



Report to: Performance Review Group
Agenda item: 4
Date: 17 January 2013
Subject: HMIC Inspection Update
Sponsor: Deputy Chief Constable
For: Information

1. PURPOSE OF PAPER

- 1.1 To provide Performance Review Group (PRG) with an update in relation to inspections by Her Majesty's Inspectorate of Constabulary (HMIC).

2. INSPECTION STATUS REPORT

2.1 Anti-Social Behaviour (ASB)

- 2.1.1 The inspection took place in April 2012 and featured a number of elements including pre-inspection documentation; interviews with key staff; sampling/listening to calls at the Force Control Room Birmingham; victim survey together with announced/unannounced reality testing. As a result of this inspection BTP was given eight main Areas for Improvement (AFIs) to consider. Progress against the AFIs is monitored through the Contact Handling Board, chaired by the ACC Territorial Policing and Crime and by the Integrity and Compliance Board, chaired by the DCC. A copy of the Improvement Plan is attached at Appendix A.

2.2 HMIC Police Integrity Re-visit – Revisiting Police Relationships

- 2.2.1 HMIC undertook a re-inspection of BTP in relation to the Police Integrity Review in July 2012. The original inspection took place in August 2011 with the findings published in the HMIC national report 'Without Fear or Favour' in December 2011.
- 2.2.2 BTP received brief written feedback in July 2012, which highlighted the progress made since 2011, including the establishment of the Integrity and Compliance Board to progress integrity issues; the review of policies and revised position guidance in relation to gifts and hospitality, media and secondary employment; and the organisation-wide

threat assessment and the development of a Strategic Risk Assessment and Control Strategy by PSD.

2.2.3 The national report, together with individual force reports, was published in December 2012. The findings from the national report are being amalgamated into the current improvement plan for monitoring by the Integrity and Compliance Board, chaired by the DCC.

2.3 Stop and Search Inspection

2.3.1 The inspection took place on 27 and 28 November 2012. BTP was one of seven forces to be inspected during Phase One of this round of inspections. The format of the inspection was a document review, reality testing and interviews with key staff, including two focus groups. Additionally HMIC analysed 200 stop and search forms. The product of the inspection will be a National Thematic Report.

2.3.2 The main aims of the inspection were to assess:

1. How effectively and fairly the police are using the power in the fight against crime.
2. How well officers who carry out Stop & Search know how to use it as part of evidence based practice to fight crime and in a way that builds the public's trust in the police.
3. How the power can be used in a way that builds police legitimacy and trust.

2.3.3 HMIC identified a number of positive activities in the 'hot' debrief at the end of the inspection including:

- Completion of the Stop and Search forms was 78% compliant which is good.
- Officers understand what they are required to know.
- Behavioural Assessment (BAS) training has been effective. However whilst HMIC recognised the costs involved in this, including abstraction, it has been a good investment for BTP.
- Governance arrangements with BTPA is good.
- The Independent Advisory Group member was passionate and proactive and able to build on personal experience.



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- Community engagement is good, for example hub stations are a community of retailers; however there was recognition that all Areas are different.
 - Good proactive community work is being undertaken in Huddersfield with Youth Board and railway safety message – early seeds of engagement and helping to change perception of young people.

2.3.4 The Areas for Improvement identified were as follows:

- Supervision – particularly local and first line supervision and in relation to new technology, eg PDAs. This is a common theme amongst all forces.
- Intelligence-led activity around Stop and Search.
- Central monitoring of quality of forms – dip sampling.

2.3.5 The detailed draft feedback report has been received and is being checked for factual accuracy.

2.3.6 The findings from the inspection will form a National Thematic Report; no publication date is known at present. However, it should be noted that HMIC is undertaking Phase Two, which will involve the inspection of a further nine forces, so this will add extra time to the process.

