Initial evaluation of BTPA oversight of Neighbourhood Policing (completed November 2008)

1. Strategic direction					
Consideration	**Current position**	**Risks**	**Action**	**Timescale**	**Outcome**
Do your force's priorities include neighbourhood policing (NP)	Yes, NP is featured in our current three year strategic plan and all BTP Areas currently have NP targets and this is likely to be repeated for 2009/10. BTP also has an NP strategy.	The Authority needs to ensure that activities used to capture NP targets/priorities are fit for purpose.	This is considered by the policing plan sub-group on an annual basis and should continue.	Annually ongoing	Force's priorities include NP.
Are NP outcomes measured?	Yes, performance against strategic and policing plan targets is monitored via the Strategy Committee and the full Authority. The NP evaluation project is also assessing what NP has delivered for rail staff and passengers in terms of personal security.				NP policing outcomes are measured
Have you actively engaged with the LAA process and does it include outcomes promoting neighbourhood policing?	N/A. However, NP has been considered in both Force and Authority discussions with national and local stakeholders about medium and long term policing priorities. This is done annually as part of the policing plan process and three yearly as part of strategic planning arrangements.	The Authority needs to regularly review engagement activities to ensure they are still capable of delivering the outcome required.	This will be considered as part of the ongoing planning for any regular or one off discussions about annual and strategic planning.	Annually ongoing	N/A

| Does your force have learning and development arrangements in place to support NP? How effective are they? | Yes, the Force refers to training arrangements for NP within its NP strategy. However the authority currently does not have formal oversight of the delivery and effectiveness of this oversight beyond receiving the outputs of HMIC inspections of NP. | Without an effective evaluation process, the Authority cannot be sure that training arrangements are fit for purpose. The Force is currently developing a quality assurance SOP for training the outputs of which can be used as evidence for evaluating the learning and development arrangements for NP. | SR&CS to consider training plans for NP (with support from HR&R?) | tbc | A mechanism for monitoring delivery and effectiveness of NP training is developed and implemented. |

2. Performance

Consideration	Current position	Risks	Action	Timescale	Outcome
Do you routinely monitor force performance on NP?	Yes both operationally via oversight of delivery against strategic and policing plan targets and strategically via SR&CS monitoring of the roll out of NP and evaluation of benefits delivered. Members also liaise with their local Force and stakeholder contacts on a variety of issues including NP.				Force's performance on NP is monitored.
Do you compare BCU performance?	The authority compares performance of Areas as part of wider performance monitoring against policing plan targets. Detailed consideration of NP performance at an Area level is not done in isolation from other policing plan targets by the Authority.	Ongoing variation in Area performance may not be picked up unless this is considered in isolation.	SR&CS to periodically consider NP performance at an Area level.	Tbc – suggest at each quarterly meeting or biannually.	The Authority has a process which regularly reviews Area performance against NP targets.

How do you secure improvement?	Monitor and challenge performance against policing plan targets. Monitor the outputs of formal inspections and evaluations for recommendations and actions arising.				Improvement is secured.
Does your force have an abstraction policy and do you routinely monitor abstraction rates?	Yes this is set out in the Force's NP strategy at paragraph 10.4. This is not routinely monitored by BTPA.	The Authority may not be fully sighted on individual teams regularly not meeting abstraction targets.	SR&CS to monitor abstraction rates.	Tbc – suggest at each quarterly meeting or biannually.	Abstraction rates regularly monitored and any action points followed up.
Do you monitor the continuity in post of BCU commanders, neighbourhood managers and neighbourhood staff? (or BTP equivalents)	No.	Turnover of NP team staff may be an indicator of a dysfunctional team and the potential for a team to under deliver.	SR&CS to monitor the continuity in post of neighbourhood teams	Tbc – suggest at each quarterly meeting or biannually.	Authority monitors the continuity in post of Area commanders, officers other and neighbourhood staff?

3. Community engagement

Consideration	Current position	Risks	Action	Timescale	Outcome
Does your force profile neighbourhoods and how does it use this information to set priorities and allocate resources?	Yes but in a different way to territorial forces. BTP works with local partners to identify priority areas where NP can be introduced or expanded.				Neighbourhoods profiled and used to set priorities and allocate resources.

How do you determine local priorities and how is your community engaged in this?	We identify priorities in two ways, nationally via the National Passenger survey and locally via Area Commander consultation with stakeholders as part of agreeing the annual policing plan. NP teams engage separately with local contacts to identify priorities & solutions.	There is some evidence to suggest that passengers are not routinely engaged in identifying local priorities for NP teams.	SR&CS to work with the NP project board and NP evaluation team to identify ways in which the Force and/or Authority can further develop engagement with passengers.	Following publication of NP evaluation.	Local priorities are determined with engagement from the community.
How actively do you ensure all voices in the community are heard?	The Authority receives updates on general community engagement through attendance at the Stop, Account & search Group meeting and via updates during the Policing Plan process. The Stakeholder Committee is also overseeing development and implementation of the BTPA communications and consultation strategy.	We do not currently regularly monitor Force community engagement activity for frequency or extent of coverage.	SR&CS Committee to receive regular updates on community engagement generally and specifically in relation to NP. This includes inputs from IAN and IAG related activities. BTP CEPU may be able to provide further information on NP activity for us.	At each SR&CS meeting ongoing.	The Authority is regularly updated on the nature and scope of community engagement both generally and in relation to NP. This update will consider an overview of both Force and Authority activity.
How do you ensure information is shared between the force, partners and the authority to identify local priorities and deliver community safety?	The Authority Policing Plan Working Group oversees development of the annual Policing Plan which includes identifying local priorities and agreeing local targets in relation to NP teams. This includes updates on consultation with passengers and between Area Commanders and TOC representatives. The Force has developed an extranet facility for PSA holders which includes crime and performance data.	The Authority is not well sighted on how effective processes are for partners to provide information for the Force.	Outputs from the current evaluation of NP will provide further evidence of the effectiveness of arrangements for sharing information with partners.	Following NP evaluation.	A process for ensuring sharing of information exists and is monitored.

4. Value for money					
Consideration	**Current position**	**Risks**	**Action**	**Timescale**	**Outcome**
How do you assess if your force is delivering value for money on NP?	We regularly monitor performance against NP Policing plan targets. We have carried out a Force led evaluation of NP which has considered both qualitative and quantitative evidence from a range of stakeholders of the costs and benefits of NP.				We have assessed whether BTP is delivering value for money on NP