

# National and Area **Policing Plan**



# 13/14

# Contents

Chairman's foreword.....	2
Chief Constable's foreword .....	4
National resources .....	5
National targets .....	7
<b>Area policing plans</b>	
London North .....	10
London South.....	14
London Underground & DLR.....	18
North East.....	22
North West .....	26
Scotland.....	30
Wales & Western .....	34
Map of BTP areas .....	39
Contact information.....	40

# Foreword



**Millie Banerjee**

**Chairman  
British Transport Police Authority**

When I introduced last year's policing plan, the UK was in the final stages of preparations for the biggest peacetime policing operation in its history: the 2012 Olympic and Paralympic Games in London. I wrote that British Transport Police had a major part to play in making sure athletes, organisers and spectators alike were able to travel safely to and from the Games. The share of rail travel in these Games was greater than in any previous Olympics; as the police force for the nation's railways, BTP invested a tremendous amount of time and work into its preparations.

I am delighted that it was all worthwhile: our officers and staff should be proud of their part in delivering what I believe were the greatest Olympic and Paralympic Games we have seen.

I also said in my introduction last year that, despite a busy year that included the Games, we were determined not to be distracted away from the day job. British

Transport Police in 2012/13 continued to provide an efficient and effective policing service to the rail network and the passengers who use the railways, while the Police Authority continued its work on planning for the force's future.

Our partners in the industry will be aware we have been working over the past year on our strategic and financial plans for the forthcoming years covered by Network Rail's fifth control period, 2014-2019. Our basic mission remains unchanged: to deliver high quality policing services for those who travel on the railway, for those who work in it and for those who run them in a time of network growth and financial restraint. But as the railway grows and evolves, there are improvements that we must make in concert with those who run the railways, including an imaginative restructuring of the police force's operations. We will keep our partners informed as work develops in this area over the coming months.

This year, we are collecting all the national and area policing plans into a single document. You will notice that, as with previous years, the national targets are organised around our four broad strategic themes, which our partners have indicated continue to remain appropriate.

These strategic ambitions, which will carry the force towards the end of the decade, are:

- **Reducing disruption;**
- **Reducing crime;**
- **Increasing confidence;** and
- **Delivering value.**

Our plans for British Transport Police's development to 2019 concern not only how to tailor our services to the needs of our customers, but also how much it will cost to do so. In December 2012, the Police Authority decided to raise its core policing budget to £203.9m for the first year of its medium-term financial plan. This is an increase of 1.8 per cent, in keeping with our commitment to hold any budget increases below the retail price index, which stands at 3 per cent. London Underground's core policing budget was set at £52.7m. A more detailed breakdown of these resources can be found on page 5.

In December I marked my fourth year as chairman of the British Transport Police Authority. In the last 4 years, the force has reduced its costs and refined its operations, and has done so while still consistently reducing crime on the railways each year. In the same period, the force listened to recommendations from the industry to focus on police-related disruption to rail services and has delivered to great effect, achieving a significant reduction in the first year. It brought national prominence to the challenge of cable theft, for which new legislation is now in place. It constructed and deployed a new firearms unit to make our stations safer still. And it delivered an Olympic policing operation that made the country proud.

Of course, there is plenty more work to do, but Chief Constable Andy Trotter and each one of his officers and staff deserve great credit for their hard work. Britain's railways are safer and more secure than they ever have been. I look forward now to the challenges in the years to come.

# Foreword

This policing plan sets out how British Transport Police will continue to protect and serve the railway in 2013/14.

We have carried out extensive consultations with our stakeholders to listen to their concerns and as a result we have set targets that reflect national and local rail priorities. The reduction in crime and disruption continue to be high priorities for the railway. Our national targets for this year are aimed at building on the success of recent years.

Crime was driven down again last year for the eighth year in succession and we will continue to focus upon crime reduction in 2013/14. In particular, we have had great success in reducing cable theft which was down 46% last year. We will make use of new legislation to target those who trade in stolen railway property to continue the downward trend.

Cable theft and other crimes such as trespass cause considerable disruption and this year we have a target to reduce disruption stemming from those incidents we can influence. Fatalities are a major cause of delay and during 2012/13 we reduced the time taken to hand back the railway. We will continue to focus on reducing still further the time taken to deal with fatalities while maintaining our high standards of investigation.

I am very conscious of the need to demonstrate to the railway our efficiency as well as our effectiveness. While we have reduced costs by 14% in real terms over the last 5 years we must continue to show value for money. We will make further inroads into our back office costs and management overheads. We will also take further measures to continue our success in driving down



**Andrew Trotter**

**Chief Constable  
British Transport Police**

sickness levels and improve our visibility and availability.

The success of the railway provides new challenges: more passengers and new lines will provide more opportunities for criminals; our text and Twitter services provide new channels for passengers to report crime and anti-social behaviour; policing football fans continues to demand considerable resources; and the terrorism threat remains. Our existing structures and resource deployment have provided good operational grip, much improved performance and positive local stakeholder relationships. However, the challenges of the next few years will require a radical new approach.

I am determined to keep what is good and to continue to drive up our performance but we cannot stand still. In response to the challenges ahead, we will speak to our stakeholders and we will restructure the force to further reduce costs and enhance our front line capability. As well as striving to be fit for the future, our efforts will be focused on achieving the targets outlined in this plan.

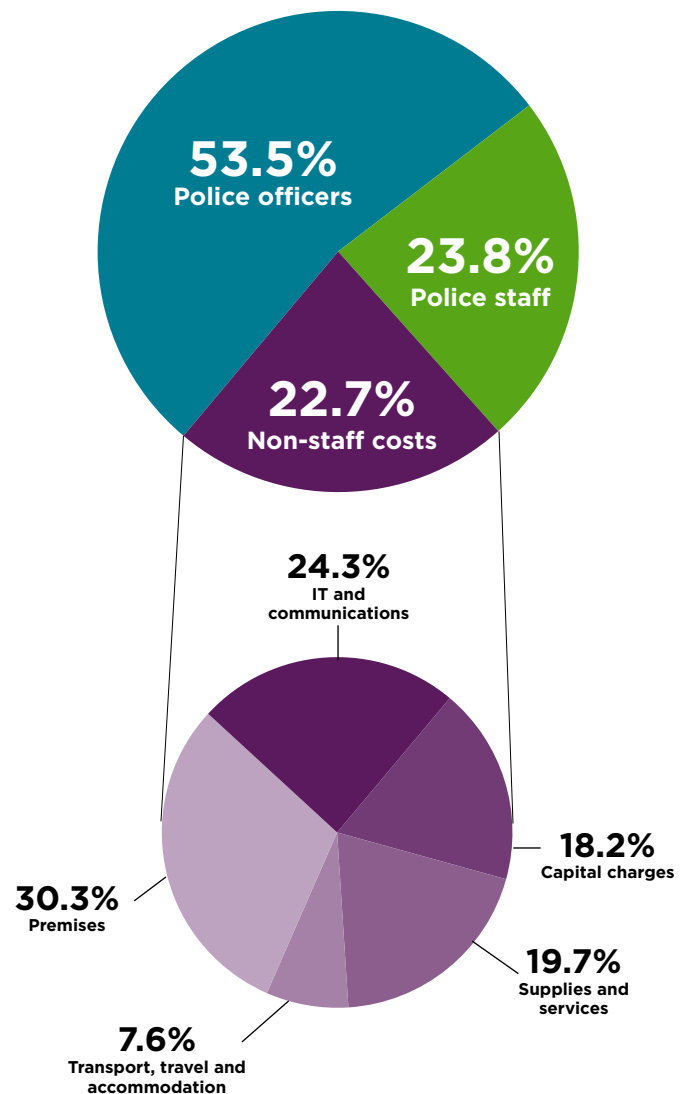
# National resources

In December 2012, British Transport Police Authority set a core policing budget of £203.9m for overground rail services and £52.7m for London Underground. Savings of £1.6m have been carried over from 2012/13.

