

# OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE PERFORMANCE AND GOVERNANCE BOARD THURSDAY 26 SEPTEMBER 2023

Attendees:	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)
	Fiona Dawson, Exec Staff Officer – Force (FD)
	Pauline Stewart – OPCC   Minute Taker (Not present)

Agenda Item		Action
ITEM 1	AV opened the meeting.	
Welcome  Minutes of meeting held and for agreement and matters arising	Apologies: <ul> <li>John Murphy</li> <li>Wayne Humberstone</li> <li>Pauline Stewart</li> </ul> <li>Minutes circulated and agreed.         <ul> <li>AV made a request for papers to be served with more than 24 hours' notice.</li> </ul> </li>	
	No matters arising.	
ITEM 2	2.1 Actions from previous meetings	
OPCC	AV referred to the outstanding actions.	
Questions or items to raise	The action log was discussed and updated. Please refer to Action Log document.	
	2.2 Information Document	
	AV thanked FD for the document which is ready for publication.	
ITEM 3	3.1 Crime performance figures with restricted detail	
Performance Focus	Local (Bedfordshire) Dashboard (Monthly)  AV asked if Samantha Denness (OPCC Performance and Accountability Manager) could observe the Force Performance Board over a three-month	

# Performance Focus

trial. Bring this back to the Performance and Governance Board to ensure that expectations and rules of engagement have been adhered to.

• All agreed. Start date to be confirmed.

### **Personal Robbery**

AV Moved on to discuss Personal Robbery, stating that levels in Bedford are higher than in other areas. AV asked for more information to help her get a picture of what is going on.

DV responded by providing a general explanation of Personal Robbery.

- DV stated that Robbery is higher in Bedford than in other areas. Robbery fluctuates over time with trends between 6 / 12 months where it goes up and comes back down. Unlike Burglary and Shoplifting where the offender goes out on a spree of burglaries that then have an impact. Across policing there is a lot of variability in Robbery data with constant changes.
- DV stated that Bedford is an outlier (currently) in the number of robberies. There are no significant changes or trends that need a dramatic change of focus.

### **Proactive Messaging**

- DV Following discussions with Councillor colleagues in Bedford regarding the value of CCTV and the cost, they asked if CCTV does add value to the Force.
- DV went on to say that it does add value. It is a key solving factor (example attempted murder recently). Some modus operandi (MO) associated with street-based robbery and serious violence are similar. The continued investment in CCTV from a CSP perspective is important for urban properties.
- DV further explained that it is the maintenance of the support received from the wider CSP as the core fundamentals of maintaining good performance. The Force grading is outstanding regarding how we proactively manage offenders in this space
- AV stated that 'Offender Management' is on the forward plan for November.

### **Stalking**

- AV went on to say that at the last meeting the Exec were asked to look at Stalking (forward plan for the November meeting). AV asked if there were any particular change in focus.
- DV provided reassurance in terms of the tactical work including raising awareness of the activities that they are undertaking and the data which informs strategy.
- DV explained that Det. Supt. Zara Brown is the BCS responsible for this area of business. It fits with the internal agenda and the

# Performance Focus

Bluebell initiative. There are a range of initiatives about tackling stalking (not all stalking is man against woman) however there is a significant proportion of the offences in that voque space.

• AV commented that the OPCC support this initiative and explained that it has also been a part of the Safer Streets focus.

### **Customer Services Report**

- AV stated that whilst there is an appreciation Officers are busy wanted to discuss timely responses ensuring those that are escalated do not become recorded complaints.
- DV explained that when Officers fail to give an update on administrative and investigative tasks it creates additional demand and service failure recovery which is elsewhere in the system and then seen to be inefficient because the Force are not dealing with it right away.
- DV went on to say that closing off the portfolios for probationary Officers to confirmed Officers along with reminders will help to make the processes work well. DV stated that there is a range of administrative areas where they are tightening up processes and making them more efficient. Core messages from Chief Superintendents, Superintendents, DCC and T/ACC have been sent out to remind everyone to deal with emails, reminders and requests for information.
- DV will provide a Word document 'Guidance for Complaint Handlers', setting out the requirements and timelines for managing a complaint. DV explained the Force will pick up and action to circulate it to all Supervisors to reinforce and remind them of the process that is expected of them.
- AV stated that this is something which comes up time and time again and in terms of trust, confidence and improved relations with the Community. Observations from public surveys are, "They never got back to me", "They said they would phone me and never did". People expect a response and whilst there are understandable reasons why this doesn't happen, to members of the public and victims of crime this can be huge.
- KB explained that the OPCC set the same expectation and when doing dip sampling the same issue is raised. KB went on to provide an example...If and where Officers are away operationally, they should provide an explanation rather than no response.
- AV stated that it is understood that there are a lot of activities that sit under the back-office umbrella, and whilst frontline service delivery is important, the back-office work needs to be completed.

