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PROFESSIONAL STANDARDS DEPARTMENTAL PLAN 2008/09

Agenda Item 5

PERFORMANCE

N°	OBJECTIVE	OWNER	ACTION REQUIRED	TIMESCALE	PROGRESS
1. Green	Provide monthly management and statistical information to Area Commanders and Departmental Heads. To include case progress reports on officers and staff subject to investigation for gross misconduct, property store audits and custody issues.	PSDIU Analyst	1. Commence provision of reports from April 2008.	2008/09	1. Area Commanders/Dept Heads are receiving redacted version of monthly tasking doc - no issues
2. Green	Devise relevant key performance indicators that take full account of the changes appertaining to the Taylor reforms.	DSU Gent Management Info Officer	1. Approval of DCC 2. Commence measuring from April 2008.	2008/09	1. File submitted to DCC and content approved 2. KPIs introduced April 2008 3. Work ongoing - add KPIs re Taylor 4. AG to sort 5. CW to look at implications 6. IPCC Performance Framework Project being monitored – Questionnaire Oct-onwards 7. PSD is currently monitoring KPI's relating to Taylor. 8. From April 2009 new KPI's supplied to the Force taking account of Taylor.
3. Amber	Review force policy and introduce enhanced vetting for key positions/sensitive posts.	Force Vetting Officer	1. Identify key/sensitive positions. 2. Amend policy	2008/09	1. ACPO revised vetting policy issued. Document out for consultation. Full policy out 2009 2. Identified in force vetting policy. Key positions already identified 3. Enhanced vetting should commence end of 2008. Awaits publication of 1. 4. EC to check position with GW.

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4. Green	Ensure full compliance with the Code of Practice covering data/telecom requests under the Regulation of Investigatory Powers Act and address all actions contained within the IOCCO inspection report.	DS Williams DI Young	<ol style="list-style-type: none"> 1. Review processes. 2. Ensure all action in IOCCO report addressed. 	2008/09	<ol style="list-style-type: none"> 1. Process reviewed, SLA agreed with FIB re telecom requests. DS Williams to attend Suffolk PSD and observe their processes re telecoms and IOCCO (identified as best practice) 2. DI Young to make contact with MPS to progress SLA 3. Director of Intel reviewed applications Oct 2008. 4. Visit made to Suffolk and report produced. 5. MOU in place between MPS & BTP - Mutual Aid re IOCCO. 6. IOCCO to visit PSD Feb 2009.
5. Green	Increase the number of local resolutions obtained by force areas.	DSU Gent PSD Analyst	<ol style="list-style-type: none"> 1. Survey Area Commanders regarding requirements. 2. Devise leaflet for Supervisory officers explaining process. 3. Update PSD intranet site with guidance. 4. Monthly statistical data broken down by Area to be detailed in T&CG and FMI documents for monitoring. 5. Senior PSD management to engage with Senior Area Management re increasing performance. 	2008/09	<ol style="list-style-type: none"> 1. Email sent to AC to ascertain if current tasking document is sufficient, or whether further information is required. Nothing received back from Area Commanders – assume ok 2. Leaflet will be drafted following conclusion of Taylor seminars by AG (Leaflet being drafted.) 3. Ongoing – by AG 4. Statistical data prepared from April 2008 - CW 5. Area visits by SMT ongoing. Email sent by Head of PSD to Area Commanders – LR KPI's being monitored. 6. CW to look at figures for Areas for 2008 – compare to previous year.

