

Minutes

Performance Review working group

Tuesday 1st May 2012

at The Forum, 74-80 Camden Street

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Present:

Mr Howard Collins (Chair)
Ms Liz France
Mr Anton Valk

Apologies:

Mr Michael Holden

In attendance:

Mr Paul Crowther, Deputy Chief Constable BTP (present from Agenda Item 3)
Mr Alan Pacey, Assistant Chief Constable Territorial Policing BTP
Mr Steve Thomas, Assistant Chief Constable Central Operations BTP
Mr Mike Furness, Head of Strategic Development BTP
Ms Lisa Brooks, Corporate Support BTP
Mr Andrew Figgures, Chief Executive BTPA
Mrs Samantha Elvy, Research & Policy Manager BTPA
Mr Jon Newton, Performance Analyst BTPA (minutes)

12/2012 Welcome and apologies

Non-Agenda

The Chair welcomed all colleagues to the final Performance Review Group meeting of the 2011-12 year. Apologies were received from Mr Holden.

13/2012 Minutes of meeting 12.01.2012

Agenda Item 1

Mr Collins stated that 2011, rather than 2012, had been noted for the completion date of the WAN project.¹ The minutes were approved.

¹ The 12.01.2012 meeting minutes were subsequently amended to include the correct date.

14/2012 Q4 Performance report and analysis

Agenda Item 2

ACC Pacey provided an overview of BTP's performance against the National and Local Policing Plan targets.

All eleven national targets were achieved. Most force areas performed well; there was a slight dip in performance in the Scottish area but there were no concerns apart from a few isolated issues. Four force areas achieved all local targets. Wales and Western achieved high detection rates for aggression towards staff and for staff assaults; however, these targets were not achieved as, on reflection, it was felt that they proved to be a bit too ambitious.

The force noted some concerns about disruption at the start of the year. The challenge for the coming year will be to see if the force can translate the reduction in offences to a reduction in lost minutes. This will be a change of focus and there is a slight concern about delivery of the target due to the force not being in complete control, having to be partly reliant on the industry to play its part.

Ms France stated that if the force were to miss the disruption minutes target it would be a case of looking at whether it was a case of the force being unable to take charge or due to other reasons; ACC Pacey stated that there would need to be some detailed analysis throughout the year.

ACC Pacey highlighted paragraph 4.6 of the Quarter 4 Performance Report, regarding the Channel Tunnel Rail Link, stating that this was a good example of where industry can make a difference to the security of the infrastructure. He did explain, however, that it was unlikely that this level could be attained for the rest of the country.

Notifiable crime has continued to fall, for the eighth consecutive year. Cycle crime is a persistent problem, particularly in the London South and London North areas, and is a focus in local plans for the year ahead. Mr Collins enquired as to whether there was an idea of what the baseline level is for the number of these offences. ACC Pacey stated that there had been detailed analysis of cycle thefts, which included the underlying reasons and causes for these offences, and the impact of them. Tackling this issue relies on working very closely with industry. Offences have now reached a plateau, with the trend remaining static. The key focus is in the London North and London South areas. Mr Collins and Ms France highlighted the

increase in the use of cycles and the impact this is likely to have had on crime levels.

ACC Pacey highlighted the impact of Project Spiderweb; thefts of passenger property have reduced and the detection rate for these offences has increased. The project is working well and it has been agreed that it will continue throughout the Olympic period.

There has been a continued reduction in the number of staff assaults. The low number of assaults across the country compared to the growing number of travellers is encouraging.

Mr Collins suggested that sickness management should be kept under review in 2012-13. Ms France stated that PCSO sickness was not as high as appeared, the high overall high sickness rate was in part due to the low number of staff leading to a higher proportion being due to long term sickness. When these cases are removed the sickness figure is not as high. ACC Pacey informed the Group that there had been some issues in the Scottish area last year but that the North Eastern area had made some good improvements to their sickness levels. He stated that there will be some work to look at sickness rates this year.

There was discussion regarding the sickness target, Mr Valk suggested that it could be improved. There was agreement that in future the quarterly performance report, to the Performance Review Group, would show five years worth of sickness performance targets and data, to show the improvements that have been made in this area over time.

Action: BTP to include 5 years worth of sickness targets and performance data in future quarterly performance reports to the Performance Review Group.

Mr Valk raised a concern that there was no information about passengers in the quarterly report. This would include information about the quality of passenger interaction with front-line officers. Mr Collins raised the possibility of having some information from passenger satisfaction measures. There was discussion about how this information could be included. ACC Pacey stated that he was concerned about having to include additional information whilst there has been a reduction in the number of headquarters staff. He stated that this type of information could be considered for inclusion next year, and that the force could review what was currently available and what could be explored in the future.

