

BRITISH TRANSPORT POLICE AUTHORITY

MINUTES
POLICE AUTHORITY
14th MAY 2009, 10.00AM
At

G1 & G2 - FHQ 25 CAMDEN ROAD

- Present:**
- Ms M Banerjee (Chairman)**
 - Sir David O'Dowd (Deputy Chairman)**
 - Mr L Adams**
 - Mr I Dobbs**
 - Mr R Culley**
 - Mr C Foxall**
 - Mr M Holden**
 - Mr J King**
 - Ms C Knights**
 - Suzanne May**
 - Mr R O'Toole**
 - Mr J Weimar**
- Apologies:**
- Mr R Gisby**
 - Mrs W Towers**
- In attendance:**
- Mr I Johnston, Chief Constable**
 - Mr A Trotter, Deputy Chief Constable**
 - Mr A Pacey, Assistant Chief Constable, Operations**
 - Mr P Crowther, Assistant Chief Constable, Crime**
 - Mr D McCall, Assistant Chief Constable Scotland**
 - Mrs S Burd, Director of Finance and Corporate Services**
 - Ms L Scott, HR Director**
 - Mr P Zieminski, Frontlinefirst Programme Director**
 - Mr P Trendall, Chief Superintendent (part)**
 - Ms M Daniels, Acting Head of Strategic Development**
 - Ms V Delices, Secretariat Manager**
 - Mr H Waller, Project Manager Frontlinefirst (part)**
 - Mr B Gosden, Project Manager Control Rooms and Contact Management**
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- Mr R Hemmings, Chief Executive & Clerk**
 - Mr P Haddock, Deputy Chief Executive**
 - Mrs S Elvy, Research and Policy Manager**
 - Miss L Barrick, Business Support Manager & Minutes**
 - Mr M Daventry, Communications Officer**
 - Miss R Pazos, Administration Assistant (part)**

PART I – ITEMS TAKEN IN PUBLIC

23/2009 WELCOME AND APOLOGIES

Non-agenda

Apologies had been received from Mrs Towers and Mr Gisby.

24/2009 MINUTES OF MEETING 12TH MARCH 2009

Agenda Item 1

The minutes were agreed as an accurate record.

It was noted that the Chief Constable's Report referred to Assistant Chief Constable Thomas national role for the Olympics within the DfT, which was not reported in the minutes.

25/2009 MATTERS ARISING

Agenda Item 2

The Authority noted that work to increase the passenger voice in consultation on policing targets was ongoing.

An update on Stratford accommodation had not been received from Mr Gisby. The Force updated that the latest plans were to develop the site of the current BTP facility in Stratford but this would not go ahead until a lease was received from Network Rail that made the level of investment required worthwhile. If this option was to go ahead, building needed to commence within the next 12 months for it to be completed in time for the Olympics. It was agreed that a meeting between TfL, Network Rail and BTP would be arranged to try and progress this.

The Authority congratulated Mr Trotter on his successful application for the Chief Constable position. The Chair added that the Authority had received positive feedback on this appointment.

Agreed:

- **Assistant Chief Constable Thomas to set up a meeting with TfL, Network Rail to progress this.**

26/2009 CHIEF CONSTABLE'S REPORT

Agenda Item 3

The Chief Constable updated that the Force had achieved 18 of its 22 national targets and 80 of its 88 local targets. The Force detection rate had increased to 32%, continuing the upward trend of recent years. All cable theft related targets had been achieved. The target of less than 8 days sickness per employee was achieved along with the promotion target for BME officers. The four remaining organisational targets had not been achieved, although progress had been made in these areas. The emergency calls target had not been achieved with 86% of emergency calls answered within 10 seconds against a target of 90%; this target was now being met.

It was noted that London North and Wales and Western Areas had hit all their local targets. London South had continued to drive down robbery and L Area had achieved a detection rate of 77%.

The Force had performed well against its persistent young offenders target (PYO). Previously the Force had been at the bottom of the league table for time from arrest to disposal of PYOs but it was now 17th out of the 44 forces. The Chief Constable noted Assistant Chief Constable Crowther's dedication to improving this area.

