

# 2014/15



BRITISH  
TRANSPORT  
POLICE

Policing Plan  
**National and  
Divisional**

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# BTPA Foreword

Millie Banerjee

Chair, British Transport Police Authority

**Much of the past year has been dedicated to getting to the bottom of what really matters to the rail industry to ensure local needs at the front end of railway policing informs decisions taken at the top.**



We have listened and acted on feedback delivering policing plans that we believe more accurately reflect local needs and priorities. This has involved restructuring the force to better align BTP operations with stakeholder geographies, shifting policing priorities from area based, to line of route.

And it is this 'bottom up' approach that has resulted in this year's National and Local Policing plans which reflect the wants and needs of our stakeholders and better supports the work of the force.

For those who own, operate, work or travel on the railways this year's plans mean faster police response times, improved performance, less disruption and better integration with the rail structure.

To deliver our ambitious targets, savings from the restructure have been reinvested back into the force, with an extra £2.8million being spent on 200 more officers. And almost two thirds of our

budget will be spent on delivering day to day policing with more being allocated to new technologies.

The force is on course to successfully meet most of its National Policing targets for 2013/14. Crime continues to decrease year on year and figures for the last financial year suggest a continuation of this downward trend.

I recognise the vital role the BTP plays in dealing with disruption on Britain's railways, it is a crucial measure of our performance and significantly contributes to the performance of the rail industry.

BTP dealt with fatality based delays 15 minutes faster than the national target set last year, and the challenging 2014/15 target, a 6 per cent reduction in police related disruption minutes, will set us on course to meet the Authority's Strategic aims for 2013/19.

Work has already begun to support delivery of this target such as tackling trespass, vandalism and identifying crime hotspots.

I am confident that the changes and targets we have introduced will bring tangible benefits that passengers and the rail industry will see and feel on the ground and we will continue to engage with our stakeholders to ensure we remain on course to deliver a first class efficient and effective policing service.



# Introduction

Paul Crowther

Acting Chief Constable, British Transport Police

## **The 2014/15 Policing Plan is the operational delivery mechanism of the second year our 2013/19 Strategic Plan.**

In the context of an expanding railway network, with record numbers of passengers and significant new infrastructure developments, BTP is committed to making the railway a safer place to travel and work. By 2019, our strategic objectives are to achieve a:

- 20% reduction in crime
- 20% reduction in police-related minutes lost to disruption; and a
- 10% increase in confidence for passengers and staff using the railway

BTP is committed to providing best value to our stakeholders and we plan to achieve these objectives within a budget that is limited to RPI increases throughout the Strategic Plan period.

Last year was an extremely challenging one. Alongside our continued focus on operational performance a restructure of

the Force was implemented to streamline support functions. Efficiency savings from this exercise are being reinvested in the frontline and 208 new police posts have been created. After listening to the needs of stakeholders and carrying out detailed analysis of our crime and response times, we are deploying these new officers where they will enable us to deliver a more effective and visible policing service to all those who use and work on the rail network.

By streamlining our management structures and reducing staffing levels in support functions and in senior ranks, we have created an agile, responsive frontline. We have reduced our structure from seven Areas to three divisions, with sub-divisions more clearly aligned and responsive to stakeholders needs. This new structure will enable us to build on our strengths, maintain good operational grip and deliver improved performance, working in partnership with the rail industry.

Last year we also looked at new and innovative ways to reduce the impact that disruption has on the network.

Two pilot schemes were introduced to

change the way we manage fatalities and the disruption they cause to the running of the network. The first is aimed at effective intervention with vulnerable people (with support from appropriate health agencies and charitable bodies), to prevent fatalities on the network. This is proving to be very successful. During a four-month period an increasing trend in fatalities has been reversed. We have also looked at how we might reduce the impact of delays as a result of fatalities whilst ensuring incidents continue to be handled sensitively and appropriately. By partially reopening lines when this has been possible, we have reduced the delay impact. During 2013/14, as a result of these new approaches, we reduced the time taken to 'hand back' the railway in both non-suspicious and unexplained fatalities. This approach to managing risk appropriately and effectively is one that will continue in 2014/15.

Crime was driven down again last year, for the ninth year in succession, and our national targets for this year are aimed at building on this success. As the railway continues to attract ever increasing



numbers of passengers, maintaining reductions in crime will be challenging.

