

## Minutes

### Stakeholder Relations and Communications Strategy Committee

Tuesday 20 October 2009, 11.30am  
at G3 FHQ, 25 Camden Road

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#### Present:

Ms J King (Chair)  
Mr L Adams  
Suzanne May

#### Apologies:

Mr M Holden

#### In attendance:

Mr A Pacey, Assistant Chief Constable Operations  
Mr C Price, Chief Superintendent  
Mr S Peel,  
Mr T Lodge,  
Ms S Weller, Quality of Service Manager  
Mr W Smith,  
Ms V Delices, Secretariat Manager  
Ms N Buchin, Project Manager  
Ms L Micklewright, Force Meetings Manager

Mr P Coen, Interim Chief Executive  
Mr P Haddock, Deputy Chief Executive  
Miss L Barrick, Business Support Manager & Minutes  
Mr M Daventry, Communications Officer

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#### 40/2009 Welcome and Apologies

Non-Agenda

The Chair gave Mr Holden's apologies.

#### 41/2009 Minutes of Meeting 20 October 2009

Agenda Item 1

The Committee received and **approved** these minutes.

## **42/2009 Matters Arising**

All actions had been discharged.

There had been good feedback on crime mapping from stakeholders. It was noted that Industry colleagues were sent the data in advance of publication on the internet so that they were aware of any potential issues. A link to the crime mapping section from the front page of the BTP website was also being developed. Members requested that they be added to the distribution list for the advance notice of the figures.

It was agreed that an update on the taser pilots would be brought to the January meeting before going to the Authority meeting the next week. Following this the Committee would continue to monitor taser usage and issues arising.

The Force updated on the neighbourhood policing situation. The actions from the review had been combined into a plan with the HMIC improvement plan. The main areas identified were:

- Better engagement with passengers/train crew
- Better community engagement

This work was being driven forward by the Inspectors responsible for Neighbourhood Policing teams (NPTs). A baselining exercise had taken place for London and would be discussed later on the agenda; this was to be repeated outside of London.

The Committee asked how the Police and Community Together (PACT) meetings were working. The Force responded that the meetings were a work in progress and feedback was being gathered. The aim of the meetings was to develop problem solving plans, and a demonstration of their effectiveness would be how many of these plans were signed off as complete. The Committee suggested that the Force include some training for officers on how to chair meetings to help them with this skill.

The Committee thanked Inspector Lodge for the update and asked if they could receive a further written update at the next meeting. It was also agreed that a copy of the action plan would be circulated with the minutes. The involvement on the neighbourhood policing project board would also be reviewed with Mr Coen and Mr Haddock.

### **Agreed:**

- The Committee Members to be added to the distribution for the advance notice of crime mapping figures.

- An update on the taser pilots to come to the January meeting before going to the January Authority meeting; oversight to then continue in the Committee.
- The Committee to receive a written update on neighbourhood policing progress at the next meeting.
- The Force to provide the secretariat with a copy of the neighbourhood policing action plan for distribution with the minutes.
- Authority involvement in the neighbourhood policing project board to be reviewed with Mr Coen and Mr Haddock.
- The Force to consider training in officers in chairing meetings to help with community engagement.

### **43/2009 INDEPENDENT CUSTODY VISITING (ICV) UPDATE**

#### Agenda Item 3

There had been a restructuring exercise at the Metropolitan Police Authority (MPA) which had resulted in a reduction of the ICV coordination team by 30%. However, it was not anticipated that these changes would have an impact on the service received by the Authority.

The Authority had negotiated terms with the MPA for ICVs to visit the new 8 cell Wembley custody facility when it opened in the near future. There had also been a change in service currently due to the closure of Ebury Bridge custody until late 2010 for refurbishment works to the building. Hammersmith had become a designated facility in the interim and as a result visits to Hammersmith had increased to weekly from monthly and were being shared between the Hammersmith and Fulham and South Westminster ICV Panels.

The visit reports over the last quarter had been positive for all facilities with no major issues. The only significant issue was a 2 hour 40 minute delay for an FME at Tottenham Court Road and the Committee asked for clarity on what had happened in this instance.

The Committee was concerned that the ICVs were still not visiting after 20.00 and requested that the MPA be encouraged to ensure that night visits took place.

#### **Agreed:**

- The Committee to receive clarity on the FME issue discussed.
- Miss Barrick to speak with the ICV Scheme Manager regarding night visits.

