



REPORT TO: BTPA Performance Review Group
DATE: 14 January 2011
SUBJECT: British Transport Police Performance Review
SCT SPONSOR: Deputy Chief Constable
PURPOSE: FOR DISCUSSION
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1 PURPOSE OF PAPER

1.1 To update the Performance Review Group on the position regarding British Transport Police (BTP) performance on key indicators considered reflective of the health of the organisation. It also reviews performance on additional topics as identified by the British Transport Police Authority (BTPA) Executive, including sickness and the North Eastern Area.

2 BACKGROUND

- 2.1 Quarter two 2010-11 performance was compared to quarter one 2010-11 performance at the second Performance Review Group meeting in October. Due to the timing of the January meeting, this paper had to be researched and written before the end of quarter three.
- 2.2 To enable members to review BTP's performance in quarter three so far, it was agreed with the BTPA Executive that this paper and the performance dashboard would review performance from 1 October - 12 December (period B) against the equivalent period in quarter two, 1 July – 12 Sept 2010 (period A). 2010-11 year to date (YTD) performance has also been reviewed.
- 2.3 The BTPA Executive requested that the following areas were addressed in the paper: overall notifiable and non-notifiable offences, ASB detections, minutes lost through disruption, Priority one calls made to the Technology Service Desk and current projects/programmes.
- 2.4 The performance dashboard is attached at Appendix A. Overall, performance has been maintained or improved across most of the indicators currently selected for the dashboard.

3 PERFORMANCE REVIEW – PROTECT Notifiable offences

- 3.1 The number of overall notifiable offences has remained relatively static between period A and period B, decreasing by only 0.25%. However, there was variation by Area, with London South Area achieving a 12% decrease and London Underground Area recording a 15% increase in notifiable offences during the period.
- 3.2 The reduction on London South area was primarily driven by a 36% decrease in vehicle / cycle offences (from 791 to 504 offences – see section 3.5 below) and a 28% reduction in drugs offences (from 358 to 257) almost all of which was due to a reduction in offences of possession of cannabis. The increase on London Underground Area was almost entirely



driven by a 39% increase in theft of passenger property (from 1,121 to 1,555 offences – see section 3.7 below).

- 3.3 There have been a number of performance improvements across BTP as a whole during this period. The greatest reduction has been in serious line of route offences (down 38%), followed by vehicle/cycle offences (down 23%).
- 3.4 The reduction in serious line of route offences is primarily accounted for by a reduction of 46% in damage to rolling stock by stone-throwing offences and by a 43% reduction in malicious obstruction offences. All Areas achieved reductions in this period; the severe weather conditions in late November and December also contributed to this.
- 3.5 The reduction in vehicle/cycle offences is mainly due to a 27% reduction in theft of pedal cycles. This reduction has been supported by targeted operations to tackle these offences. On London South Area, theft of pedal cycle offences have decreased from 574 to 336 (42%). This has been partly due to the arrest of a gang of cycle thieves in the Ashford area and also the creation of a new specialist cycle crime unit to deal specifically with these types of offences. The North Western Area has recorded a 42% decrease (22 offences) in theft from vehicle, following the apprehension of an offender known to be stealing from cars parked at Guide Bridge station.
- 3.6 A number of crime groups have shown increases during this period, namely robbery offences (up 50%) and theft of passenger property (up 18%). The London Areas have recorded a 51% increase in robbery offences and represent 86% of all robbery offences. This is in part due to seasonality, with an increase in the darker months of October and November. Consultation with the MPS has also indicated that smartphones have been increasingly targeted in London; this is also likely to have contributed to the increase. Positively, BTP has substantially increased the number of arrests for robbery by 72% from 66 to 114, comparing periods A and B. This has included targeted patrols, such as by London North Area, which sent out extra patrols in the Edmonton Green area to deal with a rise in these offences, which resulted in a number of arrests.
- 3.7 The rise in theft of passenger property offences has been most significant on LU Area, which recorded a 45% increase in theft from the person offences (from 911 to 1324). These offences consistently peak in October and November, in part due to the run up to Christmas, involving more shoppers travelling home with presents and passengers travelling home late after parties.
- 3.8 Operation Silence has been running since the summer to deal specifically with these types of offences. This operation has been successful to date and has contributed to an increase in the number of arrests for these offences, from 56 to 154 (comparing period A to period B). It has involved the following:
 - Increased plain clothes and high-visibility officers on the tube network, boarding trains to hand out leaflets and warn passengers to protect their possessions from pickpocketing.
 - BTP officers driving increased awareness amongst frontline tube staff, in order to encourage them to report pickpockets to police and to engage with passengers to warn them against having their valuables on show.