### **Serious Youth Violence**

AV stated that the breakdown of stats within the report, show Youth Violence Crimes, 4 guns, 12 knife, however is curious as to what the other 124 are.

### Performance Focus

- AV asked DV to provide a further update about the activity the Force are implementing and went on to say that she has been in touch with Det. Supt. Zara Brown regarding activity that revolves around tackling Serious Youth Violence taking a wider look at what is going on in the county, in terms of delivery, supervision and governance.
- Both AV and PW are looking at VERU engagement with some of the funding that the VERU receives.
- AV stated that there is a light downward trend and a slight upward trend over a three-month rolling average. Multiple groups pan Bedfordshire working on (not the same agenda) but parts of overlapping agendas.
- AV asked what is being done with the overlapping activity funding, and went on to say that there is scope to ensure that the focus with some of the OPCC, VERU and the Force special funding is not duplicated as there is really worthwhile activity going on that could possibly be tweaked.
- DV explained that in order to get a simple and coherent government structure you need a simple and coherent political framework and funding framework. DV went on to say that when they have grants for Costello, Boson, Safer Streets we get disparate funding and disparate outcomes, and so they overlap.
- DV stated that there are discrete areas of business that do overlap.
   DV referred to Serious Violence, where one of the categories is homicide.
- DV stated that the Force have a Homicide Reductions Strategy with a pillar of work and everything associated with that.
- DV went on to say that Serious Youth Violence includes Personal Robbery and the Force have a Robbery Action Plan. Action plans are created based on thematic crime times to try an improve performance and understand what the issues are.
- DV explained that the assigned Leaders (Duncan Young, Zara Brown and Jaki Whittred) bring together the multiple strands. DV went on to say that SD will have an opportunity to observe this through the Force Performance Board and how this sit beside the Force Tactical Tasking and Coordination Group (FTTCG). DV clarified that the Performance Group manage the performance and Tasking Group manages the operational delivery.
- DV shared that the Leaders including Kimberley Campbell Lamb, Duncan Young, Zara Brown and Jacquie Whittred are going to be asked to develop a report for the November FEB and then bring it to the November's Performance and Governance Board Meeting, explaining how they are going to develop and integrate the response to the 10-year drug strategy, Serious Youth Violence, Homicide Reduction, Gangs etc. into a single coherent governance performance management framework.

### **Drug Trafficking**

# Performance Focus

- AV asked for an overview regarding the trafficking of drugs in terms
  of data and future plans and asked how the Force are linking in the
  10-year drug strategy and coordination being delivered through the
  Serious Home Board.
- DV responded that Duncan Young who is the Chair of the Force Performance Board has, through the Force Tactical Tasking and Coordination Group commissioned further analytical work to look at the issue of drug trafficking and its links to Serious Youth Violence.
- DV said this will help us to understand where the Force are as an outlier and what they are going to do more strategically. The Exec will take the action away regarding an update on timescales regarding the analytical work.

### 3.2 Community Policing Report

PW introduced the standard report explaining that it provides the Board with a summary of the numbers. PW went on to say that this is the area that the PCC picks up with the CC at their regular 1-1s.

- PW stated that they try to ensure that the Community policing model is populated to 95% of its establishment, however during the summer months they are not close to that figure.
- PW explained that the Force are running large vacancies in Crime, in particular Emerald and protecting vulnerable people. PW went on to say that there are vacancies in Intelligence (IK area child abuse internet crime), and significant vacancies in the Public Protection Unit (PPU).
- PW explained that the Force are 'over' in Patrol and the Student Hub because the majority of Officers are student Officers. The Force are utilising their resources in the best way that they can.
- PW said that the Force are light in terms of their Hubs in Luton and they are trying to attract people in there. There are 5 people waiting to join. After the summer demand period, they can start coming into Community from October onwards.
- PW stated that they have a trajectory whereby the Force will get back to 95% of their establishment for Community by April 2024 (which is a commitment that the CC has given to the PCC).

AV explained the Community Safety Partnership (CSP) has been put in Any Other Business (AOB) and may come back on the Agenda at another time. The Serious Acquisitive Crime Update report has been moved to next month (October).

### 3.3 Spotlight Report

# Performance Focus

AV introduced the Spotlight Report placing residents and victims at the centre of policing priorities. Author of the report is Jonathan Bowler, Strategic Business Analyst.

