

Minutes

Professional Standards Committee

Tuesday 27 October 2009, 1.30pm
at 6th Floor Meeting Room, FHQ, 25 Camden Road

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Present:

Mrs Wendy Towers
Mr Ron Culley
Mr Ian Dobbs
Mr Colin Foxall

In attendance:

Mr Paul Crowther, Deputy Chief Constable
Mr Eamonn Carroll, Detective Chief Superintendent PSD

Miss Lucy Barrick, Business Support Manager
Miss Raquel Pazos, Administration Assistant

01/2009 Welcome and Apologies

Non-Agenda

The Chair welcomed Mr Coen, who was observing the meeting.

The Chair said that apologies had been received from Mr Foxall, who was unwell.

38/2009 Matters Arising From the File Review

Agenda Item 1

The Committee conducted a dip sample review of cases completed in the last quarter. Generally the Committee was satisfied with the standard of the files, there were a few administrative errors where 2 files had been mixed up and documentation was not completed fully on one file. The main area of comment related to delays – in local resolution and in requesting a dispensation. These matters were referred to the Force for comment.

39/2009 Minutes of Meeting 28 July 2009

Agenda Item 2

The minutes were approved as an accurate record.

40/2009 Matters Arising

Agenda Item 3

Taylor Regulations

The Chair asked for the Taylor Regulations action (Ref: 08.2009.01) to be removed from the action list.

Alerts

DCS Carroll advised the Committee that this action had been completed and could be removed from the action list. This action had been passed to Superintendent Pacey and the staff in the Control Rooms had been briefed to use the wording suggested in the RSSB Technical Handbook to ensure clarity of understanding between BTP Control Rooms and the TOCs.

G20

The Force had received 10 complaints, 4 complaints had been completed and the other 6 complaints were ongoing. Out of the 6 complaints there was 1 civil case, and 2 were direction and control. DCS Carroll would keep the Committee updated on the progress of the six ongoing complaints.

A number of complaints were received by the Metropolitan Police Service (MPS) in relation to the G20. The MPS had been working to identify which force officers complained about belonged to from CCTV, as on the day of the G20 the MPS, City Police and BTP worked side by side.

External and Internal Communications

DCS Carroll updated the Committee in regards to external and internal communications. The action in regards to having PSD website pages available in various languages was ongoing. The most pressing issue was to translate the page into Welsh, as due to a revamp to the PSD main page it was currently unavailable. DCC Crowther would ask the Head of Communications for the time frame for the Welsh translation and would keep the Committee informed.

DCS Carroll confirmed that he had produced a redacted Quarterly Report that could be uploaded onto the BTPA website. The minutes and any “not protectively marked” documents from the Committee would be available on the website. DCC Crowther would consider if the reports needed to be on the BTP website as well as BTPA.

Liverpool Street property store issues

DCS Carroll said that he was in contact with Chief Superintendent Newton, and confirmed that the Liverpool Street site had made good progress in regards to the property store issues it had. DCS Carroll would be visiting Chief Superintendent Newton at the Liverpool Street site and would update the Committee on the progress.

Agreed

- The Chair asked for the Taylor Regulation action (Ref: 08.2009.01) to be removed from the action list.
- The Alerts action (Ref: 29.2009.02) could be removed from the action list.
- DCS Carroll would keep the Committee updated on the progress of six ongoing G20 complaints.
- DCC Crowther would ask the Head of Communications for the time frame on when the translation on the PSD web page would be available in Welsh and in other languages.
- DCC Crowther would review if the Quarterly Report of the Professional Standards Committee needed to be on the BTP website as well as the BTPA website.
- DCS Carroll received an invitation to visit the Liverpool Street site and would inform the Committee on the progress in regards to store issues they had.

41/2009 Quarterly Report

Agenda Item 4

The Committee considered the Independent Police Complaints Commission (IPCC) annual complaint statistics report in conjunction with the quarterly report. This showed a 26% increase in complaints year on year to March 2009 for BTP which was significantly above average. The Force had reviewed the last 6 months and during this time there had only been a 6.43% increase indicating that there should be a much lower increase in the current year. The Force noted possible reasons for this increase, these included an increase in vexatious complaints and the fact that the number of people travelling and number of staff in BTP had increased. It was also noted that the number of complaints per 1000 officers was lower than the average and that the Force reported lower than average ratio of cases to allegations.