The Authority congratulated the Force on its performance. A briefing was requested to be sent to members with the highlights of the targets.

The Chief Constable had met President Obama during his visit to London and had also had a meeting with Kit Malthouse Deputy Mayor of London for policing.

The Chief Constable informed the Authority that three complaints had been received following the G20 demonstrations, two of which had been assessed as direction and control. He said that this had been a very difficult operation but overall he felt that the Force had performed well. Two officers had been injured in the demonstrations. The Authority asked how the injured officers were recovering. The Chief Constable responded that both were recovering well.

There were some concerns regarding liabilities arising from command and control decisions in joint operations and a dialogue was taking place. This related to the issue of the individual actions of BTP officers whilst under the command of officers from other forces. The Members asked that this remain on the agenda.

The Force had received funding as part of the Home Office initiative for tackling knives.

There had been a lot of work taking place around cable theft and a new approach to working with the scrap metal dealers was working well. The question as to whether the Force was entitled to any money under the Proceeds of Crime Act for recovering stolen cable was raised. The Force responded that it was working on this but this was a lengthy process and any proceeds were split between the Home Office, Crown Prosecution Service and investigating Force.

The policing of the FA Cup semi-final weekend had gone well with no major disorder. There had been a dispute with the control room staff backed by the TSSA, which related to the shift system in Birmingham as it was different to that in place in London. However, the Force was currently negotiating changes to the London shift system which would bring it more in line with Birmingham. The TSSA was also lobbying for recognition for police staff and the Force was in dialogue with them regarding this and their legal entitlements.

Operation Creek which targeted credit card fraud on the railways had yielded successful results. It was noted that the railway industry was very susceptible to credit card fraud due to the high number of customer not present transactions.

Operation Taurus, which was aimed at reducing ticket vending machine (TVM) crime, had also yielded successful results. The Members asked what amount of this was organised crime and how much was low level opportunists. The Force answered that it was a mix of both types but it was most concerned by the organised crime element. The extent to which TVMs were covered by CCTV had been noted as a significant factor in detection and deterrence. The Force also updated that its crime reduction team was in contact with the machine manufacturers to try and reduce crime in this area by making the machines more secure.

It was noted that both Operations Creek and Taurus had resulted in large amounts of money being saved. The question was raised as to whether the Force could look annually at the amount that these and similar operations save so that this could be presented to the rail industry. The Force said that it would look into this, but there had also previously been discussion with the Rail Safety and Standards Board (RSSB) on conducting research into the economic benefits of policing on the railways. It was confirmed that the RSSB was still discussing this.

Members noted that non-notifiable crime appeared to have increased for London North and South Areas. They noted that TVM crime could be behind some of this but asked what else this related to. The Force replied that some of this would relate to bylaw offences but also that the introduction of more neighbourhood policing teams meant that more low level disorder and anti-social behaviour was being addressed. Members requested that the Force look back to see what amount of the increase could be explained by police-generated activity so that there was a baseline for future reference.

Agreed:

- **The discussion around liabilities for officers under the command and control of an officer from a different police force in joint operations to remain on the agenda.**
- **The Authority to write to the Area Commanders congratulating them on their performance against the targets.**
- **The Force to produce a briefing to be sent to members with the highlights of the targets.**
- **The Force to look back at non-notifiable crime increases to see what amount of the increase could be explained by police-generated activity so that there was a baseline for future reference.**
- **The Force to look into whether it could provide a figure demonstrating the amount of money saved by BTP operations.**

27/2009 ANNUAL EFFICIENCY REPORT

Agenda Item 5

Grant Thornton had been quality assuring the Force's work in this area. They had highlighted two main issues which were being investigated. The first of these was whether the Force should net off any investment which had been required against efficiencies made as a result of the investment. The Home Office accounting rules were being checked to

answer this point. The second matter was whether rent-free periods on accommodation could be considered efficiency savings. However, if these issues were confirmed and the amounts had to be removed from the efficiency saving totals they only represented 9% meaning that the efficiency target had still been achieved.

