

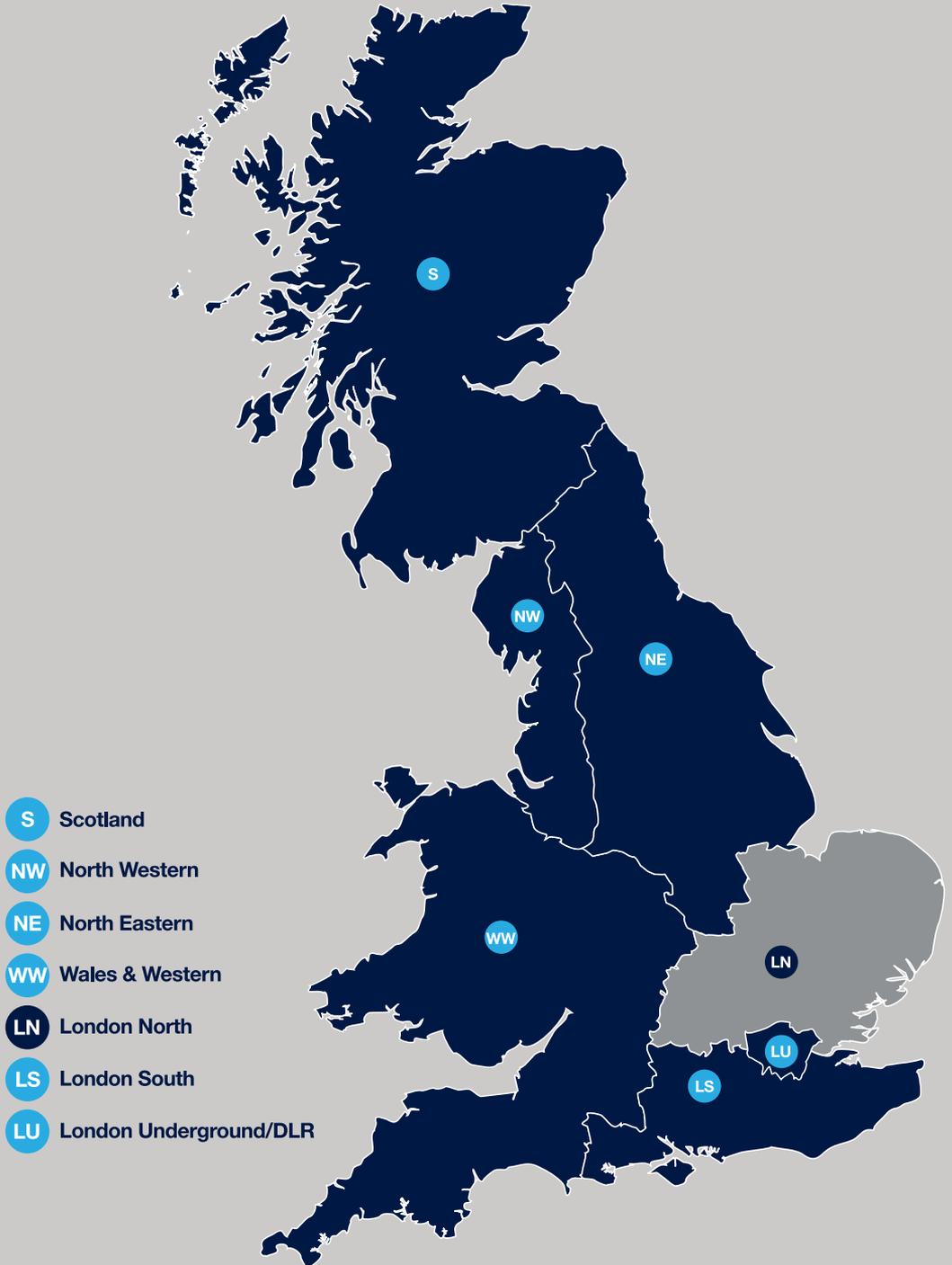
10/11

London North 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.

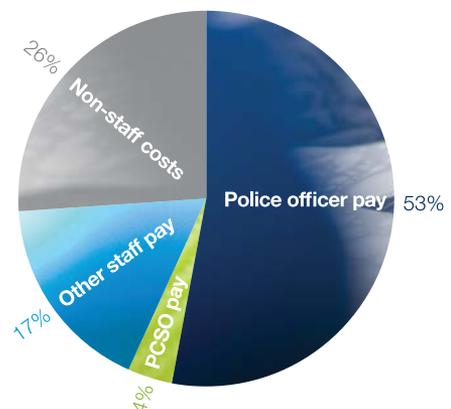
The BTPA and BTP have worked closely together on the budget settlement for next year, and the BTPA has set a budget increase of 1.3% for 2010/11. While this increase is modest and necessary to fund the nationally agreed

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

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.

