BRITISH TRANSPORT POLICE

Agenda Item 7

REPORT TO:	**British Transport Police Authority**
DATE:	**13 May 2010**
SUBJECT:	**HMIC Police Report Card and Value for Money Profile**
SPONSOR:	**Chief Constable**
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1. PURPOSE OF PAPER

1.1 To update members in relation to activities regarding the HMIC Police Report Card and Value for Money (VfM) profiles and to inform discussion of the next steps.

2. BACKGROUND

2.1 Following the paper presented to the BTPA meeting on 11 March 2010, the Chair tasked BTP with investigating the benchmarking opportunities to compare BTP's performance with that of similar organisations and to develop a set of VfM profiles for BTP.

2.2 The information from the development of this agenda will be used to create a bespoke version of the Police Report Card and VfM profile for BTP to facilitate comparisons between BTP and Home Office forces, improve information provision to external stakeholders, and provide an additional performance management and review tool for both BTP and the BTPA.

2.3 Police Report Cards are aimed at the public; are published on HMIC's website and form part of a HMIC's continual assessment process. The results of previous and new inspections will form the evidence for the Police Report Card. VfM profiles are intended for police and police authority use. They are not currently intended to be public documents, though HMIC have indicated that this will be reviewed and that they may be made available to the public in the future. The first iteration of Police Report Cards for Home Office forces was published in March and these are available on the HMIC website (www.hmic.gov.uk).

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3. NEXT STEPS

3.1 Police Objective Analysis

3.1.1 Members of BTP's Strategic Development Department (SDD), Command Support and Sam Elvy, BTPA have met with HMIC to discuss how a bespoke BTP version of the Police Report Card and VfM profile could be developed.

3.1.2 SDD has undertaken research to evaluate what information is currently available appropriate to benchmarking information. A meeting was held with BTP, HMIC's technical expert, Sam Elvy BTPA and a representative from The Chartered Institute of Public Finance and Accountancy (CIPFA) to discuss what is available, viable and meaningful. During the meeting the CIPFA representative presented their current publication of police statistics and the data return that supports it. This is not mandatory but the majority of police forces in England, Wales and Scotland do complete the bi-annual return. HMIC also service some of the information currently used for the VfM from this data return.

3.1.3 Members of SDD have held meetings with each portfolio lead to discuss VfM for their areas. It has become apparent that to ensure that meaningful VfM for BTP are produced, BTP will need to complete both the CIPFA returns and develop a measure on the current HMIC VfM around Crime, call handling and Human Resources.

3.1.4 There are two returns in relation to this called Police Objective Analysis (POA) – 2009/10 Actuals and 2010/11 Estimates. There are two levels of information: Level 1 is an overview of main categories with Level 2 providing more detailed information. An example of the information that needs to be completed in POA 2010-11 Estimates is attached at Appendix A. Although BTP is able to complete the majority of the information, there is a minority of information that cannot be completed, for example Roads Policing. For ease of reference, within Appendix A the information that cannot be completed is shaded out in grey.

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3.1.5 The table below details the information that needs to be completed in Levels 1 and 2.

Level 1	Level 2	Applicable to BTP
Local Policing	Neighbourhood Policing, Incident (response) Management; Local Investigation; Specialist Community Liaison; and Local Command Team and Support Overheads	
Dealing with the Public	Local Call Centres/Front Desk; Central Communication Unit; Contact Management Unit; and Command Team and Support Overheads	
Criminal Justice Arrangements	Custody/Prisoner Handling; Criminal Justice; Police National Computer; Central Information Unit/Criminal Record Bureau; Coroner Assistance; Fixed Penalty Scheme (Central Ticket Office); Property Officer/Stores; Command Team and Support Overheads	
Road Policing	Traffic Units; Traffic Wardens; Vehicle Recovery; Casualty Reduction Partnership and Command Team and Support Overheads	*(not applicable to BTP)*
Specialist Operations	Central Operations Command Team and Support Overheads; Air Operations; Mounted Police; Underwater Search/Marine Support; Dogs Section; Level 1 Advanced Public Order; Airports and Ports Policing Unit; Firearms Unit; and Civil Contingencies	(*not all applicable to BTP*)
Intelligence	Central Intelligence Command Team and Support Overheads; Intelligence Analysis/Threat Assessment and Intelligence Gathering	
Specialist Investigations	Crime Support Command Team and Support Overheads; Major Investigation Unit; Economic Crime; Specialist Investigation; Serious & Organised Crime Unit and Public Order	
Investigative Support	Scene of Crime Officers; External Forensic Costs; Fingerprint/DNA Bureau; Photography/Image Recovery; Other Forensic Services and Command Team and Support Overheads	
National Policing	Secondments; Counter Terrorism/Special Branch; ACPO Projects/Initiatives; Hosting National Services and Other National Policing Requirements	
Support Functions	Human Resources; Finance; Legal; Fleet Services; Estates/Central Building Costs; Information Communication Technology; Professional Standards; Press & Media; Performance Review/Corporate Development; Procurement; Training; Administration Support; Force Command; Support to Associations and Trade Unions; Freedom of Information; Social Club Support and Force Band; Insurance/Risk Management and Catering	
Police Authority	Democratic Representation; Police Authority Support; Other Costs; Treasury Management and Internal Audit	
Central Costs	Revenue Contribution to Capital; Capital Financing and Pensions	(*not all applicable to BTP*)
Income	Specific Grants; Secondment Income; Trading Account Income; Income from Officer Services; Proceeds of Crime Income and Other Income	

