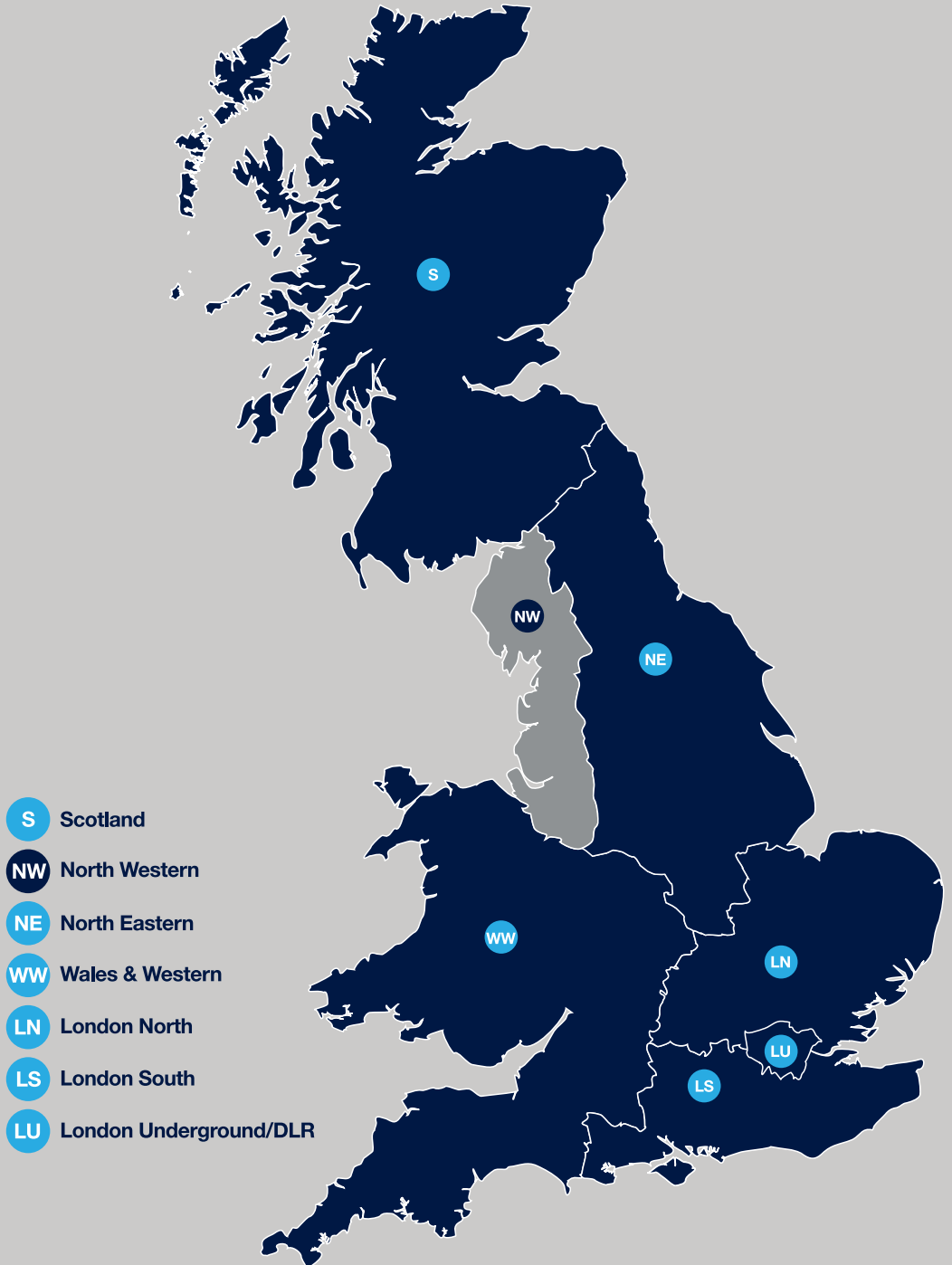


10/11

# North Western 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.

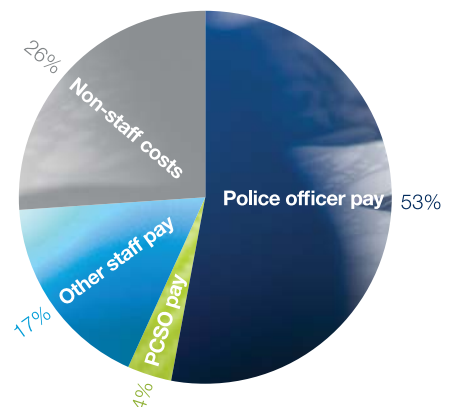
The BTPA and BTP have worked closely together on the budget settlement for next year, and the BTPA has set a budget increase of 1.3% for 2010/11. While this increase is modest and necessary to fund the nationally agreed

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

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**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.

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

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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

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### 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

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### 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 Peter Holden North Western Area Commander

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**British Transport Police's North Western Area undertakes a vital role in maintaining the safety of passengers, staff and goods across the north west of England. We police a travelling population of 55 million passengers and cover nine train operators as well as Network Rail.**

We have 263 police officers, 38 police community support officers and 52 police staff, based at 11 police stations across the Area. We work closely with our partners including Passenger Focus, the Crown Prosecution Service, Business in the Community and other police forces in an effort to achieve a safe railway environment, free from disruption and the fear of crime.

We continue to play an active role as a Category One partner within the Civil Contingencies Act, forming effective partnerships with a host of agencies throughout the region to improve emergency preparedness.

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Last year we again benefited from a partnership approach to policing with overall crime levels on the Area's railways down for the fifth consecutive year.

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Last year we again benefited from a partnership approach to policing with overall crime levels on the Area's railways down for the fifth consecutive year. Passenger Focus data also revealed a general rise in passenger confidence across the north west and we aim to build upon these successes in 2010/11.

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Improved use of resources will allow us to achieve our policing objectives...

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While the current restrictions on finances present a difficult operating environment for us all, our aim throughout 2010/11 is to make the railways safer in an effort to increase patronage and, ultimately, revenue while providing a safer environment at all times of the day and night.

