

09/10

London Underground/DLR
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 Miles Flood London Underground/DLR Area Commander

British Transport Police London Underground/DLR Area plays a vital role in maintaining the safety and security of the 3.5 million passengers who travel each day on the London Underground and Docklands Light Railway.

London Underground/DLR Area has more than 700 police officers and 200 police staff based at 10 police stations across the Area, working closely with our partners to ensure a safe railway environment, free from disruption, crime and the fear of crime.

As we head towards the Olympics in 2012 and London features increasingly on the world stage, our policing of major events presents opportunities to showcase our high level of professionalism. Our first class policing of world class events has been demonstrated at international football games at Wembley, concerts at the O2 Arena and exhibitions at the ExCel centre in the Docklands.

In our 2009-10 policing year, we will continue to embed our Neighbourhood Policing Teams (NPTs) who are working across the entire London Underground and DLR network. The teams are focusing on tackling local policing issues with local solutions and key to their success is working closely with passengers and staff on their patch. Their problem solving plans to tackle these issues will form part of this year's policing plan, as a way to measure their success.

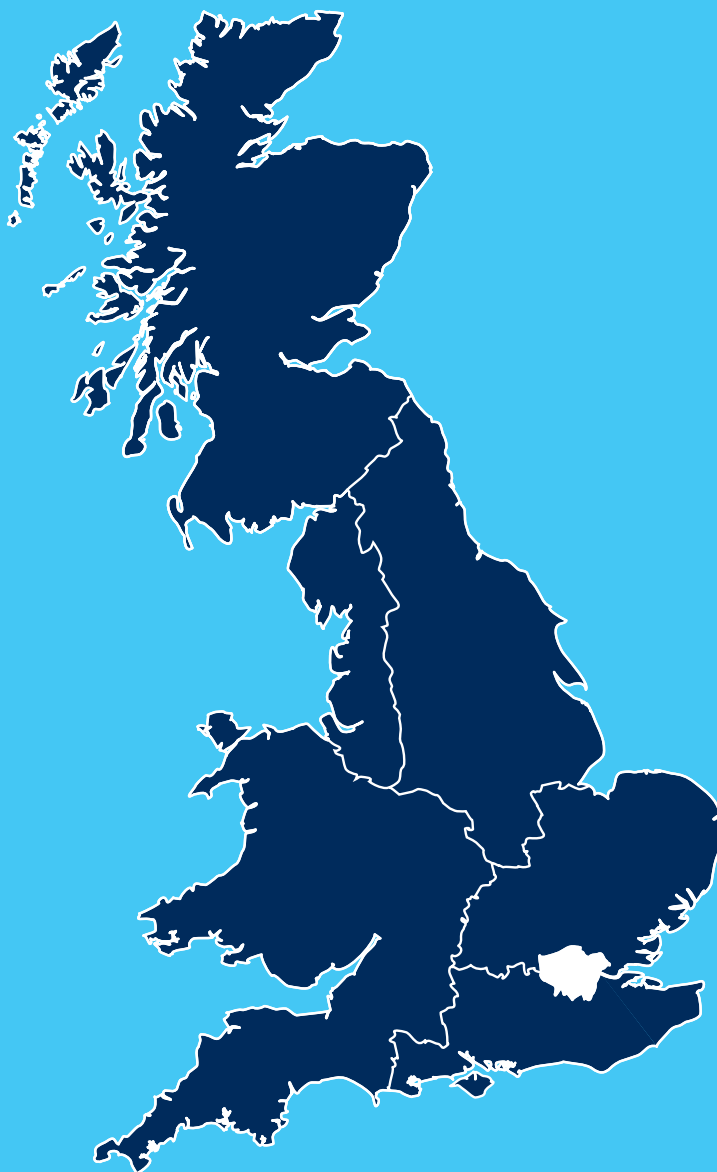
In previous years we've been extremely successful in reducing crime, and while continuing to tackle that challenge, this year's policing plan also focuses on ensuring people feel safe when travelling on the Underground and DLR.

Countering terrorism continues to be our first priority and our proactive policing style ensures the Underground network and DLR remains a hostile environment for terrorists. While there were no incidents of terrorism on the Underground or DLR last year, BTP remains vigilant to the threat.

