

## EA BCU Report to Crime & Disorder Sub Committee - August 2017

*All screenshots within this summary update are taken from a regular update provided to the BCU by the One Met Model team*

### **BCU Overview**

The BCU Command Structure is still predominantly as was previously circulated to this forum as per the hyperlink attached

<http://democracy.havering.gov.uk/documents/g3673/Public%20reports%20pack%2022nd-Jun-2017%2019.00%20Crime%20Disorder%20Sub-%20Committee.pdf?T=10>

(Ref – Page 22)

4 Functional Superintendents provide leadership and delivery of core policing functions as below

Supt Sean Wilson – Response  
Det Supt Jane Scotchbrook – Neighbourhoods  
Det Supt Simon Warwick – Investigation  
Det Supt John Ross – Safeguarding

The core roles for each portfolio again are listed as per in the BCU Overview access via the hyperlink in the above reference

**Chief Inspector Beehag-Fisher has been aligned to the BCU under the response strand to provide functional support and resilience to it. This is owing to the fact of the larger and enhanced remits that the strand has taken on owing to investigation of low risk high volume crimes, in addition to traditional responsibilities such as response policing, and public order demand.**

# BCU Challenges

## Response Times

As indicated by the below diagrams, response times to I graded calls have seen a reduction in achievement versus the charter time. This is reflected in the below graph (fig1) however should be seen in context with the figure below that which identifies a short term improvement following measures introduced (fig2)

