

**OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE
PERFORMANCE AND GOVERNANCE BOARD
Wednesday 28 February 2024**

Attendees:	Festus Akinbusoye, Police and Crime Commissioner (PCC - FA)
	Ian Dalgarno, Deputy Police and Crime Commissioner (ID)
	Dan Vajzovic, Deputy Chief Constable – Force (DV)
	Fiona Dawson, Staff Officer - Force (FD)
	Wayne Humberstone, Director of OPCC Operations – OPCC (WH)
	Katie Beaumont, Head of Governance and Transparency - OPCC (KB)
	Phil Wells, Chief Finance Officer – Force / OPCC (PW)
	Samantha Denness, Performance and Accountability Manager – OPCC (SD)
	Bethany Coles – OPCC Minute Taker

Agenda Item	
<p>ITEM 1</p> <p>Welcome</p> <p>Minutes of meeting held and for agreement and matters arising</p>	<p>The PCC FA opened the meeting and thanked all for attending. The PCC stated he would like to start attending these meetings and chairing. The Chief Constable has also stated that when he is available, he would like to attend the meetings too. This is because the PCC would like to know more on what is happening with Force Performance.</p> <p>Apologies:</p> <ul style="list-style-type: none"> • Anna Villette • John Murphy • CC Trevor Rodenhurst <p>Minutes from previous meeting were ratified and to be published.</p> <p>No matters arising.</p>
<p>ITEM 2</p> <p>OPCC Questions or items to raise</p>	<p>2.1 Actions from previous meetings</p> <p>All actions have been added into agenda items for this current meeting.</p> <p>2.2 Information Document for Publication</p> <ul style="list-style-type: none"> • The PCC asked where we are with Community Hubs at the moment? PW stated that we have 54 against 67 and still on track to be at 68 by 31 March. • DV stated a member of the community team asked the same question. Yesterday morning the Chief Constable answered in front of all front-line

supervisors that on 1 April and the start of the next financial year we will be at 68.

- The PCC asked how are we doing with PCSO recruitment?
- PW stated that there is a PCSO intake in March. Will most probably end up with 6 or 7 on this intake, and there are a couple more intakes scheduled throughout 2024-25.
- The PCC stated CBC may be losing some PCSO's with their budget. He is happy with reassurance.
- The PCC asked when we have the next Performance and Governance Board?
- KB confirmed 26 March 2024.
- The PCC thanked all for their work on the Community Hubs. He was in Potton recently for the celebration of the community. One of the Community Officers were there, and he stated when the PCC was with him on foot patrol around 2 years ago they only had around 3 PC's, now they are at full capacity and this number has doubled. This was mentioned in front of the Mayor and Town Clerk, and the impact this has had on the area is quite noticeable. This will look so much better with the 67 and then going up to 77 by the end of December 2024, so that is excellent.
- Regarding the Victim Dissatisfaction Surveys, KB stated that the numbers are low, and this has been discussed previously. We are aware that the Force are going to complete a fundamental review of Victim Care. We wanted the surveys to be included in this review and an update to be provided in September/October when completed to find out if it can be increased and work surrounding surveys.
- PW stated this will be incorporated into the Victim Care review and we are hoping to get this done by April and implemented, back into the Board in October.
- The PCC stated he remembers when Sharn was on this brief, there were some surveys with an automated system on the telephone to get people's views and victims. Numbers were low then and numbers are low now. My view is that it is not that the Force are not capable of doing this, the PCC stated he sees the amazing work being done. Do you think it will be worthwhile us considering an external party complete the victim surveys so that it is not a Force activity but rather a commissioned service being delivered externally?
- DV stated this is an interesting idea and certainly something we can consider. DW's preference would be to allow the review to be completed in the first instance and then look at the gaps in the Autumn. PW agreed with this and linked it into the push on the Victims Portal. We can link this into the Victims Portal and implement the satisfaction surveys via this.
- The PCC stated this sounds good. The PCC is mindful that two and a half years later we are still in discussions. The PCC feels very strongly, how well do we know we are doing as a Force if we are not getting the feedback from the public, at a time when they are most vulnerable. We really need to make some progress on this.

