	Proposed Home Office Wording	**Proposed BTP wording**	**Comments**
1	Work to keep you and your neighbours safe from harm.	Work to keep you and your local railway community safe from harm.	Wording changed to reflect BTP's unique environment. This phraseology is consistent with BTP's Vision Statement and other official documents.
2	Always treat you fairly, with dignity and respect, ensuring that you have fair access to our services at all times.	As Home Office.	
3	Publicise the details of your dedicated Neighbourhood Police Team for your neighbourhood.	Publicise the details of your dedicated Neighbourhood Police Team or nearest BTP police station.	BTP has a large part of its geography not covered by Neighbourhood Policing Teams (NPTs). The revised Pledge would enable BTP to publicise its NPTs in the same way as Home Office forces, but also to abide by the spirit of the Pledge by providing details of the nearest BTP station where stations are not covered by NPTs.
4	Ensure that 80% of your Neighbourhood Police Team's time on duty is spent on your patch, and that there are visible patrols in your area at times and places they are needed. Neighbourhood Police Team staff turnover will be minimised.	As Home Office.	BTP NPTs are already set targets of 85%, which they are achieving. Data collection for this measure will change with the enhanced functionality of Airwave, which will provide an activity code for neighbourhood policing. In order for the data to be accurate, officers will need to be briefed that this code should only be used when they are on their NPT area. There are issues about recording time when on training courses and other abstractions which will need to be addressed. BTP tenure policy for NP officers will also need to be

			reviewed in the light of this commitment.
5	Return calls and respond to e-mail enquiries about local issues directed to neighbourhood police teams within 24 hours.	Return calls and respond to e-mail enquiries about local issues within 24 hours.	BTP's NPTs have group email addresses which makes it possible for all of the team to access the emails and respond to them. Although there is no monitoring system in place at the moment, it is likely that this commitment could be achieved in respect of NPTs. If BTP is to make this commitment for the whole of the UK, then the most likely solution would be to publicise a national email address, which is monitored centrally, perhaps by the Crime Recording Centre or First Contact Centre Staff responsible for monitoring emails delivered to the address would need to ensure that the email is passed on an appropriate member of staff and that the email is responded to within 24 hours.
6	Aim to answer 999 calls within 10 seconds and non-emergency calls within 30 seconds, and tell you how your call will be handled.	Aim to answer emergency calls within 10 seconds and non-emergency calls within 40 seconds, and tell you how your call will be handled.	BTP already reports on these indicators within FMI. BTP has agreed a 40 second, rather than 30 second, target as its calls are received via a control room.
7	Respond immediately to emergencies – getting to you within 15 minutes and much sooner if at all possible.	Respond immediately to emergencies - when BTP officers are despatched, getting to you within 15 minutes and much sooner if at all possible. OR	An option for BTP is to measure the time taken from when BTP officers are designated to an emergency incident to the time that they arrive. This would not include emergencies on BTP jurisdiction that Home Office forces are first responders. Preliminary data indicates an average time of 14 minutes, although this data will have to

			be rigorously checked if this measure is to be adopted.
		Respond immediately to emergencies - when BTP officers are despatched, getting to you within an average of 15 minutes for urban locations and an average xx minutes for rural locations or much sooner if at all possible.	There is a function on C&C to allocate a rural and urban response times within a police post area. Currently the police posts cover large geographical areas, but these could be split up within C&C to better reflect urban and rural locations. Once these have been created on C&C data could be extracted accordingly. A corporate definition of rural and urban would be required. The target time for response to emergency calls would need to be agreed for rural locations.

8	Aim to respond quickly to other priority and vulnerable cases, or those agreed with you that relate to neighbourhood policing issues, getting to you within 60 minutes.	As Home Office.	The Home Office would need to provide more clarity over what is treated as a priority or vulnerable case, but it is likely that, when despatched, BTP officers would respond to such a situation within an hour. Currently, there is no monitoring of response times to incidents such as these – consideration would need to be given as to how BTP would measure performance against this commitment.

9	For all other non-emergency calls, give you a timescale within which someone will attend if appropriate, making an appointment at a time agreed with and convenient to you, and within 48 hours.	As Home Office.	This commitment is ambiguous and clarity will be needed over whether the actual appointment will take place within 48 hours or whether the date of the appointment will be agreed within 48 hours. Although BTP would be able

			to choose whether it is appropriate to arrange an appointment, there are likely to be significant resourcing implications, especially given BTP's unique environment. Again, there are no current performance indicators around this area so consideration will need to be given as to how BTP would be able to measure performance.

10	Meet with you at least monthly to agree priorities and update you about crime and policing issues in your area, including: crime maps; information on specific crimes and what happened to those arrested; details of what action we and our partners are taking to make your neighbourhood safer; and data on how your local force is performing.	Meet with passenger and railway industry representatives at least monthly to agree priorities and update them about crime and policing issues in your area, including: crime maps; information on specific crimes and what happened to those arrested; details of what action we and our partners are taking to make your neighbourhood safer; and data on how your Area or Sector is performing.	In order for BTP to meet this part of the Pledge, dialogue with passengers and their representatives would have to be strengthened. NPTs have the Police and Communities Together (PACT) framework, in which there is provision for passenger input, although it not clear that the views of passengers are adequately fed into the process at present. The PACT process would need to be reviewed and monitored in the light of this Pledge. For non-NPT areas, the current Area tasking and coordination meetings are the obvious framework to build on, given that they currently meet the requirements of the Pledge for industry stakeholders. Inviting passenger representatives to tasking meetings would be the simplest solution, but this may raise issues of confidentiality and it is unlikely that all TOCs would be comfortable with this arrangement.

			Alternatively, a pre-tasking meeting with passenger representatives could be implemented, in which the representatives were provided with relevant local information and consulted over priorities. Messages from this meeting could then be taken to the current tasking meetings. The key risks to this arrangement are the cost to area SMT's in terms of time, the inherent bureaucracy of such meetings and ensuring regular, appropriate attendees.

11	Acknowledge any dissatisfaction about our services within 24 hours; tell you how it will be handled, give you an opportunity to talk in person to someone about your concerns and tell you what we are going to do about it.	As Home Office.	Official complaints to BTP through PSD or the IPCC are dealt with as per statutory guidance. Less formal complaints are less strictly monitored however, and it is unlikely that BTP either acknowledges dissatisfaction within 24 hours or gives an opportunity to talk to someone in person in all cases. If BTP is to comply with this part of the Pledge, a mechanism will need to be put in place to monitor these kinds of complaints and to ensure compliance. As in section 5, this is likely to be managed centrally, probably by the Crime Recording Centre or or First Contact Centre.

12	If you have been a victim of crime, keep you informed monthly of progress on your case for as long as you find this useful.	As Home Office.	BTP is compliant with the Victims Code of Practice, which states that the police must: *notify the victim on at least a monthly basis, of progress in cases being actively investigated up until the point of closure of the investigation.* Clarification should be provided from the Home Office that once a case is closed, then monthly updates under the Pledge will no longer be provided.