3. RECOMMENDATION

3.1 That members note the update provided in this paper.

ANTI SOCIAL BEHAVIOUR IMPROVEMENT PLAN

HMIC Anti Social Behaviour

SCT Portfolio Owner: ACC Territorial Policing & Crime

Improvement Plan Owner: Ch Supt Territorial Policing

Ref	Area for Improvement	Due Date	Action Owner	Progress Update	Date of Update
AREAS FOR IMPROVEMENT FROM DETAILED REPORT					
	BTP does not consistently ask questions of callers at the first point of contact to identify repeat and vulnerable callers – those most at risk of harm from ASB. This means some of these victims may not be getting the extra support they need.	30-Jun-12	Contacts Manager	<p>In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. For the period August 2011 to January 2012, 81 vulnerable / repeat victims were identified compared with 686 for the period February to July 2012. This is an indication of the progress being made as a result of the training. Separately BTP undertook National Decision Making training from January to March 2012 which support staff to take the appropriate action once a repeat or vulnerable victim has been identified.</p> <p>Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012.</p> <p>Update 4 January 2013 - For the period January to December 2012, 1,055 vulnerable / repeat victims were identified compared with 72 for the period January to December 2011.</p> <p>The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.</p>	04-Jan-13
	Risk assessments are not being completed for ASB incidents. BTP are in the process of utilising a scored risk matrix to assist with prioritising tasking at TCGs, which could be used for risk assessing ASB.	31-Dec-12	Chief Inspector Territorial Policing	<p>BTP has undertaken a scoping exercise with six Home Office forces who use similar models/best practice, including Cumbria and West Midlands and obtained copies of their risk assessments. The T/Chief Inspector, Territorial Policing is updating BTP's strategy to incorporate risk assessments. The new strategy will focus on ASB policy, toolkits, risk assessments and training package with a 'Manual of Standards' being produced for dissemination throughout BTP and will form the focus of the daily Territorial Policing teleconference.</p> <p>Update 4 January 2013 - This will be trialled on a BTP Area.</p>	04-Jan-13
	Repeat victims and vulnerable victims are not routinely and systematically being identified at the point of contact. Questions are not being asked of the caller. This has been recognised by BTP who have just completed training in control rooms. The NSPIS command and control system does not automatically identify callers previously assessed as repeat or vulnerable (although this could be done to a limited extent manually). Although the call taker is asked to consider vulnerability, there is generally no questioning of the caller to determine this.	31-Oct-12	Contacts Manager	<p>In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. For the period August 2011 to January 2012, 81 vulnerable / repeat victims were identified compared with 686 for the period February to July 2012. This is an indication of the progress being made as a result of the training. Separately BTP undertook National Decision Making training from January to March 2012 which support staff to take the appropriate action once a repeat or vulnerable victim has been identified.</p> <p>Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012.</p> <p>Update 4 January 2013 - For the period January to December 2012, 1,055 vulnerable / repeat victims were identified compared with 72 for the period January to December 2011.</p> <p>The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.</p>	04-Jan-13
	Repeat and vulnerable victims are not considered within the existing performance framework. They are not routinely "tagged" on NSPIS and so are not easily identified.	31-Mar-13	Contacts Manager	<p>Territorial Policing and Crime have introduced a KPI for 2012/13 to achieve a 30% rise in the identification of vulnerable and repeat victims in comparison with 2011/12. The routine tagging will be incorporated in the next upgrade of NSPIS C&C. BTP is reviewing its performance framework to identify meaningful KPIs with the overall objective of reducing repeat and vulnerable victims.</p> <p>Update 4 January 2013 - The KPI is currently being achieved, with 646 victims being identified, compared to 406 for the same period in 2011/12.</p>	04-Jan-13
	Of the 100 ASB incidents reviewed, 42 involved crime. Of those only 31 were recorded as crimes.	31-Dec-12	Force Crime Registrar	<p>BTP has a robust recording of crime system in place. BTP records non-recordable as well as notifiable offences, for example byelaws, littering, etc as well recordable offences. The failure identified by HMIC for data prior to April 2012, did not only consist of all notifiable offences; only 8 were notifiable for which crimes were raised. Through the audits undertaken by the Force Crime Registrar and his team, if an offence is identified that has not been recorded, it is automatically recorded and the Area Crime Management Unit Managers are advised. The remainder of offences that are non-notifiable were identified by HMIC because BTP links ASB with non-notifiable offence codes. BTP records non-notifiable offences when they are detected, but not those that are undetected. Since April 2012 when the training was provided, the number of non-notifiable offences recorded has increased by 6%; however BTP is still under-recording, but further training is taking place in October 2012 for supervisors in relation to this. Additional guidance has been produced by the Force Crime Registrar in relation to the Recording and Detection of non-notifiable offences in England & Wales, which has been distributed throughout BTP via the Contact Handling Board; which allows officers to use their discretion in relation to this.</p> <p>Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.</p>	04-Jan-13

