



**OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE  
PERFORMANCE AND GOVERNANCE BOARD  
MINUTES**

**THURSDAY 22 JUNE 2023**

<b>Attendees:</b>	Anna Villette, Chief Executive - OPCC (AV)
	Dan Vajzovic, Deputy Chief Constable – Force (DV)
	Katie Beaumont, Head of Governance and Transparency - OPCC (KB)
	Phil Wells, Chief Finance Officer – Force / OPCC (PW)
	Rachael Glendenning, Superintendent Officer – Force (RG)
	Sam Denness, Performance and Accountability Manager – OPCC (SD)
	Pauline Stewart – EAP OPCC   Minute Taker – (PS)

Agenda Item		Action
<b>ITEM 1</b>  <b>Welcome</b>  Minutes of meeting held and for agreement and matters arising	AV opened the meeting.  AV welcomed Samantha Denness (Performance and Accountability Manager – OPCC) to the meeting.  <b>Apologies:</b> <ul style="list-style-type: none"> <li>• A/ACC John Murphy</li> <li>• Wayne Humberstone</li> </ul> <b>Minutes circulated and agreed.</b>  <b>No matters arising.</b>	
<b>ITEM 2</b>  <b>OPCC Questions or items to raise</b>	<b>2.1 Actions from previous meetings</b>  AV referred to the outstanding actions.  The action log was discussed and updated. Please refer to Action Log document.	
	<b>2.2 Information Document</b>  AV referred to the report.  KB Domestic Abuse Surveys have been completed.  KB and RG to revisit the report out with the meeting to ensure that it is ready for publication.	<b>Action KB and RG</b>
<b>ITEM 3</b>  <b>Performance</b>	<b>3.1 Crime performance figures with restricted detail</b>  <b>Local (Bedfordshire) Dashboard (Monthly)</b>  DV introduced the report covering a summary of the performance for the Force.	

<p><b>ITEM 3</b></p> <p><b>Performance</b></p>	<p>The key issues that were pulled out of the report and discussed were as follows:</p> <ul style="list-style-type: none"> <li>• DV stated that homicide flags are high looking at the data. The data includes Domestic Abuse homicides as well as natural deaths. The Force are revisiting stats as the data needs to be examined. Force are committed to doing Serious Youth Violence.</li> <li>• DV went on to explain about racial disparity and how it impacts the community disproportionality. During May the Black community were 1.69 times more likely to be a victim of crime.</li> <li>• AV asked DV to sum up the disparity?</li> <li>• DV explained that the National Criminal Intelligence Services (NCIS) provide a picture of recorded crime. Inherently, this refers to where people live. The Force are trying to improve policing for Black Communities working alongside agencies to support Black people such as the Dallow Cares Project and stamping out inequality in the community.</li> </ul> <p><b>Custody</b></p> <ul style="list-style-type: none"> <li>• DV stated that there is a change in bail legislation to speed up the criminal justice process. Where possible the Force will deal with cases on first arrest.</li> </ul> <p><b>Customer Support</b></p> <ul style="list-style-type: none"> <li>• DV explained that reports of dissatisfaction are often due to no action. DV would prefer an 'explanation given' to explain why this results in 'no further action'.</li> </ul> <p><b>Stalking</b></p> <ul style="list-style-type: none"> <li>• DV explained that this is a key point and is a longer-term piece of work. The College of Policing are visiting in August.</li> </ul> <p><b><i>AV proposed a follow up report to be presented at the February 2024 meeting.</i></b></p> <p><b>Force Control Room (FCR)</b></p> <ul style="list-style-type: none"> <li>• DV stated that there is a small increase in incidents however there is a large increase in 999 calls (15,000 999 calls in May), this has resulted in an increase in demand in the FCR.</li> <li>• DV explained that the previous model used during COVID for recruits within FCR, no longer works. The Force are allocating Police Officers within FCR as an available short-term resource. DV went on to say that it is important to manage public expectations. A quarter of the calls (6,000) did not require a police response.</li> <li>• RG explained that nationally Police forces have received high numbers 999 calls due to Android phones with a side button being pressed inadvertently.</li> <li>• DV explained that the Force are working on data to inform the public of the types of calls received that are not serious.</li> </ul> <p><b>Violence</b></p> <ul style="list-style-type: none"> <li>• DV stated that the Serious Youth Violence across the county, Bedford and Luton is on a downward trend. There is an upward</li> </ul>	<p><i>Follow up Report – Feb 2024</i></p>
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<b>ITEM 3</b>  <b>Performance Focus</b>	<p>trend in detection rates which the Force have sustained since October last year.</p> <ul style="list-style-type: none"> <li>DV praised Kimberley Campbell-Lamb, Director of VERU for her excellent work and leadership.</li> </ul>	
	<p><b>3.2 Quarterly Update – local authority emergency accommodation.</b></p> <p>No paper available, deferred to the next meeting.</p>	<p><i>Paper deferred to July Meeting</i></p>
	<p><b>3.3 Force Control Room update (Police and Crime Panel Request)</b></p> <p>Further report on FCR not received at this time as changes need to be made following the FEB meeting.</p>	
	<p><b>3.4 Emerging and Hidden Crimes Update (Police and Crime Panel Request)</b></p> <p>DV stated that a paper will emerge.</p> <p>KB asked if the paper can be published.</p> <p>RG to revisit the report and check.</p>	<p><i>Action RG</i></p>
	<p><b>3.5 Fraud Report – Activity / Data</b></p> <p>RG to produce a 2-page paper by the 27 June for Panel Paper.</p> <p>DV stated that there are range of actions regarding the Key Findings and explains how the Force responds to the findings within the report.</p> <p>AV referred to Key Finding 4 (KF4) in the report.</p> <p><i>KF4 – Bedfordshire Police should assess whether frontline staff have a suitable understanding of national fraud reporting processes and responsibilities for vulnerable victims and calls for service and audit crimes classified as call for service for consistency.</i></p> <ul style="list-style-type: none"> <li>AV stated that it has been a year since the last report and asked if there were any updates over the last 12 months including the fraud investigation training led by DCI Gardner?</li> <li>DV explained that the Serious Fraud Investigation Unit (SFIU) provide inputs on what they do and are training colleagues in fraud investigation.</li> </ul> <p><i>KF6 – Bedfordshire Police need to decide on how to manage legacy volume fraud cases, and to consider a triage process that will help manage future demand.</i></p> <ul style="list-style-type: none"> <li>AV referred to the back log and managing the legacy cases, which have been reduced and are being worked through in conjunction with the City of London Police (CoLP). AV asked if there was more information or data available.</li> <li>DV responded that he hasn't got the CoLP data, however RG will look for the data and report back.</li> </ul> <p><i>KF10 Bedfordshire Police should consider prioritising the creation of a fraud intranet and help and advice page.</i></p>	<p><i>Action RG</i></p>

