

# 08 09

L Area  
London Underground/DLR  
**Policing Plan**

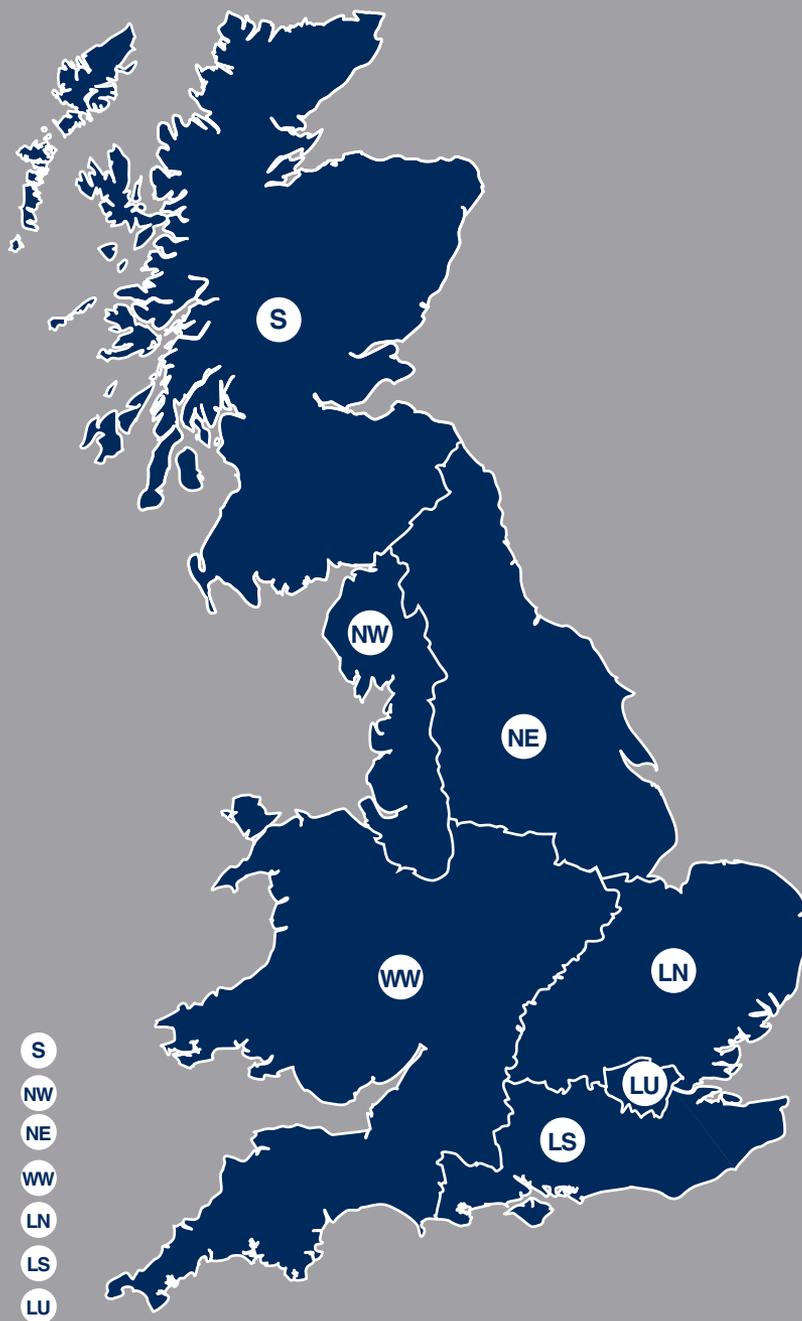


**BRITISH  
TRANSPORT  
POLICE**

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Scotland  
North Western  
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Wales & Western  
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London Underground/DLR



### **Chief Constable Ian Johnston Sir Alistair Graham, Chairman, British Transport Police Authority (BTPA)**

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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...

