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Wales & Western Area
Policing Plan



BRITISH
TRANSPORT
POLICE

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Scotland
North Western
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Chief Constable Ian Johnston Sir Alistair Graham, Chairman, British Transport Police Authority (BTPA)

As the dedicated, specialist police force for Britain's railways, British Transport Police's (BTP's) ongoing mission is to ensure that passengers, rail staff, operators and infrastructure owners can all use the railways free from crime and the fear of crime.

BTP begins its reporting year 2008-09 from an enviable position based on the operational success and increased investment of the past few years. As a result, Britain's railways are a low crime environment and arguably safer than ever before.

Success has been hard won through increasingly focused and intelligence-led policing and improved partnership working with other forces, railway businesses, operators, and Crime and Disorder Reduction Partnerships. Our 2008-09 Policing Plans set detailed objectives and measureable targets that we are confident will take that operational success to the next level.

During the life of the last three-year Strategic Plan, the BTPA invested heavily in BTP to take the organisation forward from a position of historic under-investment. Recent investment by the industry has paid real dividends in reduced crime and disorder, resulting in more offenders being brought to justice and an improved travelling and working environment.

The new three-year Strategic Plan will build on what has already been achieved. The context for the strategic goals and the operational objectives set out in this annual plan remain challenging. The threat from terrorism remains high and protecting the rail infrastructure from this threat remains a priority and the focus of much day-to-day activity. The railways are not immune from national and local trends in the communities they serve, and violent crime continues to be a concern in 21st century Britain.

BTP works within the national policing context and the priorities set by the governments and executives in Westminster, Edinburgh and Cardiff. The Force makes an important contribution to national objectives, but, in line with the strategic direction set by the Department for Transport, is increasingly focusing on the specific needs of the rail system and strengthening those partnerships.

BTP and the BTPA are committed to working with the rail industry to ensure safe travel and working environments for passengers, rail staff, freight users and tenants. We are deploying Neighbourhood Policing Teams to deliver improved service at a local level, backed by a national, specialist organisation that is a world leader in railway policing.

Towards a safer railway...

Chief Superintendent Peter McHugh Wales and Western Area Commander

British Transport Police Wales and Western Area plays a vital role in maintaining the safety and security of trains, stations, rail and tram networks in Wales and around 18 counties in England, policing a travelling population of millions of passengers each year.

The Wales and Western Area has an establishment of 297 police officers, 39 police community support officers and 72 police staff based at 23 police locations across the Area, working closely with our partners to achieve a safe railway environment, free from disruption and the fear of crime.

We work closely with our train operating partners including Arriva Train Wales, Chiltern Railways, Cross Country Trains, East Midlands Trains, EWS, First Great Western, London Midland, Travel Midland Metro and Virgin Trains to ensure we are delivering customer-focused policing.

We also work with the Welsh Assembly Government, Network Rail, Passenger Focus, Her Majesty's Railway Inspectorate, Association of Train Operating Companies, Community Safety and Disorder Partnerships, local resilience forums as well as with 19 Home Office police forces in the Area and we continue to improve links with the Crown Prosecution Service.

Wales and Western Area is always striving for excellence and will continue to build on previous successes. The Area is committed to customer-focused policing.

The success demonstrated by Neighbourhood Policing Teams (NPTs) in Pontypridd and on the Cross City Line in Birmingham has provided us with a platform to strengthen our NPTs and embed them in Newport and Swansea during the forthcoming year. Additional NPTs will be established at Birmingham New Street and also in the South West and East Midlands Sectors.

As part of the increased focus on Neighbourhood policing, the Area will reduce by 2% all recorded notifiable offences reported in the Pontypridd and Cross City Line Neighbourhood policing areas. In partnership with Arriva Trains Wales and London Midland, the NPTs will aim to solve four policing problems identified by the respective train operating companies as part of a problem solving initiative.

The Wales and Western Area aims to build on the successful policing of the railways during large events such as the Glastonbury and Cheltenham festivals, Global Gathering, political conferences as well as international and national sporting events. Minimising football-related public disorder continues to be an important priority as the Area is home to 30 clubs in the Premiership, Championship, football and Conference leagues.

