

BRITISH TRANSPORT POLICE AUTHORITY

MINUTES

STAKEHOLDER RELATIONS AND COMMUNICATIONS STRATEGY COMMITTEE
20TH JANUARY 2009, 11.30AM

at
THE FORUM CAMDEN STREET

Present: Mr J King (Chair)
Mr L Adams
Suzanne May
Mr R O'Toole

Apologies: Mr M Holden

In attendance: Mr A Pacey, Assistant Chief Constable Operations
Mr P Crowther, Assistant Chief Constable Crime (part)
Mr L Stringer, Head of Estates
Mr S Peel, Performance Analysis Manager
Ms S Weller, Quality of Service Research Manager
Ms V Gill, Quality of Service

Mr R Hemmings, Chief Executive
Mrs S Elvy, Research & Policy Manager
Miss L Barrick, Business Support Manager & Minutes
Mr M Daventry, Communications Officer

01/2009 WELCOME AND APOLOGIES

Non Agenda

The Chair announced that Mr Holden had joined the Committee in place of Mr Gisby, who would be moving to the Olympics Steering Group. The Committee recorded its thanks to Mr Gisby for his contribution. The Chair gave Mr Holden's apologies to the meeting due to a planned holiday.

02/2009 MINUTES OF MEETING 7th OCTOBER 2008

Agenda Item 1

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

03/2009 MATTERS ARISING

Agenda Item 2

All actions had been discharged.

Ms Weller said that the fear of crime question regarding graffiti had not been included in the National Passenger Survey. Suzanne May said that this had started from the Crime Reduction Partnership that wanted evidence of the effects of graffiti on

peoples' perceptions of crime, as it was considered that the Courts were too lenient when sentencing graffiti offenders.

Assistant Chief Constable Crowther said that the Force was working on impact statements to generate a standard approach to encourage appropriate and consistent results.

The Chair suggested that it may be useful for the neighbourhood policing teams (NPTs) to talk to the crime reduction partnerships.

**04/2009 BEHAVIOURAL ASSESSMENT SCREENING (BASS)
TRAINING EVALUATION**

Agenda Item 9

Assistant Chief Constable Crowther updated that an evaluation of BASS training was being undertaken by the Centre for Protection of National Infrastructure (CPNI). Assistant Chief Constable Crowther said that BASS training had been borne out of the new challenges that the police were facing with modern terrorism tactics.

Assistant Chief Constable Crowther said that 1160 officers had been trained so far, largely on the London Underground (LU) Area. BTP had also trained 48 officers from other forces and there was a high demand for BASS training with good potential for income generation.

Assistant Chief Constable Crowther said that the evaluation was looking at qualitative and quantitative data from stops by officers who are BASS trained, to see if this reduced disproportionality in stops and the number of stops carried out. The evaluation was not complete but the initial findings showed a marked reduction in disproportionality of stops and a reduction in the number of stops carried out.

Assistant Chief Constable Crowther added that BASS training had been shown to be a good tool in general crime fighting, as well as in combating terrorism, as arrests made by BASS trained officers from stops were higher than those of non-BASS trained officers. Positive outcomes from encounters were around 28% for BASS trained officers compared to 8% for non-BASS trained officers, and the number of intelligence reports submitted by officers with BASS training was also higher at 11% compared to 1%.

The evaluation had been extended as the researchers wanted to spend more time observing officers, as officers had found it difficult to articulate the factors that led them to stop particular people. However, the statistical information that had been gathered was robust and demonstrated BASS training to be effective.

Mr Adams said that he would like the full Authority to be made aware of BASS training. He added that with the negativity that surrounded stop and search this was good news, along with the

fact of the interest from other forces and agencies in replicating this.

Suzanne May asked if the Force could train the trainers in this area. Assistant Chief Constable Crowther said that the Force was guarding its copyright and intellectual property rights for this whilst making it available to other forces and agencies that would find it useful.

Mr Hemmings asked if this type of training could be joined up with the CCTV software which was designed to identify people acting suspiciously on stations. Assistant Chief Constable Crowther said that the CPNI was engaged in looking at how the two methods could be joined together.

The Chair said that it was a very encouraging report and endorsed the suggestion that in due course a presentation be made to the full Authority.

Assistant Chief Constable Pacey added that Lord Carlile had been briefed on BASS training on a recent visit to BTP and an encouraging letter had been received from him following his visit.

