BRITISH TRANSPORT POLICE

Agenda Item 5

REPORT TO: Strategy, Budget & Performance Monitoring Committee

DATE: 11 November 2009

SUBJECT: 2009-10 Policing Plan Performance

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1. PURPOSE OF PAPER

1.1 The purpose of this paper is to provide an update on British Transport Police's (BTP's) performance against the 2009-10 Policing Plan. Unless otherwise stated, performance data sourced from the Crime System is for the period from 1 April 2009 to 18 October 2009; performance data from other sources is for 1 April 2009 to 30 September 2009.

2. 2009-10 POLICING PLAN - PERFORMANCE SUMMARY

BTP Performance Summary

2.1 BTP is currently achieving 13 of its 14 national targets and 63 of the 75 local targets. This equates to 85% of all targets. Full details of BTP and Area performance against each target are shown in Appendix A. Section 3 examines BTP's performance against each of the 14 national targets; section 4 examines each Area's performance against its local targets.

Table 1 BTP's 2009-10 Targets

	Number of Targets	Number being Achieved
BTP National Targets	**14**	**13**
BTP Local Targets		
- London North	12	11
- London South	12	12
- London Underground	21	15
- North Eastern	10	10
- North Western	9	6
- Scottish	2	2
- Wales & Western	9	7
Total BTP Local Targets	**75**	**63**
Total BTP Targets	**89**	**76**

Area Performance Summary

2.2 Table 2 shows the number of national and local targets each Area is achieving. Seven of BTP's 14 national targets do not have targets at Area level (eight in London Underground Area). These are the targets covering contact management, efficiency, recruitment and promotions.

Table 2 Area 2009-10 Targets

	National		Local		All targets		
Area	Number	Achieving	Number	Achieving	Number	Achieving	Achieving %
London North	7	7	12	11	19	18	95%
London South	7	7	12	12	19	19	100%
London Underground	6	5	21	15	27	20	74%
North Eastern	7	7	10	10	17	17	100%
North Western	7	5	9	6	16	11	69%
Scottish	7	5	2	2	9	7	78%
Wales & Western	7	4	9	7	16	11	69%

3. 2009-10 POLICING PLAN – NATIONAL TARGETS

3.1 BTP is currently achieving 13 of its 14 national targets. The only target BTP is not yet achieving is the proportion of promoted police officers from a black or minority ethnic (BME) background (see paragraph 3.12 for further details).

3.2 **Reducing Notifiable Crime (excluding police generated offences)**

Excluding police generated offences, overall BTP has, to date, recorded 32,143 offences in 2009-10, 1,132 (3%) fewer than its year to date (YTD) target and 3,036 (9%) fewer than during the same period last year. The reduction since last year is particularly good in North Eastern Area (20%), London South Area (12%) and London North Area (10%). London Underground Area is also achieving its YTD target. North Western and Scottish Areas are not quite achieving their targets (by just 23 and 25 offences respectively) despite both recording 6% fewer offences than during the same period last year. This apparent anomaly is because, last year, a disproportionate number of offences in these Areas were recorded in the first half of the year.

54% of the annual total in North West Area, 55% in Scottish Area. Wales and Western is the only Area currently recording more notifiable offences, excluding police generated, than at this time last year. However, the increase is small (23 offences, or 1%) and is improving; in June it was 11%. All Areas expect to be achieving this target at the year end.

Within the overall 9% reduction since the same period last year, the number of recorded Serious Public Order offences has increased by 32 (1%) since last year, while all other notifiable crime groups are showing a decrease, including Theft of Railway & Commercial Property (down 25%), Serious Fraud offences (down 23%), Robbery (down 22%) and Serious Line of Route offences (down 20%).

A notable recent success for BTP has been a reduction in fraud, particularly credit card fraud. The Credit Card Unit (CCU), formed within the National Crime Team in October 2005, has targeted Organised Crime Groups, primarily from Eastern Europe, who use cloned credit cards to purchase tickets for onward sale, either on-line or from Ticket Vending Machines. The Unit's work has helped reduce the number of recorded Serious Fraud Offences from 1,630 in 2004-05 to 1,063 in 2008-09, and just 461 during the first six months of 2009-10.

