
Report of meeting from external body

Author : Carmel Cannon

Information Item (a)

LTW 283

Drafted 28/1/09

Neighbourhood Policing Project Board minutes

1 Purpose of report

- 1.1 To record for information the proceedings of a meeting of an external body attended by a representative of London TravelWatch.

2 Information

- 2.1 The minutes of a meeting of the Neighbourhood Policing Project Board Meeting held on 30 October 2008 are attached as Annex A. Board member Gail Engert represented London TravelWatch at this meeting.
- 2.2 These minutes have been prepared by British Transport Police, and London TravelWatch has no responsibility for their content or format.

3 Equalities and inclusion implications

- 3.1 Not applicable – report is for information only.

4 Financial implications

- 4.1 Not applicable – report is for information only

5 Legal powers

- 5.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Recommendation

- 6.1 That the report is received for information.

Annex A

Neighbourhood Policing Project Board Minutes of Meeting
30th October 2008, 2pm, The Jubilee Room, 55 Broadway



Present:

Miles Flood	Area Commander	MF
Paul Wilson	Chief Inspector	PW
Penny Hazell	General Manager, Jubilee Line	PH
Gail Engert	London TravelWatch	GE

Apologies:

Supt. Ellie Bird; Sgt. Judith Ericksen

ITEM	SUMMARY OF POINTS	ACTION
	Miles Flood opened the meeting and thanked everyone for coming.	
<p>1. NPT Update</p>	<p>Paul Wilson gave a brief up-date on Neighbourhood Policing. The 30 NP teams are now live, with 40 more PCSOs in the process of being recruited, 15 are in place, the rest are in training or at different stages of the recruitment process. The target is to have them all in their teams by March 09. The NP Seminar took place on 28th of October, with around 130 attendees. Very positive feedback has been received regarding the Seminar.</p> <p>For the month of September, the target of 85% for abstraction has been reached by 24 out of the 30 teams. GE questioned the amount of time that appears to be spent on paperwork, and asked if this was expressed as a concern by the teams. PW stated that to ease the burden, the bi-monthly performance report required by FHQ had now been put back to quarterly. PW also stated that the first review of NPT was due in January and the issue of paperwork is one that will be considered.</p> <p>PH reported very good feedback for the NPTs with increased visibility reported.</p>	<p>With regard to the Action proposed on last meeting, the minutes of the NP Project Board are now on the London TravelWatch website.</p> <p>PW to report at the next seminar on progress in this regard.</p>

	<p>Compstat: Gail Engert attended a Compstat meeting and found it very interesting. She questioned if there is enough focus on the travelling public at the meeting, saying that engaging the travelling public is one of the hardest challenges, also creating an environment for NPTs to flourish.</p> <p>LU Meet the Manager sessions were discussed. It was pointed out that it is difficult to know the best time to conduct these sessions, as they are very resource-intensive, with not very good results. Is it possible for NPTs to link in with these LU sessions?</p> <p>GE pointed out that there is limited opportunity for London Travelwatch to assist with engagement processes as they are already at full stretch and have little extra capacity.</p> <p>CI Andy Hunt has established briefings with a number of Boroughs, PW will attend as many of these as is possible to explore engagement opportunities.</p>	<p>PW to talk to Lucy Webster, LU.</p> <p>PH to provide a list of Borough leads for communication purposes.</p>
<p>2. Training</p>	<p>A training model for practitioners is under discussion with Force, at present. This is ongoing. Partnership training was discussed, PH said it would probably not be possible to begin training for LU staff until March/April 2009.</p> <p>The options for training LU staff were discussed, i.e. (1) training sessions linked in with Compstat, 3 hours per module, with 6 modules.</p> <p>(2) re-arrange 2nd part of Compstat, to encompass training, to include Safer Transport team, Transport Liaison, etc.</p>	<p>PH to look at options, linking in with Revenue Control, train side, depots, etc.</p> <p>PH to provide PW with views before next meeting.</p>
<p>3. Media & Comms.</p>	<p>On Monday, 3rd November the NP internet sites are being launched, the whole force nationally will be on the site, including maps and links to NPTs. In relation to phone calls, mobile phones will be answered, in the first instance, by NPT officers, if the calls are unanswered, they will then go to the 1st contact centre.</p> <p>PW has been in discussion with Bob Weeks re: linking the BTP site to the 'Tfl network' – this should follow soon.</p> <p>GE stressed the importance of keeping the local press up-to-date with NPT developments as these are widely read by local commuters.</p>	<p>PW to update at next meeting</p>

<p>4. NP Surveys</p>	<p>PW has discussed surveys with TfI, it was decided to aim for yearly surveys, a draft survey is ready to distribute to 30 Neighbourhood sites, covering the key issues needed for feedback. The first survey will be used as a baseline. It was felt that now is not a good time to survey and it may be better to conduct this as both a staff and public survey in Spring 2009. Details are being finalised with Synovate at the moment.</p> <p>MF agreed Spring 09 would be a better time to carry out both surveys.</p> <p>The proposal is to use the Oyster database, and also carry out face to face surveys, both in central and outer areas.</p>	<p>PW to bring forward details for proposed surveys to next meeting.</p>
<p>5. Performance</p>	<p>GE raised two key issues regarding performance; i.e. does the community think the Police understand the issues that matter to them?, secondly, are they doing anything to tackle these concerns? PW agreed that these are key questions and these are covered in the proposed survey.</p>	
<p>6. Date of next meeting</p>	<p>January 2009, date to be advised.</p>	