

## Minutes

### Stakeholder Relations and Communications Strategy Committee

Wednesday 20 January 2010, 11.30am  
at The Forum, 74-80 Camden Street

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#### Present:

Ms James King (Chair)  
Mr Lew Adams (part)  
Suzanne May

#### Apologies:

Mr Michael Holden

#### In attendance:

Mr Alan Pacey, Assistant Chief Constable Operations  
Ms Stephanie Weller, Acting Performance Manager  
Mr Nicholas Pole, Acting Quality of Service Research Manager  
Ms Vanessa Delices, Secretariat Manager

Mrs Samantha Elvy, Research and Policy Manager  
Miss L Barrick, Business Support Manager & Minutes

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#### 01/2010 Apologies

Non-Agenda

The Chair gave Mr Holden's apologies.

#### 02/2010 Minutes of Meeting 20 October 2009

Agenda Item 1

The Committee received and approved the minutes with one amendment to paragraph 4 on page 6.

#### 03/2010 Matters Arising

It was confirmed that the Authority had an open invitation to attend the Neighbourhood Policing Project Board meetings at the Force. The Force would send the dates to the Secretariat. It was further agreed that Mrs Elvy would speak to Mr Coen and give a steer to the Force as to what the

Authority wanted with regards to its involvement in neighbourhood policing. The Force said that this would be helpful.

The Committee noted that as an outcome of the Strategic Review that was underway this was likely to be its last meeting. It was requested that a list of topics covered by the Committee be compiled to ensure that nothing was lost in the transition to revised governance arrangements.

All other actions had been discharged.

### **Agreed**

- The Force to send the Secretariat the Neighbourhood Policing Project Board dates.
- The Authority to give a steer with regards to how it wanted to be involved in overseeing neighbourhood policing.
- The Secretariat to compile a list of legacy actions and Committee agenda items to ensure that these were not lost in the transition following the outcomes of the Strategic Review.

### **04/2010 Independent Custody Visiting (ICV) Update**

#### Agenda Item 3

The Members were updated that Merseyside and Strathclyde contracts remained outstanding. A contract had been agreed with Merseyside but this was being put through a committee for final ratification. The committee was due to meet in February and assuming there were no issues, none were anticipated, visiting would begin immediately following that meeting. There were several changes to be made to the standard contract in relation to Strathclyde, as the legislation was different in Scotland and custody visiting was not a statutory duty. This was being worked through and it was hoped that an agreement would be in place by the end of March.

The report from Greater Manchester Police Authority did not raise any issues.

The Metropolitan Police Authority report advised that the self introduction pilot had been completed and a report was expected to be distributed during the first quarter of 2010. It was noted that the Chair and Vice Chair of the Wembley Borough ICV Panel had visited the new BTP Wembley facility which was due to open in February and had been impressed with the facilities. West Ham had become a designated facility but the frequency of custody visiting had not changed. This would be

kept under review and should the volume of detainees increase significantly the visiting frequency may be increased.

The report only raised one issue which related to a delay in two detainees receiving notice of their rights and entitlements at Hammersmith. The ICVs were awaiting an explanation for this and the Secretariat would request to be advised also.

The Committee continued to have concerns regarding the low number of night visits and this would continue to be monitored.

### **Agreed**

- The Committee to be advised of the reasons for the delay in two detainees receiving their notice of their rights and entitlements.

### **05/2010 Taser Pilot Report**

Agenda Item 4

The Force updated that the Taser training had gone well and had been of a high standard. It was reported that Tasers had been drawn on five occasions thus far where officers were facing the threat of immediate violence but had not been fired. The red dot had been activated on two occasions. Officers reported that the presence and drawing of the Taser appeared to be enough to obtain compliance.

Members had received a revised version of the Taser paper and requested that when a revised paper was circulated it was clearly marked as such to avoid confusion.

### **Agreed**

- It was agreed that when a revised draft of a paper was circulated it would be clearly marked as such.

### **06/2010 BASS Implementation Update**

Agenda Item 5

The Force updated that around 1,000 officers were now BASS trained, which equated to almost the entire frontline. No North East based officers had been trained but training was now being rolled out there. It was confirmed that all new officers were trained on entry to the Force. Refresher training was available but was not currently part of programme. This was being reviewed.

The Committee noted that it had been under the impression that BASS was being rolled out as a programme rather than on request. However, it was pleased to hear that it now covered the majority of the frontline. The Force had not identified the number of frontline officers trained by area in

its figures but advised that virtually all officers on London Underground Area were trained, 50% in London North & South and Wales and Western, 25% in Scotland , 15% in the North West and none on the North East.

There were opportunities with BASS for significant income generation. There had been interest in training from many external organisations with more training requests anticipated. The Committee asked if the Force had applied for national accreditation for the training course. The Force agreed that this was worth exploring.

### **Agreed**

- The Force to review the potential for income generation from BASS training and explore the possibility of national accreditation.

### **07/2010 Neighbourhood Policing Progress against Actions**

Agenda Item 6

The Force informed the Committee that 50% of officers were now trained in neighbourhood policing and the further 50% should be trained by the summer. The training package included the chairing of meetings and practical support for community engagement.

The neighbourhood policing website was improving and was being monitored and tested using a mystery shopping technique to drive up performance. Problem solving plans were also being used.

The funding had been secured for a Community Volunteers Scheme and a Volunteer Manager. Three sites had been identified to pilot this and these were:

- Southport
- St Pancras
- Waterloo

The Force said that this was not about reducing staff numbers but enhancing the support available. The Committee was also assured that all volunteers would be vetted to an appropriate level. Mr Adams said he was concerned about this and the reputation of the Force if it did not use professional people.

The Committee was encouraged to see the Neighbourhood Policing Teams (NPTs) engaging with passengers using surveys to establish their concerns. The Force confirmed that a suite of surveys had been designed and NPTs were using these on their areas.

The Committee was also impressed by the progress in creating action plans for NPTs which were tailored to the individual communities but

retained a corporate format. Overall the Committee considered that excellent progress had been made.

### **08/2010 Victim Satisfaction Survey Update on Progress**

Agenda Item 7

The Force updated that the current position was an 87% satisfaction rating, and as such it remained confident that it would meet the 80% target at the year end. London South and London North were both noted as having made large improvements.

London North had introduced Operation Contact which embedded a victim focused approach reminding officers of the guidance around contact. As this operation had been so successful it was planned to present the approach to the other areas as a possible way to ensure a victim focus and increase satisfaction. The Committee was encouraged by this approach.

The report was noted.

### **09/2010 NIAG and IAN**

Agenda Item 8

There had been an election in the National Independent Advisory Group (NIAG) before Christmas and Martin Lougee had been voted in as Chair while Mohammed Khaliel had taken a Vice Chair seat.

The draft protocols for both the NIAG and Independent Advisory Network (IAN) had been sent out and feedback was awaited. The protocols aimed to give more clarity around where strategic and tactical roles sat.

### **10/2010 BTPA Communications Strategy**

Agenda Item 9

The Authority was looking at how to prioritise the tasks in its Communications Strategy. The focus was on the key individuals in industry and the best way to communicate with passengers. A meeting was being held with Ms Banerjee to discuss the short and medium term priorities.

### **50/2009 AOCB**

Agenda Item 10

There was no AOCB.

**Date of Next Meeting:** Thursday 15 April 2010, venue The Forum

Signed.....

Chairman