Notifiable Crime Detection Rate

3.3 To date, BTP is achieving a detection rate of 34% for notifiable crime (target 33%). This is a significant improvement on the 27% achieved in 2007-08, and the 32% achieved in 2008-09.

Six Areas are currently achieving their individual detection rate targets; the greatest improvements since the same period last year have been achieved by North Eastern (up from 29% to 35%) and Wales and Western (up from 32% to 37%). The seventh Area, London Underground, is currently achieving 29%, just one percentage point short of its 30% target, but expects to achieve it by targeting known repeat offenders and focusing on Theft of Passenger Property (TOPP).

The detection rate for most crime groups has improved since the same period last year, including Serious Fraud Offences (up from 68% to 78%), Sexual Offences (up from 32% to

41%), Theft of Railway and Commercial Property (up from 26% to 32%), Serious Line of Route Offences (up from 8% to 12%) and Motor Vehicle / Cycle Offences (up from 9% to 12%). The only crime groups with a lower detection rate to date are Criminal Damage (down from 19% to 18%), Robbery (down from 52% to 51%) and Other Serious Offences (down from 50% to 47%). The latter category covers a wide variety of offences including handling stolen goods, going equipped to steal and perverting the course of justice.

3.3 **Live Cable Theft Reduction**

To date BTP has recorded 484 such offences, 151 (24%) less than target and 372 (43%) fewer than during the same period last year.

All the Areas are achieving their individual targets for the reduction in live cable related offences. North Eastern Area continues to record the largest share of these offences: 51% of the national total to date, slightly more than its 45% share in 2008-09.

A contributory factor to the reduction in live cable theft has been the fall in the world price of copper, from $8,000 - $9,000 per tonne during April - July 2008 to around $3,000 in December. However, the price has now risen again, to over $6,500. If this trend continues, the associated rise in the value of scrap copper may lead to a resurgence of cable related criminal activity. The average number of offences per week has already risen from 16 during April – July to 20 during the last five weeks (to 26 October).

BTP is addressing this threat with continuing investigations of identified individuals, including several scrap metal dealers, suspected of involvement in cable theft. Also, on 11 November, BTP is leading an ACPO National Day of Action, including roadblocks and co-ordinated visits to scrapyards, involving several agencies and forces.

3.4 **Fatality Management**

BTP continues to achieve its 90 minute target for clearing fatalities with an average time of 78 minutes.

3.5 **Football Related Detections**

A new target for 2009-10 is to increase the number of offenders detected for football related offences by 7%. This measure has been introduced to ensure early and effective intervention towards any kind of disorder associated with football supporters; early intervention often prevents low level disorder developing into more serious disorder and violence. The majority of these offences comprise of Causing Harassment, Alarm or Distress (31% of football related offences to date), Public Order byelaw offences (12%), Drunk and Disorderly Conduct (6%), and Violent Disorder (5%).

To date, BTP has detected 418 offenders for football related offences, 201 (93%) more than target and 215 (106%) more than the same period last year. All Areas are achieving their individual targets.

3.6 **Quality of Service**

BTP's Quality of Service (QoS) performance continues to improve, with a 90% satisfaction rating in September.

BTP's overall victims' of crime satisfaction rating for April-September was 87%; this compares with a target of 80%, and a performance of 80% during the same period last year. All Areas are achieving this target.

Nationally, the 80% target is being achieved for each of the four crime groups and for all the performance indicators except satisfaction with Police Action which, with a YTD performance rating of 79%, is just one percentage point short of the target. Victims' satisfaction for all performance indicators and crime groups has improved since the same period last year. The greatest improvements have been for Follow-up (up from 74% to 81%), theft offences (up from 80% to 87%), violent offences (up from 82% to 89%) and vehicle offences (up from 71% to 85%).

The QoS improvements have been achieved by a concerted effort at Areas, supported by guidance and assistance from the QoS team at Force Headquarters (FHQ). In particular, several Areas have arranged victim support training for staff, audited follow up and use tools provided by FHQ to share good practice and facilitate local improvement.

3.7 **Sickness**

During April-September, BTP's average sickness for all employees was 3.68 days per person, against a target of 4.00 days, and a performance of 3.71 days during the same period last year.

