
BRITISH TRANSPORT POLICE AUTHORITY

MINUTES

STAKEHOLDER RELATIONS AND COMMUNICATIONS STRATEGY COMMITTEE
20th JULY 2009, 1.30PM

At
MEZZANINE SUITE, HOLIDAY INN CAMDEN LOCK

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

Apologies: Mr R O'Toole
Mr M Holden

In attendance: Mr P Crowther, A/Deputy Chief Constable
Mr A Pacey, Assistant Chief Constable Operations
Mr S Peel, Performance Analysis Manager
Ms S Weller, Quality of Service Research Manager
Ms V Delices, Secretariat Manager

Professor Tom Ormerod, Lancaster University
Dr Jonathan Smith, Centre for the Protection of
National Infrastructure

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

28/2009 WELCOME AND APOLOGIES

Non Agenda

The Committee welcomed Professor Ormerod and Dr Smith to the meeting.

Apologies were received from Mr O'Toole and Mr Holden.

29/2009 MINUTES OF MEETING 20th JANUARY 2009

Agenda Item 1

The Committee received and **approved** the minutes as an accurate record.

30/2009 MATTERS ARISING

Agenda Item 2

The Chair advised that his update on the advisory groups had been overtaken by a number of issues in this area. He confirmed

that he was now writing a summary following a meeting with the Chairs of the Groups which he would circulate shortly.

It was updated that the language issues for independent custody visitors had been addressed. ICVs would now have access to language line subject to a risk assessment on a case by case basis.

There had been significant progress on the passenger engagement point. A meeting was scheduled for September with Area Commanders and Passenger Focus. There was also work taking place on an anti-social behaviour study.

All other actions had been discharged.

31/2009 BASS TRAINING EVALUATION

Agenda Item 3

Section 44 of the Terrorism Act 2000 was introduced as a tactical approach to a new sort of threat. Following implementation of section 44 a disproportionality of those being searched was noted. To address this, the Force looked at how officers could be trained to implement section 44 in a way that would reduce disproportionality, and the approach of Behavioural Assessment (BASS) training was adopted.

The Centre for the Protection of National Infrastructure (CPNI) in partnership with Lancaster University carried out an evaluation of BASS in BTP. CPNI was interested to see how BASS training could be refined and used in different environments.

Professor Ormerod of Lancaster University briefed Members on the evaluation and its outcomes. He said that the study aimed to consider:

- How effective BASS is as a tool
- How it is used and any enhancements for training
- Whether the BASS approach results in any biases

The study categorised stops under three headings:

- Random (e.g. every 20th person)
- BASS
- Evidence-based

The data collected found that of BASS stops 25% resulted in outcomes of interest. This was statistically significant against random stops, but the significance level was not as high against evidence-based stops. It also found that when compared to the other categories BASS stops appeared to yield a reduction in male non-Caucasian stops.

The evaluation noted that the training was very short and was more of an awareness raising exercise than a skills delivery.

However, it was noted that abstraction rates were an issue. The Force said that it was currently reviewing the best approach to refreshing BASS training to keep officers skills up to date.

The study concluded that there was still a role for random searches as these provided visible policing. BASS appeared to reduce disproportionality and result in more outcomes of interest than other methods. However, further work was required to support these findings.

The Committee thanked Professor Ormerod and Dr Smith adding that the report was very encouraging.

32/2009 INDEPENDENT CUSTODY VISITOR (ICV) UPDATE

Agenda Item 4

The Committee received its first report from Greater Manchester Police Authority (GMPA). There were no significant issues raised in the report but the Committee asked for more information about the ligature knife that was mentioned.

The Metropolitan Police Authority (MPA) report did not raise any significant issues. The Committee asked for further information on the outcome of the previous self-introduction pilot before committing to this at Ebury Bridge.

Agreed:

- **The Committee asked for more information from GMPA about the ligature knife that was mentioned in the report.**
- **The Committee asked for further information on the outcome of the previous self-introduction pilot before committing to this at Ebury Bridge.**

33/2009 NEIGHBOURHOOD POLICING EVALUATION

Agenda Item 5

Mr Haddock introduced Mrs Elvy's report. He paid tribute to her work and that of colleagues in the Force. There were caveats in how far the evidence could be refined to demonstrate clear outcomes but that the significant outcomes were:

- That the presence of Neighbourhood Policing Teams (NPTs) had improved partnership working, improved relationships with rail staff, improved the visibility of policing on the rail network and introduced a standard problem solving approach to issues identified locally.
- The confidence of rail staff had risen and there was some evidence that anti-social behaviour (ASB) had fallen and had been perceived as such by rail staff and passengers.
- The impact on crime with so many factors was difficult. Recorded crime rose in some places, probably because of the presence of someone to report it to.
- The impact on train as opposed to station staff was minimal.

