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Professional Standards Department Lessons Learned Communications Strategy

Professional Standards Department
LESSONS LEARNED COMMUNICATIONS STRATEGY

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Revision History

Version	Date	Comments
0.1	28/02/2011	Initial Draft Version
0.2	18/03/2011	Slight Amendments after Consultation
0.3	05/04/2011	Additions
0.4	05/06/2011	Additions
0.5	24/06/2011	Amendments after Consultation

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1 PURPOSE OF DOCUMENT

The purpose of this Communications Strategy is to describe how the Professional Standards Department will communicate Lessons Learned throughout the force to the relevant people.

Lessons Learned is a message from the Professional Standards Department regarding organisational learning opportunities on policy and practice within the force. These will be gathered from issues brought to our attention during the work conducted by the different units within PSD or any other relevant internal or external sources. The issues addressed will enable the force to improve our professionalism, customer service and policies, while potentially reducing costs and risks to the force and preventing reoccurrences.

Lessons Learned is provided for general information only, it is not intended to constitute legal advice.

2 OBJECTIVES

The objectives of the communication activities and communication strategy are:

- To disseminate Lessons Learned.
- To ensure that the most effective methods are used to communicate to the relevant people depending on the importance of the Lessons Learned.

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3 IMPORTANCE GRADING

All Lessons Learned should be graded on Importance which will determine the methods of Communication in relation to the Audience it is to be provide for

Grading	Justification
LOW	The Lessons Learned identifies areas of Good Practice that does not require immediate action. Not adopting suggestions contained within the lesson would not cause a physical risk to anyone, an adverse financial affect or damage to BTP reputation.
MEDIUM	The Lesson Learned identifies a potential risk which is of medium impact or likelihood. If the suggestions contained within the lesson are not adopted there are potential physical risks to people, possible adverse financial affects or damage to BTP reputation.
HIGH	The Lesson Learned identifies a potential risk which is of high impact or likelihood. This requires immediate action and by not adopting suggestions contained within the lesson is a strong likelihood that there will be a physical risk to anyone, an adverse financial affect or damage to BTP reputation.

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4 KEY AUDIENCES

The following are the main audiences which communication is sent by the Professional Standards Department. These can be divided into the following groups

Category	Members	Additional Information
Governance	Independent Police Complaints Commission/Police Complaints Commissioner for Scotland	The IPCC/PCCS have a governance responsibility for all police forces so would need to be sighted to the Lessons Learned that are published
	British Transport Police Authority	BTPA Professional Standards Committee have oversight over all PSD work so would need to be sighted to the Lessons Learned that are published
	Strategic Command Team	The Strategic Command Team would have oversight on all the Lessons Learned and would be required to be notified of any Lessons Learned which are of high importance or impact.
Users	All Employees	There will be Lessons Learned where all employees of British Transport Police need to be aware of. Which will require force-wide communication methods.
	All Officers	Where a Lessons Learned specifically relates to Police Officers, other methods may be utilised to ensure the content is communicated especially ones of high priority.

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	All PCSOs	Where a Lessons Learned specifically relates to PCSOs, other methods may be utilised to ensure the content is communicated especially ones of high priority.
	All Police Staff	Where a Lessons Learned specifically relates to Police Staff, other methods may be utilised to ensure the content is communicated especially ones of high priority.
Specific Units	Custody Officers	There may be specific Lessons Learned relating to Custody issues and in this case it is important that a specific message is passed to the Custody Officers, Custody Managers and Custody Staff
	Command and Control Operators	There may be specific Lessons Learned relating to use of Command and Control and in this case it is important that a specific message is passed to the Command and Control Users.
	PNC Operators	There may be specific Lessons Learned relating to use of PNC and in this case it is important that a specific message is passed to the PNC Users.
	Area Justice Units	There may be specific Lessons Learned relating to work done by the Justice Units and in this case it is important that a specific message is passed to the Justice Units.
	Learning And Development	There may be specific Lessons Learned which requires additional Training or alteration to a Training course and in this case it is important that a specific message is passed to the Learning and Development unit.
	Force Vehicle Users	There may be specific Lesson Learned regarding the use of Force Vehicles. Therefore it is important that the specific message is passed to all Force Approved Drivers

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	Strategic Development Department	Where there is a specific Lessons Learned involves Policy Development then the Strategic Development Department will be required to be contacted
	Other Departments	Where there is a specific Lessons Learned regarding another department's practices or policy, it is important that a specific message is passed to the department involved