Overground costs	Value (£m)
Core policing	202.362
Enhanced policing services	16.723
Other income	7.377
<b>Subtotal</b>	<b>226.462</b>
Underground costs	
Core policing	52.698
Enhanced policing services	1.201
Other income	1.635
<b>Subtotal</b>	<b>55.534</b>
<b>Total gross costs</b>	<b>281.996</b>

Core budgets by area	Budget (£m)
FHQ departments	51.418
Territorial policing and crime	19.488
Central operations	15.448
London North	24.465
London South	26.600
North East	17.448
North West	16.926
Scotland	12.531
Wales & Western	17.768
<b>Subtotal</b>	<b>202.092</b>
<b>London Underground</b>	<b>52.698</b>
<b>Total national operations</b>	<b>254.790</b>

Overall and non-staff budget, 2013/14





## Budgeted establishment 2013/14

BTP area	PCSO	Police Officer	Police Staff
FHQ (details to right)	0	329	755
London North	97	452	105
London South	51	405	95
North Eastern	16	277	65
North Western	32	257	60
Scotland	0	223	53
Wales & Western	63	258	72
<b>Subtotal</b>	<b>259</b>	<b>2201</b>	<b>1205</b>
London Underground	111	677	230
<b>Total</b>	<b>370</b>	<b>2878</b>	<b>1435</b>

FHQ department	PCSO	Police Officer	Police Staff
Central Operations	0	153	105
Corporate Resources	0	28	248
Deputy Chief Constable group	0	20	105
Territorial Policing and Crime	0	128	297
<b>Subtotal</b>	<b>0</b>	<b>329</b>	<b>755</b>
Funded by Enhanced PSA	0	0	0
<b>Total</b>	<b>0</b>	<b>329</b>	<b>755</b>

*\* Please note these include Enhanced PSA funded posts which have been excluded from the Matrix model*

## Terms and abbreviations used in this document

**ASB** Anti-social behaviour

**DLR** Docklands Light Railway

**EPSA** Enhanced Police Service Agreement

**FHQ** Force headquarters

**FOC** Freight Operating Company

**JPIP** Joint Performance Improvement Plan

**LU** London Underground

**NPT** Neighbourhood policing team

**TOC** Train Operating Company

**PPM** **Public performance measure**, a Network Rail figure that shows the percentage of trains which arrive at their destination on time

**PSA** Police Service Agreement

**PSP** Problem-solving plan

# National targets

## Reducing disruption

### Disruption

**Reduce police-related disruption by at least 3% on the 2012/13 figure**

Reducing disruption is the number one priority that has been consistently identified by BTP's stakeholders and this will be the third year that it has been a specific Policing Plan target. It is also key to the McNulty agenda of 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. The 2012/13 Policing Plan contained a target to reduce disruption, in partnership, at key hotspot locations. This has been very successful, with disruption reducing by over 48% at these locations.

Overall disruption has also reduced by over 26% and reductions have also been recorded in each disruption category associated with police activity. A further reduction in disruption 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.

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### Fatalities

**Non-suspicious and unexplained fatalities to be cleared within an average of 90 minutes**

This target reflects the management of fatalities as a continuing top priority for BTP, focussing on sustaining the current excellent progress in reducing associated disruption, whilst still preserving the dignity of the deceased and investigative integrity. For the first time, unexplained fatalities as well as those categorised as non-suspicious will be included in this measurement, leading to a very challenging target.

This follows new guidance, training and performance management processes being introduced that has enabled BTP to deal with non-suspicious and unexplained fatality incidents within an average of 83 minutes in comparison to 113 minutes for the same period in 2011/12.

## Reducing crime

### Notifiable crime

**Reduce overall notifiable crime (excluding police generated crime) by at least 3% from the 2012/13 level**

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 nine-year period to the end of 2012/13, BTP has reduced notifiable offences by 35%, and in doing so, made significant reductions in priority crimes such as robbery (down 80%), violence against the person (down 7%), and notifiable route crime (down 71%).

Despite these year on year reductions, BTP is committed to further reducing crime and achieving a 20% reduction by 2019.

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### Notifiable offences

**At least maintain the 2012/13 detection rate for notifiable offences\***

*\* Proposed changes by the Home Office may mean that we also count community resolutions for the purposes of this target later this year.*

The notifiable detection rate for BTP during 2012/13 was 31%, which is well above the average when compared with other police forces. The rate has increased significantly since 2004 when it was 17%.

BTP has particularly high detection rates for priority crime such as robbery (45%), staff assaults (58%) and violent crime (50%).

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## Delivering value

### Frontline resources

**Increase the overall percentage of the budget to be spent on frontline resources to at least 58%**

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. It will be 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 57% of its budget on those resources defined as frontline.



## Staff availability

### Increase the availability of staff

- Overall sickness to be less than the 2012/13 figure of 7.3 days per year
- At least 90% of staff on Temporary Duty Restrictions to be on full hours after four weeks

BTP's overall sickness rate has fallen by 40% since early 2007 and has seen incremental improvement for the last three years. This target for 2013/14 has been enhanced to measure not just sickness but officers and staff who are on temporary duty restrictions and are not available for deployment. In 2012/13, BTP lost an average of 7.51 days per employee to sickness absence.

BTP has made considerable gains in this area having improved since 2008/09 when the average was over 10 days per year. BTP compares very well with other police forces for overall sickness and the latest CIPFA data shows BTP as being the fourth best force for combined officer, PCSO and staff sickness.

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## Increasing confidence

### Visibility

#### At least 1,036,267 hours to be worked by NPT and Response officers between 7pm and 3am

Police visibility is a key driver of public confidence; rail staff and passengers feel that BTP's presence on stations and trains is most important in the evening and into the early hours. In order to provide a visible presence when it is most needed, it is important that as many police officers, PCSOs and Special Constables as possible are deployed in roles that are visible to the public and at the times they are most needed. This target builds on progress last year and aims to increase the number of hours that officers, PCSOs and Special Constables are deployed as part of the 24-hour core and Neighbourhood Policing Teams between the hours of 7pm and 3am.

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## Public order offences

### Increase the detection rate for notifiable public order offences from the 2012/13 figure

Anti-social behaviour is widely recognised as a key determinant of confidence in both passengers and railway staff. This proposed target is focused on the sort of rowdy, loutish and unacceptable behaviour that is particularly impactful. Surveys show that it affects rail staff more than any other crime and is consistently cited as a top priority for passengers through the National Passenger Survey. BTP has worked hard with railway operators to tackle anti-social behaviour. There has been a reduction of 4% in recorded offences between 2005/06 and 2012/13; and the detection rate has risen from 49% to 62%.

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# London North: foreword



## Ch Supt Martin Fry

### **London North Area Commander British Transport Police**

British policing has faced the toughest challenges over the past year, with 2012 seeing some of the biggest events the country has dealt with in recent times.

