

Minutes

Performance Review Committee

Thursday 16th January 2014

at The Forum, 74-80 Camden Street

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Present:

Ms Liz France (Chair)
Mr Andrew Pollins
Ms Catherine Crawford
Mr Bill Matthews

Apologies:

Mr Mark Phillips

In attendance:

Mr David McCall, Acting Deputy Chief Constable BTP
Mr Mike Furness, Head of Strategic Development BTP
Mr David Cartwright, FHQ Performance Manager BTP
Mr Gary Richardson, Detective Superintendent BTP (present
for Agenda item 5)
Mrs Samantha Elvy, Research & Policy Manager BTPA
Mr Jon Newton, Performance Analyst BTPA (minutes)

01/2014 Welcome and apologies

Non-Agenda

Ms France welcomed all attendees to the meeting. Apologies were received from Mr Phillips.

02/2014 Minutes of meeting 18.10.2013

Agenda Item 1

The minutes of the 2013-14 quarter 2 Performance Review Committee (PRC) meeting were approved as an accurate record of discussions.

03/2014 Matters arising

Agenda Item 2

Actions 13/10, 13/11 and 13/12 were discussed. Actions 13/10 and 13/12 related to the organisation of visits for PRC Members to see a demonstration of the force's tasers and visit the firearms unit. The Group was informed that the British Transport Police Authority's (BTPA's) Executive Assistant was in the process of organising a number of Authority Member visits to the force. Ms France stated that it would be useful if the visits could be arranged with the force and then, once the proposed dates have been agreed, the details be communicated to Members.

Action 13/11 referred to the identification of a lead Member for stop and search matters. The Committee was informed that BTPA's Business Manager was in the process of agreeing the Member portfolios with the BTPA Chairman and that this should be done by 1st April.

Action: Mrs Elvy to communicate with BTPA Executive Assistant and Business Manager with a view to Actions 13/10, 13/11 and 13/12 being completed by 1st April 2014.

04/2014 Q3 Performance Report (including BTP Dashboard) and analysis

Agenda Item 3

A/DCC McCall provided an overview of performance up to the end of quarter 3 in 2013-14. The Committee was informed that police-related disruption had increased by 4% when compared to the same period last year. Performance was particularly affected by the 1% of incidents that were responsible for 40% of lost minutes. These were largely caused by fatalities and trespass. Disruption caused by trespass and vandalism was, at the time, a particular area of focus for BTP. It was predicted that by the end of 2013-14 there would be a 9% rise in delay.

Mr Matthews sought reassurance about the manner in which lost minutes were being attributed. It was highlighted that the allocation of minutes could be quite complicated. It was explained that there were 7 days for incorrectly allocated minutes to be corrected. This, however, required someone to check through the allocated lost minutes data. The Committee was informed that Chief Inspector Naughton was working with Network Rail with regard to lost minutes

data; where lost minutes were identified as being wrongly allocated he was working with Network Rail to get this corrected.

The Committee was informed, with regard to disruption data, that reactionary lost minutes was an area of concern. Reactionary minutes are those delay minutes caused elsewhere as a secondary effect of the primary disruption. The force currently receives total delay minutes, which includes both primary and reactionary lost minutes, but can only directly influence primary delay.

There was a discussion about delay caused by trespass. The Committee was informed that many incidents were not reported to BTP. It was explained that lost minutes are not attributed to BTP but that the force uses the data as a measure. If the disruption has been allocated to a police-related incident, such as trespass, then the force will measure this data.

Ms France suggested that, when the force moves its focus to trespass it should transfer the lessons learnt from its work with industry to reduce cable thefts, but should not lose focus on the results that have been achieved in this area. The Committee was informed that much of the trespass related work will involve target-hardening. The force was in the process of building a profile of these incidents, which accounted for 43% of police-related lost minutes. The force was looking at those locations where there has been a high frequency of low impact incidents and those where there had been fewer but more disruptive incidents. BTP had also launched, on Monday 13th January, Operation Avert 2, which follows Operation Avert. This is a national initiative to minimise disruption from trespass and suicide attempts at 64 locations on the rail network and 11 locations on London Underground.

