Report to:	Police Authority
Agenda item:	6
Date:	12 June 2014
Subject:	Performance Review Committee Q4 update
Sponsor:	Chair, Performance Review Committee
Author:	Jon Newton
For:	Information

1. Purpose of paper

1.1 To provide an overview of the main business done at, and the actions arising from, the quarter 4 meeting of the Authority's Performance Review Committee (PRC).

2. Background

2.1 The Authority's new business cycle was launched in April 2010. The PRC was established to carry out detailed performance oversight activities in support of the work of the full Authority. This report summarises the key issues emerging from the quarter 4 meeting of the Committee.

3. Standing items

3.1 **Performance dashboard:**

The Committee received the quarter 4 performance dashboard and supporting commentary (attached to this report at Appendices A to D). Discussions were focused on the following headline issues:

- The force was achieving 6 out of 9 national and 30 out of 42 local policing plan targets.

- The Committee was informed that, following a 26% reduction in 2012-13, there had been a 6% increase in police-related lost minutes in 2013-14, mostly caused by fatalities and suicidal trespassers.

- It was highlighted that, nationally, the number of suicides had increased by 8% compared to the previous year. The force was finding a consistent level of people at risk and there was a problem with respect to preventing suicidal people from returning to railway stations after they had been removed. Members were informed that BTP had submitted evidence for the Home Affairs Committee inquiry into policing and mental health.

- The Committee noted that there had been a tenth annual reduction in recorded crime for BTP. Theft of passenger property accounted for the highest proportion of crime recorded and was the offence type with the largest reduction, contributed to by Operation Magnum.

- The force highlighted that violence against the person offences had increased by 4% compared to the previous year. A number of factors contributed to this, including an internal audit which recoded 127 offences as violence against the person.

- Members were informed that there had been a 20% increase in the number of recorded sexual offences. This was contributed to by the proactive work under Operation Guardian.

- Members noted the force's good performance in achieving a low sickness rate. The sickness rate was down compared to the previous year and BTP had slightly missed its target for sickness to less than 7.3 days per employee, with a rate of 7.34 days.

- The Committee was informed that there had been a 28% increase in the number of reasonable grounds stop and searches, under the Police and Criminal Evidence Act 1984 (PACE), and a 72% rise in the number of stop and accounts conducted by the force. This was attributed to Operation Magnum activity to tackle theft of passenger property. There was a 14% increase in the number of stop and searches under Section 60 of Criminal Justice and Public Order Act 1994; however, robust measures had been put in place mid-year, and in the second half of 2013-14 there had been 22 Section 60 stop and searches, compared to 440 in the first six months.

- The force stated that arrest rates, although inline with the national average, were a concern for BTP. In the two months following January, arrest rates had increased; it was highlighted that it would be difficult to state how

significant this increase would be, but the rate was going in the right direction.

- The force was also concerned about the proportionality ratio of stop and searches. It was noted that a black person was 7.8 times more likely to be searched under reasonable grounds powers than a white person, and there was work underway to look at this proportionality ratio. BTP has set up working groups to look at and monitor disproportionality of stop and searches.

- The Committee was informed that, during 2013-14, there were 97 taser deployments by BTP, which represented a slight increase compared to the previous year. It was noted that there had been no complaints around BTP's use of tasers.

- The force highlighted that BTP was one of ten police forces trialling new tasers. These allowed for easier computer maintenance and did not require a change of cartridge between one use and the next. These tasers were free of charge from the Home Office.

- Members were informed that an additional four railway stations were now covered by firearms patrol and that BTP had been granted a provisional licence to conduct its own firearms training.

- The Committee praised BTP's recent work in developing the Equality and Diversity Strategy and highlighted the good progress of the Equality and Diversity Gold Group in looking at the force's diversity data.

- Members received a presentation on BTP's policing of anti-social behaviour (ASB) and its work around repeat and vulnerable victims.

3.2 **Operational performance**

The Committee was informed, that following a 26% reduction in 2012-13, there was a 6% increase in police related lost minutes in 2013-14, mostly caused by fatalities and suicidal trespassers. The average clearance time for non-suspicious and unexplained fatalities was down to 76 minutes, an improvement on the 83 minutes average for 2012-13 and lower than the 90 minutes target. The force had been working closely with stakeholders to reduce cable related lost minutes, which at the end of 2013-14

accounted for 6% of police-related disruption, down from 26% in 2010-11.

3.3   The Committee noted that there were peaks in delay caused by trespass in each August, when the schools were on holiday and more trespassers were visible during the long daylight hours. It was highlighted that each Division focuses on a number of targeted schools and works in partnership with Home Office forces and others to communicate safety messages and talk about preventing trespass. BTP has also been looking at trespass as part of its work to prevent disruption as a whole. The force has been looking at Network Rail data and working on other areas, such as mapping problem schools and the issue of trespass overall.

3.4   It was highlighted that, nationally, the number of suicides had increased by 8% compared to the previous year. The force was finding a consistent level of people at risk and there was a problem with respect to preventing suicidal people from returning to railway stations after they had been removed. The importance of working in partnership, to ensure that mental health partners were doing their duty, was noted. Members were informed that BTP had submitted evidence for the Home Affairs Committee inquiry into policing and mental health.

3.5   The Committee noted that there had been a tenth annual reduction in recorded crime for BTP. Theft of passenger property accounted for the highest proportion of crime recorded in 2013-14 and was the offence type with the largest reduction, contributed to by Operation Magnum.

3.6   The force highlighted that cycle crime was up by 4%, compared to the previous year, but down by 11% compared to 2011-12. Violence against the person offences had increased by 4% compared to the previous year; a number of factors contributed to this, including an internal audit which recoded 127 offences as violence against the person. It was noted that the force was confident in its recording of these offences but that for other offences, such as public order, an internal audit had revealed a lower level of confidence. There was work for the crime recording centre to do to ensure that if something is an assault, it is being recorded as so.

3.7   Members were informed that there had been a 20% increase in the number of recorded sexual offences. This was contributed to

by the proactive work under Operation Guardian, which was launched in partnership with Transport for London (TfL) and the Metropolitan Police Service (MPS); it aims to encourage victims in the reporting of sexual offences, which may typically involve touching, moving to exposure and rape.

3.8   The Committee was informed that 80% of respondents to the Autumn wave of the National Passenger Survey (NPS) thought that their personal security on board trains was "Good" or "Very good", with a rating of 72% for stations. The weighted average rating for both scores was 76%. The next NPS wave, which will include the new BTP questions, was expected in June.

3.9   It was highlighted that BTP had slightly missed its target for sickness to be less than 7.3 days per employee, with a rate of 7.34 days. Members noted the force's good performance in achieving a low sickness rate, with the Policing Plan target only slightly missed and the rate down compared to last year.

3.10 Members queried whether the sickness rate had been partly reduced though redundancies. The Committee was informed that this had not been the case; the sickness rate was being managed, when people were hitting certain triggers they were being managed, possibly receiving warnings. Some people have been able to get back to work although some have not. It was highlighted that the force was being strict in setting a 28 day limit for officers on temporary duty restrictions.

3.11 **Stop and search six monthly update**

3.12 The Committee was informed that there had been a 28% increase in the number of reasonable grounds stop and searches under the Police and Criminal Evidence Act 1984 (PACE), and a 72% rise in the number of stop and accounts conducted by the force. This was attributed to the Operation Magnum activity to tackle theft of passenger property.

3.13 There was a 14% increase in the number of stops and searches under Section 60 of Criminal Justice and Public Order Act 1994. The Committee was informed that robust measures were put in place mid-year and that in the second half of 2013-14 there had been 22 Section 60 stop and searches, compared to 440 in the first half.

3.14 The force stated that arrest rates, although inline with the national average, were a concern. There was a 12% arrest rate for reasonable grounds searches; this compared to the 7% arrest rate for drugs searches, which accounted for 62% of all stop and search activity. In the two months following January, arrest rates had increased. The Committee was informed that it was difficult to state how significant this increase would be, but that the rate was going in the right direction.

3.15 The force was also concerned about the proportionality ratio of stop and searches. It was noted that a black person was 7.8 times more likely to be searched under reasonable grounds powers than a white person, and there was work underway to look at this proportionality ratio. BTP has set up working groups to look at and monitor disproportionality of stop and searches.

3.16 The Committee noted, with respect to BTP's internal governance, that there was improved focus in the Divisions, driven by the force's Stop and Search Steering Group and a range of new measures from the centre. It was also noted that the force was working to address some of the issues identified from the last HMIC inspection and that there had been a parliamentary question around the use of stop and search under Section 44 of Terrorism Act 2000.

3.17 The force noted that the Home Secretary had announced a range of reforms to the use of stop and search powers by police forces. Superintendent Conaghan is leading stop and search activity for BTP and is undertaking a review of analysis, training needs and review process of stop and search.

3.18 It was highlighted that Ms Crawford was now the Authority's lead for stop and search matters.

3.19 **Update on use of firearms and taser**

The Committee was informed that there had been a reduction in the use of taser in the second half of 2013-14. There were 97 deployments by BTP, during 2013-14, which represented a slight increase in usage compared to the previous year; however, the force was less likely to use tasers than Home Office forces.

3.20 It was noted that there had been no complaints around BTP's use of tasers and it continued to be the preferred non-lethal use of force. Members were informed that the general experience was that once taser had been seen it acted as a deterrent.

3.21 The force highlighted that it was one of ten police forces trialling new tasers; these allowed for easier computer maintenance and did not require a change of cartridge between one use and the next. These tasers, which were free of charge from the Home Office, were different to use than the old types, but could in future become the new national standard.

3.22 The Committee was informed that four additional railway stations were now covered by firearms patrol. This was because of the unpredictability of those who may be conducting hostile reconnaissance and because these additional stations were as busy as ones already being covered. The force had also been granted a provisional licence to conduct its own firearms training.

3.23 **BTP EDHR update**

The Committee praised BTP's recent work in developing the Equality and Diversity Strategy and it was highlighted that there was good progress at the Gold Group in looking at and getting to understand the force's diversity data. It was suggested that if we can understand what is needed for targets this would be a good step forward.

3.24 It was noted that the dashboard indicated a relatively large number of people within BTP declaring a disability. It was highlighted that this was suspected to be because of a data issue, and was something that was being looked at.

4. Thematic reports received

4.1 **ASB – impact of the BTP strategy on recording, identification of repeat and vulnerable victims, and victim aftercare:**

The Committee received a presentation on BTP's policing of anti-social behaviour (ASB) and its work around repeat and vulnerable victims.

4.2 Members were informed that ASB has a large impact on the travelling public and that there is a direct link to confidence. BTP deals with all aspects of ASB, with largest type of activity falling within the nuisance category.

4.3 The force stated that there is a clear link to ASB in BTP's strategic aims. The force works in partnership with industry and has a range of initiatives. The Neighbourhood Policing Teams are at the front-line of tackling ASB and a range of Police and

Community Together (PACT) meetings and Problem Solving Plans (PSPs) are in place.

4.4   It was noted that there were largely positive findings from the 2012 HMIC inspection on ASB. The findings were complementary around the way that BTP tackles ASB; however, there were some issues around the identification of repeat and vulnerable victims. The force has since put in place a policy and has an efficient process.

4.5   Members were informed that a useful prevention tool for the rail network was Withdrawal of Implied Permission (WIP), in which operators withdraw permission for individuals to be on a particular station; this makes it an offence for the person to be in the respective railway station. New legislation will also, in future, introduce new measures, which will replace Anti-Social Behaviour Orders (ASBOs). These will include Criminal Behaviour Orders (CBOs); CBOs will be less time-consuming than ASBOs and will require a civil, rather than criminal, level of proof. The challenge, however, will be in implementing the new standards into the BTP systems

4.6   The level of underreporting of ASB was queried. The Committee was informed that there will be an unreported demand; for example, the force does not receive a lot of reports for late-night trains and it was almost accepted by the public that there will have to be some tolerance on these trains.

4.7   The force highlighted that it will be running Operation Trafalgar, with Cambridge University. This will involve evidence based deployment of resources, and covering late-night trains. The force was, as a result, anticipating an up-lift in offences over the next two years. This increase may impact public confidence; the importance of having some communications around this was noted.

5.   Recommendations

5.1   Members are asked to note progress made and issues noted by the PRC at its quarter 4 meeting.

5.2   Members are invited to ask any supplementary questions arising from the issues reported in this paper and/or its supporting documentation.

Report to:	Performance Review Committee (PRC)
Agenda item:	
Date:	15 May 2014
Subject:	2013-14 Performance Report, Quarter 4
Sponsor:	ACC Newton
Author:	Ian Cawthron and Paul Watson

1. INTRODUCTION

1.1   This paper informs the PRC's review of British Transport Police's (BTP's) performance against its strategic objectives and 2013-14 Policing Plan targets.

1.2   The structure of the Paper reflects BTPA's four strategic priorities as set out in the 2013-2019 Strategic Plan. Within this structure, the Paper covers BTP's nine 2013-14 National Targets, selected Local Targets and selected Force Headquarters Key Performance Indicators (FHQ KPIs). It also addresses specific issues raised by the BTPA Executive, including the overall reduction in notifiable offences, the increases in violence, sexual offences and Lost Minutes, cycle crime, PCSO sickness and criminal justice.

1.3   The Paper has three Appendices, attached as separate documents:

- Appendix A   Quarter 4 Performance Dashboard
- Appendix B   2013-14 Policing Plan Executive Summary (PPES)
- Appendix C   2013-14 Force Crime Group data

2.   THE FOUR STRATEGIC PRIORITIES: KEY POINT SUMMARIES

2.1 Reducing Disruption

- BTP achieved a 26% reduction in police related Lost Minutes (LMs) in 2012-13, but could not prevent a 6% increase in 2013-14.
- Performance was adversely affected by the 1% of Network Rail (NWR) incidents that caused 41% of the LMs. These incidents are mainly fatalities or suicidal trespassers.
- Despite working with the Samaritans to prevent suicides, and 187 interventions in life threatening situations by BTP officers, BTP recorded 314 fatality incidents during 2013-14, 21 (8%) more than the previous year.