We strongly believe passengers and staff have a right to feel safe on the rail network and this year we will be focusing on helping to build passenger and staff confidence. The chance of being a victim of crime on the network is low, but by improving visibility and availability of officers and staff – particularly during busy times or late at night – we can improve the sense of security for those using the network.

I am confident that 2014/15 will be another successful year and the changes we have made during the past year will deliver a localised, responsive and visible policing service for those using or working on the rail network.

# Our ambition and objectives

Our ambition is to make a step change in the quality and efficiency we achieve in delivering our services.

**This translates into the following objectives for 2019:**



## **Keep transport systems running**

Reduce minutes lost to police-related disruption by at least 20% on the 2012/13 outturn figure\*



## **A safe and secure railway**

Reduce crime on the railway by at least 20% on the 2012/13 outturn figure



## **Promote confidence in use of railway**

Increase passenger confidence with personal security on train and on station by at least 10%\*\*



## **Deliver value for money**

Achieve the targets above within a Medium Term Financial Plan with annual cost increases within RPI

\* To be measured in customer hours for TfL and LUL

\*\* To be measured via the Spring 2013 National Passenger Survey and a measure agreed with TfL and London Underground

# National targets

## ● Reduce police related Disruption minutes by at least 6%

Reducing disruption is the number one priority consistently identified by BTP's stakeholders and this will be the forth year that it has been a specific Policing Plan target. It is also central in improving the efficiency and reliability of the UK rail industry and is one of the key ways BTP can enable the wider industry to meet future challenges. This target will be challenging to achieve, however this objective has been set in the context of a long term strategic aim to reduce disruption by 20% by 2019.

## ● Non suspicious and unexplained fatalities to be cleared within an average of 90 minutes

The management of fatalities is a continuing top priority for BTP, focusing on sustaining the current excellent progress in reducing associated disruption, whilst still preserving the dignity of the deceased and investigative integrity. For the second time, unexplained fatalities as well as those categorised as non-suspicious will be included in this measurement, leading to a very challenging target. Additional guidance, training and performance management processes were introduced last year and this will continue to help improve the timeliness of how BTP deals with non-suspicious and unexplained fatality incidents. Last year it took an average of 76 minutes in comparison to 83 minutes for the same period in 2012/13.

## ● Average partial re-opening time to be no more than 45 minutes on four track lines

This is the first year a target of this nature has been introduced. It reflects the commitment of the force to assist the industry in keeping the network moving. This target recognises the considerable impact fatalities can have on particularly busy sections of the network.

## ● Reduce notifiable crime by (excluding police generated crime) by at least 4%

Reducing crime is at the core of BTP's purpose and activities, and alongside reducing disruption, it has consistently been identified by stakeholders as a top priority for BTP. Over the last decade, BTP has reduced notifiable offences by 39%, and in doing so, made significant reductions in priority crimes such as robbery (down 83%), violence against the person (down 3%), and notifiable route crime (down 72%). BTP is committed to further reducing crime and achieving a 20% reduction by 2019. The notifiable detection rate for BTP during 2012/13 was 31%, which is well above the average when compared with other police forces.

## ● Average days lost through sickness to be less than 7.3 days per year

This target seeks to further improve the number of days lost through sickness.

Continued >

# National targets

- **To achieve a passenger confidence rating of at least 77.5%**

This target is designed to complement the targeted reduction to notifiable crime by ensuring we are focused on the needs of staff, passengers and the public on the transport system in order to care for and protect them. Passenger confidence is measured via the six monthly National Passenger Survey (NPS) and takes into account the confidence of passengers both on board trains and at the station. Over the last 5 years BTP has increased passenger confidence by 9.6% and is committed to further improving passenger confidence and achieving a 10.0% increase by 2019. In order to meet this target BTP aims to have increased passenger confidence to 77.5% by spring 2015, from a baseline of 75.2% in spring 2013.