	<ul style="list-style-type: none"> • PW stated that he feels the Victims Portal will allow the one-to-one interaction remotely through a logon which allows a push for the satisfaction survey, as DV stated let's build this into the review and bring this back to October. • The PCC stated between now and October, which is a long time, what can be done now to improve this? Obviously, we don't want to wait until the review, and do something in the meantime. • PW stated we can continue pushing the current methodology that we have in place to make sure we get returns on it. The fundamental change will come from review, but we will make sure we are pushing on survey response. • PCC asked KB if this is something we can do as an office to by way of comms in explaining to the public how important it is to engage on using this system? • KB stated she can link in with the Communications Team in regard of what we need to do as a collective. <p>Action: KB to link in with David Old and Communications Officers as to how we promote comms surrounding raising awareness of victim satisfaction surveys.</p> <ul style="list-style-type: none"> • The PCC stated he thinks it would be worthwhile highlighting why it is important and how the feedback that the Force receives feeds into what we do as a business.
<p>ITEM 3 Performance Focus</p>	<p>3.1 Crime performance figures with restricted detail</p> <p>Local (Bedfordshire) Dashboard (Monthly)</p> <ul style="list-style-type: none"> • DV stated he will take the PCC through high level details. Looking at the Control Strategy Crime Performance, we have stable levels of solved crime across a range of our priority areas. Unfortunately, we've had a slight decline in the solved crime levels for Robbery and Theft from Motor Vehicle. JM is aware and has tasked some additional action to review if this is a one-off month or whether there is something systemic and what more we need to be doing in that space. • DV stated that in respect of recorded crime it is really positive to see that the number of Domestic Abuse cases where there is repeat offending is reducing and as is the number of Business Robberies and Theft from Motor Vehicles and Public Order Offences are decreasing. • DV explained that if we look at the first 10 months from April to January this year, you'll be pleased to hear that total Recorded Crime is down by 2.5% compared to the same period last year. In that same period, we have improved our Solved Crime Rate by 6.5%, therefore there are 3.5 less crimes being recorded across Bedfordshire every day, therefore 3.5 fewer victims of crime every day of the week all through the year. • DV stated that if we look at how we compare to other Forces, and Commissioner you'll be aware this is the picture every time. When we are looking at comparing ourselves to other Forces, we rely on data that is not the most up to date data as we have to wait for this to be published. Bedfordshire was ranked 11 out of 43 Forces in terms of crime rate per 1,000 population. This is a slight deterioration compared to last time the figures were published where we are 10, so we have dropped one place but still in the top quartile in terms of how safe our county is.

- The PCC explained there was a press article that found Bedfordshire to be one of the safest or lowest crime rate in the country. What you're saying aligns with what the press has picked up on, there may be questions surrounding this?
- DV stated that where people question that, he thinks it will be because there are specific crime types in Bedfordshire which do not mirror the broader picture. So, people will say that Bedfordshire has a significant level of serious youth violence, knife crime and homicides. All of this is true, put it to one side, if you take the totality of crime for every single crime type, we are currently ranked 11th out of 43 Forces per 100,000 recorded population.
- The PCC said so in terms of serious youth violence, that is reduced by I think 24-25% since 2019 from what he has seen on the reports? But are we still quite high compared to other Forces more generally?
- DV stated the number of serious offences that are taking place across the county has reduced. What we have seen recently is an increase in the severity. Whilst the numbers have come down, and Duncan Young has produced a knife crime threat assessment which summarises this, we can circulate after the meeting. What that says is the number of offences is dropping however recently we have seen a higher proportion of the offences being recorded being serious. So the murders, attempt murders, injuries which are life threatening.

Action: DV to circulate the Knife Crime Threat Assessment to the PCC and OPCC.

