

# 09/10

Wales & Western –  
Welsh Sector  
**Policing Plan**



BRITISH  
TRANSPORT  
POLICE

# Contents

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Scotland

North Western

North Eastern

Wales & Western

London North

London South

London Underground/DLR

# Foreword

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

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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

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## **Chief Superintendent Peter Davies Wales & Western Area Commander**

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British Transport Police's Welsh Sector plays a vital role in maintaining the safety and security of the passengers, staff and communities who travel across the Welsh rail network everyday.

The Welsh Sector has an establishment of 77 police officers, nine police staff and 22 police community support officers who are based at nine police stations across Wales. We work closely with our partners including train operating companies, Network Rail, Passenger Focus, Home Office forces, CDRPs and others to achieve a safe railway environment, free from disruption and the fear of crime. The new Strategic Partnership, which I chair, and includes representatives from the Welsh Assembly, Passenger Focus, train operating companies, Network Rail and the British Transport Police Authority, will become fully embedded in 2009-10 and will provide improved focus and accountability.

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.

Wales 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 Wales to give us greater visibility and impact. With the reduction in crime demonstrated by the Neighbourhood Policing sites, particularly in Pontypridd, and the continued development of our Newport team, we will together drive down crime.

BTP has invested heavily in the use of handheld PDAs to improve officer visibility and minimise paperwork, and the handheld units will continue to be promoted in Wales.

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 Welsh targets centre on staff assaults and aggression towards staff, route crime, violent and sexual offences, hate crime and anti-social behaviour. Neighbourhood Policing is further enshrined with a performance measure to run at least 12 partnership revenue and crime exercises. 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 Wales and continuing to make the network safer.

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**I am committed to reviewing our resourcing and performance to ensure we are delivering the most effective and efficient policing service we can.**

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# Policing pledge

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

**A**lways 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.

**R**espond to incidents that require a police presence in a manner that helps keep travel disruption to a minimum.

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

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

**A**gree annual local operational policing priorities with our partners and publish them within our Area policing plans.

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

**W**here 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.

**M**ake the railway safer by working with station operators to implement the Secure Stations Scheme.

**P**rovide 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.

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

**A**cknowledge 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

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## 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

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## **Violent, sexual and robbery offences**

BTP is committed to bringing those who commit violent, sexual and robbery offences to justice. 71% of these offences were detected within the Welsh Sector in 2008-09.

- **To detect at least 70% 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 56 staff assaults and 70 verbal threats and abusive offences recorded within the Welsh Sector during 2008-09, of which 77% and 66% were detected respectively.

- **To detect at least 73% of staff assault offences**
- **To detect at least 68% 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. The Welsh Sector detected 71% of hate crime offences in 2008-09.

- **To detect at least 66% 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. 260 offenders were detected within the Welsh Sector during 2008-09.

- **To detect at least 266 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. 428 route crime offences were detected within the Welsh Sector in 2008-09.

- **To detect at least 437 route crime offences**

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### **Recorded offences**

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

- **To reduce the total number of offences by at least 1%**

### **Neighbourhood Policing**

The Welsh Sector 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 12 partnership revenue and crime operations at NPT sites**

**British Transport Police  
welcomes your feedback.  
To send us a comment or  
for additional information  
about British Transport  
Police, visit:  
[www.btp.police.uk](http://www.btp.police.uk)**

**Wales and Western Area contact:  
Chief Superintendent Peter Davies  
Area Commander  
British Transport Police  
Wales and Western Area  
Headquarters  
1st Floor, The Axis  
10 Holliday Street  
Birmingham  
B1 1UP**

**National contact:  
Michael Furness  
Strategic Development Department  
British Transport Police  
Force Headquarters  
25 Camden Road  
London  
NW1 9LN**

**[michael.furness@btp.pnn.police.uk](mailto:michael.furness@btp.pnn.police.uk)**