POLICE SCORECARD
(ROUNDED ASSESSMENT)
INTERNAL PRODUCTION TEMPLATE

British Transport Police (Example)

Notes:
Purple text is standard and should remain unchanged, unless there is information specific to a particular force area that needs to be added.
Black text in italics and mostly in bullet form is sample text to give authors an idea of the type/style/brevity of information required. If you have any questions, contact the HMIC communications team.
***** THIS REPORT IS WRITTEN AS A DOCUMENT FOR MEMBERS OF THE PUBLIC AND FOR PUBLICATION ON HMIC'S WEBSITE *****

SAMPLE

Overall assessment -[1] HMI

This section, completed by HMIC, is the headline findings and will be prominently displayed on the website/published document. It should be a clear and robust summary of the key findings from each of the four domains. It should cover the key achievements and where they need to improve. The text must focus on issues that are of interest to the public.

SAMPLE

[1] This will go on the Police report card front page along with headline data on all domains.

BRITISH TRANSPORT POLICE
ABOUT THE FORCE

Chief Constable:	**Police Authority Chair:**
Andrew Trotter, OBE, QPM	Mrs Millie Banerjee
Staffing information *(as at 31.3.09)*	**Most Similar Group of forces (Peer Forces)**
Police officers: % female: % BME officers: % BME officers (target): Police staff: PCSOs: Special Constables:	*[COMPLETE ACCORDING TO DATA ON MSG]*
Budget 2008/09:	

Area Profile
HMIC to provide commentary for this section.

SAMPLE

LOCAL CRIME AND POLICING (This is standard HMIC text)

Neighbourhood crimes, such as burglary, robbery and vehicle offences, are normally investigated by local officers. We show here the crime rates per head of population and how effective police are at catching criminals. We also assess how well the force acts on the concerns of local people about crime and anti-social behaviour.

To follow is an example of the type of BTP information that could appear in this section.

Crimes on the railway, such as robbery, theft and anti-social behaviour are normally investigated by local officers based at local railway stations. We show how effective police are at catching criminals (BTP could use detection rates and offenders brought to justice, as BTP cannot use crime rates per head of population). We also assess how well BTP acts on the concerns of local people about crime and anti-social behaviour.

Overall picture

The commentary in this section will be provided from HMIC reports

Has Neighbourhood Policing improved public confidence and victim satisfaction, reduced fear of crime and resolved local problems of less serious crime and anti-social behaviour?

The commentary in this section will be provided from HMIC reports

Hyperlink to full force NP report

What does the force do well in neighbourhoods?

The commentary in this section will be provided from HMIC reports

SAMPLE

Where does the force need to improve?

The commentary in this section will be provided from HMIC reports

What action is the force taking to improve?

The commentary in this section will be provided from HMIC reports

ASB	**ASB detection rate**	**Robbery**	**Robbery detection rate**	**Vehicle/Cycle crime**
Vehicle/ Cycle crime detection rate	**Violence with injury**	**Violence with injury detection rate**	**Criminal Damage**	

SAMPLE

PROTECTION FROM SERIOUS HARM (This is standard HMIC text)

While the bulk of policing activity happens in neighbourhoods, 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 assault – such as rape
- Sex offenders monitored in the community
- Terrorism

To respond to these threats, forces need skilled specialist investigators in sufficient numbers. This of work, known as Protective Services, is governed by national standards. It relates to activities such as intelligence-gathering; preventing crimes such as murder; and solving major crimes.

To follow is an example of the type of BTP information that could appear in this section.

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*
- *Fatalities*

To respond to these threats, BTP needs skilled specialist investigators in sufficient numbers. This area of work, known as Protective Services, is governed by national standards. It relates to activities such as intelligence-gathering; preventing crimes such as murder; and solving major crimes.

SAMPLE

Overall picture

The commentary in this section will be provided from HMIC reports

Major crime

The commentary in this section will be provided from HMIC reports

The full force report can be found on the internet at:
inspectorates.homeoffice.gov.uk/hmic/Inspections/major-serious-crime/

Serious organised crime

The commentary in this section will be provided from HMIC reports

Serious sexual assault including rape

The commentary in this section will be provided from HMIC reports

Combating terrorism

The commentary in this section will be provided from HMIC reports

Cable offences

The commentary in this section will be provided from HMIC reports

Level crossings

The commentary in this section will be provided from HMIC reports

Fatalities

The commentary in this section will be provided from HMIC reports

SAMPLE

What does the force do well?
The narrative here (100 words or less) will be provided from HMIC reports

Where does the force need to improve?
The narrative here (100 words or less) will be provided from HMIC reports.

What action is the force taking to improve?
The narrative here (100 words or less) will be provided from HMIC reports.

