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# BRITISH TRANSPORT POLICE AUTHORITY

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**MINUTES**  
**PROFESSIONAL STANDARDS COMMITTEE**  
**TUESDAY 28<sup>TH</sup> JULY 2009**

at  
**6<sup>TH</sup> FLOOR - FHQ, 25 CAMDEN ROAD**

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

**In Attendance:** Mr P Crowther, T/Deputy Chief Constable Crime  
Mr E Carroll, Detective Chief Superintendent  
  
Mr T Davies, Independent Police Complaints Commission  
  
Miss L Barrick, Business Support Manager  
Miss R Pazos, Administration Assistant & Minutes

**26/2009 WELCOME AND APOLOGIES**  
Non-Agenda

The Chair welcomed T/DCC Crowther to his first Committee meeting and Mr Davies, IPCC Commissioner.

The Committee also expressed its thanks to the new Chief Constable for his contribution to the work of the Committee.

**27/2009 MATTERS ARISING FROM THE FILE REVIEW**  
Agenda Item 1

As a result of conducting a review of files completed in the previous quarter the Committee raised a few matters for discussion with DCS Carroll. The Committee asked about oversight on consistency of sanctions, particularly given that areas would have more responsibility under the Taylor reforms for conducting discipline meetings. D. Supt Gent advised that he monitored all sanctions to ensure consistency. The Committee requested information about how a file could be 'lost' for 14 months after the complainant had withdrawn the complaint. With regard to local resolution, the Committee noted discrepancies between comments noted by a supervisor regarding lessons learned by the officer and the comments from the officer and asked for feedback from the Force.

**28/2009 MINUTES OF MEETING 20<sup>TH</sup> APRIL 2009**

Agenda Item 2

The minutes were approved as an accurate record.

**29/2009 MATTERS ARISING**

Agenda Item 3

The Chair noted that some actions missing from the matters arising table. These actions would be discussed as a verbal update.

**Cross Reference Civil Claims**

DCS Carroll advised that civil claim cases were cross-referenced with complaint files where appropriate.

Mr Foxall asked if there were any mitigation strategies that the Force could use when it recognised the possibility of a complaint case leading to a civil claim. DCS Carroll confirmed that the Force took any appropriate actions to prevent civil claims.

**PCSO's Problem Profile**

DCS Carroll confirmed that the problem profile in regards to complaints against PCSO's was ongoing. An Analyst had been assigned and a report would be produced for the next meeting.

**Comparison Complaints with other Forces**

DCS Carroll circulated to the Committee a report on other assault allegations, which compared BTP and other Forces. BTP had received 82 allegations of other assaults in 2007/8, representing 16% of all allegations recorded by the Force in that year. The report showed that BTP was broadly in line with other forces in the percentage of other assault allegations, although it was slightly towards the higher end. The Committee said the report was very helpful.

The Chair requested an update on the figures for 2008/09. DCS Carroll said that he would come back to the Committee with the percentage figure for 2008/9. Mr Davies said that he believed the England and Wales average for other assaults to be around 13% for 2008/9.

Mr Foxall asked if it would be possible to have a quarterly report showing a comparison of BTP complaints and allegations with other Forces. DCS Carroll confirmed that when the new performance framework went live in the next year the Force would be able to provide this.

**Trackside Check**

It had been reported that asking train drivers to run trains "on alert" to check for trackside obstacles meant different things to different companies and the response was not consistent. DCS Carroll said that "alerts" were reported to Network Rail who then informed train operating companies if one had been activated. Responses varied as it was not appropriate for a high speed train to deal with an 'alert' in the same way as a slow local train for example. The Committee accepted that a standardised response from train operating companies was not

appropriate. T/DCC Crowther said that the Force would ensure that it was more explicit about what it was looking for when it raised an “alert” in future.

Mr Dobbs said that the new radio system that was being brought in for the railways would improve communication with drivers.

### **G20**

DCS Carroll updated the Committee in regards to the G20. The Force had received 8 complaints, 3 complaints had been completed and the other 5 complaints were ongoing. Out of the 5 complaints there were 3 assaults cases which were being supervised, and 1 was direction and control. The five complaints were ongoing and the Committee would be kept updated on their progress.

DCS Carroll informed the Committee that a human rights group was taking the Metropolitan Police Service (MPS) to judicial review over its G20 tactics. The MPS had named City of London and BTP as interested parties.

### **External and Internal Communications**

DCS Carroll updated the Committee in regards to external and internal communications. PSD had reviewed its internet page and included a description of the role of the PSD. The complaint form that was online was also very detailed and direction and control was clearly explained. DCS Carroll added that he was hoping to have the PSD pages available in various languages. The main page was currently available in Welsh. DCS Carroll would be having a meeting with the Head of Communications to discuss which languages were the most relevant.

Miss Barrick updated that BTPA would have a new website by the end of October. The minutes and any “not protectively marked” documents from the Committee would be available on the website. There was discussion around how the Quarterly Report could be amended so that it could be available. It was agreed that Miss Barrick and DCS Carroll would meet to discuss how the report could be amended to suit the needs of the public.

### **File Contents**

DCS Carroll informed the Committee that he asked that duplicate documents in files be removed to make the files easier to audit effectively. The Committee said that from the Local Resolution files it was not always clear that officers had received words of advice and evidence of this should be in the file. DCS Carroll said that PSD was working with Areas to do more local resolutions and he would ensure that all the appropriate evidence was logged in the file.