## **44/2009 STOP AND SEARCH SCRUTINY**

### Agenda Item 4

An article had been published in *Jane's Police Review* regarding the non-sharing of data between forces, which concentrated largely on BTP. The Force advised the Committee that when stops were recorded they did not always specify a particular location making it difficult to extrapolate the data accurately. There had been a request for data from West Yorkshire Police Authority and they had been sent data for the North East and Leeds. A further request had since been received asking for data broken down by station in the West Yorkshire jurisdiction. This was very difficult and time consuming to extrapolate but the Force was giving the data it could and trying to profile some of the major transport hubs.

The Committee requested that it be updated on the BASS implementation and also how effective this was proving to be.

The Committee asked if BTP received the number of stop and searches that the Metropolitan Police Service (MPS) carried out in BTP's jurisdiction. The Force said that it did not currently receive these but added that not all boroughs had section 44 powers at the present time.

The Force reported a drop in stop and search activity. This was particularly noticeable in Scotland and on the London Underground Area. Stop and accounts had risen by a few percentage points but this had been largely due to cross-border operations which had been intelligence led.

The number of searches carried out under the Public Order Act had increased significantly. This was the result of greater use of Operation Shield and football policing. There was also a peak in August which was a result of policing the Notting Hill Carnival.

The number of searches carried out under section 44 had reduced by 25%, which was to be expected following the reduction in the threat level. There had been a peak in s44 searches around the anniversary of the 7/7 bombings.

When arrest figures were reviewed these revealed that arrest rates were higher in London following stop and search encounters. It was thought that this was due to the effects of BASS training and intelligence led stops. The use of PDAs was also likely to contribute to the arrest rate as this gave officers' direct access to the Police National Computer (PNC) which would highlight any outstanding warrants.

A new stop and search form had been designed to help increase efficiency.

**Agreed:**

- A report on the BASS implementation to come to the next meeting to include what this was producing.

**45/2009 REPORT ON DATA STANDARDS IN PLACE ON CALL HANDLING DATABASE**

Agenda Item 5

Following the Committee's visit to Birmingham for its meeting in April and the visit to the new control rooms an update had been requested on data standards. The Force updated that it would be analysing the control room data to establish a baseline for further key performance indicator (KPI) data for setting KPIs for 2010/11. In the meantime the Force was hitting its targets for call handling and taking a closer interest in the data available to improve performance further. Phase 2 of the project was running which involved addressing any latent issues and an end-to-end process review.

The Committee had suggested that the Force try to gain accreditation from the Customer Contact Association (CCA). The Force supported this but it was being delayed until the systems were firmly embedded. There was also a cost element to this.

The Force updated that the short texting scheme was in place and being tested for chief officers. It was explained that if an incident occurred which the chief officers should be aware of all would receive a text but only the person on call would be required to respond. This ensured that all chief officers were aware of any critical incidents but could be confident that the situation was being dealt with. This scheme would be rolled out further when the testing phase was complete.

The Force was working to improve efficiency in its call rooms with an Incident Exchange System. This system was currently being trialled and developed with Derbyshire Police and meant that calls between call centres were reduced and incident reports could be sent between forces to prevent re-keying of information where the call had initially been received by a different force.

The Committee welcomed the report and found it very encouraging. It was suggested that a further meeting of the Committee be held in Birmingham 2010.

**Agreed:**

- A further meeting of the Committee be held in Birmingham in July or October 2010.

## **46/2009 DELIVERY OF FORCE CONSULTATION STRATEGY**

Agenda Item 6

The Force gave an update on the delivery of its consultation strategy.

The satisfaction score from the Victims of Crime (VOC) survey had improved. Following the opening of the new call centres resulting in a greater capability for following up with victims of crime the results of the next survey were eagerly anticipated.

The rail staff survey was under review. Not all train operating companies had been on board with this survey and as such the Force was looking at different forms of consultation.

The Committee added that the rail staff survey could also be used as a proxy for passenger information as rail staff were in tune with passenger needs and perceptions.

It was noted that citizen panels had been subsumed into the Police and Community Together (PACT) meetings to consolidate community feedback.

The report was noted.

## **47/2009 SPRING NATIONAL PASSENGER SURVEY (NPS) RESULTS**

Agenda Item 7

The Force updated on the main findings of interest from the survey. Personal security had increased by 2 percentage points. The increase was small but it reflected a continuing upward trend in improving passenger perceptions of safety.

