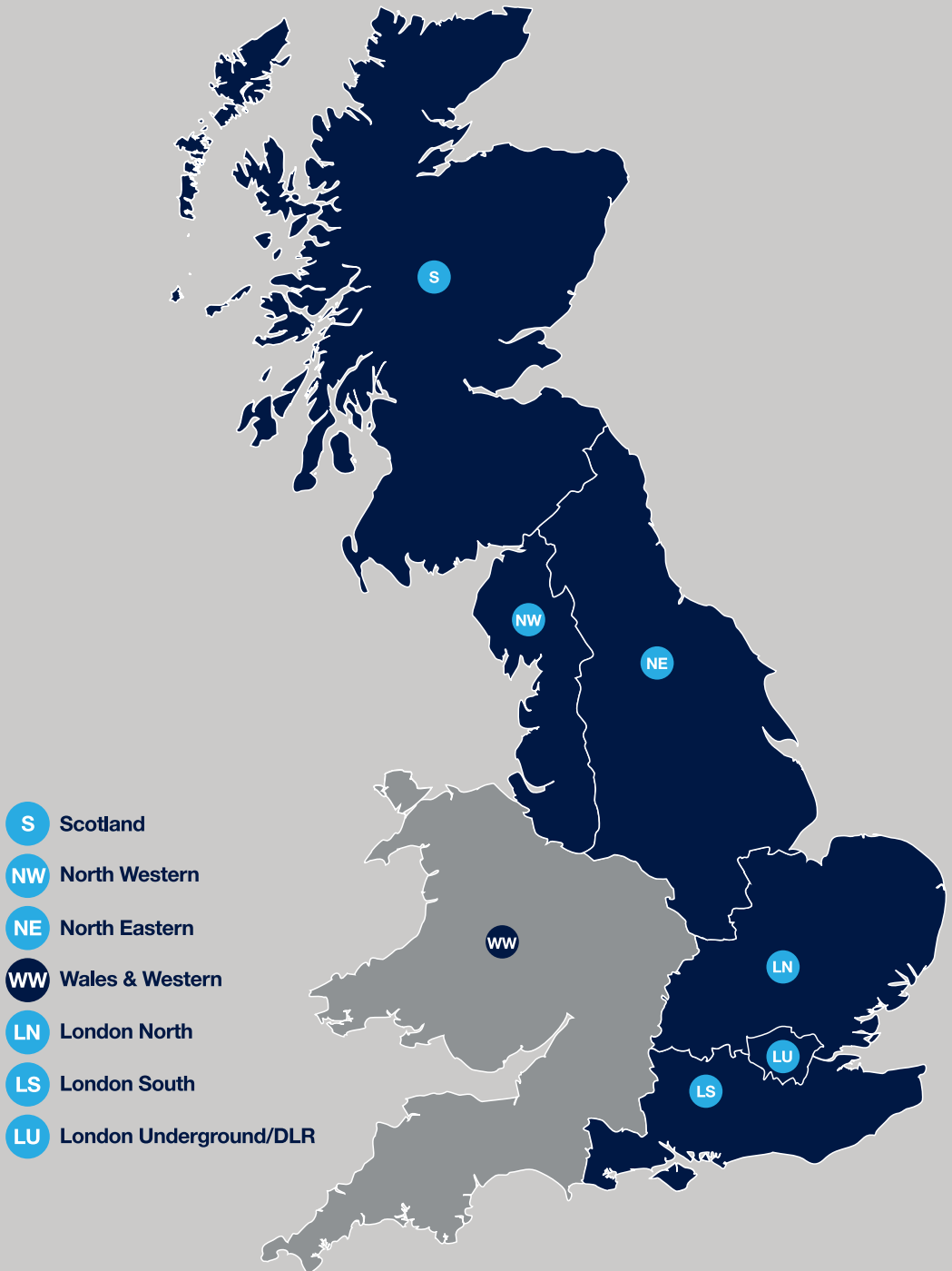


10/11

# Wales & Western Policing Plan

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## Millie Banerjee

Chair, British Transport Police Authority

**Since the British Transport Police Authority (BTPA) was established in 2004 there have been huge improvements in British Transport Police's (BTP) performance. A generous investment from the rail industry in the form of an increase in revenue budget over the last five years helped to upgrade BTP's creaking infrastructure and recruit more than a thousand new officers and staff.**

The investment has paid off handsomely: in the last five years, total crime has decreased by 24% and overall detection rates have gone up by 18 percentage points. Today, BTP is one of the most efficient and effective forces in the country and a trendsetter for railway security operations worldwide.