- **To spend at least 60% of overall on frontline resources**

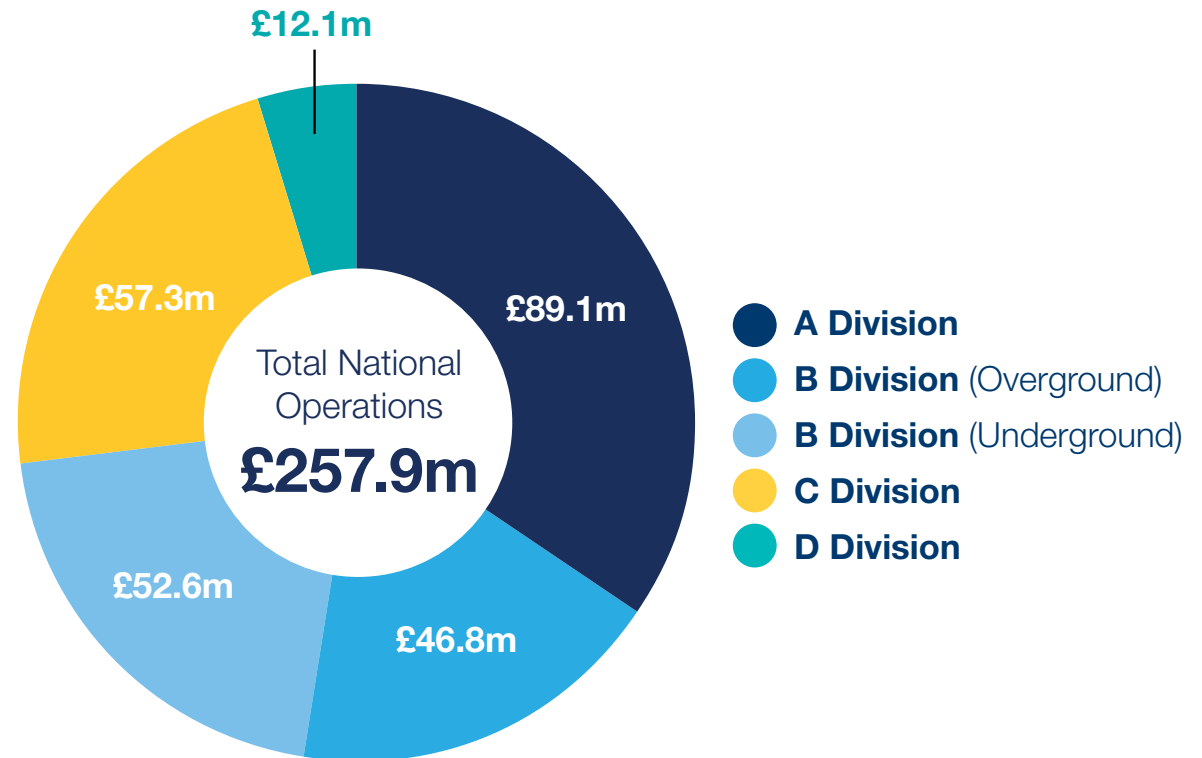
This target is designed to complement the Chief Constable's aim to ensure that as many of BTP's resources as possible are dedicated to frontline policing. In 2012/13 BTP restructured the force to streamline support functions to fund an additional 208 police officers. This target was measured using the HMIC definition of frontline, which is 'those who are in everyday contact with the public and directly intervene to keep people safe and enforce the law'. BTP currently spends 58% of its budget on those resources defined as frontline.

# National resources

In 2013, British Transport Police Authority set a core policing budget of £207.2m for overground rail services and £52.62m for London Underground. No savings have been carried over from 2013/14.

## Core budgets by Division

Overground costs	Value (£m)
Core policing	207.2
Enhanced policing services	16.7
Other income	7.4
<b>Subtotal</b>	<b>231.3</b>
Underground costs	Value (£m)
Core policing	52.6
Enhanced policing services	1.3
Other income	1.2
<b>Subtotal</b>	<b>55.1</b>
<b>Total gross costs</b>	<b>286.4</b>





# National resources

## Staff numbers

BTP Division	PCSO	Police Officer	Police Staff
FHQ	0	668	1760
B Division	231	1502	378
C Division	122	870	200
D Division	0	231	51
<b>Total</b>	<b>353</b>	<b>3271</b>	<b>2389</b>

FHQ Department	PCSO	Police Officer	Police Staff
Central Operations	0	148	123
Corporate Resources	0	35	341
Deputy Chief Constable group	0	37	111
Territorial Policing and Crime	0	114	305
<b>Total</b>	<b>0</b>	<b>334</b>	<b>880</b>

Please note: Figures are in draft and may be subject to change.