## Introduction

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### Chief Superintendent Miles Flood London Underground/DLR Area Commander

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

As we head towards the Olympics in 2012 and London features more and more on the world stage, we are continually striving to reduce the already low levels of crime and improve passenger and staff perceptions of safety while traveling or working on the network.

Therefore, in developing the 2008-09 L Area Policing Plan we have consulted closely with our partners in Transport for London (TfL), LU, DLR, front line staff and passenger groups to ensure it accurately reflects their policing needs and complements both the TfL Community Safety Plan and the BTP Strategic Plan for 2008-11.

The objectives in the 2008-09 Policing Plan work towards the BTP Strategic Plan priorities which are:

- reducing crime and disorder
- protecting the railway economy
- increasing capability and capacity through improving efficiency and effectiveness
- providing a better service to the railway community

Our objectives also support the key priorities identified in the TfL Community Safety Plan which are:

- improving the perception of safety and security
- reducing priority crimes
- reducing anti-social behaviour

The 2008-09 L Area Policing Plan contains objectives specific to L Area as well as objectives that apply to BTP Force-wide – all seek to build upon the successes achieved in previous years. The plan will be delivered through Neighbourhood policing which is being rolled out across L Area during the first months of the policing year.

Neighbourhood Policing Teams will also develop local objectives in consultation with their local communities which will change throughout the year. These changing objectives are not included in the plan, although progress will be regularly monitored through the Compstat process. This year we will also be monitoring delays caused to train services by our attendance at incidents with a view to reducing this impact in future.

Imperative to our success in achieving our Policing Plan objectives is a pan-London approach to policing by sharing information. We will continue to work closely with other BTP Areas, the Metropolitan Police Service, their Transport Operational Command Unit and Safer Transport Teams and the City of London Police.

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

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## National targets

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BTP's national targets ensure the Force is continually striving to improve the policing it delivers across the entire UK rail network. Each of BTP's seven geographical Force Areas contributes to these national targets based on their specific conditions and crime trends. This L Area Policing Plan contains the national policing objectives to show how our policing on the Underground and DLR contributes to the overall performance of BTP. Due to L Area's unique environment our contributions to each of the national targets have been included and highlighted in white.

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### 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%**
  - **L Area's contribution to the national target is to reduce notifiable crime by at least 2%**
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### 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**
  - **L Area's contribution to the national target is to detect at least 23% of notifiable offences**
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### 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**
  - **L Area's contribution to the national target is to conclude all police activity which disrupts train movement on the Underground or DLR within an average of 90 minutes from receiving a report of a fatal incident**
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### 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)**
  - **L Area's contribution to the national target is to carry out CBR profiling on Area**
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## National targets

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### 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**
- **L Area's contribution to the national target is to reduce live cable-related offences by at least 4%, increase the number of offenders detected and seize assets and cash in connection with offences**

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### 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%**
- **L Area's contribution to the national target is to obtain at least six football banning orders**

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### 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**
  - **L Area's contribution to the national target is to achieve at least 80% overall victim satisfaction on Area**
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## National targets

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### 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**
- **L Area's contribution to the national target is to participate in the Frontline First initiative to ensure all activity and resources are focused on supporting our core function – delivering an excellent police service to London Underground and DLR**

### 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**
- **L Area's contribution to the national target is to ensure the average time from arrest to sentence is 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**
- **L Area's contribution to the national target is to ensure 22% of offences are brought to justice**

## National targets

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### 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**
- **L Area's contribution to the national target is to achieve an average of less than eight days' sickness absence for all 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.

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.

- **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**
- **L Area's contribution to the national target is to recruit and progress both female and BME police officers on Area**

## Local Area targets

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### Reducing priority crime

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#### Violent and sexual assaults

Through highly visible and intelligence-led policing, BTP aims to deter violent and sexual crimes and reduce the number of offences below the 789 recorded last year.