Since last year, our task has been to consolidate that position. We are just emerging from a period of deep recession, one from which neither the rail industry nor BTP have been immune, and we need to seek as much value as we can from the investment we make. The BTPA and BTP have been working closely together to improve efficiency across the country. The priority has always been to keep our officers visible and effective. But this needs to continue and, to this end, the *Frontlinefirst* programme has made more than £14 million in savings since it began in April 2008. The second stage of the programme will aim to build on that record.

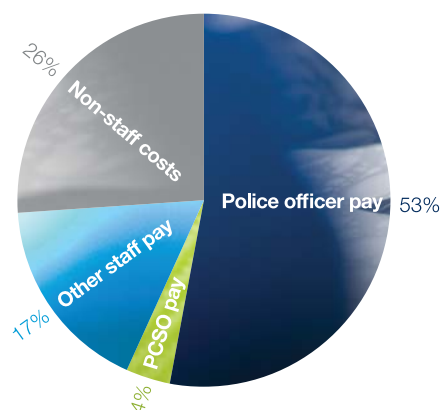
The BTPA and BTP have worked closely together on the budget settlement for next year, and the BTPA has set a budget increase of 1.3% for 2010/11. While this increase is modest and necessary to fund the nationally agreed

increase in police pay of 2.55%, the industry is feeling very significant financial pressure. It will be a tough settlement to implement, but the BTPA and BTP are certain that it can be achieved.

The net budget for BTP for the 2010/11 policing year is £202.2 million. Officer and staff costs account for 74% of total costs, with the remainder of the budget spent on supporting activities.

Our ultimate aim is to sustain BTP's record of consistent improvement since 2004, as this has served to make the railways an even safer place. I am pleased with the direction the BTPA has set for BTP for the coming year. Rail companies have told me they welcome our commitment to the two themes within the plan: 'protect and serve' and 'confidence and trust'. These are aimed at reducing disruption, increasing personal safety and enhancing organisational improvement. Targets such as increasing detection of anti-social behaviour between 8pm and 2am, and increasing safety at the highest risk level crossings are breaking new ground by being included in this plan for the first time.

### Total budget 2010/11: £202.2 million



## Andrew Trotter

Chief Constable, British Transport Police

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**Our aim is to protect and serve the railway industry, its passengers and staff. With this in mind, we have placed passenger and rail staff confidence and satisfaction at the core of this year's Policing Plan.**

Passengers' satisfaction in the rail industry is affected by two key strands: whether a service is disrupted and whether they feel safe. The way we police Britain's rail network impacts on both of these, which is why this year our targets tackle those issues that cause disruption and impact on personal safety.

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**We have already made a significant impact on the reduction of crime on the rail network over the last six years.**

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For passengers, feeling safe is as important as being safe. The visible presence of rail staff, PCSOs and police officers can reduce the fear of crime dramatically. We have changed our patrol style, making single patrols the norm so we can increase our visibility and reassure passengers. We know people feel less safe at night so we have also launched a new nationwide roster, putting more officers on the network during the evening, which we hope will have a positive impact on perceptions of safety.

We have already made a significant impact on the reduction of crime on the rail network over the last six years. However, we are not complacent and have focused this year's targets on making the railways an even safer place, focusing on crime types that have a real impact on passenger journeys such as level crossing incidents, cable theft, anti-social behaviour and violent crime.

Working in partnership with our stakeholders to improve the public's perception of safety is a vital element of our strategy. This will often involve commitment from rail operators. For example improved lighting and ambience can make a big difference, as initiatives such as the Park Mark scheme have proved. We will continue working closely with the industry to support such initiatives.

This year is going to be challenging. We are working with tighter financial constraints, and as well as meeting the priorities set out in this Policing Plan, the everyday challenges of policing must still be met effectively.

