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# **BTPA People and Standards Committee**

## **PSD Business Plan 2012-2013 Overview**

### Strengths

- Strategic Assessment complete, inc. corruption
- Investigative ability and experience (Overt/Covert)
- Civil Claims management
- Strategic & Tactical Engagement (EPIC)
- Enhance the integrity and honesty of the Force through continuous vetting
- PSD Gold Group
- Enhanced oversight of Covert finance

### Weaknesses

- Resilience
- Policies and SOPs
- Death and Serious Injury during and after Police contact
- Application and Recording of Unsatisfactory Performance Management

### Opportunities

- Op Inspire
- Development of Subject Intervention Process
- Repositioning of PSD (Preventative)
- Vetting & Audit Manager
- Review of PSD Policies
- Enhance Communications
- Managing/reviewing risk

### Threats

- PNC Screen & Vetting Void
- Staff Resilience/stability & succession planning
- Vetting Performance
- Jackson Reforms April 2013
- Audit capacity/coordination

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# Strategic headlines for PSD....

- Integrity Agenda
- Repositioning of PSD
- Building Capacity and Capability

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## Foreword...PSD Business Plan 2012/13

- **The business plan for 2012/13 has been built around the main areas of business for the department, either in respect of function or stand alone pieces of activity e.g. Olympics.**
- **The plan sets out the high level aspirations of the Professional Standards Department, together with lower level aims necessary to achieve the high level aspirations.**
- **Each area of business within PSD has ownership for distinct tasks / actions directly correlated to the lower level aims, which will be used to drive performance and form the backbone of PDR objectives for the whole department.**
- **In addition to the functional objectives there are three qualitative threads that will run through all of these.**  
**1. Diversity 2. Value for Money 3. Quality of Service**
- **Each core area of business has been assessed by senior managers within the department, to ensure they are effective, deliverable and meet our three qualitative threads.**
- **Management Information and Key Performance Indicators have been identified and will also run through areas of the business plan, in order to positively measure the department's performance.**

# Complaints Processing

- Performance Indicators have been met.
- ‘Lean Six Sigma’ review of processes.
- Maximised Centurion application.
- More intrusive Senior Detective oversight of Complaint Investigations.

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# Investigations

- ‘Service Recovery’ and ‘Local Resolution’ embedded.
- More intrusive Senior Detective oversight of Complaint Investigations.
- Capturing and Sharing Lessons from Investigations.
- Detective Availability in PSD

# Intelligence

- Confidential Reporting
- Engagement
- ELMER Database
- Subject Intervention

# Organisational Culture

- Operation Inspire
- Complaint Reduction Officer review
- Integrity and Compliance Board
- Area Commander briefings



# Organisational Learning

- Repositioning of Organisational Learning
- Communication



# Civil Claims

- Engagement
- Training Inputs

# Olympics

- Success

# Employee Relations/Policy

- Policies and SOPs review
- Risk Register
- Subject access request / FOI



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# Information Security

- Dept now incorporated within single information management department in Corporate Resources
- Objectives transferred

# Vetting

- Vetting Software procured and installed
- Environmental Scanning with Stakeholders
- Vetting Review process formalised
- KPI not achieved

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# Determinations

- Performance Indicator met
- Proceedings – ( see slides on Panels)
- Judicial Review found in BTP favour
- UPP still to be fully embedded

# Building Resilience

- Business Continuity Plan being developed for Dept
- Governance structures considered
- Staff development and enhancement in grades/duties
- Performance culture promoted





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# PSD Business

# Key Performance Indicators

% Of Complaint and Conduct Cases within Recorded within 10 days <b>Target &gt; 90%</b>	Apr-Dec 95.33%	At 31/03/2013 <b>92.89%</b>
% Complainants in PSD Investigated Complaint Cases who have been updated every 28 days <b>Target &gt; 90%</b>	92.12%	<b>94.83%</b>
% of Subjects in PSD Investigated Complaint Cases who have been updated every 28 days <b>Target &gt; 90%</b>	91.28%	<b>93.73%</b>
Average Investigation Days for Investigations PSD <b>Target &lt; 80 days</b>	67.41	<b>64.88</b>
Average Working days from papers served to Misconduct Hearing for Level 2 <b>Target &lt;25 days</b>	38.00	<b>48.82</b>
Average working days to complete baseline Vetting checks <b>Target &lt; 5 days</b>	13.07	<b>11.92</b>

# Area Performance Indicators

AKPI 2	Average working days from papers served to Misconduct Meeting for Level 1 <b>Target &lt;18 days</b>	Apr-Dec 39.40	At 31/03/2013 <b>23.93</b>
AKPI 3	Average working days for Complaints handles by Area <b>Target &lt; 47 days</b>	40.20	<b>42.58</b>
AKPI 4	% of Police Officers, Special Constables and PCSOs which have a complaint against them in the last 12 months <b>Target &lt; 15</b>	13.09	<b>11.44</b>

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# Hearing and Meetings

## Gross Misconduct

- Dismissed without notice - 8
- Resigned in course of Investigation - 16
- Retired in course of Investigation – 1
- No Action outcome - 2 (1 Police Officer, 1 Support Staff)

£800,000

# Hearing and Meetings

## Misconduct – Level 1 Meetings

Final Written Warning - 3

Written Warning - 4

MAFN - 3

NFA -1

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# Subject Intervention

- Project Tarian ongoing
- During 2012-13 ... 89 personnel were subjected to the process
- Currently there are 21 BTP employee's, who are live subject's

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# Questions