Ref	Area for Improvement	Due Date	Action Owner	Progress Update	Date of Update
	There is no risk assessment framework for ASB within BTP and this means that at present the level of risk is currently unknown. Having a risk assessment would improve the level of service given to those ASB incidents that have been highlighted as posing more risk.	31-Dec-12	Chief Inspector Territorial Policing	BTP has been in contact with Cumbria and West Midlands and obtained copies of their risk assessments. The T/Chief Inspector, Territorial Policing is updating BTP's strategy to incorporate risk assessments. The First Contact Centre will be responsible for identifying whether a repeat / vulnerable victim is low, medium, high risk; this information will be passed to the attending officers. Update 2 November 2012 - Territorial Policing has produced further guidance and a framework in relation to repeat and vulnerable victims and risk assessments, together with a toolkit. This will be piloted on two BTP Areas during November and December 2012. It will then be evaluated prior to roll-out across the whole of BTP. Update 4 January 2013 - The toolkit has been completed and will be published on the BTP Intranet in January 2013; this will be accompanied by internal media communications. The pilot has been delayed due to changes in personnel and the practicalities of the documentation. Meetings have been arranged for week beginning 7 January 2013 with a London Area and and outer London Area to progress the pilot. The pilot will run for a month before being rolled out nationally.	04-Jan-13
	Where ASB cases are closed on NSPIS, there is confusion between the categories of personal, environmental and nuisance. Out of 100 incidents reviewed by HMIC, 28 were incorrectly classified.	31-Dec-12	Chief Inspector Territorial Policing / Force Crime Registrar	BTP has a robust recording of crime system in place, as it records both non-recordable offences, for example byelaws, littering, etc as well recordable offences. At the time of the inspection BTP had only just introduced the ASB categories of personal, environmental and nuisance. The Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. BTP employed a Crime Auditor in April 2012 to support the work of the First Contact Centre (FCC) in Birmingham in relation to classification of ASB cases. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
	ASB incidents that relate to local priorities are not identified at the point of report within the control room.	31-Dec-12	Contacts Manager	The Force Crime Registrar has undertaken training with FCC and Force Control Rooms Birmingham and London. BTP has included definitions of Environmental, Personal and Nuisance in the ASB Strategy. Refresher / additional training is planned for supervisors in October 2012. The First Contact Centre (FCC) and the Force Control Rooms (FCR) cover significant geographical areas in England, Wales and Scotland. It should be noted that ASB is a core priority for all of BTP, therefore a suitable graded response is allocated as appropriate. At this time, whilst it would not be practical for FCC / FCR staff to have a list of geographical priorities, this would be flagged on Area. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
Does the force understand its ASB issues and have leadership, governance, policy, and compliance checking to support this work?					
	Overall leadership and drive about ASB is displayed at differing levels. BTP staff do take ASB seriously and clearly understand the impact on 'station communities', rail staff and the travelling public. Contact centre and control room staff need to be made more aware of the importance of their role in identifying risk, vulnerability and harm when dealing with ASB. The release of the ASB strategy and recent training should see improvements in this area and BTP have employed a full time Quality Assurance Officer to check progress within control rooms and contact management.	31-Oct-12	Chief Superintendent Territorial Policing	In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. Separately BTP undertook National Decision Making training from January to March 2012 which support staff to take the appropriate action once a repeat or vulnerable victim has been identified. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and is planned for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
1.1.1	BTP have a Chief Officer lead who drives ASB performance. Although this is recognised at superintending ranks and above lower ranks have less awareness of the ACPO lead. The BTP intranet website has had recent coverage of the newly released ASB strategy and this has assisted in raising staff awareness.	31-Oct-12	Chief Inspector Territorial Policing	Although BTP does include who the Chief Officer lead is within its training package (Assistant Chief Constable Territorial Policing & Crime), it will be updating the ASB strategy and undertaking a Communications strategy across BTP. Learning and Development has agreed to incorporate the following into new recruit, PC refresher and leadership courses from Autumn 2012: ASB training will now include the following: use of National Decision Making, vulnerable and repeat victims, use of assessments, ACPO details and enforcement options. The ACC Territorial Policing and Crime is working on a communications plan to raise the whole ASB agenda even more throughout BTP. Update 4 January 2013 - this has been completed and when the toolkit is launched, it will be accompanied by a message from the Chief Officer lead, ACC Territorial Policing.	04-Jan-13