We have an extremely motivated and dedicated workforce who take pride in delivering a specialist policing service for the railways.

Together, we will continue to focus on protecting the communities we serve.

## Protect and serve

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### Notifiable crime

**Reduce overall notifiable crime from the 2009/10 level**

BTP has seen significant reductions in crime since 2004/05, making increased reductions a challenging target, however we will ensure efforts continue to focus on improving performance. This target excludes police generated crimes such as possession of drugs and offensive weapons offences.

### Response times

**Respond to at least 80% of immediate incidents within 20 minutes**

Responding to incidents and calls for assistance is a vital component of our service delivery. This target underlines BTP's commitment to achieving its Policing Pledge.

### Staff assaults

**Increase the number of detections for staff assault offences from the 2009/10 level**

BTP will work in partnership with the rail industry to identify and detect those who use intimidation and violence towards rail staff.

### Violent crime

**Reduce the number of serious violence against the person, sexual and robbery offences from the 2009/10 level**

BTP is committed to reducing crime and disorder on the railways. This is a challenging target for BTP following a 34% reduction in crime over the last four years.

## Anti-social behaviour

**Increase the number of offenders detected for anti-social behaviour offences committed between 8pm and 2am by at least 20%**

Passenger Focus research has shown that fear of crime is most impacted by acts of disorder, drunkenness, and intimidation after 8pm. BTP is committed to reducing the fear of crime and will be conducting high visibility patrols to help achieve this.

## Football related disorder

**Increase the number of offenders detected for football related disorder offences by at least 25%**

Football related offences have been highlighted as a major contributor to fear amongst passengers and staff. BTP achieved a 48% increase in offenders detected in 2009/10 and will continue to focus its activity on prevention and detection.

## Offences brought to justice

**Increase the proportion of offences brought to justice for serious violence against the person, sexual and robbery offences to at least 40%**

BTP is committed to providing reassurance to victims of crime, particularly victims of serious violence against the person, sexual and robbery offences. As such, this target aims to ensure that BTP brings more offenders to justice for these types of offences.

## Cable related offences

**Reduce the number of live cable related offences from the 2009/10 level**

Cable related offences continue to be a priority for BTP and the railway industry. Offenders can cause disruption for weeks, impacting passengers and railway operations. BTP is committed to disrupting, arresting and detecting offenders engaged in this type of activity.

## Level crossings

**Increase safety at 36 high risk level crossings in partnership with Network Rail**

Level crossing incidents can cause significant risk to life and severe disruption to the network. Hotspot locations will be identified and appropriate intervention programmes implemented.

## Fatality management

**All non-suspicious fatalities to be cleared within an average of 90 minutes**

BTP has a proven ability to deal effectively with fatalities while respecting the dignity of the deceased, conducting a thorough investigation and keeping railway disruption to a minimum. This target excludes major incidents and those classified as unexplained, suspicious, road traffic accidents at level crossings and all other road traffic accidents.

## Confidence and trust

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### Quality of service

**Overall victim satisfaction rate to be at least 80%**

BTP strives to provide the highest quality of service. This target uses the Victims of Crime Survey to measure the overall satisfaction of victims of crime with the service that BTP provides.

### Perceptions of safety

**Increase passengers' perceptions of safety for at least 42 stations where perception of safety is currently low. Stations have been identified in partnership with Passenger Focus and London Travelwatch**

Each BTP Area has identified six locations and will implement programmes to improve passenger confidence. These interventions are designed to deliver safer stations resulting in a reduced fear of crime.

### Employee representation

**Improve the representation level of female police officers**  
**Maintain the representation level of BME police officers**

It is important that BTP's workforce is representative of the population it serves. BTP will continue to build on previous progress which has seen it rise to the third ranked force in terms of BME officer representation.

### Absence management

**Sickness absence to be less than an average of 7.7 days per employee**

The availability of staff remains a high priority for BTP as all employees play key roles in enabling BTP to provide an efficient and effective policing service.