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

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

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

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 Mark Smith

London North Area Commander

As the new Area Commander for British Transport Police London North Area, I'm pleased to be leading an Area that plays such a vital role in maintaining the safety and security of passengers, staff and goods across 93 local authorities, 13 counties and 20 London boroughs.

We have 448 police officers, 122 police community support officers and 82 police staff based at Area Headquarters and 23 police stations, working closely with our industry partners to achieve a safe railway environment free from disruption and the fear of crime.

Our partners include 20 train operating companies (TOCs) as well as freight operators, the international HS1 operation across Kent, Essex and London, Network Rail routes, 15 local police forces, Transport for London, London Travelwatch and Passenger Focus.

Together we have had considerable success over the past year. For example we achieved all of our targets for the 2009/10 policing year...

Together we have had considerable success over the past year. For example we achieved all of our targets for the 2009/10 policing year including a reduction in crime and an increase in detection rates. We also focused on reducing our response times with

regards to fatalities. We were finalists at the HSBC Rail Business awards and were honoured to receive the 2009 National Rail 'London team of the year' award.

In 2009, London North received planning permission to build a custody suite with 20 cells.

We have new neighbourhood policing sites emerging at Ealing Broadway, Marylebone, Finsbury Park and Hackney Downs. With your help, we aim to achieve much more in 2010/11.

In 2009, London North received planning permission to build a custody suite with 20 cells. This is due to open in summer 2010 and will contribute to sustainable and effective policing helping to keep criminals off the railways.

We will continue to have three senior officers seconded with First Group, National Express East Anglia and LOROL ensuring better communications and working relationships with our TOCs.

London North will pledge resources to level crossing safety in this policing year, focusing on operations at key locations across the Area in order to educate drivers and pedestrians about the dangers of level crossings. We will work in partnership with Network Rail on joint problem solving plans to make crossings safer.

We are also looking to the future and we are working with our industry partners to plan for the effective policing of the 2012 London Olympics as well as the future policing of Crossrail.

The Government has set a central target for the police service which is to increase public confidence. Within that framework, we have identified our Area priorities for 2010/11 in consultation with partners and stakeholders. These aim to reflect local needs while contributing to BTP's national objectives. We will strive, in partnership with the operators and the wider policing family, to deliver improvements in passenger perceptions of safety at identified stations.

The Area targets centre on football, robbery, route crime, level crossings, cable theft, cycle theft, joint operations with train operators and other forces, passenger perceptions of safety and reducing crime across the rail network.

The London North Area will also ensure that we are as prepared as we can be for any major incident by leading regular training exercises with partners.

This plan sets out clearly what our objectives and targets are for the year. The more effectively we can work with our partners, both within and outside the rail industry, the more we can achieve and the more we can increase the confidence of passengers and staff, making the railways even safer than they are now.

We will strive, in partnership with the operators and the wider policing family, to deliver improvements in passenger perceptions of safety at identified stations.

Hate crime

Detect at least 55% of hate crime offences

BTP is determined to bring offenders to justice for all hate crimes that occur within the railway environment. During 2009/10 London North Area recorded 353 hate crime offences.

Cycle crime

Increase detections of cycle crime offences from the 2009/10 level

15% of all notifiable offences recorded on London North Area in 2009/10 were cycle crimes. As an acquisitive crime, cycle crime is often viewed as a minor offence; however it has a major impact on the victim in terms of expense and inconvenience. There were 233 detections for cycle crime offences in 2009/10.

Route crime

Increase detections of route crime offences from the 2009/10 level

After local consultation, London North Area's route crime target will include line of route crime offences, trespass, trackside graffiti and driving offences at level crossings. 838 route crime offences were detected in 2009/10.

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.

Neighbourhood policing

Implement at least 63 problem solving plans at London North Area's nine dedicated NPT sites

Problem solving plans are integral to London North Area's neighbourhood policing commitment allowing the community to help identify the problems that matter most and have a say in how they will be tackled locally.

Police visibility and engagement

Run at least 120 joint operations with other law enforcement agencies between 8pm and 4am

Visibility and engagement with passengers and staff is key to increasing public confidence. London North Area will run 120 joint operations targeting offences such as knife crimes, drugs and anti-social behaviour.

Industry visibility and engagement

Run at least 120 joint operations with the rail industry between 8pm and 4am

In partnership with the railway industry, London North Area will support rail staff during late evening periods when passengers and staff report the greatest feelings of insecurity.

Preparedness

Take part in at least five (one per sector) multi-agency preparedness exercises

Preparedness exercises are essential training tools that allow officers to plan for and gain experience in dealing with a range of potential threats and critical incidents.

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.

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