Ref	Area for Improvement	Due Date	Action Owner	Progress Update	Date of Update
1.1.4	The force has recently delivered an ASB strategy which sets out and defines what ASB is including personal, environmental and nuisance. This covers a range of recordable and non recordable crime. The strategy highlights the need to focus on repeat and vulnerable victims but does not give definitions. Staff were unclear as to what the definitions were, although they knew of the strategy and were able to refer to it.	31-Oct-12	Chief Inspector Territorial Policing	The T/Chief Inspector, Territorial Policing is working with Leicestershire Constabulary in relation to definitions of vulnerable and repeat victims. This will be included in the revised ASB strategy that is being produced by the end of October 2012. Update 2 November 2012 - Territorial Policing has produced further guidance and a framework in relation to repeat and vulnerable victims and risk assessments, together with a toolkit. This will be piloted on two BTP Areas during November and December 2012. It will then be evaluated prior to roll-out across the whole of BTP. Update 4 January 2013 - The toolkit has been completed and will be published on the BTP Intranet in January 2013; this will be accompanied by internal media communications. The pilot has been delayed due to changes in personnel and the practicalities of the documentation. Meetings have been arranged for week beginning 7 January 2013 with a London Area and an outer London Area to progress the pilot. The pilot will run for a month before being rolled out nationally.	04-Jan-13
1.1.5	There is no graded response for ASB. Call handling staff and supervisors decide on response using their judgement. All staff have received training in the National Decision Making Model and it is expected that they will make informed decisions, taking into account all information presented, on how best to respond to the call. Where no police attendance occurs the call taker explains the reasons to the caller. Staff are not fully aware of the importance of ASB within control rooms or contact management, however the ASB strategy is assisting in increasing knowledge and awareness.	31-Oct-12	Contacts Manager / Chief Inspector Territorial Policing	In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. Separately BTP undertook National Decision Making training from January to March 2012 which support staff to take the appropriate action once a repeat or vulnerable victim has been identified. The types of calls relating to ASB could include person swearing, drunkenness, loitering, graffiti and youths skateboarding. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
1.1.6	Although there is no designated "marketing strategy" for ASB, BTP uses the media and other forms of marketing to both gather information and to feedback to the public. This includes local PACT meetings, newsletters, posters, TV, newspaper, social networks and You Tube.	31-Oct-12	Chief Inspector Territorial Policing	BTP is currently updating the ASB strategy and once this is completed there will be a communications strategy to support this. The ACC Territorial Policing and Crime is working on a communications plan to raise the whole ASB agenda even more throughout BTP. Update 4 January 2013 - this has been completed and when the toolkit is launched, it will be accompanied by a message from the Chief Officer lead.	04-Jan-13
1.1.7	Abstraction is closely monitored with regular dip sampling to ensure the target of 80% is being met. ASB training does occur for new officers as part of basic training but also as part of NPT training. The training focuses upon the NPT officer role and how to problem solve, although not all officers had received this. There are many avenues for problem solving advice including Crime Reduction Advisors, TOC advisors and IAGs, who can assist in problem solving advice. There is a tool box on the intranet however this was not widely used or known about.	31-Oct-12	Chief Inspector Territorial Policing	A Sergeant within Territorial Policing has been tasked with producing more effective toolkits for BTP, including a community engagement toolkit. This will then be incorporated within the revised BTP ASB Strategy, which will be disseminated via the communications strategy. Update 2 November 2012 - BTP is producing a toolkit which covers the following areas: Enforcement, Prevention / Reduction / Diversion, Minimum Standards of Investigation, Communication, Partnership Working, Using Intelligence, Using the extended police family, eg. RSAS, Specials, Volunteers. This will be piloted on two BTP Areas during November and December 2012. It will then be evaluated prior to roll-out across the whole of BTP. Update 4 January 2013 - The toolkit has been completed and will be published on the BTP Intranet in January 2013; this will be accompanied by internal media communications. The pilot has been delayed due to changes in personnel and the practicalities of the documentation. Meetings have been arranged for week beginning 7 January 2013 with London Underground and Wales & Western Areas to progress the pilot. The pilot will run for a month before being rolled out nationally.	04-Jan-13
Does the force have ASB embedded in its performance management regime?					
Overall BTP have a robust performance management regime in measuring ASB, this is based on the number of incidents recorded and the number of formal case management plans carried out. They are moving to more local based targets and these will include a mixture of 'quantative' and 'qualitative' targets. BTP are not measuring against risk or repeat and vulnerable ASB.		31-Mar-13	Chief Superintendent Territorial Policing	Territorial Policing and Crime have introduced a KPI for 2012/13 to achieve a 30% rise in the identification of vulnerable and repeat victims in comparison with 2011/12. BTP is reviewing its performance framework to identify meaningful KPIs with the overall objective of reducing repeat and vulnerable victims. Update 4 January 2013 - The KPI is currently being achieved, with 646 victims being identified, compared to 406 for the same period in 2011/12.	04-Jan-13
1.2.1	There is an ASB delivery plan to monitor the six themes of the ASB strategy and each area reports progress against the themes. However under the ASB Strategy theme "focus on vulnerable and repeat victims" it is documented that when a report is received a graded response will follow taking into account the risk. HMIC could not find any mention in the delivery plan regarding graded response or risk assessing. The strategy does not give definitions of repeat and vulnerable victims.	31-Oct-12	Chief Inspector Territorial Policing	BTP has been in contact with Cumbria and West Midlands and obtained copies of their risk assessments. The T/Chief Inspector, Territorial Policing is updating BTP's strategy to incorporate risk assessments. The new strategy will focus on ASB policy, toolkits, risk assessments and training packages with a 'Manual of Standards' being produced for dissemination throughout BTP. This will be delivered through training, the Communications strategy and also through monitoring on Area / BTP teleconferences. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13