Our local priorities for 2008-09 have been identified in consultation with partners and stakeholders to reflect local needs while contributing to national organisational and governmental objectives. These centre on

Our mission is to work in partnership with others to help build a safe railway environment, free from disruption and the fear of crime.

detecting 57% of staff assaults, cracking down on anti-social behaviour by detecting 2566 offenders, detecting 57% of violent, sexual and robbery offences and reducing theft of passenger property offences. The Area will also strive to achieve a 53% detection rate for hate crime, as well as detecting at least 1,071 offenders for route crime offences.

Through improved partnership working, intelligence-led policing and deploying the right resources quickly and flexibly, we can proactively police the rail network across Wales, the Midlands and the South West of England in order to reduce crime and disorder, and ensure the safety and security of railway passengers and staff.

We welcome your views and comments and look forward to working with the industry and our partners in the forthcoming year.



National targets

Crime reduction

BTP is committed to reducing crime and disorder on the railways. This is an especially challenging target, given that both passenger numbers and kilometres travelled will increase next year. BTP recorded 70,368 notifiable crimes in 2007-08, an 11% reduction compared to 2006-07.

- **Reduce notifiable crime by at least 2%**

Notifiable detection rate

BTP has increased detection rates for notifiable offences from 17% in 2004-05 to 27% in 2007-08. Setting this target will ensure that efforts are focused on further improving performance.

- **Detect at least 28% of notifiable offences**

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. BTP achieved an average of 76 minutes in 2007-08.

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

Counter terrorism

Countering the terrorist threat will remain a key priority for both BTP and the railway industry during 2008-09. A number of other targets will be included within the Operations department plan, but due to the sensitivity of such data, they will not be published. BTP achieved its Chemical, Biological and Radiological (CBR) profiling target in 2007-08.

- **To carry out CBR profiling to a defined target (target not published)**
- **To implement and monitor a new Operation Alert policy**

National targets

Cable theft

The increasing problem of cable theft from the railway network, driven by world commodity prices, is significantly impacting on railway operations. Offenders attack live cabling and critical parts of the infrastructure where the impact can cause disruption for weeks or longer. BTP will disrupt, arrest and detect offenders engaged in this type of activity. The occurrence of cable theft offences is closely related to the market price of copper. If the price of copper rises above \$US9,000 per tonne on the London Metal Exchange, then the reduction target may be adjusted in consultation with the Cable Theft Gold Group. BTP recorded 2,027 cable-related offences in 2007-08, with a detection rate of 10%.

- **To reduce live cable-related offences by at least 5%**
- **To increase the number of offenders detected for cable-related offences from 2007-08 levels**
- **To seize assets and cash in connection with the investigation of cable-related offences to the value of at least £500,000**

Football

Football banning orders provide an effective punishment for people convicted of football-related disorder and can be used in addition to any fines or custodial sentences issued by the courts. BTP is committed to combating football hooliganism and ensuring the safe and orderly movement of sports fans on the rail system. A serious football-related offence is defined as one which is in a football context and has a serious impact on the railway or its staff, the public or the police. Types of offences include violent disorder, grievous bodily harm, serious criminal damage (£5,000 and above), any assault on railway staff or police, any sexual assault and any racially-motivated incident. During 2007-08, BTP successfully applied for 53 banning orders and reduced the number of serious football-related offences by 20%.

- **To obtain at least 63 football banning orders**
- **To reduce the number of serious football-related incidents by at least 5%**

Quality of service

BTP aims to provide a high quality of service regardless of why or how contact is made. 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 80% satisfaction rate in 2007-08.

- **To achieve at least 80% overall victim satisfaction**

National targets

Contact management

BTP has recently implemented a contact management strategy to improve its resilience and call handling performance. Achievement of these targets will ensure that BTP manages its call handling effectively and is able to provide a quick response to those who need to make contact. BTP is currently achieving these targets, which are national targets 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**

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 and to continue to modernise. This target will be monitored and managed through the Frontline First programme.