Crime Mapping

Assistant Chief Constable Crowther updated on crime mapping. He said that the Force had been keen to take part as it wanted to present its own data and contextualise it in the BTP environment. A public facing website had been developed and would be available online shortly. The website would allow people to search by area all the way down to individual station level and type of crime. As well as presenting the raw data the website would normalise this per million passengers. Assistant Chief Constable Crowther said that this data had been going to be presented per 100,000 passengers (in line with the Home Office forces who were presenting the data per 100,000 people in their area) but this had made the figures too small and they became meaningless. He said that he would email the link for the site to Committee Members once it went live and he would appreciate any feedback.

The Chair said that he had taken an interest in this area as it was designed to allay the fear of crime. He asked how the Force had tried to ensure that this was the outcome. Assistant Chief Constable Crowther said that no crime had been excluded but the Force had made sure that all data was put into context. The site explained what was included in the categories of 'on-train' and 'on-station' and offered help as to how to interpret the information such as spikes appearing as a result of proactive police activity.

The Chair asked what the process was for evaluating the impact of crime mapping on BTP. Assistant Chief Constable Crowther said that other forces had found a high level of interest initially but this had dropped off significantly in the longer term. He said that

the Force would be tracking hits on the site and would be including comments to contextualise the data from Area Commanders. The site would also be used to advertise neighbourhood policing surgeries and other community initiatives. All the information would be going to the Force Management Team (FMT) meeting.

Assistant Chief Constable McCall was looking after crime mapping in Scotland and had discussed it with the Justice Minister who was in favour of it.

Home Affairs Select Committee

Assistant Chief Constable Crowther said that he had been invited to give evidence to the Home Affairs Select Committee following the Force's success with Operation Shield in reducing knife crime. He said that the reduction had been the result of various factors, including an increase in the number of officers, improved CCTV on trains and NPTs in high crime areas, as well as Operation Shield.

Assistant Chief Constable Crowther said that with Operation Shield, officers did not have grounds to search people if they did not suspect them of a crime. Therefore officers were expected to make a quick objective decision when people set off the detector. As such, the Force was suggesting putting this style of search on a more formal footing if there was acceptance of the tactics. He said the Force wanted to do this with the consent of the travelling public. The next step in this process was to engage with stakeholders. The rail operators were enthusiastic regarding this approach and there was also support from the ACPO Knife Crime section.

The Chair asked if there were currently any plans to carry out research on passengers views. Assistant Chief Constable Crowther said that would be a future stage but currently the discussion was with government and policing agencies.

Mr O'Toole suggested that taken with BASS training to demonstrate that searches were not random there was likely to be more acceptance of this approach.

Agreed:

- **Assistant Chief Constable Crowther to email the link relating to crime mapping to Committee Members for feedback once the website was live.**
- **Presentation on BASS training to be made to full Authority at a future date.**

Agenda Item 10

Mr Stringer said that this was an issue that was critical to the estate and the Force's image. He said that a lot of work on the estate had taken place in the last few years and he was now working with Media and Marketing on the signage issue. The aim of the project was to have a corporate and consistent image. Area Commanders had been consulted on this and an audit of stations and the current signage had taken place. Mr Stringer said that one of the issues was managing the expectations of the public as to how often BTP facilities would be manned, and ensuring a consistent approach with signage on who to contact in the event of a facility to being unmanned. There was discussion currently with TOCs on this issue.

Mr Stringer said that the project was budgeted for and the works would be rolled out alongside general maintenance. The timescale was not yet finalised.

The Chair asked what was happening regarding signage about NPTs at unmanned stations covered by NPTs. Assistant Chief Constable Pacey said that there was currently signage at established NPT sites but for other less established sites this was often not the case as they were often in temporary accommodation. The smaller stations that were not manned would display information on the NPTs and who to contact.

Suzanne May asked if the Force had cooperation from Network Rail regarding updating signage. Mr Stringer said that there was agreement in principle.

Assistant Chief Constable Pacey said that the Force was also close to having messages put on the interactive boards at stations.

The Committee thanked Mr Stringer for his update.

06/2009 ICV

Agenda Item 3

Miss Barrick updated that she was negotiating having Hammersmith added to the agreement. She had also been in contact with Greater Manchester Police Authority (GMPA) who currently had a local agreement to visit the BTP Manchester facility. This would put the visits on a formal footing and the Committee would receive reports on the visits and any issues

The Chair said that the Metropolitan Police Authority (MPA) report was encouraging. It was noted that visits to West Ham were still an issue as it was rare for detainees to be present. Miss Barrick said that she would speak with Ms McClelland regarding this and remind her about the agreement that the ICVs were to call first to see if detainees were present.

Agreed:

- **Miss Barrick to speak to Ms McClelland regarding the West Ham facility visits.**

07/2009 CONTROL ROOMS AND CONTACT MANAGEMENT PROJECT AND PERFORMANCE REPORT

Agenda Item 4&5

Assistant Chief Constable Pacey said that the Birmingham facility was up and running and would become a 24/7 facility by the beginning of February. The North West Control Room was due to close on 27th March and the transition for this was prepared.