The three London Areas have the lowest rates of overall sickness. North Eastern Area is also achieving the target. The other three Areas are not yet achieving the 4.00 target, Wales and Western is closest with average sickness of 4.04 days per person; the sickness rates for North Western and Scottish are, respectively, 4.68 and 5.49 days per person. These rates are being rigorously managed by FMT, by the Sickness Gold Group and by the Areas themselves.

Nationally, BTP's police officers and police staff are achieving the 4.00 target with average sickness rates of 3.74 and 3.39 days per person respectively. PCSO sickness was on target until June, but increased sharply in July and remained high in August. Despite a fall in September, the YTD rate for PCSOs is 4.32 days per person, still slightly above the 4.00 target.

The majority of sickness continues to be long-term: 70% for officers, 54% for police staff and 53% for PCSOs.

3.8 **Contact Management**

BTP's 2008-09 targets to answer 90% of emergency calls within 10 seconds, and 90% of non-emergency calls within 40 seconds, have been retained for 2009-10. To date, both targets are being achieved, with 92% of emergency calls and 95% of non-emergency calls answered within the requisite period. This strong performance is largely due to the new contact centre in Birmingham, and is expected to be maintained throughout 2009-10.

3.9 **Efficiency Savings**

BTP is targeted to achieve at least 6% efficiency savings (£10.2m) through the 2008-11 *Frontline*first Programme, to be re-invested in front-line policing, including Neighbourhood Policing Teams. Although only in the second year of the Programme, BTP has exceeded its three year target with realised savings of over £14m. Despite this achievement, the Programme is continuing to identify further savings; planned savings over the three years of the Delivery Plan currently total £17.88m.

The *Frontline*first 2 Programme is now underway. A series of Challenge Panels held with FHQ departments identified a total of £3.97m cashable savings for the 2010-11 budget.

3.10 **Recruitment Targets**

BTP has targets to ensure that at least 13% of officers recruited during 2009-10 are from a BME background, and at least 13% are female. After six months BTP is achieving both targets; of the 73 police officers recruited during April - September, 13 (18%) were from a BME background and 11 (15%) were female.

3.11 **Promotions Targets**

BTP has progression targets that at least 9% of officers promoted during 2009-10 should be from a BME background, and at least 12% should be female. After six months BTP has promoted 22 officers. Five (23%) were female and one (5%) was BME.

4. 2009-10 POLICING PLAN – LOCAL TARGETS

<u>London North Area</u>

4.1 London North is achieving 11 of its 12 Local Targets.

4.2 The Area has already achieved its annual target for theft from Ticket Vending Machines (TVMs). The high number of detections to date (50) is primarily due to a successful investigation into a series of crimes by a single family. Four members of the same family have been charged with 54 counts of vandalism and theft between July 2008 and March 2009.

4.3 London North Area is achieving both of its Staff Assaults targets. The number of recorded offences to date is 216, 33 (13%) less than target and 42 (16%) fewer than the same period last year. The lower level of recorded assaults is linked to both the number of joint operations with Revenue Protection Inspectors (RPIs), who are less likely to be assaulted when BTP officers are present, and an increased level of conflict resolution training for railway staff. London North's detection rate for Staff Assaults is currently 57%, two percentage points better than its 55% target. Further improvement is expected with the conclusion of 31 ongoing investigations involving named suspects.

4.4 London North Area has been particularly successful at reducing Theft of Passenger Property; the 1,564 offences recorded to date are 254 (14%) fewer than its YTD target. This improvement is partly due to the increased BTP visibility provided by the Neighbourhood Policing Teams (NPTs) at mainline stations.

4.5 The Area is achieving both its joint operations targets, having already completed 74 joint policing operations (YTD target 60) and 94 joint operations with railway companies (YTD target also 60).

4.6 Following a recent improvement in performance, the Area is now achieving its target to reduce the number of recorded Violent, Sexual and Robbery offences. The 448 Violent, Sexual and Robbery offences recorded to date are 22 (5%) less than target, and 32 (7%) fewer than during the same period last year. On-board CCTV, and increased high visibility patrols by uniformed officers at hotspot locations between 16:00 and 02:00, have helped achieve this improvement.