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5 COMMUNICATIONS METHODS

The following are the main Communication Methods for delivery of communication

Communications Methods	Purpose, Usage and Content
PSD Intranet Pages	The PSD Intranet pages will hold all Lessons Learned content and will be the primary repository of Lessons Learned
Force Intranet Page	Where it is required, a message should be communicated to the force using a news story in the front page of the intranet. This will be by communicated to Media and Marketing to draft a suitable story.
Force-wide Email	Where it is required, an email should be sent to all BTP employees. This will be by communicating to Media and Marketing to draft a suitable email
Area E-Weekly Round Up	Currently a weekly round up email is sent per Area by the Media and Marketing department. PSD will provide content to this on a fortnightly basis on Lessons Learned
Quarterly PSD Newsletter	A PSD newsletter will be sent out force-wide quarterly. As well as general information regarding the department this will specifically mention Lessons Learned
Area Commanders	Where appropriate the Complaints Reduction Officer will inform Area Commanders of specific Lessons Learned with a view to this being disseminated throughout their Area

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Area Champions	Area Champions are the nominated contact point for PSD and should be passed Lessons Learned for dissemination throughout their area
PNC Bureau	Where a Lesson Learned is PNC related, a message should be passed to the PNC Bureau for dissemination to all PNC users
Command And Control Team	Where a Lessons Learned is regarding the use of Command and Control, a message should be passed to the Command and Control Team who can disseminate this to all Command and Control Users
Custody Officers	Where a Lessons Learned is concerning Custody Issues, this should be passed to Force Custody Manager to manage and progress
Driving Standards Officers (DSO)	Where a Lesson Learned concerns force vehicles then this should be passed to Driving Standards Officers to disseminate to their Areas
Area Justice Units Heads	Where the Lessons Learned is regarding the Practices of Area Justice Units then the Heads of the Units need to notified
Head Of Learning and Development	Where the Lessons Learned has specific training needs then communication shall be made to the Head of Learning and Development to progress the matter
Policy Manager (SDD)	Where there is a specific Lessons Learned involves Policy Development then the Policy Manager will be notified

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Head of Departments	Where there is a specific Lessons Learned regarding another department's practices or policy, it is important that a specific message is passed to the Head of the Department involved
FMT	Where it is appropriate, any Lessons Learned should be raised at the Force Management Team meetings by the Head of Professional Standards for discussion
BTPA Quarterly Report	The BTPA Quarterly Report should list all Lessons Learned published in that quarter to inform the BTPA
Shift Briefings	Where required, PSD will instruct that a Lessons Learned will form part of Shift Briefings to operational Officers
Lessons Learned Bulletins	PSD will periodically publish a Lessons Learned Bulletin which will focus on a specific topic and reproduce Lessons Learned associated with it.

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6 COMMUNICATION MAP

Below is a communication map which will cross reference Audiences against Information Items and what method is being used to communicate the information

Importance	BTPA IPCC PCCS	Strategic Command Team	All Employees	All Officers	All PCSOs	All Police Staff	Custody Officers	C+C Operators	PNC Operators	AJUs	Learning and Developme nt	Force Vehicle Users	Strategic Developme nt Departmen t	Other Departmen ts
LOW	Quarterly Reports		PSD Intranet E-Weekly PSD Newsletter Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Lessons Learned Bulletin	Custody Officer	Command And Control Team	PNC Bureau	AJU Heads	Head Of L+D	DSO	Policy Manager	Head of Departmen t
MEDIUM	Quarterly Reports	FMT	PSD Intranet E-Weekly PSD Newsletter Area Champion Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Area Champion Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Area Champion Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Area Champion Lessons Learned Bulletin	Custody Officer Area Champion	Command And Control Team	PNC Bureau	AJU Heads	Head Of L+D	DSO	Policy Manager	Head of Departmen t

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HIGH	Quarterly Reports	FMT	PSD Intranet E-Weekly PSD Newsletter Area Champion Area Commander Force-wide Email Force Intranet Page Shift Briefings Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Area Champion Area Commander Force-wide Email Force Intranet Page Shift Briefings Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Area Champion Area Commander Force-wide Email Force Intranet Page Shift Briefings Lessons Learned Bulletin	PSD Intranet E-Weekly PSD Newsletter Area Champion Area Commander Force-wide Email Force Intranet Page Lessons Learned Bulletin	Custody Officer Area Champion Area Commander	Command And Control Team FMT	PNC Bureau FMT	AJU Heads FMT	Head Of L+D FMT	DSO FMT	Policy Manager FMT	Head of Department FMT
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