- The PCC asked what do you think you have done specifically to effect this change? What has happened from Bedfordshire Police to effect this change?
- DV stated we have continued to benefit from some additional grant funding around several areas of business. You have continued to invest in the VERU, which has had some positive long term preventative benefits in tackling some of the causes of serious violence we see. We are continuing our education and diversion schools team and have put some additional level of resources into this. We have received grant funding to tackle serious and organised crime groups that are providing the supply of class A drugs across the county. We have had some positive impact with taking guns off the streets and have completed several initiatives which have been reported on. The incidents of gun related criminality has significantly dropped. Of the three Force's in the BCH alliance, Bedfordshire has seen the biggest decrease in the number of firearm incidents that we record year on year.
- DV stated in addition to this, we continue to receive grant funding for our Boson Team looking at tackling organised county lines activity within the county. We are working really closely with partners to understand the intelligence picture, the figures you see recorded for serious violence are mirrored with our health partners, finding intervention routes to divert from crime.
- The PCC stated as you are aware, the A&E Navigator Programme starts on the 1 April, just to see how that further helps reduce the serious violence cases. Do you think the investment that we are making into Community Policing is helping to reduce the prevalence of crime in the county overall?
- DV said yes, and we've additionally invested in a Superintendent with responsibility for prevention activity who is working very closely with our Community Teams to ensure that they are working to deal with issues that most effect communities. The Superintendent will be making sure these are focused

on reducing crime and improving quality of life in our neighbourhoods and communities.

Anti-Social Behaviour with Motorbikes

- The PCC said by far one of the biggest concerns he is hearing from residents is around the anti-social use of motorbikes and cars. We seem to have dealt with the car meets, the PCC hasn't had any reports of this recently. What is the Force's response to someone calling in around cars blocking the road, what is the Force response to this? Or people on their motorbikes doing wheelies up and down the road, who is to deal with that?
- DV stated if it is reported in advance, sometimes we receive intelligence into intended events involving cars completing drag races. If there is intelligence via reviewing social media, we can put in a proactive operation with our Roads Policing Team who have the best equipment to deal with Road Policing issues and control behaviour. They can speak to the community and provide advice. If it is proactive, we will use our Roads Policing resources. If it is a long-standing issue, we will use the Community Teams to understand the issues and provide advice. We will work with communities to reduce the impact by understanding what is happening, what is the cause, and to provide alternative avenues. If it is a spontaneous incident, it will be whatever resources are available to us at that time, so that may be Patrol, Community or Roads Policing.
- The PCC suggested he is receiving a lot of feedback from residents, also in Luton, around the dangerous use of motorbikes, initially in rural areas but now in broad daylight on roads too. Some residents claim to know individuals, the PCC really thinks something can be done on what the public should do if they notice a motorbike on a road in a dangerous way and what the Force will do about it. The PCC believes it will be worthwhile to alert the public on how to report this, and reassuring what the Force can do.
- DV stated if we went back a year ago, members of the public were complaining to the PCC's office around being able to report crimes. The performance of the Force Control Room is exceptional at the moment, DV reviewed Q1 last year and call handling was way off the mark. Since this time, the performance has been outstanding. DV has looked at 999 call handling for February 2024 is well over 90% for the month, 101 call handling has really improved. The message is clear to the public, if this is happening right now and need a police response, they can get through to the Control Room now.
- The PCC stated he cannot thank the Force enough for the bold and brave steps taken to really reinvent the Force Control Room. The PCC visited two days ago and even the feel is completely different to when he was first elected in 2021. The response and call time is improving overall.
- WH stated this is a testament, it's turned around and there is some incredible staff in there. WH completed an intervention to the recent intake recently. The staff work incredibly hard, it is a difficult role. We have seen a lot of improvement.

Sexual Offences

- The PCC stated there is a disparity. Can you explain what has been done as to why there is a disparity? The disparity is higher in Bedfordshire than elsewhere, is it down to reporting or being taken seriously?

- PW stated this come out in the most recent Performance Board. The agreement was to dig into this, haven't got detail today but will bring back to the next meeting. This links to wider piece around work on Race Action Plan with capturing all disparity with suspects and victims. Can work on bringing disparity down alongside good work on Use of Force etcetera.

Action: To bring information and data surrounding sexual offences and disparity to the March Performance and Governance Board.

