

09/10

Wales & Western
Policing Plan



BRITISH
TRANSPORT
POLICE

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Foreword

Chief Constable Ian Johnston
Millie Banerjee, Chair, British Transport Police Authority

The 2009-10 policing plan has been developed by the British Transport Police Authority (BTPA) in close partnership with British Transport Police (BTP), together with passenger and industry stakeholders from the railway community.

BTP's mission continues to focus on working to build a safe railway environment that is free from the fear of crime. In its unique position as a commercially funded force, it remains sensitive to the rail operators' need for the network to run with minimal disruption.

One of the most recent, and welcome, developments in policing has been the simplification of national "top-down" performance targets set by the Government to concentrate on a single public confidence target. BTP has introduced its own bespoke policing pledge for the railway community aimed at improving service and enhancing public confidence. The pledge sets out the standards of service people can expect when dealing with BTP.

This plan has been developed to meet the demands of a changing environment; in particular, planning and construction for the 2012 Olympic and Paralympic Games, which is well under way.

The rail system is carrying record numbers of passengers who routinely rank personal security as a top priority in surveys. BTP's task is to work closely with the rail industry to reduce crime and disorder further so that passengers can continue to benefit from the successes achieved in making the railway a safer place. We will continue to promote initiatives, such as the Government sponsored Secure Stations Scheme, to improve the railway environment.

Recorded crime has dropped on the railways in each of the last four years, but BTP recognises the economic slowdown will impact all parts of life, including rail transport, and remains flexible to changes in crime and passenger levels that may occur. Delays caused by cable theft, vandalism and other incidents remain a severe test of the rail system's ability to deliver a reliable service, as well as a real threat to personal safety.

Despite the continued decrease in crime levels, the challenge of reducing the fear of crime remains. The presence of police officers and rail staff at railway stations plays an important part in this: BTP's *Frontlinefirst* programme is aimed at increasing the number of available frontline police officers, including additional Neighbourhood Policing Teams, to enhance that visible presence. *Frontlinefirst* will help us ensure we have the right people in the right place to provide reassurance to the public and rail staff.

BTPA is immensely proud of BTP's officers and the high standards they have achieved in ensuring the continued safety of the rail community. Our objective over the coming years will be to uphold that standard by recruiting and retaining the best police officers in the country. We look forward to working closely together with all our partners to continue to make the railways an even safer place.

Towards a safer railway...

Area foreword

Chief Superintendent Peter Davies Wales & Western Area Commander

British Transport Police's Wales & Western Area plays a vital role in maintaining the safety and security of passengers, staff and communities across 27 counties in England and Wales. We police a travelling population of 160 million people a year and oversee safety at 1,200 stations and depots, supporting the operation of nine train operating companies, one freight operating company and one light rail operator.

We employ 298 police officers, 81 staff and 54 police community support officers, based at 25 police stations across the Area. We work closely with our partners including Network Rail, train operating companies, Passenger Focus, Home Office forces, CDRPs and others to achieve a safe railway environment, free from disruption and the fear of crime. In Wales, I am chair of the Strategic Partnership which will become fully embedded in 2009-10 and includes representatives from the Welsh Assembly, Passenger Focus, train operating companies, Network Rail and members of the British Transport Police Authority.

Together we have had considerable success over the past year and, with your help, aim to achieve much more in 2009-10. I am committed to reviewing our resourcing and performance to ensure we are delivering the most effective and efficient policing service we can. This review will come into place in line with the move of the East Midlands sector to the North Eastern Area of the Force in April 2009.

The Wales & Western Area experiences significant movements of football fans across the network throughout the week and ensuring the safety of passengers and staff while minimising disruption caused by an anti-social minority remains a priority.

We are also looking to extend the reach of complementary policing resources with a number of initiatives in place across the Area to give us greater visibility and impact. With the successful reduction in crime demonstrated by the Pontypridd and Birmingham Cross City NPTs, we are looking to extend the Neighbourhood Policing initiative further.

During 2009-10, a new Birmingham city centre NPT will begin covering New Street, Snow Hill and Moor Street, supporting Network Rail, Virgin, Chiltern and London Midland operations. In the south west, Bath's new team will continue building reassurance in the local railway community and police community support officers will begin work on the Midland Metro to provide a patrolling presence. In Wales, the Newport NPT will continue to develop to mirror the success experienced elsewhere.

