

Minutes

Policing Plan working group

Monday 9th December 2013

at The Forum, 74-80 Camden Street

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Present:

Mark Phillips (Chair)
Lew Adams
Dominic Booth
Catherine Crawford
Bill Matthews
Stella Thomas

Apologies:

Liz France

In attendance:

Paul Crowther, Deputy Chief Constable BTP
Steve Thomas, Assistant Chief Constable BTP
Mike Furness, Head of Strategic Development BTP
Mr David Cartwright, Performance and Analysis Manager BTP
Iggi Falcon, Senior Policy Officer BTPA
Samantha Elvy, Research & Policy Manager BTPA
Jon Newton, Performance Analyst BTPA (minutes)

12/2013 Welcome and apologies

Non-Agenda

The Chair welcomed all attendees to the Policing Plan Working Group meeting. Apologies were received for Ms France.

13/2013 Minutes of meeting 1, 3rd October 2013

Agenda Item 1

It was noted that, in paragraph 5 on page 2, the word “could” be amended to “should”. The minutes were otherwise agreed as an accurate record of discussions.

Action: BTPA to amend “could” to “should” on paragraph 5 of page 2 in the minutes for 3rd October 2013 meeting.

14/2013 Updated Terms of Reference, including Next steps for 2014/15 Policing Plan

Agenda Item 2

Mr Phillips provided an overview of the Policing Plan Group’s role in supporting the development of the Policing Plan, as set out in Sections 50 and 52 of the Railways and Transport Safety Act 2003.

The proposed dates for the Policing Plan process, as set out in paragraph 4.3 of the Terms of Reference, were highlighted. The Group was informed that this second meeting of the Group was to review progress made on developing the Local and National Policing Plans; there would then be further discussions at the full Authority meeting on 30th January 2014; the Policing Plans would then be scrutinised on 3rd February, at the third meeting of the Policing Plan Working Group, before going to the full Authority meeting for approval on 25th March.

Mr Booth reiterated that the Plan should pay heed to the budget and the Strategic Plan. There was a discussion about the next steps, with respect to communicating with stakeholders, following the Local Policing Plan consultation sessions. Members were informed that stakeholders will, near the end of the Policing Plan process, be written to and that the force would be happy to hold any further stakeholder meetings if required.

15/2013 Summary of responses for National Policing Plan Consultation

Agenda Item 3

Members received a report summarising stakeholder responses to the National Policing Plan consultation.

16/2013 Update on progress with Local Policing Plans

Agenda Item 4

DCC Crowther informed the Group that the Local Policing Plan consultation sessions had now taken place; the force was keen to involve the newly appointed Superintendents in these meetings.

Members were informed that the local priorities in the C Division will include theft of passenger property, with a focus on reducing thefts from the passenger rather than the whole theft category; staff assaults and aggression towards staff; fatalities; response times; and the use of Problem Solving Plans (PSPs) to tackle anti-social behaviour (ASB). The Group was informed that work to develop the C Division Plans was developing well and that the targets will support the force's strategic objectives. More details, including a forecast of how these plans will contribute to the strategic objectives for the year ahead, will be produced for the next Policing Plan Group meeting.

The B Division Plans will include a focus on reducing theft of passenger property; staff assaults; disruption; and volume crime. The Inner London area, which covers Transport for London (TfL), will include Project Guardian, which focuses on sex offences; and fraud offences, which are a potential area of concern because of the roll-out of 'wave and pay' technology on the TfL network. The South East area will have targets related to cycle offences; level crossing detections; and track reopening times following fatalities. Members were informed that there was a need to work with HS1, who were seeking their own Policing Plan.

The Group was informed that the D Division Plan needed more work. The Plan will include targets on disruption and football policing, such as for Celtic and Rangers type scenarios; there will also be something related to the Commonwealth Games. More work was, however, required in order for the Scottish Plan to contribute to the strategic objectives.

The Group discussed the local consultation sessions. Members noted that stakeholders present at all of the sessions supported the work that BTP was doing. They stated, however, that it was unfortunate that Passenger Focus did not attend any of the meetings. Members were informed that Passenger Focus was consulted for the National Policing Plan, but that they did not provide a response. It was suggested that BTPA writes a separate letter to Passenger Focus requesting any views that they may have on the Policing Plan.

It was highlighted that there were also other passenger groups that need to be identified and included in communications, such as

London TravelWatch. Members were informed that there was representation from Passenger Transport Executives at the local consultation sessions.

Mr Booth highlighted that the train operating companies (TOCs) typically sent heads of security to the local consultation sessions. It was suggested that Managing Directors be sent a letter to update them of the key themes identified.

Action: BTPA to write to Passenger Focus and some other passenger groups to outline the approach taken in developing the 2014/15 Policing Plan and the potential themes identified, and to request any feedback that they may have.

Action: BTPA to write to TOC Managing Directors providing an overview of attendance at the Local Policing Plan consultation sessions, the key themes identified and next steps. The letter should also highlight BTP's intention to carry out online surveys of rail staff confidence and request that staff be encouraged to respond.

