



REPORT TO: Stakeholder Relations and Communications Strategy Committee
DATE: 20 October 2009
SUBJECT: BTP 2009-10 Consultation Strategy: Progress to Date
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1. PURPOSE OF PAPER

1.1 To provide members with a progress summary against British Transport Police's (BTP's) 2009-2010 consultation strategy, as designed and delivered by the BTP Quality of Service (QoS) team.

2. VICTIMS OF CRIME SURVEY

2.1 Performance on the 2008-09 QoS target, measured through the Victims of Crime (VOC) Survey, was reported on at the July 2009 Stakeholder Relations and Communications Strategy (SRCS) Committee. Please see annex A for a copy of this paper.

2.2 Relevant figures were provided to the Diversity Unit, for their monitoring and use.

2.3 Current performance to date on the QoS target is seven percentage points higher than the same period 2008-09, currently standing at 87%. Figures 1-3 display victim satisfaction with overall service, by crime type and by service aspect respectively. They show that overall satisfaction has improved steadily over the past year, whilst the gap between victim satisfaction according to crime type has narrowed.

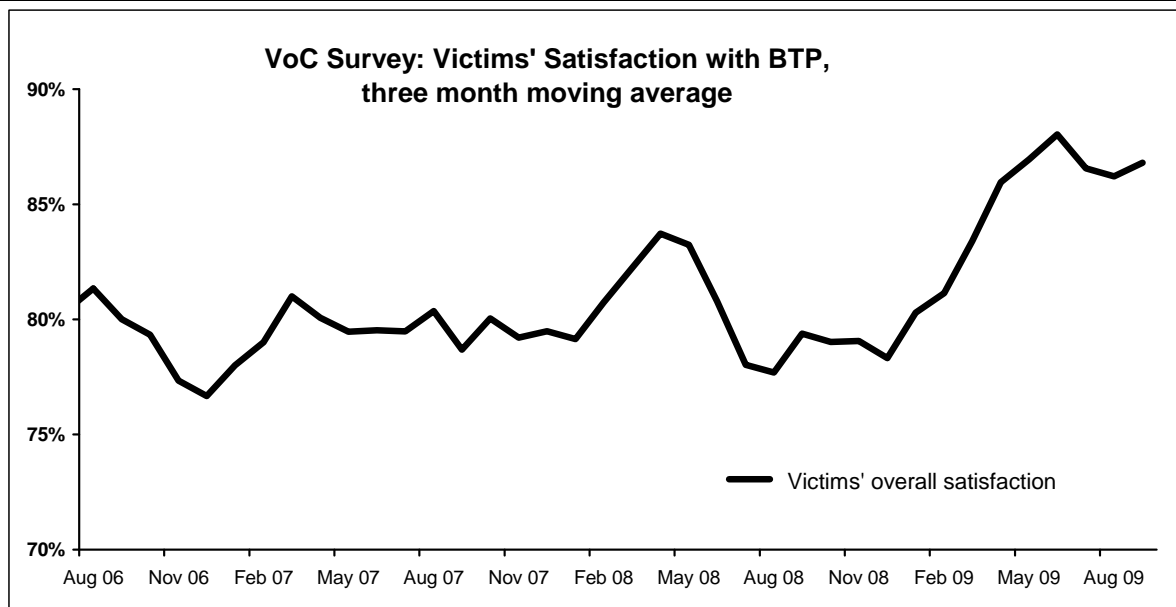


Figure 1

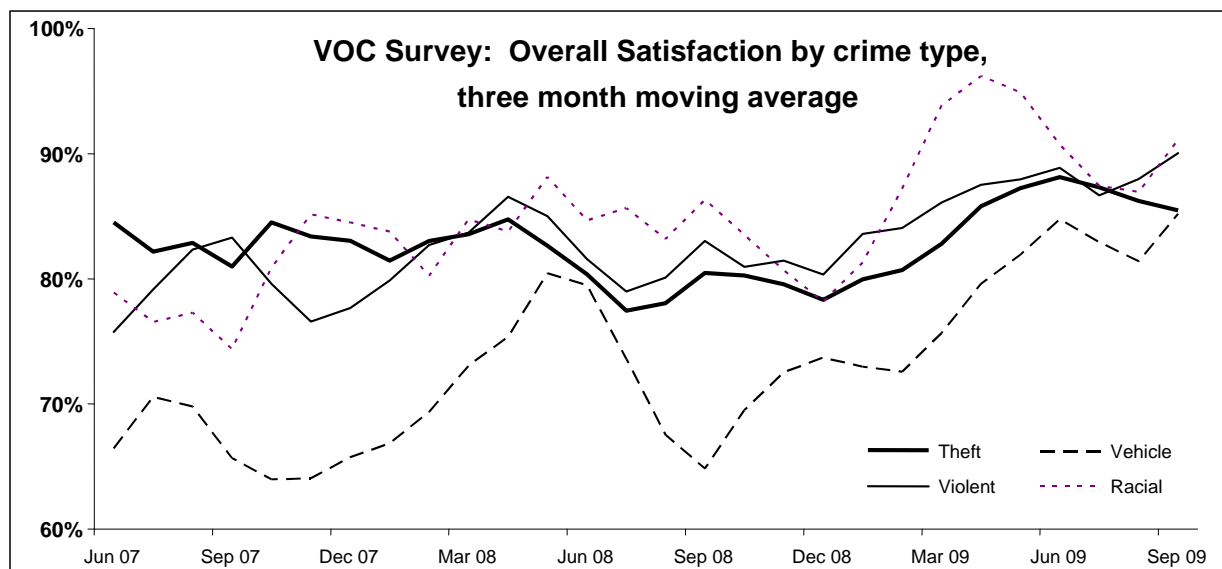


Figure 2

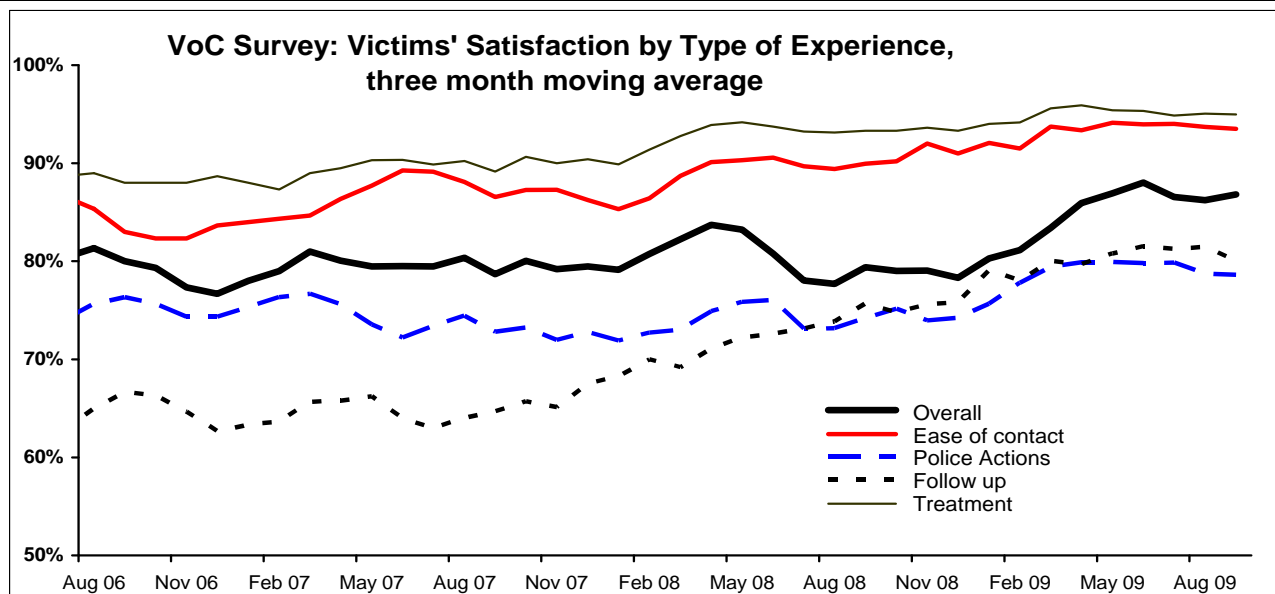


Figure 3

3. NATIONAL PASSENGER SURVEY

3.1 Findings from the spring 2009 NPS are presented at agenda item 7. Findings from the autumn 2009 National Passenger Survey (NPS) will be reported to the April 2010 SRCS Committee.

3.2 Relevant figures will be provided to the Diversity Unit, for their monitoring and use.

4. RAIL STAFF SURVEY

