

London South Policing Plan



11/12

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Foreword

Millie Banerjee

Chair,

British Transport Police Authority

A busy year awaits British Transport Police in 2011/12. It will be the last full year before the Olympics are held in London, an event in which the police has an important operational role to play. Policing the railways in the face of such an event is always a challenge, but BTP, under the leadership of Chief Constable Andy Trotter, is in good shape to play its part in delivering a memorable and successful Games.



This year will also be BTP's first under a new strategy that will take us to 2014. Our core mission remains largely unchanged: we aim to protect and serve the railway environment and its community, keeping levels of disruption, crime and the fear of crime as low as possible.

The strategic objectives to achieve this are:

1. Helping to keep rail transport systems running
2. Helping to make rail transport systems safer and more secure
3. Deliver value for money through continuous improvement
4. Promoting confidence in the use of rail transport systems

These objectives were developed through close consultation with the rail industry and passenger groups. The Police Authority held a successful workshop in September 2010; nearly every train and freight operating company was represented, and the discussion was fruitful. Colleagues were subsequently invited to provide written feedback on drafts of the plan before the Police Authority approved it in March 2011.

One issue which nearly all consultation responses were agreed upon was that the BTP of the future should play its part to reduce the disruption to rail services. Despite some challenges in developing an agreed method, I am pleased to report we have included both national and local targets in this year's plan and that a further pilot scheme

will take place in the coming year. The Police Authority will be monitoring progress here with a view to developing new targets in the future.

It is well documented that there have been great advances in BTP's performance since the Police Authority was established in 2004. This was supported by the rail industry's generous investment in increased revenue budgets.

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However, this year will be different; the policing plan targets in this document will have to be delivered with a smaller financial resource. In December, the Police Authority agreed to set a net budget for the British Transport Police Fund of £198.8 million – a reduction of 2.5% on last year – and to follow the industry in absorbing much of the significant pressures we are facing. This will require an imaginative response from BTP. It will have to find ways of being more efficient without taking away from its effectiveness.

The ultimate aim for the 2011/12 policing year, and indeed for the whole period covered by our strategy, is to sustain our record of consistent improvement. I am confident BTP will rise to the challenge.

Foreword

Andrew Trotter

Chief Constable, British Transport Police



This policing plan sets out how we will protect and serve the railway, the people who work on it and those who use it in 2011/12.

The priorities contained within this plan underline our determination to reduce crime and disorder, investigate crime and reduce disruption on the network. We will be visible and available to our community and will work with our partners to create a network which is safe and feels safe for all those who use it.

The financial context for this plan is challenging; we will need to do more with less this year. We are aware of the significant economic challenges facing the railway industry and understand the need to deliver the very best value service possible. BTP's budget has been reduced by 3.3% in real terms to allow for inflation, and the achievement of these challenging targets will be evidence of a significant increase in efficiency and value for money.

This plan supports our three year Strategic Plan which details how we will implement the organisational change required for savings and improvements in service delivery against the budget constraints that we face over the next three years. It will build on the already significant cashable and non-cashable savings we have achieved over the last few years.

Our Strategic Plan is focused on retaining our frontline capacity whilst making sustainable cashable savings. We will ensure all warranted officers are deployed to operational duty where possible, streamline management levels, modernise our workforce, reduce our estate and develop our resource planning allowing us to re-distribute our staff to effectively manage the increased demand for our services.

There will be significant operational pressures in 2011/12. In addition to the terrorist threats from Irish dissident groups as well as international terrorists and other extremist groups, the demands on resources in terms of football and major events have never been higher and the continuing rise in the price of copper will mean that cable theft will remain a major challenge.

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The 2011/12 policing plan targets are focused on the areas that you have told us are the most critical. After consultation with the railway industry, rail staff and passenger groups, the following key themes have been agreed:

- **Helping to keep the railway running**
- **Helping to make the railway safer**
- **Providing value for money through continuous improvement**
- **Promoting confidence in the use of the railway**

This plan sets out our specific operational targets to support these themes, which, together with the organisational improvements set out in our Strategic Plan, will realise our vision of providing a first class policing service for all those who use and work on the rail network. Each of our policing Areas has also set local targets in support of these national priorities which have been carefully crafted in consultation with local stakeholders. We will continue to ensure that good quality data is available to allow us to evaluate progress against our plan.

National targets

Helping to keep the railway running

Disruption related offences

Reduce the number of disruption related offences from the level recorded in 2010/11

The reduction of disruption and the associated adverse operational and financial impacts are key priorities for passengers, staff and the rail industry. This year BTP has set a target to reduce those crimes (cable related offences, trespass, criminal damage, level crossing misuse and route crime) that lead to disruption on the railway. Disruption hotspots will be targeted through local problem solving plans agreed between BTP Areas and the railway operators.

Fatalities

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

Each year BTP deals with about 200 non-suspicious deaths on the railway. Our ability to thoroughly manage these incidents and return the network back to normal service as quickly as possible is widely recognised as best practice and is an important part of the high quality service that BTP provides.