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6. Amber	Ensure compliance with Victims Code of Practice and Witness Charter	DCI Wainer	<ol style="list-style-type: none"> 1. Introduce KPIs. 2. Review data captured by Centurion. 3. Produce monthly statistical information. 	2008/09	<ol style="list-style-type: none"> 1. EC will discuss with AG re KPIs and report. 2. AG to review compliance with Code and meeting to take place with Head of Criminal Justice Unit – <p>COMPLETE</p> <ol style="list-style-type: none"> 3. Liaise with Marian Dudgeon Northeast CJU and Head of CJU London – RW to arrange meeting – process for PSD.
7. Green	Review quality of service survey and publish results on PSD intranet page.	Complaint Reduction Officer/Management Info Officer	<ol style="list-style-type: none"> 4. Publish statistics for period April 07 – March 08 on PSD intranet. 5. Meeting to review IPCC Performance Framework document (EC/AG). EC will circulate doc to RW/EW/CW and EC will explore the option of external more independent audit and inspection re quality of service. 	2008/09	<ol style="list-style-type: none"> 1. CW to liaise with EW as to publication. Draft version complete, sent out 1/10/08. Complainants and Police Officers 2. Meeting has taken place with CW around performance framework and ensure full account taken. 3. EC/CW/EW have met to discuss – continuous monitoring <p>COMPLETE</p>
8. Green	Introduce process to capture all 'low level' discipline matters coming to the attention of Areas and Headquarters depts and ensure referral to PSD for recording.	DSU Gent	<ol style="list-style-type: none"> 1. Introduce via force policy and monitor. 2. Management advice form introduced to capture (EC/AG to discuss). 	2008/09	<ol style="list-style-type: none"> 1. Policy is being developed under the Taylor reforms to address low level discipline issues 2. Management Action Policy introduced 23 July 2008 <p>COMPLETE</p>
9. Green	Review the administrative capability of PSD in light of the Taylor reforms and increased workloads.	DSU Gent	<ol style="list-style-type: none"> 1. Undertake review. 2. Three business cases submitted to DCC. 	30/09/08	<ol style="list-style-type: none"> 1. Review undertaken – Business case for increase in staff with Finance Director 2. Approval to recruit a Panels Officer and FOI Admin Officer. <p>COMPLETE</p>

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10. Green	Provide quarterly statistical information to the Police Complaints Commissioner for Scotland and undertake a review of information provision to Staff Associations and Staff Support groups.	DCS Carroll	1. Liaise PCCS re type of information required. 2. Engage with Staff Associations and Staff Support groups regarding type of information required.	30/06/08	1. PCCS is considering what additional data might be required – copy of BTPA report supplied - COMPLETE 2. Ongoing – monthly meetings with Head of investigations and staff groups.
11. Green	Review and update the Professional Standards intranet site.	Management Information Officer	1. Identify staff to maintain and update. 2. Review content.	2008/09	1. Updated by CW – ongoing. 2. Ensure information is up to date and accurate. Strategic and Dept Plans ready for publication on intranet site - COMPLETE 3. Meeting to take place between EC/AG/CW re ownership of intranet site – meeting decided that MIO takes ownership.
12. Green	Review the need for a dedicated advice line in PSD.	DSU Gent	1. Undertake capability review, necessity (links to 9). 2. Consider identifying suitable PSD resources for advice provision.	30/09/08	1. Action to CW – dedicated advice line to be established. 2. Line in following Taylor implementation – 0207 084 5459 COMPLETE
13. Green	Reduce sickness absence for all PSD employees to an average of eight days per employee.	DCS Carroll	1. Weekly monitoring is taking place on sickness levels.	2009	1. Ongoing 2. PSD currently under Force target at Jan 2009)
14. Green	Widen the membership of the T&CG meetings.	DCS Carroll	1. Review current attendees. Consider representatives from HR and Staff Associations (Federation and PSAEW).	30/06/08	1. ER Manager is attending meetings 2. CPS invited to attend

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15. Green	In conjunction with Learning & Development review ownership and use of CETIS training system.	Force Security Manager	1. FSM to hold meeting with Mr McCafferty re L&D	31/08/08	<ol style="list-style-type: none"> 1. Meeting scheduled 13/10/08 between EC/McCafferty/GW 2. Ownership remains with Info Security (PSD) following meeting. 3. AG to have a meeting with Supt Noddings re future use.
16. Green	Undertake a review of the Information Standards Unit, in light of increasing requests under Freedom of Information and Data Protection Legislation.	DCS Carroll	<ol style="list-style-type: none"> 1. Draft 'terms of reference'. 2. Adrian Lennon-Lamb tasked to review ISU. 	31/05/08	<ol style="list-style-type: none"> 1. Adrian Lennox-Lamb submitted report 2. Business case completed for additional FOI/DP staff 3. Report submitted to DCC 4. Approval given to recruit Admin Assistant 5. Meeting to take place between EC/AG and FOI/DP re further possible change. Meeting took place 1/9/09. 6 DCC to be briefed at Command Team Meeting – September 7. Meeting to take place between DCC/EC/A.Watson to discuss records management and FOI/DP 8. DCC instructs C/Supt Zieminski to undertake review. 9. DCC approves new managerial and civil claims position to oversee FOI/DP. (Subject to final approval) <p style="text-align: right;">COMPLETE</p>