- BTP has reduced its average clearance time for non-suspicious and unexplained fatalities by 35% since 2010-11; during the same period NWR's LMs per fatality incident have increased by 34%. This is partly related to the increased use of the railway network, and partly to the timing and location of fatalities. In 2013-14 a high proportion were in Greater London, many of them during peak periods.

- In previous years BTP's fatality clearance target only applied to non-suspicious fatalities, excluding unexplained. The attached PPES has two sets of "Last Year" data, one as reported in 2012-13, the other for direct comparison with 2013-14 data.

- In 2010-11 27% of police related LMs were caused by cable theft. Since then, working closely with several stakeholders, BTP has reduced cable LMs by 81%, from 365,000 to 68,000. Cable LMs now account for less than 6% of the total.

2.2 Reducing Crime

- BTP recorded 3,573 (7%) fewer notifiable offences (excluding police generated) in 2013-14 than in 2012-13, the tenth successive annual reduction in notifiable crime.

- Theft of Passenger Property (ToPP) had the largest reduction. The various strands of Operation Magnum helped reduce ToPP offences by 2,874 (17%).

- BTP also achieved reductions in Robbery, Serious Line of Route offences and cable theft offences.

- Within the overall reduction, a few crime groups had small increases in offences in 2013-14. Three rises were police generated: drugs offences, "Other serious offences" (mainly dangerous driving offences at level crossings picked up by the new enforcement vans) and Sexual offences (Project Guardian successfully encouraged more victims to report sexual offences).

  Several factors contributed to a rise in recorded Violence Against the Person (VAP) offences:
    o an internal audit recoded 127 offences as VAP;
    o TOCs had more revenue protection initiatives supported by BTP;
    o TfL had a detection rate target for racially aggravated offences, which led to better recording of these offences.

Cycle crime rose, despite improved bicycle parking provision at stations, because the use of bicycles continues to rise, and the increasing value of bicycles makes them more attractive to criminals.

- BTP operations to reduce crime, particularly ToPP and cable theft, also led to additional detections. The detection rate for notifiable crimes improved from 31% in 2012-13 to 34% in 2013-14.

- BTP's 58% detection rate for notifiable Public Order offences narrowly missed its 59% target, despite a steady improvement during the year, from 55% in Quarter 1 to 59% in Quarter 4.   Achievement of the target was not helped by an increase in recorded offences for crimes not involving actual violence, in particular "Harassment, alarm or distress" and "Fear or provocation of violence".   These crimes have lower detection rates than crimes involving actual violence; the increased reporting of them therefore brought down the overall detection rate for Public Order offences.

2.3 Passenger Confidence

- Passenger confidence is measured using passengers' responses to questions about personal security in Passenger Focus's National Passenger Survey (NPS).   These surveys are conducted every six months, in Spring and Autumn.

- The baseline for BTP's strategic objective is the Spring 2013 survey, when 75.2% of respondents rated their personal security "Good" or "Very good".

- In the Autumn 2013 survey, this rating had improved to 76.07%; results from the Spring 2014 survey are due in June

2.4 Value for Money

- BTP's Medium Term Financial Plan is designed to achieve the other strategic objectives with annual cost increases within RPI. BTP's expenditure for 2013-14 has been in line with plan: provisional out-turn net expenditure at the end of Period 13 is £1,016,000 (0.4%) less than budget.

- During the five years to 2007-08, BTP's overall sickness rate was normally between nine and ten days per employee; since then it has been consistently below eight

days per employee. BTP achieved a further reduction, from 7.42 days per employee to 7.34, in 2013-14 but this was not quite enough to meet its 7.30 target.

2.5 **2013-14 Policing Plan targets**

- In 2013-14, BTP achieved six of its nine National Targets; the Areas achieved 30 of the 42 Local Targets.

- Appendix B has performance data for each target, and a summary table of the number of National and Local Targets each Area achieved. Sections 3-6 below have further details of BTP's performance against each National Target and selected Local Targets.

3. PERFORMANCE AGAINST TARGETS TO REDUCE DISRUPTION

3.1 BTP's Strategic Plan includes an objective to reduce police-related LMs[1] recorded by NWR by 20% between 2012-13 and 2018-19. In 2013-14, National Targets N1, to reduce LMs by 3%, and N2, to clear fatalities within 90 minutes, supported this objective.

**N1 Reduce the number of police related lost minutes**

3.2 Police-related LMs[1] account for a little over 6% of NWR's total LMs, which include delays for a wide variety of reasons such as broken down trains, infrastructure issues, fires, floods and marshalling errors. In 2013-14 total NWR LMs rose by 792,000, from 18.8 millions in 2012-13 to 19.6. 70,000 of this increase was due to police-related minutes, which increased from 1.17 millions in 2012-13 to 1.24 millions in 2013-14.

3.3 BTP's 2013-14 target was to reduce police related LMs to 1,136,577, slightly below 95,000 per month. BTP started the year well, with less than 81,000 in both April and May but, since then, apart from December and January, the monthly totals have all been between 98,000 and 141,000. As a result, for the year as a whole, NWR recorded a total of 1,242,171 police-related LMs, 106,000 (9%) more than its annual target, 70,000 (6%) more than during 2012-13.

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[1] Cable vandalism / theft, Other vandalism / theft, trespass, Fatalities / injuries caused by person being hit by a train, Level crossing misuse

3.4 The higher level of LMs since May is primarily due to major incidents that each cause at least 1,000 LMs. During 2013-14 NWR recorded 20,235 police related disruption incidents; only 178 of them (less than 1%), caused 1,000 LMs, but these 178 incidents accounted for 508,000 LMs, 41% of the total.

3.5 Furthermore, 18 incidents caused at least 5,000 LMs each, 15 suspected suicides and three trespassers. One of the trespassers was hit by a train and one was specifically identified as suicidal by NWR. These 18 incidents caused a total of 136,000 LMs, 11% of the total for the year.

3.6 The monthly totals for under 1,000 LM incidents are comparatively stable. Chart 1 shows that, over the last three years, they have ranged from around 50,000 per month during the winter months to a peak of around 80,000 each August, when the schools are on holiday and more trespassers are visible during the long daylight hours. There has also been a slow but steady decline over time, partially masked by the Summer peaks.

Chart 1: LMs per month, broken down into over-1,000 and under-1,000 LM incidents
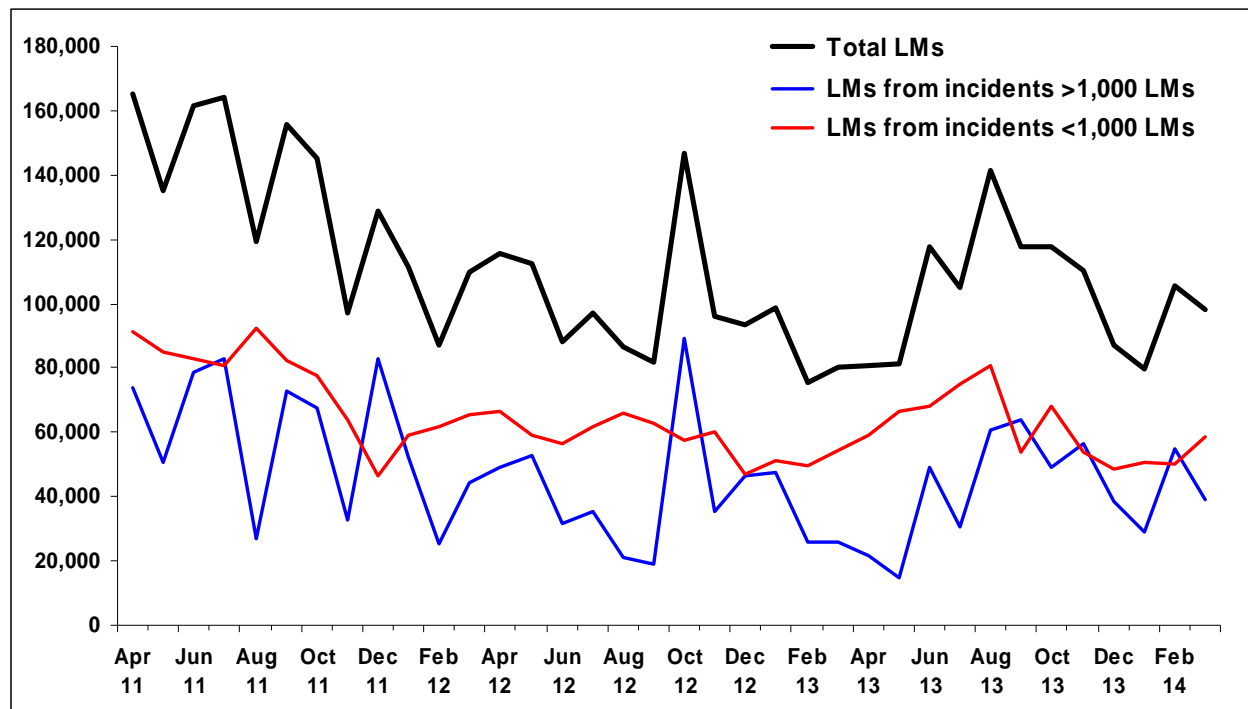
3.7 In contrast, the monthly totals for over 1,000 LM incidents exhibit wide variation from month to month, ranging from 15,000 to 89,000, without a marked seasonal pattern. The rate of over 1,000 LMs has also fallen over the three years, although there has been a rise since May 2013.

3.8 The long-term downward trend in LMs confirmed by Table 1, which shows that the number of LMs, the number of LM incidents and the average LMs per incident have all fallen since 2010-11 and 2011-12. The number of LMs rose in 2013-14 but, despite this, the total for that year remains well below the totals for both 2010-11 and 2011-12.

Table 1 Police-related LMs, by cause, annually since 2010-11

	2010-11	2011-12	2012-13	2013-14	% share in 2013-14	% change since:		
						2010-11	2011-12	2012-13
Lost Minutes								
Cable	365,461	344,585	160,296	68,497	6%	- 81%	- 80%	- 57%
Fatalities / injuries	318,717	493,380	387,521	472,655	38%	+ 48%	- 4%	+ 22%
Trespass	461,027	448,696	435,523	512,697	41%	+ 11%	+ 14%	+ 18%
Vandalism	197,549	221,397	134,087	126,506	10%	- 36%	- 43%	- 6%
Level Crossings	67,882	72,416	54,302	61,816	5%	- 9%	- 15%	+ 14%
Total LMs	**1,410,636**	**1,580,474**	**1,171,729**	**1,242,171**	**100%**	**- 12%**	**- 21%**	**+ 6%**
Incidents								
Cable	983	828	278	175	1%	- 82%	- 79%	- 37%
Fatalities / injuries	488	586	541	541	3%	+ 11%	- 8%	+ 0%
Trespass	14,704	15,115	13,979	14,500	72%	- 1%	- 4%	+ 4%
Vandalism	4,210	4,063	3,047	2,845	14%	- 32%	- 30%	- 7%
Level Crossings	2,643	2,883	2,199	2,174	11%	- 18%	- 25%	- 1%
Total LMs	**23,028**	**23,475**	**20,044**	**20,235**	**100%**	**- 12%**	**- 14%**	**+ 1%**
LMs per incident								
Cable	372	416	577	391		+ 5%	- 6%	- 32%
Fatalities / injuries	653	842	716	874		+ 34%	+ 4%	+ 22%
Trespass	31	30	31	35		+ 13%	+ 19%	+ 13%
Vandalism	47	54	44	44		- 5%	- 18%	+ 1%
Level Crossings	26	25	25	28		+ 11%	+ 13%	+ 15%
Total LMs	**61**	**67**	**58**	**61**		**+ 0%**	**- 9%**	**+ 5%**

3.9   Table 1 also shows that, over the last three years, the trends for the different causes of police related LMs have varied considerably.

- **Cable LMs** have shown the greatest improvement, down 81% from 365,000 in 2010-11 to 68,000 in 2013-14.. This is consistent with the reduction in live cable theft offences recorded by BTP: down from 1,369 in 2010-11, to 491 in 2012-13 and just 293 in 2013-14.

  As a result of BTP's success at reducing cable theft, in 2013-14 cable incidents have caused fewer LMs than any other category (Table 1). This is despite the high number of LMs per incident, around 400 over the period, second only to fatalities.

  The Performance Paper for the July PRC had details of BTP initiatives and legislative changes that have led to this improvement. The initiatives are ongoing, and continue to be successful. The last Day of Action of 2013-14 took place on 26 February, involving 27 Home Office Forces and several stakeholders, including NWR, the HMRC, the DVLA, BT and several Local Authorities. 513 officers visited 321 scrap metal dealers (SMDs) and stopped 912 vehicles. The operation led to 36 arrests, the seizure of 28 vehicles and the recovery of 206kg of cable, 64 gas cylinders, 13 loads of scrap metal, a tonne of Yuasa batteries and 10 beer kegs.

  BTP's efforts to tackle cable theft have been boosted by the Scrap Metal Dealers Act 2013, which came into force on 1 October. The Act's provisions include:
    o   requiring all Scrap Metal Dealers (SMDs) to apply for a licence;
    o   £5,000 fines for buying or selling scrap metal for cash;
    o   extended police powers for inspecting SMD's premises.

- **Vandalism LMs** have also fallen significantly over the period: by 36% from 198,000 LMs in 2010-11 to 127,000 in 2013-14. This improvement has been helped by the increased patrolling and surveillance of the railway network resulting from the cable initiatives.

- In 2013-14 **level crossing mis-use** accounted for fewer LMs than all the other categories: less than 5% of the total.   The number of LMs attributed to level crossing

mis-use fell by 25% in 2012-13, to 54,000, as additional enforcement vans came on stream. However, it has risen again in 2013-14, to 62,000 LMs, primarily because of 16 major incidents that each caused over 500 LMs.

The most serious of these incidents, when a train hit a car near Oxford on 12 November, caused 4,772 LMs. The others were near Tiverton Parkway (2,214 LMs), Cheshunt (1,583), Cardiff (1,117), Chichester (1,019), Retford (1,003), Abbotswood (883), Royston (852), Brimsdown (819), Doncaster (792), Morpeth (715), Sheffield (676), Hull (645), Peterborough (601), Oxford (567) and Edinburgh (531).

