

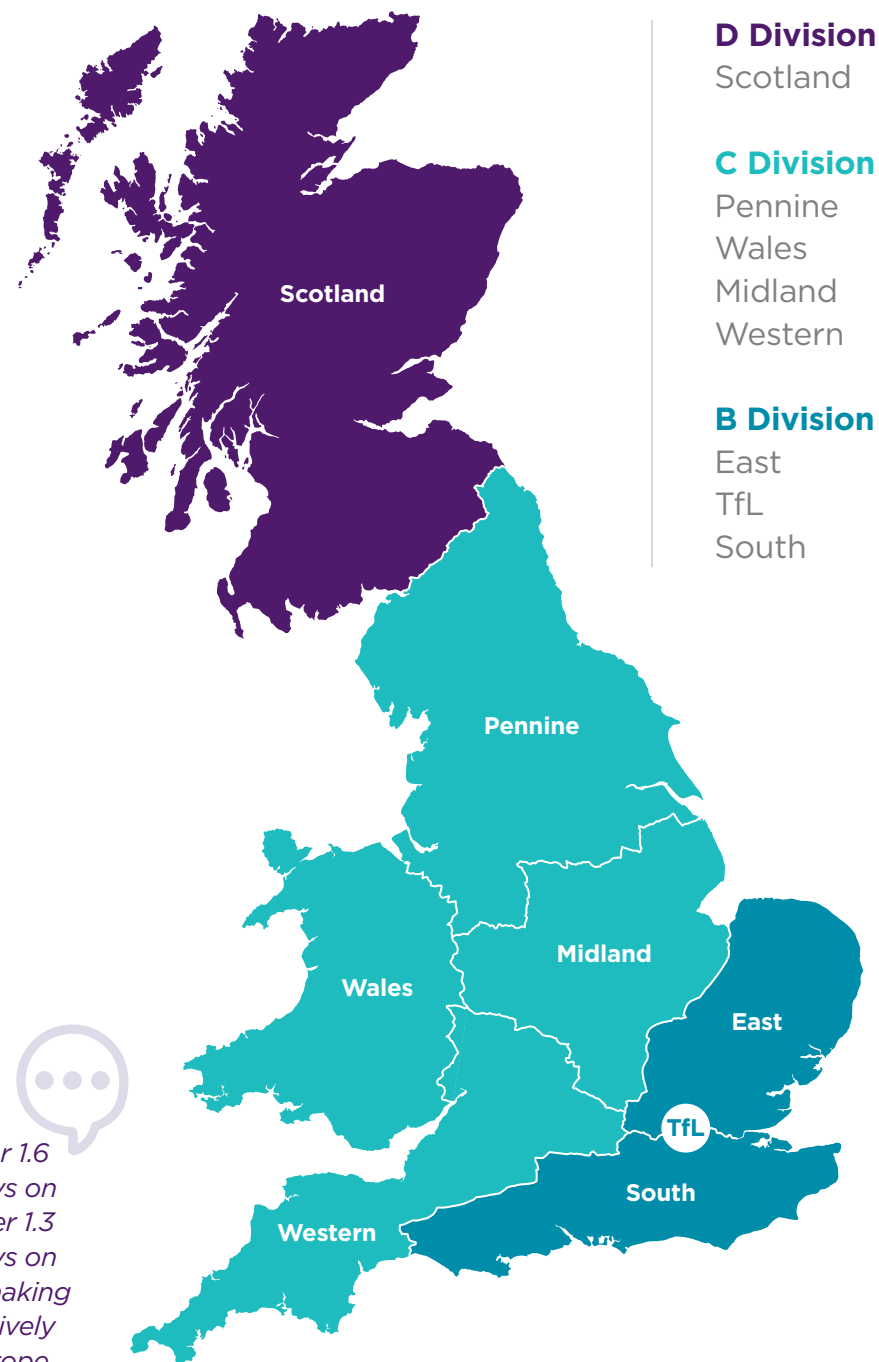


Policing Great Britain's rail network

National
and Divisional
Plans 2016/17

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Last year there were over 1.6 billion passenger journeys on Britain's railways and over 1.3 billion passenger journeys on London Underground, making it one of the most intensively used rail networks in Europe.

Chairman's foreword

I am delighted to share with you the plans for policing Great Britain's railways in 2016/17. This year's plans are focused on reducing crime, tackling disruption, increasing confidence and delivering better value for money – the very things you've told us you want to see.

Britain's rail network has a low crime rate of around **22.6* crimes per million passenger journeys** on the overground and 7.3 crimes per million on London Underground (LU) and Docklands Light Railway (DLR), making it an incredibly safe place for members of the public. However, working with BTP we have set ambitious targets to try and reduce crime even further.

We have worked with our rail industry partners to make further strides in **increasing passenger confidence** this year, and with BTP have set targets for policing partnership projects across every region in the country.