The Chair suggested that the next Committee meeting could be held in Birmingham so that the Committee could visit the new facility.

Mr O'Toole noted that the emergency calls were not all being answered. Assistant Chief Constable Pacey said that there were dedicated people just responding to emergency lines to manage this. He said that targets were being met and performance was heading in the right direction.

The Chair asked if an Equality Impact Assessment (EIA) had been carried out. Assistant Chief Constable Pacey confirmed that both an internal and external EIA had been undertaken and these were available to Committee Members should they wish to see them. The Chair said that he would like to see the external EIA.

Agreed:

- **The next meeting to be held in Birmingham with a visit to the new Control Room.**
- **Assistant Chief Constable Pacey to send the Chair a copy of the external EIA.**
- **Members to request the EIAs should they wish to see them.**

08/2009 DRAFT NEIGHBOURHOOD POLICING EVALUATION REPORT

Agenda Item 6

Mr Hemmings introduced the draft evaluation report. He said that the write-up was not as far developed as he would have liked to have seen it, but the Force had provided all the information that had been requested. He added that Mrs Elvy was now leading on this piece of work. He felt that it was an important piece of work for the debate on the style of policing delivered by BTP.

Mr O'Toole said that it was difficult to say if neighbourhood policing was bringing crime down, as there were extraneous variables that could not be controlled. The Chair agreed that this was an issue and added that the evaluation that was being produced may lead to further work, but he was confident that the resources were in place to produce a good phase 1 report.

Mrs Elvy said that the draft report had been produced by Mr Haddock and in his absence she had picked this up. She added

that she had slightly revised the structure of the report and distributed a copy of the new suggested structure (copy in minute book), making some additional editorial and structural suggestions. Mrs Elvy proposed having thematic chapters that weaved in all the evidence from the various sources to allow for the identification of crime patterns more easily and give the findings a more robust foundation. She also suggested a methodology chapter to give the report a more credible standing.

The Committee felt that Mrs Elvy's suggested approach was right. They asked to see chapters as they were produced so that they could give feedback.

The Chair said it may be found that neighbourhood policing worked well in some areas and not others and a further report would be needed to look at this more closely across a greater number of NPTs.

Mr O'Toole said that it would be useful to include comments from managing directors of train companies, as well as the staff, to have credibility. He also suggested including a high level breakdown of how much neighbourhood policing had cost versus what it had saved companies. Mrs Elvy said that this would be included in chapter 10 which would look at the impact of neighbourhood policing on resources but emphasised that the benefits of NP ran much wider than cost saving.

Mr O'Toole said that the report had to be clear that neighbourhood policing was part of a package of things that BTP was doing and not the answer to all crime.

The Chair said that the version that would go to the March Authority meeting would not be the final version but he understood would be very nearly there.

Agreed:

- **Mrs Elvy to circulate the chapters for comment as they are produced.**
- **A meeting to be held when the full draft document has been produced for final comments before the Authority meeting.**

09/2009 APA GUIDANCE - NEIGHBOURHOOD POLICING OVERSIGHT AND BTPA'S ROLE

Agenda Item 7

Mrs Elvy said that this guidance had been released by the APA and she felt it would be useful to include the main points in the neighbourhood policing evaluation report to show that it was being met.

Mr Adams said that some of the guidance was not relevant to BTP. Mrs Elvy agreed but said that she felt that most of this could be interpreted for BTP.

The Chair went through the recommendations on the report which suggested areas for developing the Authority's current oversight role:

- R1 – The Committee felt that it was best placed to monitor the delivery and effectiveness of neighbourhood policing training.
- R2 – The Committee decided to look at neighbourhood policing performance at an area level at its meetings on an alternate basis.
- R3 – Abstraction would be monitored annually.
- R4 – It was noted that having continuity was a challenge in NPT teams. The Chair suggested that, having used this information in the commercial world, the CBI may have useful information against which to benchmark rates of staff turnover at comparable grades by geographical area, to assess whether or not abstraction was higher or lower than the regional average in BTP. Allowances would have to be made for the different nature of employment between BTP and commercial organisations.
- R5 – The Force agreed that it could provide an overview of recent activities relating to neighbourhood policing-related engagement at each meeting – this could include outputs from recent surveys or other engagement events.
- R6 – Reviewing partner perceptions - Members agreed this was a task for the Authority rather than the Force and could form part of an ongoing programme of liaison with partners. The Force may be able to provide some supporting information via its NPT surveys.
- R7 – The outputs from the neighbourhood policing evaluation may provide a steer for how the Force and Authority could work more effectively with partners on neighbourhood policing.

