
BRITISH TRANSPORT POLICE AUTHORITY

MINUTES

STAKEHOLDER RELATIONS AND COMMUNICATION STRATEGY COMMITTEE
TUESDAY 7th OCTOBER 2008 11.30AM

at
THE FORUM, 74-80 CAMDEN STREET

Present: Mr J King (Chair)
Suzanne May
Mr R O'Toole

Apologies: Mr L Adams
Mr R Gisby

In attendance: Mr A Pacey, Assistant Chief Constable
Mr S Peel, Performance Analysis Manager
Ms S Weller Quality of Service Research Manager
Mr W Smith, Business Analyst
Mr G Clark, Inspector
Ms J Bird, Head of Media and Marketing

Ms K McClelland, Independent Custody Scheme Manager,
MPA

Mr R Hemmings, Chief Executive & Clerk
Miss R Pazos, Administration Assistant & Minutes

44/2008 **APOLOGIES**
Non-Agenda

The Chair gave apologies from Mr Adams and Mr Gisby.

45/2008 **MINUTES OF MEETING 1st JULY 2008**
Agenda Item 1

Suzanne May queried the progress on the evaluation on BASS training. Assistant Chief Constable Pacey confirmed that it was still ongoing and will report when the training has been completed.

Agreed:

- **Assistant Chief Constable Pacey would check on the progress of the evaluation on BASS Training.**

46/2008 MATTERS ARISING

Agenda Item 2

Assistant Chief Constable Pacey said that Leigh Stringer was responsible for presenting the outline plan of how recommendations on signage in stations would be delivered.

The Chair queried if the Force and Authority were intending to respond to the Policing Green Paper. Mr Hemmings confirmed that responses were going to be made.

Agreed

- **Assistant Chief Constable Pacey to ask Mr Stringer to provide the Committee with an update on signage at stations for the next meeting.**

47/2008 ICV UPDATE

Agenda Item 3

The Chair thanked Ms McClelland for her report.

Ms McClelland spoke to her paper, and said that in the MPS facilities, the main activity was a self-introduction pilot, which would take place from October to January. When custody visitors attended, instead of the police introducing the visitors to the detainees, and being asked if they want to see the custody visitors, the visitors are still escorted; but once the cell door has been opened and checked that it safe to enter, they can introduce themselves and ask whether or not the detainee would like to speak to them. Because Camden is part of the pilot, BTP could be included.

The Chair asked what the role of the Authority would be. Ms McClelland said that the role of the Authority would be to manage the pilot. Ms McClelland said that she would send a briefing to the Authority on this subject.

Members noted that the frequency of visits had improved, weekend visits were being carried out and the targets were now almost being achieved. Ms McClelland confirmed that before the visitors leave the station the officers receive a copy of the report.

Overall, there were no significant issues for BTP.

Agreed

- **Assistant Chief Constable Pacey to thank BTP facilities for high standards being achieved and picking up some minor concerns which had been identified.**
- **It was agreed that someone from BTP should attend the panel meeting in West Ham once every quarter, or every six months.**

48/2008 STOP AND SEARCH SCRUTINY

Agenda Item 4

Assistant Chief Constable Pacey confirmed that the Force was now much better placed to provide an in-depth analysis of the data. There had been a 27% increase in stop and search, because of the increase in activity in Scotland. London accounted for about 50% overall. The pattern of stops mirrors specific Police operations. He also confirmed his view that the balance of searches being carried out was about right.

Assistant Chief Constable Pacey said the Force may soon be asked to reduce its use of Section 44, but the same level of threat and risk remained. Suzanne May asked if this was damaging communities. Assistant Chief Constable Pacey said there was no evidence of any damage to communities.

So far as looking at proportionality was concerned, the Force was using census data only from the Home Office Force areas within which BTP operates. This should be a more accurate measure.

The Chair and the Committee thanked Mr Smith for the analysis. The Committee confirmed its support for the Force's approach, in the event that operationally the current levels of activity were maintained.