- The PCC stated he would read this as people feeling more confident about reporting. Whilst he is not going to dispute the figures or challenge disparity, the PCC welcomes the fact people feel more confident to report. It has been made easier to report, testament to VEO's and RASSO team.
- DV stated this play's to the strategy we've been putting in place. Episodes on 24 Hours in Police Custody, one episode involved a serial rapist who got a significant custodial sentence. We were able to link several offences together. Zara Brown is pushing forward with rolling out an operation to upskill front-line staff and specialists, build trust and confidence and take through with wider Criminal Justice process rape investigation. Hopefully this is a long-term picture of improvement.
- We need to keep reviewing data to understand disparities. You've called out some of the data there that shows a higher propensity for offences to be recorded with a suspect or victim from our black community in Bedfordshire and there is couple of bits of data where it looks under or lower than benchmark. There will be statistical anomalies, the important thing is we have the data there to scrutinise each month.
- The PCC asked what is the solve rate for conviction rates for rape if it gets to court?
- PW stated the figure on the Performance document which went to Performance Board, 12 months to January 2024 was a 6.9% solve rate on rape which puts Bedfordshire on 18 out of 43 Forces. The average is 7% nationally.

Anti-Social Behaviour (ASB) and GRIP Funding

- PW stated there is a meeting scheduled to discuss how the GRIP Funding is going to be spent and the focus. It will link into areas already discussed such as shoplifting. We can bring this back to the next meeting.

Action: Discuss findings on areas of focus and spend for ASB and GRIP Funding in March meeting.

- The PCC it is worthwhile being mindful for other Force areas. There was a pilot and from talking with other PCC colleagues some think it has worked well and others do not. He stated it would be worth DV speaking with other Forces.
- DV stated just to provide reassurance, DV has had numerous conversations with Essex and discussions continue. We will be looking for best practice across the country.

Customer Support

- The PCC stated can we discuss the Customer Support data.
- PW explained that the Force are slightly behind the 28 day average around dealing with dissatisfaction, we are at about 32 days. What is important is when we look at the number of enquiries by the public, these are going up which is a good thing. Dissatisfaction levels are as low now as what they were in February 2023, we are just making sure we are balancing dissatisfaction coming in and being dealt with at the point it comes in rather than being dealt with by Customer Support. PW stated that the Force are working on these dissatisfactions being dealt with by Officer's and staff whereby it is received.
- The PCC asked do you think that the Officer's want to take that on given the other workload they carry?
- PW stated you've hit the nail on the head, we have an inexperienced workforce, and they are dealing with the demand. The demand is more severe than other Force's and we are asking for them to deal with issues around dissatisfaction. If people are making an enquiry and dissatisfaction, we have a duty to review and respond.
- The PCC stated he doesn't know what the easiest solution would be to this as part of reducing resolution time, but he is mindful of additional workload this creates for the Officer's, unless you think it is BAU.
- DV stated his view on this is that it is part of cultural leadership. Think about the journey of new cops into policing, we require them to provide a portfolio of evidence as to why they are suitable for confirmation in their probation. If you look back to about a year ago, the proportion of our Officer's which were completing the portfolio on time was the lowest out of BCH. We are a busy Force. We've got a new Chief Constable with a vision and mandate on making us an employer of choice and performance edge, ensuring this is getting done and having a positive leadership mindset. We've set an expectation for portfolios to be done within 18 months, people are rising to this challenge. By setting the standard and saying to Front Line Supervisors to get on top of this, and a lot of the dissatisfactions surround property management which can be a simple solution.
- WH asked around the cultural element, in the graph there is a column around organisation learning, could you provide some reassurance that we are confident as a Force we are sharing organisational learning to shape culture? Are we exploring technological solutions around returning and retention of property around dissatisfactions?
- PW stated these are linked. What we will be trialling is at HQ front desk, although there is no timescale yet, this will be similar to Amazon lockers. We can give a QR code with two-factor authentication for property being returned. This will improve the satisfaction. We are going to trial this internally with laptops too. This will support the journey DV has raised.
- ID stated a third of the responses with no further action, is that because it isn't a valid complaint? 12% of 111 is other action, what is this and why can it not be coded?
- PW stated we will have to come back with an answer on this.

Action: The Force to provide information on 'no further action' and 'other action' data as to whether this is due to them not being valid complaints, and whether it could be labelled differently with a more detailed explanation. To be provided in 3 months' time.