Mr Dobbs noticed that the complaints had increased in London North but saw an impressive decrease of complaints in London South when compared to the last quarter and following intervention from the PSD. DCC Crowther confirmed that the Force was very happy with the London South figures.

The Chair asked if Table 3.1 could be changed to a trend analysis. DCS Carroll confirmed that the analyst had been tasked to do this and the Committee would see an updated table at the next meeting.

Following recent publicity the Chair asked what process the Force used to identify high risk cases given that the recent case which generated considerable publicity had not been identified as high risk. DCS Carroll confirmed that the Force relied on staff with experience and monitored cases via spreadsheets.

On the description of the Lessons Learned table, the Chair said that there was lot of information provided but little detail on what specific lessons had been learned. DCS Carroll confirmed that they would do be more precise in future.

The Chair noted from the FMI documents that the department carried out a considerable number of Freedom of Information, Data Protection and Vetting requests. She asked if this information could be included in the quarterly report and DCS Carroll agreed to add it.

Agreed

- The report would include a trend analysis at Table 3.1.
- On the Lessons Learned table, DCS Carroll would detail more precise information on the lessons learned.
- The numbers for FOI, data protection and vetting requests to be added to the Quarterly Report.

42/2009 Update on PSD Plans

Agenda Item 5

DCS Carroll informed the Committee there were currently 34 actions on the PSD Plan, 26 were almost completed and 8 ongoing. DCS Carroll would keep the Committee updated.

Agreed

- DCS Carroll to keep the Committee updated with any progress the Force had on the PSD Plans.

43/2009 Secretariat Update

Agenda Item 6

Miss Barrick updated that there had been two complaints received by the Authority both of which had been for the Force. One complaint related

to the treatment of a rail enthusiast and the other to the non-collection of CCTV evidence.

The Authority had arranged for the first independent members to sit on level two misconduct hearings for the Force. This had proved to be straight forward with the expanded list.

44/2009 IPCC Complaints Statistics

Agenda Item 7

DCS Carroll informed the Committee that some forces had noted that local resolutions had been decreasing under the new Taylor Regulations. He said this was not the cause for BTP but he would monitor this.

45/2009 Problem Profile PCSOs

Agenda Item 8

The Chair thanked DCS Carroll for this paper which was of interest.

46/2009 Problem Profile London South

Agenda Item 9

The Chair congratulated London South on their progress in reducing the number of complaints received following a recent increase. DCS Carroll was to meet Chief Superintendent Morgan and would inform him that the Committee was pleased to see the reduction in the complaint figures for London South.

47/2009 Complaints against BME Officers

Agenda Item 10

The Committee noted that the report did not show any significant disproportionality in complaints against BME officers. It was noted that 4.28% of the Force had not stated their ethnicity and the Committee asked the Force to do some further work looking at who made up this 4.28% and report back.

Agreed

- DCS Carroll to do further work to look at who made up the 4.28% of the non-stated.

48/2009 Senior Officer and Staff Complaints Policies

Agenda Item 11

The Chair asked the Committee for their comments on the Senior BTP Staff Complaints and the Senior Officer Complaints Policies. She noted that there were still some amendments to be made. Mr Culley said that what he had read so far was very good. Mr Dobbs agreed. The amended policy would be forwarded to the DCC for comment.

With regards to the Senior Staff Policy it was noted that the appropriate authority was the Force, however it had been discussed with Ms Scott that in the interest of consistency in relation to all SMT members the

Authority would act as the appropriate authority. This needed to be agreed by the Chief Constable.

Agreed

- Amended policy to be forwarded to the DCC
- The Authority to discuss with the Chief Constable who would act as the appropriate authority for senior staff complaints.

49/2009 BTPA Members and Staff Conduct Complaints Policy

Agenda Item 12

The Chair confirmed that there were a few amendments to be made and that the policy would be discussed with Ms Banerjee and Mr Coen and a decision made as to who would sign off the policy. It was noted that some staff policies needed updating.

Agreed

- Ms Banerjee and Mr Coen to look at the BTPA Member and Staff Conduct Complaints Policy.

50/2009 AOB

Agenda Item 13

Mr Crowther asked for the minutes to be sent to him as well as the Chair for his approval.

Agreed

- Minutes to be sent to Mr Crowther for approval.

**Date of Next Meeting - 26th January 2010,
File Review 11.30 - 13.30, Meeting 13.30 - 15.30**

Signed.....

Chairman