The survey had included a free text section where the previous question regarding priorities had been which had given options to be numbered. The text given in these sections had been coded and 8 top priorities had emerged which are listed below:

- Visibility (34%)
- Ensuring personal safety/security (24%)
- Improving safety/BTP presence at night (21%)
- Anti social behaviour (18%)
- Alcohol/drug related concerns (12%)
- Environmental/TOC issues (10%)
- Violence/threat of violence (10%)
- Groups of youths (8%)

The Force was now looking at the data at a more local level to see if these priorities differed according to area/age/ethnicity/gender. It was noted that some of the solutions to the issues raised were outside of the Force's control and would require partnership working.

Passenger awareness of BTP had been found to be high and awareness of NPTs had increased by 7 percentage points. On the confidence score the vast majority did not have an opinion on BTP, but of those that did know of BTP commuters had the lowest opinion. Those surveyed travelling from the larger stations reported higher scores for BTP.

The Committee asked if the Force would feedback to the train operating companies on the environmental issues identified. The Force responded that the train operating companies (TOCs) would receive the results of the survey from Passenger Focus but it was not aware of what TOCs did with the data once received and would be looking into this.

**Agreed:**

- The Force to investigate what the TOCs do with the NPS feedback.

**48/2009 PREVENT STRATEGY PRESENTATION**

Agenda Item 8

Chief Superintendent Price presented on the Force's strategy for the Prevent agenda.

The Committee asked how the Force would build trust and confidence with the communities it served. Chief Superintendent Price responded that the Force was being open and transparent in the information it could provide to the community. The National Independent Advisory Group and Independent Advisory Network had also been established along with the stop and search scrutiny group which welcomed community members. It was hoped that these and similar initiatives would be translated as a willingness to engage. Chief Superintendent Price said that the Force was linking in with the community on the Prevent agenda but there was still a way to go on this.

Chief Superintendent Price said that the Prevent work would be driven through the NPTs initially and then broadened out to the response teams. The Committee noted that in the review of neighbourhood policing a hesitancy in NPTs liaising with the community had been noted. Chief Superintendent Price said that this was being addressed with training to build on problem solving abilities and forging community links. The NIAG and IAN were also being consulted on the Prevent agenda. There was also to be a community launch on 16<sup>th</sup> November.

The Committee asked for assurance that community engagement would cover all community groups, and not one or two to the exclusion of others. Chief Superintendent Price assured the Committee that engagement would be wide reaching.

The Committee asked if the Scottish Government was on board with the approach being taken. Chief Superintendent Price answered that it was with a few minor changes.

The Force said that it would welcome Member feedback in this area. The Committee agreed to review the information pack provided and feedback to Chief Superintendent Price in the next two weeks.

**Agreed:**

- Members to provide feedback on the information pack in the next 2 weeks.

**49/2009 LONDON NPT BASELINING EXERCISE**

Agenda Item 9

The Force had undertaken a baselining exercise to commence the evaluation of the Mayoral-funded neighbourhood policing sites. The baselining exercise had found that all sites were optimistic about what neighbourhood policing could do for them but at the same time the Force had to be careful not to over-promise what it could deliver within its resources.

The Committee said that the report was a good piece of work and hoped that the Force had found it a useful exercise.

A question was raised as to how calls were monitored. The Force answered that calls were monitored daily through the command and control system. The Committee felt that it would be useful to see an analysis of calls broken down by whether they were emergency or non-emergency and then by their various factors.

The Force said that its biggest challenge was around deployment. The new Chief Constable had brought in a single patrol strategy which aimed to increase interaction with the public.

The Committee felt that the strategic aims for NPTs included in the report summaries could be amplified with tactical objectives drawn from research and examples were given for each site.

**Agreed:**

- An analysis of calls to be presented to the Committee broken down by whether they were emergency or non-emergency and then by their various factors
- The Force to update the baselining document actions as suggested.



**50/2009 BTPA EQUALITY IMPACT ASSESSMENTS - ANNUAL REPORT**

Agenda Item 10

The report was noted.

**51/2009 PREVIOUS BTPA CONSULTATION ACTIVITIES FOR STATUTORY CONSULTEES**

Agenda Item 11

The Chair said that he had been concerned that this had not always been taking place. The paper showed that there were some issues and gaps and it these would be addressed by the new communications and consultation strategy.

It was noted that the Chief Constable had regular meetings with Union leaders and would update Mr Adams on what had occurred. Also, that there were regular meetings with the senior officers at the Force and the Welsh Assembly which were often attended by Mr Foxall. These meetings went some way to addressing the gaps found but were not on a formal footing.

The report was noted.

**52/2009 AOCB**

Agenda Item 12

There was no AOCB.

**DATE OF NEXT MEETING:** Tuesday 20 January 2010, venue The Forum

Signed.....

Chairman