These 16 incidents caused 18,789 LMs, 30% of the total attributed to level crossing incidents this year.

* **Fatalities** account for just 3% of police related disruption incidents, but 38% of the LMs (Table 1). The number of fatality LMs can fluctuate sharply from month to month, explaining most of the wide monthly variation in LMs attributed to over 1,000 LM incidents identified in paragraph 3.7.

BTP has targeted fatality clearance times for several years but they have recently received a greater focus. In 2012 a new Fatality Guidance Manual was issued and reducing the number of fatalities initially classified as Unexplained was given a high priority. In 2013-14, unexplained fatalities were included in the 90 minute clearance target for the first time. All new recruits now receive a full day's Fatality Management training in the Hydra Suite and an additional half day on the processes: body recovery, searching, advising next-of-kin.

As a result of these, and other, initiatives BTP's average clearance time was reduced by 27%, to 83 minutes, in 2012-13 and a further 8%, to 76 minutes, in 2013-14 (Table 2).

Despite these significant improvements in BTP's average fatality clearance time, NWR have recorded 472,000 fatality / injury LMs this year to date, 85,000 (22%) more than during 2012-13. This increase is due to:

Table 2 Comparison of NWR and BTP fatality statistics

	2010-11	2011-12	2012-13	2013-14
NWR fatality / injury incidents (from Table 1)	488	586	541	541
Police-related LMs per NWR incident	653	842	716	874
BTP fatality incidents [*]	255	307	293	314
BTP clearance time per incident [*]	117	113	83	76

Notes:

[*] In Table 2 incident figures for all years include both "Non-suspicious" and "Unexplained" fatalities.

In 2013-14 BTP's 90 minute fatality clearance target applies to both "Non-suspicious" and "Unexplained" fatalities. Previously the target only applied to "Non-suspicious" fatalities.

o more fatality incidents: BTP recorded 314 during 2013-14, 21 (8%) more than the previous year. Although NWR incidents, which include injuries to people hit by a train as well as fatalities, remained constant at 541.

o a 22% increase in NWR's LMs per fatality incident (Table 2). Timing and location are critical to the number of LMs each incident causes. A high proportion of 2013-14 incidents were on the busy north London commuter lines. In addition, the three most disruptive incidents affected south London's rush hour trains:

- South Croydon, 28 August 17:10. BTP's clearance time was 45 minutes, but NWR recorded 13,723 LMs.

- East Croydon, 9 September 5:00. BTP's clearance time was 71 minutes, but NWR recorded 13,756 LMs.

- Norwood Junction, 24 March 18:55. BTP's clearance time was 73 minutes, but NWR recorded 10,388 LMs.

• In 2013-14, NWR recorded more LMs against **Trespass** incidents than any other category: 513,000, 41% of the police related total (Table 1). Trespass was also the

category with the largest increase: the 513,000 LMs were 77,000 (18%) more than in the previous year. The increase is primarily due to:

- o a 4% increase in trespass incidents, to 14,500;
- o a disproportionate increase in suicidal trespassers, many causing over 1,000 LMs, including one involving a negotiator at Peterborough on 19 June (5,000 LMs), and one on the roof of Ipswich station on 19 July (7,000 LMs).

Addressing the issue of suicidal trespassers is critical to the reduction of LMs attributed to trespass. In September 2013, BTP launched Operation Avert, a national initiative to minimise disruption from trespass and suicide. Local plans were drawn up by Areas in conjunction with NWR and local Train Operating Companies (TOCs) using a variety of tactics, including targeted, high visibility patrols by neighbourhood policing and response teams, multi-agency patrols, and increased use of Special Constables.

Following the success of Operation Avert, phase 2 was launched in January 2014 and ran until the end of March. During this period BTP recorded 1,199 mental health and suicidal incidents, including 158 determined suicide attempts and 197 threats; 187 of the incidents were considered life threatening interventions.

**Chart 2 Total LMs, Primary & Reactionary**   **Chart 3 Cable LMs, Primary & Reactionary**
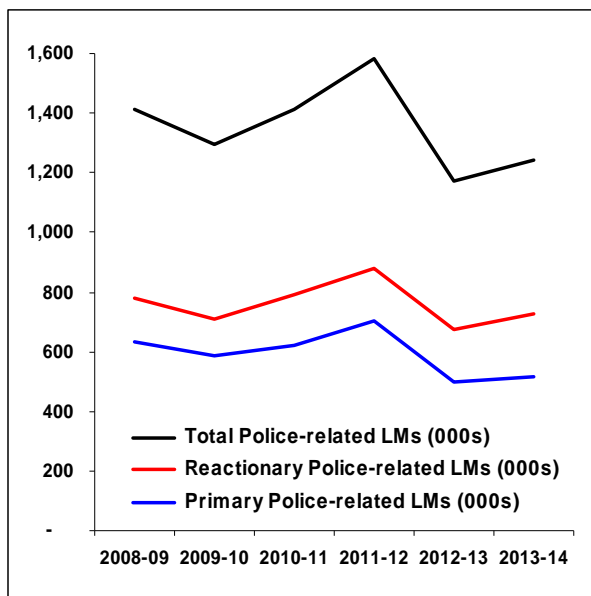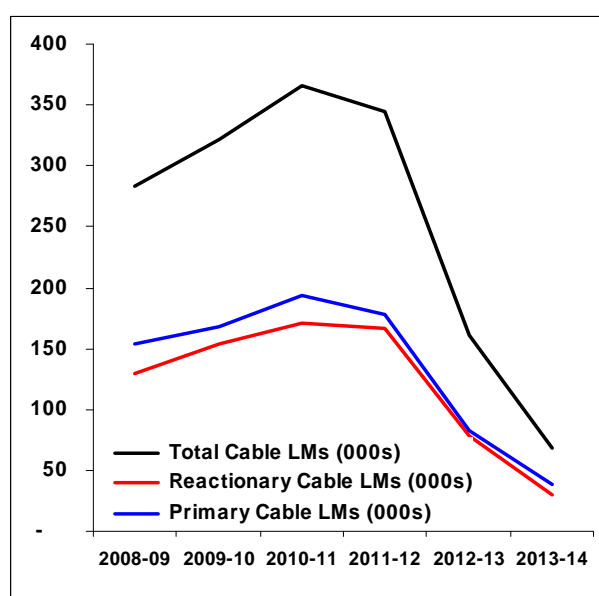
3.10 NWR's LMs are subdivided into primary LMs (train delays directly caused by an incident) and reactionary LMs (knock-on train delays resulting from a prior delay to the same or another train). BTP has analysed the effect of its initiatives on both types of delay to test whether a change in the initiatives' focus could improve their effectiveness.

Charts 2 and 3 show the primary / reactionary breakdown over the last six years for, respectively, total police-related LMs and cable LMs.

The charts show that primary and reactionary minutes follow similar trends. BTP's success at reducing cable theft has a direct impact on primary LMs; chart 3 suggests it has had an equal, indirect impact on reactionary LMs.

N2   Fatality clearance

3.11 In 2013-14, BTP's fatality clearance target was extended to include unexplained fatalities as well as non-suspicious, whilst keeping the target time constant, at 90 minutes. Despite this change, BTP achieved an average clearance time of 76 minutes, well below its 90 minute target and a significant improvement on the 83 minute average for these categories of fatality incident in 2012-13.

3.12 All Areas achieved the 90 minute target.

3.13 BTP's Suicide Prevention and Mental Health team (SPMH) continues to work closely with NWR and the Samaritans on the National Suicide Prevention Steering Group. The group is aiming to achieve a 20% reduction in suicides on the railway between 2009 and 2014. SPMH initiatives include the identification of high risk locations, encouraging officers to complete the e-learning awareness course on BTP's web site and, where appropriate, attend courses on managing suicidal contact developed with the Samaritans.

In December 2013 a new pan-London policy in regards to Section 136(1) of the Mental Health Act 1983 came into effect. The new policy follows work carried out to examine the challenges, procedures and practices in relation to Section 136. The new policy supports a more coordinated, efficient practice for delivering Section 136 across Mental Health

Trusts, Police and the London Ambulance Service throughout London. Specific benefits for BTP include:

- improved understanding and use of Section 136;
- reduced average waiting times for officers in hospitals;
- reduced multiple journeys transporting individuals detained under Section136;
- the introduction of 'Section 136 Coordinators' at each place of safety will enable easier and quicker access to places of safety or Accident & Emergency;
- improved escalation processes for disputes between Police and Mental Health Staff.

During the first three months of 2014, BTP officers detained 384 individuals under Section 136.

3.14 Together with the Association of Chief Police Officers, College of Policing, NHS England and 18 other signatories, BTP has signed up to the Mental Health Crisis Care Concordat, announced on 18 February 2014 by the Department of Health. The Concordat aims to ensure that the different agencies work together to ensure that individuals in need of care or support receive the most appropriate services at the right time.

Local Targets to reduce disruption

3.15 Nine of the 42 Local Targets relate to reducing disruption on the railway. Areas did not achieve three of them:

LU4 Customer lost hours

LU Area's target was to reduce Lost Customer Hours (LCHs) on the Underground to 1.21 millions, or just over 100,000 per month. This proved challenging: three incidents each caused over 60,000 LCHs, two suspected suicides and a trespasser hit by a train when being chased by the Metropolitan police. Two further suspected suicides each caused over 40,000 LCHs. The suicides were all cleared within the 90 minute target but their rush hour timing inevitably resulted in high levels of LCHs.

NE4 Reduce NWR LMs caused by cable or trespass incidents by 5%

NE Area reduced cable LMs by 20,000 (50%) in 2013-14, to 20,000, but trespass LMs rose by 16,000 (25%) to 80,000. The overall decrease of 4,000 LMs achieved by NE Area was 325 (0.4%) short of its annual target.

Despite narrowly missing its specific Local Target, NE Area's focus on disruption helped it achieve its overall LM reduction target, one of only two Areas to do so.

SC2 Reduce police related NWR LMs on six key routes

SC Area has comparatively few police related LMs: less than 4% of the BTP total in 2012-13, with just 4,400 on the six selected key routes, a 1,240 (22%) reduction on 2011-12. SC Area has not been able to maintain this performance: police related LMs in SC are 57% higher than at this time last year. LMs have increased on all of the six selected routes except Edinburgh Haymarket, in total by 4,106 LMs.

SC Area has comparatively few over 1,000 LM incidents: just two in 2012-13. However, in 2013-14 this increased to eight: four fatalities, three acts of vandalism and one cable theft.

3.16 Local disruption targets that had a notable beneficial impact during the year include:

LN1 and LS6 Fatality management on multi-track lines

In 2011-12 LN Area introduced a fatality management target to re-open at least one track of multi-track lines within 60 minutes. Following its success at reducing disruption on these lines, the target was reduced to 50 minutes in 2012-13 and again, to 45 minutes, in 2013-14. In 2013-14, a similar 50 minute target was introduced in LS Area. LN achieved an average first track re-opening time of 43 minutes, LS 18 minutes, thereby continuing to reduce disruption on their railway networks.

NW1 Reduce NWR LMs on six key routes

NW Area appointed a Single Point Of Contact (SPOC) for each of the six routes. They analysed the nature of the disruption on each route, mapped it and prepared six Problem Solving Plans (PSPs) involving NWR and relevant TOCs. As a result, police related disruption on the six selected routes fell to 15,985 LMs, 6,888 (36%) fewer than NW's target. Furthermore, the focus on disruption on these six routes increased awareness and

familiarity with NWR's LM data, and how BTP can influence it, throughout the NW Area, thereby helping the Area achieve its overall disruption target, one of only two Areas to do so.

LS5 and SC5 Level Crossing detections

The increased use of enforcement vans helped LS Area increase detections of traffic offences at level crossing by 709 (61%) compared with 2012-13, SC Area by 114 (50%). Over time, this is expected to reduce both offending at level crossings and disruption to the rail network.

FHQ KPIs which help reduce disruption

3.17 The Counter Terrorism Support Unit has achieved its KPIs that aim to reduce disruption:

- In relation to 'immediate' grade calls within the M25, 96% (25 out of 26) have been attended within 20 minutes; the target required 90% to be exceeded.
- The Force aimed to clear at least 90% of Specialist Response Unit related calls within 30 minutes; it has achieved 92% (35 out of 38).

The Technology Department has supported the Force to be able to deliver on the reduce disruption agenda by achieving in 2013-14:

- 99.98% Network availability (target of 99.9%)
- 99.99% Command and Control availability (target of 99.9%)
- 99.92% Critical Application availability (target of 99%).

For 2014-15 FHQ Central Operations will continue to assist in reducing disruption by running a minimum of 36 anti disruption workshops between BTP and the Industry. It will also lead on six joint police-industry operations.

4. TARGETS TO REDUCE CRIME AND MAKE THE RAILWAY SAFER

4.1 BTP's Strategic Plan includes an objective to reduce notifiable offences (excluding police generated) by 20% between 2012-13 and 2018-19. National Targets N3 (to reduce these offences by 3% in 2013-14), N4 (BTP's detection rate for all notifiable offences) and N9 (its detection rate for notifiable public order offences) support this objective.

N3   Reduce notifiable crime (excluding police generated)

4.2 The long-term reduction in total notifiable crime (including police generated) continued in 2013-14, the tenth year in succession it has fallen (chart 4). Over the ten years, recorded notifiable crime has fallen by a total of 38%, from 81,500 offences to 50,800.

4.3 BTP's 2013-14 target excluded police generated crime (primarily drugs offences). During the year BTP recorded 46,508 offences, 2,068 (4%) fewer than its target, 3,573 (7%) fewer than in 2012-13.