	<ul style="list-style-type: none"> <li>• DV explained that the Detective Home Page is still under construction and that will host 'help and advice' for Fraud and assist in addressing this action.</li> <li>• AV asked when the page will be completed.</li> <li>• PW will check and come back with the information.</li> </ul> <p><i>KF12 – Bedfordshire Police should consider upskilling officers in other departments (e.g., Neighbourhood) and the PCC commissioned service to help deliver fraud safeguarding and protect messaging.</i></p> <ul style="list-style-type: none"> <li>• DV explained that the upskilling of officers is ongoing.</li> <li>• PW stated that this applies to the continuous changing teams.</li> </ul> <p><i>KF13 – Bedfordshire Police take steps to comply with Recommendation 9, HMICFRS 2019 as soon as possible. 'All Chief Constables to publish their forces policy to respond and investigate allegations of fraud to calls for service and NFIB disseminations for enforcement.'</i></p> <ul style="list-style-type: none"> <li>• AV asked when will the policy be published?</li> <li>• DV and RG will find out and report back.</li> </ul> <p>AV proposed an update in 6 months' time.</p> <p>DW Referred to the summary slide, Share Point Page and to sign post officers.</p>	<p><i>Action PW</i></p> <p><i>Action DV and RG</i></p> <p><i>Further update in 6 months</i></p>
	<p><b>3.6 Engaging with National Reviews</b></p> <p>AV stated that the report provided all the information and assurance needed at this time. AV gave thanks to all contributors.</p> <p>DV added that the UK Govt Resilience Framework has been published. At the June Bedfordshire Local Resilience Forum (BLRF) meeting DV was elected onto the Board.</p> <p>DV went on to say that BLRF will be involved if successful in the bid.</p> <p>KB asked when will they find out about the 'Expression of Interest'?</p> <p>DV explained that they will find out in the Summer.</p> <p>PS to put this on the October agenda.</p>	<p><i>Action PS</i></p>
<p><b>ITEM 4 Risk ITEM 4</b></p>	<p><b>4.1 Risk (Change in risk OPCC and Force) – No report – only discussion point.</b></p> <p>Joint Audit Committee (JAC), any concerns or feedback, bring to the next Board.</p>	<p><i>Discuss at July 2023 Meeting</i></p>
	<p><b>4.2 Casey Review update</b></p> <p>AV stated there is no report and invited any updates.</p> <p>PW stated that they will set up a community discussion to clarify the Force are not sitting their laurels.</p>	