With the London 2012 Summer Olympic and Paralympic Games and The Queen's Diamond Jubilee all taking place primarily on London North ground, it has once again become the busiest Area across the Force.

Our London North police family, consisting of 301 officers, 46 PSCOs and 104 staff and 38 special constables based at stations across north London, Essex, East Anglia and the northern home counties, continue to ensure most passengers' journeys across twenty train operating companies are completed safely and securely.

Theft of passenger property became a concern for the Area last year, with a 21% increase. This was addressed with the introduction of Operation Lockstock, a three month initiative which saw an increase

in officers engaging with passengers at stations, ensuring their belongings were safe and kept safe. As a result, reported incidents fell by 9%.

One of our biggest achievements over the past year has been significantly reducing metal theft across the Area by 65%, reducing disruptions to services and delays to passengers. This is not an easy crime to tackle, but with specialist officers and planned operations, we continue to disrupt criminals from stealing equipment essential in keeping the railway running.

At London North, we take pride in our work. We are proud of our policing achievements over recent years and we will enter the new performance year taking pride in serving the community.

We are determined to achieve our policing objectives by doing the right things and taking the Area to a new, higher level of service delivery. The rail industry and the traveling public can have trust and confidence in our personnel and the service that we provide them.

# London North resources

Unit	PCSO	Police Officer	Police Staff	Special Const.*
1st Capital Connect	12	8		
Area Intelligence Bureau			9	
Area CID		30		
Area Command	0	3	3	
Area Crime Unit		13		
Area Justice Unit			3	
Area Tasking Teams		5		
Area Ticket Fraud Squad		2		
Cambridge		6	1	3
CCTV Team	0	2	14	
CID Stratford		7		
Colchester		18	1	2
Coroner's Officer Team		1	2	
Crime Management Unit			7	
CTRL Sector Team & Resources		30	5	
CTRL Sector Team & Resources (Ebbs)	6	7	1	
CTRL St Pancras NPT	12	11		1
Custody Unit		6	17	
Eastern Sector Team & Resources		7	1	
Euston NPT	7	9		4
Finance & Admin			9	
Hub Euston		4		
Hub Kings Cross		0		
Hub Liverpool Street		2		
Investigation Support Unit		12	4	
Ipswich				2
Kings Cross NPT	7	8		3
Liverpool Street NPT	8	10		4
Marylebone NPT	6	6		
Milton Keynes		18		1
Norwich		6	1	1
Operational Support Unit		7		
Operations Resources		4	1	
Oxford	2	3		
Paddington NPT	8	8		3

Unit	PCSO	Police Officer	Police Staff	Special Const.*
Patrol Team A		10		
Patrol Team B		10		3
Patrol Team C		10		1
Patrol Team D		10		
Patrol Team E		10		
Peterborough		18	1	1
POCA Unit		2		
Public Protection Unit		3	4	
Reading	6	18	1	4
Relationships Management Team		3	3	
Resource Centre		2	7	
Southend		18	1	1
Staff Assault/Hate Crime		7		
Tasking & Co-ordinating Resources		5	6	
TFL London Mayors Suburban Teams		28		1
TFL London Overground Team	23	20	2	3
Theft Team		4		
West Coast Mainline Response Team		11	0	
Western Sector Team & Resources		10	1	
<b>Core policing total</b>	<b>46</b>	<b>301</b>	<b>104</b>	<b>38</b>
<b>EPSA funded posts</b>	<b>51</b>	<b>151</b>	<b>1</b>	<b>0</b>
<b>Grand total</b>	<b>97</b>	<b>452</b>	<b>105</b>	<b>38</b>

\* Special constables are excluded from the charging model

# Area targets

## Fatality management

**To continue to achieve at least a partial reopening on four-track railways within an average of 45 minutes, for qualifying fatal incidents**

One of our key targets over the past year was to reduce disruption on the rail network across London North and, in particular, at six key locations where previous disruption had caused over 100 hours of lost minutes. Problem solving plans put in place by officers to keep the railway running wherever possible have seen a significant reduction in disruption, and, at scenes of a fatality over the past year, we have partially handed back lines within an average of 41 minutes. Our disruption management will continue over the next year with officers working to maintain this rapid handback.

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## Visibility and confidence

**To deliver at least 120 operations between 1900 to 0300 hours that target problems identified by local rail industry representatives**

We are an Area committed to not only reducing crime on trains and at stations, but to reduce the fear of crime. That's why we have officers deployed at hub stations and on trains, carrying out high-visibility patrols to ensure passengers and staff are not only able to work and travel safely, but that they feel safe when doing so.

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## Assaults and verbal abuse against rail staff

**Reduce assaults on staff from the 2012/13 level**

The London North area recorded 596 staff assaults in 2012/13. We will continue to deliver joint operations with the rail industry partners to target problems they face at night, a time when we know officers need to be out there protecting rail staff and reassuring all passengers that the railways really are a very safe environment.

**To increase the detection rate to at least 65%**

London North is committed to protecting rail staff, the people that help transport millions of passengers across the country everyday. We're determined to keep providing a safe work place for them and we will work to reduce assaults and verbal abuse they face for simply carrying out their job.

## **Football policing**

**To increase the number of football trains that are escorted by London North from the 2012/13 level by at least 10%**

London North officers escorted 138 trains carrying football traffic in 2012/13. The Area will also be taking a different approach at how it polices the rail network on football days. We will have officers on trains traveling with football traffic right through to their destination, to reassure other passengers and rail staff and reduce anti-social behaviour on match days.

**Increase the Football Banning Order application rate to at least 80%**

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

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## **Theft of passenger property**

**Reduce theft from person offences by 5% from the 2012/13 level**

Theft of passenger property has become a concern for the area in the last year and was addressed with the introduction of Operation Lockstock. London North will build on that record in 2013/14.

# London South foreword



## Ch Supt Steve Morgan

### **London South Area Commander British Transport Police**

London South Area has a crucial role in policing the railway environment throughout South London and the southern Home Counties, ensuring a safe and secure travelling and working environment for passengers and staff along its 2200 miles of route and at its 529 stations. This is the busiest commuter sector in the UK and reflects the fact that over 60% of all passenger journeys made in the UK start or end in London. This figure undoubtedly reached a peak during the Olympic Games which presented additional challenges for London South and the Force as a whole. The Olympic Games were a huge success and I am very proud of the role that London South played in rigorously policing our part of the railway infrastructure.

Despite these additional challenges and the pressure on resources, I am delighted to report that 2012/13 was another highly successful year with London South achieving all of our operational policing objectives. We continued to reduce

incidents of live cable theft, with a 30% reduction in recorded offences. Notifiable crime overall fell by 3% against a backdrop of a 5.4% increase in passenger numbers in London and the South East. We also increased the detection rate (again), up to 50.3%, for serious violent crime, sexual offences, robbery and staff assaults, arguably those offences that have the most devastating consequences on their victims.

2012 saw the launch of a new team policing the London Overground extension between Clapham Junction and Surrey Quays. It also saw the introduction of a new initiative to combat route crime and reduce disruption in the form of the Emergency Intervention Unit which is jointly crewed by London South officers and rail industry operatives. Partnerships such as this are vital to the efficient management of crime and disruption-related incidents, as well as providing a cost-effective approach to improving our policing response.