- AV referred to the Report and asked if there was an increase in funding for larger community teams (and would there be greater effectiveness).
- DV stated that PW has already provided a partial response regarding numbers and the Force are not yet a full establishment.
- DV explained that this is a challenging financial environment that they are operating in and no areas of business would see wholesale investment without looking at the return on that investment.
- DV went on to say they have a commitment to invest in Community Policing. They are yet to deliver in totality on that commitment and the focus is on getting up to full establishment.
- DV went on to say they will review the efficacy of service delivery feedback from the community, following that they will make a further assessment.
- DV referred to a possible general election next year and emerging manifestos from different political parties in terms of funding. Being cognisant of what funding looks like and the expectations of our communities.
- DV stated that national data shows where Forces remove neighbourhood policing there is a dip in community confidence and trust.
- DV went on to say that the Force have made a commitment to community policing which is the bedrock of Bedfordshire's Operational Model and will continue to invest in community policing.
- DV They are not sure at what stage the investment is yielding a return on that investment, however they are advocating an incremental ramping up to full establishment.
- DV explained that the funding envelope allows the Force to consider going beyond that. It is important to tailor the offer to tackle a specific crime in a particular area.
- KB asked if the Force hold Priority Setting Meetings with Community Teams.
- DV responded that they do and it is important that the Force are fulfilling the statute requirement for every neighbourhood.

KB asked how the information is gathered and what are the tools used regarding the 12 Rights for Victim Codes Of Practice. KB asked if this information can be shared with the APCC as it is useful for the victim journey.

AV capture and take away as an action.

**Action Exec** 

- AV referred to multiple surveys, 8.1 − 8.3 and it is not clear how the learning is documented or shared with the organisation and requested more information from the author of the report.
- KB explained that regarding the trust and confidence information received from the public it would be beneficial to know how it all links together.
- PW suggested that KB, talks with Pete Woolley and Jonathan Bowler to link his report into the work regarding trust and confidence.

AV asked if FD could feedback appreciation for the time spent putting the report together to Jonathan Bowler.

### ITEM 4

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

### Risk

### Force SRR OPCC SRR

### AV moved on to discuss Risk

- AV explained that the Joint Audit Committee (JAC) are meeting this week. A further discussion will be had at the meeting.
- KB went on to say that the Police and Crime Panel (PCP) Chair will
  be in attendance and asked that everyone remembers the etiquette
  around open and closed aspects of the meeting.
- PW referred to the meeting and restructured the way the Force are looking at more emphasis on risk appetite.

### 4.2 Right Care, Right Person Report

AV Stated that she is pleased that the Force are moving forward with 'Right Care Right Person' as this is a key focus for the PCC.

- AV explained that this ensures that we help our partners to step up and into the space that is currently occupied by colleagues rather than the healthcare professionals that some people need.
- AV stated that this Is a really important part of what the Commissioner has been corresponding on and speaking about publicly.
- DV explained that Right Care, Right Person is an initiative that started some time ago. It has been signed up nationally across the whole of UK policing with different approaches around the country.

#### **Risk**

- DV provided an overview of what Bedfordshire Police are doing, which is taking a fairly progressive and advanced approach to Right Care, Right Place. The foundations for engaging with all partner organisations will make this a success. DV went on to say that the CC has a good relationship with the CEO of East London Foundation Trust (ELFT).
- DV explained that they will only go at the speed that the partnership can sustain. DV went on to say that we are here to serve the public and we need to make sure that we are providing the right services as Police and our partnering organisations are providing their service.
- DV explained that the report sets out 4 phases of work, thematic
  areas that they will pick off and sequence logically in terms of the
  quick wins, and then move on to the slightly more difficult things to
  deliver or produce incrementally, less return for the investment.
- DV stated that phase one Looking at calls for service that come
  in from members of the public and from partner organisations that
  are predominantly health related issues and should be
  appropriately routed into a health organisation rather than policing.
- DV explained they are looking at data and then they will change the pathways for that service delivery.
- AV confirmed that we have good data which helps us to understand the volume, days of the week and times of the day and how that map over into the provision from other partners.
- DV said that there is further refinement of that data to show how an individual call for service then manifests itself into terms of the resource requirement.
- DV Currently looking at how many hours are spent in hospitals and public places, and how many hours Officers are going out responding to calls which would more appropriately be with another organisation.
- DV explained that phase two looks at patients or people who are receiving services from healthcare provision to then leave those provisions and report to us as missing or absent.
- DV Phase three is about service provision (Section 136) mental health capability cases, mental health cases.
- DV explained that phase four relates to how they move people.
   Who is responsible for moving patients from A to B rather than a detainee which is a police responsibility? This work will carry on for the rest of this calendar year into the early part of 2024.
- DV said they will put changes in place and then in 16 months' time (January 2025) they will carry out a post implementation review to see what they have learned and what further refinement is needed.
- AV confirmed that the Force Lead is Jacqui Whittred, who has a longer-term passion for this part of the partnership, working to

support vulnerable people. AV went on to say that where key substantial pieces are in place it is beneficial if Jacqui maintains the Lead.