Helping to make the railway safer

Notifiable crime

Reduce the number of notifiable offences from the level recorded in 2010/11

Reducing notifiable crime is a key priority for BTP. Despite a significant achievement in reducing notifiable crime by 24% over the last six years, stakeholders have indicated that further reductions and detecting those responsible remain their highest priority. This target excludes police generated offences (all drugs offences and possession of offensive weapons).

Staff assaults

Reduce the number of staff assaults from the level recorded in 2010/11

Rail staff play an essential role in keeping the railways running without disruption and they have the right to work without fear. BTP has worked diligently to bring those responsible for committing offences against staff to account while driving a reduction in these offences. This target will help drive a further reduction in 2011/12.

Violent, sexual and robbery offences

Maintain or increase the detection rate for serious violent, sexual and robbery offences

Violent, sexual and robbery offences have a serious impact on victims. BTP has reduced these offences by 12% since 2007/08. The detection rate for 2010/11 was 38%. This target will drive an increase in the detection rate in 2011/12 so that more offenders are brought to justice.

Providing value for money through continuous improvement

Value for money

- **Reduce the number of officers in organisational support roles at Force Headquarters by at least 10%**

Ensuring BTP's operational resources are focused on the frontline is a key element of increasing visibility and driving further improvements in value for money. This target will redirect operational resources from organisational support roles to frontline policing and the achievement of policing plan targets and other operational priorities.

- **Reduce expenditure on non-staff costs as a proportion of staff costs by at least 1.5 percentage points**

The average non-staff costs for police forces as a percentage of staff costs is 25.5%, as compiled in HMIC's Value for Money Profiles 2010/11. Although BTP's percentage is 31.3%, it does not account for BTP's position regarding VAT payment and different capital accounting procedures; once these are accounted for, the true figure is 23.4% – comparing favourably to the national average. However, BTP is determined to make improvements with a target to reduce non-staff costs by 1.5 percentage points and return savings to the frontline increasing performance, visibility and operational effectiveness whilst also being mindful of the need to protect spending in areas that contribute to the productivity and efficiency of staff.

Sickness

Average sickness days per employee to be less than 7.7 days

BTP has made enormous improvements in recent years in reducing absence through sickness from 10.4 sickness days per employee in 2007/08 to 7.7 in 2010/11. This reduction in sickness represents a significant increase in availability of resources and value for money. This target will drive further improvements in these respects.

Promoting confidence in the use of the railway

Anti-social behaviour

Reduce the number of anti-social behaviour incidents from the level recorded in 2010/11

Anti-social behaviour is widely recognised as a key determinant of confidence in both passengers and railway staff, and is consistently identified as a top priority through surveys of both groups. BTP continues to work in partnership with railway operators to tackle anti-social behaviour and has achieved a reduction of 16% comparing incidents recorded in 2010/11 with 2007/08. This excludes police generated offences which have been identified and recorded as a direct result of police activity, including patrols.

Visibility

Increase the proportion of our resources devoted to Neighbourhood Policing Teams (NPTs) and response policing between 8pm and 1am

Police visibility is a key driver of public confidence. It is important that as many officers, PCSOs and special constables as possible are deployed in roles that are visible to the public at the times they are needed most. This target is designed to increase the percentage of resources deployed as part of response and NPTs between the hours of 8pm and 1am.

Response times

To respond to at least 80% of all immediate incidents within 20 minutes

Responding quickly to emergency incidents and calls for assistance is vital. This target is consistent with national targets and underlines our service commitment.

Commentary

Chief Superintendent
Stephen J. Morgan QPM MA
Area Commander, London South



The London South Area of British Transport Police plays a pivotal role in maintaining the safety and security of passengers, staff and goods in transit across south London and the southern Home Counties.

We are responsible for providing a first class policing service to a travelling population of 400 million passenger journeys a year, encompassing 11 train operating companies and 529 stations as well as the Croydon Tramlink system – in total over 2,200 route miles.