Looking forward, our objectives for the new performance year are focused on improving our visibility, especially late at night, reducing crime and adjusting our operational focus to ensure that crimes such as graffiti, that can generate a feeling of lawlessness in our communities, are tackled effectively. We will also continue to work hard to reduce disruption and apprehend those who use the rail infrastructure to steal from the travelling public.



# London South resources

Unit	PCSO	Police Officer	Police Staff	Special Const.*
Maidstone		19	1	
Area Commander	0	7	3	
Area Crime Unit		10	1	
Area Intelligence Bureau		6	15	
Ashford		25	9	
Bag Squad		5		
Brighton		20	2	
Bromley NPT		7		
Clapham Junction NPT	0	5		
Core Teams		77	1	
Coroners Officer			1	
Crime Action Team		10	1	
Crime Management Unit		1	2	
Crime Reduction Unit		2	1	
Croydon	2	31	4	
Custody & ID Suite		6	9	
Finance and Corporate Services			7	
Hub Team Victoria	17	5		
Hub Waterloo	16	5		
Lewisham NPT		10	1	
London Bridge	16	5		
Motorcycle Unit		3		
Neighbourhood Policing Team		2		
Norwood Junction NPT		15		
Operational Support		7	5	
OSU		15		
Public Protection Unit		6	5	
Richmond NPT		5		
Robbery Squad		9		
South West Quadrant		32	5	
Specials				48
Station CID		28	21	

Unit	PCSO	Police Officer	Police Staff	Special Const.*
Victoria NPT	8	6	1	5
Victoria Loop NPT		16		
Wimbledon NPT		7		
Workplace Violence Unit		5	1	
Core policing total	45	330	94	48
EPSA funded posts	6	75	1	0
Grand total	51	405	95	48

\* Special constables are excluded from the charging model

# Area targets

## Cycle crime

**Increase the detection rate from the 2012/13 level**

Cycle crime has been an ongoing challenge for the London South Area, particularly as the number of cycle racks at stations has increased. The Area is committed to tackling the problem through focused initiatives with industry partners and bringing those responsible to justice. A detection rate of 24% was achieved in 2012/13.

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## Staff assaults

**Increase the detection rate for staff assaults**

Staff assaults cause serious harm, often having a major impact on victims and undermining the confidence of passengers and staff. The Area is determined to bring offenders to justice for these offences, maintaining a focus on crimes that have a serious impact on victims. London South has increased its detection rate for these types of offences to 51% in 2012/13.

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## Theft of passenger property

**Reduce theft from person offences by 5% from the 2012/13 level**

Theft of passenger property has fallen substantially in recent years however it still accounts for a significant proportion of recorded crime on London South. The Area is committed to reducing incidents of theft from passengers by 5% in 2013/2014.

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## Graffiti

**Increase the detection rate for graffiti offences to at least 25%**

Graffiti costs the rail industry hundreds of thousands of pounds per year. This manifests itself not just in direct cleaning costs but also in associated costs such as trains being taken out of service. The London South Area is committed to increasing the detection rate for graffiti offences to at least 25%.

## **Level crossings**

**Increase the number of detections for level crossing related offences by at least 20%**

Level crossing offences are highly dangerous with the potential to cause significant loss of life and disruption to services. The London South Area achieved a detection rate of 82% in 2012/13, following the national roll-out of level crossing enforcement vehicles, in partnership with Network Rail. The Area will further build on this success in 2013/14 by enhancing our presence at level crossings and further increasing the number of detections.

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## **Fatal incidents – partial reopening**

**Achieve a partial reopening for fatal incidents within an average of 50 minutes on all four track railways in the London South area**

BTP is highly skilled at effectively investigating fatalities while respecting the dignity of the deceased and returning the network to full operation as quickly as is possible. This target builds on this expertise to further improve the role that the London South Area of the BTP plays in reopening vital passenger networks across South East England as soon as practicable.

# LU & DLR: foreword



## Ch Supt Paul Brogden

### **London Underground & DLR Commander British Transport Police**

As we head into the 2013/14 policing year and focus on the opportunities and challenges it brings, we see the number of passengers using both the LU and DLR continuing to grow with over 4 million passenger journeys a day. Keeping those passengers safe and on the move is crucial to our success. By setting specific local targets to tackle both disruption and crime, we aim to minimise the disruption caused by police activity whilst focusing on reducing crime and disorder on the network.

We have developed robust plans to reduce overall crime and make the Tube and DLR even safer. I have highlighted below the two key crime groups: theft and sexual offences that will provide us with particular challenges in the year ahead.

Following an increase in theft offences in 2012/13, we have reviewed and refined our tactics and developed Operation Magnum which aims to reduce theft offences by

15%. We will achieve this through a range of tactics including increasing our expert plain-clothes deployments, using social media to encourage the public to protect themselves and working with the authorities in the home countries of prolific offenders.

We are also leading Project Guardian - a multi-agency approach to tackling sexual behaviour on the network. Some of this behaviour can be underreported by up to 90%. Some of the measures of the success of Project Guardian will include: increasing the confidence of victims to report this type of behaviour to the police, reducing the risk of becoming a victim, targeting offenders and continuing to provide high standards of care to victims.

Working closely with TfL and the Metropolitan Police we aim to increase the number of people arrested for these offences by 20%. The longer term aim is to reduce the number of sexual offences committed.

In terms of reducing other crime groups we plan to build on the success of 2012/13. Reducing assaults against staff will continue to be a key focus of our policing, as will tackling metal theft, violence and anti-social behaviour. Against a backdrop of increasing financial pressure we aim to continue to improve our performance and deliver an exceptional policing service to the Tube and DLR.

# LU & DLR resources

Organisation	PCSO	Police Officer	Police Staff	Special Const.
AIB		17	12	
Area Crime Unit Commander		1		
Area Planning Unit		7	2	
Area Tasking Unit - CID		10		
Area Training Unit			1	
Bakerloo NPT	8	6	1	1
BCV Group Chief Inspector		2	2	
BCVNP Tasking		7		
CCTV Team			18	
Central Justice Unit		2	67	
Central NPT	12	10		5
CI Linear A Group		2		
CI Linear B Group		2		
CID General		24		
Circle NPT	8	6	1	1
Community Safety & Engagement Unit	0	4	12	2
Crime & Offender Management Commander		1	0	
Crime Action		15	11	
Crime Management Unit		1	14	
Custody		19	19	
District NPT	12	10	1	7
DLR NPT	12	9	1	2
ERU		21		
Finance & Corporate Services		0	20	
Graffiti & Cable		25		
HUB Finsbury Park	8	3		
HUB Stratford	8	7		
Hub Teams Seconded		29		
ID Suite (Viper)		1	2	
JNP Group Chief Inspector		2	2	
Jubilee NPT	8	7	1	4
Media & Marketing			5	
Metropolitan NPT	8	6		3

Organisation	PCSO	Police Officer	Police Staff	Special Const.
Northern NPT	8	7	1	1
Operational Support (Insp)		1		
Operational Support Unit		19	0	
Operations Commander		1	1	
Organised & Financial Crime Unit		11		
Pan London Dedicated Source Unit		3		
Performance Management			4	
Piccadilly NPT	12	9	5	6
Pickpocket		40	1	
Police Medical Response Unit		20		
Prisoner Handling		13	3	
Projects		0	4	
Public Protection Unit		19	1	
Resource Management Unit			10	
Response A		42		2
Response B		42		1
Response C		42		1
Response Chief Inspector		2		
Response D		42		3
Response E		42		2
Senior Management Team		4	4	
Specialist Patrol		55		1
Standards & Conduct		0.5	3	
Victoria NPT	8	6	1	5
Core policing total	109	656.6	230	47
EPSA funded posts	2	20		
Grand total	112	676.5	230	47

# Area targets

## Theft of passenger property

**Reduce theft from person offences by 15% from the 2012/13 level**

Theft of passenger property is a significant challenge for the LU/DLR Area with over 7259 offences accounting for 60% of all crime. The Area is committed to reducing the current level of offences through the work of Operation Magnum.