- Use of Bluetooth technology to send messages to people travelling through stations and on trains.
- Production of a DVD for tube staff and for use at stations.
- Formation of partnerships with police forces in Bulgaria and across rest of the UK to look at ways of catching offenders and breaking up criminal gangs.

3.9 Year to date notifiable offences have, however, decreased by 4% on last year. LU, LN and NW Areas have had the greatest YTD decreases in notifiable offences: 8%, 7% and 7%, respectively. This decrease follows a 4% reduction in 2008-09 and a 7% reduction from 2008-09 to 2009-10.

Non-notifiable offences

3.10 BTP has achieved a 7% decrease in non-notifiable offences between periods A and B. Overall non-notifiable offences have recorded a YTD decrease of 2%. NE and NW have both recorded YTD increases of 7% and 10%, respectively. However, LU's overall YTD figure reports a reduction of almost a third (32%).

3.11 Between periods A and B, Scottish Area achieved the greatest reduction, with a decrease of 36% in this period, primarily due to a 43% decrease (112 offences) in less serious line of route offences, mainly attributed to a 45% reduction (102 offences) in railway trespass offences.

3.12 The only two Areas to have recorded an increase in non-notifiable offences between period A and period B are LS (21%) and LU (18%). LS Area has recorded a 73% increase (153 offences) in less serious public order offences, notably public order-related byelaws. This has occurred as a result of a number of operations targeting ASB.

3.13 LU Area has been running Operation Visible since July 2010, to combat ASB offences. The increase in non-notifiable offences in LU Area is also due to a 25% increase (61 offences) in less serious fraud offences, notably travel fraud (attempts to travel with intent to avoid payment of fare). This increase is on the back of an increased number of police officers supporting staff at barrier lines, in order to reduce the number of staff assaults.

3.14 A number of crime groups have shown improvements during this period. Less serious line of route offences have fallen 30%, mainly due to a reduction in railway trespass offences (down 29% to 1492). Stone-throwing offences have also contributed to this; falling 37% to 152.

3.15 Increased patrols at night tackling cable theft have also contributed to the reduction in less serious line of route offences, through increased visibility contributing to reductions in offences such as trespass. The start of the new school term is also likely to have contributed to this decrease. Other non-notifiable offences have also fallen by 12%, mainly due to a 31% fall in failure to obey traffic signs offences, down to 431.

3.16 North Eastern Area has implemented a number of Problem Solving Plans (PSPs) tackling route crime, notably trespass. These have involved working with Network Rail, local schools and communities in known trespass hotspots. These have been met with great success, as NE has recorded a 31% decrease in trespass offences between periods A and B.



- 3.17 Less serious public disorder offences have risen by 12% between period A and period B, notably drunk and disorderly offences which have risen by 37% to 515. Less serious travel fraud offences have risen by 8%, mainly due to a 9% increase in fare evasion.