Mrs Elvy queried whether it would be beneficial for the force to develop something that could be communicated to stakeholders which highlights what has been achieved and where the challenges still are. A/DCC McCall informed Members that the force could highlight its focus on trespass and vandalism and communicate that although the number of incidents has increased, the level of delay per incident has reduced.

There was a discussion about Section 136 of the Mental Health Act 1983. Mr Pollins requested a copy of the briefing that has been produced on this.

Action: Mrs Elvy to send Mr Pollins a copy of the briefing on Section 136 of the Mental Health Act 1983.

A/DCC McCall informed the Committee that there had been a 7% reduction in notifiable crime and a 2 percentage point increase in detection rates.

Operation Magnum had achieved a lot of success in reducing thefts of passenger property, particularly in the London Underground Area. There had, in 2012/13, been a sharp rise in these offences, particularly around the time of the London Olympics. Wales and Western was the only force Area in which these offences were not falling. Much of the offences in this Area were from the Manchester Arena, even though the thefts may not actually have been on the railways. The Committee was informed that there were commercial businesses on land owned by Network Rail, meaning that, although any crimes at these locations were not on the railway, they were under the jurisdiction of BTP.

There was a discussion about BTP jurisdiction. Members suggested that it may be useful to separate the figures relating to thefts of passenger property at these commercial locations from the other offences in the Area in order to make them more visible.

A/DCC McCall informed the Committee that the force will be relaunching Operation Guardian. The number of sexual offences recorded by BTP had increased from 80 to 107 per month in quarter 2, following the launch of the Operation Guardian campaign; offences reduced to 93 per month in quarter 3.

Mr Pollins highlighted recent media reports on the reliability of police crime statistics and queried how confident BTP was with its own crime recording. A/DCC McCall informed the Committee that Chief Superintendent Gareth Williams was leading a large project with respect to BTP's recording of crime. The force currently records non-notifiable offences, which is not required; accuracy of recording was being looked as part of the review of this. The Committee was also informed that every allegation of rape was also being looked at as part of this project to ensure that correct decisions had been taken.

There was a discussion on the proposed policing plan targets to promote confidence in the railway. Mr Furness highlighted that the force was proposing to measure confidence of passengers, staff and stakeholders.

Responses to the most recent wave of the National Passenger Survey, which will be used to measure passenger confidence, showed the highest level of confidence in security since the survey had started. It was highlighted that the passenger confidence score would need to reach 77% by next year. This was something that was not entirely within BTP's control, however, the force will keep trying to improve these scores.

Ms France highlighted the relevance of media reporting and the impact that it could have on these types of confidence ratings. The Committee was informed that there are plans, for next year, to use media reporting. Crimes per 100 thousand of the population using the railway compared well to the safest forces in the country. In Scotland, BTP recorded less than 5 offences per day. It was agreed that it would be useful to do some communications on these issues.

A/DCC McCall highlighted that the Safer Stations accreditation by the Rail Safety and Standards Board (RSSB) was key to improving passenger confidence. More people use these stations, which tend to feel safer and have better lighting. It was also noted that the force had improved its links with the franchise bidding process, and that there were measures that could be taken here.

Mr Furness noted that the force will be using rail staff surveys, supported by the TOCs, to obtain a baseline and measure staff confidence. Measuring stakeholder satisfaction would be more difficult, but this process would be informed by interviews conducted by the BTPA Chairman when meeting with stakeholders. The measures for passenger, staff and stakeholder confidence will likely not be combined into a single measure.

A/DCC McCall provided an overview of BTP's performance with respect to its strategic objective on value for money. The force was in line with its year to date budget, with a 0.2% underspend at the end of quarter 3. There was an average sickness rate of 4.84 days taken per employee. This compared to the year to date target of 4.87 days per person. It was predicted that the force would be close to its sickness target at the end of 2013-14.