- There was evidence of increased footfall and revenue on the Lewisham Loop from Southeastern.
- NPTs were rolled out at different times in different environments which made a common evaluation difficult.
- Abstraction was a clear problem in some areas. The Force stated that abstraction concerns were known and noted.
- Also NPTs were originally formed to address different local priorities but all conformed to a common framework.

The Committee said that there needed to be clarity on what was happening with the recommendations. It felt that an executive summary to the full Authority would be sufficient, as due to the nature of the report it was quite repetitious.

The Force said that it would refresh the neighbourhood policing strategy in light of the evaluation and discussions. The Force would also review the recommendations and where applicable match them to the outstanding actions in the HMIC NP Improvement Plan, as there was some duplication, and add any further recommendations from the report that obviously need to be progressed. Any recommendations left could then be discussed. It was suggested that the agreed Improvement Plan could then be submitted as part of the report to the Authority in October.

There were some comments relating to minor amendments to the report but the overall structure was supported. It was agreed that Mr Nicholas' report would be added as an appendix. The Secretariat was also tasked with getting an update on the signage audit.

The Committee thanked Mrs Elvy for all her hard work in writing up the evaluation and Assistant Chief Constable Pacey and his team for their hard work on data collection and help with the write-up.

Agreed:

- **An executive summary to be prepared for the Authority in September.**
- **The Force to review the recommendations and where necessary add them to its NP Improvement Plan. Other recommendations to be discussed.**
- **The Secretariat to review the Evaluation and make the amendments discussed.**

34/2009 VICTIMS OF CRIME SURVEY

Agenda Item 6

The Force updated that there had been a significant increase in satisfaction scores. In the previous year the Force had struggled to reach the target for satisfaction with the overall service, as this was not an aggregate of the other measures. For the most recent survey the final question had been reworded to be clear that it was only relating to satisfaction with BTP and it was thought that this

might have contributed to the increased score. Officers had also been encouraged to explain to victims of crime why some crimes might not be investigated.

The Committee was encouraged by the report and glad to see the information being used in different ways. The Committee requested that the graph of overall satisfaction with service and by crime type which was circulated (copy in the minute book) be provided each time the survey was reported on.

Agreed:

- **The graph of overall satisfaction with service and by crime type which was circulated be provided each time the survey was reported on.**

35/2009 BTPA WELSH LANGUAGE SCHEME

Agenda Item 7

It was noted that the Authority was required to have a Welsh Language Scheme and that the Force's scheme was disproportionate for the Authority. As such, the Committee approved option 2 in the paper which stated that the Authority would start the process of developing its own scheme.

Agreed:

- **The Authority would start the process of developing its own scheme.**

36/2009 DEPLOYMENT OF TASER

Agenda Item 8

The Force had consulted widely within the industry and passenger groups on the use of taser. The feedback had been largely positive and any concerns had been allayed. The next step was to pilot the use of taser on 5 sites.

The Committee requested sight of the Home Office Scientific Development Branch (HOSDB) risk assessment, any APA guidance on tasers and to be notified of the pilot sites once they were decided on.

The report was **noted**.

Agreed:

- **The Force to distribute to Committee Members the HOSDB risk assessment and the list of the pilot sites.**
- **The Secretariat to see if there is any guidance on tasers from the APA for circulation to the Committee.**

37/2009 FUTURE STAKEHOLDER MANAGEMENT

Agenda Item 9

The Chair said that the next steps for stakeholder management were to identify:

- Communications Issues

- Target markets
- Perceptions – what they are/what we want them to be
- How we go about the above

It was agreed that a meeting would be held with the Chair, Mr Haddock and Mr Daventry to discuss this further.

Agreed:

- **A meeting to be held with the Chair, Mr Haddock and Mr Daventry to discuss this further.**

38/2009 AOCB

Agenda Item 9

There was no AOCB.

DATE OF NEXT MEETING: 20th October 2009

Signed.....

Chairman