4.7 The only target London North Area is not yet achieving is its Robbery Detection Rate. However, its 48% performance to date is only one percentage point short of its 49% target. Performance would have been on target with three more detections and there are currently 42 potential detections from investigations with named suspects. The Area is confident it will be achieving this target when these investigations are completed.

London South Area

4.8 London South Area is achieving all 12 of its local targets.

4.9 The Area's detection rate for TVM offences has improved significantly against the same period last year, up from 21% to 36% (2009-10 target is 29%). Early evidence kits given to the Area's three main TOCs have contributed to this success. Railway staff now retrieve evidence from the scene before BTP officers arrive. The Technical Support Unit's analysis of CCTV footage has also helped improve the detection rate, as has targeting organised crime groups; earlier this year one group from Sussex admitted 22 offences of theft from and damage to TVMs.

4.10 Another notable success is performance against the Violent, Sexual and Robbery target; the 520 offences to date are 164 (24%) less than target, and 163 (24%) fewer than the same period last year. This is the result of ongoing initiatives, in particular BTP's increased visibility through NPTs and the number of CCTV cameras. These are both focused on identified hotspot locations, and are discouraging offenders from committing Violent, Sexual and Robbery offences at railway locations.

4.11 London South Area's NPTs have also helped increase the number of Anti-Social Behaviour (ASB) detections, up by 599 (51%) since the same period last year. Detections were also boosted by Operation Chicago and Operation Velocity, the Area's summer ASB operations. These operations involved up to 35 officers per day, who stopped 1,931 people and detected 244 offences, at various locations throughout August.

4.12 The increase in cycle crime detections, 176 to date compared with a YTD target of 79 and 42 during the same period last year, is largely due to a dedicated cycle crime team set up in the Area's South West Quadrant in April 2009. One prolific cycle thief admitted 56 offences and was sentenced to two and a half years imprisonment on 2 October; other suspects are on police bail while enquiries continue.

4.13 London South Area's dedicated graffiti unit, with its strong relationship with TOCs and focus on prolific offenders, has reduced the level of graffiti offences, both in total, by 58 (12%) since last year, and for offences causing damage of more than £1,000. To date there have only been 54 of these more serious offences, compared to a YTD target of 63, and 65 offences during the same period last year.

4.14 The dedicated unit has also helped the Area increase its number of graffiti detections, despite the reduction in the number of offences. A joint operation with Sussex police and local councils led to the arrest of two offenders responsible for a total of 168 offences.

London Underground Area

4.15 London Underground Area is achieving 15 of its 21 targets.

4.16 The Area is exceeding five of its seven detection rate targets. It is achieving detection rates of 55% for Robbery (target 36%), 33% for Sexual Offences (target 23%), 6% for Theft of Passenger Property (target 5%), 14% for Graffiti (target 12%) and 61% for ASB (target 60%).

4.17 Detection rates continue to be boosted by flexible rostering, which has improved response times, by scene of crime training, which has improved forensic recovery, and by intelligence-led policing. The Area has also used the crime car and pro-active police patrols at identified hotspots, and increased resources allocated to the pickpocket units.

4.18 The flexible rostering, and associated rapid response times to graffiti incidents, have also helped reduce the number of train movement minutes lost as a result of graffiti offences. 362 minutes have been lost to date, against a YTD target of 459 minutes.

4.19 Another notable success has been the reduction in Violent, Sexual and Robbery offences. The 447 offences recorded to date are 54 (11%) less than target and 58 (11%) fewer than during the same period last year. This has been achieved by employing additional uniform patrols at

twenty identified stations, using patrols to look out for suspected repeat offenders, employing the expertise of the Indecency Unit and early victim intervention.

4.20 Passengers' perception of safety and security is a key operating measure for Transport for London (TfL). The target is monitored at three locations, and London Underground Area is currently achieving its target for all three: Docklands Light Railway (satisfaction rating 95%, target 90%), London Underground trains (satisfaction rating 85%, target 85%), and London Underground stations (satisfaction rating 82%, target 81%).

4.21 The two detection rate targets London Underground Area is not yet achieving are Hate Crime (performance to date 38%, target 44%) and Serious Staff Assaults (performance to date 64%, target 78%). The Area expects to be achieving the Hate Crime target when investigations into 19 bailed suspects are concluded. The Area has reduced the number of Serious Staff Assaults by 18 (29%) since this time last year. It is now planning to increase detections by early CCTV capture and analysis, and continued spit kit training.

