



Specialists

helping the nation's travelling public get home everyday safe, secure and on time

Paul Crowther OBE
Chief Constable

Crime on the railway has fallen 10 years in a row

Notifiable crime -39%

Robbery -83%

Theft of property -54%

Line of route offences -72%

Minutes lost to cable theft -73%

Detection rate +46%

13.7% reduction in real term budget since 2008

29% reduction in cost per passenger kilometre

2013/14 further reductions

Notifiable crime -6%

Notifiable crime per million passengers -9.6%

Theft of passenger property -17%

Robbery -18%

Cable theft -37%

6% reduction in overall disruption caused by vandalism

54% reduction in primary disruption caused by cable theft

Now

16 crimes per million passengers on
the national rail network

8 crimes per million passengers on
London Underground

Expanding & evolving railway

Busier network

More passengers **+16%** in 5 years

More freight **+23%** in 5 years

More congestion

More facilities at stations

More incidents

Greater impact of disruption caused by incidents

Threat of terrorism

Passenger expectations

The crime challenge

Total crime -5.6% on last year

However some crime is on the increase:

- Violence +6% since 2011/2012
- Sexual +21% since 2012/2013
- Public order +59% since 2008/2009
- Retail theft +7% since 2008/2009
- Cycle theft +8% since 2008/2009
- Cyber crime threat

Meeting the crime challenge

Rebalance our capability so that we specialise in
stopping crime, problem solving and managing
offenders

Increased capability

Partnership approach with industry - localised
and targeted initiatives

The disruption challenge

Total lost minutes **+1%** on last year

Primary lost minutes **-0.7%** on last year

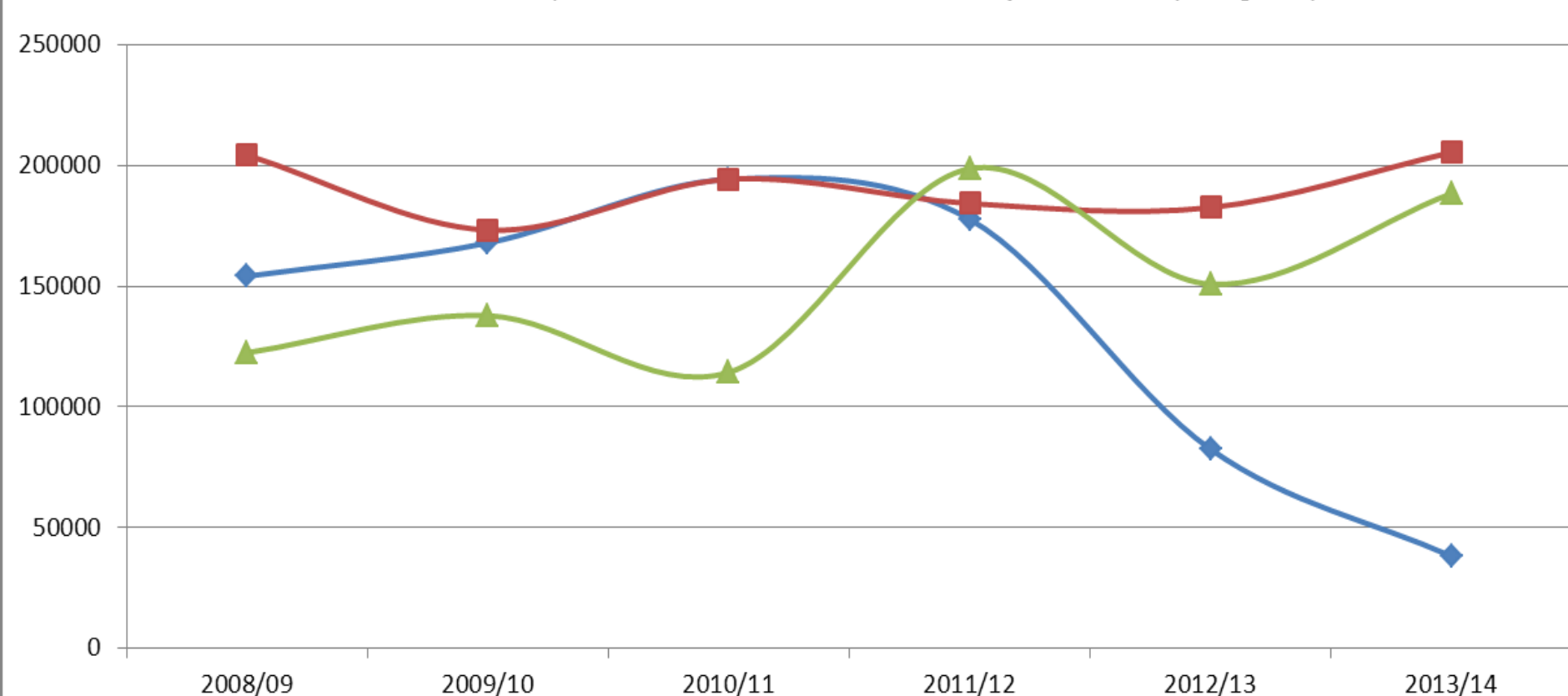
Reactionary lost minutes **+1.9%** on last year