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17. Green	Review HMIC National Baseline Inspection Report of Police Force PSDs and identified best practice and ensure full account taken by BTP PSD.	DCS Carroll	1. Document BTP position against HMIC report.	30/06/08	1. Ongoing. Spreadsheet prepared detailing BTP position 2. Document out for critical review to GY/GW/GFW/AG 3. Traffic light system used to indicate BTP position.
18. Green	Monitor and ensure a 100% completion of performance development reviews (PDR) for all staff.	DSU Gent Ms J Worth	1. Ensure reminder sent to all Supervisors 4 weeks prior to commencement of process. 2. Objectives to be based on relevant sections of the Force Strategic Plan, PSD Departmental Plan 2008/09 and PSD KPIs. 3. Prepare spreadsheet for returns – JW to provide weekly updates to EC	April/May 2008	1. Ongoing – deadline 31 May 2008. 95% PDRs completed. Remaining to be completed asap (sickness/resignations having impacted) COMPLETE

PEOPLE

N°	OBJECTIVE	OWNER	ACTION REQUIRED	TIMESCALE	PROGRESS
19. Green	Engage with SAME, LINK and other Police Support groups to encourage under represented groups to seek attachments and secondments to PSD.	DCI Wainer	1. Hold at least one PSD training seminar for Police Support groups. 2. Regular adverts to be placed in GOs. 3. PSD to attend BME related conferences publicising PSD. 4. Advertise on support groups websites.	2008/09	1. Seminars held with support groups. 2/3 Ongoing 4. Ads placed on SAME websites re vacancies
20. Green	Review the skill levels of all PSD staff and target training accordingly. SMT/GFW review how best to utilise staff skills.	DCI Wainer DS Williams	1. Identify skills and register. 2. GFW to attend next Dept Plan meeting to provide update on the training and skills of PSD staff. Have HR been updated?	30/06/08	1. Profile to be developed for key roles within PSD. Advanced interview. How many Disclosure/Exhibits 2. Ongoing – 2 staff attending disclosure course October. 3. List prepared. COMPLETE

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21. Amber	Devise and deliver training on Police Regulations and the Standards of Professional Behaviour to Special Constables.	DCI Wainer	1. Identify all Specials in Force. 2. Liaise with Specials' Managers.	2008/09	1. Complete 2. Meeting to take place with Complementary Policing (RW) 3. Approximately 100 Specials trained so far – London only. 4. Letter to outside London Area Commanders requesting assistance to train Specials. Consideration re preparing training pack for Specials based outside London if need be.
22. Amber	Work with Learning & Development to ensure appropriate training delivered to all staff in relation to PSD role, function and addressing Police Regulations and Police Staff Discipline Policy.	DCI Wainer DS Williams	1. Capture which staff has received training. 2. Regular liaison with L&D.	2008/09	1. GFW maintains spreadsheet detailing all training delivered 2. GY/GFW to look at possibilities of Force wide email leaflet covering key strategic threats or Leaflet to target audience. 3. EC to raise with DCC at strategic forum (done) 4. Meetings ongoing with L&D - Consideration re 'train the trainer'. 5. AG to have a meeting with L&D to access all training delivered.