BTP has invested heavily in the use of PDAs to improve officer visibility and minimise paperwork. This will continue to be promoted on Area, and handheld units are now being operated on every sector.

There is now just one central target set for the police service by the Government – to increase public confidence that the police and other agencies are dealing with local crime and anti-social behaviour priorities.

Within this framework we have identified our Area priorities for 2009-10 in consultation with partners and stakeholders. These aim to reflect local needs while contributing to BTP's national objectives. The Area targets centre on staff assaults and aggression towards staff, route crime, violent and sexual offences, hate crime and anti-social behaviour. There are a number of measures designed to drive down crime at Birmingham New Street and on the Welsh Sector. Neighbourhood Policing is further enshrined with a performance measure to run at least 24 partnership revenue and crime exercises across the Area. We are also determined to support the industry's efforts around serious level crossing offences to minimise the dangers to road users and the network.

As the new Area Commander for Wales & Western, I come to the Area with a tremendous determination for continued improvement and with a vision to ensure that all of our communities feel safe and secure, delivering a policing pledge that aims to get it right first time, every time. I look forward to working with you in continuing to make the network safer.

Together we have had considerable success over the past year and, with your help, aim to achieve much more in 2009-10.



Policing pledge

As the national, specialist policing service for the railways, we will:

Always treat you fairly with dignity and respect, ensuring you have fair access to our services at a time that is reasonable and suitable for you.

Respond to incidents that require a police presence in a manner that helps keep travel disruption to a minimum.

AnsWER emergency calls as soon as possible, giving you an estimated time of arrival and getting to you safely.

Allocate our resources to target local concerns and priorities through local monthly meetings with the railway industry and regular engagement with passengers and their representatives.

Agree annual local operational policing priorities with our partners and publish them within our Area policing plans.

Provide updates on local crime and policing issues through the monthly publication of crime maps, which will illustrate crime levels and trends at each station.

Where we have Neighbourhood Policing Teams, provide you with information so you know who your dedicated team is, where they are based, how to contact them and how to work with them. We will ensure that Neighbourhood Policing Teams and other police patrols are visible at times when they will be most effective and when you tell us you need them most. Teams will not be taken away from your neighbourhood business more than absolutely necessary. They will spend at least 80% of their time in your neighbourhood, tackling local priorities.

Make the railway safer by working with station operators to implement the Secure Stations Scheme.

Provide a quality service to victims of crime on the railway. If you are a victim of crime on the railway, we will keep you informed about the progress of your case by updating you at least on a monthly basis until the case is closed.

Deal with you in a polite, professional and efficient manner whenever you come into contact with us.

Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, we will discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

The standards within the pledge are supported by the detailed operational objectives outlined within this policing plan.

National targets

Reducing crime and disorder

Notifiable crime

BTP is committed to reducing crime and disorder on the railways. This is a challenging target for BTP following an 18% reduction in crime between 2004-05 and 2008-09. This target focuses on victim-related crime and excludes crimes such as possession of offensive weapons and possession of drugs, which would not normally be discovered other than by proactive police activity such as the use of knife arches and drugs dogs.

- **Reduce notifiable crime from 2008-09 level**

Notifiable detection rate

BTP has seen a significant increase in the overall notifiable detection rate from 25% in 2006-07 to 32% in 2008-09. This target will ensure that efforts are focused on further improving performance.

- **Detect at least 33% of notifiable offences**

Football disorder

BTP allocates significant policing resources to ensure the safe and orderly movement of football supporters across the rail network. This target complements BTP's commitment to eradicate hooliganism and anti-social behaviour from the railway network.

- **Increase offenders detected for football related offences by at least 7%**

Protecting the railway economy

Cable theft

Cable theft continues to be a priority for both BTP and the railway industry. Offenders can cause disruption for weeks, impacting on passengers and railway operations. Live cable offences are directly related to the price of copper on the world markets and BTP will disrupt, arrest and detect offenders engaged in this type of activity.

- **Reduce live cable theft offences by at least 2%**

Fatality management

BTP has a proven ability to deal effectively with fatalities and to strike a balance between respecting the dignity of the deceased, thoroughly investigating the fatality and keeping the railway running. This target excludes major incidents and those classified as unexplained, suspicious, road traffic accident and level crossing.