ASB offenders detected

- 3.18 Comparing period A to period B, the number of offenders detected for ASB offences has increased by 23%, from 2,153 to 2,657. This contrasts with the YTD increase of only 4%. Performance has been particularly good in LN and LS, with increases of 51% (124 offenders) and 57% (176 offenders), respectively.
- 3.19 The largest increases in offenders detected have been in public order related offences (36%; 204 offences) and drunk and disorderly (49%; 173 offences). These offences account for 75% of the total increase. YTD drunk and disorderly offences have increased by just 4%.
- 3.20 Overall recorded ASB offences have increased by just 6% between these periods (1% YTD). The Areas with the largest increase in offenders detected, LN and LS, have also had the largest increases in recorded offences, 10% and 21%, respectively. Likewise, the Areas with fewer offenders detected recorded fewer offences during these periods, with the exception of Scotland, where the number of offenders detected did not change, but recorded offences fell by 24% (53 offences).
- 3.21 A number of operations targeting ASB have been carried out recently, which have contributed to the increases in recorded offences in some Areas. In September, London South Area's Operation Volcanic resulted in 80 arrests in one day and a second similar operation took place in the run up to Christmas. London North ran Operation Anaconda over Halloween and Bonfire Night, targeting ASB. Operation Night Owl is the first of a three-phase operation tackling ASB in North Eastern Area, particularly when alcohol and drug use is a factor. The Area has been working in partnership with rail operators, as part of a strategy to deny access to the railway network to those who are drunk, and has held three days of action in the run up to Christmas. Similarly, Operation Veena is a longer-term project seeking to change attitudes towards football-related ASB.
- 3.22 At 12 December, BTP was achieving the national Policing Plan target to increase the number of offenders detected between the hours of 8pm and 2am by 4% (127 offenders). All Areas were achieving this target, with the exception of London North and Scottish Areas, who were failing the target by 4% (17 offenders) and 25% (65 offenders), respectively.

4 PERFORMANCE REVIEW – SERVE

Disruption - minutes lost

- 4.1 The periods used for disruption data are based on Network Rail data as follows: the first period corresponds to NWR periods 4-6 (27 June – 18 Sept 2010) and the second period corresponds to NWR periods 7 - 9 (19 Sept to 11 Dec 2010).



- 4.2 Between periods 4-6 and 7-9, there has been a 5% decrease in the total number of minutes lost through disruption (566,717 to 537,760). The total number of minutes lost through disruption as a result of offences / incidents within BTP's control has decreased by 12% between periods 4-6 and 7-9 (396,428 to 348,145). Between periods 1-3 and 7-9 BTP has achieved a 26% reduction in total minutes lost due to offences / incidents within its control.
- 4.3 Minutes lost were reduced in each of the individual categories in periods 7-9 compared to periods 4-6, with the exception of minutes lost through cable vandalism/theft. A 15% increase in the number of cable theft offences between periods 4-6 and 7-9 was accompanied by an 8% increase in minutes lost through cable vandalism/theft. However, the minutes lost in periods 7-9 still correspond to 29% reduction compared to periods 1-3.
- 4.4 All minutes lost through disruption categories showed a very strong correlation with their corresponding offence categories between periods 4-6 and 7-9; much stronger than between periods 1-3 and 4-6. Level crossing offences fell by 24%, and minutes lost by 27%. Trespass offences and minutes lost as a result both fell by 27%. The number of fatalities fell by 9% and minutes lost as fell by 11%. The 12% decrease in criminal damage offences was accompanied by a 13% decrease in minutes lost through vandalism / theft.

Priority One calls to Technology Service Desk

- 4.5 The Technology Department has a target to resolve at least 95% of Priority One calls within the agreed time of two hours, as agreed in the Service Level Agreement (SLA). Priority One calls are those defined as "a situation where a critical Force system is unavailable for any purpose or a critical component of the system is unavailable". e.g. area network crashing, NSPIS Command and Control down.
- 4.6 Comparing period A and period B, the proportion of Priority One calls resolved within SLA has decreased slightly from 53% to 50%. However, the volume of calls has fallen considerably between these periods: 77%, from 17 to 4. This is due to systems functioning better, but also to a re-classification of Priority One calls, which up until recent months had been incorrect, resulting in 'over-classification' of calls as Priority One. Year to date performance is slightly higher: of the 41 calls logged, 22 (54%) were resolved within SLA. The four priority one calls logged in period B included a fault with the Force Intelligence System (FIS), a local power failure, and a local loss of network connectivity. The 50 Days of Change project came to an end on Christmas Eve and successfully cleared all out of SLA calls.