The force was focussing on its occupational health department. The department was understaffed, resulting in more pressure for those working in the department because of the high number of people being referred. The force was in the process of recruiting new people to the department.

The Committee was informed that the sickness figures reflected a shift from short-term to long-term sickness. Ms France advised that a different management style was required for this type of sickness and highlighted the need for care to be taken. It was noted that there would be certain cases where the individual would never be able to return to work as an officer and that these cases needed to be carefully managed. Mr Pollins highlighted that London Underground had a large occupational health unit and offered to speak with T/ACC Mark Newton with respect to providing assistance.

A/DCC McCall noted that, overall, performance was very good, especially given the context of the force restructure and the disruption this could have caused. Given the changes that are currently underway, performance will continue to be focussed on.

There was a discussion about the format of the quarterly report. Members noted that the report was very good and that it was helpful to have the reporting under the four strategic headings, but that it would be helpful to have a forecast of year-end performance included. It was also noted that it would be useful if the narrative could be shortened, with data pulled out of the commentary and included at the back of the report for those who want to look through it.

There was a discussion about the timing of PRC meetings as not all of the data was available at the time of reporting for this meeting. It was agreed that Mrs Elvy would look at the timings for future meetings, taking into account force requirements and the timings for the full Police Authority meetings.

Action: Mrs Elvy to look at the timings for future meetings, taking into account force requirements and the timings of the Police Authority meetings.

05/2014 BTP EDHR Update

Agenda Item 4

Ms France notified the Committee of a discussion with T/ACC Mark Newton about the EDHR Strategy. There was a concern that this work could be going to three separate BTPA Committees; it was agreed that three identical discussions would not be practical. Ms France was, however, concerned that the document might be too internally focussed, which would be reinforced if it were to only be

reported to the People and Standards Committee. It was, therefore, proposed that the PRC should not lose the outward focussed aspect of this work.

Mrs Elvy suggested that there be three separate pieces of work. The strategy would go to the Strategy and Planning Committee for approval. The PRC would then focus on the operational delivery aspects of the EDHR Strategy whilst the People and Standards Committee focussed on the internally focussed aspects. It was recognised that, although not ideal, could be a possible approach if work is not duplicated to the three Committees. Concerns were raised by the force that it would be more complicated to report progress to three different Committees. It was agreed that Mrs Elvy and Mrs Yasin would look at how this work could be approached.

Action: Mrs Elvy and Mrs Yasin to look at how to monitor the EDHR Strategy work between the PRC, Strategy and Planning Committee, and the People and Standards Committee, and communicate with the relevant people within BTP.

06/2014 Protective Services theme: Major Investigation Team

Agenda Item 5

Detective Superintendent Gary Richardson gave a presentation on the work of the BTP Major Investigation Team.

Mr Pollins queried the location of the Team. Members were informed that the Team is based at the BTP Force Headquarters and that it is set up to a national standard so that it can work with other police forces. The unit also has specialist roles which mirror those employed by other forces. There was a discussion about national links, such as with the National Crime Agency.

Ms Crawford queried the diversity of the Team. It was noted that the Team was looking to train additional officers, and was in the process of interviewing, but was at the time predominantly composed of male officers. The Team was also looking take on more officers on attachment.

07/2014 Scoping discussion for thematic report at 2013/14 meeting 4: ASB - impact of the BTP strategy on recording, identification of repeat and vulnerable victims, and victim aftercare

Agenda Item 6

There was a discussion about the proposed content for the thematic at the quarter 4 PRC meeting. It was highlighted that the identification of repeat and vulnerable persons was an important area. This item would follow up on the HMIC inspection, conducted twelve months previously, and be related to the Anti-Social Behaviour (ASB) strategy and what ASB means to BTP. It was suggested that there could also be an update on the HMIC inspection.

Action: Mrs Elvy to follow up with Mr Furness about the content of the thematic report for the quarter 4 PRC meeting.

08/2014 Any other business

Agenda Item 7

There was no other business.