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1.2.3	At the highest level the force manages performance through the monthly force management team meeting, chaired by the DCC. ASB, along with other areas, gets discussed and challenged during part one of this meeting. This does not include measuring performance on repeat victimisation and vulnerability.	31-Mar-13	Ch Supt Territorial Policing / Head of Performance and Analysis	Territorial Policing and Crime have introduced a KPI for 2012/13 to achieve a 30% rise in the identification of vulnerable and repeat victims in comparison with 2011/12. Additionally Territorial Policing is working with Performance and Analysis to identify 'hot spots' in relation to ASB. BTP is reviewing its performance framework to identify meaningful KPIs with the overall objective of reducing repeat and vulnerable victims. Update 2 November 2012 - Performance and Analysis is looking at the data from NSPIS C&C and the CRIME system for period January to September 2012 under the following heads: Geographical analysis, Trends in offending, Victims and offenders, and Crime and Performance. Update 4 January 2013 - Performance and Analysis has produced data which has been disseminated to Areas for review and to address some of the issues identified.	04-Jan-13
1.2.4	Areas have fortnightly meetings to discuss and challenge areas of performance that includes ASB. Each area sets its own targets for ASB and is then held to account by the force management team. When performance starts to dip the ACC in charge of Territorial Policing ensures Area Commanders have effective plans to deliver improvement. However, in the absence of readily available performance information this does not include performance in relation to repeat and vulnerable victims.	31-Mar-13	Chief Superintendent Territorial Policing	Territorial Policing and Crime have introduced a KPI for 2012/13 to achieve a 30% rise in the identification of vulnerable and repeat victims in comparison with 2011/12. It is monitored through Service Excellence Board and at Area Management Team meetings. Update 4 January 2013 - The KPI is currently being achieved, with 646 victims being identified, compared to 406 for the same period in 2011/12.	04-Jan-13
1.2.5	NPTs and Train Operating Company (TOC) staff have received awards recognising their work on ASB. However there was general feeling that ASB achievements are not recognised as much as other areas of policing and no examples of recognition could be given.	31-Oct-12	T/Chief Inspector Territorial Policing	The T/Chief Inspector, Territorial Policing is formulating a proposal for the Chief Superintendent and ACC Territorial Policing, to hold a national awards ceremony for the best ASB initiatives. Categories would include most effective Problem Solving Plans, best joint working, most cost effective reduction in ASB and recognition of SPCs for tackling ASB. Update 2 November 2012 - Territorial Policing will be holding a presentation in March 2013 which will focus on a national award for ASB and problem solving. Update 4 January 2013 - A multi-awards ceremony for Complementary Policing will be held in April 2013 and will include specific categories relating to ASB initiatives.	04-Jan-13
Does the force manage ASB problems through NIM processes?					
1.3.2	The force intelligence bureaux complete analytical products relating to ASB locally and force wide. They utilise BTP data and third party data from other agencies and organisations. BTP analysts use data on repeat locations and repeat victims to identify hotspots, but this does not include an assessment of the risk posed to victims. An assessment is completed when tasking out resources at the TCGs by the chair, but ASB is not always prioritised by risk level. HMIC note that there is a recently compiled risk assessment for tasking and once this is rolled out this should assist.	31-Mar-13	Head of Performance and Analysis	Territorial Policing is working with Performance and Analysis to identify 'hot spots' in relation to ASB. The analysis will focus on: vulnerable and repeat victims, ASB in relation to nuisance, environment and personal which will in turn identify the 'hot spot' locations. Once identified, these will be passed to NPTs through tasking, with the location being re-evaluated to see if there has been a reduction. Update 2 November 2012 - Performance and Analysis is looking at the data from NSPIS C&C and the CRIME system for period January to September 2012 under the following heads: Geographical analysis, Trends in offending, Victims and offenders, and Crime and Performance. Update 4 January 2013 - Performance and Analysis has produced data which has been disseminated to Areas for review and to address some of the issues identified.	04-Jan-13
At the point of contact, does the force effectively identify and record incidents of ASB, repeat and vulnerable complainants?					
Overall BTP are not consistently and systematically identifying repeat and vulnerable ASB victims at the point of report. However the force does have other processes within crime recording and intelligence which will identify repeat victims at a later stage. It is noted that training has been completed and improvements should be seen. Tags on the computer system, to identify repeat or vulnerable victims, are not used.					
		31-Oct-12	Chief Superintendent Territorial Policing	In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. Separately BTP undertook National Decision Making training from January to March 2012 which support staff to take the appropriate action once a repeat or vulnerable victim has been identified. The routine tagging will be incorporated in the next upgrade of NSPIS C&C. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
2.1.1	Repeat victims are not routinely and systematically being identified at the time of report. Of 100 calls listened to by HMIC, only 10 showed evidence of repeat victimisation being discussed with the caller. All of those 10 involved the caller offering this information rather than being questioned about it. Training has been introduced and improvements have been seen. This is being monitored by BTP. IT systems do not currently assist in the identification of repeat victims although this is being planned for latest version of the NSPIS system. Tags are not being used and at present manual searching has to be completed on names.	31-Oct-12	Contacts Manager / Force Crime Registrar	In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. Separately BTP undertook National Decision Making training from January to March 2012 which support staff to take the appropriate action once a repeat or vulnerable victim has been identified. The routine tagging will be incorporated in the next upgrade of NSPIS C&C. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13

