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# BRITISH TRANSPORT POLICE AUTHORITY

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**MINUTES**  
**PROFESSIONAL STANDARDS COMMITTEE**  
**MONDAY 26<sup>TH</sup> JANUARY 2009**

at  
1<sup>ST</sup> FLOOR – FHQ, 25 CAMDEN ROAD

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**Present:** Mrs W Towers (Chair)  
Mr I Dobbs  
Mr C Foxall

**Apologies:** Mr R Culley

**In Attendance:** Mr A Trotter, Deputy Chief Constable  
Mr E Carroll, Detective Chief Superintendent

Miss L Barrick, Business Support Manager  
Miss R Pazos, Administration Assistant & Minutes

**Observing:** Ms M Banerjee

**01/2009 WELCOME AND APOLOGIES**

Non-Agenda

The Chair welcomed Ms Banerjee, who was observing the meeting.

The Chair said that apologies have been received from Mr Culley, who was unwell.

**02/2009 MINUTES OF MEETING 26<sup>TH</sup> OCTOBER 2008**

Agenda Item 1

The minutes were approved as an accurate record.

**03/2009 MATTERS ARISING / ACTIONS OUTSTANDING**

Agenda Item 2

DCS Carroll updated the ethnicity of complainants table had had a third quarter added to it for analysis. DCS Carroll confirmed that a trend analysis on PCSOs had been included in the report and an analysis of cases recorded would be produced soon.

The Chair confirmed that the external communications action was ongoing and would remain on the agenda until further notice.

Mr Foxall thanked Miss Barrick for her Police Appeals Tribunal report.

**Agreed**

- **DCS Carroll would produce a trend analysis on cases recorded.**
- **The external communications action would remain on the agenda.**

**04/2009 MATTERS ARISING FROM THE FILE REVIEW**

Agenda Item 3

On two complaints the local resolution forms signed by the complainants appeared to be missing; one file had been noted that the form was missing.

One complaint resulted from an incident on a bus, the officer could not be identified, nor could the force, nor the location of the incident. The Committee were of the view that it was not worth forwarding this complaint to the Area Commander for action.

The committee thought that complaint files could be cross referenced to civil cases when they were linked.

**Agreed:**

- **Case files to include cross-references to civil cases where linked.**

**05/2009 QUARTERLY REPORT**

Agenda Item 4

The Chair was happy to see the trend analysis on PCSO's. She said that the PCSO's statistics would be kept on the agenda. She added her concern that the higher level of PCSO complaints received by BTP when compared to other forces was only discovered as a result of the annual IPCC report. DCS Carroll said the figures, although higher than other forces, were not a cause for concern and he believed that the reason they were higher related to the nature of where and how the BTP PCSO's were used with the high volumes of people. The Committee agreed that this was a logical conclusion but added that it needed to be evidenced. DCS Carroll said that he would produce a problem profile for the Committee when it was appropriate.

DCS Carroll informed the Committee that London Underground Area had requested information on incivility cases to write an article for the Area newsletter. DCS Carroll said that he would circulate this once it was published.

The context in which complaints have arisen table was still a cause for concern, as around half of the cases fell into the 'other' category. DCS Carroll said the categories were dictated by the software. The software would need to be changed and this would not be an easy process. All forces had to agree on the changes for Centurion to make them. There was an ACPO working group where this could be raised but if other forces did not agree it would be an expensive project for BTP to do alone.

The Deputy Chief Constable gave the example that though a category of football would be highly important to BTP it may not be as important to other forces. DCS Carroll informed the Committee that Mr Wong would be speaking to Centurion regarding a request for more fields to be added on the table, whilst taking cognisance of the above points.

Ms Banerjee suggested that it would be worth having a 3 month analysis of the 'other' fields so the Committee and PSD could determine the breakdown. Mr Foxall said that the usefulness of this exercise would depend on how many categories were identified, if there were too many categories the data would become meaningless. DCS Carroll confirmed that the bulk of the cases in the 'other' category did not clearly fit into specific categories. The Deputy Chief Constable advised that further analysis would be done and he, DCS Carroll and Chief Superintendent Zieminski would look at the outcome. .

DCS Carroll informed the Committee that from the 2<sup>nd</sup> of February the Force would be using Crimestoppers Integrity Line instead of Safecall. Crimestoppers Integrity Line was a secure service that allowed BTP employees to report any concerns anonymously. The Force researched Crimestoppers and found that their systems provided a more reliable service and would also be more cost efficient. DCS Carroll added that towards the end of February a new confidential e-mail service would also be available. This service allowed BTP employees to email any concerns without anyone being able to track from whom the e-mail came. The Chair asked DCS Carroll how the confidential e-mail system had been procured. DCS Carroll said that this was a system that Sussex Police had developed and had shared with BTP. The IT department had then recreated this program for the Force.

The Chair had told the Committee that the second report on the ethnicity of officers complained about was to be discussed in the next Professional Standards Committee meeting. It was agreed that Mrs Towers and DCS Carroll would meet before the next meeting to confirm what information the Committee were looking for.