Trespass and fatalities/injuries lost minutes
+8.6% (account for 83% of lost minutes)

Cable, vandalism and level crossing lost minutes
-36.9%

The disruption challenge

—◆— Cable vandalism/theft —■— Trespass/disorder/drunks —▲— Fatalities/injuries caused by being hit by train / Platform



Meeting the disruption challenge

Targeting high impact / high frequency
locations

Op Intruder, Op Avert

Learning from significant incidents; i.e.
Charlton, Earlswood, Slough

Partnership approach essential

Confidence - Passengers

Passenger confidence 76.6%

Social media survey #talktoBTP

- Feeling safe
- what contributed to a safe journey
 - safety on train v station
 - use of text service

No correlation between confidence, crime levels,
station environment
e.g. Dartford

Confidence - Rail Staff

Rail staff confidence 65%

Treated fairly by BTP

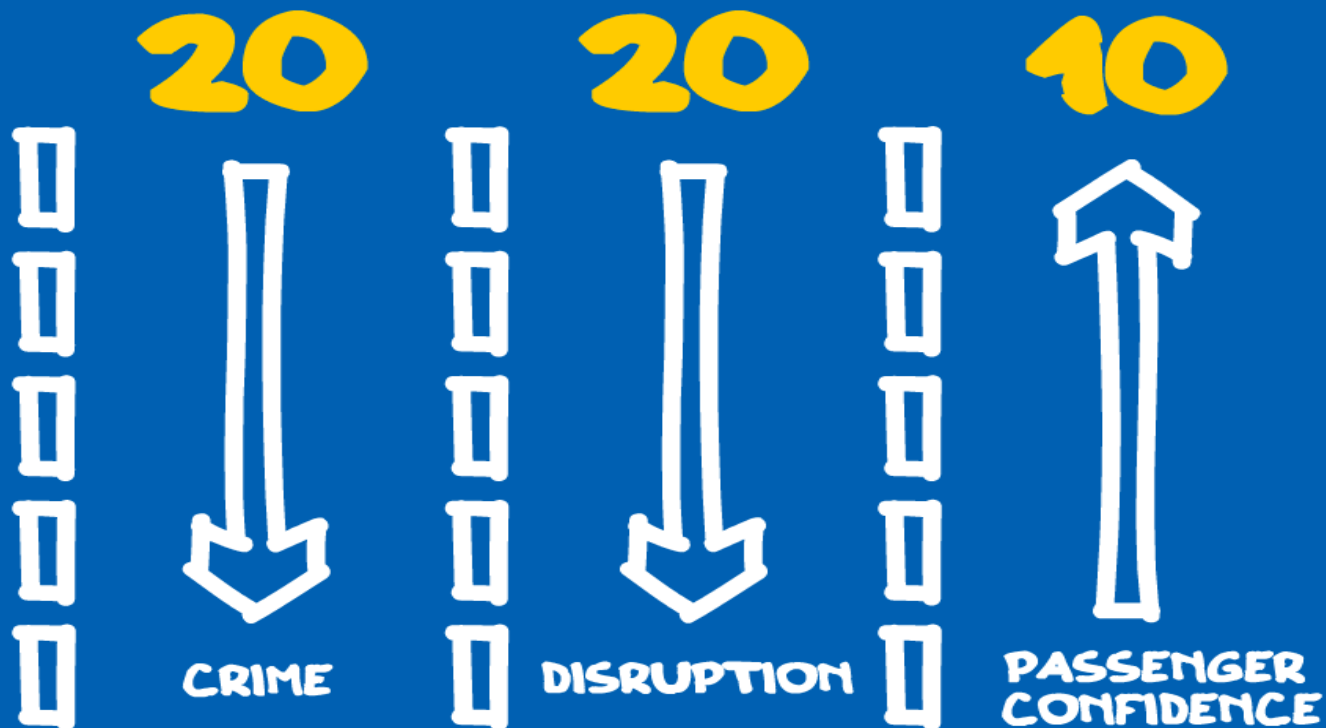
Treated with respect

More availability

Being there when needed

Stakeholder confidence

OUR AMBITION - to be recognised as a
vital player in a growing railway industry



Achieving 20:20:10

Transformational change essential

Structural change to redirect resources to the
front line

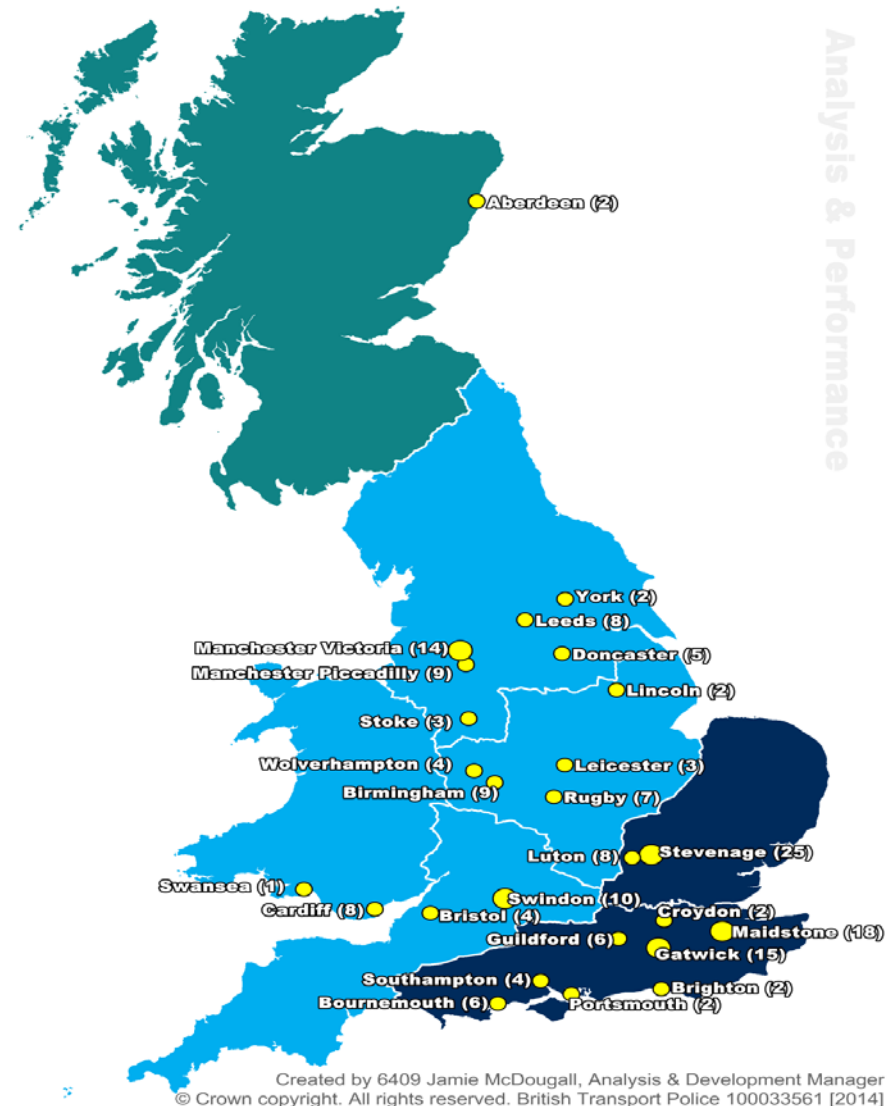
Operational change to support new operating
model

Structural change

- New structure 1 April 2014 – below budget & on time
- 3 Divisions, 8 Sub-Divisions
- Greater alignment with rail infrastructure
- Enhanced partnership working to achieve common goals
- Supports bottom up priority setting
- Over 200 additional front line officers
- Improved response, visibility & capability

ADDITIONAL RESOURCES FUNDED FROM RESTRUCTURE

Sub Division	Officers
East	33
South	55
Midlands	25
Pennine	41
Wales	9