CONTROL

N°	OBJECTIVE	OWNER	ACTION REQUIRED	TIMESCALE	PROGRESS
23. Amber	Undertake a review of PSDs various IT systems to ensure maximisation of functions and to improve data quality.	DS Williams Management Information Officer	1. Review Centurion/FIS.	2008/09	1. Set up audit regime . Increase functionality of Centurion

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24. Green	Ensure that Lessons Learned are documented and promptly acted on and results recorded/followed up.	Complaint Reduction Officer	<ol style="list-style-type: none"> 1. Review all lessons learned recorded in 2007 and check communicated as directed. 2. Ascertain if any further problems/repeat instances. 	2008/09	<ol style="list-style-type: none"> 1. EC to discuss and review with Ed Walker re lessons learned 2. Review completed. All lessons learned on Force website. One repeat matter found – motorway stops <p style="text-align: right;">COMPLETE</p>
25. Green	Fully implement the Police Conduct and Performance Regulations 2008 and accompanying guidance following Taylor and ensure effective investigations conducted in a proportionate, just and timely manner.	DCS Carroll DSU Gent	<ol style="list-style-type: none"> 1. Ensure all PSD staff are fully briefed and aware of culture change. 2. Review all PSD related policies to ensure 'Taylor compliant'. 3. Publish key policies on PSD intranet site. 	2008/09	<ol style="list-style-type: none"> 1. PSD staff have attended supervision seminars and all PSD staff to have a day's briefing on Taylor and processes within PSD – dates set 11/11 & 24/11/08 2. Completed – by AG 3. Completed prior to Taylor implementation <p style="text-align: right;">COMPLETE</p>
26. Amber	Improve compliance with PSD related policies and procedures.	DSU Gent	<ol style="list-style-type: none"> 1. Review all policies and ensure fit for purpose. 2. Ensure Compliance. 3. In conjunction with Info Security, develop appropriate self inspection packages. 	2008/09	<ol style="list-style-type: none"> 1. Complete 2/3 Ongoing - Discussion with Audit & Inspection Dept taking place.
27. Green	Increase usage of Centurion by utilising for vetting, grievances and employment tribunals.	DSU Gent	<ol style="list-style-type: none"> 1. Train HR staff in Centurion system. 	2008/09	<ol style="list-style-type: none"> 1. HR utilising Centurion for recording of grievances and ETs up to date and running reports 2. PSD liaising with the Centurion User Group in relation to vetting for future use – still under consideration. Need changes by supplier of Centurion.

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28. Green	Introduce targeted audits under NIM by the Information Security Unit of key Force systems.	DS Williams Force Security Manager	<ol style="list-style-type: none"> 1. Train information security officers in PNC and FIS. 2. To be incorporated into T&CG process. 	2008/09	<ol style="list-style-type: none"> 1. Training complete 2. Follow up meeting re structure and procedure (GFW) – complete 3. Ongoing – targeting of CAT S individuals 4. Continuing <p>COMPLETE</p>
29. Green	In conjunction with Force Custody Management introduce processes to capture ‘near miss’ information from Force Custody Suites as per recommendations contained in ACPO guidance on safer detention and handling of persons in Police Custody.	Complaint Reduction Officer	<ol style="list-style-type: none"> 1. Liaise FHQ Crime. 2. Devise Form. 3. Brief all Custody Officers and AMT's. 4. Meeting to take place 30 July 2008 with Force Custody Manager. 	2008/09	<ol style="list-style-type: none"> 1. Liaised with CI McMunn. 2. Form devised and in use. 3. AMTs briefed via Area Champions. 4. Meeting held with CI Munn re lessons learned process for issues arising from custody. 5. Near ‘miss’ reports to be detailed in T&CG document. <p>COMPLETE</p>
30. Green	Review operational security arrangements to ensure effective measures in place to guarantee integrity and confidentiality of sensitive information.	Force Security Manager	<ol style="list-style-type: none"> 1. Review to focus on Areas identified in recent ACPO report. 2. Report drafted, following review, with any gaps identified. 	2008/09	<ol style="list-style-type: none"> 1. Review undertaken, report submitted and DCC aware. 2. Complete. 3. All police stations inspected (subject to an advisory visit). Full inspection process commences October this year. <p>COMPLETE</p>

