

**HM Inspectorate of Constabulary
London Office**

**Follow-up/Monitoring Visit to Barking and Dagenham BCU
Metropolitan Police Service**

BCU Inspection Conducted - September 2004

Monitoring Visit Conducted - January 2006



Follow-up/monitoring visits to inspected BCUs

Barking and Dagenham BCU – Metropolitan Police Service

Date of inspection	Lead inspector	BCU commander	Date of final report	Date of monitoring visit
September 2004	Initial Inspection Ch Supt Nicola Grevatt Revisit Ch Supt Dave Roberts	Initial Inspection Ch Supt Robin Hopes Revisit Ch Supt Robin Hopes	December 2004	January 2006

1. Significant developments since the original inspection

The BCU has enjoyed relative stability and continuity within its senior management team (SMT). The only two changes are that the post of detective superintendent was on a temporary basis at the time of the original inspection and since been converted to a DCI (proactive) role. The temporary postholder took up that position as a substantive DCI. The HR manager at the time of the initial inspection has now left the borough and the post is currently vacant.

The most significant changes that have occurred since the original inspection relate to accommodation and the relocating of staff within the borough. At the time of the inspection, approximately 60% of the BCU's staff were located off the borough; this brought with it inevitable challenges that impacted on effectiveness and efficiency. Now all the BCU resources are located on the borough, allowing for a much more integrated service. In summary, the police station at Dagenham has been refurbished and now houses the criminal justice administration and operation. This has resulted in the co-location of the custody suite, CJU and CPS. Maritime House at Dagenham is the location of the administrative arm of the business together with the CID units. The SMT is also located here. Response teams are now based at stations at Dagenham and Barking.

The BCU's budgeted workforce total for police officers is now 421 compared to 383 at the time of the original inspection. The numbers of support staff currently stands at 125, which includes 34 PCSOs.

2. Performance Information

Performance indicator	Performance between 2003/04-Q4 and 2004/05-Q1	Performance (corresponding period this year)	Change	% Change
Recorded crime per 1000 population	68.04	64.45		-5.28%
Recorded crime detection rate	17.66%	24.97%	7.31	
Domestic burglary per 1000 households	9.43	7.31		-22.45%
Domestic burglary detection rate	11.93%	28.14%	16.21	
Vehicle crimes per 1000 population	5.06	5.24		3.55%
Vehicle crime detection rate	2.84%	10.96%	8.12	
Robberies per 1000 population	2.24	2.56		14.71%
Robbery detection rate	16.04%	13.05%	-2.99	
Violent crime per 1000 population	18.38	20.05		9.11%
Violent crime detection rate	29.82%	41.43%	11.61	
Sickness hours/officer	36.82	48.75		32.42%
Sickness hours/support staff	22.83	30.13		31.98%

Please note that this performance information is based on non-validated returns received from forces by HMIC

As can be seen from the above chart, the BCU's performance has improved in key areas over the comparative period; however, challenges still remain.

Recorded crime per 1000 population showed a decrease of 5.28% between the two comparative periods, reducing from 68.04 to 64.45. At the time of the initial inspection the recorded crime detection rate stood at 17.66%. This increased by 7.31 points to 24.97% for the corresponding period.

Domestic burglary offences per 1000 households decreased by 22.45% from 9.43 to 7.31. The detection rate improved markedly from 11.93% to 28.14% between the comparative periods.

Vehicle crime per 1000 population saw a slight increase of 3.55%. However, the vehicle crime detection rate also increased from a low base of 2.84% at the time of the inspection to 10.96% a year later. This was an 8.12 point improvement in performance.

Robbery per 1000 population recorded a 14.71% increase between the two periods in question. This was, however, from a low base of 2.24 up to 2.56. The robbery detection rate also decreased slightly by 2.99 points from 16.04% to 13.05%. The current position in relation to this offence has slightly improved and the year to date figure stands at 15.3%.

In relation to violent crime per 1000 population, there has been a recorded increase of 9.11% from 18.38 to 20.05. However, the detection rate has also increased by a healthy 11.61 points from 29.82% at the time of the inspection to 41.43% a year later.

Sickness figures during the comparative period for both police officer and police staff numbers have increased. As can be seen by reference to the chart, both categories have risen by approximately 32% over the given period. The BCU was cognisant of this rise and is monitoring

the situation closely. The current position (latest data November 2005) is that the police officer sickness rate is still above the MPS target of 8 days per officer at 12 days. The primary reason offered for this is that there were six officers on the borough on long term sick (excess of 28 days); three of these had been absent from duty for over 100 days each. The borough, however, has worked hard to deal with these officers and shortly after the revisit the matter surrounding these officers was resolved.

In relation to police staff sickness, the BCU's performance has improved considerably and stands at 7.1 days per officer compared to an MPS target of 9 days.

3. Inspection Recommendations

Recommendation 1	
<i>It is recommended that although there are clear early benefits in the new shift system, there should be a review in six months and that staff are consulted again on preference; this will ensure that maximum benefit is being derived from the new shift pattern, as well as informing decisions about any necessary adjustments and ensuring that the impact of officer's health is not deleterious. The team also considers that the WTD must be implemented and monitoring arrangements designed as a priority.</i>	
Action taken by BCU	Measurable Impact
<ul style="list-style-type: none"> The BCU has undertaken one internal review of the shift pattern. This was also supplemented with a corporate review of the 12-hour shift system throughout the MPS. The BCU is currently undertaking a further review of the shift pattern with the aim of slightly amending the current one to allow for a training day to be incorporated. Both reviews have involved a process of consultation with both staff and the staff associations. 	<ul style="list-style-type: none"> The intention of the BCU is to continue to review the shift system in consultation with staff in order to ensure it remains fit for purpose. In relation to the Working Time Directive (WTD) element of the recommendation, the BCU now has a process in place to monitor high earning officers via the CARMS system. This management information is then subject to welfare considerations. The BCU acknowledges a more robust system needs to be in place to monitor its compliance with the WTD legislation and work to implement this is ongoing. Due to the possible ramifications that can result, it is essential such mechanisms are in place at the BCU level to capture such data. In view of this, HMIC will revisit the BCU in six months time to examine developments in this area.
Recommendation 2	
<i>It is recommended that the BCU should develop an integrated demand management strategy, setting out clear accountabilities and action plans and managed by a member of the SMT.</i>	
Action taken by BCU	Measurable Impact
<ul style="list-style-type: none"> The BCU has produced and circulated a demand management strategy for the CAD room. The BCU has in place a patrol protocol covering all aspects of this area of business. 	<ul style="list-style-type: none"> The BCU has progressed this recommendation. However, the next step is for the various strands of this work to be incorporated within an overarching strategy. Progress will be reviewed during the six month revisit by HMIC.

4. Monitoring assessment and follow-up action

Have all recommendations been accepted and acted upon?	Yes
Has the remedial action/implementation plan led to demonstrable improvement?	Yes
Has performance in relation to national/local targets improved? If not, are the reasons for deterioration understood (eg, transition to NCRS) and being addressed?	Yes
Have any problems arisen since the Inspection that are likely to affect performance and merit further scrutiny by HMIC?	No
Other than notification of monitoring outcome to regional office (lead staff officer), is any further action required by HMIC inspection team – eg, contact with PSU?	See below *

*Further scrutiny is required in relation to aspects of the recommendations above. This will be undertaken in consultation with the BCU within the next six months.