- ID asked about no further action. DV stated he was surprised when he saw the data at the scale of no further action. DV stated we should be providing an explanation. He would much rather see a larger number on explanation given. It is most probably in the coding of the reports. We will certainly complete a more in-depth analysis on the figures and categorisation.
- The PCC stated how will the Victims Portal affect this overall and timescale?
- PW stated he hopes the contract will be signed in early March with around 12 weeks of background work.
- Regarding the PCC requests data section, the PCC stated there is some really interesting data presented on overall crime, neighbourhood crime and serious violence. The PCC is looking at 2019-2021 as outliers because of Covid lockdown. He doesn't think anyone would look at this as a comparator. The PCC stated he is mindful, and asked why is there a low solve rate for Neighbourhood Crime? Is it 4.5% overall? Is it the volume compared to resource available?
- DV stated it is the types of crime which fall into that category of Neighbourhood Crime. When you breakdown categories of offences which fall into this, they are more difficult to solve. Would need to review breakdown on reasons for this.
- PCC said via NPCC data it showed the biggest reason why crime solve rate is where it is, is due to victims not wanting to pursue prosecution.
- DV stated it is certainly a significant factor. People are reporting matters which they don't want to go through a court process and therefore unwilling to support a prosecution. Some people do not have trust in the criminal justice process or do not see it so serious for formal action.
- The PCC stated probably one of the most invasive crimes is burglary in peoples own homes. There is quite a significant reduction in this, even during the time when people were mostly at home throughout Covid.
- DV stated over the last 3 years the rate has reduced by about a third in our county. This is a sustained reduction, each year throughout the 3 years we have seen further reduction. The detection rate has also increased year on year.
- The PCC stated this is an extraordinary achievement as a Force who is one of the least funded. The public version goes up to June 2023, I imagine in a couple of months' time, the data will become publicly available. Why is this the case that more current data isn't shown to the public?
- DV stated without going into individual data set he cannot see where the anomaly lies, when there are different reporting periods, it will always be shown differently. Without going into individual months cannot give definitive answer.
- PW stated when you look at the solve rate on residential burglary we are about 11th in the country, domestic burglary comes into Neighbourhood Crime. In the main, theft from and theft of motor vehicle is categorised in this.

- ID stated it's fantastic to see reduction in residential burglaries, is this because of a consequence of societies working from home? Or is there something different being done around targeting individuals who are prolific burglars? Are we seeing an uplift in the number of business burglaries because of this?
- DW stated he thinks its both. If you look at long term trends, there has been several factors which meant residential burglary has dropped such as improvements in security, changes in courts and Criminal Justice System, changes in the marketplace for commodities. The types of offending and commodities are less available in houses now. One category we see now is car key thefts. The types of offending have changed and proclivities. We've had consistent targeting of prolific offenders, the Op Maze team produces positive results, linking sentences and developing intelligence.
- WH shared some areas the office is working closely with the Force. For example, the Op Maze and Community Policing Team, we've purchased 250 alternatives to Ring Doorbells which come with a camera, often when somebody has been a victim of a residential burglary, they are revisited within the next 4 months. This is around putting increased additional measures in place to allow higher level of detection. We are working around the CESAR scheme for agricultural property. WH is encouraging more of this as we move forward. There is a lot of positive work between the teams and office.

3.2 Spotlight Report – Priority 1

Recruitment and Retention

- The PCC thanked JM for the thoroughness of the report. He is blown away by retention and falling attrition. Keen to understand what is being done to effect this change?
- PW stated uplift target for 23-24 baseline is 1436 by 31 March 2024. The PCC and Chief Constable agreed we would bid for extra officers to ensure national target is met. By 31 March, we said we would reach 1466, next month we should be at 1466. Tomorrow, we will be at 1463 and there is a further intake. Confident we will be above 1466 by 31 March, this is highlighted by retention. The Student Hub was an investment. This was because of the retention piece and Student Hub.
- The PCC stated that if he is re-elected, retention will still be on the cards because growth in police numbers through uplift will not be at the same place. We have to find other ways beyond what we have done before.
- DV stated you will have seen in the media surrounding police conduct and standards within policing. It is an area of responsibility for DV in the Force. The Recruitment Event in Dunstable had a high level of interest. Bedfordshire has a very good reputation. We have a Student Hub allowing to retain and figures for retention are going in the right direction even though we have seen the highest level of people dismissed through conduct process in any recent year.
- The PCC stated once we get to 31 March, he will want to write to the Prime Minister and Home Secretary to highlight. This is an amazing news story and shows what can happen when leaders make the right decision, invest and stick with it.

