

Minutes

Performance Review Committee

Friday 15 May 2015

at The Forum, 74-80 Camden Street

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Present:

Liz France (Chair)
Mark Phillips
Andrew Pollins

Apologies:

Bill Matthews
Adrian Hanstock, Deputy Chief Constable BTP

In attendance:

Mark Newton, Assistant Chief Constable BTP
Richard Moffat, Superintendent BTP
John Conaghan, Superintendent BTP
Vanita Patel, Performance & Analysis Manager BTP
Barry Boffy, Diversity and Equality Manager BTP
Andrew Figgures, Chief Executive BTPA
Samantha Elvy, Research & Policy Manager BTPA
Jon Newton, Performance Analyst BTPA (minutes)

10/2015 Welcome and apologies

Non-Agenda

1. The Chair welcomed all attendees to the Performance Review Committee (PRC). Apologies were received for Mr Matthews; it was noted that Mr Matthews had submitted questions to be raised in the meeting.

11/2015 Minutes of meeting 16.01.2015

Agenda Item 1

2. The minutes were approved as an accurate record.

12/2015 Matters arising

Agenda Item 2

3. The PRC received an update, further to Action 13, with respect to inspections of BTP's firearms capability. Both the College of Policing and Her Majesty's Inspectorate of Constabulary (HMIC) conduct inspections into firearms related matters. The College of Policing conducts inspections into firearms training; there had been an inspection in 2013 for the purpose of granting an interim licence, which was subsequently granted with a number of recommendations. All recommendations related to the process of drawing the standard operating procedures into one place and for records to be in a form that could be inspected. Another inspection, for a full licence, was due, but because of a backlog at the College, this was likely to be next year. HMIC conducts inspections as part of thematics on firearms; there were none planned in the next year.
4. The Committee received an update, further to Action 8, with respect to reporting on sexual offences across different types of transport in London. It was highlighted that BTP had attempted to get more data from the Metropolitan Police Service but had not received a response. ACC Newton informed the Committee that BTP worked closely, and had regular meetings, with Transport for London (TfL), which has a sexual offences unit that focuses on offences in buses and taxis. The types of offences on the tube were generally similar to those committed on buses, but they were generally very different to those committed in taxis, which tended to be more serious level offences. The meeting Chair proposed that this Action be closed.
5. All other actions were noted as complete.

HMIC Inspections: Update on improvement plans – Crime Data Integrity and Stop and Search

Agenda Item 2.1

6. There was, further to Action 20, a discussion about risks arising from the historic use of out of court disposals. The PRC was informed that a review and inspection process had been put in place for all uses of out of court disposals and that the Force was going in the right direction. There had been a reduction from 220 to one decision maker in BTP and there had been a reducing trend in non-conformity; the level of non-compliance in B Division was highlighted

as an example, it had reduced from 30% to 2%. BTP had also recruited an individual from HMIC as the new Force Crime Registrar.

7. The Chair queried whether the level of risk around BTP's historic use of out of court disposals had been assessed, for example around the possibility that an individual who had been issued a caution may later be picked up for a serious offence, or where an individual may make a claim if they had been denied a job because of a previous out of court disposal. The Committee was notified that BTP had been informed by HMIC that its previous non-compliance around out of court disposals was at the minor end of the scale when compared to some other police forces. The risks were around the possibility of an individual possibly not getting a job because of a previous out of court disposal; the individual would have committed an offence but the issue was around the process of administering the disposal. Every out of court disposal had been looked at from 2013-14 onwards, but there was still a question around the historic use of cautions and why a line had been drawn at 2013-14. There had not been any challenges since 2013-14, when the new processes were put in place.
8. A stop and search update was reported for Agenda Item 5, Stop and search six-monthly update.
9. **Agreed**
 - 9.1 BTP to confirm that there has been a risk assessment around the historic use of out of court disposals and update the PRC on the outcomes of this risk assessment.

13/2015 Q4 Performance Report (including BTP Dashboard) and analysis

Agenda Item 3

10. The Committee highlighted the improved performance reporting, and noted the good presentation provided for Agenda Item 3. It was also highlighted that it would be fine for BTP to continue to provide a dense supporting paper because the headlines are identifiable from the presentation.
11. An overview of performance against the National and Local Policing Plans was provided. Four out of eight 2014-15 National Policing Plan targets were achieved. The year-end figures were still outstanding

for the two targets related to passenger and staff confidence. The two national targets related to police-related lost minutes and employee sickness targets were not achieved. It was noted that 57 out of the 68 Local Policing Plan targets for 2014-15 were achieved. A total of 61 out of 76 National and Local Policing Plan targets were achieved.