# Policing Plan **B Division**



# Introduction

Chief Superintendent Paul Brogden  
Divisional Commander, B Division, British Transport Police

**BTP is facing major changes as we head into the 2014/15 policing year, with the creation of three new divisions. The former London North, London South and London Underground areas had a successful 2013/14 and we will now harness the good practice from each area and roll out what works across the newly formed B Division.**

Theft of passenger property became a real concern for the pan London areas following an increase in offences during 2012/13. The introduction of Operation Magnum in April last year addressed this problem by reducing theft offences across B Division by 19.4%. We achieved this through a range of tactics including increasing our expert plain clothes deployments, using the media to encourage the public to protect themselves and holding targeted days of action throughout the year. Operation Magnum will continue in 2014/15 as we work to reduce theft by a further 10%.

BTP is also leading Project Guardian, which was set up in April 2013, and aims to improve the levels of reporting among victims of sexual offences. It is a multi-agency initiative involving Metropolitan Police Safer Transport Command, City of London Police and Transport for London. Project Guardian was launched to the public in July 2013 and has seen a 26% increase in the reporting of sexual offences and a 21% increase in the detection of such offences. Project Guardian will also

continue throughout 2014/15 to increase the confidence of victims to report this type of behaviour so we can ultimately reduce the number of sexual offences being committed.

Working with the rail industry is a priority for us and we will be following the former London South Area's lead by expanding the Railway Crime Tasking and Coordinating Group (RCTCG). The RCTCG was set up in 2013 to share good news stories, improve morale and working relationships with train operating companies in the south of England. It also enabled the rail industry to directly influence the way police resources are deployed. This was a huge success in the south so we will be setting up similar groups across B Division.

Cycle crime is an ongoing challenge for certain areas of B Division and our aim is to reduce these thefts by 5%. We will tackle this problem by identifying and arresting those responsible, holding targeted initiatives and engaging with industry partners to provide crime reduction solutions.



Another key focus for us is reducing disruption, which is a priority for our stakeholders. We will specifically target level crossing offences to help meet this target, as well as ensuring fatalities are dealt with efficiently and sensitively.

We have set ourselves demanding targets for 2014/15, but I am confident we will all rise to the challenge. I look forward to working with you as we continue to deliver an exceptional policing service.

# B Division targets: East

- **Reduce theft offences by 10% from the 2013/14 level**

Theft of passenger property is a significant challenge for the LU/DLR Area. B Division remains committed to reducing the current level of offences through the work of Operation Magnum. Targeting theft of passenger property is an integral part of BTP's commitment to reduce overall crime levels by 20% by 2019.

- **Reduce aggression and violence against staff to less than the 2013/14 figure**

Staff assaults have a major impact on the confidence of railway staff. Last year the number of staff assaults reduced and we will build upon this success in 2014/15.

- **Reduce cycle theft offences by 5% from the 2013/14 level**

Cycle theft is the second largest volume crime for BTP, with commuters into London often targeted because cycles are left for long periods. Operation Wiggins has promoted crime prevention advice at cycle surgeries as well as targeted thieves at key locations.

- **Deliver 20 successfully run partnership Problem Solving Plans that will target those level crossings judged to be high risk**

Level crossing offences are highly dangerous, with the potential to cause significant loss of life and disruption to services. Following the national roll-out of level crossing enforcement vehicles, in partnership with Network Rail, the division will further build on this success in 2014/15 by enhancing our presence at level crossings judged to be high risk.

- **Improve detection rate of violent crime offences from 2013/14 end of year figure**

Violent offences have a profound effect on victims and their families, as well as a wider impact on the confidence of the public and staff who use the transport network. B Division is committed to bringing those responsible for these types of offences to justice.

- **Increase the number of escorted football trains on 2013/14 end of year figure**

Policing football trains continues to have a significant impact on resources. Last year BTP changed the way football was policed, placing officers on trains travelling with football traffic right through to their destination, to reassure other passengers and rail staff and reduce anti-social behaviour on match days.

- **Maintain/increase percentage of football banning orders from 2013/14 end of year figure**

Football-related disorder is not tolerated by BTP and we will continue to work closely with Home Office police forces, football clubs and the rail industry to ensure the small minority of football fans who continue to cause problems for others are robustly dealt with.