Last year there were over **1.6 billion passenger journeys*** on Britain's railways and over 1.3 billion passenger journeys on London Underground, making it one of the most intensively used rail networks

in Europe. Growth in the railway is set to continue with improved connections, development of more major transport hubs and the forthcoming launch of the Night Tube.

However, a more congested network makes policing the railways ever more challenging, with the **task of reducing disruption** in particular requiring a real intelligence led and coordinated approach, not just by BTP, but in partnership with the rail industry – and targets have been set to make this happen.

At a time of heightened terrorist activity this year's budget sees more being ploughed into **counter terrorism** than last year with an **additional £3.5 million** available to BTP. Funding has also been granted that will see the roll out of body worn cameras nationwide, as well as

investment in technology that will enable BTP to work smarter, better manage where and how resources are deployed whilst ensuring officers are highly visible.

Esther McVey
Chair

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Follow
@BTPAuthority



“

*We have made great strides, and together with the support of passengers and our rail industry colleagues, **BTP will continue to work towards achieving our shared strategic goals** of keeping the country moving and ensuring passengers get home safe, secure and on time.*

”

Chief Constable's introduction

The 2016/17 Policing Plan sets out how we will deliver the fourth year of our 2013-19 Strategic Plan. Our priority is to work with the rail industry to keep all of those who travel and work on the railway network safe, secure and on time every day.



Over the last 12 years,
crime has fallen by

42%

Over the last 12 years, **crime has fallen by 42 per cent**. We are determined to drive down crime and disruption during 2016/17, while also increasing the confidence passengers and rail staff have in us.

We have consulted with passengers, rail staff and the wider rail industry to get a deeper understanding of what really matters to them and what they expect us to deliver. More than **6,000 passengers** and **3,700 rail staff** gave us their views. What they want us to focus on is clear: tackling antisocial behaviour and crime-related disruption, and being more visible, especially on late night services.

The network is busier than ever and it is important that we are visible and accessible to the people who travel and work on it. Our text service, which allows incidents to be reported discreetly, turned three-years-old in March 2016. Over that time we have **received more than 32,000 texts**, and now receive almost **2,000 messages a month**.

We will continue to seek innovative ways to ensure that we are accessible to victims of crime, passengers and rail staff.

During 2016/17, we will continue to develop our transformation programme, helping us work smarter and ensure we are in the right place at the right time, with the right equipment to make decisions and do our job effectively.

The visibility and mobility of our officers will be increased through the use of body worn video cameras, and mobile devices that will allow our officers to spend less time in the office and more time with the community we serve.

By supporting our people to continue delivering a trusted, quality and professional service and focusing relentlessly on the priorities identified by the public and the industry, we will continue to play a vital role in what promises to be another exciting and successful year ahead for the railway.

Paul Crowther OBE
Chief Constable

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Follow

@BTPChief

Our long-term policing plans

Working closely with British Transport Police (BTP), our aim is to ensure an efficient and effective police service for Great Britain's railway. To do this the Authority has set BTP annual targets that feed in to agreed long-term goals to be met by 2019. These objectives are:

Promote confidence in use of railway

Increase passenger and staff confidence in their personal security on trains and on stations **by at least 10%****



*To be measured in customer hours for TfL and LUL

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



Keep transport systems running

Reduce minutes lost to police-related disruption **by at least 20%** on 2012/13 figures*

A safe and secure railway

Reduce crime on the railway **by at least 20%** on 2012/13 figures



Deliver value for money

Achieve targets within a medium term financial plan that keeps **annual cost increases** within RPI



A year at a glance

Every year BTP is set national and local targets to help achieve long-term plans to reduce crime and disruption by 20 per cent, and increase passenger confidence by 10 per cent by 2019.

Last year a lot was achieved – here are just some of the highlights.



Reduce crime

During the Edinburgh Festival, the number of passengers travelling through Edinburgh Waverley station almost trebled to 206,000 per day. At the same time, only one crime for every 107,000 passenger journeys was recorded.

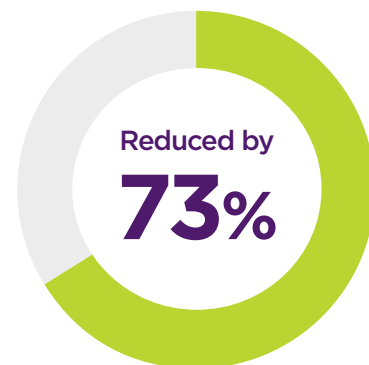
D Division – Scotland



Reduce disruption

Disruption at Birmingham New Street reduced by 73%.