Ref	Area for Improvement	Due Date	Action Owner	Progress Update	Date of Update
2.1.2	Vulnerable victims are not routinely and systematically being identified at the time of reporting. Of 100 calls listened to by HMIC, only 10 showed evidence of vulnerable victims being discussed with the caller. Call handlers are not consistently asking questions to assess vulnerability. The computer system does not display if the victim has previously been classed as vulnerable. Training has been put in place and improvements have been seen. This is being monitored by BTP.	31-Oct-12	Contacts Manager / Force Crime Registrar	In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. Separately BTP undertook National Decision Making training from January to March 2012 which support staff to take the appropriate action once a repeat or vulnerable victim has been identified. The routine tagging will be incorporated in the next upgrade of NSPIS C&C. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and is planned for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
2.1.3	There is no system to identify if an incident relates to local NPT priorities such as on-going operations or Problem Solving Plans (PSPs). Call handlers are not briefed about local priorities.	31-Oct-12	Contacts Manager / Chief Inspector Territorial Policing	The Force Crime Registrar has undertaken training with FCC and Force Control Rooms Birmingham and London. BTP has included definitions of Environmental, Personal and Nuisance in the ASB Strategy. Refresher / additional training is planned for supervisors in October 2012. The First Contact Centre (FCC) and the Force Control Rooms (FCR) cover significant geographical areas in England, Wales and Scotland. It should be noted that ASB is a core priority for all of BTP, therefore a suitable graded response is allocated as appropriate. At this time, whilst it would not be practical for FCC / FCR staff to have a list of geographical priorities, this would be flagged on Area. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
2.1.4	Although supervisors are expected to dip sample calls this is not happening on a regular basis. BTP have just recruited a quality assurance officer whose role will be checking call handling. Victim surveys are completed centrally and a call-back system has been introduced. Of the 100 incident records reviewed HMIC found evidence of supervisory guidance recorded on only three and evidence of a quality check recorded on only one.	31-Oct-12	Contacts Manager	BTP undertook National Decision Making training from January to March 2012, which has seen an increase in the number of identified repeat and vulnerable victims. In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012 to make staff more aware of the importance of their role in relation to ASB. Refresher / additional training specifically aimed at supervisors and their role is planned for October 2012. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
2.1.5	The three codes, personal, environmental and nuisance, have only just been introduced and their use in opening (and closing) incidents is not well understood by operators and call handlers.	31-Oct-12	Contacts Manager / Force Crime Registrar	The Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012 to make staff more aware of the importance of their role in relation to ASB. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
Does the force respond to reports of ASB in accordance with force policy and adopt a short-term problem-solving approach, with partner agencies where appropriate?					
Overall BTP records a higher number of incidents onto their crime recording systems than Home Office Forces. These all fall under a prioritised 'points system' which ensures compliance and investigation. However processes are not in place for dealing with ASB incidents in a structured manner, from time of report.		31-Oct-12	Chief Superintendent Territorial Policing	BTP has formalised the process in relation to ASB incidents through National Decision Making training in January to March 2012, the additional of a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim and training, via the Force Crime Registrar for staff within the FCC, FCRB and FCRL between April and July 2012 to make staff more aware of the importance of their role in relation to ASB. Refresher / additional training specifically aimed at supervisors and their role is planned for October 2012. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
2.2.1	Call handling staff do not receive training regarding ASB. They were aware of the new personal, environmental, and nuisance codes but were not always clear of the meaning.	31-Oct-12	Contacts Manager / Force Crime Registrar	BTP undertook National Decision Making training from January to March 2012. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012 to make staff more aware of the importance of their role in relation to ASB. Refresher / additional training is planned for supervisors on 17 and 18 October 2012. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13