# B Division targets: Tfl

- **Reduce theft offences by 10% from the 2013/14 level**

Theft of passenger property is a significant challenge for the East sub-division. B Division remains committed to reducing the current level of offences through the work of Operation Magnum. Targeting theft of passenger property is integral to BTP's commitment to reduce overall crime levels by 20% by 2019.

- **Increase the number of detections for sexual offences by at least 20%**

Sexual offences have a profound effect on victims, as well as on wider staff and rail confidence. Continuing the work of Project Guardian, LU/DLR Area is committed to encouraging passengers and staff to report these offences and help bring those responsible to justice.

- **Reduce aggression and violence against staff to less than the 2013/14 figure**

Staff assaults have a major impact on the confidence of railway staff. Last year the number of staff assaults on LU/DLR were reduced and we will build upon this success in 2014/15.

- **Increase the number of detections for articles to commit fraud offences (skimming devices) from the 2013/14 figure**

Fraud, committed by the use of skimming devices, on the network remains a challenge for the division. This reduction target is aimed at those who make and supply equipment to commit offences, as well as those found as in possession of them.

- **Reduce lost customer hours (LCH) in disruption related incidents and offences by 6%**

Responding quickly to emergency incidents, which involve a disruption to the service, is vital to ensure the safety of staff and public. Ensuring disruption is minimised through prompt police action will help keep the network moving.

- **Conduct at least 120 joint operations at DLR stations which are rated Red and Amber by DLR for crime rates**

Anti-social behaviour and staff assaults are often as a result of ticketless travel on the DLR, as there are only a handful of stations that have physical barriers. Staff often work alone in checking tickets and can be vulnerable to verbal and physical abuse as a result. BTP is committed to combating this particular type of behaviour and will conduct a number of intelligence led partnership operations.

- **Improve detection rate of violent crime offences from 2013/14 end of year figure**

Violent offences have a profound effect on victims and their families, as well as a wider impact on the confidence of the public and staff who use the transport network. B Division is committed to bringing those responsible for these types of offences to justice.

# B Division targets: South

- **Reduce theft offences by 10% from the 2013/14 level**

Theft of passenger property is a significant challenge for the LU/DLR Area. B Division remains committed to reducing the current level of offences through the work of Operation Magnum. Targeting theft of passenger property is an integral of BTP's commitment to reduce overall crime levels by 20% by 2019.

- **Reduce aggression and violence against staff to less than the 2013/14 figure**

Staff assaults have a major impact on the confidence of railway staff. Last year the number of staff assaults reduced and we will build upon this success in 2014/15.

- **Reduce cycle theft offences by 5% from the 2013/14 level**

Cycle theft is the second largest volume crime for BTP, with commuters into London often targeted because cycles are left for long periods. Operation Wiggins has promoted crime prevention advice at cycle surgeries as well as targeted thieves at key locations.

- **Deliver 20 successfully run partnership Problem Solving Plans that will target those level crossings judged to be high risk**

Level crossing offences are highly dangerous, with the potential to cause significant loss of life and disruption to services. Following the national roll-out of level crossing enforcement vehicles, in partnership with Network Rail, the division will further build on this success in 2014/15 by enhancing our presence at level crossings judged to be high risk.

- **Improve detection rate of violent crime offences from 2013/14 end of year figure**

Violent offences have a profound effect on victims and their families, as well as a wider impact on the confidence of the public and staff who use the transport network. B Division is committed to bringing those responsible for these types of offences to justice.



# Policing Plan **C Division**



# Introduction

Chief Superintendent Peter Holden  
Divisional Commander, C Division, British Transport Police

**This is the first Policing Plan for the newly formed C Division – a division made up of our previous Wales and Western, North Western and North Eastern Areas, as well as several police posts which formed part of the old London North Area.**



Since taking up the position of Divisional Commander, I have been working with my team of Superintendents to ensure the sub-divisional structure is best suited to drive organisational performance whilst responding flexibly to local issues.

A lot of work has been done in the background to make C Division ready for business and able to provide the best possible service to rail staff and passengers. This will continue throughout the coming year.

Bringing such a large area under one command structure has presented a number of challenges. However it provides a real opportunity to give train operators and the travelling public a high performing and consistent policing service, by adopting best practice from across the division.

Of course, we remain mindful of the many differences that exist across such a large area, and our smaller sub-divisions, overseen by a designated Superintendent, will allow us to provide tailored solutions and approaches to regional and local issues.

