



Report to: Police Authority
Agenda item: 3
Date: 5 November 2014
Subject: Chief Constable's Report
Sponsor: Paul Crowther, Chief Constable
For: Information

1. PURPOSE OF PAPER

- 1.1 This report provides members with an update on activity across British Transport Police (BTP) since the last report to Police Authority on 25 September 2014.

2. POLICING PLAN PERFORMANCE

- 2.1 As at 28 October BTP was achieving 5 of the 7 national and 42 of the 68 local targets set in the 2014/15 Policing Plan. A detailed report on performance was presented to Performance Review Committee (PRC) on 21 October and the PRC Chair will report on this under agenda item 6 of the meeting. Performance against the national targets is as follows:

- Whilst BTP is currently missing the 4% reduction in notifiable offences target (26,434 offences against a linear target of 25,815), there has been a reduction of 5% in offences compared to the same period last year (27,880 offences).
- Police related lost minutes have increased by 2% compared to the same period last year (769,592 minutes compared to 752,046 in 2013/14). The target is to decrease police related lost minutes by 6%.
- The average clearance time for fatalities is 79 minutes against a 90 minute target. There have been 167 non-suspicious and unexplained fatalities on the rail and underground network from 1 April to 30 September.
- The average time to partially re-open multi tracks lines is 41 minutes against a target of 45 minutes.
- Overall sickness is currently running at an average of 3.61 days per employee against a target of 3.65 days.



- The spring 2014 National Passenger Survey reported 76.6% of passengers were confident in their personal security. The autumn results are due to be published in January.
- 68% of the Force budget is being spent on frontline resources against a 67% target.

3. COUNTER TERRORISM

3.1 Following the recent attacks in Montreal and New York, the Chief Constable ordered a review of BTP's capacity and tactics to respond to any similar incident in the UK, as well as a clear articulation of the Force's ability to scale up resources in the event of any further increase to the threat level. This work includes:

- A review of the deployment model of Armed Firearms Officers at Cat A locations, both in London and elsewhere
- Augmenting these patrols with additional Taser equipped officers
- Examining BTP's approach to the use of general patrol dogs
- The behavioural detection skills available across BTP, including refresher or new training and how these can complement existing crime reduction objectives
- The use of CCTV and complementary policing resources, including railway staff in identifying and reporting suspicious activity
- Communication to the public and the industry to further generate a "see something, say something" attitude
- Intelligence and effective tasking

3.2 Guidance was issued to staff in October about the need to be vigilant and aware of their own personal safety. Further work is being undertaken and more comprehensive guidance will be issued to staff in the first week of November. Security at BTP's estate has been tightened and officers are no longer authorised to travel to and from work in part blues.

4. MAKE THE DIFFERENCE

- 4.1 The Chief Constable has now completed his Make the Difference road shows. He used these events to clearly explain to all staff BTP's strategic goals of 20:20:10, how BTP will achieve them, set out their personal responsibility for helping deliver this change, and the work that is taking place under Transformation to support and enable them in delivering 20:20:10. Over 95% of staff attended one of 35 events held across the country from 30 June to 28 October. Feedback collated from each event was on the whole extremely positive with staff recognising the events as informative, motivational and valuable.
- 4.2 Work has now commenced to develop a set of key messages and a toolkit to help managers bring Make the Difference to life and make it real locally – so all staff know how the contribution they can make. This product will be delivered by the end of November.

5. TRANSFORMATION PROGRAMME

- 5.1 A significant amount of work continues to progress under the Transformation Programme. This includes development and delivery of work streams under the People Strategy, Accelerated IT Strategy, Trafalgar, safeguarding, offender management, and Ways of Working. The Chief Constable has suggested an event is arranged with Members so the Chief Officer Group can provide a detailed briefing on the key work streams being progressed under Transformation. It is hoped this event will take place end of November / early December.

5.2 Trafalgar

- 5.2.1 As Members will recall following the presentation at September's Police Authority, Trafalgar is the project to embed a new Evidence Based Hotspot Patrol Strategy across the Force. The rollout commenced across B Division - all Hub locations (Euston, Liverpool Street, Victoria, Waterloo, London Bridge, Kings Cross St Pancras, Stratford and Paddington) have been live since 3 September and these locations are already showing a 3% reduction in crime for the weeks where the new patrol strategy has been active compared to the same period last year.