The Authority asked if the netting off of investment costs from efficiencies would meet private sector scrutiny standards. This would be investigated.

The Force said that the efficiency programme was about enhancing service delivery. It was noted that the initial cash saving opportunities which had been identified were now reducing. However, with the changing external pressure more cash savings would need to be made.

Agreed:

- **The Force to investigate whether netting off of investment costs from efficiencies would meet private sector scrutiny standards.**

28/2009 FORCE CONTROL ROOM BIRMINGHAM

Agenda Item 6

Following some concerns from Members after a visit to the new control rooms Assistant Chief Constable Pacey gave a presentation on the First Contact Centre (FCC) and the Force Control Room Birmingham (FCRB).

The project to establish these had gone well coming in both on time and budget. Following the implementation of the new control rooms, call handling performance had risen significantly, with the target to answer emergency calls within 10 seconds increasing from 68% achieved in 2007 to 90% achieved in 2009. The number of internal calls to the FCC had also been significantly reduced by changing the culture of officers who had previously called into the control room to book on and off duty and give status updates, which could be done by other means. However, it was felt that there was still the opportunity to be smarter around these calls and a review of the categories was to be undertaken and the percentages of calls under each. Some latent demand had arisen as anticipated but performance had still significantly improved.

The Authority asked if there were targets for call duration. The Force advised that it was too early to set these as the control rooms were still settling. However, to calculate the staffing level required, using the Erlang C Model, an average call length of 3 minutes for emergency calls and 6 minutes for non-emergency calls had been used, in which the wrap-up time of the call was included.

The Authority asked if there was a concern over the loss of local knowledge with the centralisation of this function. The Force said that from its experience with the Crime Recording Centre this could be a slight issue initially but improved quickly.

The Authority was keen to understand what the internal non-emergency calls consisted of. It was explained that these were things such as

Police National Computer (PNC) checks and incident updates. The question was raised as to whether there was any other way to retrieve this information without going through the call centre. The Force responded that mobile data had already significantly reduced this call traffic but not all officers had this available to them currently. The Authority felt that it would be useful to look at a business case for mobile data against the calls.

Call data was monitored on a daily basis by the Centre Manager and could be analysed down to each 30 minutes. The staffing levels would be re-evaluated once the call centre had settled down and there was a clearer picture of demand and this process was now starting.

There was discussion around the standards that were employed on the call handling database and the amount of free text. The Force answered that there were various national standards that they had to work to around crime recording and incident data and there were pro-formas available on the system, but added that this was an area that was to be looked at further.

It was suggested a Member adopt control centre activities as a portfolio topic. This would be looked at as part of the business review of the Authority which was due to take place shortly. The call handling issues that had been looked at would be brought to the SR&CS Committee in October for an update.

Agreed:

- **The Force to review the data standards in place on the call handling database.**
- **The Authority Business Review to consider whether a Member be assigned call handling as a portfolio topic.**
- **The Force to bring any updates on control centre activities to the SR&CS Committee in October.**

29/2009 UPDATE ON NEIGHBOURHOOD POLICING EVALUATION

Agenda Item 7

The full report of the first phase of this evaluation would be going to the July SR&CS meeting. The headline findings in the report were currently draft until these had been through the SR&CS Committee.

Her Majesty's Inspectorate of Constabulary (HMIC) would be inspecting the Force on neighbourhood policing in the near future and a meeting had taken place to discuss the best time for this subject to the internal evaluation. It had been suggested that this would be once the terms of reference for the second phase of the evaluation had been set.

The Force said that the HMIC inspection would need to embrace the different environment of the BTP jurisdiction to that of Home Office forces. It was also noted that HMIC was putting together its national inspection programme so a discussion around how this could be most effective for BTP would also need to be had.

The Members expressed some concern around the baseline position for neighbourhood policing and recognised that any report could only work from a narrow base.

It was agreed that Mr King would take the lead role regarding the HMIC neighbourhood policing inspection at present as they had requested a meeting with him. Assistant Chief Constable Pacey confirmed that he would be the Force lead and would liaise with Mr King.