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## Sexual assaults

**Increase the number of detections for sexual assaults by at least 20% from the 2012/13 level**

Sexual offences have a profound effect on victims, as well as on wider staff and rail confidence. In line with one of the aims of 'Project Guardian' LU/DLR Area is committed to encouraging passengers and staff to report these offences and help bring those responsible to justice. In 2012/13 the Area achieved 71 detections, an increase of 14 from the previous year.

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## Staff assaults

**Reduce the number of staff assaults from the level recorded in 2012/13**

Staff assaults have a major impact on the confidence of railway staff. Last year the LU/DLR area successfully reduced the number of staff assaults by 5%. We will build upon this success in 2013/14. Last year there were 507 recorded staff assaults.

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## Lost customer hours

**Reduce lost customer hours by 3%**

Responding quickly to emergency incidents that involve a disruption to the service is vital to ensure the safety of staff and public alike. Ensuring disruption is minimised through prompt police action and that incidents are dealt with effectively and efficiently.



## **Racially aggravated offences**

**Increase the number of detections for racially-aggravated offences by 20% from the the 2012/13 level**

Racially-aggravated offences have a profound effect on the victims and their families as well as a wider impact on the confidence of the public and staff who use the transport network. LU/DLR Area is committed to encouraging passengers and staff to reporting offences and bringing those responsible for this aggravated crime to justice. Last year there were 448 reported hate crimes.

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## **DLR operations**

**Conduct at least 90 joint intelligence-led partnership operations**

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.

# North East foreword



## Ch Supt Terry Nicholson

### North East Area Commander British Transport Police

I am pleased to report that crime on the rail network in the North East has reduced again last year, with crime levels being at their lowest for over five years.

In fact, crime in the North Eastern Area, which covers from the Scottish borders to Northamptonshire, including Yorkshire, the North East, Lincolnshire, the East Midlands and the Sunderland extension of the Ty and Wear Metro, has fallen by 12% since last year. This represents over 550 fewer offences and 550 fewer victims of crime, which is great news. We also met all of our national and local targets, and we will continue to work hard to achieve this again over the coming year.

All of our 277 police officers, 16 police community support officers, 31 special constables and 65 police staff, based at 15 police stations across the Area, have worked extremely hard over the past year to attain this reduction, and despite increasing passenger numbers, we have continued to

drive down crime.

Our success could not have been achieved without working closely with our industry partners, including Network Rail, Train Operating Companies, Passenger Focus, Home Office forces and Crime and Disorder Reduction Partnerships.

In the coming year we intend to increase our visibility on stations and on trains. After listening to feedback from rail staff and passengers, we will continue to focus on how we can ensure we are accessible and can quickly respond to the individual needs of passengers and our rail industry partners.

Officers will undertake increased patrols into the evening to provide greater reassurance to those who travel and work at stations across the North Eastern Area.

Anti-social behaviour (ASB) in any form has a huge impact on those who travel and work on the railway. Working with our partners we are committed to tackling this type of crime, and through the work of our Neighbourhood Policing Teams, we will continue to deter and detect those who engage in this unacceptable behaviour. The Force's new text service will also provide us with a better picture of ASB, and will allow us to focus our resources more effectively.

In addition to our current 24-hour police stations at Leeds, Newcastle and Nottingham, over this coming year Doncaster police station will be moving to provide 24/7 cover, which will help us to achieve this.

Driving down violent crime and staff

assaults, and detecting those responsible, will continue to remain a high priority for us. Over 70% of these crimes are now being solved through the hard work and commitment of officers, which is great news for victims.

Through proactive policing and partnership working to tackle cable and route crime, we are minimising disruption to the rail network, reducing delays and keeping passengers moving. We have reduced cable crime and metal theft by 68%, which is fantastic news, but we will not become complacent, and will continue to dedicate police resources to tackle this crime working closely with Network Rail.

Towards the beginning of last year we witnessed a growing national trend in the theft of bicycles from transport hubs. We quickly responded to this increase by deploying Police resources, identifying and arresting those responsible, increasing our detection rates, and engaging with industry partners to provide crime reduction solutions.

I am extremely proud of our achievements over the past year, and look forward to continuing to work with our industry partners and stakeholders to reduce crime further, ensure that passenger and staff confidence remains high, and that the railway continues to be a safe place to work and travel.

## Area resources

Unit	PCSO	Police Officer	Police Staff	Special Const.*
ACT		28		
Area Commander	0	6	1	
Area Corporate Services			6	
Area Intelligence Bureau		9	13	
Area Justice Unit		1	14	
CID		18		
Crime Management Unit			7	
Darlington / Middlesbrough		9	0	
Derby		0		
Doncaster		16	1	
East Midlands NPT		9		
Hull		9	0	
Leeds	0	40	2	
Leicester		0	1	
Lincoln		7		
Newcastle		28	1	

Unit	PCSO	Police Officer	Police Staff	Special Const.*
North Sector		1		
Nottingham		31	1	
NPT	9	7		
Operations		3	2	
Operations Centre		5	6	
Operations Unit		21		
Performance			2	
Secondments		0	0	
Sheffield	2	11	1	
South Sector		2		
Special Constables				32
Sunderland Metro Unit	1	7	1	
Witness Care Unit			6	
York		9		
York NPT	4	3	1	
<b>Core policing total</b>	<b>13</b>	<b>267</b>	<b>63</b>	<b>32</b>
<b>EPSA funded posts</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>0</b>
<b>Grand total</b>	<b>16</b>	<b>277</b>	<b>63</b>	<b>32</b>

\* Special constables are excluded from the charging model

# Area targets

## Violence and staff assaults

**Reduce the number of offences from the 2012/13 level by at least 5%**

Reducing violent crime and assaults on members of rail staff continues to be a priority for us, and we are committed to reducing and detecting these offences.

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## Football-related offences

**Increase the detection rate for all Football related offences**

Large numbers of football fans regularly use the rail network to attend football matches. Whilst the vast majority are well behaved and a credit to their clubs, we will be targeting and taking action against those fans who are intent on causing problems on the rail network. We will be deploying dedicated resources to provide reassurance to members of the public and staff, deter incidents and take appropriate action where necessary.

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## Theft of Passenger Property

**Reduce offences by 5% from the the 2012/13 level**

With increasing numbers of passengers using the rail network, this year will focus on targeting the individuals who steal passengers' property on trains and at stations. We will be deploying high visibility and dedicated patrols to reduce and detect this type of crime.

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## Disruption to services

**Reduce the number of minutes lost from cable and trespass incidents by 5% from the 2012/13 level**

In 2012/2013 we achieved a 41% reduction in minutes lost in disruption on the rail network .This year our teams will continue to build upon our successes in reducing disruption and delays, specifically concentrating on cable theft, route crime and the management of fatalities.

