Report to: Police Authority

Agenda item: 11

Date: 10 November 2016

Subject: Performance Review Committee

Update, Quarter 2

1. Purpose of paper

1.1 To provide an overview of the main business done at the quarter 2 Performance Review Committee (PRC) meeting.

2. Quarter 2 Performance Report

2.1 At the end of quarter 2, BTP was not achieving any of the National Policing Plan targets, and was achieving 13 out of 32 Local targets.

2.2 The PRC received an overview of performance in quarter 2; further details are shown in the Performance Dashboard which is appended. Notifiable offences had increased by 10% compared to the same period last year. There had been increases in a range of crimes, including violence against the person (VAP), public order, sexual offences, and cycle crime.

2.3 It was noted, however, that Home Office forces had seen similar increases in crime. The figures for Home Office forces showed a 27% increase in VAP offences in 2015-16, this was in comparison to the 11% increase shown for BTP.

2.4 There had, at the end of quarter 2, been an 18% increase in the number VAP offences recorded by BTP. Most were the type of offences which involved pushing or shoving. Serious VAP offences, however, were on a downward trend; there were 0.7 serious VAP offences per million passenger journeys.

2.5 There had been a high number of VAP offences against BTP officers. As a result the Force will be introducing a pledge to officers stating that if they are the victim of an assault, the offence will be treated seriously and they will return to work.

2.6 There were 20 stations which accounted for 24% of the VAP offences recorded by BTP. It was around these locations that BTP's operations were fixed. There were, however, 3,000 other locations where they may be single offences, and it was not possible to anticipate and therefore target those locations.

2.7 BTP had made a change to the way in which it recorded certain Public Order Act offences. These offences had been recategorised from the VAP into the public order force crime group. This change brought the Force into line with the way that Home Office recorded crime figures are reported. This recategorisation had resulted in an increase in the number of public order offences, and an associated drop in VAP offences. The main crime types causing this increase were harassment/alarm/distress and fear or provocation of violence.

2.8 The Committee was informed that BTP had recorded double the national average for sexual offences, but that the Force had been running a campaign to improve confidence around these offences. It was noted that, statistically, a victim would need to travel an average of almost 64,000 journeys before becoming a victim of crime and that there were 0.002 serious sexual offences per million passenger journeys.

2.9 An apparent spike in the number of recorded offences in March 2016, compared to February and April was caused by the implementation of Niche. The reported crime trend was based on the dates that crimes were recorded onto the crime system, rather than the committed dates. It was noted that if data based on the date committed was used for reporting this would smooth the trend.

2.10 Members received an introduction to BTP's proposed Performance Delivery Framework. Rather than chasing simplistic numbers, there would be a focus around specific elements of performance with a view to focussing on the quality of BTP's service delivery, including areas such as serious crime, public order, and football policing to improve on confidence.

2.11 There was, at the end of quarter 2, a 3% increase in police-related lost minutes, compared to the same period last year. There was a 0.5% increase in primary disruption. Reactionary lost minutes were up by 5%.

2.12 The Force was expanding its focus from the 20 lowest confidence stations to encompass the 50 stations, but that the highest confidence stations would also retain a focus so that the Force did not lose sight of the effect of activities at these locations. It was also reported that BTP would be running a public survey around the Policing Plan in November.

2.13 There was a discussion about the content of the quarterly performance report to the PRC. Members noted that good progress had been made, but that there should be more of a focus on providing data at a strategic level and with further narrative developed around what is happening and why, how trends inform BTP's activities, forecasting to year-end, and outlining whether there

were any considerations required by BTPA. It was noted that the PRC should be in a position where it was able to be proactive and provide support around BTP's activities.

3. Diversity and Inclusion update

3.1 The Committee was informed that, following the EU Referendum there had been an increase in the number of hate crimes reported to BTP. This, however, had also coincided with BTP's hate crime campaign, which may also have contributed to this rise. Only B Division had continued to see a rise in the number of hate crimes in the two months following the referendum; C and D Division had both seen reductions during this time. It was highlighted that, because of its success, the Metropolitan Police Service and City of London Police had both adopted BTP's hate crime campaign.

3.2 There had been an increase in the number of public complaints received by BTP in quarter 2, and there had been an associated increase in BME complainants. It was noted that this was not a disproportionate rise and that it matched the increase in the number of hate crimes recorded by the Force.