12. The 2014-15 Policing Plan notifiable crime reduction target was achieved; there were 5% fewer offences (excluding police-generated offences) in 2014-15 than the previous year; this was the eleventh successive annual reduction in notifiable crime. It was highlighted that the crime reduction was on target for the strategic objective to achieve a 20% notifiable crime reduction from the 2012-13 out-turn figure by 2019.
13. The 16% reduction in theft of passenger property was highlighted as a contributory factor in the 2014-15 crime reduction. Violence against the person offences, however, had increased by 9% compared to the previous year; this will be the focus of a National Policing Plan target for BTP in 2015-16. Also highlighted was the 2% increase in criminal damage, which was mostly accounted for by increased reporting of graffiti in B Division South and C Division Pennine. It was unclear whether the increase in the South Sub-Division was being driven by a direction from train operating companies (TOCs), but there had been an increase in lower level reports, such as graffiti from etching and marker pens.
14. The overall notifiable crime reduction was highlighted as a good news story. There was a discussion about cyber-crime and the potential for a shift in offending, with these types of offences unlikely to be reported at this time, but becoming more of an issue. BTP noted that the Force has a cyber-crime unit and that there was a cyber-crime group with TOCs, which meets on a monthly basis. The Committee was informed that nationally, for Home Office forces, there were regional crime units which have cyber teams and that BTP was involved with the London regional unit; this also included the City of London Police and had a higher level cyber-crime team than the regional units.
15. The policing plan target to reduce lost minutes by 6% was missed by 6%. The Committee was informed that BTP was not on target to achieve the strategic objective for a 20% reduction in police-related lost minutes by 2019, based on the 2012-13 outturn figure. There had, however, been an improvement in the trend since August 2014; this declining trend had resulted in a 0.1% reduction in lost minutes in

2014-15, compared to the previous year; primary lost minutes had decreased by 5% but reactionary lost minutes were up by 3%. It was noted that reducing lost minutes continued to be a challenging issue, but that there was ongoing work with Network Rail to develop a joint approach.

16. There had been a 10% reduction in lost minutes from fatalities/injuries caused by being hit by a train. Trespass incidents had increased by 1% but associated lost minutes were up by 17%; primary lost minutes were up by 13% and reactionary minutes up by 20%. It was highlighted that many incidents were not reported to BTP and that this made it more difficult to develop an intelligence-led response. BTP was working with Network Rail with respect to data accuracy. It was also noted that high impact, high frequency locations had been identified, and that, although trespass incidents were being looked at in more detail, the Force was still looking into the reasons for the increase. There had also been a 3% increase in lost minutes caused by level crossing incidents.
17. It was queried whether lessons were learned from major disruption incidents. The PRC was informed that this did not always take place but that following a major incident there was usually a debrief with Network Rail, and that this takes place following all fatalities. It was noted that the Force wanted to do an annual exercise to capture lessons learned.
18. The Committee was informed that the sickness rate of 7.36 days per person in 2014-15 was above the target, of 7.3 days. Mr Matthews had submitted a query about whether the higher rate of police officer sickness in D Division was related to any issues with morale or stress linked to messages about the proposed devolution of BTP Scotland's functions to Police Scotland. ACC Newton informed the PRC that, although there was a degree of uncertainty, there had been a sickness issue in Scotland for four years. The higher sickness rate was because of long-term sickness, which had a greater impact on the overall rate because of the lower number of officers in D Division.
19. An overview was provided of the PCSO, police officer and police staff sickness rate trends, which had tracked well throughout the year. The Committee was informed that the reasons for sickness, shown on slide 11 of the Agenda Item 3 presentation, were based on the subjective reasons given by the individuals when reporting sick. It was commented that, based on the chart shown on slide 11 of the presentation, it was not possible to identify 50% of the reasons for sickness, and that this must be addressed.

