BRITISH TRANSPORT POLICE AUTHORITY

MINUTES
STAKEHOLDER RELATIONS AND COMMUNICATION STRATEGY COMMITTEE
TUESDAY 1st JULY 2008 11.30AM

at
THE FORUM, 74-80 CAMDEN STREET

Present: **Mr J King (Chair)**
Mr L Adams
Suzanne May

Apologies: **Mr R Gisby**
Mr R O'Toole

In attendance: **Mr A Pacey, Assistant Chief Constable**
Mr S Peel, Performance Analysis Manager
Ms S Weller Quality of Service Research Manager
Ms K Wilson, Research Assistant
Mr G McMunn, Chief Inspector, Force Custody Manager
Ms V Delices, Secretariat Manager

Mr P Haddock, Deputy Chief Executive
Mrs S Elvy, Research and Policy Manager
Miss L Barrick, Business Support Manager & Minutes
Miss N Spicer, Communications Assistant

32/2008 **APOLOGIES**
Non-Agenda

The Chair gave apologies from Mr Gisby and Mr O'Toole.

33/2008 **MINUTES OF MEETING 8th APRIL 2008**
Agenda Item 1

The minutes were agreed as an accurate record following some small amendments from the Chair.

34/2008 **MATTERS ARISING**
Agenda Item 2

Suzanne May asked if the evaluation of BASS training had been carried out. Assistant Chief Constable Pacey said that this was in progress, with an external firm carrying out the work.

RICHARD HEMMINGS, CLERK TO THE BTP AUTHORITY
THE FORUM, 5TH FLOOR NORTH, 74-80 CAMDEN STREET, LONDON NW1 0EG
Tel: 020 7383 7708 Fax: 020 7383 2655
richard.hemmings@btp.pnn.police.uk

35/2008 **REPORT OF INDEPENDENT CUSTODY VISITING**
Agenda Item 3

Mr King noted that the report was not consistent as it regularly referred to West Ham as East Ham. He asked that Ms McClelland be made aware of this.

The Committee noted that the report was very positive.

Suzanne May said that she was concerned that the Panels had not been making all the visits that they were contracted to. Mr King added that there were no weekend visits and he felt that these were important. Mr King asked that Ms McClelland be asked the reason for the number of visits that were unfulfilled and also to ensure that some weekend visits were made.

Agreed:

- **Ms McClelland to be notified that the report should be corrected to refer to West Ham not East Ham.**
- **Ms McClelland be asked the reason for the number of visits that were unfulfilled and also to ensure that some weekend visits were made.**

36/2008 **CONTROL ROOMS PROJECT PROGRESS REPORT**
Agenda Item 4

Assistant Chief Constable Pacey updated that the project was progressing well, being both on time and on budget. He added that the performance in the current control rooms was continuing and in some cases improving. He said that currently the Force did not meet the national standards but with the new infrastructure he believed that these would be achieved.

Mr Adams said that it appeared from the report that the staff had been looked after well. Assistant Chief Constable Pacey said the Force had tried its best to ensure that there were no redundancies, although a few had been inevitable. He said that he had received letters from staff thanking the Force for how well they had been treated.

Assistant Chief Constable Pacey said that the project team had done a good job and the operators had worked hard to ensure a smooth transition and he was sure that this would continue.

The Committee congratulated the Force on the project so far.

The report and progress was **noted.**

37/2008 **INTERIM NEIGHBOURHOOD POLICING EVALUATION**
Agenda Item 5

Mr King said that this was an interim report from the Force's consultants and the Committee would be submitting its own report to the Authority in January.

Assistant Chief Constable Pacey said he had been disappointed by the report which was commissioned from ESI Research Ltd and the Universities' Police Science Institute, Cardiff University. He said it did not meet the brief, which had been to look at perceptions of crime and analyse crime and incident data. Assistant Chief Constable Pacey said that the main individual who had been supposed to be writing the report had been incapacitated during the period the research had been carried out and the report written. He said it appeared that the author of the report had had difficulty understanding what the railway community was.

Assistant Chief Constable Pacey said that there were some positives to the report. The report had found neighbourhood policing to be the right forward for BTP. The key findings had been that disorder drives insecurity, men and women are affected differently by different policing approaches, neighbourhood policing offers more reassurance to staff than to passengers, and improving feedback to victims of crime should improve satisfaction levels.