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## **Anti-social behaviour**

**To carry out 12 anti-social behaviour operations targeting Public Disorder and anti-social behaviour on specific lines of route**

Anti-social behaviour has a direct impact on rail staff and passenger confidence. Working with partners within the rail industry and local forces, we will continue to target incidents of anti-social behaviour. It is our commitment to ensure that the railway remains a safe environment, and that we will reduce the fear of crime by targeting unacceptable behaviour.

# North West foreword



## Ch Supt Peter Holden

### **North West Area Commander British Transport Police**

The railways continue to play a vital role in the economic well being of the north west and with the most significant investment in the region's rail infrastructure for years underway, it is vital that the safety, security and confidence of those working upon and using the system is maintained.

Crime levels have fallen for the seventh successive year and this is excellent news, especially given the additional challenges faced last year arising from the policing of the London Olympic and Paralympics games.

As well as successfully meeting the challenges posed by a busy calendar of events, I am particularly pleased with the work undertaken to reduce disruption on the network. A continued focus on metal theft has seen offences reduce by 40% whilst a revised approach to dealing with railway fatalities has helped reduce associated delays. Disruption arising from police related incidents has reduced by 21%,

with significant benefits to the industry and the travelling public.

Assaults against staff were also reduced, and this will remain a specific area of focus for 2013/14.

Whilst the results achieved during 2012/13 are testament to the efforts of staff, key to this success are the effective partnerships developed with our industry partners and other agencies. We will continue to build upon these relationships to further drive down crime and meet the challenges posed by policing such a unique environment.

We will also continue to seek new ways of working with and communicating with the travelling public. A text service which allows passengers to report anti-social behaviour which might otherwise go unreported has recently been launched. This will give us a greater insight into what is happening on the network, and we will need to direct our resources accordingly.

Targets contained within this plan will ensure we get the best from our resources, ensuring that they are visible when and where they are most needed to best deal with the anticipated rise in demand and provide appropriate reassurance to rail users.

We will focus on reducing overall crime levels, particularly in the areas of assaults on staff, serious violence and theft of passenger property, ensuring that we are tackling those incidents which have the greatest personal impact on those who work and travel upon the railway.



We will continue to focus on reducing disruption arising from police related activity and fatalities across the network, and where crime does take place we will endeavour to bring offenders to justice. We will focus activity around public order and football related offences in our drive to tackle anti-social behaviour, with a particular emphasis on working with our industry partners to combat alcohol related offences.

The targets contained within this Policing Plan are wide ranging and ensure that we will face demands on our resource and expertise.

I look forward to working with you all to successfully meet the challenges of 2013/14 and further contribute to the success of the region's railways.

## Area resources

Unit	PCSO	Police Officer	Police Staff	Special Const.*
Area Intelligence Bureau		10	15	
Area Commander		1		
Area Supervision		3		
Carlisle		12	1	1
Central Operations Unit		21		
CID		28		
Crewe	4	20	1	1
Crime Management Centre		0	5	
Dog Section		3		
Finance and Administration			6	
Lancaster	1	4		
Liverpool		48	2	7
Liverpool NPT	4	4		
Manchester		46	2	5
Manchester NPT	10	16		
Operations			2	
Ops Support			6	
Preston	3	21	1	3
Prosecutions		1	17	
Secondments		0		

Unit	PCSO	Police Officer	Police Staff	Special Const.*
Secretary			2	
Southport NPT	4	7		
Wigan		9	1	1
Wirral NPT	6	3		
<b>Core policing total</b>	<b>26</b>	<b>257</b>	<b>59</b>	<b>18</b>
<b>EPSA funded posts</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>Grand total</b>	<b>32</b>	<b>257</b>	<b>60</b>	<b>18</b>

\* **Special constables** are excluded from the charging model

# Area targets

## Disruption

**Reduce the number of minutes lost for police related disruption on six key routes**

This will complement the national objective of reducing police related disruption by at least 3% by focusing on six key routes within the North West, chosen in collaboration with Network Rail. To further enhance partnership working, BTP will work within the Network Rail JPIP process on the following routes.

**Locations selected:**

Edge Hill to Huyton  
Euxton to Wigan  
Stoke to Stone  
Hunts Cross to Widnes  
Stockport to Slade Lane  
Salford Crescent to Bolton

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## Staff Assaults

**Reduce staff assaults from the 2012/13 level**

Assaults on rail staff affect the confidence and morale of staff on the frontline and this is why a reduction target is vitally important. We look to build upon the successive reductions since 2009/10 by continuing to work closely with our industry partners, seeking proportionate judicial outcomes and providing appropriate feedback to TOCs.

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## Theft of Passenger Property

**Reduce offences by 5% from the the 2012/13 level**

Theft of passenger property contributes significantly to our overall crime rate on the Area and each crime represents a victim whose journey experience has been irrevocably damaged as a result of this criminal activity. We will look to engage with passengers, other BTP Areas and TOCs to support this activity.

## **Anti-social behaviour**

**Complete a minimum of 12 significant joint industry operations combating alcohol-related anti-social behaviour**

While society debates how best to address the availability of cheap alcohol, public transport providers all too often have to deal with the arising consequence in terms of public safety and public disorder. These operations will involve joint working with industry partners to address these issues at locations and on routes identified by TOCs in conjunction with BTP via the tasking process.

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## **Football-related offences**

**Increase the detection rate from the 2012/13 level**

Over a quarter of the 92 Premiership and Football League clubs are based within Area which represents a significant resource commitment for BTP. While joint planning with industry partners mitigates potential issues arising, there are still opportunities for us to work towards improving behaviour among the minority of fans who engage in anti-social behaviour and disorder. We will continue to target the key problem clubs throughout the forthcoming season, building upon the excellent partnerships already in place.

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## **Serious violence against person, sexual and robbery offences**

**Reduce recorded offences from the 2012/13 level**

While these offences are relatively low in number across the region's network, the impact on the victim and the wider railway community can be profound and wide-ranging. We are determined to reduce offences where serious violence is used, but when they do happen we will strive to bring offenders to justice in an effort to further improve safety and reassure passengers and staff.

# Foreword



## Ch Supt Ellie Bird

### Scotland Area Commander British Transport Police

I am delighted to report on the contribution that my officers and staff have made in minimising disruption and keeping passengers and staff safe across Scotland's rail network during 2012/13.

Despite a significant increase in passenger numbers and some considerable operational challenges we continue to reduce notifiable crime and achieve some of the highest detection rates for violent crime.

Our achievements are a result of collaborative working with Network Rail, train operators and policing colleagues across Scotland. Having listened to the concerns of passengers and staff we focus on late night trains, the impact of anti social behaviour and those crimes that cause disruption to services.

As we reduced incidents of serious violence we increased our focus on those incidents that affect the majority of passengers. The

51% increase in the number of persons detected for public order is a testament to our commitment to the restrictions on alcohol imposed this year.

Disruption to services is one of the greatest frustrations to passengers and staff. Collaborative working is fundamental to much of our success and through local problem solving plans we have reduced the number of minutes lost on six key routes by 42%, that's in excess of 3000 minutes.

Quality of service is of particular importance; if victims of crime do not have confidence in us, crime goes unreported. I am determined that we deliver exceptional service every time and so I am pleased to report 94% satisfaction rate for this year.