5.2.2 The next police posts to go live in November are Southend, Croydon, Piccadilly Line and LOROL (East), followed by the Central Line, Clapham NPT, Lewisham NPT and LOROL Loop (South) in December. Directed patrol patterns have been created for the Counter Terrorism Support Unit which overlay Trafalgar deployment methods onto existing CT Intelligence and deployments. These are due to go live week commencing 3 November. The Trafalgar roll out across C and D Divisions commences in 2015.

5.3 **Safeguarding**

5.3.1 In September Force Executive Board agreed that a Safeguarding Unit should be established in BTP. This Unit will be headed up by a Superintendent and focus on three areas of activity – suicide prevention and mental health, safeguarding vulnerable adults, and safeguarding children. A Chief Superintendent with considerable safeguarding experience has been secured on secondment from North Yorkshire Police for 6 months to pull this unit together and align all activity across the Force and with the various Safeguarding Boards. The Chief Superintendent starts in post in November.

6. **REVIEW OF CONTACT MANAGEMENT**

6.1 A review of contact management is underway to ensure BTP's Contact Management function is best prepared to meet calls for service across ever increasing contact channels. Over the last five years, non voice demand has increased from 6% to 13% of overall BTP non police generated demand.

6.2 The review proposes that all contact handling, across voice and non voice channels, will be managed within an enhanced First Contact Centre (FCC). The current FCC was built with the potential of increasing its operational capacity and absorbing new functions; over the past few years it has absorbed email, texts and social media demands as well as commencing the recording of volume crime reports at first contact. The review is currently at consultation stage.

5. STAKEHOLDER ENGAGEMENT

- 5.1 On 19 September Mark Carne, Chief Executive of Network Rail, visited BTP's CCTV Hub. This was a very positive visit where, as well as CCTV, the Chief Constable discussed opportunities for Network Rail to adopt a similar approach to LUL in tackling graffiti on the rail network. Follow up meetings and actions are now taking place to explore these opportunities.
- 5.2 On 23 October BTP participated in Network Rail's National Suicide Prevention Conference. The Chief Constable was part of a panel discussion with Mark Carne, Chief Executive of Network Rail and Catherine Johnstone, Chief Executive of the Samaritans. Mark Smith, BTP's Head of Suicide Prevention, presented in the afternoon and the Conference was closed by the Minister of State for Transport.
- 5.3 On 24 October the Chief Constable met Michael Roberts and Gary Cooper from RDG for a regular catch up. The Chief Constable took the opportunity to set out the Transformation being undertaken across the Force. Michael Roberts was very impressed with the work underway and invited the Chief Constable to provide a similar briefing, focused on operational transformation, to senior industry MDs. RDG are arranging this event.
- 5.3 BTP ran a passenger survey (29 September to 31 October) to hear the views of passengers and find out what matters to them whilst using the railway or London Underground network. The survey was available on line, promoted through social media, and hard copies were handed out to passengers by officers at key stations. The Force has so far received 5,100 replies and it is expected this will increase to 6,000 by the time all surveys have been returned. The survey has been positively received and has led to good engagement between officers and passengers. The survey asks passengers what they think BTP's priorities should be for 2015/16. The top three areas fed back so far are reduce anti social behaviour, increase visibility of uniformed staff both generally and at night time, and reduce crime related disruption. The results from the survey will be used to inform the local policing plan consultations held by the Sub Divisions.

6. SELECT COMMITTEES

6.1 Following publication of the Transport Committee's report 'Security on the Railway' the Chief Constable wrote to the Chair of the Committee setting out the work BTP was undertaking in terms of safeguarding. The Chief Constable also invited members of the Transport Committee to visit BTP to see first hand the good work already underway.

6.2 On 28 October Mark Smith, BTP's Head of Suicide Prevention gave evidence to the Home Affairs Committee Inquiry 'Policing and Mental Health'. This follows the substantial written evidence BTP submitted to the Committee. Members can read the transcript of the evidence given to the Home Affairs Committee via the website www.parliament.uk

7. RECOMMENDATIONS

7.1 That members note the update provided in this report.