Sickness – comparisons with Home Office forces

- 4.7 BTP, along with other police forces in England and Wales submit to the Home Office the number of hours lost through sickness and total contracted hours for police officers and police staff (PCSOs are included within police staff). The Home Office collates these figures and calculates the proportion of available hours lost through sickness.
- 4.8 These statistics are not published publicly by the Home Office. However, SDD has contacted the Police Personnel team within the Home Office Statistics Unit to determine whether this data could be provided to BTP (and therefore the Performance Review Group) for benchmarking purposes. The Home Office has agreed to provide data comparing BTP



with other police forces in England and Wales; this data will be included in the performance review for the next PRG meeting in May.

North Eastern Area

- 4.9 There are a number of challenges currently facing North Eastern Area; cable theft has been a particular challenge throughout the year to date. The Territorial Policing (TP) Department is in the process of conducting Area by Area reviews in three areas: resource distribution analysis (allocation of resources compared to demand), Neighbourhood Policing, and cable / metal theft.
- 4.10 The TP resourcing review of North Eastern Area has been completed and recommendations were made to improve the alignment of resources with demand. As a result, Newcastle has been made a 24 / 7 police post, and six extra officers have been allocated to implement this change.
- 4.11 The review also recognised cable theft as a particular challenge and as a result, ten extra posts have been funded to help the Area tackle this problem and to reduce offences and disruption. These posts consist of a Detective Inspector, a Sergeant, six PCs and two members of police staff. Chief Superintendent Carroll will be visiting the Area and coordinating activity to improve performance, in liaison with SCT members, other members of TP, and other Departments as appropriate.

Programme Board – Update on Red and Amber Projects as at 21 December 2010

- 4.12 The projects that are currently Amber are detailed below.

IMPACT Programme

The Amber status of this project continues to reflect the finances of this programme. Funding is partially identified for 2010/11 capital requirements. Work continues with suppliers to drive down costs and, involving the business, to look at areas of the Confidential Network design where more effective processes can be used. An overspend in revenue is still forecast and work continues to manage this position down.

CCTV Programme – Ebury Bridge Project

The Amber status reflects the fact that the technical CCTV delivery is now in delay due to non-performance by BT. A formal dispute has been raised and BT has been requested to generate a recovery programme. This has been compounded by BT's difficulty engaging with the Train Operating Companies (TOCs) to obtain the specific CCTV information required to complete the systems integration software development. Although this will impact on the Custody go live date, a day one deliverable will still be achieved with some of the existing network equipment used until the TOCs provide the relevant system information to enable full integration.

London North Area Custody Suite

The Amber status continues to reflect the construction delays that have occurred to this project, including the problems that occurred with the installation of the electricity substation. Once the substation is installed, testing will take place and it is anticipated that the opening date will be 24 January 2011. Works are approaching completion in a number



of areas. The latest timescale proposed by the contractor now indicates practical completion and handover on 24 December 2010.

Disclosure Unit

Although the project controls (risk and issues log and draft project plan) have now been addressed, the project remains Amber to reflect the ongoing issues in relation to Freedom of Information (FOI), which is being progressed through a gold group strategy. A number of temporary staff have now been recruited and the backlog of FOI requests is decreasing.

Payroll Streamlining Project (formerly Payroll Review)

A new project manager was appointed on 1 October 2010 and the project board agreed the change of name for the project. The full set of project documentation, including the Control Plan and Risk Log, have been presented to the project board.

Reporting Rationalisation (formerly Business Intelligence)

This project remains Amber to reflect the problems with the Endeca system. Endeca's response to date about fixing them has been disappointing and a meeting is being held with the Project Sponsor and Endeca to rectify the problems with the system.