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2.2.2	Call handling staff do not systematically pass information about the history of repeat victimisation or vulnerability to attending staff.	31-Dec-12	Contacts Manager	There is a process in place whereby officers attending an incident are informed of all the information available on an NSPIS C&C log, including whether it is a repeat or vulnerable victim. The Real Time Intelligence officers are now checking background history and vulnerabilities of the caller / victim.	12-Sep-12
2.2.3	It is unclear if all ASB incidents reported to BTP are being recorded onto the crime recording systems. HMIC spoke to managers from crime recording and contact management and they believed that there may be gaps in ASB recording, for example they were unsure what the process would be if a complainant contacted BTP by letter. There was evidence of ASB incidents reported directly to patrolling staff being placed onto the force intelligence system rather than being recorded as an incident. However, intelligence records included follow up enquiries and results clearly displaying action.	31-Mar-13	Chief Inspector Territorial Policing	As not all ASB incidents are crimes, it would depend on the type of incident referred to via emails / letters / twitter feeds as to whether it would be added to NSPIS C&C. If an incident is not crimed, a 5x5x5 would be submitted via the Force Intelligence System, which would be considered at the Tactical Analysis meeting and Area tasking. For incidents where there is no crime, BTP are endeavouring to put interventions in place that will ensure that quality of life issues are addressed appropriately. This will include addressing issues by the implementation of problem solving plans and high visibility patrols. Update 4 January 2013 - BTP is looking to implement a process where problem-solving plans will be initiated at locations and lines of route where there are high incidents and intelligence reports even in circumstances where the incidents have not been crimed. This process will enable the early identification of vulnerable persons and locations.	04-Jan-13
2.2.4	ASB offenders and locations are included in briefings to officers and staff. However repeat victims do not often feature in these briefings. CID and response officers both have access to crime mapping which displays hot spots and there was evidence of this being used regularly. Where appropriate, ASB features on the daily briefing on the intranet and this, again, is regularly reviewed by CID and response officers. Analysts, on occasions, will go out and brief officers on particular issues. All Problem Solving Plans have clear ownership. NPTs have a clear view of ASB issues in their areas and displayed good knowledge of issues and trends.	31-Mar-13	Chief Superintendent Territorial Policing	Territorial Policing is working with Performance and Analysis to identify 'hot spots' in relation to ASB. The analysis will focus on: vulnerable and repeat victims, ASB in relation to nuisance, environment and personal which will in turn identify the 'hot spot' locations. Once identified, these will be passed to NPTs through tasking, with the location being re-evaluated to see if there has been a reduction. Update 2 November 2012 - Performance and Analysis is looking at the data from NSPIS C&C and the CRIME system for period January to September 2012 under the following heads: Geographical analysis, Trends in offending, Victims and offenders, and Crime and Performance. Update 4 January 2013 - Performance and Analysis has produced data which has been disseminated to Areas for review and to address some of the issues identified.	04-Jan-13
2.2.6	A tool kit of potential tactical options to tackle ASB is available on the intranet but it is not widely known about or used	31-Oct-12	Chief Inspector Territorial Policing	A Sergeant within Territorial Policing has been tasked with producing more effective toolkits for BTP, including a community engagement toolkit. This will then be incorporated within the revised BTP ASB Strategy, which will be disseminated via the communications strategy. Update 2 November 2012 - BTP is producing a toolkit which covers the following areas: Enforcement, Prevention / Reduction / Diversion, Minimum Standards of Investigation, Communication, Partnership Working, Using Intelligence, Using the extended police family, eg. RSAS, Specials, Volunteers. This will be piloted on two BTP Areas during November and December 2012. It will then be evaluated prior to roll-out across the whole of BTP. Update 4 January 2013 - The toolkit has been completed and will be published on the BTP Intranet in January 2013; this will be accompanied by internal media communications. The pilot has been delayed due to changes in personnel and the practicalities of the documentation. Meetings have been arranged for week beginning 7 January 2013 with a London Area and an outer London Area to progress the pilot. The pilot will run for a month before being rolled out nationally.	04-Jan-13
2.2.7	Short term ASB that is recorded onto the crime system is monitored and both recordable and non recordable incidents are subject to a computerised „points system in which all ASB incidents are scored and prioritised. This ensures the monitoring of follow up care, updates and investigation. ASB issues placed onto the intelligence system are not supervised. Although incident records on NSPIS displayed a low number of supervised entries (out of 100 entries reviewed only 3 showed supervisory oversight), the majority of these incidents were entered on the crime recording system which ensures strict supervision.	31-Oct-12	Contacts Manager / Force Crime Registrar	In June 2012, BTP added a proforma to NSPIS C&C, whereby call handlers ask questions to ascertain whether the person is a repeat or vulnerable victim. Additionally the Force Crime Registrar has undertaken training in ASB for staff within the FCC, FCRB and FCRL between April and July 2012 to make staff more aware of the importance of their role in relation to ASB. Refresher / additional training specifically aimed at supervisors and their role is planned for 17 and 18 October 2012. Update 2 November 2012 - Refresher / additional training took place for supervisors in FCRB on 17 and 18 October 2012 and for supervisors in FCRL on 7 November 2012. Update 4 January 2013 - The last audit, undertaken by the Crime Audit Team in December 2012 indicated that BTP identified 80% of all ASB incidents correctly, an increase of 41% since August 2012 and 70% since HMIC undertook the inspection in April 2012.	04-Jan-13
Does the force effectively put in place long term problem solving solutions, with partners where appropriate?					
2.3.5	BTP do not complete any risk assessments for ASB. Problem Solving Plans do not have risk assessments completed as part of the overall plan	31-Dec-12	Chief Inspector Territorial Policing	BTP has undertaken a scoping exercise with six Home Office forces who use similar models/best practice, including Cumbria and West Midlands and obtained copies of their risk assessments. The T/Chief Inspector, Territorial Policing is updating BTP's strategy to incorporate risk assessments. The new strategy will focus on ASB policy, toolkits, risk assessments and training package with a 'Manual of Standards' being produced for dissemination throughout BTP and will form the focus of the daily Territorial Policing teleconference. Update 2 November 2012 - Territorial Policing has produced further guidance and a framework in relation to repeat and vulnerable victims and risk assessments, together with a toolkit. This will be piloted on two BTP Areas during November and December 2012. It will then be evaluated prior to roll-out across the whole of BTP. Update 4 January 2013 - The toolkit has been completed and will be published on the BTP Intranet in January 2013; this will be accompanied by internal media communications. The pilot has been delayed due to changes in personnel and the practicalities of the documentation. Meetings have been arranged for week beginning 7 January 2013 with a London Area and outer London Area to progress the pilot. The pilot will run for a month before being rolled out nationally.	04-Jan-13
Are complainants of ASB contacted in line with their needs to update them on police action taken and to check on their view of progress of the reported incident?					

