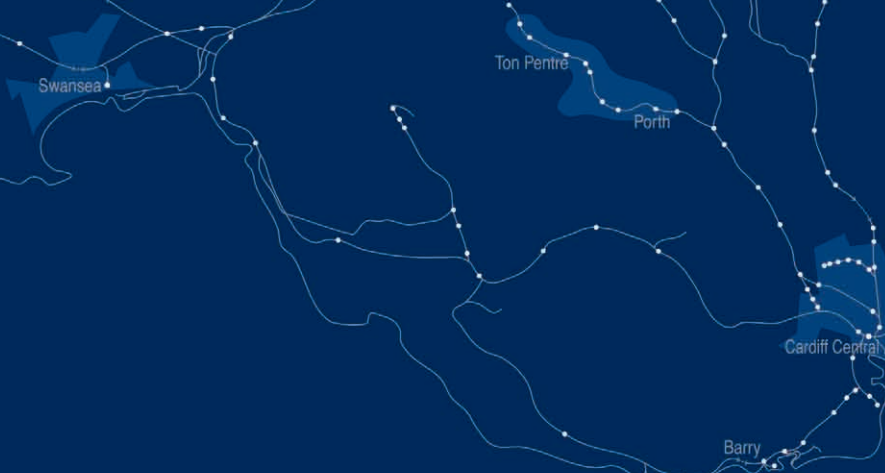


# Welsh Sector Policing Plan



# 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.

The 2011/12 policing plan targets are focused on the areas that you have told us are the most critical.

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 Peter Davies Welsh Sector Area Commander



British Transport Police's Welsh Sector plays a pivotal role in maintaining the safety and security of the passengers, staff and communities who use the Welsh rail network.

**We have 76 police officers, nine police staff and 19 police community support officers based at nine police stations across Wales.**

We work closely with partners including Network Rail, train operating companies, Passenger Focus, Home Office forces, Crime and Disorder Reduction Partnerships and others to achieve a safe railway environment that is free from disruption and the fear of crime. To continue to improve focus and accountability, I chair our Welsh Strategic Partnership, which includes representatives from the Welsh Assembly, British Transport Police Authority and rail industry representatives.

Together, we have had considerable success over the past year and, with your help, we aim to achieve much more in 2011/12. Our continued partnership with Passenger Focus has seen us address passenger perceptions of safety and reassure those using and working on the network with dedicated patrols and operations at key locations at the right times – particularly during the evenings.

In response to our policing needs and community demands, we moved one of our Neighbourhood Policing Teams (NPTs) from Newport to Cardiff to successfully tackle vagrancy and anti-social behaviour and to help make a qualitative difference to the Welsh capital's gateway.

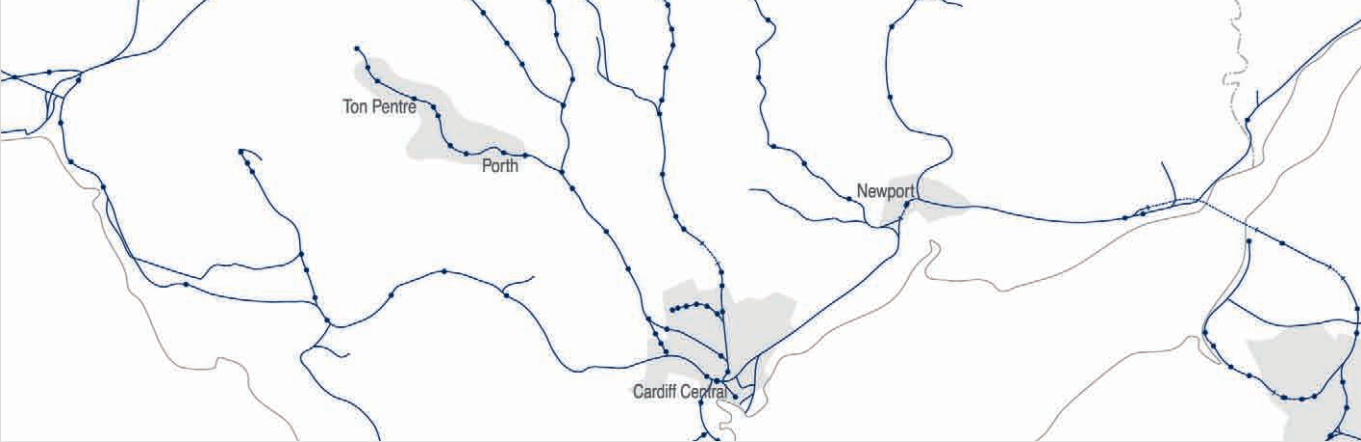
Similarly, the well-established NPT at Pontypridd continues to tackle anti-social behaviour, staff assaults, and alcohol-related problems that were evident on a number of routes. In partnership with Arriva Trains Wales, the introduction and enforcement of the Code of Conduct banning people from taking alcohol onto trains, together with targeted high visibility police patrols, has seen a significant reduction in anti-social behaviour and staff assaults. It was introduced to the Rhondda Valley route in 2007 and has since been extended to cover the South Wales Valley Network.