During 2012/13 the Area recorded less than 5 notifiable crimes a day. As we move into a new performance year we are prepared to take on even greater challenges.

In 2013 /14 we will build on our achievements, continue to reduce notifiable crime and maintain our detection rates. We will reduce police related disruption and increase the number of detections for level crossing offences.

To promote greater confidence and reassurance in use of the railway we will increase the number of hours our officer's work between 7pm and 3am. Enhanced visibility will enable us to increase the number of persons detected for anti social behaviour.

Delivering great performance brings with it greater expectations. I am confident that

we have the ability to achieve more. This year I have given a commitment to convert at least 10% of our non staff costs into front line operational delivery.

As we focus on the year ahead it is important to maintain a longer term view with Commonwealth Games and Ryder Cup

scheduled for 2014.

Scotland's programme of ambitious rail infrastructure projects will bring a significant increase in passenger numbers across a wider network. Increased passenger confidence, reducing crime and disruption to services are critical to success.

## BTP resources in Scotland

Unit	Police Officer	Police Staff	Special Const.*
Aberdeen	6		
ACC Scotland	1	1	
AIB	8	17	
Area Central Operations Unit	22	8	
Area Commander	2	1	
Area HQ	6		
CID	21		
Crime and Justice Unit	0	7	
Dalmuir	4		
Dog Section	2		
Dundee	3		
Edinburgh	21		
Finance and Corporate Services		14	
Glasgow	33		

Unit	Police Officer	Police Staff	Special Const.*
Glasgow Area NPTs	27		
Inverness	4		
Kilwinning	13		
Kirkcaldy	4		
Motherwell	7		
Operational Planning		5	
Operational Support	2	1	
Paisley	4		
Perth	6		
Secondments	6		
Specials			15
Stirling	4		
Waverley NPT	18		
<b>Core policing total</b>	<b>220</b>	<b>48</b>	<b>15</b>
<b>EPSA funded posts</b>	<b>3</b>	<b>6</b>	<b>0</b>
<b>Grand total</b>	<b>223</b>	<b>54</b>	<b>15</b>

\* **Special constables** are excluded from the charging model

# Scotland targets

## Anti-social behaviour

**Increase the number of persons detected for anti-social behaviour**

To promote greater confidence and reassurance in use of the railway we will increase the number of hours our officer's work between 7pm and 3am. Enhanced visibility will enable us to increase the number of persons detected for anti social behaviour.

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## Disruption: minutes lost

**Reduce the number of minutes lost for police related disruption on six key routes.**

Disruption to services is one of the greatest frustrations to passengers and staff. Collaborative working is fundamental to much of our success and through local problem solving plans we have reduced the number of minutes lost on six key routes by 42%, that's in excess of 3000 minutes.

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## Sickness

**Average sickness days for Police Officers to be less than the Force average**

Police officer sickness was identified as a specific priority for our stakeholders in Scotland. In addition to BTP's national targets this year surrounding staff availability, Scotland has committed to reduce the average number of its sickness days to a level below the Force's average.

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## Value for money

**Convert at least 10% of non-staff costs into frontline operational delivery**

Delivering great performance brings with it greater expectations and the Scotland area is confident of its ability to achieve more. This year, it has given a commitment to convert at least 10% of non staff costs into front line operational delivery.



## **Level crossings**

**Increase the number of detections for level crossing related offences by at least 25%**

Level crossing offences are highly dangerous with the potential to cause significant loss of life and disruption to services. In 2013/14, we will build on our record by enhancing our presence at level crossings and increasing the number of detections for offences.

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## **Quality of service**

**Overall satisfaction rate to be at least 90%**

Quality of service is of particular importance; if victims of crime do not have confidence in us, crime goes unreported. I am determined that we deliver exceptional service every time and so I am pleased to report 94% satisfaction rate for this year.

# Wales & Western: foreword



## Ch Supt Peter Davies

### Wales & Western Area Commander British Transport Police

The Wales & Western Area has a significant geographical challenge, and a rich mix of rural and inner city environments to police. The Area covers 27 different counties of England and Wales with all of the social, economic and cultural difference that entails. Officers and staff have a responsibility for a travelling population of 160 million people a year. They oversee safety at 1200 stations and depots, supporting nine Train Operating Companies, four Network Rail zones, one Freight Operating Company and one Light Rail Operator.

We currently have a total of 258 police officers, 75 police staff and 68 Police Community Support Officers based at key points across the network. We strive to deliver a first class policing service for our industry partners and a safer railway environment for passengers. We have some solid working relationships in place – not only with industry partners – but also with Passenger Focus and the Home Office

police forces with whom we work closely.

Our partnership approach has secured another strong performance year on Wales & Western Area. Highlights for 2012/13 are:

- 7% reduction in Crime.
- Live Cable Theft down 43%.
- 10% reduction in Violence, Sexual & Robbery Offences.
- 11% increase in offenders dealt with for Anti-Social Behaviour.
- Recorded Staff Aggression down 3%.
- Public Performance Measure uniquely delivered for Welsh Sector.

We will continue to build upon this strong performance with our partners during 2013/14. Our new national and local targets set new challenges and align themselves closely with the needs of passengers, staff and the wider industry.

The plan will drive our activities to focus on our core business keeping people safe and minimising disruption to our rail networks. This policing plan will provide us with the focus to engage with rail staff, the travelling public and our communities and ensure they are safe and feel safe. To achieve this we are increasing our visibility on the Network particularly late in the evenings and will be patrolling more late night trains. By driving down crime and anti-social behaviour we will endeavour to make the rail network a very safe place.

During the year, the Area's senior management team has been joined by Superintendent Andy Morgan who now leads on Welsh Sector strategic matters and partnerships. Andy joins us having

had several key operational portfolios with South Wales Police and I am certain will have an impact on the Area.

Overall, we remain determined to reduce crime and disorder further in 2013/14, and there is a clear intention to be as visible and available to our community as is possible. Our neighbourhood policing teams will help us to remain community-focused. 2012/13 has seen significant use by those teams of problem-solving plans which are devised, monitored and signed off with industry partners. We expect they will continue to be used to tackle 2013/14's policing plan challenges.

The Safer Travel Policing Team – an innovative partnership involving BTP, West Midlands Police and the local transport authority, Centro – has really matured in

2012/13 and has reduced crime on the West Midlands network. Their innovative approach to problem-solving will tackle crime and disorder in the West Midlands region in 2013/14.

Finally, through recruitment, we will increase officer numbers on the Area by ten, and we are taking on an additional seventeen Special Constables to support our policing.

This plan sets out clearly what our objectives and targets are for the year ahead. The more effectively we can work with our partners, the more we can achieve and the more we can increase the confidence of passengers and staff, making the railways even safer.

I look forward to working with you.