The Chair noted the dispensation figures had increased significantly. DCS Carroll confirmed the majority of these were dispensations from the IPCC largely for repetitious and vexatious complaints. He confirmed that the next quarter would show a similar figure.

DCS Carroll advised that the first case had come through from the PCCS for a review of an investigation. This had been completed and the PCCS had been complimentary of the standard of the review and dismissed the appeal. The Committee requested that PCCS cases be recorded in the quarterly report.

Ms Banerjee asked the Committee if the total amount shown on the civil claim costs chart was a forecast or what the Force actually spent. DCS Carroll confirmed the figures were actual and only showed the compensation figure and not the legal cost. The Chair asked the Committee if the Force received a large civil claim that a report of the claim should be produced for the Committee.

**Agreed**

- **DCS Carroll would produce a problem profile in regards to complaints against PCSO's at an appropriate point.**
- **PCSO's trend analysis would be kept on the agenda until further notice.**
- **DCS Carroll to circulate the L Area article on incivility once published**
- **The Deputy Chief Constable, DCS Carroll and Chief Superintendent Zieminski to do an analysis of the data in the context in which complaints have arisen table.**
- **Mrs Towers and DCS Carroll to meet before the next meeting to confirm what the Committee is looking for regarding work on the ethnicity of officers complained about.**
- **PCCS cases to be recorded in the quarterly report.**
- **If the Force received a large civil claim, then a report of the claim should be presented to the Committee.**

**06/2009 UPDATE ON PSD DEPARTMENTAL PLAN**

Agenda Item 5

DCS Carroll confirmed that there were 32 green and 10 amber actions on the PSD plan. Most of the amber PSD Plans would have been dealt with by the end of the financial year; however 2 or 3 actions would be carried over.

DCS Carroll informed the Committee that there was currently one secondment to PSD at FHQ, no officer seconded to the York Office. OSD could only take one secondment at FHQ and York at a time.

DCS Carroll said that the Taylor Training went very well. The Chair asked if the officers were coping well. DCS Carroll said that he would not be able to update anyone yet but there was a meeting due on the 4<sup>th</sup> February and he would provide an update following this to the next meeting.

The Chair asked if the Force had prepared next year's plan. DCS Carroll confirmed that the plan had not been completed; however it would be produced soon.

**Agreed**

- **DCS Carroll to bring with him to the next Committee meeting a proposed paper for next year's PSD plan.**

**07/2009 SECRETARIAT UPDATE**

Agenda Item 6

Miss Barrick updated the Committee that there were 3 appeals that were currently live. One appeal had been heard and the statement of determination was awaited, another was in the process of being set and the third was new.

The independent member recruitment was progressing well with interviews due to take place in early February. There had been a good response to the recruitment campaign with strong candidates being invited to interview.

Mr Foxall asked the Committee if it would be possible to have a brief summary on appeal cases. Miss Barrick confirmed that on her next Secretariat Update she would prepare a report.

**Agreed**

- **Miss Barrick would prepare a brief summary of appeal cases for the next Committee's meeting.**

**08/2009 UPDATE ON IMPLEMENTATION OF TAYLOR RECOMMENDATIONS**

Agenda Item 7

DCS Carroll would review the process on how the Force and Authority made the regulations Mr Hemmings and Miss Barrick.

He would update at the next meeting once there had been a chance to review how the new regulations were working.

**Agreed**

- **The Chair asked for an update on the progress of the meeting that DCS Carroll, Mr Hemmings and Miss Barrick would have.**

**09/2009 FORCE COMPLIANCE WITH DATA PROTECTION AND FREEDOM OF INFORMATION**

Agenda Item 8

DCS Carroll confirmed that between 2006 and 2007 the requests for data protection were up by 40%. The requests were not always straight forward and PSD had three members of staff dealing with them. DCS Carroll said he did a weekly review outstanding FOI requests. He added that the Force was trying to encourage the media to simply request information without going down the FOI route as this was not necessary in all cases.

**10/2009 PSD RISK REGISTER**

Agenda Item 9

The Committee thanked DCS Carroll for the Risk Register and said they would continue to monitor it.

**Agreed:**

- **The PSD Risk register to become a standing item on the agenda.**

**11/2009 POLICE APPEAL TRIBUNALS AND NON-COG APPEALS POLICY**

Agenda Item 10

The Chair asked the Committee for their approval on the updated Non-COG Appeals Policy. The Committee approved the updated policy.

Ms Banerjee asked where the register of Tribunal Members was kept. Miss Barrick confirmed the Home Office maintained this list.

**Agreed**

- **The Committee approved on the updated Non-COG Appeals Policy**

**12/2009 AOB**

Agenda Item 11

There was no AOB.

**DATE OF NEXT MEETING – 20<sup>th</sup> April 2009, File Review 12.00 – 14.00, Meeting 14.00 – 16.00**

Signed.....

Chairman