	<p>KB proposed that Stop and Search, Use of Force panel handouts can be available for people when in discussion.</p> <p>AV asked if the Police are the best people to 'go to' regarding reoffending? AV proposed that Annabelle Goodenough from CrimeStoppers may be a good partner to support the work in partnership.</p> <p>PW stated that this is a valid point as partners may have different knowledge of the organisation.</p>	
	<p><b>4.3 Race Action Plan – No Report.</b></p> <p>AV nothing at this time.</p>	
<b>ITEM 5 Collaboration</b>	<p><b>5.1 Collaboration updates – JPS/ERSOU/BCH Functions (i.e. PSD/HR etc)</b></p> <ul style="list-style-type: none"> <li>• Joint Protective Services (JPS) Update – Quarterly</li> <li>• Eastern Region Serious Organised Crime (ERSOU) update – Quarterly</li> <li>• BCH Function Update (PSD/HR/etc.) – Quarterly</li> </ul> <p>All to be presented at July 2023 Meeting.</p>	<i>Discuss at July 2023 Meeting</i>
	<p><b>5.2 Strategic Policing Requirement Report</b></p> <p>Any updates/exceptions to be discussed verbally at July meeting.</p>	<i>Discuss at July 2023 Meeting</i>
<b>ITEM 6 Complaints</b>	<p><b>6.1: Chief Constable Complaints</b></p> <p>No complaints.</p>	
	<p><b>6.2: Reviews</b></p> <p>AV stated that there were 3 outstanding reports. One delayed due to response inspectors not having enough time. No response since May. To be escalated.</p>	<i>OPCC</i>
<b>ITEM 7 Quarterly Reporting Efficiency</b>	<p><b>Budget/Efficiency</b></p> <p><b>7.1 Approved Capital programme 2023/24 to 2026/27</b></p> <p>PW explained that the revised programme needs to be approved.</p>	
<b>ITEM 8 Delivery Plan</b>	<p><b>8.1 Delivery Plan Update</b></p> <p>No updates at this time.</p>	
<b>ITEM 9 Key Deliverables</b>	<p><b>9.1 Key Deliverables</b></p> <p>AV asked if there was anything to discuss regarding key deliverables?</p> <p>DV mentioned the Bedfordshire Multi-faith Event regarding 'breaking the cycle of reoffending' and the work of Stef Jones, Founder of Onwards and Upwards – creating jobs that change lives for good. DV onboard with the initiative.</p>	
<b>ITEM 10 AOB</b>	<p><b>10.1 Community Policing Model Establishment update</b></p> <p>PW introduced the report and provided an update.</p>	

	<p>PW explained the numbers remain stable and are identical to last month due to the Summer period and the resource in the Force Control Room (FCR).</p> <p>KB to review.</p>	<p><i>Action KB</i></p>
	<p><b>10.2 IMU Report – Tri – Force Monitoring Report</b></p> <p><b>AV introduced the BCH Information Management Department (IMD) Report</b></p> <p>AV explained that KB will need time to review. AV went on give thanks to Kevin Sharp (Head of Information Rights and Insurance).</p> <p>KB to review.</p>	<p><i>Action KB</i></p>
	<p><b>10.3 Spotlight Report – Priority Two</b></p> <p><b>AV introduced the Performance and Governance Board Report – Priority 2: Recruitment and retention of Police Officers.</b></p> <p>AV gave thanks for the Board Report, will review and revert back if necessary.</p> <p>KB went on to say that recruitment is key, KB to come back to DV.</p> <p>DV explained that the Force are aiming for 1466 by the end of the year, and need to recruit 165 due to attrition. DV went on to say that the Introduction of the Student Hub has helped attrition to go down.</p> <p>Police and Crime Panel requests to be presented in October, revert back to the August board – see below:</p> <ul style="list-style-type: none"> <li>a) <i>A report on the function of the Police Joint Audit Committee (JA) and any overlap with the work of the Panel. Action PW and KB</i></li> <li>b) <i>Mid - year budget report. Action PW</i></li> <li>c) <i>To receive a report on proportions ethnicity of new recruits. Action PW</i></li> </ul> <p><b>AOB</b></p> <p>AV asked if there was AOB.</p> <p>RG explained that the Work Experience Programme begins on Monday 26 June.</p> <p>AV stated that the Commissioner is standing for MP. It is business as usual in the OPCC and AV is the Single Point of Contact (SPOC).</p> <p>AV Thanked colleagues present and closed the meeting.</p>	<p><i>Action PW &amp; KB</i></p> <p><i>Action PW</i></p> <p><i>Action PW</i></p>

**End**

**Next Meeting:** Thursday 27 July 2023