4.1 The findings of the 2008 Rail Staff Survey were reported to the January 2009 SRCS Committee. Please see annex B for a copy of this paper.

4.2 Relevant figures were provided to the Diversity Unit, for their monitoring and use.



5. NEIGHBOURHOOD POLICING EVALUATION

- 5.1 The preliminary findings of the 2008 BTP Neighbourhood Policing (NP) evaluation were reported to the January 2009 SRCS Committee. The final report was submitted to the full BTPA meeting in September 2009.

6. NEIGHBOURHOOD POLICING BASELINE

- 6.1 The introduction of six Mayoral-funded Neighbourhood Policing Teams (NPTs) provided an opportunity to baseline the perceptions of local stakeholders prior to the implementation of the NPTs. A summary of this research is presented at agenda item 9. Follow up work will be conducted from May 2010, to identify any changes in perception. This work will provide evidence of success, and identify areas for improvement. It is anticipated that, where possible, future NPTs will be baselined prior to implementation.

7. CITIZENS' PANELS

- 7.1 Citizens' Panels were running in the NE and NW Areas, but have now been subsumed into the more formal PACT process.

8. SECURITY AND CONFIDENCE

- 8.1 In recognition of the Home Office drive towards a citizen-focussed approach to policing, the QoS team is currently assisting with the formulation of such an approach within BTP, along with the development of related measures.

9. SURVEY DESIGN AND RESEARCH ADVICE

- 9.1 The QoS team now provides survey design and research support to all Areas. This ensures the use of high quality analytical tools across BTP, and consistency in design and approach.

10. RECOMMENDATIONS

- 10.1 That members note the progress made on the 2009-10 Consultation Strategy outlined in this paper.