ANTI SOCIAL BEHAVIOUR IMPROVEMENT PLAN

SCT Portfolio Owner: ACC Territorial Policing & Crime

Improvement Plan Owner: Ch Supt Territorial Policing

Ref	Area for Improvement	Due Date	Action Owner	Initial Response	Progress Update	Latest Update	Date of Update	Complete Yes / No
AREAS FOR IMPROVEMENT FROM DETAILED REPORT								
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?								
	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	Ch Supt 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. Update 12 February 2013 - this will be phase two of the pilot and will commence in March 2013. Update 5 May 2013 - Pilots were run in LU and WW - Birmingham NPT, Wales Core Response and Bakerloo, Central and Victoria lines on LU for a three month period. The demand was about 2/3 a week from each sector. Positive feedback was received on design of the form and minor amendments made. All documentation has gone live on the BTP website and are now live throughout all BTP Areas, which is a non-bureaucratic process and can be used throughout all levels of BTP. A generic email address has been set up for any guidance / advice. This will assist in the creation of Problem Solving Plans as a response to emerging issues. Update 31 July 2013 - All Areas have been contacted in relation to the process used when an incident is not crimed in relation to ASB. Although there are variations in processes on Areas, in relation to incidents these are recorded on NSPIS C&C and at officer discretion on the FIS system. Incidents and FIS submissions are included in the daily Area Commanders briefing / tasking meeting. A briefing has been prepared which standardises the process for dissemination to Area AIBs / NPT leads informing them of the procedure to follow when an incident is not crimed, including the submission of a FIS report, making the NPT sergeant aware, tactical assessment process, consideration of whether this is a repeat location. This will be published on the Intranet as part of the ASB toolkit and will be assessed in September 2013.	Update December 2013 - Since the launch of the pilot of repeat and vulnerable victim identifications and risk assessments BTP has found that the picture for ASB on the railway environment differs from Home Office forces due to a transient population. BTP's current processes include robust and formalised questioning by control room staff that uses a proforma to capture person(s) that perceive themselves to be repeat or vulnerable victims of crime, which is recorded on the NSPIS C&C log. Where relevant these are also monitored by the CMC/CMU which makes a further judgement regarding repeat and vulnerable victims which is factored in/out of the recorded crime using updated flags accordingly. As part of the three month pilot on LU and WW new documentation was created to formally record risk assessment of the incident, vulnerability and/or impact on the victim and to provide clear guidance to officers dictating the investigatory response provided by BTP depending on the risk assessment. Over the period every incident was reviewed daily by designated police inspectors and the risk assessment was emailed to ASB email address. The document is also cross referenced with other BTP systems (NSPIS, CRIME, FIS) so that the ASB information is available if needed for the creation of a PSP or task/action under NIM. The process has been widely communicated to officers using the force intranet briefing tool, specific page on the Intranet, as a screen saver on the desk top and via Area leads. At present submissions by officers to the ASB email address presently run at two to three per month. ASB is also monitored by AIBs, NPTs and local rail managers to ensure an effective response by all partners.	17-Dec-13	COMPLETE
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	Ch Supt 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. Update 12 February 2013 - this will be phase two of the pilot and will commence in March 2013. Update 5 May 2013 - Pilots were run in LU and WW - Birmingham NPT, Wales Core Response and Bakerloo, Central and Victoria lines on LU for a three month period. The demand was about 2/3 a week from each sector. Positive feedback was received on design of the form and minor amendments made. All documentation has gone live on the BTP website and are now live throughout all BTP Areas, which is a non-bureaucratic process and can be used throughout all levels of BTP. A generic email address has been set up for any guidance / advice. This will assist in the creation of Problem Solving Plans as a response to emerging issues.	Update December 2013 - Since the launch of the pilot of repeat and vulnerable victim identifications and risk assessments BTP has found that the picture for ASB on the railway environment differs from Home Office forces due to a transient population. BTP's current processes include robust and formalised questioning by control room staff that uses a proforma to capture person(s) that perceive themselves to be repeat or vulnerable victims of crime, which is recorded on the NSPIS C&C log. Where relevant these are also monitored by the CMC/CMU which makes a further judgement regarding repeat and vulnerable victims which is factored in/out of the recorded crime using updated flags accordingly. As part of the three month pilot on LU and WW new documentation was created to formally record risk assessment of the incident, vulnerability and/or impact on the victim and to provide clear guidance to officers dictating the investigatory response provided by BTP depending on the risk assessment. Over the period every incident was reviewed daily by designated police inspectors and the risk assessment was email to ASB email address. The document is also cross referenced	17-Dec-13	COMPLETE

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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	Ch Supt 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. Update 12 February 2013 - this will be phase two of the pilot and will commence in March 2013. Update 5 May 2013 - Pilots were run in LU and WW - Birmingham NPT, Wales Core Response and Bakerloo, Central and Victoria lines on LU for a three month period. The demand was about 2/3 a week from each sector. Positive feedback was received on design of the form and minor amendments made. All documentation has gone live on the BTP website and are now live throughout all BTP Areas, which is a non-bureaucratic process and can be used throughout all levels of BTP. A generic email address has been set up for any guidance / advice. This will assist in the creation of Problem Solving Plans as a response to emerging issues.	Update December 2013 - Since the launch of the pilot of repeat and vulnerable victim identifications and risk assessments BTP has found that the picture for ASB on the railway environment differs from Home Office forces due to a transient population. BTP's current processes include robust and formalised questioning by control room staff that uses a proforma to capture person(s) that perceive themselves to be repeat or vulnerable victims of crime, which is recorded on the NSPIS C&C log. Where relevant these are also monitored by the CMC/CMU which makes a further judgement regarding repeat and vulnerable victims which is factored in/out of the recorded crime using updated flags accordingly. As part of the three month pilot on LU and WW new documentation was created to formally record risk assessment of the incident, vulnerability and/or impact on the victim and to provide clear guidance to officers dictating the investigatory response provided by BTP depending on the risk assessment. Over the period every incident was reviewed daily by designated police inspectors and the risk assessment was email to ASB email address. The document is also cross referenced with other BTP systems (NSPIS, CRIME, FIS) so that the ASB information is available if needed for the creation of a PSP or task/action under NIM. The process has been widely communicated to officers using the force intranet briefing tool, specific page on the Intranet, as a screen saver on the desk top and via Area leads. At present submissions by officers to the ASB email address presently run at two to three per month. ASB is also monitored by AIBs, NPTs and local rail managers to ensure an effective response by all partners.	17-Dec-13	COMPLETE
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