Ref	Area for Improvement	Due Date	Action Owner	Progress Update	Date of Update
	Overall victim care and updates were apparent for those incidents placed onto the crime recording system. The majority of reported ASB incidents appear to be recorded onto this system as BTP record a far higher number of byelaw incidents. However ASB incidents that do not fall into the crime record category, do not have a structured follow up contact process.	31-Dec-12	Chief Superintendent Territorial Policing	BTP records a high level of non-recordable and recordable crimes (which would not be recorded by Home Office Forces) and are subject to supervisory overview and follow up via Crime Management Units and Area tasking. If an incident is not crimed, the information is placed on the Force Intelligence System. Update 4 January 2013 - BTP is looking to implement a process where problem-solving plans will be initiated at locations and lines of route where there are high incidents and intelligence reports even in circumstances where the incidents have not been crimed. This process will enable the early identification of vulnerable persons and locations.	04-Jan-13
2.5.1	Where incidents are placed onto the crime recording system they are subject to a computerised evaluation system. This enables the monitoring of incidents to ensure staff are investigating cases appropriately and updating victims. Supervisors are able to monitor the points system and are held to account for any incidents receiving a red or amber status. Victim care units also update victims. However ASB incidents that are not recorded on the crime recording system are not subject of structured monitoring, for instance those ASB incidents placed onto the intelligence system. HMIC reviewed intelligence reports and found that details of the action taken and results were recorded. The review of calls and incidents revealed a high level of customer focus by call handlers (98 out of 100 displayed good customer care and focus).	31-Dec-12	Chief Superintendent Territorial Policing	BTP records a high level of non-recordable and recordable crimes (which would not be recorded by Home Office Forces) and are subject to supervisory overview and follow up via Crime Management Units and Area tasking. If an incident is not crimed, the information is placed on the Force Intelligence System. Update 4 January 2013 - BTP is looking to implement a process where problem-solving plans will be initiated at locations and lines of route where there are high incidents and intelligence reports even in circumstances where the incidents have not been crimed. This process will enable the early identification of vulnerable persons and locations.	04-Jan-13
2.5.3	Victim care units and crime management centres update victims and the points system ensures follow up contact is carried out and recorded on the crime system. However those incidents which are not recorded on the crime recording system do not have a process to ensure follow up contact is conducted.	31-Dec-12	Chief Superintendent Territorial Policing	BTP records a high level of non-recordable and recordable crimes (which would not be recorded by Home Office Forces) and are subject to supervisory overview and follow up via Crime Management Units and Area tasking. If an incident is not crimed, the information is placed on the Force Intelligence System. Update 4 January 2013 - BTP is looking to implement a process where problem-solving plans will be initiated at locations and lines of route where there are high incidents and intelligence reports even in circumstances where the incidents have not been crimed. This process will enable the early identification of vulnerable persons and locations.	04-Jan-13