49/2008

Agenda Item 5

CONTROL ROOMS PERFORMANCE REPORT

The Authority approved the project in April 2007.

Mr Smith said that performance was being maintained and would improve even further.

The first contact centre in Birmingham, which was managed by call centre professionals, had demonstrated a massive impact on performance. A report would be given next year, when everything had been completed.

50/2008

Agenda Item 6

NIAG PROGRESS REPORT

The Committee **agreed** that in October 2009 there would be another review, reflecting on NIAG's first two years of operation.

51/2008

Agenda 7

RAIL USER DEMOGRAPHIC RESEARCH

Assistant Chief Constable Pacey said that, in simple terms, the Force was trying to better define the background population of who was actually travelling on the rail network. Assistant Chief Constable Pacey said there had been some initial interest from Greenwich University to undertake research into this. The university had previously carried out some research of a similar nature for the Home Office.

The Chair said that the Authority was not asking the force to go into a great a degree of detail on this. If the Greenwich proposal was not practical, the Committee would have to bring it to a close.

Agreed

- **If the approach to Greenwich was impractical , no further steps should be taken.**

52/2008
Agenda 8

MEDIA AND MARKETING DEPARTMENT

Ms Bird spoke to this item. She started off by giving an overview of the Media and Marketing Department. (Copy of the slides in the Minutes Book.) The purpose of this was to demonstrate the achievements, what to expect over the next 6 months, and future plans for 2009.

Ms Bird said the marketing team was two and half years old, and confirmed that there had been a substantial increase of the BTP profile in the media.

The Chair asked how the BTP media profile increase was measured. Ms Bird stated that it was measured in terms of press output and coverage. More press releases have been put out, particularly in Scotland. She mentioned that the Force do not have a budget allocated for advertising through the London Underground network; however LU gave The Force some advertising space in certain Tube stations.

Ms Bird informed the Committee of the communications tasks that were not under Media and Marketing's area of responsibility::

- Stakeholder communication – on Areas and FHQ: a lot of the communication tends to be done by individual Areas Commanders.
- Online communications – Intranet.
- Recruit advertising.
- Public affairs- PQs MP's questions etc.
- FOI requests.
- Briefing system – including online.
- Corporate style re building/signage etc.

Ms Bird also informed the Committee what to expect in the next 6 months, as follows:

- Restructure of the Media and Marketing Team.
- A media handling approach that would enable the media people to be more proactive.
- More proactive national campaigns.
- Increase promotion of Neighbourhood Policing Teams.
- Stakeholder communications audit and mapping.
- Continue the rollout of media training.

- Exercise of Major/ Critical Incident Plan internally and with partners.
- Develop and maintain BTP's website – content and look.
- Increased governance – Media SOP, photo policy, on call, legal training.

The Committee was encouraged by the progress being made and supported the direction of travel

53/2008
Agenda 9

DELIVERY OF FORCE CONSULTATION STRATEGY

Ms Weller said that this report gave a summary update against BTP's consultation strategy.

Ms Weller then went on to say that with regards to the Rail Staff Survey, 2,000 questionnaires had been returned which were still being analysed.

Suzanne May asked how many questionnaires were originally sent, to which Ms Weller replied that 20,000 questionnaires were despatched. A return of just 2,000 was disappointing.

The Committee noted the report.

54/2008
Agenda 10

SPRING NATIONAL PASSENGER SURVEY RESULTS

Ms Weller said that this year was very interesting as it was the first time Neighbourhood Policing questions had been included.

Ms Weller said that there had been a marked rise in respondents describing their personal security as satisfactory between spring 2007 and spring 2008. In spring 2008, when passengers were asked about personal security whilst using the stations, 64% were positive; whilst using the train, 73% were positive.

55/2008
Agenda 11

CAPTURING PASSENGER FEEDBACK AND THE BTP BESPOKE POLICING PLEDGE

Mr Hemmings said that in capturing passenger feedback, it would be appropriate to identify the policing pledge as item for debate nationally. The Committee would take into account what comes out, particularly the policing plan targets for next year.