4. Use of stop and search six-monthly update

4.1 The Committee was informed that all of the stop and search related Niche issues had been fixed and that it was now possible to record and report stop and search data.

4.2 In addition to recording data on to the system officers were also now scanning the stop and search forms, which enabled a direct comparison of the data on the system against what had been entered onto the stop and search form. Assurance was received that the Force was now compliant with its requirements as a member of the Best Use of Stop and Search Scheme (BUSSS).

4.3 BTP's use of stop and search was being used with more consideration around the need to demonstrate reasonable grounds. There had been a 35% reduction in its use. One in three stop and searches were finding an object, up from the previous 8% find rate, which was similar to the Metropolitan Police Service.

5. Use of force six-monthly update

5.1 The PRC Chair noted that the intent in the longer term was to broaden the content of this item out, from firearms and taser, to get the wider outcomes from the Use of Force Governance Board.

5.2 It was reported that there had been one accidental taser discharge, which had occurred within the police station. The Committee received an overview of four occasions on which taser had been fired by BTP. It was reported that no complaints had been received, and that these uses had been reviewed. There had been one incident of a taser being drawn in D Division, but not discharged.

5.3 Between April and September there had been 18 firearms authorities. Of these 10 were to reports of persons armed with bladed or edged weapons, 7 were to reports of persons carrying firearms and 1 was to a report of a person with explosives. It was noted that the item reported for the incident involving explosives was found not to be an explosive device and the incident was resolved.

6. Niche – overview of implementation

6.1 The Committee received a presentation on BTP's progress on implementing Niche. It was reported that Niche went live in two phases, with crime and intelligence going live as planned on 24 February, and case and custody going live on 6 April as planned. The systems had been operating on a business as usual basis since July.

6.2 There had been some challenges in creating a single gazetteer for Niche. It was, however, now possible to record more specific location details.

6.3 There had been a review of Niche. The majority of feedback related to the Niche Case Module. It was reported that the main issue was around the building of case files, but that this had also been an issue prior to Niche implementation and the Force now had a very good court success rate. The review made 36 recommendations, 32 of which were in progress or completed.

6.4 An issue had been identified with the uploading of data to the PND, It was reported that there was a prominent notice on the system, and BTP was engaged with the Home Office and on course to deliver the upload by November. It had been agreed with the Home Office that the overriding principle for the ongoing work was data quality, rather than speed.

6.5 The Committee received assurance that the data being provided for the Authority's cost allocation model was accurate. When first introduced there had been issues around people creating additional Train Operating Companies (TOCs) on the system when this was not required, which resulted in issues with data reporting. This had, however, now been addressed.

6.6 There was a discussion about the TOC crime reports; it was reported that there had been data issues and the Analysis and Performance

Team had, since June, been producing these reports manually. These issues had, however, been fixed and the reports would restart being automatically generated from the next operating period.

6.7 It was reported that one of the biggest risks was that it took from two to five years for Forces to become mature users of Niche, while BTP had been using it for around six months. Members queried whether this timescale had been factored in during the introduction of the system. It was explained that a training needs assessment had been conducted and BTP had learned from other Forces.

7. Cybercrime – BTP profile and response

7.1 A presentation was received on BTP's resources and approach in response to cybercrime. It was reported that cybercrime was identified by Government as a Tier One threat in the 2010 National Threat Assessment, and that BTP's Cyber Crime Unit was formed, through the merger of three former units, following the 2015-16 National Policing Plan target.

7.2 BTP's cybercrime strategy had used the elements of the CONTEST strategy used for counter terrorism, and was focussed around Pursue, Protect, Prevent and Prepare.

7.3 The Pursue strategy aims to prosecute and disrupt people engaged in cybercrime linked to serious and organised criminality. BTP regularly liaised with stakeholders and other organisations, and had built good relationships with TOCs. The Prevent strategy aims to prevent people from engaging in cybercrime linked to serious and organised crime through education. The Protect strategy aims to increase protection against cybercrime linked to serious and organised crime. It is focussed around how BTP works strategically with the industry to protect against cybercrime. The Prepare strategy was focussed on reducing the impact of cybercrime. BTP had participated in a number of table top exercises, and was ensuring that it had the necessary cyber skills. It was highlighted that there was a constant programme of training, but it could be difficult to target and retain people with the necessary skills. One approach had been through the recruitment of Special Constables with the relevant skills.

8. Recommendations

8.1 Members to note the content of this report.