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

Persistent young offenders

This target is important in ensuring that young people are able to see the direct correlation between their actions and the consequences of those actions – the offence that they commit and the subsequent consequences in court. In order for this to take place, justice needs to be quick and effective. BTP's focus on this area has seen significant improvements in performance and BTP achieved an average of 95 days in 2007.

- **The average time from arrest to sentence to be no longer than 65 days**

Offences brought to justice

This target is intended to sustain improvements in BTP's criminal justice processes. In particular it complements efforts to improve the quality of case files, corporacy around criminal justice processes and performance management. The target measures the number of notifiable offences which result in a conviction, caution (youth offender equivalents of reprimand and final warning), cannabis street warning, penalty notice for disorder or are taken into consideration. This is another area where management focus has brought about considerable improvement in performance over the last year resulting in an end of year figure of 26%.

- **At least 27% of offences to be brought to justice**
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National targets

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. BTP failed its 2007-08 targets with regard to sickness absence for police staff, officers and PCSOs. A substantial programme of action has been undertaken and setting this target for 2008-09 will provide further incentive for improvement. In 2007-08, BTP recorded an average of 10.4 days sickness absence for police staff and police officers and 10.5 days for PCSOs.

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

Recruitment and progression

BTP is committed to recruiting and retaining people from different backgrounds so that it can continue to develop a workforce that reflects the diversity of the UK population and travelling public. The recruitment targets have been changed from overall representation targets to targets which monitor the ethnicity and gender of newly-recruited officers. This allows for the HR department to be held more fully accountable and is also more reflective of the work that they do.

- **At least 14% of all police officers recruited to be from a BME background**
- **At least 25% of all police officers recruited to be female**
- **At least 6% of police officers promoted to be from a BME background**
- **At least 18% of police officers promoted to be female**

In 2007-08, BTP achieved its target with regard to female progression with performance of 27.4% against a target of 18%, but the BME progression target was failed with an end of year figure of 5.5% against a target of 5.9%. Both overall recruitment targets were failed with a female representation of 16.1% and BME representation of 6.1% against targets of 17.5% and 6.4% respectively.

Wales & Western Area targets

Violent, sexual and robbery offences

BTP is committed to bringing those who commit violent, sexual and robbery offences to justice. 61% of these offences were detected within the Wales and Western Area in 2007-08.

- **To detect 57% of violent, sexual and robbery offences**

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 the community as well. During 2007-08, the Wales and Western Area detected 56% of hate crime offences.

- **To detect 53% of hate crime 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. 249 staff assaults were recorded within the Wales and Western Area during 2007-08 and 60% were detected.

- **To detect 57% of staff assaults**

Route crime

Route crime offences against the railway infrastructure can lead to serious injury and serious disruption to the network. Wales and Western Area detected 1,050 route crime offences in 2007-08.

- **To detect at least 1,071 route crime offences**

Theft of passenger property

Theft of passenger property offences account for 28% of crime recorded by BTP, and as such present a serious problem to both passengers and the industry. There were 1,627 theft of passenger property offences recorded within the Wales and Western Area in 2007-08.

- **To reduce the 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. 2,565 offenders were detected during 2007-08.

- **To detect at least 2,566 anti-social behaviour offenders**
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Wales & Western Area targets

Neighbourhood policing

The Wales and 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. 260 recorded notifiable offences were recorded within the Pontypridd Neighbourhood policing area during 2007-08. 382 offences were recorded within the Cross City North and South Neighbourhood policing areas during the same period.

- **To reduce by at least 2% the number of recorded notifiable offences within the Pontypridd Neighbourhood policing area**
- **To reduce by at least 2% the number of recorded notifiable offences within the Cross City North and South Neighbourhood policing areas**

Partnership working

The policing problems will be agreed, signed off, actioned and monitored, and a formal process will be put in place to recognise when each of the problems has been resolved.

- **Jointly or solely solve at least four policing problems identified in conjunction with London Midland**
 - **Jointly or solely solve at least four policing problems identified in conjunction with Arriva Trains Wales**
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Have your say

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

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