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31. Amber	Formulate policy in relation to deaths on the railway and primacy. (PSD aspect – deaths in custody and following police contact).	DI Mellish	<ol style="list-style-type: none"> 1. Draft up policy. 2. Meeting to take place with IPCC. 3. Consider engaging with ACPO nationally. 	30/09/08	<ol style="list-style-type: none"> 1. Policy drafted 2. IPCC has cancelled 2 meetings. Further date for a meeting 08/08 3. Meeting held 21/08/08 with IPCC Commissioners Tom Davies and Nicholas Long (oversight of Death in Custody) Agreement for BTP draft guidance when ready to be forwarded to IPCC policy for comment and then possible circulation via ACPO C&M 4. Decision taken to incorporate this policy within Force Custody Manual. DI Mellish to liaise with CI Munn and take forward – Ongoing. 5. ACC Crowther agrees to inclusion in Force Custody Manual.
32. Amber	Engage with FHQ planning team regarding the Olympic Games 2012. Ascertain vetting requirements and proposals for mutual aid and temporary staff and who will investigate officers from other forces providing mutual aid to BTP.	DSU Gent	<ol style="list-style-type: none"> 1. Arrange meeting with planning team. 	2008/09	<ol style="list-style-type: none"> 1. GW engaged with Olympic team, Supt Farrelly states no additional requirements 2. To be reviewed January 2009 with a meeting with ACC Thomas.
33. Green	CPS Police Complaints Unit to undertake a review of non-referred PSD cases, to ensure PSD decision making appropriate taking account of the requirements of the Police Reform Act.	DCI Wainer	<ol style="list-style-type: none"> 1. Liaison with CPS Police Complaints Unit. 	2008/09	<ol style="list-style-type: none"> 1. Review took place 12/04/08 – no issues. 2nd review – Feb 2009. 2. Issue regarding PSD cases from outside London scoping exercise to be undertaken by RW prior to next meeting with the CPS. Meeting held with CPS (Safina Halima) will not act as a Central Contact Point – looking at distribution list of CPS offices for BTP PSD

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RELATIONSHIPS

N°	OBJECTIVE	OWNER	ACTION REQUIRED	TIMESCALE	PROGRESS
34. Green	PSD Senior Managers to attend key service meetings and fully participate in service wide developments and projects.	DCS Carroll DSU Gent Force Security Manager	1. Attendance at following: ACPO Complaints & Misconduct - DCS ACPO Counter Corruption – DSU ACPO Vetting – FSM	2008/09	1. Ongoing
35. Green	Develop open working relationships with Staff Associations and Staff Support Groups.	DSU Gent DCI Wainer	1. Monthly meetings to take place with BTP Federation and SAME to discuss cases. 2. Two training seminars to be hosted by PSD for Federation/Support Groups.	2008/09	1. Meetings underway. 2. First date finalised 4-7 Nov 2008 for Support Groups – Debrief document in. 3. Ad hoc meetings taking place between Federation/SAME & Head of PSD.
36. Green	Develop effective working relationship with the Police Complaints Commissioner for Scotland.	DCS Carroll	1. Ensure at least 2 meetings per year.	2008/09	1. Meetings have taken place 23 & 29 July 2008, 28 th Nov 2008 and also meetings in relation to adoption of IO's report.
37. Green	Ensure regular meetings between the Chair of the BTPA Professional Standards Committee and the Head of Professional Standards.	DCS Carroll	1. Schedule meetings in addition to quarterly BTPA PSC meetings.	2008/09	1. Ongoing – meetings 24/6, 9/9, 4/12
38. Green	Identify PSD capability gaps and move towards having formal agreements between BTP PSD and other PSDs for mutual aid.	DI Young DSU Gent	1. Review all PSD functions in terms of resources and skill levels.	2008/09	1. SLA with MPS (links to 4) in place. 2. SLA with South East Forces in place re ACU activity. COMPLETE
39. Green	Ensure regular meetings take place with the IPCC Commissioner and maintain effective working relationship.	DCS Carroll	1. Programme meetings.	2008/09	Ongoing
40. Amber	Ensure regular attendance at the Scottish Forces Professional Standards Practitioners meetings.	DCI Wainer	1. DCI Wainer to attend meetings. DCI to chase next meeting dates.	2008/09	EC to attend next meeting – ongoing.

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41. Green	Review details provided to complainants regarding the complaints process, particularly in relation to the local resolution process.	Complaint Reduction Officer	1. Draft a leaflet explaining process.	31/05/08	1. Leaflet drafted and in use COMPLETE
42. Amber	Develop and document a clear internal and external communications strategy regarding all PSD activity.	Management Information Officer	1. DW to send EC draft document.	2008/09	1. Date for draft document 7/10/08