Chart 4 Recorded Notifiable offences, annually since 2003-04
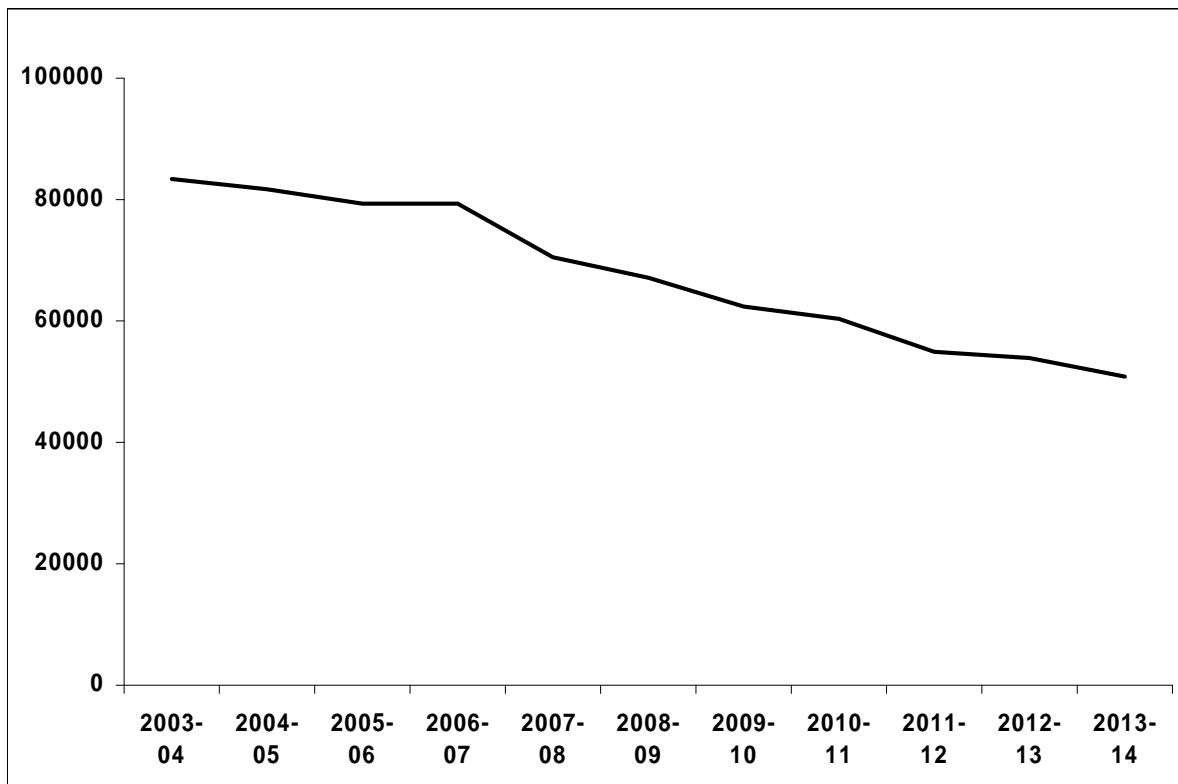
4.4   Five of the Areas achieved their notifiable crime reduction targets; the others missed them by narrow margins: NE Area by 79 offences (2%), SC Area by 23 (1%).

4.5   Table 2 lists the daily crime rates for each notifiable crime group, annually since 2010-11 and quarterly for 2013-14, together with the percentage change in crime rates since both 2010-11 and 2012-13. This shows that most crime rates have improved over the last three years, often substantially, but there are a few exceptions.

4.6   **ToPP** accounts for 31% of BTP's notifiable offences (excluding police generated) and is therefore critical to the achievement of its notifiable crime reduction target. Table 2 shows that ToPP rose sharply during 2012-13, reaching a peak of 52 offences per day in Quarter 3. Since then it has fallen steadily, to less than 36 offences per day in Quarter 4, 2013-14.

Table 2: Notifiable Crime Groups, Recorded offences per day

	Full years				% change since		2013-14, by Quarter			
	10-11	11-12	12-13	13-14	10-11	12-13	Q1	Q2	Q3	Q4
VAP	22.4	21.6	22.3	23.1	+ 3%	+ 4%	22.2	22.2	22.5	25.5
Sexual	2.6	2.8	2.5	3.1	+ 18%	+ 21%	2.6	3.5	3.0	3.1
Criminal Damage	13.7	10.7	9.5	9.0	- 34%	- 4%	8.9	8.3	8.6	10.4
Serious Line of Route	4.1	3.8	3.3	3.1	- 24%	- 4%	4.2	3.7	2.2	2.6
ToPP	45.6	40.5	47.4	39.3	- 14%	- 17%	42.0	42.1	37.6	35.5
Vehicle / cycle crime	22.1	23.8	20.4	20.4	- 8%	+ 0%	20.1	26.2	19.7	15.7
Robbery	1.9	1.8	1.5	1.2	- 37%	- 18%	1.4	1.2	1.2	1.0
Theft Rly/Comm Prop.	18.7	16.3	13.2	12.1	- 36%	- 9%	12.5	12.9	11.1	11.8
Ser. Public Disorder	17.6	13.8	13.1	13.1	- 26%	+ 0%	13.5	13.0	12.8	13.0
Serious Fraud	2.7	2.4	2.5	1.3	- 53%	- 50%	2.0	1.3	0.7	1.0
Drug offences	11.8	10.0	9.5	10.9	- 8%	+ 15%	11.3	10.3	10.7	11.6
Other Notifiable	2.3	2.3	2.6	2.7	+ 17%	+ 3%	2.7	2.5	2.7	2.8
Total Notifiable	**165.6**	**149.9**	**147.6**	**139.3**	**- 16%**	**- 6%**	**143.3**	**147.2**	**132.7**	**133.9**
Selected subsets										
Notifiable, excl. PG	**152.5**	**139.1**	**137.2**	**127.4**	**- 16%**	**- 7%**	**131.1**	**135.9**	**121.2**	**121.4**
Live cable (J29 only)	3.8	3.1	1.3	0.8	- 79%	- 40%	0.9	1.0	0.8	0.6
Non-live cable (J30)	3.7	3.4	2.1	1.4	- 63%	- 35%	1.7	1.4	1.2	1.1
Cycle crime	16.0	18.4	15.8	16.4	+ 2%	+ 4%	15.8	22.0	16.1	11.7
Motor crime	6.1	5.4	4.5	4.0	- 34%	- 11%	4.2	4.2	3.6	4.0

Table 3 ToPP rates per day, by Area

	Full years				% change since		2013-14 by Quarter			
	10-11	11-12	12-13	13-14	10-11	12-13	Q1	Q2	Q3	Q4
LN	9.1	7.7	9.3	8.3	- 8%	- 11%	8.8	9.5	7.7	7.3
LS	8.3	7.5	8.3	7.5	- 9%	- 9%	7.4	8.3	7.3	7.2
LU	17.9	16.4	20.0	14.0	- 22%	- 30%	15.8	14.0	13.2	12.9
NE	3.0	2.7	2.9	2.8	- 7%	- 5%	2.9	2.8	2.5	2.8
NW	2.1	1.9	2.2	2.3	+ 6%	+ 1%	2.4	2.4	2.6	1.6
SC	1.0	0.9	0.9	0.9	- 4%	- 1%	1.1	1.0	0.9	0.7
WW	4.3	3.5	3.7	3.5	- 18%	- 5%	3.7	4.0	3.4	3.0
BTP	**45.6**	**40.5**	**47.4**	**39.3**	**- 14%**	**- 17%**	**42.0**	**42.1**	**37.6**	**35.5**

Table 3 shows that the initial improvement in ToPP was primarily in LU Area. LU had the largest increase in ToPP in 2013 but, following several local initiatives, culminating in the launch of Operation Magnum in March 2013, LU's offence rate has fallen steadily, to fewer than 13 offences per day in Quarter 4.

Operation Magnum was extended nationally during July, and had a public launch that gained considerable media exposure on 15 August. Operation Magnum has continued to develop. It has several strands, many ongoing from the original launch. Developments during the last quarter include:

- continuing the roll out of Operation Chelsea 2, a Code of Practice for secondhand mobile phone retailers developed with the Metropolitan Police;
- following a workshop with ATOC, developing a joint crime reduction strategy including a good practice guide for Lost Property Offices;
- all TOCs are being encouraged to include Report My Loss (a portal for the public to report a loss rather than a theft) in their processes;
- offender management: a list of top offenders over the last three years has been prepared and a DS selected;
- mobile IMEI numbers are now routinely captured on redesigned arrest pro forma;
- the most recent Day of Action was on 13 March. ToPP Days of Action now concentrate on local priorities, with a different focus at each Area;

- LU are arranging call handler visits to the Underground to show them how criminals use it;

- Operation Garland, a high-visibility presence, has successfully reduced thefts in NE Area;

- using technology such as "Find my phone" to pinpoint the location where stolen phones have been taken.

Following the national roll out of Magnum, and its continuous development, theft offences are down in every Area except NW (Table 3). NW Area experienced an increase in thefts, particularly of mobile phones, at the Phones 4 U Arena and Piccadilly station. By targeting these locations NW Area successfully reduced theft rates in Quarter 4 (Table 3).

4.7 **Robbery** rates have fallen steadily over the last few years, reaching a new low of one offence per day in Quarter 4. Many of the Operation Magnum initiatives have helped reduce Robbery rates as well as ToPP,

4.8 Table 2 shows that the rate of **Serious Line of Route** offences was comparatively high in Quarter 1 but fell back in Quarter 2 (unusually, Line of Route offences normally peak during the summer months) and again in Quarter 3. The 199 offences recorded during Quarter 3 was the lowest quarterly figure for several years. Offences are down in all Areas.

4.9 Between 2009-10 and 2012-13 **Serious Fraud** rates were consistently around 75 per month. Since 25 March 2013 members of the public have been able to report fraud and forgery offences directly to ActionFraud, the UK's national fraud and internet crime reporting centre. This has helped reduce serious fraud offences recorded by BTP to around 40 per month.

4.10 **Cable theft** rates, already well down in 2012-13, have continued to fall. BTP recorded 293 live cable thefts in 2013-14, compared to 481 in 2012-13, 1,121 in 2011-12 and 1,369

in 2010-11. Refer to paragraph 3.9 for details of BTP's cable theft initiatives and how their success has reduced disruption to the railway network.

4.11 **Sexual offences** is the only notifiable crime group showing a significant increase in 2013-14. The number of sexual offences is comparatively small, typically 80 per month, less than 2% of BTP's notifiable total, but this rose to over 100 per month in Quarter 2 after the launch of Project Guardian, and again in March 2014 after its relaunch with a week of action, 10-16 March.

Project Guardian is a joint operation with TfL and the MPS which aims to:
- increase victims' confidence in reporting sexual offences;
- reduce the risk of becoming a victim;
- challenge inapproriate sexual behaviour;
- target offenders.

The effect of Project Guardian is likely to have been enhanced by the extensive national publicity given to the various police investigations linked to the Jimmy Saville allegations.

4.12 Over the last few years, the daily rate of **Violence Against the Person (VAP)** has consistently been around 22 offences. The rise to 25 offences per day in Quarter 4 was related to an internal audit that reclassified 127 offences as VAP, and TOCs' revenue protection exercises, supported by BTP, primarily in the London Areas. TfL's target for detections of racially aggravated offences also led to better recording of VAP offences.

4.13 **Cycle crime** accounts for 13% of BTP's notifiable crime, more than any other crime group except ToPP and VAP. The 5,993 offences recorded in 2013-14 were 753 (11%) fewer than in 2011-12, but 214 (4%) more than during 2012-13, when cycle crime was comparatively low.

Operation Wiggins, a national drive to reduce cycle crime and deter or detect offenders was launched in September. Operation Wiggins has several strands including:
- encouraging cycle owners to mark them using security kits, and register them on the cycle database;

- encouraging owners of expensive bicycles to protect them with appropriate cycle locks;
- encouraging cycle retailers to provide point of sale security advice;
- encouraging NWR / TOCs to provide sufficient secure cycle storage areas at stations;
- identifying cycle crime offenders.

The success of Operation Wiggins is masked by the marked seasonal profile of cycle crime (Chart 5). However, recorded offences fell by 47% during the three months to December and have remained comparatively low during the first four months of 2014. Recorded offences in March and April 2013 were even lower, but this was largely because of prolonged periods of wet weather that discouraged the use of bicycles.

Another BTP success was LS Area's identification of an Organised Crime Group (OCG) believed to be responsible for 100 bicycle thefts. Their apprehension should lead to a corresponding reduction in bicycle offences in 2014-15.

Chart 5 Cycle crime annual profile: offences by month, by committed date
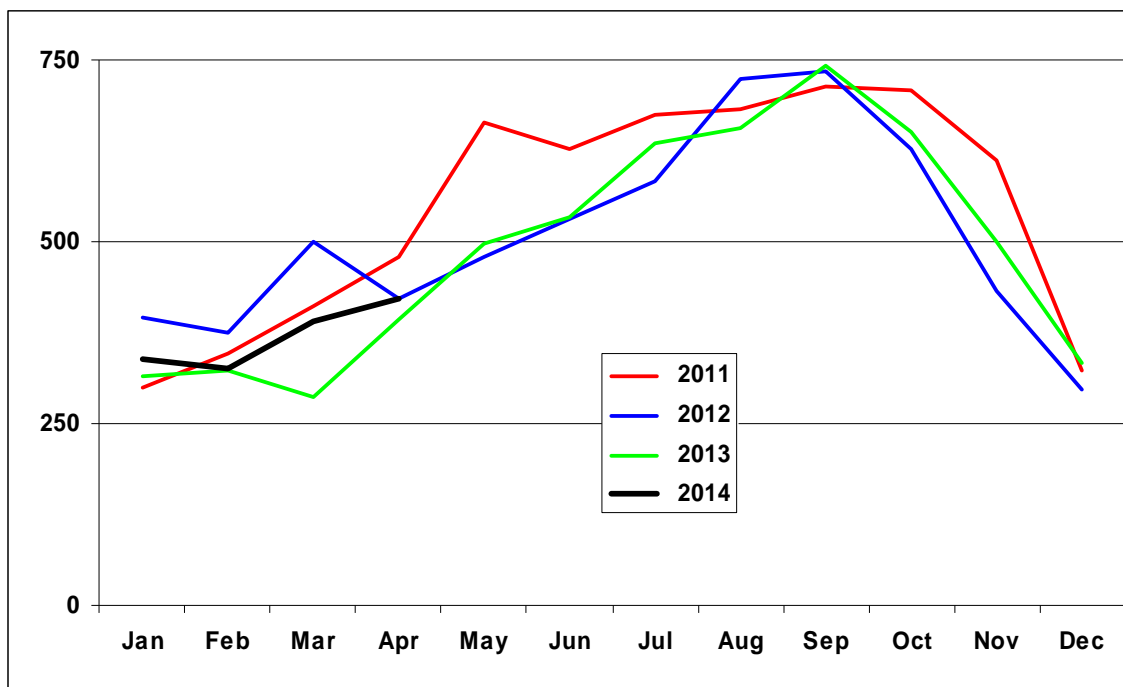
N4   Maintain the notifiable crime detection rate

4.14 BTP achieved a 34% detection rate for notifiable offences in 2013-14, three percentage points better than its 31% target. The Areas all achieved their individual targets.