# Wales & Western resources

Unit	PCSO	Police Officer	Police Staff	Special Const.*
Area Command Team	0	7	5	
Area Intelligence Bureau		2	16	
Area Justice Unit		1	11	
Bangor		5	1	
Birmingham New Street		36	3	4
Bristol		26	1	1
Bristol & SW Sector				
Cardiff		26	1	4
Carmarthen		2		
CID		24	1	
Contingency & Operational Planning		2	10	
Coventry	2	11	1	4
Crime Management Centre			3	
Crime Support		4		
Dedicated Source Unit		6		
Dog Unit		4		
Exeter		9	1	1
Finance and Corporate Services			9	
Gloucester	1	7		
Machynlleth		1		
Metal Theft Team		7		
Newport		2		1
No Witness No Justice			5	
NPT Bath	6	3		
NPT Birmingham	6	4		1
NPT Wales	39	8	1	1
Operational Support		6		
OSU		13		
Plymouth		7	1	
Proactive Crime Team		1		
Rhyl		4		
Safer Travel	8	5	1	8
Shrewsbury		6	1	
Swansea		9	1	1
Truro		2		1

Unit	PCSO	Police Officer	Police Staff	Special Const.*
Wolverhampton	1	10	1	3
<b>Core policing total</b>	<b>38</b>	<b>244</b>	<b>69</b>	<b>30</b>
<b>EPSA funded posts</b>	<b>25</b>	<b>14</b>	<b>3</b>	<b>0</b>
<b>Grand total</b>	<b>63</b>	<b>258</b>	<b>69</b>	<b>30</b>

\* Special constables are excluded from the charging model

# Area-wide targets

## Aggression towards staff

**Reduce aggression towards staff offences from the 2012/13 level**

This will build upon the success seen on the Area in 2012/13 and will further enforce the Area's view that staff on the network should be fully supported in dealing with incidents of aggression, and should have the confidence to report instances. Working in partnership around crime reduction, we will seek to further reduce instances of aggression.

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## Anti-social behaviour

**Increase number of offenders detected by least 5% from the 2012/13 level**

We recognise that anti-social behaviour can deter passengers and staff away from the rail network. It causes a disproportionate level of fear and is closely associated with ticketless travel. We are determined to deal with offenders in a proportionate way and one which gives confidence to passengers and staff in reporting incidents. The new force-wide texting service will support our efforts to make reporting as accessible as possible.

## Football-related offences

**Increase the number of offenders detected by at least 20% from the 2012/13**

A small minority of football fans will become involved in anti-social behaviour and this Area has a good track record in planning with TOC partners to anticipate and overcome most issues. There are still opportunities for us to work towards improving behaviour amongst fans and we will target the key problem clubs throughout the season. This target relies heavily upon solid planning, partnerships with TOCs and the excellent working relationships we already have in place with Home Office forces

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## Theft of passenger property

**Reduce offences from 2012/13 level by at least 5%**

Theft of Passenger Property contributes significantly to our overall crime rate on the Area and there are clear opportunities for us to better understand the issues and tackle them through a variety of measures. We will look to engage with passengers and with TOCs to support this activity.

# Welsh sector targets

## Staff assaults

**Maintain or improve the 2012/13 year end detection rate for staff assaults**

BTP achieved a 65% detection rate for staff assaults in 2012/13. There have been many successes in the previous year around both our investigations and the reporting levels from staff, and the maintenance of this target for the coming year is vitally important. We will build on the confidence levels of staff in the outcomes achieved and develop methods to improve the feedback to the TOCs, increasing confidence in BTP and our investigative ability, still further.

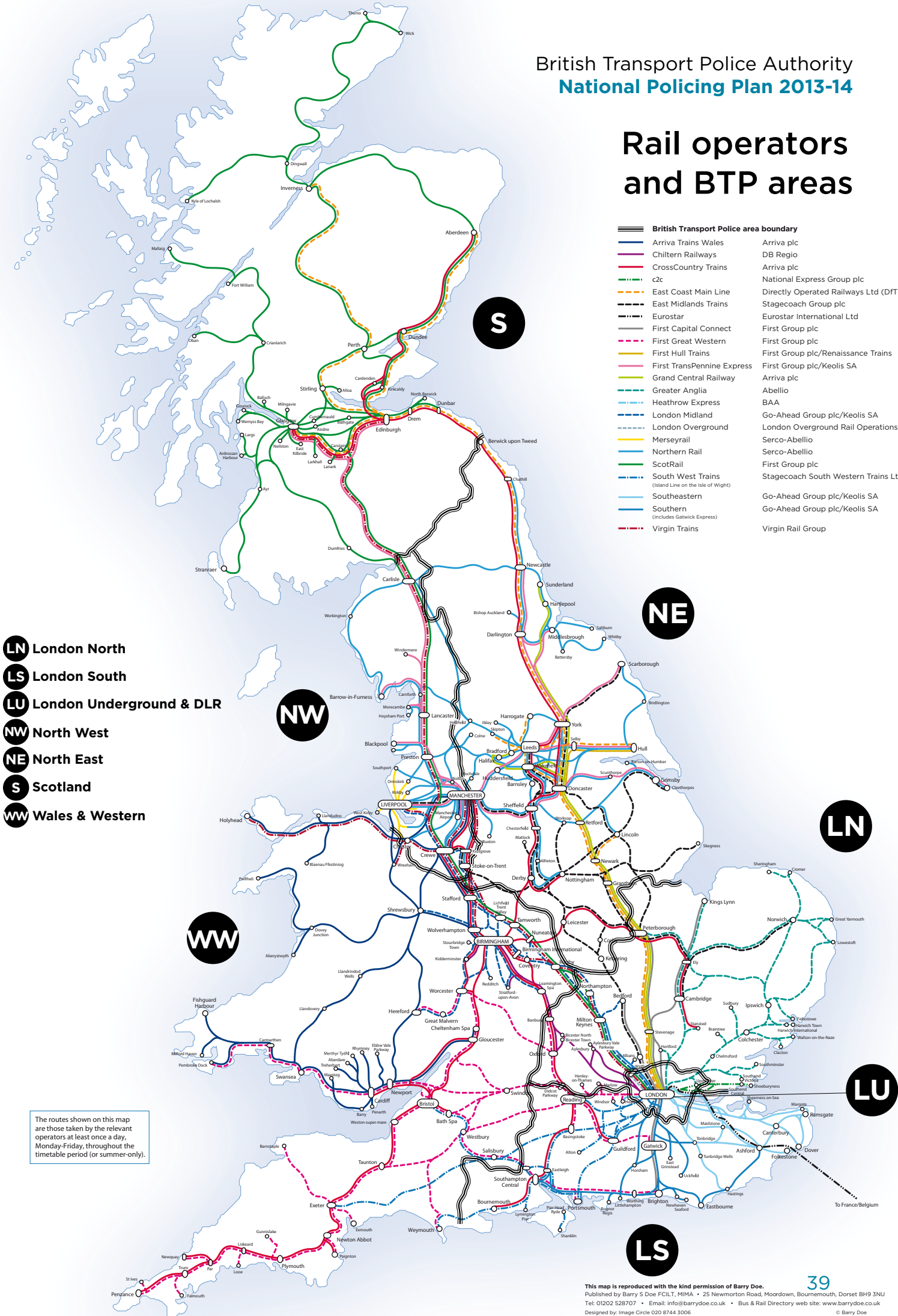
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## Disruption - delayed trains

**To further reduce the number of delayed trains (PPM) from 2012/13 year end**

We acknowledge that disruption is a major cause for concern for the TOCs and the general public. BTP will work closely with all key stakeholders on this issue, sharing information and intelligence which will contribute to a more effective approach, and the use of targeted operations to prevent incidents where disruption is caused. BTP will also work with the four Welsh Home Office forces, and constantly monitor our rostering arrangements in order to improve response times to these incidents.

# Rail operators and BTP areas





**For additional information  
on the 2013-14 national  
and local policing plans,  
please visit:**

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

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