- **Conclude police activity which disrupts train movement within an average of 90 minutes from receiving a report of a fatal incident**

Increasing BTP's capacity and capability through improved efficiency and effectiveness

Efficiency

To deliver its objectives successfully, BTP will need to secure 2% year-on-year efficiency savings for reinvestment in order to meet growing demand. This target will be monitored and managed through the *Frontlinefirst* programme.

- **Achieve at least 2% efficiency savings**

Recruitment and progression

BTP is committed to recruiting and retaining people from different backgrounds to continue to develop a workforce that reflects the diversity of the UK population and travelling public. Recruitment of BME officers has improved year-on-year since 2006-07 to a total of 190 or 6.5% of the workforce and in the recent Home Office Statistical Bulletin BTP is ranked third out of all police forces in achieving overall representation of BME officers. The 2009-10 target represents an increase in the number of BME officers recruited from 17 in 2008-09 to 27 in 2009-10.

Recruitment of female officers proved challenging in 2008-09. Despite targeted recruitment efforts only 15% of all recruits were female. This year the aim is to recruit at least as many females to BTP (27), representing 13% of all planned recruitment activity.

Activities and outcomes for 2009-10 will be decided and monitored through monthly Achieving Policing Plan Targets meetings.

- **At least 9% of police officers promoted to be from a BME background**
- **At least 12% of police officers promoted to be female**
- **At least 13% of new police officer recruits, excluding transferees, to be from a BME background**
- **At least 13% of new police officer recruits, excluding transferees, to be female**

Absence management

BTP is committed to achieving a high level of attendance from police officers, police staff and PCSOs, as this is essential to the maintenance of an efficient and effective policing service. After a period of increased sickness absence in 2007-08, BTP achieved this target in 2008-09.

- **Achieve an average of less than eight days' sickness absence for BTP employees**

Providing a better service to passengers, rail staff and the rail industry

Quality of service

BTP aims to provide a high quality of service to all. This target measures the overall satisfaction of victims of crime with the service that BTP provides through the annual Victims of Crime Survey. BTP achieved an overall satisfaction level of 80% in 2008-09.

- **Achieve at least 80% overall victim satisfaction**

Contact management

BTP is committed to ensuring that anyone who makes contact, whether it's an emergency or not, gets the response they need. These targets will ensure BTP is able to effectively manage its new call handling centres and continue to deliver to the highest standards. BTP is currently achieving these targets, which are contained within the National Call Handling Standards.

- **At least 90% of emergency calls to be answered within 10 seconds**
- **At least 90% of non-emergency calls to be answered within 40 seconds**

Area targets

Violent, sexual and robbery offences

BTP is committed to bringing those who commit violent, sexual and robbery offences to justice. 279 offences were detected within the Wales & Western Area in 2008-09.

- **To detect at least 60% of violent, sexual and robbery offences**

Staff assault and aggression towards staff

Public servants deserve to be able to do their job without fear of harm and BTP will work in partnership to bring offenders who assault rail staff to justice. There were 251 staff assaults and 370 verbal threats and abusive offences recorded within the Wales & Western Area during 2008-09, of which 65% and 54% were detected respectively.

- **To detect at least 60% of staff assault offences**
- **To detect at least 58% of verbal threats and abuse recorded against staff**

Hate crime

BTP is determined to bring offenders to justice for this type of crime, which can often impact not only the victim but on their family and community as well. During 2008-09, the Wales & Western Area detected 64% of hate crime offences.

- **To detect at least 58% of hate crime offences**

Anti-social behaviour

BTP is committed to detecting anti-social behaviour offences, which has been identified as a key priority by rail passengers and staff. 922 offenders were detected during 2008-09.

- **To detect at least 940 offenders for anti-social behaviour offences**

Route crime

Route crime offences against the railway infrastructure can lead to serious injury and disruption to the network. Wales & Western Area detected 776 route crime offences in 2008-09.

- **To detect at least 792 of route crime offences**

Recorded offences

The total number of offences includes both notifiable and non-notifiable offences.

- **Reduce the total number of offences by at least 1% within the Welsh Sector**
- **Reduce the total number of offences by at least 2% at Birmingham New Street**

Neighbourhood Policing

The Wales & Western Area will continue to develop dedicated Neighbourhood Policing Teams to provide visible reassurance, joint problem solving and an intelligence-led approach to tackling the issues that matter most to the railway community.

- **To run at least 24 partnership revenue and crime operations at specified NPT sites**

**British Transport Police
welcomes your feedback.
To send us a comment or
for additional information
about British Transport
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www.btp.police.uk**

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