4.15 BTP initiatives to reduce crime, in particular those to reduce ToPP and cable theft, have also helped to increase detections and improve the notifiable detection rate.

4.16 The reduction in ToPP has also helped. ToPP has a comparatively low detection rate (typically 5% - 7%); reducing the proportion of ToPP therefore improves the overall notifiable detection rate.

N9 Improve the detection rate for notifiable public order offences

4.17 BTP's target was to achieve a detection rate of 59% for selected notifiable public order offences. BTP's performance improved steadily over the year, from 55% in Quarter 1 to 58% in Quarters 2 and 3 and 59% in Quarter 4. Despite this improvement, BTP's detection rate for the year as a whole was 58%, one percentage point short of its target.

4.18 The number of offences in the selected crime groups in 2013-14 was 341 (6%) more than in 2012-13, partly because the increased focus on these crimes led to improved reporting. The crimes with the largest increases were Z71 "Causing intentional harassment, alarm or distress", up by 138 offences, and Z77 "Fear or provocation of violence", up by 156 offences. The detection rates for these two crimes, 46% and 48% respectively, were lower than those for more violent crimes such as X08, "Racial assault with actual bodily harm" (68%), and S05 "Violent disorder" (87%). A side effect of the increase in recorded offences for Z71 and Z77 crimes was therefore a reduction in the overall public order detection rate.

Local Targets to reduce crime

4.19 23 of the 42 Local Targets relate to reducing crime on the railway. Areas did not achieve three of them:

NE1 Reduce violent offences and staff assaults

Despite NE Area's efforts 675 offences were recorded in 2013-14, 35 (6%) more than in 2012-13 and 67 (11%) more than NE's YTD target. The number of offences was reduced from 179 in Quarter 2, to 175 in Quarter 3 and 162 in Quarter 4, but these reductions were not sufficient to meet NE's target.

NE3, NW3, WW4 Reduce ToPP by 5%

Operation Magnum successfully reduced ToPP, from Quarter 2 in LU Area, from Quarter 3 elsewhere. These reductions started too late for three Areas to achieve their Local Targets to reduce T0PP. NE Area missed its target by just three offences (0.3%), SC Area by seven offences (0.5%).

In NW Area, where the largest reductions in ToPP were not achieved until Quarter 4, the target was missed by 52 offences (7%)

WW3 Football offender detections

WW Area increased the number of football offenders steadily throughout the year, from nine in Quarter 1, to 20 in Quarter 2, 29 in Quarter 3 and 47 in Quarter 4.

Despite these improvements, WW's total for the year was 105, 14 short of its target

4.20 Local crime reduction targets that had a notable beneficial impact during the year include:

LN7 Apply for banning orders for 80% of football offenders charged

39 football offeners were charged during 2013-14. LN Area applied for banning orders for 36 of them (92%), thereby reducing the potential for repeat offending by these individuals.

LN4, LU1, LS3 Reduce ToPP

The reductions in ToPP achieved by Operation Magnum were greater, and began sooner, in the London Areas. As a result the London Areas all achieved their ToPP reduction targets, LN by 203 offences (6%), LU by 1,087 offences (18%) and LS by 129 offences (4%).   These reductions made a significant contribution to BTP's strategic objective to reduce crime on the railway network

LU2 Sexual assault detections

As discussed in section 4.11, Project Guardian has led to improved reporting of sexual offences. By following up the additional offences reported, LU Area has increased its detections of sexual offences by 16 (24%), from 68 in 2012-13 to 84.

FHQ KPIs which help reduce crime

4.21 FHQ based MIU and CIU resources have been deployed in support of Area Policing Plan objectives for 98% and 82% (merged 93%) of their working hours respectively against a target of 90%.

4.22 The Scientific Support Unit achieved all of its targets regarding fingerprint submissions:

- 100% (275 out of 275) of all Priority 1 submissions (murder to armed robbery) have been processed within 24 hours
- 94% (306 out of 327) of Priority 2 submissions (cable theft to graffiti) were processed within four days. The target requires 92% or more to be processed within the timeframe
- 95% (469 out of 492) of Priority 3 submissions (all other cases) were processed within twenty eight days against a target of 87%.

4.23 For 2014-15 Analysis and Performance will continue to assist in reducing crime by writing at least 90% of their reports on either Policing Plan priority crime type or emerging threats identified via Level Two tasking. In addition 80% of their reports will have a positive outcome (defined as successfully informing the decision making process).

Criminal Justice

4.24 Improved conviction rates also help to reduce crime on the railway. According to CPS data, BTP improved its Crown Court conviction rate from 79% in 2012-13 to 81% in 2013-14. During the same period, the national rate for all Forces improved from 80% to 81%.

4.25 BTP's conviction rate for Magistrates Courts slipped from 87% in 2012-13 to 86% in 2013-14.   The national rate remained constant at 86% in both years.

5.   TARGETS TO PROMOTE CONFIDENCE IN THE RAILWAY

5.1   BTP's performance towards this objective will be measured using passengers' responses to NPS questions about their personal security at stations and on board trains. The wording of these questions has not changed for several years so the responses provide a robust base and historical context.

5.2   NPS surveys are undertaken in Spring and Autumn. The baseline for BTP's strategic objective is the Spring 2013 survey, when 78.86% of respondents thought their personal security on board trains was "Good" or "Very good"; the equivalent rating for stations was 71.32%. The average of these two ratings, weighted by the number of respondents, is 75.20% which is therefore the baseline for BTP's strategic objective.

5.3   In the Autumn 2013 survey, the on board rating was 79.59%, the stations rating 72.38, their weighted average 76.07%, a 1% improvement on the baseline. The Spring 2014 survey has been completed, but its findings will not be available until June.

5.4   To provide a greater understanding of passengers' thinking and identify where efforts to improve their confidence should be focussed, BTP have designed eight new questions which Passenger Focus have agreed to include in the Spring 2014 NPS. Respondents will be asked whether they agree or disagree with the following statements:

- Police and railway security staff are interested in the everyday safety concerns of people who travel by train;
- I can rely on the police to respond quickly to emergencies on the railway;
- I feel that the police and railway security staff are doing enough to prevent crime on the railway;
- I often see police or railway security staff whilst travelling on the railway;
- I would feel comfortable approaching the police during my train journey or at a train station;
- If a problem occurs during my train journey I know how to report it to the police;
- I know what to do to keep myself safe during my train journey;
- If I had contact with a police officer on the railway they would treat me with respect.

N8   Increase Neighbourhood Policing and Response Teams' hours, 7pm - 3am

5.5   National Target N8 supports BTP's strategic objective to increase passenger confidence. In 2013-14 BTP increased the number of hours the Neighbourhood Policing and Response Teams worked between 7pm and 3am by 43,000 (4%) to 1,054,000.

5.6   All the Areas except LU achieved their individual targets. LU increased its number of qualifying hours in the second half of the year, but not by enough to achieve its annual target: it finished the year 7,000 hours (3%) short.

Quality of Service

5.7   85% of the 4,123 respondents to the 12 Victims of Crime Surveys in 2013-14 were satisfied with BTP's overall performance, the same percentage as in 2012-13. Each Area achieved a rating of at least 82%; SC Area achieved an excellent rating of 92%.

5.8   BTP achieved particularly good ratings for Treatment (95%) and Ease of Contact (92%). Its ratings for Police Follow-up (80%) and Police Response (81%) were not quite as high, but they have both improved, by two and one percentage points respectively, since 2012-13.

5.9   Victim's satisfaction ratings for three of the crime groups were within one percentage point of last year's rating: Violent crime (87%), Theft (84%) and Vehicle crime (85%). The rating for Racial offences, particularly good this time last year at 90%, has slipped to 85%.

5.10   BTP's initiatives to improve passenger confidence include the Safer Travel Partnership with West Midlands Police and Centro (the integrated Wet Midlands Transport Authority), and supported by bus, metro and rail operators. The Team is working to reduce crime and anti-social behaviour, and provide reassurance to the travelling public across the Centro network. The Team has developed a number of covert and overt tactics using the latest technology to identify and respond to issues as they arise.

5.11 BTP's efforts to support victims were also recognised by the presentation of a Customer Services Leadership Award to the Head of LU Area's Criminal Justice Unit.

Local Targets to promote confidence in the use of the railway

5.12 Seven of the 42 Local Targets relate to promoting confidence in the use of the railway; two of them were not achieved:

WW2 Detections of Anti-Social Behaviour (ASB) offenders

WW Area detected 1,186 ASB offenders in 2013-14, 161 (12%) fewer than last year, and 229 (16%) fewer than its YTD budget.

WW5 Staff assault detection rate in the Welsh Sector

WW Area recorded 56 staff assaults in the Welsh Sector in 2013-14, 15 fewer than the previous year. It detected 23, four short of the number required to achieve its 65% detection rate target.

5.13 Local Targets to promote confidence that had a notable impact include:

LN2 Visibility operations between 7pm and 3am
LN completed 242 visibility operations, more than double the number required to achieve its target (120).

SC6 Quality of Service
SC Area continues to achieve the highest "Overall satisfaction" rating from the Victims of Crime survey. Its 92% YTD performance is better than both its target (90%) and BTP's national average (85%).

FHQ KPIs which help promote passenger confidence

5.14 Professional Standards Department continue to safeguard the integrity of the Force.
- 79% of PSD investigations were completed within 90 days against a 2012-13 baseline of 73%.

- Basic vetting checks were completed within an average of 11 days against a 2012-13 baseline of 12 days.
- The average working time for complaints handled on Area reduced to 42 days from a 2012-13 baseline of 43 days.

Force Control Rooms successfully dealt with calls for assistance from members of the public and rail-staff.

- 91% of emergency calls in 2013-14 were answered within 10 seconds against a target of 90%.
- 60% of immediate graded calls were assigned police resources within 3 minutes against a 2012-13 baseline of 57%.
- 73% of priority graded calls were assigned police resources within 6 minutes against a 2012-13 baseline of 70%.

For 2014-15 Media and Marketing will contribute to passenger confidence by building BTP's twitter profile by an additional 30%. The Force's profile has already risen by over 60% in 2013-14 compared to the previous year.

6.   DELIVERING VALUE FOR MONEY: FINANCIAL AND PEOPLE TARGETS

6.1 BTP's fourth Strategic Plan objective is to achieve the other strategic objectives with annual cost increases within RPI. BTP's current Medium Term Financial Plan (MTFP) is designed to achieve this objective.

6.2 The MTFP envisages an additional 208 officers to support achievement of the strategic objectives, funded by savings from the Force Restructure Project. The MTFP includes the redundancy costs associated with the project in 2013-14, and anticipates that a period of dual running will be necessary to cover the transition period in 2014-15.

6.3 BTP's provisional out-turn net revenue expenditure for 2013-14 is £252.2 millions, £1,016k (0.4%) less than its approved net budget for the year and therefore in line with the MTFP.

6.4 Two of BTP's National Targets support its Value for Money strategic objective: N5, to spend 58% of revenue on frontline resources, and N7, to have less than 7.3 days sickness per employee.

N5   Spend 58% of the Revenue Budget on frontline resources

6.5 BTP's provisional year end revenue expenditure is £278m; of which £163m (59%) is on frontline resources, one percentage point more than BTP's 58% target.

6.6 The main driver for this improvement is the savings from the Force Restructure Project, which have released sufficient funds for 208 additional frontline officers.

N6   2013-14 sickness to be less than 7.3 days per employee

6.7 As Chart 6 shows, until 2007-08 BTP's overall annual sickness rate was normally around 9 - 10 days per employee. Since then, BTP has consistently kept the rate below eight days per employee.

Chart 6 Annual Sickness Rates since 2002-03
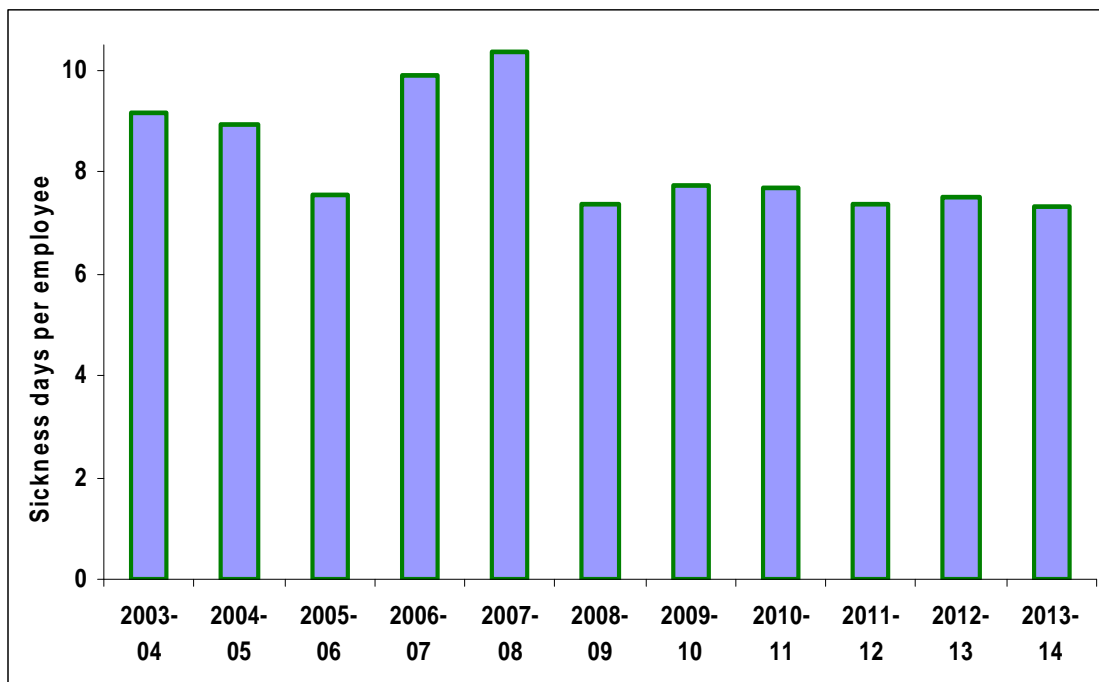
6.8 BTP achieved another slight improvement in 2013-14: despite the uncertainty and anxiety inevitably caused by major restructuring project, the 7.34 annual rate was the lowest rate over the last ten years. However, the improvement was not quite sufficient to achiieve the 7.3 target.