15/2012 Cable theft update

Agenda Item 3

ACC Pacey informed the Group that, with the exception of the London Underground area, there has been a significant reduction in the number of cable theft offences. He explained that most of the force's focus has been on the over-ground rail areas, where the problems have been. The North Eastern area has experienced large reductions, with some locations seeing reductions of up to forty or fifty per cent, which should be recorded as an excellent achievement given the previous challenges.

The Operation Tornado pilot has been a success; the force has been productively working with scrap metal dealers (SMD) and there has been a tightening of record keeping by SMDs which has made a real difference to BTP and other forces.

The force has also been working with magistrates to encourage increased sentencing and with Government to promote the case for new legislation, to include a cashless model of business. The force is aware that a consequence of these proposed measures may be an increase in direct exports and, as such, are working closely with the UK Borders Agency and Her Majesty's Revenue and Customs (HMRC).

Mr Collins queried how effectively the force could tackle the exportation of stolen metal given the numbers of containers leaving the UK and the low proportion that could be checked. Ms France stated that if the right intelligence is there it is possible to have a significant impact.

ACC Pacey highlighted the work of the Fusion Unit, which now includes analysts from a number of partner organisations. A specific point of contact (SPOC) for customs will be in place and representative from Transport for London (TfL) will also be coming into the unit. It is hoped that this will become a centre of excellence in the fight against metal theft nationally.

Mr Collins highlighted the threat of organised criminals now involved in this form of crime. ACC Pacey informed the group that the force is building relationships with SMDs and have robust offender management processes in place. Days of action are still taking place, and involve all other forces in the respective regions too. Some

longer prison sentences are now also starting to be handed out, which is encouraging.

Ms France stated that it seems as though more opportunistic offenders are becoming frightened off from committing these crimes and that an increasing proportion now involves organised crime groups. Working with the forthcoming National Crime Agency and the use of POCA to its full capability were also highlighted as effective methods to combat these offences. ACC Pacey stated that the way in which metal theft has been tackled is an example of a success story which involves BTP and the rail industry working together.

ACC Pacey informed the group that he chairs a group which oversees the funding of the National Metal Theft Taskforce. The group also includes representatives from the DfT and Home Office. All members of the group are reported to be pleased with progress so far.

Mr Figgures enquired as to whether there is a report which shows what has so far been achieved with the £5 million funding, for the taskforce, to tackle cable theft and disruption. ACC Pacey stated that this is currently being produced. Ms France informed the Group that the amount of money seized, using POCA, counts as a measure of success for the Home Office.

16/2012 Update on HMIC Inspections

Agenda Item 4

DCC Crowther informed the Group that since the last meeting there had been a further HMIC inspection. There was a recurring theme regarding anti-social behaviour (ASB) and repeat victimisation. HMIC, however, acknowledged that this issue was very different for BTP compared to other forces. ASB that is reported to BTP is usually from staff on railway barriers being abused, for which there are procedures in place.

There has been a 'hot debrief' from the most recent inspection, which showed that the force's data sharing procedures were more advanced and highlighted problem solving plans as another area of good work, but commented on the identification of repeat victims. ACC Pacey has some actions following the inspection and HMIC will be revisiting the force. The full report will be presented to the BTPA

Audit Committee in due course and progress against the action plan will be reported to the Performance Review Group.

In relation to progress with the HMIC data quality inspection, Mr Collins stated that many of the actions, contained in the BTP report to the Group, had future target dates. He stated that it would be useful to have a further update on progress in October.

Mr Figgures and DCC Crowther informed the Group that they have had a useful conversation with the new HMI about inspection regimes. There will be a further meeting involving BTP and BTPA to discuss progress, with planning during May.

17/2012 Stop and search six monthly update

Agenda Item 5

ACC Pacey provided an overview of BTP stop and search statistics for the previous 6 months. He informed the Group that due to the change in stop and account recording practices, this data was distorted. He also stated that BTP, in common with other forces, has reduced the number of stop and searches recently. This has been due to the loss of the Section 44 power, the force being stricter regarding Section 60 stop and searches, and a general force-wide strategy to become more focussed on targeted high quality stop and searches, rather than volume.

The force has recently sent out new Section 60 guidance for officers and, due to the low number, the force is now able to monitor every use of terrorism powers for stop and search. Oversight of BTP stop and searches is provided by the Performance Review Group and by an internal six-monthly steering group, and in quarterly meetings which are more tactical, these are regularly attended by Mrs Elvy.

The recording of stop and accounts has been restarted in London to bring the force in line with the Metropolitan Police Service and City of London Police, which are also recording stop and accounts. ACC Pacey informed the Group that the majority of BTP stop and searches take place in London. Recording of stop and accounts has not been restarted across the rest of the force as there is a mixed picture with regard to other forces.

The spike in the chart, shown on page 3 in the BTP Stop and Search Data report, is due to the recording of stop and accounts being restarted in London. The stop and account statistics appear to show

a relatively high proportion of people of Black ethnicity being stopped. This is due to the majority of these stops taking place in London, and the demographic differences in London. The force has no concerns regarding this.