Mr King said that he had asked Mr Haddock to prepare the neighbourhood policing report for the Authority on behalf of the Committee. The report would cover:

- Why neighbourhood policing had been introduced
- The issues associated with adapting neighbourhood policing to the railway environment
- The early neighbourhoods that had been set up and the results of these
- How stakeholders were engaged in neighbourhood policing
- How targets were set for neighbourhood policing teams
- The lessons learned so far
- The outcome of the HMIC report into neighbourhood policing
- A data review of where neighbourhood policing teams started from and where they are now
- The way forward

Mr King said the report from the consultants was too broad and did not consider the targets. The Committee shared Assistant Chief Constable Pacey's disappointment.

Mr King said he would be happy to work with the Force looking at what the Force and Authority wanted to achieve from the wider report and ensuring there was not too much overlap. He felt that the Authority would want to carry out a review from a more strategic angle.

Mr Adams said that he wanted to see the evidence that neighbourhood policing was delivering what it had set out to.

Agreed:

- **Mr King, Mr Haddock and Assistant Chief Constable Pacey to discuss the wider review and ensure there was not too much overlap with the Authority's report.**

38/2008 **VICTIMS OF CRIME SURVEY HEADLINE RESULTS**

Agenda Item 6

Ms Weller spoke to her paper which gave the summary results of the Victims of Crime Survey for 2007/08.

The quality of service target had been achieved, but not by a large margin. Ms Weller said that a number of initiatives had been put in place to improve this. These included a programme across the Force to raise the profile of the quality of service commitment by presenting to management teams in the Areas and ensuring they were aware of where the target came from.

Ms Weller added that she had been liaising with the Victim Care Managers on the Areas and ensuring that they were meeting the victims' code of practice. She added that each Area now also had a quality of service single point of contact (SPOC).

In terms of the data, Ms Weller said that each researcher in her team was assigned two BTP Areas into which they took an interest. The researchers were able to see where the problems were and provide more data to the Areas to let them know of any areas of weakness so these could be addressed. Ms Weller said that since this had been introduced both London North and South Areas were improving. She said the time to look at the data in more detail had been made possible by introducing the telephone survey which greatly reduced the time spent on administration.

Ms Weller said that Scotland was now improving its recording of follow-up with victims. She said that the Scottish code of practice did not have such strict guidelines as that for England and Wales but it was important to follow-up and make sure there was evidence of this.

Suzanne May said that the report was very encouraging.

Mr Adams asked how all crimes could be broken down into the four categories that were listed. Ms Weller explained the four categories were used as it was a Home Office survey and the Force did not want to move too far away for comparison purposes. She added that not all types of crime were included, as some were considered too sensitive and as such were excluded on ethical grounds. Ms Weller said that the categories used could be broken down further for more detailed analysis. There was also an anti-social behaviour survey that had been taken in conjunction with the victims of crime survey previously but this was being redesigned at present.

Mr King said he was pleased to see that weaknesses were being identified and addressed, and strengths captured.

Mr Adams asked what was happening with regard to signage for BTP at stations. Mr King said the Committee would look forward to the result of the signage project recommendations, looking at how easy it was for passengers and stakeholders to get in touch with BTP at stations. He said he would like to see the outline plan of how the recommendations would be delivered at the next meeting. Mr King said there needed to be clarity around whether it was visibility or easier contact that was to be achieved.

Agreed:

- **The Force to present the outline plan of how recommendations around signage at stations would be delivered.**

39/2008 **INDEPENDENT CUSTODY VISITORS (ICV) PROGRESS REPORT AND POLICY FOR APPROVAL**

Agenda Item 7

Miss Barrick introduced the paper, which presented a draft policy and service level agreement (SLA) for custody visiting, to the Committee for approval. The policy and SLA had been written following the decision at the last meeting to approach police authorities in the locations of BTP custody facilities and negotiate to have BTP facilities serviced by their existing panels.

Chief Inspector McMunn felt that using local panels would be an advantage as the ICVs would be able to compare BTP facilities with those of the local force. He said that feedback to the Force was very important.

The Committee **endorsed** the policy and SLA.

Agreed:

- **Mr Hemmings be authorised to enter into ICV agreements.**

40/2008 **NEW DUTIES UNDER THE POLICE AND JUSTICE ACT 2006**

Agenda Item 8

Mr King said this paper had previously gone to the HR&R Committee.