6.9 Monthly sickness days are broken down into long-term and short-term sickness on Chart 7. This shows, apart from a seasonal peak during January - March, short-term sickness is fairly consistent. Long-term sickness, which accounts for 75% of the total, has greater monthly variation, but does not have a regular seasonal pattern.

6.10 Long-term sickness peaked in July and August, but finished the year at its lowest monthly level for at least two years. Unless several new instances of long-term sickness occur, this bodes well for BTP's sickness rate in 2014-15.

Chart 7 Long-term & short-term sickness days per month, BTP totals, Jan 2013 - Mar 14
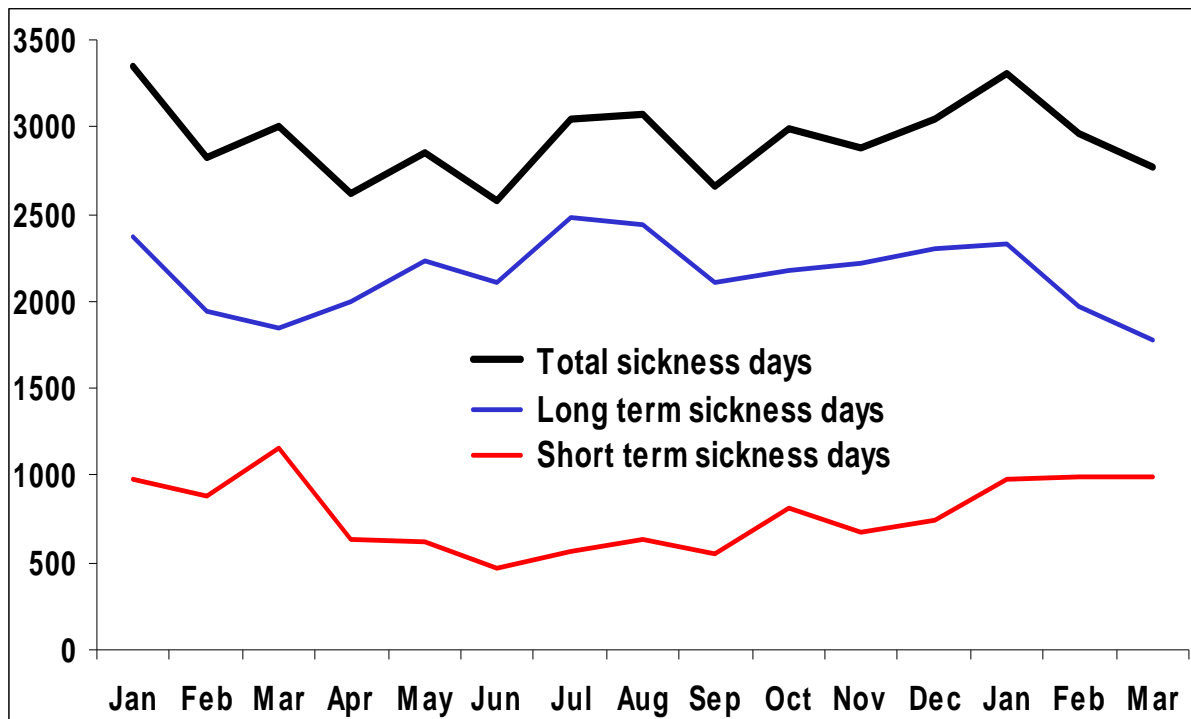
Chart 8 Sickness days per employee per month, by employee group
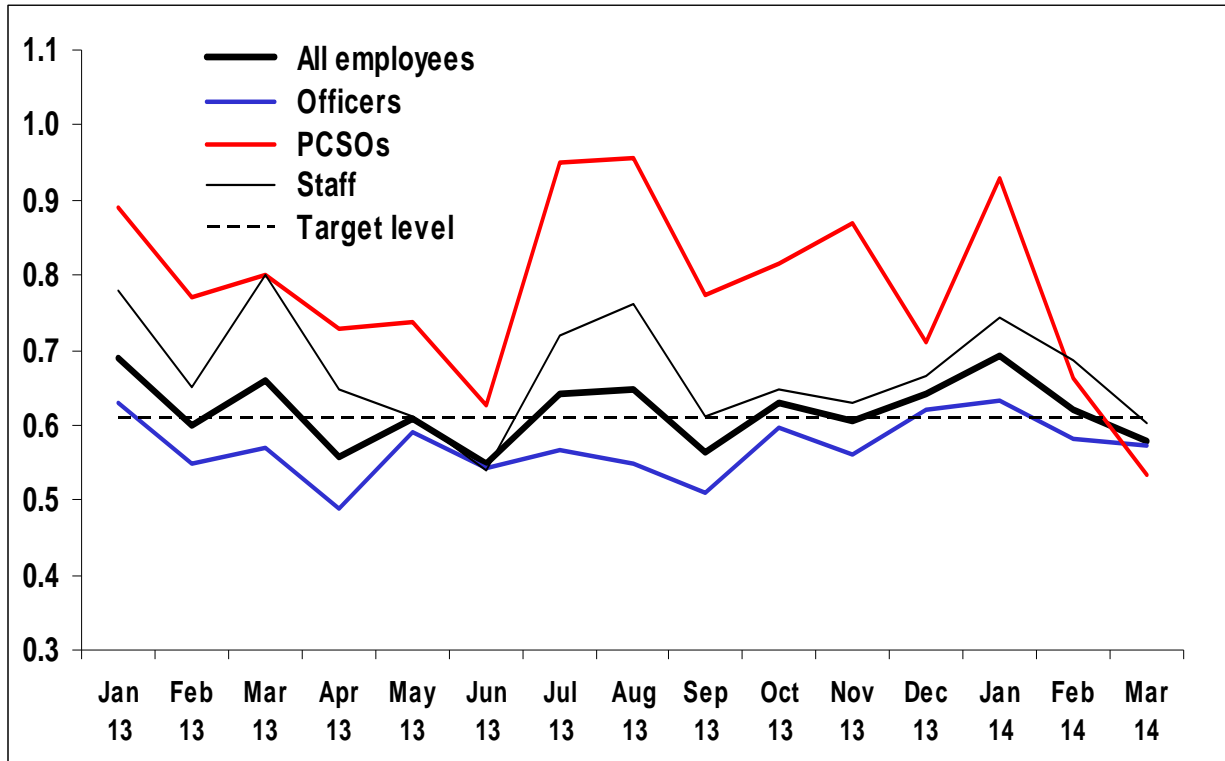
6.11 Chart 8, which plots sickness by employee group, shows that PCSOs had the highest sickness rate throughout 2013 and in January 2014.

6.12 PCSOs are the smallest employee group, accounting for less than 8% of BTP's employee. A few instances of long-term sickness can have a significant impact on the PCSO sickness rate, which is likely to fluctuate more than the rate for other employee groups. Indeed, after sharply in both February and March, the March PCSO rate was the lowest.

6.13 In March 2014, for the first time since 2011, the sickness rate for all three employee groups was below the target level for the first time. This also bodes well for BTP's sickness performance in 2014-15.

Local Targets to deliver value for money

6.12 Two of the 42 Local Targets relate to delivering value for money; neither of them was achieved:

SC3 Police Officer sickness

6.13 SC Area's target was for its police officer sickness to be no higher than the national average. The BTP average improved by 1% in 2013-14, to 6.81 days per officer. SC Area's rate improved, but only by 3% to 12.28, still well ahead of the average BTP rate.

6.14 SC Area had a disproportionate amount of long-term sickness in 20132-14. Its 228 officers account for less than 8% of the BTP total but, in 2013-14, they had 17% of officers' long-term sickness.

6.15 SC Area's long-term sickness has improved: its lowest monthly long-term sickness days in 2013-14 were in February and March.

SC4 Convert 10% of non-staff costs to frontline resources

6.16 SC Area reduced non-staff costs by 3% in 2013-14, thereby releasing £27,000 of funds for frontline resources, but this reduction was not sufficient to achieve SC's 10% target.

6.17 SC had anticipated greater savings from office costs, in particular rent, which were included in its previous year-end forecasts.

FHQ KPIs which help promote passenger confidence

6.18 The Finance Department continue to monitor Force expenditure and provide detailed reports to senior management.

- All significant variances outside of the +/- 5% tolerance on each individual income and expenditure account have been analysed and explained.

- The budget accuracy between the Period 9 Report and Year End was +0.3% against a target of +/- 1.0%.

- Contract Awareness training has been delivered to 100% of relevant managers

- Financial Awareness training has been delivered to 88% of relevant managers with only seven staff left to attend.

For 2014-15 the Strategic Development Department will achieve BS11000 (Partner Relationships) through BSI Stage 1 and 2 assessment. It will also support the implementation of the accelerated IT programme by scoring an average of at least 95% PMO assurance scores for business cases, planning, resources and benefits relating to the programme.

Appendix B 2013-14 Performance Dashboard, Q4

N/A : not applicable	Direction:	↑ : improving
n/av: not available	2013-14 Q4 performance	↓ : not as good
	compared with Q3:	← : similar

2013-14 Policing Plan targets	No. of targets	No. Achieved
National	**9**	**6**
Local	**42**	**30**

	2009-10	2010-11	2011-12	2012-13	2012-13 Quarter 4	2013-14 Quarter 3	2013-14 Quarter 4	Direction	2013-14 Target	2013-14 performance	2014-15 Target
Disruption: Reducing disruption to help keep the railway running											
NWR Lost Minutes (police related), all locations	1,294,770	1,406,625	1,580,474	1,171,729	254,417	314,846	283,192	↑	1,136,577	**1,242,171**	1,167,640
Reported live cable offences	781	1369	1120	491	71	70	51	↑	N/A	**293**	
Average time to clear non-suspicious/unexplained fatalities, in minutes	128	117	113	83	79	70	84	↓	90	**76**	90
Protect: Reducing crime to make the railway safer & more secure											
Recorded notifiable offences, **excluding** police generated	55,599	55,680	50,925	50,081	11,734	12,167	10,924	↑	48,576	**46,508**	44,648
Detection rate for notifiable offences **including** police generated	35%	32%	32%	31%	33%	34%	37%	↑	31%	**34%**	
Recorded Theft of Passenger Property offences	16,224	16,648	14,841	17,292	4,455	3,459	3,196	↑	N/A	**14,353**	
Recorded Cycle Crime	5,305	5,854	6,746	5,779	921	1,479	1,053	↑	N/A	**5,993**	
Detection rate for notifiable public order offences	63%	62%	61%	58%	64%	58%	59%	↑	59%	**58%**	
Conviction Rate, Crown Courts	n/av	81%	82%	79%	76%	83%	81%	↓	N/A	**81%**	
Conviction Rate, Magisrates Courts	n/av	84%	84%	87%	89%	85%	85%	←	N/A	**86%**	
Serve: Promoting confidence in the use of the railway											
Visibility hours, 7pm-3am	n/av	n/av	n/av	1,010,645	261,205	267,197	273,560	↑	1,016,267	**1,053,673**	
Victim of Crime Survey, Overall Satisfaction rating	87%	86%	84%	85%	87%	85%	85%	←	N/A	**85%**	
NPS: % giving "Good" or "Satisfied" rating for personal security on stations (unweighted data)	66.6%	68.1%	69.6%	72.5%	Autumn 2013 wave: 72.4%	Findings from Spring 2014 wave due in June.					
NPS: % giving "Good" or "Satisfied" rating for personal security on board trains (unweighted data)	76.2%	78.6%	79.3%	79.7%	Autumn 2013 wave: 79.4%	Findings from Spring 2014 wave due in June.					
Finance: delivering value for money											
% of budget spent on Frontline resources	n/av	n/av	n/av	57%	n/av	58%	58% *	←	58%	**58% ***	60% *

* provisional until year end accounts finalised.