During the course of the year we will again be seeking opportunities to rationalise our support functions and improve our use of technology in order to dedicate more resources to frontline policing.

Improved use of resources will allow us to achieve our policing objectives which have been produced following consultation with our key partners and stakeholders. We will focus particularly on those crimes that directly impact upon people,



including assaults against staff and all types of violent crime, as well as crimes that disrupt the effective operation of the railway such as cable theft and level crossing offences.

The new rosters recently introduced across the North Western Area will ensure our staff are deployed more effectively in order to meet the growing demand for our services. This will improve our response to issues of anti-social behaviour and football related disorder in particular, and will provide additional reassurance to those working and travelling upon the railway.

While addressing these issues we will continue to provide a quality of service which engenders confidence in our partners. In support of this we will continue to roll out the neighbourhood policing philosophy across the north west, ensuring we remain accountable through locally chaired meetings that provide the framework for successfully resolving the issues that most impact on the community.

This plan sets out clearly what our objectives and targets are for the year. As ever, the key to success is listening to, and working with, our partners to make the north west's railways even safer.

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# Area targets

## Violent crime

**Detect at least 52% of serious violence against the person, sexual and robbery offences**

BTP is committed to bringing those who commit violent, sexual and robbery offences to justice. 303 of these offences were recorded within the North Western Area in 2009/10.

## Staff assaults

**Reduce the number of incidents of aggression towards staff recorded by the industry from the 2009/10 level**

Public servants deserve to be able to do their job without fear of harm and BTP will work in partnership with the industry to bring offenders who assault rail staff to justice.

## Neighbourhood policing

**Successfully complete at least 25 problem solving plans**

**Deliver at least five problem solving plans targeting problematic train services and routes as identified by the Area's TOCs**

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

## 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.

## 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.



**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."**

**Millie Banerjee**

Chair, British Transport Police Authority

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

**[www.btp.police.uk](http://www.btp.police.uk)**

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