

BEDFORDSHIRE POLICE RESPONSE PERFORMANCE 2022

(This paper supports the motion tabled for the Town Council meeting on 28.11.2022).

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1. **Police Control Room staffing**: Complement : 210 Staff in post : 151 Vacancies: 59 = 28%

2. **Calls-to-Police statistics for August 2022 (a sample month)**

(Source: Police report to Bedfordshire Policing and Crime Panel 11 October 2022)

<u>Calls to 101</u> at Police control-room (101 is for non-emergencies)	16778
Calls answered	9868 = 59%
Calls abandoned due to length of wait etc	6911 = 41%
Calls answered "in time" (i.e. within 30 seconds)	2856 = 17%

3. <u>Calls to 999</u> also at Police control-room	12212
Calls not answered	1371 = 11%
Calls abandoned	1371 = 12%
Calls answered "in time" (i.e. within 10 seconds)	7515 = 61%

4. **Police Response-to-reports statistics for August 2022 (same source)**

Domestic Incidents: reported	394
Graded as "priority"	315
Average time to arrive for priority cases	11 hours

[Note 1: no companion data was reported on Police performance in other categories, e.g. Assault, Criminal damage , Burglary, or Vehicle crime (or any others).]

[Note 2: the report contained no information about Police strategic response aims e.g. "we will attend all burglary reports" (an October 2022 UK Police Forces pledge), so there is no information on whether Bedfordshire Police aim to respond to for example every report of assault or criminal damage.]

[Note 3: no target response times eg "time to attend" are available for these unlisted crime types nor is it known whether Bedfordshire Police have such response time targets as was the case when the author chaired the Bedfordshire Police Authority Performance Committee.]

5. **Scrutiny of Performance/Accountability**

The Policing and Crime Panel, who are the official "watchdog" on Police performance, discussed this report at its meeting on 11 October 2022 **for about four minutes. There was no challenge** from the Chairman or other panel members to Police officers and the Policing and Crime Commissioner who were present to the failures listed by the report. The Chair announced that a further report would come to the Panel (date unspecified) and the item was closed.