

09/10

London South
Policing Plan



BRITISH
TRANSPORT
POLICE

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Scotland

North Western

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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 Stephen J. Morgan QPM London South Area Commander

The London South Area of British Transport Police plays a vital role in maintaining the safety and security of passengers, staff and goods in transit across south London and the southern home counties. We police a travelling population of around 400 million passenger journeys a year, encompassing 11 train operating companies, 528 stations and the Croydon tram system, which totals to more than 2,200 route miles.

We have 400 police officers, 50 police community support officers and 90 police support staff based at 21 locations across the Area, working closely with our partners to achieve a safe, secure railway environment, free from disruption and the fear of crime. During the past year we have exceeded our targets; notifiable crime has reduced across the Area by 4% while achieving a creditable detection rate of 32%.

Consultation and communication with our partners and the wider community is key to our considerable success, and with your help we aim to progress this even further in 2009-10.

Through regular structured meetings with our colleagues in the rail industry, use of policing intelligence and close liaison with colleagues in Home Office police forces, we are able to react quickly to emerging trends, ensuring our officers are deployed where they are most needed.

But as well as responding to incidents and dealing with crime, it is imperative that we also offer a reassuring presence on the railways. By securing extra funding we have been able to expand our Neighbourhood Policing Teams (NPTs), ensuring a community-based presence within every south London borough. Through working with our rail industry partners, we have been able to set up satellite teams on dedicated lines of route outside of the London area.

These teams are our eyes and ears on the lines of route that they police and the passengers that they protect.

To ensure we are meeting the needs of the travelling public, officers from our NPTs hold regular passenger surgeries to gather feedback on our policing presence. Along with this feedback, we also rely on the expertise and advice of representatives from the Independent Advisory Group, who are able to assist us with advice and direction on matters involving our interaction with the diverse communities we serve.

Along with the expansion of our neighbourhood teams, the roll out of the PDA project has been an exciting development for the Area. By the use of handheld computers, employing cutting edge technology, officers have been freed up from routine paperwork – saving an estimated average of more than one hour per shift per officer – thus increasing visibility and time on frontline policing duties.

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 that, 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 robbery, violent and sexual crime and offences which directly affect the railway environment, such as staff assaults, trespass, anti-social behaviour and graffiti. Also this year, targeting cycle crime is included as an objective in its own right, in response to both industry and public concerns.

Making better use of our resources by improving the way we deploy people, manage information and intelligence, control costs and use technology, will help us deliver an enhanced service at no additional cost.

This plan sets out clearly what our objectives and targets are for the year. The more effectively we can work with our partners, both within and outside the rail industry, the more we can achieve and the more we can increase the confidence of passengers and staff.

The Area targets centre on robbery, violent and sexual crime and offences which directly affect the railway environment.



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 responsible for committing violent, sexual and robbery offences to justice. 1,242 violent and sexual offences were recorded in 2008-09, and 336 robbery offences were recorded within the London South Area in 2008-09.

- **To reduce the number of violent, sexual and robbery offences**
- **To detect at least 49% of robbery offences**

Staff assaults

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. 547 staff assaults were recorded within the London South Area during 2008-09 and 298 were detected.

- **To reduce the number of staff assault offences**
- **To detect at least 55% of staff assault offences**

Graffiti

These targets have been set to reflect the considerable importance London South's stakeholders place on the reduction and detection of graffiti offences. 115 offences with a value of more than £1,000 were recorded in 2008-09 and 48% of offences were detected.

- **To reduce the number of graffiti offences (where value of property damaged is £1,000 or more)**
- **To detect at least 222 graffiti offences**

Theft of passenger property

Theft of passenger property offences account for 24% of notifiable offences recorded by BTP, and as such present a serious problem to both passengers and the industry. There were 3,045 offences recorded within the London South Area in 2008-09.

- **To reduce the number of theft of passenger property 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. 60% of offences were detected within the London South Area in 2008-09.

- **To detect at least 2,608 anti-social behaviour offences**

Ticket vending machine offences

Ticket vending machine crime was highlighted as a particular problem for London South Area's stakeholders; a specific target has been set to improve the detection rate. 548 offences were recorded during 2008-09, and 154 were detected.

- **To detect at least 29% of ticket vending machine offences**

Trespass

Through local consultation with community partners, trespass was identified as a particular priority for the London South Area. 479 trespass offences were detected during 2008-09.

- **To detect at least 527 trespass offences**

Cycle crime

Reducing cycle crime is seen as high priority by the Area's stakeholders. There were 2,403 of these crimes recorded within the Area during 2008-09.

- **To detect at least 145 cycle crime offences**

Neighbourhood Policing

London South 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. 42% of offences were detected within areas patrolled by the Metro Neighbourhood Policing Teams during 2008-09.

- **To detect at least 1,459 notifiable offences within the Metro NPT areas**

**British Transport Police
welcomes your feedback.
To send us a comment or
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