	2009-10	2010-11	2011-12	2012-13	2012-13 Quarter 4	2013-14 Quarter 3	2013-14 Quarter 4	Direction	2013-14 Target	2013-14 performance	2014-15 Target
People											
Sickness absence (days per employee)	7.7	7.7	7.4	7.5	2.0	1.9	1.9	←	7.3	**7.34**	7.3
% of employees on P/T TDR (Temporary Duty Restriction) back on full time hours within 4 weeks	n/av	n/av	n/av	n/av	n/av	88%	100%	↑	90%	**95%**	
Employee turnover (excl. Special Constables) for the 12 months ending on last date of the period	8.5%	9.1%	9.3%	9.8%	9.8%	10.8%	11.1%	↓	N/A	**11.1%**	

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Appendix C1 2013-14 POLICING PLAN: NATIONAL TARGETS

Updated to: 31 Mar 2014

Targets N1, N3 & N4 updated to:	**31 Mar 2014**	(Last month to: 09 Feb 2014)
Other Targets are updated to:	**31 Mar 2014**	(Last month to: 28 Feb 2014)

Key:

GREEN	Achieving target
AMBER	Failing target by < 5%
RED	Failing target by ≥ 5%

	London North	London South	London Undergr'd	North Eastern	North Western	Scottish	Wales & Western		FHQ		BTP Total		Interim B Div'n	Interim C Div'n
Number of National Targets being achieved														
No. of National Targets	**7**	**7**	**6**	**7**	**7**	**7**	**7**		**2**		**9**		**7**	**7**
No. being achieved now	**6**	**4**	**5**	**5**	**6**	**4**	**4**		**1**		**6**		**5**	**5**
No. last month	5	2	4	5	5	4	4		2		6		**5**	**4**
Number of Local Targets being achieved														
No. of National Targets	**7**	**6**	**6**	**5**	**6**	**6**	**6**				**42**		**19**	**17**
No. being achieved now	**7**	**6**	**5**	**2**	**5**	**3**	**2**				**30**		**18**	**9**
No. last month	7	4	5	3	4	4	2				29		16	9

N1   Reduce police related NWR lost minutes

	London North	London South	North Eastern	North Western	Scottish	Wales & Western	BTP Total	Interim B Div'n	Interim C Div'n
YTD Performance	318,384	317,698	169,301	108,219	61,098	267,471	1,242,171	636,082	544,991
YTD Linear Target	258,393	294,023	185,091	113,079	42,223	243,768	1,136,577	552,416	541,938
Last month performance	262,568	269,398	149,924	95,117	54,138	229,778	1,060,922	531,966	474,818
Last month target	222,997	253,746	159,737	96,459	36,440	210,376	979,755	476,743	466,572
Better / worse than LM	▼	▼	▲	▲	▲	▼	▼	▼	▲
Same period last year	266,385	303,117	191,036	116,577	43,529	251,086	1,171,729	569,502	558,699

N2   Average clearance time for non-suspicious and unexplained fatalities to be less than 90 minutes

	London North	London South	London Undergr'd	North Eastern	North Western	Scottish	Wales & Western	BTP Total	Interim B Div'n	Interim C Div'n
YTD Performance	**77**	**71**	**57**	**75**	**76**	**90**	**87**	**76**	**72**	**80**
YTD Linear Target	**90**	**90**	**90**	**90**	**90**	**90**	**90**	**90**	**90**	**90**
Last month performance	76	70	58	74	76	87	85	75	71	79
Last month target	90	90	90	90	90	90	90	90	90	90
Better / worse than LM	▼	▼	▲	▼	▲	▼	▼	▼	▼	▼
Last year (NSUS only)	76	73	57	83	69	91	88	76	71	80
Last year (NSUS & UNEX)	83	76	57	95	76	97	92	83	76	88

N3   Reduce the number of recorded notifiable offences (excluding police generated)

	London North	London South	London Undergr'd	North Eastern	North Western	Scottish	Wales & Western	BTP Total	Interim B Div'n	Interim C Div'n
YTD Performance	10,521	11,423	9,979	4,307	3,759	1,566	4,953	46,508	31,923	13,019
YTD Linear Target	10,539	11,526	11,804	4,228	3,871	1,543	5,065	48,576	33,869	13,164
Last month performance	9,168	9,952	8,569	3,690	3,251	1,372	4,312	40,314	27,689	11,253
Last month target	9,096	9,948	10,188	3,649	3,341	1,332	4,372	41,926	29,232	11,362
Better / worse than LM	▲	▲	▼	▼	▲	▲	▲	▲	▲	▲
Same period last year	10,865	11,883	12,170	4,359	3,991	1,591	5,222	50,081	34,918	13,572

N4   Maintain the notifiable crime detection rate

	London North	London South	London Undergr'd	North Eastern	North Western	Scottish	Wales & Western	BTP Total	Interim B Div'n	Interim C Div'n
YTD Performance	**31%**	**33%**	**28%**	**42%**	**47%**	**42%**	**34%**	**34%**	**31%**	**41%**
YTD Linear Target	**27%**	**32%**	**23%**	**39%**	**47%**	**40%**	**32%**	**31%**	**27%**	**39%**
Last month performance	30%	31%	28%	42%	46%	41%	33%	33%	30%	40%
Last month target	27%	32%	23%	39%	47%	40%	32%	31%	27%	39%
	▲	▲	▼	▲	▲	▲	▲	▲	▲	▲
Same period last year	27%	32%	23%	39%	47%	40%	32%	31%	28%	39%

N5   Spend 58% of budget on Frontline resources (reported quarterly)

	Interim B Div'n	Interim C Div'n
YTD Performance	**59%**	**59%**
YTD Linear Target	**58%**	**58%**
Previous Quarter	**58%**	**58%**
Previous Quarter target	58%	58%

Year end financial figures to be confirmed; figure shown is provisional.

Appendix C2 2013-14 POLICING PLAN: NATIONAL TARGETS (continued)

Target N9 is updated to: 31 Mar 2014   (Last month to: 09 Feb 2014)
Other targets updated to: 31 Mar 2014   (Last month to: 28 Feb 2014)

Key:
GREEN	Achieving target
AMBER	Failing target by < 5%
RED	Failing target by ≥ 5%

	London North	London South	London Undergr'd	North Eastern	North Western	Scottish	Wales & Western	FHQ	BTP Total	Interim B Div'n	Interim C Div'n
N6 Overall sickness to be less than 7.3 days per employee											
YTD Performance	6.67	8.21	5.71	8.97	7.00	10.88	7.58	7.32	7.34	6.63	7.84
YTD Linear Target	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30
Last month performance	6.13	7.56	5.29	7.97	6.53	10.13	7.14	6.69	6.75	6.12	7.21
Last month target	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69
Better / worse than LM	↑	↑	↑	↓	↑	↑	↑	↓	↑	↑	↑
Same period last year	7.52	6.33	6.29	6.49	8.82	10.85	7.17	8.03	7.42	6.66	7.49
N6a Police officer sickness to be less than 7.3 days per officer											
YTD Performance	5.46	6.27	4.81	10.79	8.64	12.28	6.65	5.05	6.81	5.39	8.73
YTD Linear Target	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30
Last month performance	4.85	5.74	4.41	9.61	8.07	11.37	6.22	4.62	6.23	4.90	8.00
Last month target	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69
Better / worse than LM	↓	↓	↑	↓	↑	↑	↑	↓	↓	↓	↓
Same period last year	7.45	5.23	6.00	7.11	8.62	12.66	8.48	3.65	6.90	6.21	8.05
N6b PCSO sickness to be less than 7.3 days per PCSO											
YTD Performance	12.26	13.21	6.58	1.54	3.95		10.47		9.31	10.26	7.13
YTD Linear Target	7.30	7.30	7.30	7.30	7.30		7.30		7.30	7.30	7.30
Last month performance	12.00	11.64	6.39	0.89	3.94		9.58		8.76	9.73	6.55
Last month target	6.69	6.69	6.69	6.69	6.69		6.69		6.69	6.69	6.69
Better / worse than LM	↑	↓	↑	↓	↑		↓		↑	↑	↑
Same period last year	10.30	13.49	5.54	8.89	10.94		7.03		8.76	8.88	8.51
N6c Police staff sickness to be less than 7.3 days per staff employee											
YTD Performance	6.41	14.64	8.19	3.48	1.87	4.58	8.51	8.21	7.86	9.20	4.74
YTD Linear Target	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30	7.30
Last month performance	5.88	13.92	7.58	3.15	1.57	4.53	8.35	7.50	7.27	8.58	4.49
Last month target	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69	6.69
Better / worse than LM	↓	↑	↑	↓	↓	↑	↑	↓	↑	↑	↑
Same period last year	5.00	7.36	7.58	3.49	8.46	2.23	2.72	9.96	8.11	6.92	4.75
N7 % of TDR employees working full hours within four weeks											
Note: N7 is a target at national level only. The Area breakdown is shown for information.											
YTD Performance	100%	90%	97%	100%	100%	88%	100%	100%	95%	95%	100%
YTD Linear Target									90%		
Last month performance	100%	90%	97%	100%	100%	89%	100%	100%	96%	94%	100%
Last month target									90%		
Better / worse than LM	←	←	←	←	←	↓	←	←	↓	↑	←
Same period last year	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
N8 Increase the hours worked by NPT and Response Teams between 7pm and 3am											
YTD Performance	189,002	148,909	264,762	109,044	124,831	90,281	126,844		1,053,673	602,673	360,719
YTD Linear Target	172,559	139,012	271,741	108,808	117,384	86,788	119,977		1,016,267	583,312	340,554
Last month performance	171,640	137,130	243,022	99,757	112,858	82,247	114,955		961,609	551,792	327,570
Last month target	157,904	127,206	248,662	99,567	102,277	79,417	109,788		924,821	533,772	311,632
Better / worse than LM	↑	↓	↓	↑	↑	↑	↑		↑	↓	↑
Same period last year	172,558	139,011	271,740	108,807	111,768	86,787	119,976		1,010,645	583,308	340,550
N9 Improve the detection rate for notifiable public order offences											
YTD Performance	61%	45%	48%	77%	67%	88%	67%		58%	51%	70%
YTD Linear Target	59%	54%	47%	72%	69%	84%	69%		59%	53%	70%
Last month performance	59%	47%	47%	76%	66%	85%	64%		57%	51%	69%
Last month target	59%	54%	47%	72%	69%	84%	69%		59%	53%	70%
Better / worse than LM	↑	↓	↑	↑	↑	↑	↑		↑	↓	↑
Same period last year	58%	52%	46%	71%	68%	83%	68%		58%	52%	69%

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Appendix C3 2013-14 POLICING PLAN: LOCAL TARGETS, LONDON AREAS   **Page 3**

Targets LN3-5, LS1-5, LU1-3 & LU5 are updated to:	31 Mar 2014 (Last month: 09 Feb 2014)	
Other Local, London Area Targets are updated to:	31 Mar 2014 (Last month: 28 Feb 2014)	

Key:

GREEN	Achieving target
AMBER	Failing target by < 5%
RED	Failing target by ≥ 5%

London North	4 track fatalities, partial re-opening	Visibility ops, 7pm - 3am	Reduce staff assaults	Reduce ToPP by 5%	Rail staff abuse detection rate	Escorted football trains	Banning orders, % of no. charged
	LN1	LN2	LN3	LN4	LN5	LN6	LN7
YTD Performance	**39**	**242**	**590**	**3,034**	**68%**	**271**	**92%**
YTD Linear Target	**45**	**120**	**595**	**3,237**	**65%**	**182**	**80%**
Last month performance	37	239	505	2,703	65%	271	100%
Last month target	45	110	514	2,794	65%	139	80%
Better / worse than LM	↓	↓	↓	↑	↑	↓	↓
Same period last year	43	n.a.	596	3,408	64%	138	n.a.

London South	Cycle crime detection rate	Staff assaults detection rate	Reduce ToPP by 5%	Graffiti detection rate	Level crossing detections	4 track fatalities, partial re-opening
	LS1	LS2	LS3	LS4	LS5	LS6
YTD Performance	**27%**	**53%**	**2,751**	**26%**	**1,878**	**18**
YTD Linear Target	**25%**	**52%**	**2,880**	**25%**	**1,403**	**50**
Last month performance	21%	53%	2,415	18%	1,616	19
Last month target	25%	52%	2,486	25%	1,210	50
Better / worse than LM	↑	↓	↑	↑	↑	↑
Same period last year	24%	51%	3,032	14%	1,169	n.a.

London Underground	Reduce ToPP by 15%	Sexual assault detections	Reduce staff assaults	Reduce lost customer hours	Racially aggravated detections	DLR joint operations
	LU1	LU2	LU3	LU4	LU5	LU6
YTD Performance	**5,102**	**84**	**487**	**1,459,123**	**282**	**102**
YTD Linear Target	**6,189**	**82**	**494**	**1,210,849**	**268**	**90**
Last month performance	4,415	80	413	1,320,944	240	93
Last month target	5,342	70	427	1,108,009	231	82
Better / worse than LM	↑	↓	↓	↓	↑	↑
Same period last year	7,282	68	495	n.a.	223	n.a.

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Appendix C4 2013-14 POLICING PLAN: LOCAL TARGETS, NON-LONDON AREAS

Targets NE1-4, NW1-3, NW5-6, SC1-2, SC5, WW1-5 updated to: 31 Mar 2014   (Last month: 09 Feb 2014   )
Other Local, non-London Area Targets are updated to: 31 Mar 2014   (Last month: 28 Feb 2014   )

Key:

GREEN	Achieving target
AMBER	Failing target by < 5%
RED	Failing target by ≥ 5%

North Eastern

North Eastern	Violence and staff assaults	Football-related offences: det. rate	Reduce ToPP by 5%	Cable & trespass lost minutes	Joint ops for ASB & public disorder
	NE1	NE2	NE3	NE4	NE5
YTD Performance	675	81%	1,006	84,264	17
YTD Linear Target	608	73%	1,003	83,939	12
Last month performance	569	85%	849	72,682	17
Last month target	525	73%	866	72,441	11
Better / worse than LM	⬇	⬇	⬇	⬇	⬇
Same period last year	640	72%	1,056	88,357	n.a.

North Western

North Western	Lost Minutes on 6 selected routes	Reduce staff assaults	Reduce ToPP by 5%	Joint Ops for alcohol related ASB	Football related Detection rate	Violent offences
	NW1	NW2	NW3	NW4	NW5	NW6
YTD Performance	15,985	217	829	13	89%	120
YTD Linear Target	24,873	243	777	12	83%	120
Last month performance	12,260	194	738	12	86%	106
Last month target	24,873	210	671	11	83%	104
Better / worse than LM	⬇	⬆	⬆	⬆	⬆	⬆
Same period last year	n.a.	244	818	n.a.	82%	121

	YTD target breakdown	YTD Perf.	Last month
Edgehill to Huyton	1,742	1,141	1,141
Euxton to Wigan	3,574	1,474	1,474
Stoke to Stone	5,599	2,393	2,393
Hunts Cross to Widnes	5,949	1,269	1,269
Stockport to Slade Lane	5,321	6,852	6,852
Salford Cres to Bolton	2,688	2,856	2,856
NW Totals	**24,873**	**15,985**	**12,260**

Scottish

Scottish	ASB offenders detected 3pm-1am	Lost minutes on 6 key routes	Officers' sickness	Convert non-staff costs to frontline *	Level crossing detections	Quality of Service
	SC1	SC2	SC3	SC4	SC5	SC6
YTD Performance	811	8,592	12.28	3%	342	92%
YTD Linear Target	794	4,405	6.81	10%	274	90%
Last month performance	701	5,646	11.37	12%	282	92%
Last month target	685	3,801	6.23	8%	236	90%
Better / worse than LM	⬇	⬇	⬆	⬇	⬆	⬇
Same period last year	793	4,406	9.47	n.a.	228	95%

	YTD target breakdown	YTD Perf.	Last month	Last Year
Hyndland/Hyndland loop	36	255	244	36
Newton - Rutherglen E.	171	2,988	250	171
Glasgow Central	655	1,270	1,220	655
Edinburgh	349	790	689	349
Shields - Paisley Gil'r St.	970	1,989	1,989	970
Edinburgh, Haymarket	2,225	1,300	1,254	2,225
SC Totals	**4,405**	**8,592**	**5,646**	**4,406**

* Year end financial figures to be confirmed; figure shown is provisional.   "Last month" figures are for Quarter 3.