3.1.5 The deadline for the completion of the CIPFA return is 30 July 2010.

3.1.6 SDD have set up a working group to help develop this further and to agree the processes of how the data will be collected and who will have responsibility for this. The first meeting is due to be held on 5 May 2010.

3.2 Police Report Card

3.2.1 Police Report Cards are aimed at the public; are published on HMIC's website and form part of HMIC's continual assessment process. Report cards are divided into four main sections:

- Local Crime and Policing
- Protection from Serious Harm
- Staffing and Costs
- Confidence and Satisfaction

3.2.2 Police Report Cards for Home Office forces are completed by HMIC using information provided from published reports and from returns submitted to the Home Office. Whilst BTP can produce a Police Report Card, some of the information will need to be bespoke to BTP.

3.2.3 The document attached at Appendix B is an example of a BTP Police Report Card. The purple text in the document is standard text devised by HMIC. HMIC has confirmed on 28 April 2010 that it will jointly develop contextual information with BTP. The blue text is an example of what could appear here, wherever possible following the standard information for Home Office forces.

3.3 Population

3.3.1 In relation to the HMIC VfM, the other aspect that BTP needs to consider is in relation to its population. BTP is looking to create a proxy population, which HMIC will be content with, which not only relates to people travelling on the rail network, but also incorporate rail staff and tenants. At present BTP have been exploring a number of options, these being:

- Entry and Exit counts
- Timetabled kilometres
- Staffing levels for all train operating companies (TOCs), Network Rail and London Underground / Docklands Light Railway (LU/DLR)

3.3.2 All the above options are available datasets, with a number of them being in the public domain. For the above population options, each has its own advantages and disadvantages. These are listed out in the table below.

Proxy Measure	Advantage	Disadvantage
Entry and Exit counts	• Published data from the Office of Rail Regulator (ORR). • Easy to exclude or include Scottish data as the HMIC VfMs only relate to forces within England and Wales.	• Entry and exit data for the Croydon Tramlink is not included in the published ORR statistics. Passenger numbers are available but it is unclear at this time if these would be comparable with the ORR datasets. • Entry and exit data will contain an element of double counting.
Timetable kilometres	• Published data from the ORR for all Train Operating companies and freight operators.	• Only total track length is published for LU and DLR. (400km). Timetable kilometres for LU / DLR would need to be calculated. • Only total Croydon Tramlink track length is published. Timetable kilometres for this system would need to be calculated.
Staffing Levels	• Inclusive of the whole railway community if these figures are included.	• Figures include back office staff as well as the public facing staff. • Not publicly available. • Currently unable to separate Scottish staffing figures.

3.3.3 BTP could utilise all of the above depending on the dataset that is being used within the VfM. For example, for call handling, it could be more appropriate to use TOC staffing levels in relation to responding to calls received from the emergency lines, as it would better reflect the service received by our community. This is also applicable to timetabled kilometres, as this would be a more appropriate population figure when reviewing route crime.

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3.3.4 In relation to the population figures, SDD would suggest using the Entry and Exit counts together with Staffing Levels to better reflect BTP's population. An example of what BTP's data could look like in relation to this for crime data can be found in Appendix C.

3.4 Consultation

3.4.1 The proposals outlined in this paper have been shared with Howard Collins, the BTPA identified lead, who has endorsed the approach BTP is taking with this.

3.4.2 Sam Elvy has represented the BTPA at a number of meetings where BTP's Report Card and VfM has been discussed. Sam has been providing general updates on progress in relation to this to BTPA.

3.4.3 BTP has discussed the population proposal with HMIC, and HMIC are receptive to using a combination to exits and entries and TOC staffing levels. Further discussions are required to develop this and a meeting with HMIC technical advisor is being arranged.

3.5 Summary

3.5.1 BTP, in consultation with the BTPA, HMIC and CIPFA will produce a bespoke Police Report Card and complete the Police Objective Analysis, which will allow BTP to benchmark itself against Home Office forces. This is currently work in progress with a deadline of the 31 July 2010 for the Police Objective Analysis. The deadline for the Police Report Card is still to be agreed with HMIC, but is likely to be shortly after the 31 July 2010. Regular updates on progress will be reported to the full BTPA meetings.

4. RECOMMENDATIONS

4.1 That Members note the contents of the paper and endorse the approach being taken by BTP.