Through all the changes, our focus on providing excellent performance and service to rail passengers and operators remains as strong as ever.

In line with the Force's strategic aims, minimising disruption will form a significant part of our activity during the coming year. We will continue to seek new and innovative ways to tackle disruption resulting from criminal activity, whilst ensuring fatalities continue to be dealt with efficiently, but sensitively.

Reducing aggression and violence directed towards staff will also be high on our list of priorities. Rail staff provide a vital service to millions of commuters every day and it is only right they have the confidence in British Transport Police to assist in providing a working environment in which they are safe from harm and abuse.

Anti-social behaviour, and the problems arising from excessive consumption of alcohol, is a common concern raised by many rail industry partners and passengers. It is these 'quality of life' issues that tend to impact most upon

journey and workplace experiences, and we will be looking to tackle locally raised issues through a partnership approach to problem solving. I am a firm believer that solutions to these issues do not rest solely with any one organisation. Success will be determined through the full engagement and integration of all partners, each one of which holds a key to solving the problems.

I am sure that 2014/15 will bring a number of challenges as we settle into the new divisional structure. I am, however, confident that the benefits arising from this structure, together with the additional frontline resources arriving on division, will result in a policing service which builds upon our previous successes.

I feel privileged to be given the opportunity to command the new C Division and look forward to working with you all over what should prove another successful year for Britain's growing railway network.



# C division targets

## ● Reduce theft from rail passengers by at least 5%

Theft of passenger property has become a significant issue for the rail industry during recent years. Tackling this issue is a priority for British Transport Police and reducing the number of offences will assist in driving crime from the network and increasing passenger confidence.

## ● Reduce aggression and violence towards staff by at least 5%

Aggression towards rail staff is unacceptable and, aside from the physical consequences, staff assaults can play a significant part in undermining confidence.

## ● Increase the 2013-14 detection rate for assaults on staff

Reducing the number of overall staff assaults needs to be supported by increased detection rates. Rail staff must have confidence in British Transport Police's ability to trace offenders and bring them to justice.

## ● Reduce disruption related minutes attributed to fatalities by at least 4%

Dealing with fatalities in an efficient and sensitive manner is an important aspect of the service BTP provides to the rail industry. BTP remains committed to providing further efficiencies and reducing the impact of fatalities on the network.

## ● Reduce disruption related minutes arising from level crossing incidents by at least 4%

Misuse of level crossings is a priority for BTP and Network Rail. BTP will continue to work with partners to educate the public and to take action against those who cause issues for the railway.

## ● Reduce disruption related minutes caused by trespass/vandalism by at least 8%

Despite extensive work by BTP and industry, issues around trespass and vandalism persist. Reducing the disruption this causes remains a priority for BTP and we will seek new methods to further drive those offences often referred to as 'route crime' from the railway.

## ● Reduce cable related offences by at least 5%

Despite recent changes in legislation and excellent collaboration between the railway and other industries, cable theft remains a threat to the efficient running of the rail network. BTP's commitment to tackling cable theft has not altered and we will seek to strengthen existing partnerships with industry and Home Office police forces to further reduce opportunities for thieves.

Continued >

# C division targets

- **To at least maintain current attendance rates of all immediate incidents within 20 minutes**

Attending incidents in a timely fashion is one of the defining features of BTP. It is important rail users and staff have confidence in the Force to be there as soon as possible when needed. We are committed to aim and attend all immediate graded incidents within 20 minutes and meeting the same attendance as 2013/14.

- **To at least maintain attendance rates of all priority incidents within 60 minutes**

When attendance to an incident is necessary, but not an emergency, BTP is committed to arriving, where possible, within 60 minutes. Our response to these incidents will be critical in demonstrating BTP's determination to assist victims of crime and will, in turn, play a crucial role in maintaining, and enhancing, public confidence.

- **Successfully complete five PSPs to tackle ASB, crime, football and freight related issues**

There are a number of issues experienced by the railway which cannot be resolved by police activity in isolation. In consultation with industry partners, we will use a problem solving approach to tackle anti-social behaviour, specified crimes and other issues at identified locations or on problematic routes.