Wales & Western

Wales & Western	Aggression towards staff offences	ASB offenders detected	Football offenders detected	Reduce ToPP by 5%	Staff assault det. rate, Welsh Sector	Delayed trains, Welsh Sector
	WW1	WW2	WW3	WW4	WW5	WW6
YTD Performance	616	1,186	105	1,291	57%	1,299
YTD Linear Target	715	1,415	119	1,284	65%	1,558
Last month performance	555	973	70	1,138	47%	1,287
Last month target	618	1,222	103	1,109	65%	1,345
Better / worse than LM	⬆	⬆	⬆	⬆	⬆	⬆
Same period last year	716	1,347	99	1,352	65%	1,559

Appendix D   Force Crime Group data from 01 April 2013 to 31 March 2014

01A Violence against the Person

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	1655	1764	7%	863	935	8%	52%	53%	1%
London South	2034	2056	1%	888	876	-1%	44%	43%	-1%
London Underground	1891	2077	10%	772	895	16%	41%	43%	2%
North Eastern	661	724	10%	420	468	11%	64%	65%	1%
North Western	716	704	-2%	400	397	-1%	56%	56%	1%
Scottish	375	326	-13%	284	248	-13%	76%	76%	0%
Western	785	774	-1%	442	422	-5%	56%	55%	-2%
Total	**8117**	**8425**	**4%**	**4069**	**4241**	**4%**	**50%**	**50%**	**0%**

02A Sexual Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	145	177	22%	51	63	24%	35%	36%	0%
London South	200	240	20%	61	74	21%	31%	31%	0%
London Underground	329	429	30%	122	118	-3%	37%	28%	-10%
North Eastern	71	70	-1%	38	41	8%	54%	59%	5%
North Western	56	67	20%	24	23	-4%	43%	34%	-9%
Scottish	40	36	-10%	21	25	19%	53%	69%	17%
Western	86	98	14%	35	26	-26%	41%	27%	-14%
Total	**927**	**1117**	**20%**	**352**	**370**	**5%**	**38%**	**33%**	**-5%**

03A Criminal Damage/ Malicious Mischief

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	595	648	9%	140	92	-34%	24%	14%	-9%
London South	965	890	-8%	153	205	34%	16%	23%	7%
London Underground	635	607	-4%	243	102	-58%	38%	17%	-21%
North Eastern	321	283	-12%	78	66	-15%	24%	23%	-1%
North Western	313	296	-5%	68	52	-24%	22%	18%	-4%
Scottish	241	212	-12%	69	54	-22%	29%	25%	-3%
Western	388	362	-7%	51	62	22%	13%	17%	4%
Total	**3458**	**3298**	**-5%**	**802**	**633**	**-21%**	**23%**	**19%**	**-4%**

04A Serious Line Of Route Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	167	143	-14%	32	48	50%	19%	34%	14%
London South	194	189	-3%	33	23	-30%	17%	12%	-5%
London Underground	90	65	-28%	13	15	15%	14%	23%	9%
North Eastern	234	219	-6%	72	82	14%	31%	37%	7%
North Western	167	181	8%	45	41	-9%	27%	23%	-4%
Scottish	100	87	-13%	7	12	71%	7%	14%	7%
Western	251	265	6%	51	57	12%	20%	22%	1%
Total	**1203**	**1149**	**-4%**	**253**	**278**	**10%**	**21%**	**24%**	**3%**

04B Less Serious Line Of Route Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	1323	1114	-16%	362	322	-11%	27%	29%	2%
London South	1574	1377	-13%	518	508	-2%	33%	37%	4%
London Underground	249	281	13%	120	114	-5%	48%	41%	-8%
North Eastern	1642	1249	-24%	451	374	-17%	27%	30%	2%
North Western	1329	1403	6%	364	320	-12%	27%	23%	-5%
Scottish	1064	1044	-2%	208	215	3%	20%	21%	1%
Western	1782	1494	-16%	401	330	-18%	23%	22%	-0%
Total	**8963**	**7962**	**-11%**	**2424**	**2183**	**-10%**	**27%**	**27%**	**0%**

05A Theft of Passenger Property

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	3393	3034	-11%	136	173	27%	4%	6%	2%
London South	3027	2751	-9%	163	144	-12%	5%	5%	-0%
London Underground	7269	5102	-30%	429	320	-25%	6%	6%	0%
North Eastern	1047	1006	-4%	103	109	6%	10%	11%	1%
North Western	815	829	2%	54	57	6%	7%	7%	0%
Scottish	330	340	3%	38	44	16%	12%	13%	1%
Western	1346	1291	-4%	79	101	28%	6%	8%	2%
Total	**17227**	**14353**	**-17%**	**1002**	**948**	**-5%**	**6%**	**7%**	**1%**

06A Motor Vehicle/ Cycle Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	2388	2351	-2%	227	324	43%	10%	14%	4%
London South	2778	2867	3%	587	710	21%	21%	25%	4%
London Underground	399	332	-17%	51	34	-33%	13%	10%	-3%
North Eastern	491	529	8%	80	92	15%	16%	17%	1%
North Western	388	397	2%	55	63	15%	14%	16%	2%
Scottish	88	128	45%	15	18	20%	17%	14%	-3%
Western	882	851	-4%	67	98	46%	8%	12%	4%
Total	**7414**	**7455**	**1%**	**1082**	**1339**	**24%**	**15%**	**18%**	**3%**

07A Robbery Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	122	92	-25%	62	52	-16%	51%	57%	6%
London South	206	182	-12%	106	74	-30%	51%	41%	-11%
London Underground	99	83	-16%	25	19	-24%	25%	23%	-2%
North Eastern	15	11	-27%	9	7	-22%	60%	64%	4%
North Western	32	14	-56%	11	3	-73%	34%	21%	-13%
Scottish	8	20	150%	5	20	300%	63%	100%	38%
Western	44	34	-23%	20	10	-50%	45%	29%	-16%
Total	**526**	**436**	**-17%**	**238**	**185**	**-22%**	**45%**	**42%**	**-3%**

08A Theft of Railway/ Commercial Property and Burglary Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	1086	1116	3%	442	424	-4%	41%	38%	-3%
London South	1075	909	-15%	476	353	-26%	44%	39%	-5%
London Underground	276	189	-32%	108	71	-34%	39%	38%	-2%
North Eastern	772	732	-5%	268	279	4%	35%	38%	3%
North Western	700	618	-12%	287	303	6%	41%	49%	8%
Scottish	309	303	-2%	111	113	2%	36%	37%	1%
Western	614	539	-12%	139	148	6%	23%	27%	5%
Total	**4832**	**4406**	**-9%**	**1831**	**1691**	**-8%**	**38%**	**38%**	**0%**

09A Serious Public Disorder Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	858	970	13%	520	628	21%	61%	65%	4%
London South	1065	1129	6%	600	560	-7%	56%	50%	-7%
London Underground	889	883	-1%	414	440	6%	47%	50%	3%
North Eastern	559	588	5%	423	461	9%	76%	78%	3%
North Western	666	550	-17%	481	396	-18%	72%	72%	-0%
Scottish	9	2	-78%	5	2	-60%	56%	100%	44%
Western	716	651	-9%	504	451	-11%	70%	69%	-1%
Total	**4762**	**4773**	**0%**	**2947**	**2938**	**-0%**	**62%**	**62%**	**-0%**

09B Less Serious Public Disorder Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	1515	1322	-13%	675	693	3%	45%	52%	8%
London South	1869	1778	-5%	766	895	17%	41%	50%	9%
London Underground	1857	1900	2%	1052	1308	24%	57%	69%	12%
North Eastern	2178	1906	-12%	1511	1397	-8%	69%	73%	4%
North Western	1698	1490	-12%	884	898	2%	52%	60%	8%
Scottish	1466	1382	-6%	918	964	5%	63%	70%	7%
Western	1355	1200	-11%	582	635	9%	43%	53%	10%
Total	**11938**	**10978**	**-8%**	**6388**	**6790**	**6%**	**54%**	**62%**	**8%**

10A Serious Fraud Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	260	85	-67%	178	76	-57%	68%	89%	21%
London South	214	67	-69%	78	39	-50%	36%	58%	22%
London Underground	207	175	-15%	94	121	29%	45%	69%	24%
North Eastern	70	27	-61%	43	24	-44%	61%	89%	27%
North Western	79	25	-68%	58	27	-53%	73%	108%	35%
Scottish	40	56	40%	19	35	84%	48%	63%	15%
Western	50	22	-56%	36	19	-47%	72%	86%	14%
Total	**920**	**457**	**-50%**	**506**	**341**	**-33%**	**55%**	**75%**	**20%**

10B Less Serious Fraud Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	803	1041	30%	379	653	72%	47%	63%	16%
London South	3720	3959	6%	3356	3226	-4%	90%	81%	-9%
London Underground	1795	3423	91%	1289	2849	121%	72%	83%	11%
North Eastern	707	762	8%	381	484	27%	54%	64%	10%
North Western	1919	2068	8%	1525	1760	15%	79%	85%	6%
Scottish	154	173	12%	93	113	22%	60%	65%	5%
Western	852	761	-11%	361	320	-11%	42%	42%	-0%
Total	**9950**	**12187**	**22%**	**7384**	**9405**	**27%**	**74%**	**77%**	**3%**

11A Drug Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	373	596	60%	344	542	58%	92%	91%	-1%
London South	997	1004	1%	941	967	3%	94%	96%	2%
London Underground	590	913	55%	573	860	50%	97%	94%	-3%
North Eastern	265	279	5%	243	255	5%	92%	91%	-0%
North Western	801	691	-14%	750	692	-8%	94%	100%	7%
Scottish	55	70	27%	58	66	14%	105%	94%	-11%
Western	371	440	19%	355	409	15%	96%	93%	-3%
Total	**3452**	**3993**	**16%**	**3264**	**3791**	**16%**	**95%**	**95%**	**0%**

12A Other Serious Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	239	211	-12%	104	98	-6%	44%	46%	3%
London South	222	219	-1%	91	100	9%	41%	46%	5%
London Underground	107	103	-4%	72	65	-10%	67%	63%	-4%
North Eastern	133	157	18%	57	68	19%	43%	43%	0%
North Western	101	114	13%	44	49	11%	44%	43%	-1%
Scottish	58	74	28%	41	52	27%	71%	70%	-0%
Western	89	100	12%	41	41	0%	46%	41%	-5%
Total	**949**	**978**	**3%**	**450**	**473**	**5%**	**47%**	**48%**	**1%**

12B Other Less Serious Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	1135	1353	19%	594	747	26%	52%	55%	3%
London South	2288	3173	39%	1418	2329	64%	62%	73%	11%
London Underground	324	468	44%	204	339	66%	63%	72%	9%
North Eastern	1120	1202	7%	660	780	18%	59%	65%	6%
North Western	1182	1215	3%	750	938	25%	63%	77%	14%
Scottish	691	951	38%	427	656	54%	62%	69%	7%
Western	682	854	25%	327	359	10%	48%	42%	-6%
Total	**7422**	**9216**	**24%**	**4380**	**6148**	**40%**	**59%**	**67%**	**8%**

Total Notifiable Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	11281	11187	-1%	3099	3455	11%	27%	31%	3%
London South	12977	12503	-4%	4177	4125	-1%	32%	33%	1%
London Underground	12781	10958	-14%	2916	3060	5%	23%	28%	5%
North Eastern	4639	4625	-0%	1834	1952	6%	40%	42%	3%
North Western	4834	4486	-7%	2277	2103	-8%	47%	47%	-0%
Scottish	1653	1654	0%	673	689	2%	41%	42%	1%
Western	5622	5427	-3%	1820	1844	1%	32%	34%	2%
Total	**53787**	**50840**	**-5%**	**16796**	**17228**	**3%**	**31%**	**34%**	**3%**

Total Non-Notifiable Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	4776	4830	1%	2010	2415	20%	42%	50%	8%
London South	9451	10287	9%	6058	6958	15%	64%	68%	4%
London Underground	4225	6072	44%	2665	4610	73%	63%	76%	13%
North Eastern	5647	5119	-9%	3003	3035	1%	53%	59%	6%
North Western	6128	6176	1%	3523	3916	11%	57%	63%	6%
Scottish	3375	3550	5%	1646	1948	18%	49%	55%	6%
Western	4671	4309	-8%	1671	1644	-2%	36%	38%	2%
Total	**38273**	**40343**	**5%**	**20576**	**24526**	**19%**	**54%**	**61%**	**7.0%**

Total Offences

Area	Rec 12/13	Rec 13/14	% Diff	Det 12/13	Det 13/14	% Diff	Det Rate 12/13	Det Rate 13/14	Diff
London North	16057	16017	-0%	5109	5870	15%	32%	37%	4.8%
London South	22428	22790	2%	10235	11083	8%	46%	49%	3.0%
London Underground	17006	17030	0%	5581	7670	37%	33%	45%	12.2%
North Eastern	10286	9744	-5%	4837	4987	3%	47%	51%	4.2%
North Western	10962	10662	-3%	5800	6019	4%	53%	56%	3.5%
Scottish	5028	5204	4%	2319	2637	14%	46%	51%	4.6%
Western	10293	9736	-5%	3491	3488	-0%	34%	36%	1.9%
Total	**92060**	**91183**	**-1%**	**37372**	**41754**	**12%**	**41%**	**46%**	**5.2%**