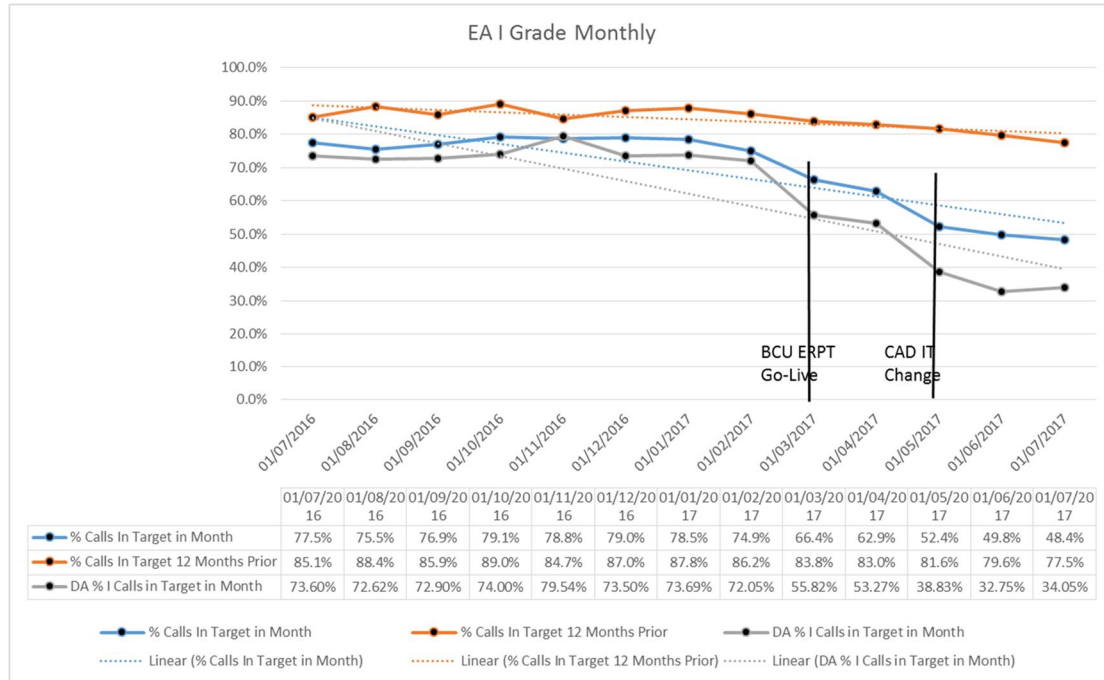


Fig 1 – Yearly performance for I/S Calls for EA

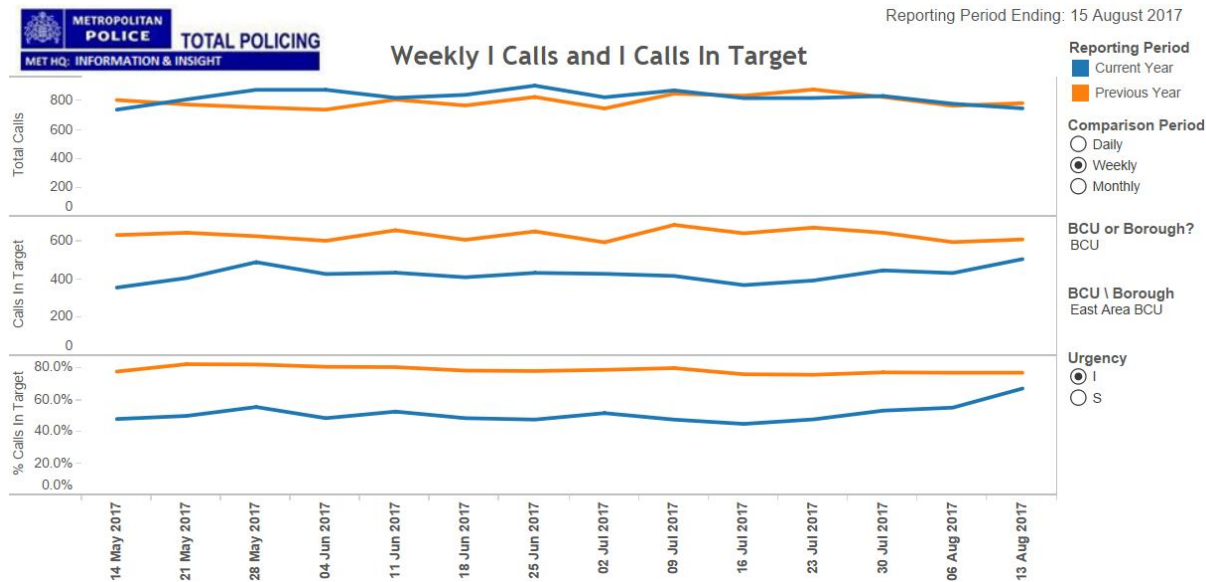


Fig 2 – Weekly summary showing recent recovery of I grade performance EA

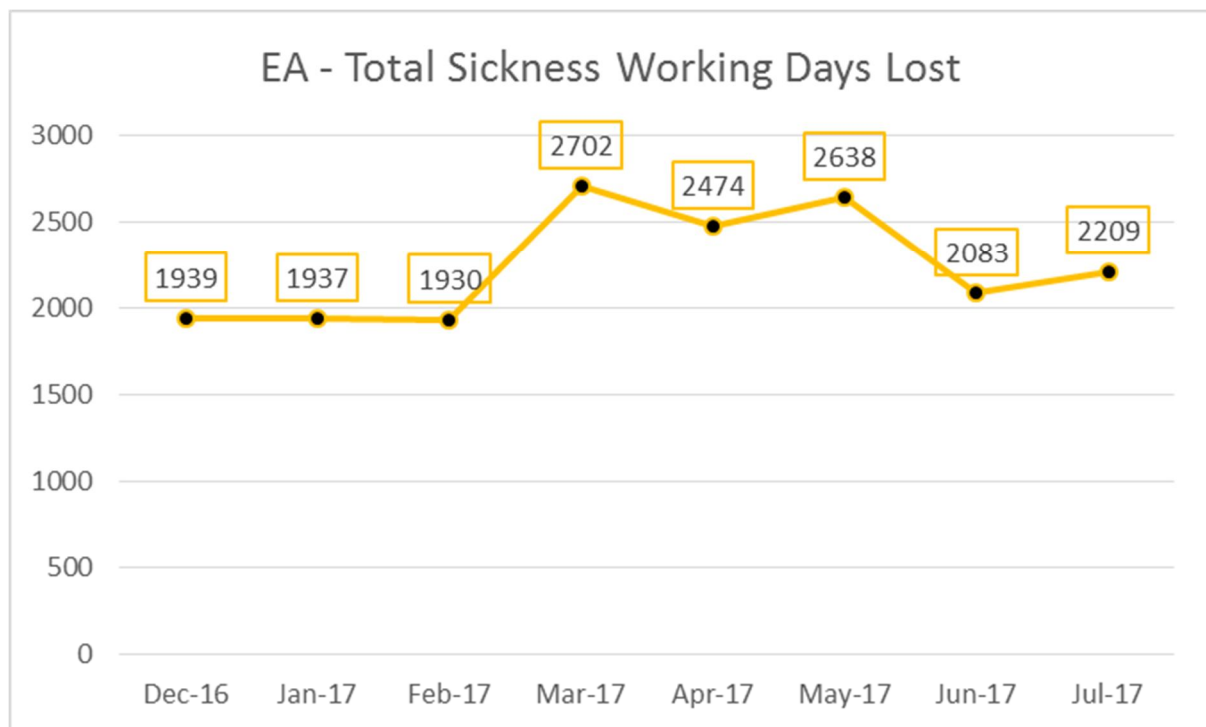
Steps Taken To Counteract

- Introduction of a Pathfinder Demand Management Unit (PDMU)

EA			UNASG-CNT
	DATE	AM/PM	
<b>AVERAGE</b>			<b>98</b>
Wed	02/08/2017	AM	141
Wed	02/08/2017	PM	123
Thu	03/08/2017	AM	163
Thu	03/08/2017	PM	145
Fri	04/08/2017	AM	141
Fri	04/08/2017	PM	113
Sat	05/08/2017	AM	96
Sat	05/08/2017	PM	103
Sun	06/08/2017	AM	89
Sun	06/08/2017	PM	72
Mon	07/08/2017	AM	62
Mon	07/08/2017	PM	57
Tue	08/08/2017	AM	63
Tue	08/08/2017	PM	16

- A Team of 18 recuperative officers working on a shift pattern basis (0700 to 2300) to remove low risk and high volume calls out of the outstanding incident list. This enables response officers to be freed to deal with new emergency calls.
- PDMU routinely dealing with and resolving 50-60 CADs per day, which depending on day to day fluctuations can account for as much as 10% of daily call volume
- Team Minimum Strengths enhanced to give greater resilience and volume of deployable officers to deal with outstanding calls. This has seen in the first week of operation from 2<sup>nd</sup> August a reduction in the unallocated call volume from 141 to 16 calls (**as per figure left**)
- Operations Clean Sweep/ Pierre Point utilising deployable officers (not abstracting DWOs off of their wards) to deal with CADs relating to local issues such as ASB

Attendance Management



A significant challenge has been the number of available officers not deployable through sickness. This is now showing signs of greater manageability looking at the right hand tail of the graph. The total number of days lost are tending to approach the levels pre BCU Implementation. **A renewed focus of this at the monthly SLT "Crime Fighters" meeting and a line by line intrusive approach at the BCU Attendance Management Meeting appear to be paying dividends.**

Investigations Update

*Please refer to separate update provided by Det Supt Warwick*

Neighbourhoods Strand Update

*Please refer to separate update provided by Det Supt Scotchbrook*

Safeguarding Update

*Please refer to separate update provided on behalf of Det Supt Ross*