17/2013 Update on progress with the National Policing Plan

Agenda Item 5

DCC Crowther informed the Group that the National Policing Plan will focus on ensuring BTP is on track with respect to the Strategic Plan. Mr Furness has been working with his team and Mrs Elvy on the development of a confidence target, which will contribute to the strategic objective to improve confidence by 10%. This target will include confidence indicators for passengers, staff and stakeholders; these indicators are likely to be monitored separately.

There was discussion about the National Passenger Survey (NPS) questions that will be used. Members were informed that the NPS has two standard questions, which rate personal security on trains and at the station; these will be retained. There is, however, also a separate section with eight BTP questions. It is proposed that these will be replaced by a new set of questions. The new questions will allow the force to look at levels of confidence in more detail and allow the force to investigate how it can influence passengers' perceptions. Subject to approval by the NPS board, these new questions will be included in the Spring Wave of the NPS. There was confidence that approval will be given for the new questions.

In addition to the NPS, there will be short online surveys of rail industry staff. The first round will be completed by 31st March 2014. There was a discussion about the level of response that might be received from an online survey. It was noted that support from TOCs will be necessary in order to generate responses and that there was a need to write to TOCs in order to encourage this support. Mr Phillips stated that it would be useful to discuss this further at the next ATOC Policing Forum.

Mr Adams highlighted the need to provide follow-up feedback to the staff survey responses in order to show that opinions were recognised and valued. There was a discussion about whether BTP could hold focus groups around the country. It was highlighted that there was a lot of goodwill from the industry but that it would be difficult to quantify this. Mr Furness proposed that exceptionally good or bad responses would stand out in the staff survey results. Members were informed that one or two focus groups in each division, based on particularly good or bad results, would be possible.

DCC Crowther informed the Group that there will also be a survey of rail industry Managing Directors, which will inform the confidence indicators for stakeholders. This will focus on whether BTP is delivering on issues that are important to industry, but will exclude finances and the charging model.

There was a discussion about the types of stakeholders that have been communicated with. Mr Furness highlighted that, in the past year, the use of the word stakeholders has primarily meant industry stakeholders. The Group was informed that there had been mixed success in engaging with Police and Crime Commissioners (PCCs). The Authority tends to hear from PCCs if there is a specific problem in a particular location. It was suggested that it maybe too late to consult with PCCs for this year, but that this was a possibility for the future.

DCC Crowther informed the Group that there was a 3% crime reduction target for the first year of the Strategic Plan. There was predicted to be a 3.2% reduction in crime by the end of 2013/14. Breaking down the 20% strategic crime reduction target roughly equally meant that there was expected to be a 3.5% crime reduction target for 2014/15. BTP will, for the next meeting of the Policing Plan Working Group, provide more detail on specific crime trends and categories.

The Group was informed, with respect to the strategic objective to reduce disruption by 20%, that good progress was made in 2012/13, especially with regard to reducing delay caused by thefts of cable. There was, however, expected to be an increase in delay by the end of 2013/14, largely driven by fatalities.

BTP has been working with mental health practitioners and has implemented initiatives to reduce the number of suicides and attempted suicides on the railway. At the time of this meeting, there had been a 10% increase in the number of fatal incidents; this was, however, down from the 34% increase that there had previously been.

DCC Crowther informed the Group that focus groups held in the force Areas had highlighted the difference between primary and reactionary delay minutes. Primary delay minutes are those minutes that are caused directly by the incident which the force can have an impact on, whereas reactionary delay minutes are those minutes that the force cannot influence.

There was a discussion about how this data should be presented. The force suggested that reactionary data remains included, but that delay minutes are broken down in to the two categories. It was proposed that that there could performance target to reduce primary delay, which is accompanied by a PSP for the Divisions to work with partners to reduce overall delay. It would then be possible to communicate on disruption as a whole but also highlight to industry the progress being made on primary delay. Members proposed that overall focus be retained but with figures for internal use, which separate the primary and reactionary delay, or that overall delay is retained but with an increased emphasis highlighted for primary delay.

It was confirmed that there was no financial or charging implication for BTP from reactionary delay but that there was a potential implication for morale and reputation. DCC Crowther suggested that this work be further developed and a paper with a series of options be developed for the next Policing Plan Group meeting.

18/2013 Agreed next steps

Agenda Item 6

Mr Phillips informed the Group that the next meeting will be on Monday 3rd February 2014. The aim will be to bring the Local Policing Plans together in January. The initial signs are encouraging. Members highlighted that the Local Policing Plan consultation sessions were very constructive and positive. Mr Phillips thanked the force for hosting the consultation sessions and for their management of the large amount of work associated with this process.

It was suggested that, prior to the next meeting of the Authority, on 30th January, there be a conference call to agree on the work to be taken forward. It was proposed that this take place on Wednesday 15th January.

Action: Teleconference to be organised for Wednesday 15th January 2014 in order to discuss and agree on the work to be taken forward and discussed at the full Authority meeting on 30th January.

19/2013 Any other business

Agenda Item 7

There was no other business

20/2013 Date of meeting 3: Monday 3rd February 2014, 2pm-4pm

Agenda Item 8