Our continued partnership with Passenger Focus has seen us address passenger perceptions of safety...

We will continue to take positive action against those who abuse or threaten rail staff, creating an even safer environment where they can come to work without fear.

In addition, we will work closely in 2011/12 with the rail industry to adopt problem solving plans in response to disruption to railway infrastructure, in particular thefts of metal and cable from the network.





With large numbers of football fans continuing to travel by train, tackling the anti-social minority also remains a priority.

The Welsh Sector is host to a number of large events, and policing Millennium Stadium events has its own particular challenges. We work closely with the train operating companies, the stadium and colleagues from local police forces to ensure that Cardiff and the rail network receive the most effective policing service possible. We will continue to review how partnership working and resource sharing can provide a more effective and financially viable level of policing for these events.

I look forward to working with you to maintain the quality of service our passengers and staff have a right to expect. The measures this policing plan has put in place will deliver this in a way which further embeds our role as the specialist police service for the railways.

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# Area targets

## Welsh Sector

2011/12

### Staff assaults

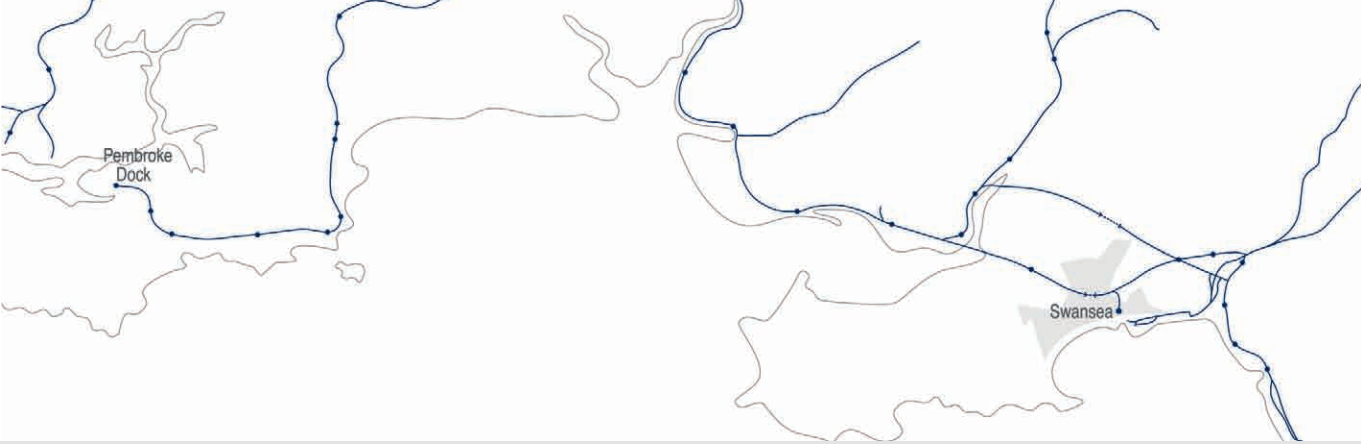
**Maintain or increase the detection rate for staff assault offences**

Staff assaults have a major impact on the confidence of railway staff. The Welsh Sector achieved a detection rate of 74% in 2010/11 and will strive to maintain this high standard to bring those offenders who assault rail staff to justice.

### Anti-social behaviour

**Implement a minimum of six problem solving plans of which four will focus on anti-social behaviour between 8pm and 1am**

Anti-social behaviour has a direct impact on the confidence of passengers and rail staff. In consultation with industry partners, the Welsh Sector will use a problem solving plan approach to tackle anti-social behaviour focusing on problems that arise during the evening hours.



I look forward to working with you to maintain the quality of service our passengers and staff have a right to expect. The measures this policing plan has put in place will deliver this in a way which further embeds our role as the specialist police service for the railways.”

**Chief Superintendent Peter Davies**  
Welsh Sector Area Commander

**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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