5 DIVERSITY ISSUES

5.1 There are no specific diversity issues.

6 RECOMMENDATIONS

6.1 That members note the contents of this paper.

Appendix A - BTPA Performance Review Group - BTP Performance Indicator dashboard

		Number of targets	Number achieving (1 April - 12 December)
2010-11 Policing Plan targets	National	15	9
	Local	38	27

Protect		2007-2008	2008-2009	2009-2010	2010-2011 YTD (1 April-12 December 2010)	Q1 2010-2011 (1 April - 30 June)	Q2 2010-2011 (1 July - 30 Sept)	Period A (1 July-12 Sept 2010)	Period B (1 Oct-12 Dec 2010)	Period B vs. Period A Better / worse (or RAG status)	Commentary / Notes
Notifiable / Non-notifiable Crime	Overall Notifiable Crime (Recorded)	70,368	67,217	62,295	43,724	15,468	15,891	12,603	12,572	↑	Notifiable offences fell by 11% between 2007-08 and 2009-10, but then increased 3% Q1 to Q2. However, between the two recent periods, total notifiable offences have remained static, decreasing only 0.25%
	Detection rate for overall notifiable crimes	27%	32%	35%	32%	32%	31%	31%	32%	↑	The overall notifiable detection rate increased by eight percentage points from 2007-08 to 2009-10. Following a decrease from 32% to 31% between Q1 and Q2 2010-11, the detection rate has returned to 32% once again between the two recent periods.
	Notifiable detections per officer	6.80	7.6	7.5	4.8	1.7	1.7	1.4	1.4	No change	The general trend for notifiable detections per officer is increasing, despite crime falling by 11% over the last three years. The number of detections per officer has remained at 1.4 for the two most recent periods of 2010-11.
	Overall non-notifiable offences	39,140	38,439	34,051	24,904	9,229	9,090	7,172	6,658	↑	Non-notifiable offences fell by 13% between 2007-08 and 2009-10. They have fallen by a further 2% comparing quarters two with one in 2010-11 and have fallen 7% between the two most recent periods.
	Non-notifiable detections per officer	7.0	7.1	6.4	4.6	1.6	1.6	1.2	1.5	↑	Non-notifiable detections per officer are down - this is mainly a function of a focus on notifiable offences over the past three years. The number of detections per officer has increased between the two most recent periods, from 1.2 to 1.5.
	Total detections per officer	13.8	14.6	13.9	9.4	3.3	3.3	2.5	2.9	↑	The total number of detections per officer for notifiable and non-notifiable offences has remained relatively static over the last three financial years. For the two most recent periods, the number of detections per officer has risen slightly from 2.5 to 2.9.
Offences Brought to Justice	Percentage of offences brought to justice for overall notifiable offences	26%	31%	34%	31%	32%	30%	30%	30%	No change	This has steadily increased over the past three years but the OBTJ notifiable offences rate fell in the current year to 31%.
Anti- Social Behaviour (ASB)	Offenders detected for ASB offences	9,779	11,415	11,043	8,187	2,745	2,844	2,152	2,665	↑	The number of offenders detected for ASB increased by 13% between 2007-08 and 2009-10 and by a further 4% in quarter 2 2010-11 (compared to quarter 1). However, comparing the two most recent periods, offenders detected rose by 24%.
	Football Banning Orders	53	81	76	36	9	10	9	13	↑	Definition: Period - 24hrs before to 24hrs after designated match; Person convicted of Schedule 1 offence; Declaration of relevance served 5 days prior to trial; Court must be satisfied that a ban would prevent disorder. For the two most recent periods, the number of football banning orders has risen from 9 to 13.
	Offenders detected for football related offences in total	420	507	757	630	254	182	162	175	↑	A focus on offenders detected has seen an increase of 80% since 2007-08. The number of offenders detected has dropped by 28% comparing quarter two with one, but risen between the two most recent periods by only 8%.
Deployable resource availability.	Average number of officers available per day	1488	1528	1586	1630	1607	1697	1691	1679	↓	The number of officers available for duty has been rising steadily over the last few years. Comparing the two most recent periods, the average number of officers available per day has dropped by 1%
	Absence (sick and annual leave per employee)	32.35	30.40	32.07	23.63	7.97	9.89	8.02	6.22	↑	Absences in 2009-10 matched that of 2007-08 levels, but have increased since 2008-09. The level of absence per employee has dropped by 22% comparing the two most recent periods.
	Training abstraction rates per officer	6.9	9.2	7.8	7.1	1.5	5.6	1.9	1.7	↓	The total number of days taken up in training (police officers only) has risen from 5475 to 4919 for Periods A and B respectively. This is a fall of 10%
	Attrition rate/employee turnover	11.5%	11.4%	8.5%	6.5%	2.1%	2.5%	2.1%	1.6%	↑	This excludes Special Constables. The attrition rate has improved forcewide since 2007, and comparing the Periods A and B shows a slight improvement, but if the current trend continues, this year's rate is likely to be higher than 2009-10.
Resources	Demand to resources ratio	35.53	32.23	24.79	19.65	7.06	7.20	5.89	5.38	N/A	This has been calculated using the number of recorded incidents (immediate and prompt) divided by average headcount (officers and PCSOs) - i.e. priority incidents per officer/PCSO.