- AV asked if partnerships could withstand the change in how services are delivered.
- DV The benefits of working with partnerships in Bedfordshire is that the Force have long term relationships with people who know each other and know the business at Executive Level, Strategic and Middle Management Level.
- DV Together we can make a sufficient and progressive change. Making a difference to members of the public by improving Policing Services, and for the Health Service to provide better services to the community.
- AV proposed putting this on the forward plan with quarterly updates on progress.

AV opened up a discussion about toolkits, however not all the national toolkits are available yet.

- AV explained that the OPCC have been on top of this due to the Commissioner's interest and in light of the roll out of those toolkits.
- AV proposed that the Performance and Governance Board are the forum to be the 'watching brief' from the OPCC and went on to ask if there are any significant slippage or problems to let the OPCC know.

PW said that this is one of the benefits of a member of the OPCC attending the Force Executive Board Meetings as the OPCC will hear the updates regarding Right Care, Right Person.

 DV explained that the checkpoints highlight whether there are any deficiencies or conversely, ahead of schedule and will advise. DV recommended the College of Policing's baselining guide.

### 4.3 Welfare | Culture Update

### AV referred to the report regarding Welfare / Culture Update.

- AV opened up a discussion to talk about the recent visit from Miss Johnson and any changes the Force are making to ensure the local delivery of the Race Action Plan, improving policing for our Black communities in Bedfordshire is on track and to touch on the Casey Review and the overall culture.
- PW explained that Abimbola Johnson was invited to the Force by the CC to look at where we had got to and where we are heading with the Race Action Plan.
- PW went on to say that Abimbola met with members of the Community, Pillar Leads, Diversity Support Group (DSG) and received a briefing from the Exec.

- PW said that Abimbola was pleased with the oversight of the Race Action Plan and to see some of the journey the Force had made around disproportionality and she helped them to understand where else they needed to go in terms of the Race Action Plan.
- PW explained that her visit allowed them to think about the governance structure around improving lives, improving policing for Black people in Bedfordshire.
- PW said that whilst the Force have Pillar Leads it is evident that the Pillars work in isolation rather than as a cohesive team. Moving forward they are going to create a small oversight team with Work Stream Leads that assist in the oversight group.
- PW went on to say they are also looking at pulling together a non-Exec (roles) Panel / Community Panel that works with the governance structure and oversight group. This will ensure that they have got combined thinking of the way forward with the community.
- PW explained that Abimbola drew out areas to focus on:
  - a) Data put it together in a cohesive way to understand where to move from and where to get to
  - b) Scrutiny panels on the back of all the good work they have done to rethink the training for those panels
  - c) Re-emphasising what their role is in terms of the panel
- AV asked for clarity on 'Scrutiny Panels'.
- PW stated that it is all Scrutiny Panels, which include; Professional Standards Department (PSD), Use of Force, Stop and Search, JPS. PW went on to say that the panels all operate in a slightly different way and there is a need to draw out the good and build in some extra bits.
- KB explained that a review was undertaken in the OPCC regarding the Use of Force and Stop and Search Panels and highlighted that a lot of work has happened on this over the last 6 weeks.
- PW suggested that in terms of the oversight structure the OPCC should be included, particularly as the OPCC own some of the Use of Force Panel. PW explained that there was a need to look at the diversity in terms of age and the younger generation, to ensure that they get it right.
- KB explained that the OPCC have been linking in with the Youth Offending Service to hear the 'youth voice' and to get the younger generation involved. KB went on to say that the OPCC attended 'Fresher's Fair' recently and secured 12 people.
- PW explained that there is a lot of disparate good work going on so we need to pull it together.
- AV agreed that on the back of Miss Johnson's visit there is a review on how it all fits together, with a focus on their role. There is no opportunity for mission creep making it easier for the panels to be

chaired. AV went on to say that those involved with panels should also have the opportunity for training.