20. It was reported that the end of year figures were not yet available for the passenger confidence target, but that the trend in the figures was on track to achieve the strategic objective to achieve a 10% increase in passenger confidence by 2019, based on the 2012-13 outturn figure. The Autumn 2014 National Rail Passenger Survey found that 77.3% of passengers were satisfied with their security; the Spring 2015 results will be released in June 2015.
21. There was a discussion about the D Division crime figures. It was emphasised that there should be a record that demonstrates the positive performance of BTP in Scotland in the context of future options for railways policing in Scotland.
22. There was a discussion about reporting on the priorities in the 2015-16 Policing Plan. It was stated that performance reporting in 2015-16 should include commentary around normalised and absolute theft of passenger property data; cyber-crime; and the work that BTP is starting to do around identifying resource availability. The Committee was informed that the Force could do some work around the correlation between visibility and sickness.
23. It was also proposed that the Committee look at the distribution of lost minutes, from the incidents causing the fewest lost minutes to those causing the largest, and that it would be helpful to be able to identify and compare crime types between the different operators.
24. ACC Newton praised the work of the Sub-Divisional Commanders in 2014-15, and outlined that it was the Superintendents around the Force that had delivered the operational results in 2014-15. Members noted the Force's good performance in 2014-15, and reiterated the improved performance reporting for the PRC.
25. The quarterly performance presentation and report were noted.
26. **Agreed**
 - 26.1 Sickness data to be referred to the Authority's People and Standards Committee for information.

14/2015 BTP EDHR Update

Agenda Item 4

27. The Committee was informed that the 2014-15 end of year Equality and Diversity (E&D) report was being collated and will be presented

to the July PRC meeting. The report will include Hate Crime data along with additional analysis, not included in the Update Report to this PRC meeting. It will also include information about regional issues, such as Sectarianism in Scotland.

28. An E&D update report was provided at Agenda Item 4; it was reported that BTP has five markers that can be used in the recording of hate crimes, but that these do not match the markers used by Home Office Forces; a review of BTP's markers was planned, with a view to amending them so that they are consistent with those used by Home Office forces.
29. The Committee was informed that the majority of hate crimes in 2014-15 were racially aggravated offences. Disability hate crime did not appear to be a large issue; however, it was not known whether this was a recording matter or if it was because this was not a significant issue on the railway.
30. BTP was to launch its "Travel with Pride" national campaign on 17 May, in the lead up to Birmingham Pride. This is part of a wider hate crime campaign which will aim to encourage reporting, educate the public about hate crime, reassure the public that BTP takes hate crime seriously, and raise awareness and encourage interaction with BTP's new diversity twitter account. It aims to capitalise on the national campaign involving Home Office Forces, called "We Stand Together", to raise awareness and increase reporting of hate crime.
31. The Committee was informed that BTP had committed to the Police sector recommendations in the 2012 Equality and Human Rights Commission (EHRC) report into disability related harassment. BTP's response to the recommendations in the Disability Related Hate Crime action plan, along with those of other Home Office Forces, is due to be measured in 2015 and again in 2017 to ensure that any activities have been embedded into business as usual. BTP is likely to be asked to provide a written update to the action plan to the National Policing Lead for Disability, by October 2015.
32. An update was provided on BTP's work around positive action recruitment. It was noted that police officer BME representation was at 7.61%. BTP was the only Force in which BME police officer representation had remained static over the previous five years; all other Forces had seen a reduction. There had however been a slight drop, of one per cent, in BTP's overall employee BME representation figure.

33. The Committee noted that the reported hate crime figures were encouraging. There was a discussion about ensuring that BTP provides fair and equally accessible services for victims, such as around decisions about how to progress crimes depending upon victim type or whether any particular groups may be particularly affected by certain offences, and dealing with offenders in a fair and proportionate way, including around the use of custody and offender management, such as with respect to out of court disposals and referrals to the Crown Prosecution Service (CPS). This was a theme to be developed during the year.
34. It was noted that BTP held data on offenders; there is also data on passenger and rail staff satisfaction and victim of crime satisfaction; it was not clear whether there was data for victims. The Committee recommended that BTP considers a suite of indicators to measure the fair treatment of victims and offenders.
35. The report was noted.
36. **Agreed**
 - 36.1 Mrs Elvy to circulate to PRC Members a copy of the BTP "Travel with Pride" article.
 - 36.2 BTP to consider a suite of indicators to measure the fair treatment of victims and offenders.

15/2015 Stop and search six-monthly update

Agenda Item 5

37. The Committee was informed that there was a high level of attention on stop and search at a national level, but that a benefit of the Deputy Chief Constable (DCC) being the national lead for stop and search was that BTP was at the forefront of developments in this area.
38. It was reported that the number of stop and searches conducted by BTP had decreased, whilst the arrest rate had increased to 14%. There were a low number of complaints, but when they were reported they tended to be because of incivility.
39. The Committee emphasised that it did not want to send the message that officers should not use stop and search, but that it should be

used in support of reducing and preventing crime, and not seen as a productivity measure.