Appendix A - BTPA Performance Review Group - BTP Performance Indicator dashboard

Serve		2007-2008	2008-2009	2009-2010	2010-2011 YTD (1 April-12 December 2010)	Q1 2010-2011 (1 April - 30 June)	Q2 2010-2011 (1 July - 30 Sept)	Period A 1(July-12 Sept 2010)	Period B (1 Oct-12 Dec 2010)	Q2 vs. Q1 Better / worse (or RAG status)	Commentary / Notes
Victim of Crime Satisfaction (80% target for 2010-11)	Victims	80%	80%	87%	87%	87%	86%	86% (1 July-31 Aug 2010)	86% (1 Oct-30 Nov 2010)	No change	Performance has remained consistently high this year, with the lowest monthly performance standing at 85% for August and September.
	Witnesses	N/A	N/A	N/A	N/A	N/A	N/A			N/A	Survey to be conducted from November. Data will be presented at the January PRG.
Response Time (80% target)	The proportion of immediate incidents responded to within 20 minutes	N/A	N/A	N/A	92%	91%	91%	91%	92%	↑	Performance is good across all Areas, with LU having the highest monthly performance to date (97%) and NE having the lowest (81%).
Lost minutes	Total Minutes lost through disruption (all types of causes of delay including those out of BTP control)	2,396,293	2,366,651	2,280,373	1,725,869 (1 April - 11 December)	621,396 (1 April-26 June 2010)	566,717 (27 June-18 Sept 2010)	537,760 (19 Sept - 11 Dec)		↑	NWR data. Total minutes lost includes all types of causes of delays to trains, including those BTP cannot control. The minutes lost over the last three years ranges from 2.3 to 2.4 million. Overall minutes lost has fallen 5% between the two most recent periods.
	Minutes lost through fatalities/injuries caused by being hit by train	404,149	491,486	550,584	305,024(1 April - 11 December)	118,025 (1 April-26 June 2010)	98,910(27 June-18 Sept 2010)	88,090 (19 Sept - 11 Dec)		↑	Comparing the two most recent periods, minutes lost through fatalities/injuries caused by being hit by train has fallen by 11%.
	Minutes lost through cable vandalism / theft	347,968	379,891	439,378	370,406 (1 April - 11 December)	155,786 (1 April-26 June 2010)	103,394 (27 June-18 Sept 2010)	111,188 (19 Sept - 11 Dec)		↓	Comparing the two most recent periods, minutes lost through cable vandalism / theft has risen by 8%.
	Minutes lost through vandalism/theft (including the placing of objects on the line)	321,055	335,282	234,739	184,241 (1 April - 11 December)	81,305 (1 April-26 June 2010)	55,141 (27 June-18 Sept 2010)	47,796 (19 Sept - 11 Dec)		↑	Comparing the two most recent periods, minutes lost through vandalism/theft (including the placing of objects on the line) has fallen by 13%.
	Minutes lost through trespass	352,222	376,505	294,857	299,462 (1 April - 11 December)	103,489(1 April-26 June 2010)	113,415 (27 June-18 Sept 2010)	82,537 (19 Sept - 11 Dec)		↑	Comparing the two most recent periods, minutes lost through trespass has fallen by 27%.