## Policing Plan **D Division**



# Introduction

Chief Superintendent Ellie Bird  
Divisional Commander, D Division, British Transport Police

**There is no doubt that 2014/15 is going to be an extremely busy year for D Division – the eagerly anticipated Commonwealth Games are in Glasgow, the spectacle of the Ryder Cup is at Gleneagles in Perthshire and the First World War Centenary commemorations will begin in Scotland. There is also the continuing work on a number of major infrastructure projects such as the Borders Railway and the Edinburgh to Glasgow Improvement Project.**

In the past year passenger numbers have increased once again while the number of crimes and offences recorded by the Force in Scotland has fallen. This is the ninth consecutive year this has happened.

We have, of course, set ourselves challenging targets for the year ahead following close consultation with our key industry partners. Reducing disruption at key locations, theft of passenger property, tackling staff assaults, metal theft, level crossing misuse and football related disorder lie at the heart of everything the division will do. Increasing victim of crime satisfaction level is also a key target. There will also be a focus in ensuring anti-social behaviour and disruption does not overshadow the 'friendly' Commonwealth Games.

Our continued support of our partners' stance against anti-social behaviour – particularly alcohol-fuelled – will not diminish. This approach is already showing real benefits for staff and passengers alike with messages being heeded and very few people having to be dealt with by the courts.

The changes the Force is going through will realise more frontline officers to ensure Scotland's rail network remains as safe and free from disruption as possible. I take comfort in the fact that, excluding crimes and offences generated solely by police activity, there are fewer than five crimes a day committed on Scotland's rail network. So the chances of becoming a victim of crime at a station or anywhere else on the network, remains extremely low.

The division continues to have the wholehearted support of our rail industry partners who tell me they remain impressed with the job we do. I recognise that, as we improve our performance, expectations are greater. Our officers accept that responsibility, confident that, through collaborative working with each appropriate agency and stakeholder, we can achieve common goals. I look forward to working collaboratively to continue to drive down crime to the record low levels we are accustomed to and serving not only the rail industry but also the travelling public.





# D Division targets

- **Reduce theft of passenger property offences by 5%**

The theft of passenger property has become a significant issue for BTP and the rail industry. Tackling theft is a priority for D Division officers and, by reducing the number of offences, passenger confidence will be increased.

- **Achieve a total satisfaction rate of 75% from six successfully run partnership Problem Solving Plans that target disruption at six key pinch points**

Disruption to services is a frustration to passengers and staff. Collaborative working is crucial to the success of local Problem Solving Plans which will see officers focus on reducing the impact on the network.

- **Achieve a total satisfaction rate of at least 75% from eight successfully run Problem Solving Plans that will target on train anti-social behaviour, including late night, school and other problematic service trains**

To help promote greater confidence and reassurance in the use of the railway, D Division officers will use a problem solving approach to tackle anti-social behaviour and other issues at identified locations and known problematic routes.

- **Achieve a total satisfaction rate of at least 75% from six successfully run Problem Solving Plans that will target those level crossings judged to present the most risk**

Level crossing offences are highly dangerous with the potential to cause significant injury, loss of life and disruption. D Division officers will continue to enhance BTP's presence at level crossings to educate and affect driver behaviour.

- **Maintain the 2013/2014 overall victim of crime satisfaction**

Quality of service is important to ensure victims of crime have confidence in BTP.

- **Run at least 15 collaborative joint operations targeting football related disorder**

Football related disorder is a concern for passengers and rail staff who can be subjected to unwanted anti-social behaviour. D Division officers will target problematic fixtures, teams and identified locations throughout the football season.

**Continued >**

# D Division targets

- **Apply for football banning orders in 80% of appropriate police reports submitted to the Procurator Fiscal**

Football banning orders are a useful additional tool in combating supporters who indulge in anti-social or violent behaviour when using the rail network to travel to matches.

- **Respond to 95% of all immediate and priority incidents at Commonwealth Games locations within 15 minutes**

D Division's response to such incidents will be crucial in demonstrating BTP's commitment to ensuring a safe and secure Commonwealth Games and reducing the threat of disruption.

- **Reduce the number of anti-social behaviour incidents recorded at Commonwealth Games locations**

D Division officers will focus on Commonwealth Games locations and venues to reduce anti-social behaviour, thereby ensuring greater passenger, staff, spectator and participant safety and confidence.

# New divisional contacts and map



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# Policing Plan **National and Divisional**



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