 19 | 144 |
| 20 to 24 | 69 | 75 | 22 | 7 | 8 | 39 | 220 |
| 25 to 29 | 50 | 26 | 12 | 6 | 2 | 15 | 112 |
| 30 to 44 | 183 | 46 | 37 | 9 | 3 | 40 | 318 |
| 45 to 59 | 54 | 10 | 12 | 1 | | 18 | 95 |
| 60 to 64 | 6 | | 3 | | | 3 | 12 |
| 65 to 74 | | | 1 | | | | 1 |
| Unknown | | | | | | 45 | 45 |
| Total | 1 | 512 | 215 | 118 | 36 | 19 | 1097 |

Stop Search Count by Age Band



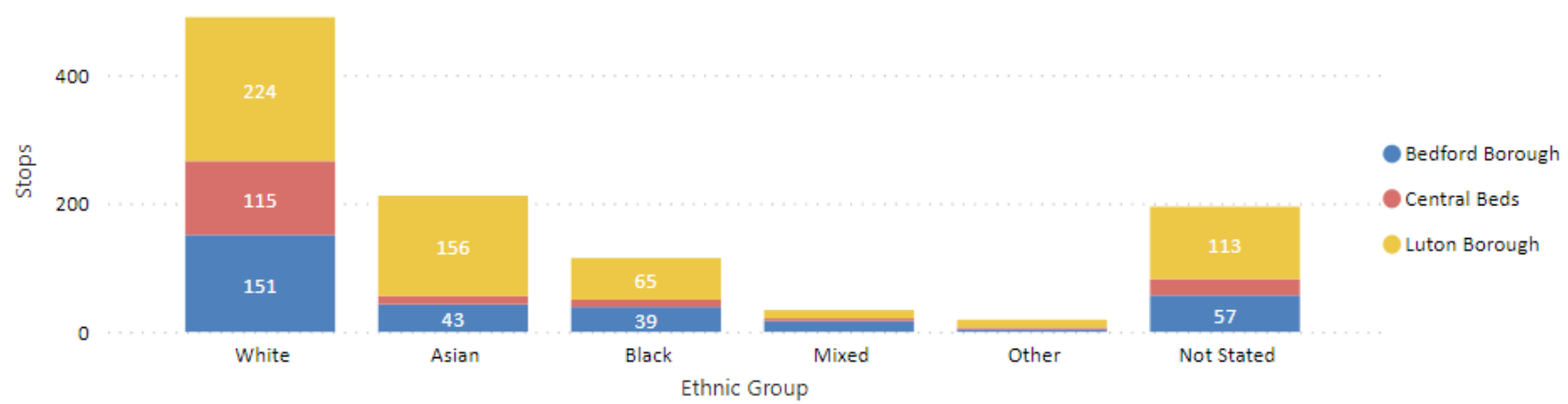
Outcomes (%) by Age



Stops per 1000 Population - Bedfordshire

| Ethnic Group | Stops | Population | per 1000 population | Ratio |
|--------------|-------------|----------------|---------------------|------------|
| White | 512 | 516,995 | 0.99 | 1.0 |
| Asian | 215 | 90,784 | 2.37 | 2.4 |
| Black | 118 | 31,702 | 3.72 | 3.8 |
| Mixed | 36 | 19,831 | 1.82 | 1.8 |
| Other | 19 | 5,289 | 3.59 | 3.6 |
| Not Stated | 196 | | | |
| Total | 1096 | 664,601 | 1.65 | 1.7 |

% Stop Searches by CSP



Stops per 1000 Population - Luton

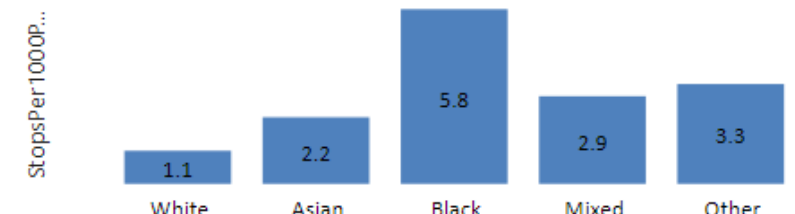
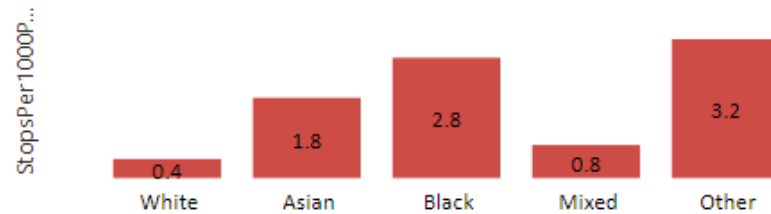
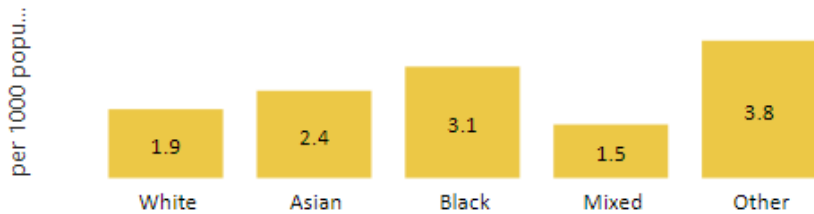
| Ethnic Group | Stops | Population | per 1000 population | Ratio |
|--------------|------------|----------------|---------------------|------------|
| Other | 12 | 3,148 | 3.81 | 2.0 |
| Black | 65 | 21,032 | 3.09 | 1.6 |
| Asian | 156 | 64,389 | 2.42 | 1.3 |
| White | 224 | 117,342 | 1.91 | 1.0 |
| Mixed | 13 | 8,748 | 1.49 | 0.8 |
| Not Stated | 113 | | | |
| Total | 583 | 214,659 | 2.72 | 1.4 |

Stops per 1000 Population - Central

| Ethnic Group | Stops | Population | per 1000 population | Ratio |
|--------------|------------|----------------|---------------------|------------|
| White | 115 | 262,792 | 0.44 | 1.0 |
| Asian | 13 | 7,048 | 1.84 | 4.2 |
| Black | 11 | 3,978 | 2.77 | 6.3 |
| Mixed | 4 | 5,272 | 0.76 | 1.7 |
| Other | 3 | 940 | 3.19 | 7.3 |
| Not Stated | 25 | | | |
| Total | 171 | 280,030 | 0.61 | 1.4 |

Stops per 1000 Population - Bedford

| Ethnic Group | Stops | Population | per 1000 population | Ratio |
|--------------|------------|----------------|---------------------|------------|
| White | 151 | 136,861 | 1.10 | 1.0 |
| Asian | 43 | 19,348 | 2.22 | 2.0 |
| Black | 39 | 6,692 | 5.83 | 5.3 |
| Mixed | 17 | 5,811 | 2.93 | 2.7 |
| Other | 4 | 1,201 | 3.33 | 3.0 |
| Not Stated | 57 | | | |
| Total | 311 | 169,913 | 1.83 | 1.7 |



Priority Seven

National Contributions

The PCC is fully engaged with his National Contributions and releases press releases in line with this:

<https://www.bedfordshire.pcc.police.uk/news/>