- To reduce the number of violent and sexual offences

#### Robbery

While we reduced robberies by 52% last year we are committed to reducing it further. There were fewer than 200 robberies in 2007-08 and the detection rate for offences was 33%.

- To reduce the number of robbery offences
- To detect at least 34% of robbery offences

#### Offensive weapons offences

Through proactive policing and Operation Shield we aim to create an environment that is hostile to those who carry weapons. In 2007-08, 146 weapons offences were detected.

- To detect at least 147 offensive weapon offences

#### Hate crime

Detecting these offences is a key priority due to the far reaching impact on victims, their families and their communities. In 2007-08, we achieved an 11% reduction in offences and detected 35%.

- To detect at least 36% of hate crime offences

#### Staff assaults

LU and DLR staff members have the right to work without fear of assault and BTP is committed to reducing these offences. In 2007-08, we achieved a reduction in offences of 19% and 57% of offences were detected.

- To reduce the number of staff-related offences
- To detect at least 58% of serious staff assaults

#### Route crime

- To reduce by at least 10% the number of notifiable route crime offences recorded at: **Croxley, Chesham, Amersham, Sloane Square, South Kensington, Earls Court, Upton Park, East Ham, Barking, Rayners Lane, Eastcote, Bow Road and Bromley-by-Bow.**

#### Stonethrowing and trespass

These offences are treated very seriously because they are often precursors to more serious offences and can cause significant disruption to services. A total of 172 were detected last year.

- To detect at least 173 stonethrowing and trespass offences

#### Theft of passenger property

Through intelligence-led policing we achieved a 6% reduction in theft last year and this year we aim to reduce offences below the 7,481 and maintain a 5% detection rate.

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

#### Graffiti

This target reflects the importance L Area's stakeholders place on improving the detection rate for graffiti offences. 6% of graffiti offences were detected in 2007-08.

- To detect at least 7% of graffiti offences
- To reduce train movement minutes lost as a result of graffiti offences

#### Economic crime

Those who do not pay travel fares raise the fear of crime and we are committed to working closely with revenue staff and conducting joint operations to deter these crimes.

- To increase the number of offenders charged for electronic theft/fraud offences
- To run at least 70 joint intelligence-led partnership revenue protection and crime operations

## Local Area targets

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### Improving perceptions of safety and security

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#### Anti-social behaviour

By tackling anti-social behaviour with proactive policing operations at hotspot locations we aim for more than the 2,246 detections we achieved last year. Proactive policing results in increased reports so our target relates to detections rather than a reduction in offences.

- To detect at least 2,471 anti-social behaviour offences

#### Notifiable offences

As the number of passengers increases we are striving to reduce the number of crimes per journey through the rollout of Neighbourhood policing.

- To reduce reported notifiable offences per passenger journey from 2007-08 level

#### Detections per officer

This proactive policing style that is core to our success.

- To achieve at least 14.5 detections per officer

#### Officer visibility

Neighbourhood policing teams (NPTs) are being rolled out across the Underground and DLR this year as a highly visible presence in tackling local issues with local solutions.

- To increase officer visibility across the network by ensuring the abstraction rate for Neighbourhood policing officers is no more than 15% of available time
- To increase availability of officers for front line duties

#### Perception of safety and security

While passenger perceptions of safety while traveling on the Underground and DLR are high, we strive to always increase this through highly visible Neighbourhood policing.

- To improve passenger perception of safety and security over 2007-08 levels:
  - At LU stations (currently 80%)
  - On LU trains (currently 82%)
- To maintain passenger perception of safety and security at 2007-08 levels:
  - At DLR stations (currently 98%)
  - On DLR trains (currently 98%)

#### Service delivery

We recognise the impact route crime and graffiti have on passenger satisfaction and the running of the railway. We will continue to build on the effectiveness of Operation Rhino which is targeted directly at route crime in hard-to-reach areas.

- Reduce route crime and graffiti resulting in trains being taken out of service below 407 per year

# Have your say

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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)

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