- PW stated that both internally and externally know what their actual role is in the groups. This will help the Chair to bring back those who go off track, down the rabbit hole.
- PW went on to say that they are lacking the academia side regarding Scrutiny Panels. Possible link with the University of Bedfordshire or similar to make sure we have got the science side to the Scrutiny and the wider piece.
- AV asked who will be leading on the above.
- PW explained that they are reflecting on this as currently it is Force heavy. At the core it is Kimberley Campbell-Lamb, Mike Chand and Karen-Grace Siriboe. There are other strands involved, however they will be the Core Oversight Group so there is a need to have somebody from the OPCC involved.
- PW confirmed that Kimberley Campbell-Lamb will be the lead.
- PW went on to say that another piece of work (already started) but needs finalising around the raison d'etre of those support groups particularly around the Diversity Support Group to fully recognise the Black element of our workforce in our community and we may need to think about a small subgroup.
- PW explained that there is some really good work going on across both the organisation and the OPCC. The idea is to look at what the next 12 months look like, and the delivery of outcomes. PW finalised on asking the questions... 'regarding our Black Officers and Black staff, what are their ambitions, their journey, their support, talent management.
- PW stated that we have had really good feedback and will now step back and reflect.

### AV thanked PW.

AV asked if we could get some feedback from one of the three participants who attended the Executive Leadership Programme where Baroness Casey was invited to speak.

- PW explained that the feedback will be drawn out of their compulsory assessment around a leadership role regarding the cultural side of policing. PW stated they will definitely take feedback from the sessions.
- AV said it is a great access to current and important information.
- AV said that the CC is doing a really good job in making sure that the Commissioner has that reassurance that things are in place and measuring and monitoring that change.
- PW explained that a Regeneration Event was held where school children aged 15 were invited to give their view of policing, which

is different to their parents and grandparents, and shows there is still work to be done.

 PW said what the organisation can say is that every Black Officer, Staff or Police Staff in Bedfordshire have a Mentor or Buddy. The delivery plan will identify the short and longer term outcomes (includes the OPCC) and will be shared once the information has been pulled together.

### 4.4 Vetting Update

AV Introduced the Vetting Update.

- AV asked DV about the data wash (timeline 29 September) and has it been completed.
- DV stated that the wash has been done. DV went on to say that they need to revisit some data accuracy, but the core delivery is complete.
- AV asked if there are any early indications of how much needs to be addressed as a result of that?
- DV stated that there are some additional strands to be updated at the next meeting (October).
   Action Exec

### 4.5 Homicide Update – DCPP outlier for Homicide

DV provided a verbal update regarding Homicide Reduction.

- DV stated that Bedfordshire Police was identified as an outlier based on a particular cut of data and then subject to additional scrutiny due to the number of homicides.
- DV explained there are four measures for working out if the Force are an outlier and you have to be an outlier in three of those measures.
- DV went on to say that when incidents come in, they are recorded as either a homicide, attempt homicide or a murder or reclassified based upon the circumstances.
- DV so that the OPCC and the community understand, it is the homicide in Bedfordshire that makes the Force an outlier and in terms of the risk of people being subject to homicide in Bedfordshire is greater than the national average.
- DV stated that the Force are redoubling their efforts to pull a strategic approach together to deal with this. Work is going on to reduce the number of homicides by tackling gangs, drugs and serious youth related violence and managing domestic abuse cases.
- DV explained that the Force Executive Board received a report setting out all of the different strategies that exist. DV stated that they have the data and analysis. The Force are looking at all the

	<ul> <li>information and understanding of drivers and impact and are creating a strategy that shows how the Force will respond holistically (will include governance, resources and how it interfaces with our VERU, Boson, Community Policing, Domestic Abuse, Emerald approach).</li> <li>AV asked for an interim verbal report in November, before bringing the final report to a future meeting in the New Year.</li> </ul>	
ITEM 6	6.1: Chief Constable Complaints	
Complaints	AV stated that there were no complaints.	
	6.2: Reviews	
	AV asked KB for any updates.	
	KB provided a brief explanation regarding terminology being used, which is an oversight of the OPCC.	
ITEM 7	7.1 Budget / Efficiency	
Quarterly Reporting		
ITEM 10	10.1 IMU Report – Tri – force Monitoring Report	
AOB	Community Safety Partnerships (CSPS) Partnership Working with Force.	
	Serious Acquisitive Crime Update Report	
	Request for reports for October Meeting:	
	See Forward Plan	
	AOB	
	AV asked if there was any other business.	
	AV The Community Safety partnership	
	AV Collectively we would like to embrace and encourage elected Member colleagues to make best use of the governance structures that are available to them through their constituent authorities rather than direct access into all levels of Bedfordshire Police and the OPCC.	

### End

Next Meeting: Wednesday 25 October 2024