This plan contains our objectives for 2009-10, which were identified in consultation with London Underground, DLR, TfL, passenger groups and frontline staff to address local priorities, while also contributing to BTP's national and governmental objectives.

Through partnership working, intelligence-led policing and deploying the right resources quickly and flexibly, we aim to proactively police the London Underground and DLR to reduce crime and disorder, minimise disruption and ensure the safety and security of passengers and staff.

Countering terrorism continues to be our first priority and our proactive policing style ensures the Underground network and DLR remain a hostile environment for terrorists.



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. There were a total of 909 offences recorded within the London Underground/DLR Area in 2008-09. 136 robbery offences were recorded in 2008-09 with a detection rate of 35%.

- **To reduce the number of violent, sexual and robbery offences**
- **To detect at least 23% of sexual offences**
- **To detect at least 36% of robbery offences**

Staff assaults

There were 1,519 staff related offences recorded within the London Underground/DLR Area during 2008-09. 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. The Area detected 77% of serious staff assaults during 2008-09.

- **To reduce the number of staff related offences**
- **To detect at least 78% of serious staff assaults**

Hate crime

During 2008-09 London Underground/DLR Area detected 244 hate crime offences. BTP is determined to bring offenders to justice for this type of crime, which can often impact not only on the victim but on their family and the community as well.

- **To detect at least 44% of hate crime offences**

Graffiti

This target has been set to reflect the considerable importance London Underground/DLR Area's stakeholders place on improving the detection rate for graffiti offences. 11% of graffiti offences were detected on Area in 2008-09.

- **To detect at least 12% of graffiti offences**
- **To reduce train movement minutes lost as a result of graffiti 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. 2,727 offences were detected during 2008-09.

- **To detect at least 60% of anti-social behaviour 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 6,134 recorded offences within the London Underground/DLR Area in 2008-09.

- **To reduce the number of theft of passenger property offences**
- **To detect at least 5% of theft of passenger property offences**

Weapon enabled crime

BTP is committed to keeping knives and other offensive weapons off the railway system. This target complements BTP's Operation Shield which is a national campaign to deter knife crime on Britain's railways. 29% of offensive weapons offences were detected with the London Underground/DLR Area in 2008-09.

- **To reduce the number of weapon enabled offences**

Stone throwing and trespass

London Underground/DLR Area has included a specific target to combat stone throwing and trespass offences. These are often precursors to more serious offences and are seen as a priority by the Area's stakeholders. 48% of offences were detected in 2008-09.

- **To detect at least 191 stone throwing and trespass offences**

Serious route crime

Route crime offences against the railway infrastructure can lead to serious injury and serious disruption to the network. London Underground/DLR Area detected 11% of route crime offences in 2008-09.

- **To reduce the number of serious route crime offences at hotspot locations**

Economic crime

This target has been set to increase the detection of complex fraud cases from nine offences in 2008-2009.

- **To detect at least 13 complex fraud offences**

Notifiable offences

This target supports TfL and LUL's commitment to deliver a safer environment for the travelling community. 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.

- **To reduce the number of reported notifiable offences per passenger journey**

Joint policing operations

This target will protect the economic interests of London Underground Limited and Docklands Light Railway, as well as promoting a partnership approach to targeting fraud and reducing crime. It will also improve partnership working with other London BTP Areas and MPS Units.

- **To run at least 120 joint intelligence-led partnership revenue protection and crime operations**

Officer visibility

This target supports BTP's commitment to Neighbourhood Policing and to deliver a citizen focused service for the community. The London Underground/DLR Area will provide a strong visible presence on the network with a focus on frontline policing.

- **NPT officers to spend at least 85% of their time within their own NPT area**

Perception of safety and security and quality of service

This target reflects the considerable importance that BTP, LUL, TfL, DLR and other agencies place on improving the perceptions of safety and security for all who travel on the Underground and DLR.

- **Improve passenger perceptions of safety, security and quality of service for LU and maintain current levels on the DLR**

Neighbourhood Policing

London Underground/DLR 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 achieve an average of at least six approved problem solving plans per NPT per year completed to the satisfaction of the local community**
- **To run six joint operations with TfL funded MPS resources for each NPT**

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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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.