- DV stated we are seeing people transfer to come and join. On Monday, we have a new starter Superintendent joining and will review approach to CCTV and facial recognition which will have a positive impact on retail crime. They are a transferee.
- ID stated even on the current numbers we are going to continue recruiting. Given only 20% of applicants are successful, what are we doing with other 80%? Are we completing coaching for them? What is the regime for support?
- PW stated the people who fail application process, we go back to and support. People who fail assessment process, we go back to and support. If it is related to vetting, we do not pursue this. If it related to medical and failing a bleep test, we support them and complete runs with them. We complete this regularly. We are trying to encourage those who haven't got through first time, is to keep trying.
- ID asked in terms of recruitment, what are we doing to recruit the Black Afro-Caribbean community into the Force?
- The PCC stated he is aware in 2015-16 we were one of the least represented Police Force's. We have made progress, being one of the most representative behind the Met and Greater Manchester. We have seen growth in recruitment of the Asian community, the PCC understands from the uplift less than 1% of applicants of the Black Afro-Caribbean applicants succeeded to join Bedfordshire Police. I would like to know the reason why and what can be done to address this?
- PW explained we are not alone; this is a policing issue rather than a Bedfordshire specific issue. However, the work we are doing around the Race Action Plan, what we most probably haven't done proactively enough is gone into the communities with being positive around what we can do. There is a review needed of our policies and we will involve community groups in reviewing the policies to strip out those parts that are stopping Black and Afro-Caribbean people joining policing. We need to complete some internal work around people in our organisation, where they want to get to and how they get there such as coaching for promotion. We hope during 2024-25, there is a change in demographic of those who would like to join.
- WH stated in terms of individuals who aren't successful the first time around, do we offer the opportunity on volunteering, panels, police staff roles? Historically, within the Special Constabulary, the profile used to be often higher than in regular Police Force. Is there anything more we can do?
- PW stated we do offer alternatives. We can improve having a 'buddy' for people who apply who do not often usually apply. We can then help support through the process. We cannot do anything about vetting, however can buddy them up to support throughout the processes.
- ID stated if you look at the turn rate, unless we bring in a substantial amount of ethnic minority, there will be no way of getting to the top. We need to make a change.
- DV explained he was holding several conversations with senior colleagues. We do need to recruit at the front end and ensure recruitment intakes are representative of the community. We are striving to work with Staff Associations to make sure the environment is the right one, where people can thrive, we have clear role models in senior leadership positions.

- The PCC asked will Kimberley be working on this, has she taken on the role officially now?
- PW stated yes.

Community Policing Briefing

- The PCC asked to discuss Community Policing Briefing.
- DV stated this was circulated, it talks through what all local priorities for Community Policing are, broken down by each CSP area, what their priorities are and specific operations which have been run in those areas. It details engagements with Local Councillors and Priority Setting Meetings.
- PCC stated it is very good to see numbers coming in. There are only so many officers which can be allocated, and the PCC stated he has no plans of asking the Chief Constable to grow that number at the same pace we have done. The PCC stated he is keen on what those officers are being tasked with doing. Are they being expected to do foot patrols? To speak with businesses? How are we monitoring this? Where is the evidence that this is being completed?
- DV explained we are trying to not have too many micro-targets. What we are doing is through investment of front-line leaders, allowing supervisors to make practical decisions on how they deploy their staff. Operation Metal is a clear set of priorities driven in Luton for us to improve quality of life, reduce number of offences, the Community Team have been tasked with leading on this and there are some good results.
- PW stated he thinks that all areas now have SharePoint sites where they capture all their engagements. Whilst they are not targets, there is detailed information captured. It may be at some point we can share this.
- The PCC asked what information is captured on SharePoint?
- PW explained it is around engagement such as who, what and why.
- The PCC asked can this be shared with the public?
- PW stated he wasn't not sure, it would need to be reviewed. There may be a way where some of this information can be pushed out by the Victims Portal.
- FD explained that some information can be shared and some cannot, there is some sensitive information surrounding Operations. It depends how granular or whether you wanted an overview.
- The PCC stated he is thinking of more sharing this with Town and Parish Councillors so they know what is happening with their own areas. The performance data we spoke about, can it be shared with the public or is this restricted? The figures from 2021 around burglary, solved rates etc.
- DV stated the crime figures which relate to previous years are already in the public domain so there is no issues with publishing this data.

