HMIC Inspecting policing in the public interest

Appendix A

PROTECTION FROM SERIOUS HARM

While the bulk of policing activity happens in the railway environment, with a small number of people present a serious danger. The threat they pose is not always visible to the public but the potential impact is great. Such threats include:

- *Major crime - such as murder and serious violence*
- *Serious organised crime - such as drug and human trafficking*
- *Serious sexual assaults – such as rapes*
- *Terrorism*
- *Cable offences*
- *Level crossings*
- *Fatality management*

Comment [SP1]: Cable offences, level crossings and fatality management added to HMIC template for Home Office forces. Sex offenders monitored in the community removed.

Overall picture

Major crime

Serious organised crime

Serious sexual assault including rape

Combating terrorism

Cable offences

Level crossings

Fatality management

What does BTP do well?

Where does BTP need to improve?

What action is BTP taking to improve?

Nottinghamshire
How well is Nottinghamshire performing?
Local Crime and Policing
Protection from Serious Harm
Value for Money and Productivity
Confidence and Satisfaction

CONFIDENCE AND SATISFACTION

In 2009 the Government introduced a 'single confidence target' jointly for police and local authorities, which is measured by the British Crime Survey (BCS). BTP do not have a similar partnership with local authorities, and BTP's "residential" population (i.e. rail passengers and rail staff) is not covered by the BCS. As such, BTP has defined its own measure of public confidence – perceptions of safety and security – which will be monitored using the National Passenger Survey (NPS). This is a national survey run by Passenger Focus, and includes questions on perceptions of safety, security, crime and ASB, and perceptions of BTP. As the NPS does not cover London Underground Area, a BTP-designed survey will be used to provide data on the same questions. An additional rail staff survey will assess the perceptions of this key stakeholder group.

Separately, there is a government requirement for all police forces in England and Wales to conduct satisfaction surveys with members of the public, that is, victims who have had contact with the police. In BTP, this survey is run with victims of theft, vehicle crime, violent crime and racial crime. Respondents are asked how satisfied they were with the overall level of service they received. In addition, the satisfaction levels of white and black and minority ethnic (BME) victims are compared.

Overall assessment

How well is BTP delivering its Policing Pledge?

Hyperlink to full BTP Pledge report

What does BTP do well?

What does BTP need to improve?

What action is BTP taking to improve?

How well is BTP performing on public confidence and satisfaction?

Single confidence target	How the police deal with things that matter to the community	Perception of level of anti-social behaviour	UserGeneral / victim user satisfaction	White/BME user satisfaction

Comment [SP2]: Original HMIC / Home Office force version

Single confidence target (perceptions of safety and security)	Would you say the amount of crime and anti-social behaviour at x station has changed over the past year?	Taking everything into account, how good a job do you think BTP are doing at x station?	Victim user satisfaction	White/BME user satisfaction
X% (fairly good/very good)	X% (little less/lot less)	X% (good/excellent)	X% (fairly satisfied/very satisfied/completely satisfied)	X% (fairly satisfied/very satisfied)

Comment [SP3]: BTP alternative version

BTP Policing Pledge

Pledge 1: Always treat you fairly with dignity and respect, ensuring you have fair access to our services at a time that is reasonable and suitable for you.	
Pledge 2: Respond to incidents that require a police presence in a manner that helps keep travel disruption to a minimum.	
Pledge 3: Answer emergency calls as soon as possible, giving you an estimated time of arrival and getting to you safely.	
Pledge 4: Allocate our resources to target local concerns and priorities through local monthly meetings with the railway industry and regular engagement with passengers and their representatives.	
Pledge 5: Agree annual local operational policing priorities with our partners and publish them within our Area policing plans.	
Pledge 6: Provide updates on local crime and policing issues through the monthly publication of crime maps, which will illustrate crime levels and trends at each station.	
Pledge 7: Where we have Neighbourhood Policing Teams, provide you with information so you know who your dedicated team is, where they are based, how to	

contact them and how to work with them. We will ensure that Neighbourhood Policing Teams and other police patrols are visible at times when they will be most effective and when you tell us you need them most. Teams will not be taken away from your neighbourhood business more than absolutely necessary. They will spend at least 80% of their time in your neighbourhood, tackling local priorities.	
Pledge 8: Make the railway safer by working with station operators to implement the Secure Stations Scheme.	
Pledge 9: Provide a quality service to victims of crime on the railway. If you are a victim of crime on the railway, we will keep you informed about the progress of your case by updating you at least on a monthly basis until the case is closed.	
Pledge 10: Deal with you in a polite, professional and efficient manner whenever you come into contact with us.	
Pledge 11: Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, we will discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.	