4.22 To date, total staff related incidents are 43 (5%) less than last year. Despite this, the 875 recorded to date are 37 (4%) more than target. To achieve a further reduction and ensure that the target is achieved, the Area is giving priority to all reported offences and is actively supporting joint revenue protection operations.

4.23 London Underground Area is not yet achieving its target for reducing TOPP offences, with 3,631 recorded offences against a YTD target of 3,378. However, it has increased the resources in its pickpocket units and is continuing to target organised crime groups.

4.24 The Area is almost achieving its target for Stonethrowing and Trespass detections; the 94 detections to date are just 11 (10%) less than its YTD target. The Area is working in partnership with the industry to identify key locations for Trespass and achieve more accurate and earlier reporting of Stonethrowing. A problem solving approach has now been agreed.

North Eastern Area

4.25 North Eastern Area is achieving all ten of its local targets.

4.26 The Area is achieving good detection rates for Violent, Sexual and Robbery offences (62% against a target of 57%) and Hate Crime (75% against a target of 59%). Both detection rates have benefited from successful media appeals for information. The detection rate for Violent Offences has also benefited from the targeting the night time economy at Middlesbrough, Hull and Leeds stations, working with local forces and crime detection partnerships. This has helped deliver both a reduction in offences and an increase in detections.

4.27 Focusing on these night time economies has also helped the Area reduce the number of passenger assaults to 230, 28 (11%) less than the YTD target. There has been an ongoing benefit from the closure of Bar Puro in Leeds, and reduced opening hours for the Corner House Club in Middlesbrough, both of which had been associated with late night violence.

4.28 The Area's Route Crime initiatives have both reduced the number of offences, by 25 (10%) compared to the same period last year, and improved its detection rate to 20% (target 17%). The Area focussed on the school holiday periods, using the media to promote the Summer Holiday Crackdown on Route Crime and asking parents to ensure their children are aware of the dangers posed by the railway.

4.29 North Eastern Area has recorded 96 Staff Assaults to date, in line with its YTD target (also 96). The Area is giving the investigation of staff assaults a high profile; it has identified key locations and is discussing partnership approaches with the relevant TOCs. As a result the level of assaults has fallen from 16 per month during April – June to 11 during the month to 18 October.

North Western Area

4.30 North Western Area is achieving six of its nine local targets.

4.31 The Area has detected 109 (19%) more ASB offenders than its year to date target (588). This is primarily due to the work of the three NPTs at Manchester, Wirral and Southport. In particular the NPTs are preparing Problem Solving Plans (PSPs) (for example to tackle violence at Manchester Victoria station) that focus their activities, improve patrol strategies, introduce regular, local performance monitoring and increase local accountability and ownership.

4.32 The Area is also performing well against its detections target for Aggression towards Staff; it has already achieved 194 detections, 49 (34%) more than its YTD target. This is a result of officers continuing to support planned revenue exercises via the joint industry tasking process, and continuing with its education agenda providing crime reduction and conflict resolution training for staff from the TOCs and their contracted security companies.

4.33 North Western Area experienced an increase in recorded Violent, Sexual and Robbery offences at the start of the year, primarily at Manchester Victoria and the adjacent Manchester Evening News (MEN) Arena. A focus on this hotspot led to both an increase in detections, including 11 for sexual offences by one individual who has now been charged with each offence, and a reduction in recorded offences. Since June the number of recorded offences has been below target and, in October the Area achieved its YTD target for the first time. The Area now expects to remain ahead of its target for the rest of the year.

4.34 The Area is not yet achieving its Hate Crime detection rate target, with a performance of 41% against a target of 58%. The Area is working hard to achieve this target by tackling incidents as soon as they are recorded, and gathering evidence to support a charging decision on the day suspects are arrested. There are currently 13 potential detections with named suspects. The detection rate has already improved (from 24% in May) and further improvement is expected.