Assistant Chief Constable Pacey agreed with Mr Hemmings and followed on to say that the Force wanted passengers' views about the policing pledge, and what the Force did. The Force had given Area Commanders some steer around getting stakeholder views. This would enable the Force to decide how far it wanted to adopt a policing pledge styled approach.

Initial feedback from the industry showed it was keen to maintain firm operational targets. This would inform the Policing Plans sub Group's deliberations.

56/2008
Agenda 12

UPDATE ON PASSENGER FEAR OF CRIME RESEARCH

Suzanne May said that when she had attended the Vandalism Reduction Partnership meeting, which had representatives from TOCs, BTP and officers trying to beat graffiti. There was some concern that the Criminal Justice System did not believe that graffiti mattered to people. The Committee agreed that in the next set of questionnaires for passengers, there should be a question on how passengers feel about graffiti.

Agreed

- **In the next set of questionnaire for passengers, there should be a question on how passengers feel about graffiti. Ms Weller will inform Passenger Focus**

57/2008
Agenda 13

UPDATE ON NEIGHBOURHOOD POLICING

The Chair said that he wanted to have a discussion about the possible outcomes of a review of Neighbourhood Policing. There was a project plan, which had not yet been sent to members of this Committee. However, the Committee should discuss the issue in broad terms.

The Chair asked Assistant Chief Constable Pacey to give an idea of how he saw the review turning out. He reminded the Committee of work done by the University of Glamorgan and Matrix, which had come before this Committee about a year ago. The current project aimed to encompass a broader spectrum of the neighbourhood policing sites and compare them against control sites. This work had originally been awarded to Cardiff University to carry out but the quality of the work had been such that the Authority could not rely on it. Therefore the decision had been taken jointly with the Secretariat to manage this internally. Mr Haddock was working closely with the Home Office and Mr Quinton from NPIA, who quality would assure the review. The review would evaluate two sites that have been running for some time – Lewisham and Pontypridd; two that were less established (Mersey Rail Southport and Birmingham Cross-City line) and, as a control sample, two sites that did not have Neighbourhood Policing teams.

The intention was to use focus groups, to obtain views from rail staff, tenants & passengers. This work was scheduled to be completed by the end of November. The feedback to date was that NPTs had more impact for staff; the public were less aware or concerned – in fact, at two focus meetings, there had been no attendance. In addition, the Secretariat was carrying a literature review of material published in respect of NPTs

Focus group work would be completed by late November. All reports and findings would be submitted to Mr Haddock and then Mr Haddock would draft a final report.

The Committee was anxious to ensure that the review:

- a) Took account of APA guidelines adapted for the railway environment and;
- b) The recent inspection and report by HMIC.

The review should aim to enable the Authority to assess whether NP is a justifiable approach or not. Crucially, the Authority will want to be satisfied that the approach gave value for money. It would be important to measure where the development was in relation to the original brief. The review must be robust and authoritative, with clarity about objectives. The Committee agreed that the work under way would probably represent phase 1 of a wider ranging internal review.

Assistant Chief Constable Pacey said that NPT was about delivering locally agreed targets, within a local context. The Committee endorsed this principle. It will be important to map performance (for example, crime reduction, increases in detections, reduction on staff assaults and increased public confidence) against the resource being used. The Committee will want to be able to sign off any approach in the future, as the way forward, if NPTs represent value for money. The review could form the platform for a wider debate. Not enough work has been done thus far to enable this to happen, but the Committee wants to be sure that the final report would enable this to happen. It was also crucial to ensure that NPTs fitted a model that was right for BTP.

Agreed:

- The Committee to review the draft report in January.

57/2008 AOCB

Agenda Item 14

There was no AOCB.

**DATE OF NEXT MEETING: Tuesday 20th January 2009, 11.30am
Member pre-meet, 11.00am Meeting**

Signed.....

Chairman