Western	14
Scotland	2
A Division	24



Transformational change

Make the difference

Our Purpose

Specialists - helping the nation's travelling public get home everyday
safe, secure and on time

Our Ambition

To be recognised as a vital player in a growing railway industry
(delivering 20% / 20% / 10% by 2019)

Our Challenge

To rebalance our capability to focus:
on **stopping crime, problem solving and managing offenders**

Our Foundations

To enable us to meet the Challenge, we will focus on:
Our People, Our Customers, Our Resources, Our Society, Our Value

Our Behaviours

We are **V**alue-adding, We are **I**nnovative, We are **T**eam-players,
We are **A**ctive, We are **L**eaders

Transformational change

New ways of working

First fix

Deployment

Specialise in stopping crime

Problem solving

Managing offenders (10% who commit 70% of crime)

Key enablers

People Strategy

- Workforce planning
- Skills, roles and responsibilities
- Reporting and appraisal
- Career planning
- Promotion and posting

IT Strategy

- Accelerated programme
- Integrated systems
- Mobile devices
- Body worn video
- CCTV

Deployment model

- Trafalgar
- Evidenced based policing
- Directed patrols to hotspot areas

- **20:20:10**
- **Visibility**
- **Confidence**
- **Engagement**
- **Crime & Disruption**

Estates Strategy

- Co-located sites
- Fewer larger hubs
- Glass pods on stations

The difference you will see

Improved partnership working

Improved visibility

Improved response capability

Right people, right skills, right place, right time

Reduced crime

Reduced disruption

Increased confidence

What we need from you

A commitment from the industry
to work together in partnership
to achieve common goals

Questions