## Chief Superintendent Peter Davies

Wales & Western Area Commander

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**The Wales & Western Area of British Transport Police is responsible for network policing and 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, in support of nine train operating companies, one freight operating company and one light rail operator.**

To do this we deploy 254 police officers, 68 police staff and 44 police community support officers at key points across the network. We work closely with partners including Network Rail, train operating companies, Passenger Focus, Home Office forces, Crime and Disorder Reduction Partnerships and others, aiming to achieve a safe railway environment, free from disruption and fear of crime. In Wales, I chair the Strategic Partnership which also 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 2010/11. I am committed to building on our excellent performance and our aim is to do things right first time, every time. Our new partnership with Passenger

Focus is helping us to move from the purely quantitative to a more qualitative way of policing. It will look at perceptions of passenger safety, and will drive our work in a way which seeks to reassure while building on some excellent detection rates achieved in 2009/10. There will be clear benefits for passengers, staff and the industry in this approach.

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Together we have had considerable success over the past year and, with your help, aim to achieve much more in 2010/11.

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The Wales & Western Area has continued to experience significant movements of football fans across the network throughout the 2009/10 season, and we have worked hard to ensure we balance intelligence-led activity with reassurance for our train operating company partners who are embedded in our planning processes. Tackling the anti-social minority remains a priority, and this year's performance in terms of football related arrests and operations demonstrates our determination.



Neighbourhood policing now has a presence in every sector of the Area, and feedback from partners remains consistently positive. During 2009/10, the new Birmingham City Centre Neighbourhood Policing Team (NPT) came into being and provided high profile support to the introduction of ticket barriers at Moor Street and Snow Hill. This year, that reassuring presence will be enhanced by a partner-sponsored cycle unit which will improve response times for officers and PCSOs traversing the city centre between stations. In the south west, Bath's new NPT continues to build reassurance in the local railway community. In Cardiff, the new NPT has tackled vagrancy, and made a qualitative difference to the Welsh capital's gateway.

In addition to the continued work of NPTs, we have sought to enhance our service through the introduction of officers at Worcester and Birmingham International. This has been a way of improving quality of service and providing reassurance to passengers and staff in key locations.

Our performance management will continue to revolve around accountable ownership. Officers and PCSOs routinely expect to be questioned supportively around their operational decisions. The atmosphere is one of teamwork and a can-do attitude which I will continue to foster. This is supported in 2010/11 by an improved roster pattern at our three main 24 hour stations, which has been specifically designed to match resources to our unique demand. This is

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a difficult balance when we factor in football policing, staff reassurance, events and the night time economy. This new pattern is also supported by an increased availability of inspectors across the Area. They are actively overseeing incident management, ensuring we get it right first time, every time.

I look forward to working with you to maintain the quality of service our passengers and staff have a right to expect. This Policing Plan puts in place measures which will further embed our role as the specialist police service for the railway network.

# Area targets

## Aggression towards staff

**Detect at least 64% of aggression towards staff offences**

Public servants deserve to be able to do their job without fear of harm and BTP will work in partnership with the industry to bring offenders who verbally abuse rail staff to justice. 670 offences of aggression towards staff were recorded within Wales & Western Area during 2009/10.

## Anti-social behaviour

**Successfully complete a minimum of 25 problem solving plans relating to all aspects of anti-social behaviour**

BTP is committed to detecting anti-social behaviour offences, which have been identified as a key priority by rail passengers and staff. At least 70% of all activity will focus on tackling late night anti-social behaviour between 8pm and 2am.

## Level crossings

**Implement jointly agreed problem solving plans with Network Rail to address problems affecting at least six high risk level crossings identified by the industry**

Reducing the misuse of level crossings is a priority for BTP and Network Rail. Joint working will identify and implement education and enforcement initiatives that improve safety.

## Passenger confidence

**Increase the percentage of passengers who feel secure at six identified stations**

The 2010/11 Policing Plan aims to deliver improved confidence for all of BTP's stakeholders. This target focuses on passenger confidence, and is measured using the National Passenger Survey.



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**Millie Banerjee**

Chair, British Transport Police Authority

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**British Transport Police  
welcomes your feedback.  
To send us a comment or  
for additional information  
please visit:**

**[www.btp.police.uk](http://www.btp.police.uk)**

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