All Members would also be reminded to follow up on defined neighbourhood policing issues as they carried their Area visits and to feed this information back to the Committee via the Secretariat.

The Chair felt that Appendix B downplayed the level of scrutiny that the Committee carried out, but he felt that there was more to be done around community and passenger engagement.

The Chair thanked Mrs Elvy for a good piece of work.

The report was **noted**.

Agreed:

- **The Secretariat to ensure that the agreed actions were implemented.**

Agenda Item 8

Mr Hemmings said that he would feed back the Committee's reservations regarding this report outside of the meeting as Assistant Chief Constable Pacey had had to leave after item 7 due to the meeting overrunning.

Mr Adams said that the Committee's concern was regarding the tone of the report, which was indicative of less rigour than the Authority would like to be seen taking place with the management of the IAN. The Committee was clear that the IAN should give advice on matters where this was sought, but should not be supplanting the Authority's governance role.

Suzanne May suggested that it would be useful for the Committee to see the latest terms of reference for the IAN. The Chair agreed saying that the direction that the Force appeared to have taken, as indicated in the report, looked to be at odds with what had been requested.

The Committee noted the position and awaited further updates.

Agreed:

- **Mr Hemmings to feed back the Members comments to the Force.**
- **The IAN terms of reference to come to the next meeting.**

11/2009 BTP RAIL STAFF SURVEY

Agenda Item 11

Ms Gill spoke to her paper which updated on the outcomes of the Rail Staff Survey. She said that this was the Force's primary method of consultation with rail staff. There had been a 10% return on 20,000 surveys which had been a little disappointing and the Force was in the analysis stage currently. The last survey had been in 2005 and the survey had been updated a lot since then which accounted for the gap. Ms Gill said that the survey would now be run every two years, with the next one due in 2010.

The Committee registered its disappointment that three of 22 TOCs had blocked distribution of the survey to their staff.

The initial headline findings were that rail staff reported feeling safer and seeing more officers and PCSOs. However, CCTV and lighting were found to have the greatest impact on staff feelings of safety and this would be fed back to crime reduction. Rail staff wanted more support in terms of alcohol control and the planning and management of football events.

A difference between station staff and on-train staff had been noted in responses, with station staff being more satisfied than on-train staff. It was suggested that this may be a result of the on-train staff being more detached from BTP.

Ms Weller said that the Force was keen to improve its response

rate and was looking at ways to get the voice of rail staff back. The Chair suggested that feeding back through ATOC and Rail News would be useful tools to show staff the findings of the survey and what these had resulted in.

The report was **noted**.

12/2009 POLICE AUTHORITY STOP AND SEARCH POLICY

Agenda Item 12

Mrs Elvy said that this had arisen from the APA Equality Officer Network and was suggested as good practice. The first draft was attached to the paper. Mrs Elvy said that there was currently no APA template for this so she had included what she thought Members would like to see in the policy. Mrs Elvy added that this would be a public facing document.

The Chair asked how the Authority met the action to rigorously scrutinise within the community. Mrs Elvy said that she attended the Force's stop and search group and this included community representatives.

Suzanne May said that the Authority should be publicising that people who are stopped and searched are entitled to a receipt. The Chair said that the Committee should challenge the Force on how it carried out this function.

The Chair suggested that HMIC and APA should be added as consultees and the policy needed to reflect the Scottish context.

Agreed:

- **The Committee to ask the Force about its policy on receipts following stop and search encounters.**
- **HMIC and APA to be added as consultees.**
- **The Scottish context to be reflected.**

13/2009 PASSENGER ENGAGEMENT ON BTP AREAS

Agenda Item 13

Ms Weller said that the Force wanted to capture a stronger passenger voice. She said that currently the Force used the National Passenger Survey but lacked exploration of the more local passengers and groups. She said it was the intention to use NPTs to reach passengers whilst on trains. She added that there were issues around how feedback would be captured.

The Chair updated Ms Weller on discussions which had been taking place with the Deputy Chief Constable on this topic.

14/2009 RE-BRANDING OF BTPA'S IDENTITY

Agenda Item 14

Mr Hemmings said that the aim of this was to bring out the Authority's identity more clearly, to separate it from the Force. Also the Authority's website needed a redesign, especially in the light of the increased number of "hits".

The paper was noted and the Committee agreed that the work continue and be completed within the scope outlined in the report.

15/2009 AOCB

Agenda Item 15

There was no AOCB.

DATE OF NEXT MEETING: Monday, 6th April 2009, Birmingham

Signed.....

Chairman