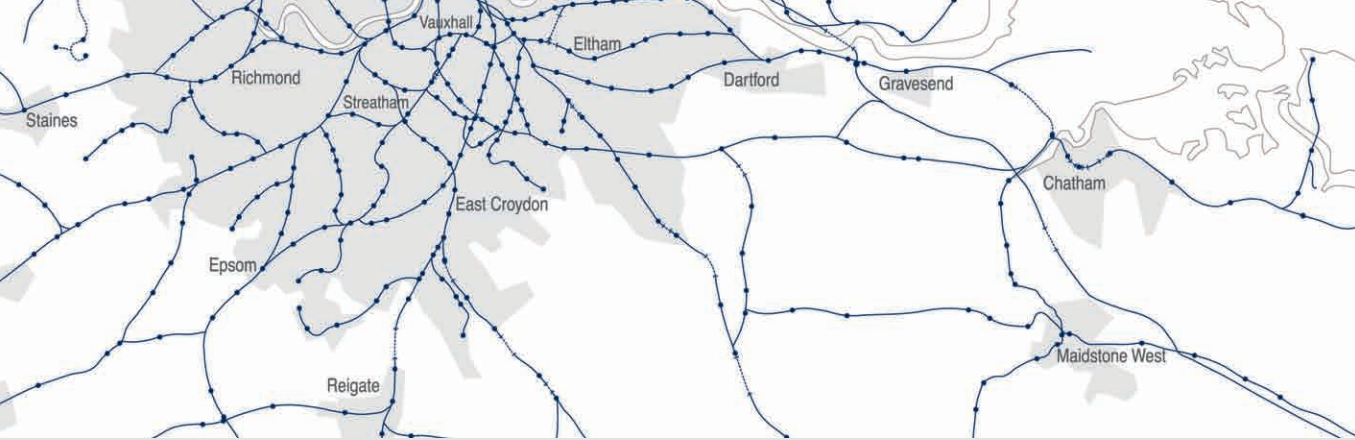
We currently have 408 police officers, 48 police community support officers, 58 special constables and 88 police support staff, based at 21 locations throughout the Area. Across a patch extending from Dorset to central London, we work closely with our partners in the rail industry, passenger groups, Home Office police forces and other external agencies. By constantly striving to improve, this strong partnership approach has allowed us to achieve a safe, secure railway environment, which has seen notifiable crime decrease across the Area by 28% since 2005/06.

During the 2010/11 performance year we achieved the majority of our local objectives, with the Area achieving an overall notifiable detection rate of 33%. In consultation with our partners and stakeholders we have now identified our Area priorities for 2011/12. These aim to reflect the priorities within the London South Area whilst also contributing to BTP's national objectives.

The Area objectives include specific targets for staff assaults, anti-social behaviour, cycle crime, ticket vending machine thefts and an additional focus on level crossing safety. Network Rail has invested in a specialised camera vehicle, dedicated to enforcement at level crossing locations and allowing us to target those who put their own and others' safety in jeopardy. Our enforcement policy also includes a move towards education and training as an alternative to prosecution in appropriate circumstances.

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Following the tragic murder of a young man at Victoria London Underground station last March, new Neighbourhood Policing Hub Teams were introduced at adjoining mainline and Underground stations across London. On London South we have teams at Victoria and Waterloo. This results in a seamless policing commitment to both mainline and Underground services, improves visibility and allows for a more effective response to both general and major incidents at these locations. In my opinion this move is long overdue and is proving to be a huge success.



This plan sets out clearly what our objectives and targets are for the year. The closer we work with our partners, both within and outside the rail industry, including the travelling public, the more progress we can achieve in driving down crime and the fear of crime, providing a safer and more pleasant environment for all using the rail network.

Our enforcement policy also includes a move towards education and training as an alternative to prosecution in appropriate circumstances.

Area targets

London South

2011/12

Staff assaults

Increase the number of detections for staff assaults from the level recorded in 2010/11

Staff assaults have a major impact on the confidence of railway staff. Last year London South successfully reduced the number of staff assaults by 4%, this year the Area will strive to increase the number of detections for these offences, to bring even more offenders who assault rail staff to justice.

Anti-social behaviour

Increase the number of detections for anti-social behaviour offences by at least 5%

Anti-social behaviour has a significant impact on the perceptions of safety and security of railway staff and passengers alike. In 2010/11, London South achieved a detection rate of 64% for anti-social behaviour and the Area is committed to further improving on that success and detecting those who commit offences.

Ticket vending machine crime

Increase the number of detections for ticket vending machine related offences from the level recorded in 2010/11

The London South Area has worked hard to tackle the persistent problem of ticket vending machine crime and has achieved considerable results with a 74% reduction in offences over the last three years. As this offence often results in substantial costs to the industry, London South Area is committed to increasing the number of detections for these offences in 2011/12, to bring more offenders to justice.

Cycle crime

Increase the number of detections for cycle crime offences from the level recorded in 2010/11

Cycle crime has been an ongoing challenge for the Area, particularly as the number of cycle racks at stations has increased. The Area is committed to increasing detections for these offences and bringing those responsible to justice. In 2010/11, 277 offences were detected.



Level crossings

Increase the number of detections for level crossing offences by at least 10%

Level crossing offences are highly dangerous with the potential to cause significant loss of life and disruption to services. In 2010/11, London South Area's detection rate for level crossing offences was 36% and the Area will work in partnership with Network Rail to further increase detections.

Neighbourhood policing

- **Increase the number of high visibility joint operations with rail industry partners and Home Office forces from the 2010/11 level**

The London South Area will continue to work in partnership with the rail industry and local forces to tackle the problems that matter most to their communities. There were 711 joint operations in 2010/11.

- **Neighbourhood Policing Teams to spend at least 80% of their time on visible policing in their neighbourhood policing area**

This target has been set to ensure that NPTs spend the large majority of their time on visible frontline duties, including patrol, to ensure that visibility within their communities is maximised.

Secure stations

Work with train operating companies to maintain or increase the overall number of accredited secure stations on the London South Area

The London South Area currently has 365 accredited stations and will work in partnership with South Western, South Eastern and Southern Railways to maintain or increase this number across the Area.

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

www.btp.police.uk



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