4.35 The 88 notifiable offences recorded in the Southport Neighbourhood Policing (NP) area are just two (2%) more than target; the 381 in the Manchester NP area are just 17 (5%) more. Southport has been achieving lower levels of notifiable offences since June, and expects to be achieving its YTD target within a few weeks. At the start of the year, the number of offences in

Manchester was boosted by an increase in shoplifting at the retail outlets at Manchester Piccadilly and thefts of mobile phones during concerts at the MEN Arena at Victoria. The Area worked closely with the national mobile intelligence unit to identify gangs who target concerts, and the NPTs implemented local PSPs to tackle the shoplifting. As a result, the level of notifiable offences fell during June – August. PSPs to tackle ASB and TOPP are now in place and the Area expects to shortly be achieving the Manchester NP target.

Scottish Area

4.36 Scottish Area is achieving both of its local targets, to reduce ASB offences and to obtain stakeholder satisfaction of at least 70% for its Problem Solving Plans (PSPs). To date it has recorded 1,054 ASB offences, 191 (15%) fewer than its YTD target.

4.37 The Area is exceeding its PSP stakeholder satisfaction target, with 85% satisfaction in the year to date. Between April and September, the Area agreed and initiated 34 PSPs; 22 have been completed and evaluated by stakeholders.

4.38 The PSPs to date have varied considerably in nature including, for example, reducing route crime (such as stonethrowing) at known hotspots during the school holidays and support for Scotrail staff during ticket checks at Glasgow Charing Cross. While BTP officers were in attendance at the ticket checks, there was no offending behaviour, unlike previously.

4.39 Other completed PSPs have addressed anti-social behaviour at locations requested by the stakeholder. Policing of 30 train services on Glasgow's North Electric Line led to reduced offending, detection of previous offences and the seizure of 14 litres of alcohol. A PSP covering Auchinleck station led to five arrests. At Helensburgh station BTP worked in partnership with the Royal Naval Police to address potential disorder by naval personnel on shore leave.

4.40 Recent PSPs include:

- developing a Level Crossing education package for delivery to schools
- targeting ASB by stag/hen parties travelling to Newcastle

- in partnership with other forces, targeting ASB at the Scotland v Macedonia football match. As part of this operation, 500 litres of alcohol were seized, 313 by BTP.

Wales and Western Area

4.41 Wales and Western Area is achieving seven of its nine local targets.

4.42 The Area is performing particularly well against its ASB and Route Crime detections targets. To date, it has detected 679 ASB offenders, 162 (31%) more than the YTD target, and achieved 612 detections for Route Crime, 176 (40%) more than target. Both successes are largely due to Operation Tranquillity, a series of week long co-ordinated operations, undertaken monthly. These operations have already resulted in over 600 detections since April. The nature of these operations is varied, but they have included joint partnership working with Network Rail at targeted hotspot level crossings, as well as joint revenue protection initiatives with TOCs at selected locations and the prevention and detection of violent offences.

4.43 Operation Tranquillity partnership initiatives have also helped the Area achieve its NP joint operations target, with 27 completed to date, against a YTD target of 13, and a full year target of 24.

4.44 Wales and Western Area has two detection rate targets relating to treatment of staff. It is exceeding its target for aggression towards staff, with a 61% detection rate against the target of 58%. The Area's detection rate for Staff Assaults is currently 55%; it is working hard to achieve its 60% target by:

- tasking both the Area Crime Team and Operational Support Units to expedite potential staff assault detections
- reviewing the Staff Assault PSPs at Birmingham Moor St and Bath stations
- exploring joint approaches at the TOC Tasking meeting in September
- setting the theme of the most recent Operation Tranquility (19-26 October) to be working in partnership to prevent and detect staff aggression offences

4.45 After further improvement during September the Area is now achieving its detection rate target for Violent, Sexual and Robbery offences, with a performance of 63% against a target of 60%. The Area expects to be achieving this target when existing potential detections come to fruition. The improvement was partly due to the September Operation Tranquility that focussed on the prevention and detection of violent offences.

4.46 Wales and Western Area is performing particularly well against its Hate Crime target, with a detection rate to date of 68% (target 58%).

4.47 The Area is not yet achieving its target for total offences in the Welsh Sector; its 2,183 recorded offences to date are 153 (8%) more than its YTD target. Performance against target has been improving; a regular Crime Reduction meeting has been introduced to identify appropriate preventative measures and achieve further improvements.

5. RECOMMENDATIONS

5.1 That members note the contents of this paper.