The Authority noted that this was an important piece of work.

Agreed:

- **Mr King to be the lead on the HMIC neighbourhood policing inspection at present, with Assistant Chief Constable Pacey leading for the Force.**
- **The Force and Authority to engage with HMIC regarding the national inspection programme and how this would be most effective for the Force.**

30/2009 COMMITTEE ISSUES

Agenda Item 8

Human Resources & Remuneration Committee 24.02.09

An update on this meeting had been given at the last Authority meeting.

The 1st September HR&R Committee meeting was being held in Birmingham to enable the Committee to visit the new HR Business Centre. If any other Members would like to attend they should let the Secretariat know.

The new Head of Learning and Development had been appointed and had now started in post.

The Police Staff Employment Package Project (PSEP) had been discussed at a special HR&R Committee meeting. The work so far was being reviewed following delays to the project, caused by union negotiations, and following the changes to the economic climate in that time. A further special meeting was to be held in July to update the Committee on progress.

Agreed:

- **Any Members who would like to attend the HR&R Committee meeting on 1st September in Birmingham to let Miss Pazos know as soon as possible.**

Audit & Corporate Governance Committee 17.03.09

The new internal auditors had started. The new company was called Tribal and had been appointed following a European tendering process. Their appointment had resulted in a significant cash saving on this function.

The governance arrangements for the London Underground Area (L Area) were being reviewed with NAO oversight, as these involved dual accountability between TfL and BTP(A).

There had been significant developments by the Force in its contingency planning, with a lot of work taking place and many plans being produced. There was a concern within the Committee that this was a very bureaucratic process and needed to be managed carefully. The Force added that this was a challenging area as each plan had to be tested to ensure that it was fulfilling its requirements. The critical functions were taking priority in this process.

Stakeholder Relations and Communications Strategy Committee 06.04.09

This meeting had taken place in Birmingham to allow the Committee to visit the First Contact Centre and Force Control Room for the non-London Areas. Mr Holden had been welcomed to his first meeting of the Committee.

The first draft of the BASS training evaluation results had been received by the Force and a paper on these would be coming to the next SR&CS Committee meeting and a presentation to a future Authority meeting.

It had been reported the Scottish Area had been including unattended vehicle searches in their section 44 stop and search records. The Committee had asked for the figures on this so they had a truer reflection of the section 44 stop and search levels in Scotland.

A good presentation had been given on the possible use of taser.

It was explained that the Committee was mapping out all the advisory groups that the Force currently used to have a clear picture of the levels of input that were available.

The Rail Safety and Standards Board (RSSB) were looking into conducting research on the barriers against travelling felt by the BME population.

Professional Standards Committee 20.04.09

An update was given that the Taylor implementation had gone smoothly. The Professional Standards Department were receiving some queries from Areas on this but less than had been anticipated.

There had been a review of high profile cases and there was discussion taking place regarding how the Authority was briefed on these.

The recruitment of independent members for misconduct panels had gone well. This had been a joint project with City of London Police, the Metropolitan Police Authority and MoD Police joining at a later stage.

Chief Constable Appointment Panel 23.04.09

This was noted.

PART II – ITEMS TAKEN IN PRIVATE

31/2009 BORDERS POLICING

Agenda Item 4

There was a discussion on Border Policing.

Agreed:

- **Mr Hemmings, the Chief Constable and the Deputy Chief Constable to meet and discuss borders policing further.**

32/2009 JUDICIAL REVIEW

Agenda Item 9

The Authority was given an update the current position.

33/2009 POLICING PRESENTATION – COUNTER TERRORISM

Agenda Item 10

This presentation was deferred owing to time pressures.

34/2009 CHIEF OFFICER APPOINTMENTS

Agenda Item 12

The Authority agreed the recommendations on the process for the Deputy Chief Constable recruitment.

35/2009 AOB

Agenda Item 11

AOB matters were taken in private session.

DATE OF NEXT MEETING:

Wednesday 24th June 12.30pm venue TBC

Signed.....
Chairman