Victims Code of Practice (VCOP)

- The PCC stated that we have covered the basis surrounding this already in the meeting.

SPR

- PW stated this is something to be aware of, he doesn't think there are major issues. There is one risk worth understanding surrounding Public Order and the ability to get people trained into this. This is a regional issue and most probably becoming a national issue. We have no problem attracting people into this arena but the ability to train them is becoming harder. It's been captured as a 7 Chief's Risk throughout the Region. We are looking into Monkswood which may provide an answer for the BCH and Region.

Costello/Boson Briefing

- DV explained the headline is that we continue to receive grant funding, some fantastic work has been completed in the background to reassure the Home Office that this funding is being appropriately dispersed and used for the purpose set out, as well as negotiating with the Home Office around future funding. Our drug related criminality has put in some good sentencing, we have just recently seen a positive result of some proactivity in seizing class A drugs and tackling those involved in gun supply across the county.
- The PCC thanked the team around the case study of Modern Slavery. It was extraordinary. It is good to see the impact of the work of the team with 26% reduction since 2019 in knife crime. I would like some reassurance with the funding which has been approved, are there any plans to change anything or are you going to stick with the same approach? Is there anything we can do moving forward with 24-25?
- PW stated the main difference is on the Boson side, we will bring in Drug Related Expert Witnesses, moving them into the Boson team. As you can understand, the work completed in this team mostly links to drugs. We will inform the Home Office of this. PW wonders if we do a two-page letter from the PCC and Chief Constable to the Policing Minister regarding the call yesterday and to highlight some performance statistics. The PCC thanked the Policing Minister yesterday. Some people do not appreciate how much he has done for us in terms on Special Grants. The PCC is happy for this, and for a letter to be drafted.
- DV stated he would like to reiterate the point around the gun crime chart. The sustained reduction in gun related criminality is because of proactive operations.

Technology Briefing

- PW explained around the Doc Defender Redaction Tool and is now in BCH and JPS. We are just about to contract it into ERSOU. We have spoken around the Victims Portal. There are huge pressures on ICT resources so PW will look into funding for an ICT Project Manager linked into BCH ICT but focussing on Bedfordshire. Foundry which is used cases is all taking shape, we are now into 5 months. We are about to finalise workforce used case. This tool will support retention. We are linking Foundry into a national piece of work. Regarding Dragons Den, we are supporting for a AI-type Dictaphone for the OMU.
- PW stated regarding facial recognition, we are going to be looking at if we can borrow South Wales facial recognition resources and do a live operation in the

Big Weekend in May as part of the work David Boyle is leading on. We think we can logistically use it in that type of event to see how it works live time.

Vetting Briefing

- DV stated we commissioned a quarterly update on Operation Protect which includes a vetting report and proactive work being completed. The next quarterly update is due for March, to take this agenda item and review in March. In the interim, DV is satisfied we are on top of the vetting backlog, programme of work is going ahead, no additional exceptions for the PCC's office or organisation. We have the right level of resources in the vetting department and are starting to see positive outcomes in terms of cases being put through. A substantive update will be provided in the next meeting.

Serious Crime Prevention Orders (SCPO)

- The PCC asked how well is this being utilised in the Force and are you expecting to see more? What crime types expected in these?
- DV stated we've been completing some work around increasing awareness on pushing this out. A comms piece was shared along with a video on the intranet. By raising awareness and confidence in front line staff, this will be increased. At present we haven't seen numbers change but can bring something back to the Board in Autumn.
- The PCC suggested this to be presented in August.

Action: To provide an update in 6 months time (August meeting) at Performance and Governance Board on numbers of Serious Crime Prevention Orders (SCPO) coming through.