Mrs Elvy said that the paper was presented to introduce new guidance. She said that she had not found a specific mention of the Authority in the legislation but considered it to be best practice. The HR&R Committee had agreed the proposed actions seemed reasonable and they had given approval for creating a single equality scheme, which would mention stop and search.

Mrs Elvy added that the guidance also suggested formalising a policy setting out how the Authority would meet its duties around stop and search. Mr King said that he would welcome this.

It was agreed that the monitoring of the Force and Authority's equality impact assessments (EIAs) needed more work. Mrs Elvy said that the HR&R Committee had oversight of the Force and Authority's EIAs but that it may be useful for SR&CS to also receive these. Mr King felt that the suggestion for a formal monitoring process via the Committee was useful. He suggested that a six-monthly reporting structure would be helpful. Mrs Elvy said a key issue arising from the guidance was the Authority oversight of the Force's community engagement work. She said that she could start to put something together for this from the verbal update that was given at the stop and search meetings. Assistant Chief Constable Pacey suggested that it would be best to talk to Superintendent Price to find out what was already produced for internal purposes.

The Committee accepted the principle that the Authority would meet the minimum standards, and on those where it was appropriate they would aim for the higher standard. This would be reviewed at a later date.

Agreed:

- **The Authority to develop a stop and search policy.**
- **A formal mechanism for reporting on equality impact assessments be implemented. To include six-monthly reports to the Committee.**
- **Mrs Elvy to liaise with Superintendent Price regarding this new reporting structure and how best to produce the material required for the Committee.**
- **The minimum standards be adopted and where appropriate the higher standards. This to be reviewed in the future.**

41/2008 COUNTER TERRORISM – DUTIES FOR POLICE AUTHORITIES TO CONSULT WITH COMMUNITIES

Agenda Item 9

Mrs Elvy spoke to her paper which introduced the newly published APA guidance regarding consultation on counter terrorism as part of the *'Prevent'* agenda. Mrs Elvy said that Members may want to make a recommendation for further work before agreeing definite action points.

Assistant Chief Constable Pacey said that the *'Prevent'* agenda also had implications for the Force, although it was predominantly aimed at those forces policing residential areas. He said that BTP had not been given any funding for the work required unlike Home Office forces, but was cognisant of it. He added that the Force already did a lot of work around counter terrorism for which it was not reimbursed by the Home Office. He suggested that Mrs Elvy speak to Superintendent Trendall before progressing this piece of work.

Mr King said that there were elements in the guidance that touched on existing and planned arrangements and as it was the early stages and there was a lot of scoping to do.

Mr Haddock said that he would be meeting with the Director of the *'Prevent'* agenda shortly and he would raise BTP's issues with him. He added that the Force and Authority should try and feed into the policing green paper that was due to be published shortly about what should be done for non-provincial forces.

Agreed:

- **Mrs Elvy to speak to Superintendent Trendall before progressing this piece of work.**
- **The Force and Authority should try and feed into the policing green paper that due to be published shortly about what should be done for non-provincial forces.**

42/2008 OVERVIEW OF POSSIBLE ISSUES ARISING FOR BTPA FROM THE NEW APA CDRP GUIDANCE

Agenda Item 10

Mrs Elvy said this was guidance from the APA. The guidance contained suggested terms of reference for setting up formal partnership arrangements, which could be useful. The paper was intended mainly for information purposes and could be kept as a reference document.

Assistant Chief Constable Pacey said that Crime and Safety Partnership Groups (CSPGs) were becoming BTP's CDRPs. He suggested that the guidance could be related to these.

Mr King said it was natural that the Force would work with government regions.

The report was **noted.**

43/2008 AOCB

Agenda Item 11

Mr Adams said that it had come to his attention as the leader in the stop and search field the Force was considering developing a training forum. Mr Adams said that he would like this to be communicated to the full Authority and asked if there was an opportunity for the Force to make some money.

Assistant Chief Constable Pacey said he believed that this was related to the BASS training and the possibility of developing a training programme was part of the BASS training evaluation.

DATE OF NEXT MEETING: Tuesday 7th October 2008, 11.00am Member pre-meet, 11.30am Meeting

Signed……

Chairman