A relatively high proportion of Section 60 stop and searches have also been carried out on people of Black ethnicity. ACC Pacey informed the Group that this has been due to specific events, such as the Notting Hill Carnival and the Luton Carnival, where the force has received specific intelligence regarding gang crime.

Ms France queried the accuracy of recorded stop and search and stop and account data within BTP. Ms France stated that although the issue seemed to be resolved for the specific figures presented to the Group, she was aware that there had previously been a large number of under ten year-olds recorded as being stopped. These, however, do not appear in the figures presented to the Group. ACC Pacey stated that Superintendent Rowe had assured him that the data had been corrected and was accurate that morning. There was a discussion about the auditing of stop and search data. Mrs Elvy stated that the reason behind the large number of under 10 year olds being recorded as being stopped was due to a batch of stop and account records where 2012 had been entered as the year of birth by mistake.

Ms France queried whether officers were correctly recording the reason that had triggered a Section 60 stop and search. ACC Pacey stated that there had been an issue with back record conversion. Processes are now in place and the force is ensuring that the reason for Section 60 stop and searches is now being properly captured.

ACC Pacey informed the Group that the force will do some further investigation into the data and come back to a future Performance Review Group meeting with a fuller update.

Mr Figgures enquired as to whether there was anything in the stop and search data that could generate controversy. ACC Pacey stated that there was no information that was of a concern to the force; as an example there might be a question about the proportion of people of black ethnicity being stopped but that there were justifiable reasons for this.

18/2012 BTP EDHR update on operational delivery

Agenda Item 6

ACC Pacey informed the Group that the Equality and Human Rights Commission have carried out some national research into disability-related harassment. The findings and recommendations that mostly relate to BTP regard leadership and data management. ACC Pacey is leading on the force's response to this work. He will be working with Mike Furness with regard to the data management to ensure that any issues are picked up at the first point of contact with the public.

The report raises some interesting broader issues which are relevant to the rail industry and the force are trying to engage with the correct person at ATOC. Mr Collins stated that he believed disability will become more of a headline issue for the rail industry, with regard to ensuring access to trains.

19/2012 Protective services theme: Developing a firearms capability

Agenda Item 7

ACC Thomas gave a presentation on BTP's development of a firearms capability.

The Group were informed that the DfT are aware of the legal difficulties but are continuing to advocate amendment to primary legislation rather than approaching this via Statutory Instrument route. At this stage they continue to explore with the Home office as to which future legislative path is the most suitable, with Crime and Courts Bill the most obvious preferred choice.

Mr Figgures raised the issue of how the risk of any financial claims would be dealt with. DCC Crowther stated insurers took the view that there are already a lot of activities undertaken by BTP that could lead to serious consequences and that the additional risk would be low. The extra insurance cost would be £40k. It was discussed that there would be risk to the Authority, but there is a need to check what is covered in the force's insurance policy.

Action: BTPA to check what is covered in the force's insurance policy with regard to the financial risk of any claims.

Mr Collins stated that the Authority has oversight with regard to the deployment of tasers. He questioned whether there needs to be a high level six-monthly overview of firearms issues, such as review training.

ACC Thomas stated that NPIA has inspected BTP. Mr Figgures stated that BTPA could commission some form of regular audit of the force's compliance with its firearms policies, to provide an independent review.

Action: BTPA to consider how to regularly audit the force on compliance with its firearms policies.

20/2012 Thematic: Performance portal

Agenda Item 8

Mr Furness provided an overview of BTP's new performance portal. This enables the force to look at, and map, crime incidents from a national level down to individual routes, stations or specific locations for customisable time periods. The portal will be used at the Force Management Team meetings.

The second piece of work for the portal, which is still in development, will provide information in a balanced scorecard type format. It will show information for five categories and highlight variance from the expected level of performance. There was a discussion about the targets to be used to determine the level of performance.

This system will show a high level of information and will also be able to provide an overview of organisational health. The Members agreed that this was a very good system and agreed to review how the information being developed by the force could support the Authority's own work.

21/2012 Thematic: Fatality review project

Agenda Item 9

ACC Pacey gave a brief presentation on the fatality review project, prior to a more detailed version being presented to the full Authority meeting in June. Members noted the work completed thus far and the early results it had delivered.

22/2012 Scoping discussion for thematic at 2012/13 meeting 1

Agenda Item 10

Action: Mrs Elvy to set up a meeting between the Group Chair, DCC Crowther, BTPA and BTP Leads in May to look back at the 2011-12

year and consider issues to take forward in the Performance Review Group in the coming year.

Action: Mrs Elvy to seek any inputs to this meeting from other Members of the Group.

23/2012 Any other business

Agenda Item 11

No other business

24/2012 Date of next meeting: 19th July, 10:00-12:00

Agenda Item 12