- The PCC asked which crime areas will be using these orders?
- DV stated predominantly where we have organised criminals who are involved in commodity supply such as drugs, guns or other illicit products, working as an organised crime group and cultivating cannabis. Also, those using technology, the internet, such as fraud. ERSOU has a good track record on applying for these, we will be linking in with colleagues in ERSOU on bringing in good practice.

Fraud Briefing

- The PCC understands nationally this is a more difficult crime to deal with. Are we seeing any growth in fraud reported in Bedfordshire?
- DV stated this is very difficult to quantify on the basis that most of the fraud that takes place is reported into the centre. It is only the frauds suitable for further investigation or dedicated leads. If you look across the country, the number is increasing. The proportion on total number of crimes across the community, fraud is increasing year on year. There is no reason to think that Bedfordshire would be an outlier.
- The PCC asked is there anything that you think that policing could be doing more to deal with this? Especially the online fraud aspect, is there anything more we

	<p>could do? When we had the Business Conference, it was eye-opening and there were around 20-30 businesses in attendance.</p> <ul style="list-style-type: none"> DV explained that the pushing of the Cyber Resilience Centre and the awareness, which is a free protective security asset which we have in the East of England is a key measure. This was completed through the Business Conference but if we can continue this that will be helpful. There is a programme of work led nationally through City of London to have a calendar of activities. We will continue to push messages and raise awareness. This equally applies internally as an organisation. We've seen a significant increase in attempts to spearfish data from the organisation. Several initiatives have been completed to reduce the risk of our data being compromised. We have action plans against each of the areas highlighted and this work will be ongoing.
ITEM 4 Risk	<p>4.1 Risk (Change in risk OPCC and Force)</p> <ul style="list-style-type: none"> The PCC asked if there is anything to raise surrounding risk from the Force? WH stated there isn't anything to raise from the OPCC.
ITEM 5 Collaboration	<p>5.1 Collaboration Updates:</p> <p>To be discussed at the Board in April 2024.</p>
ITEM 6 Complaints	<p>6.1: Chief Constable Complaints</p> <p>No complaints were raised.</p> <p>6.2: Reviews</p> <p>No reviews outstanding, two have been upheld.</p> <p>KB explained one was upheld due to information missing from the final report and one allegation wasn't covered. This was upheld and further information was provided.</p> <p>Another review was upheld and recommendations were provided to the Force surrounding an officer receiving learning on their behaviours in a complaint. This was accepted by the Professional Standards Department and will be embedded into their Personal Development Review.</p>
ITEM 7 Quarterly Reporting Efficiency Budget / Efficiency	<p>7.1 Any financial update prior to Police and Crime Plan</p> <ul style="list-style-type: none"> The PCC stated we held a meeting yesterday with the Policing Minister. Overall this was around the funding formula. The Minister did not confirm whether this will be resolved by the end of this parliament. It was a positive meeting.
ITEM 8 IMU report	<p>8.1 IMU Report – Tri – Force Monitoring Report</p> <p>The PCC introduced the Information Management Unit Report.</p>

Police and Crime Panel Requests AOB	No concerns raised.
	8.2 Police and Crime Panel Requests: Criminal Justice (Force Activity)
	<p>The Chief Constable will be attending the Police and Crime Panel in March.</p> <p>KB updated around the Annual Survey, some findings were that those who completed the survey did not know what the Force or OPCC were doing. The top 3 crime types in local area were anti-social behaviour, dangerous driving, and drug-related crime.</p> <p>It was reported that the Force priorities for next year should be police presence, maintaining officers and anti-social behaviour. This is for the Force to note.</p> <p>The March meetings focus will be on Performance surrounding the change of the Terms of Reference.</p>
	Any Other Business (AOB)
	<p>ID provided feedback to DV and explained that he attended a Multi-Agency Workshop on the on-street sex trade exploitation in High Town in Luton. Some very positive feedback to the Detective Chief Inspector on the work being completed. There is a huge amount of community engagement being completed. The PCC and ID saw a presentation on geo-fencing. It may be something to look at in High Town.</p> <p>END</p>

Next Meeting: 26 March 2024