### **Agreed**

- **DCS Carroll to produce a problem profile in regards to complaints against PCSO’s for the next meeting.**

- **The Force to produce a quarterly update comparing BTP complaint allegations to those of other Forces when the new performance framework goes live in 2010.**
- **The Force to be more explicit about what it was looking for when raising 'alerts'**
- **DCS Carroll to update the Committee on the progress of the G20 complaints.**
- **DCS Carroll to explore having the PSD website page translated into other languages.**
- **DCS Carroll to meet with Miss Barrick to discuss the publication of an amended version of the quarterly report on the website.**

### **30/2009 QUARTERLY REPORT**

#### **Agenda Item 4**

DCS Carroll spoke of his paper. He said that a Problem Profile would be prepared for London South Area in relation to the rise in complaints recorded. He expected that this would be available to the Committee for its October meeting.

The Chair noted that the Confidential Anonymous Reporting System (CARS) had proven to be popular. The Force said that the system was very useful as it enabled PSD to have a two-way communication with the person who was reporting whilst maintaining the person's anonymity. This meant that further details could be ascertained, whereas Safecall and the Crimestoppers Integrity Line did not offer this.

DCS Carroll confirmed that the Crimestoppers Integrity Line was proving a more cost efficient system than Safecall.

The Chair requested that the reason for delays to cases over the 120 days were included on the table. DCS Carroll said that he would update the report to include this.

The Chair noticed that in regards to the Property Store Audits Liverpool Street Station continued to have an issue regarding the finalisation of entries in the property register. DCS Carroll confirmed that Liverpool Street was struggling with the need for a larger property store. ACC Crowther said that the Area Commander was sending him monthly updates and the situation should be resolved soon. Mr Foxall asked if the Force used the same auditor to carry out the inspections as previously, this was confirmed.

#### **Agreed**

- **The Problem Profile for London South Area to be available for the October meeting.**
- **DCS Carroll to include the reason for the delay for complaint cases where the investigation has exceeded 120 days.**
- **The Committee to be kept updated on progress of the property store issues at Liverpool Street.**

**31/2009 UPDATE ON PSD PLANS – TO INCLUDE THE 2009/10 PLAN**

Agenda Item 5

The Chair thanked DCS Carroll for his PSD 2009/10 plan. The Chair believed that the presentation of the plan could be improved. Mr Foxall agreed saying the table could be more concise and it needed clear objectives which stated what was trying to be achieved rather than what the Force would do. DCS Carroll said that he would bear the comments in mind when developing the 2010/11 Plan. He added that progress against the Plan was monitored every two months.

**Agreed**

- **DCS Carroll to incorporate the Committee's comments when designing the 2010/11 Plan.**

**32/2009 SECRETARIAT UPDATE**

Agenda Item 6

Miss Barrick updated on the complaints which had been received by the Authority in the last quarter. No complaints had been recorded by the Authority. Two police appeal tribunal cases that were ongoing and it was expected that dates would be set to hear these in the near future.

The Chief Officer Complaints Policy and BTPA Staff and Members Complaints policy were due to come to the October meeting for approval.

**Agreed**

- **Sam Elvy to e-mail the Chair the Chief Officer Complaints Policy.**

**33/2009 IPCC UPDATE**

Agenda Item 7

The IPCC had just completed its first 5 years of operation and was reviewing its statutory guidance. A key area that the IPCC was working on was lessons learned focusing on working with the police to see how these were being prioritised, circulated and communicated.

Mr Davies said that the G20 had stretched IPCC resources to the limit and this had caused some delays in its business as usual.

The IPCC had recently conducted a major public opinion survey which had concentrated on those people who had had dealings with the complaints system. The survey had found that 80% of the public surveyed felt that they had been treated fairly. Also, the general consensus had been that reassurance was what people were looking for rather than punitive measures.

Mr Davies said that BTP PSD had demonstrated areas of good practice and he felt that the relationship with the IPCC was good.

**34/2009 IPCC DIP SAMPLING GUIDELINES**

Agenda Item 8

The Chair asked Mr Davies about the terms of reference for the IPCC's dip sampling. The Chair said BTPA operated a modified version of the APA guidance on dip-sampling.

Mr Davies advised that the IPCC was conducting thematic dip sampling and as such duplication between the Authority and the IPCC should be minimal as the Committee conducted random sampling. In its first dip sampling the IPCC had looked at timeliness of investigations. It had been noted that the number of investigations over 120 days was slightly high, but reasons for the delays were recorded and were acceptable. The BTP's record of investigation document had also been identified as good practice and shared with other Forces.

Mr Davies said that he would be discussing thematic areas with DCS Carroll and the Committee might want to consider undertaking some thematic sampling to complement the random sampling.

**35/2009 COMPLAINTS AGAINST BME OFFICERS**

Agenda Item 9

DCS Carroll distributed a report analysing BTP BME personnel who were the subject of complaints between 1 April 2008 and 30 September 2008 paper.

DCS Carroll confirmed that a report for the 1<sup>st</sup> October 2008 to March the 31<sup>st</sup> had been completed, the report would be circulated in the next week and DCS Carroll would update the Committee at the next meeting.

The Chair asked the Committee for any comments to the next meeting.

**Agreed**

- **DCS Carroll would circulate a report on BTP BME personnel who were the subject of complaints between 1<sup>st</sup> of October to March the 31<sup>st</sup> 2008.**
- **The above report would be discussed at the next meeting.**

**36/2009 AOB**

Agenda Item 10

The Committee agreed that in future File Reviews would commence at 11:30 and the meetings would start at 13:30.

**DATE OF NEXT MEETING – 27<sup>th</sup> October 2009, File Review 11.30 – 13.30, Meeting 13.30 – 15.30**

Signed.....

Chairman