	Minutes lost through level crossing incidents and misuse	76,534	79,754	64,979	58,491 (1 April - 11 December)	14,409 (1 April-26 June 2010)	25,547 (27 June-18 Sept 2010)	18,535 (19 Sept - 11 Dec)		↑	Comparing the two most recent periods, minutes lost through level crossing incidents and misuse has fallen by 27%.
	Total Minutes lost through disruption (sum of above disruption categories)	1,501,928	1,662,918	1,584,537	1,217,624 (1 April - 11 December)	473,013 (1 April-26 June 2010)	396,406 (27 June-18 Sept 2010)	348,145 (19 Sept - 11 Dec)		↑	Comparing the two most recent periods, the total number of minutes lost through all of the BTP disruption categories has fallen by 12%.
	Fatalities (clearance time in minutes)	76	75	81	78 (1 April - 30 Nov)	77	79	76	82	↓	Clearance times remain within the 90 minute target.
	Number of live cable related offences	1453	1189	878	1,007 (1 April - 30 Nov)	409 (1April-26 June 2010)	285 (27 June-18 Sept 2010)	327 (19 Sept - 11 Dec)		↓	The number of cable offences dropped by 40% between 2009-10 and 2007-08. However, cable related offences increased by 15% between the two most recent periods.
Time taken to clear other incidents (minutes)	64	69	78	62	58	60	64	67	↓	This includes incidents attended by BTP officers relating to unattended items, unattended/suspicious vehicles, unattributed odours, unidentified powders/liquids and suspicious/unusual behaviour.	
IT Performance	Priority 1 calls (critical business impact) resolved within SLA time-Target 95%	n/a	n/a	n/a	54% (22 out of 41)	50% (8 out of 16)	57% (12 out of 21)	53% (9 out of 17)	50% (2 out of 4)	↓	Comparing the two most recent periods, the proportion of calls resolved with SLA is down slightly (53% to 50%), but overall volume of calls has fallen 77%.
Behavioural Standards.	Number of complaints cases	392	479	474	334	125	99	88	97	↓	Detailed oversight of these indicators occurs at the professional standards committee.
	Number of grievances	n/a	110	74	67	21	20	15	26	↓	Detailed oversight of these indicators occurs at the professional standards committee.
	Number of Internal Conduct Cases	157	203	260	174	75	60	57	38	↑	Detailed oversight of these indicators occurs at the professional standards committee.
	Number of Civil Actions	29	41	43	34	13	8	7	13	↓	Detailed oversight of these indicators occurs at the professional standards committee. Civil Action is where a case is recorded when: - A member of the public initiates Civil Claim proceedings against BTP - PSD are aware of circumstances where Civil Claim Proceedings will potentially be initiated against BTP - There has been a Judicial Review of BTP activities
Project/Programme progress	Number of projects/programmes on status green	n/a	n/a	n/a		13 out of 18 (72%)	8 out of 14 (57%)	8 out of 14 (57%)	12 out of 18 (67%)	↑	Amber projects are: IMPACT Programme, CCTV Programme – Ebury Bridge Project, London North Area Custody Suite, Disclosure Unit, Payroll Streamlining and Reporting Rationalisation.