40. There was a discussion about arrest rates; GMP had a 19% arrest rate; BTP's arrest rate, of 14%, was in line other Forces. It was queried whether there was any correlation between arrest rates and crimes on the railway; it was suggested that it would be useful to be able to benchmark the arrest rates between Divisions.
41. There continued to be an issue with relatively high numbers of drug searches. When drugs were found these were usually small amounts and would result in a low-level sanction. There appeared to be a cultural issue in the Pennine Sub-Division; this was also the area with the highest number of officers with the longest service. It was recognised that this cultural issue should be addressed and that there was work to do around the justification for stop and searches; and that the use of this tactic should fit with the wider strategies of reducing crime and disruption.
42. Guidance and training around stop and search was still being delivered to officers. This was particularly targeted at supervisors, senior officers and longer-serving officers, who may not have recently undertaken refresher training. The workshops and training have resulted in improvements with respect to the justifications used for conducting stop and searches.
43. It was noted that there is a Stop and Search Community Consultation Group, attended by Mrs Elvy, that has conducted a dip sample of stop and search forms for scrutiny; this will become a regular theme for the Group. This Consultation Group also scrutinises the numbers and locations of stop and searches.
44. The report was noted.

16/2015 Police use of firearms and tasers

Agenda Item 6

45. The PRC was informed that tasers had been deployed on 32 occasions, between September 2014 and April 2015, this was a slight reduction compared to the 36 uses in the preceding six months. Tasers had been fired three times during the latest six month period.

46. There was discussion about the one negligent taser firing during this period. The Committee was informed that the officer involved had been suspended from taser use, but not from duty, until the end of investigation into the incident, and had received additional training before being permitted to deploy taser again. It was highlighted that this incident had demonstrated that the processes BTP has in place around the use of tasers were working effectively.
47. It was reported that there had been 12 authorities granted for the deployment of armed BTP officers; it was noted that BTP firearms officers were generally deployed under a standing authority from the ACC C Division and Operations, but that these 12 deployments had related to specific incidents. All incidents had been resolved appropriately, with the exception of one, in which no person was located. There had been no discharging of firearms.
48. The report was noted.

17/2015 Scoping discussion for PRC 2015-16 work-plan

Agenda Item 7

49. The draft Terms of Reference and Workplan for the PRC in 2015-16 were introduced. It was explained that some of the content had arisen from the proposed governance review and that the Force had been consulted during the development of the draft.
50. An overview of the content of the Terms of Reference and Workplan was provided. There was a discussion around the reporting of Key Performance Indicators (KPIs). The Committee was informed that the Force would be refreshing these KPIs and that, once this had happened, they could be provided. It was agreed that a few relevant KPIs could be reported, or that there could be exception-based reporting on the KPIs.
51. Appendix A was highlighted; it was noted that the text shown in italics highlighted items that were new areas of work for the Committee. Members noted areas where data may not currently be available but will be in future, such as incidents per PSA holder, as a result of the Integrated Systems Programme (ISP).
52. It was highlighted that there would be a time-lag for benchmarking against Home Office crime data, because of the timetable for the release of this data. It was also noted that there was a range of work

underway in the Force around contact management and that the commitments made with respect to safeguarding and cybercrime were included.

53. The proposed coverage around the Force's transformation work was discussed. It was agreed that some of the operational aspects around the transformation work needed to be looked at in more detail, in order to avoid duplication with the work of other BTPA Committees.
54. It was agreed that the performance dashboard also be reviewed prior to the next meeting to make it more visual. It was suggested that if this proves successful, the format could be rolled out to the other Authority Committees.
55. Invitees were to provide comments on the draft Terms of Reference and Workplan prior to the next PRC meeting, in July, where they would be submitted for PRC approval.
56. The draft Terms of Reference and Workplan were noted

18/2015 Any other business

Agenda Item 8

57. There was no other business

Statement of Accounts - Update on operational performance commentary

Agenda Item 8.1

58. The proposed operational commentary to be submitted for the Authority's annual Statement of Accounts was put before the Committee for comments.
59. It was noted that Mr Figgures had already reviewed the proposed commentary and provided feedback. It was highlighted that this was an opportunity for BTP to emphasise good performance. No further comments were received from the Committee.
60. **Agreed**
 - 60.1 BTP to review the commentary and provide any feedback or amendments.