Homicide rate (5-year average)	**Asset recovery**	**Drug trafficking**	**Serious sexual offences: sanction detections**	**Knife Crime**

SAMPLE

STAFFING AND COSTS (This is standard HMIC text)

In the last decade the police service benefited from large increases in funding. Budgets are now far tighter and if forces are to continue to reduce crime, sustain neighbourhood policing and increase public confidence, they will need to find ways of doing more with less.

HMIC has identified costs for a number of activities and compares them to the average for the peer group. This may indicate opportunities for a force to be more productive, or give greater value for money. The public can then judge whether they get an acceptable service for what they pay in national and local taxes.

To follow is an example of the type of BTP information that could appear in this section.

In the last six years BTP has benefited from large increases in funding. Budgets are now far tighter and if forces are to continue to reduce crime, sustain neighbourhood policing and increase public confidence, they will need to find ways of doing more with less.

HMIC has identified costs for a number of activities and compares this with the cost of activities undertaken by BTP in previous years. This may indicate opportunities for BTP to give greater value for money.

How does the force's costs and staffing compare with itself?[2]

The commentary in this section will be provided from HMIC reports

How does XXXXX benefit from the force's collaboration with other organisations?

The commentary in this section will be provided from HMIC reports

What action is the force taking to improve?

Force's response to benchmarking profiles – update accordingly

[2] This data will be generated by analysts

SAMPLE

Table 1: Budget estimates for XXXX, 2009/10

	£m	£ per head XXXX	£ per head peer average
Staff		N/A	N/A
Non-staff		N/A	N/A
Income		N/A	N/A
Net cost		N/A	N/A

Table 2: XXX Constabulary staffing estimates, 2009/10

	Numbers (full time equivalent)	Staff per 1,000 population: XXXX	Staff per 1,000 population: peer average
Police officers		N/A	N/A
PCSOs		N/A	N/A
Police staff		N/A	N/A
Total		N/A	N/A

Table 3: Staffing in XXX, 2006/07 to 2009/10 (THIS IS NOT APPLICABLE TO BTP)

Year	Police officers per 1,000 population	PCSOs per 1,000 population	Police staff per 1,000 population
2009/10 (estimates)	N/A	N/A	N/A
2008/09	N/A	N/A	N/A
2007/08	N/A	N/A	N/A
2006/07	N/A	N/A	N/A

SAMPLE

Table 4: Expenditure in XXXX, 2006/07 to 2009/10 (THIS IS NOT APPLICABLE TO BTP)

Year	Net revenue expenditure per head of population (£)	Net revenue expenditure per head of population (£) PEER
2009/10 (estimates)	N/A	N/A
2008/09	N/A	N/A
2007/08	N/A	N/A
2006/07	N/A	N/A

SAMPLE

Table 5: Where the money comes from (TABLE AMENDED FROM COUNCIL TAX AND GOVERNMENT TO TOCs AND TfL TO REFLECT BTP

Year	Overall budget (£m) *(there may be other small funding sources)*	Overall revenue from TOCs/DfT (£m)	Overall revenue from TfL (£m) (and as a %)	% of funding for enhanced PSA	% of funding for NPTs
2006/07					
2007/08					
2008/09					
2009/10 (estimates)					
2009/10 (PEER))					

External auditors assess aspects of the force's financial performance, using a 1 to 4 scale, where 1 is **Poor** and 4 is **Excellent**. XXXX scores are shown below – overall, it performs at level 3, which is **Good**.[3]

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[3] This information will be generated by analysts

CONFIDENCE AND SATISFACTION (This is standard HMIC text)

Public confidence in policing is influenced by various factors, which are likely to include perceptions of how well forces deal with neighbourhood concerns. In 2009 the Government introduced a 'single confidence target' jointly for police and local authorities, which is measured by the British Crime Survey (BCS). Increasing public confidence is now the only national police target set by the Government. Existing questions in the BCS on whether people think police alone are dealing with 'things that matter' and on perceptions of anti-social behaviour have been retained in the survey.

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. The survey is run with victims of burglary, road traffic collisions, vehicle crime and violent 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.

To follow is an example of the type of BTP information that could appear in this section.

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 the 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

SAMPLE

they were with the overall level of service they received. In addition, the satisfaction of white and black and minority ethnic (BME) victims are compared.

Overall assessment

The commentary in this section will be provided from HMIC reports

How well is the force delivering its Policing Pledge?

The commentary in this section will be provided from HMIC reports.

Hyperlink to full force Pledge report – *update accordingly*

What does the force do well?

The commentary in this section will be provided from HMIC reports.

What does the force need to improve?

The commentary in this section will be provided from HMIC reports

What action is the force taking to improve?

The commentary in this section will be provided from HMIC reports

SAMPLE

INDEX TABS[4]

How well is performing on public confidence and satisfaction? **(THIS TABLE IS NOT APPLICABLE TO BTP)**

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

Suggested alternative table for BTP

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)

SAMPLE

[4] This will be part of the tabbed graphics at the bottom of the page drawn from the data sets provided.

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.	HMIC Graded Assessment
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.	

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