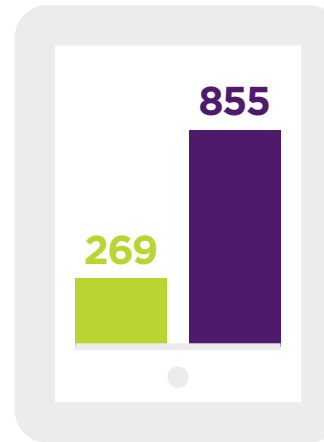
C Division – Midland



Increase confidence

Texts to 61016 from passengers and staff tripled, from 269 in 2014/15, to 855 in 2015/16.

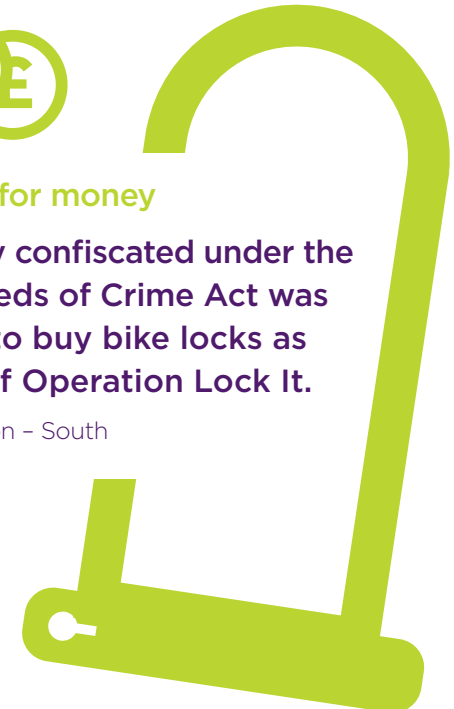
C Division – Pennine



Value for money

Money confiscated under the Proceeds of Crime Act was used to buy bike locks as part of Operation Lock It.

B Division – South



18%

reduction in lost minutes due to vandalism/theft, with associated costs down by over £365,453

 Reducing disruption
D Division – Scotland

18%

increase in people dealt with by BTP for football-related offences

 Reducing crime
C Division – Pennine

11.5%

reduction in disruption at key locations, between April 2015 and February 2016

 Reducing disruption
C Division – Wales

2.3%*

increase in passenger confidence in the 12 months from autumn 2014

 Increasing confidence
C Division – Western

10%

increase in passenger confidence at Birmingham New Street station

 Increasing confidence
C Division – Midland

594

joint patrols were held with security partners to help increase passenger confidence

 Increasing confidence
B Division – East

6.11 days

is the average sickness per officer – against a target of 7.3 days per officer

 Value for money
B Division – TfL

220

fewer cycle crime offences compared with 2014/15

 Reducing crime
B Division – South

*Passenger confidence rose from 80.45% in Autumn 2014 to 82.33% in Autumn 2015 – an overall rise of 1.88 percentage points)



Over the last 12 months we have worked closely with BTP to ensure the people who use or work on the railways have a say in the policing of the rail network. Why? Because we want our plans to reflect the needs of the people BTP serves.

To do this we spent much of the last year talking to passengers, rail staff and rail representatives to get a better understanding of what you want BTP to prioritise.

More than **6,000 rail users** responded to BTP's public consultation.

Passengers said they want BTP to focus on the **key priorities** of tackling antisocial behaviour and being more visible, particularly in the evening and at night.

Held in autumn 2015, the consultation asked members of the public to identify their railway policing priorities and examined **how secure they feel** on the network.

The majority said the priorities of the previous year's public consultation had been **fully or partly addressed in 2015/16** – tackling antisocial behaviour and uniformed officers being more visible.

One area identified where many felt more progress could be made was uniformed officers being more visible in the evening or late at night.

Overall, passengers said they are **satisfied with their personal security** at their local station (71.1 per cent) and **three quarters said they have no cause to worry** about this. Just over half (53.5 per cent) said **BTP does an excellent or good job** at their local station.

Rail industry bosses and staff were also consulted – through rail staff surveys, one-to-one visits and via regional consultation events held throughout the country.

Everyone's feedback has been used to inform this year's plans.

Have something you want to tell us?
Follow us @BTPAuthority @BTP



**Tell us
what
matters
to you**

btp.police.uk/whatmatters



#whatmatters  



*"@BTP think
you do a
fabulous job x"*
SharleenGrogan



We want to know
#whatmatters to you.
Your say can influence
the way BTP police your
trains and stations.

btp.police.uk/whatmatters



More than
6,000
passengers
had their say



National targets

Our national targets support our strategic priorities to reduce crime and disruption while increasing confidence among railway users.

Reduce notifiable crime by at least 5%

Reducing crime is at the heart of our purpose and activities.

Alongside reducing disruption, reducing crime is consistently identified by stakeholders as a top priority. Notifiable crimes are crimes that must be recorded for the purposes of reporting statistics to the Home Office. These include all serious offences such as violence against the person, sexual offences, theft of passenger property and robbery.

Crime on the railway reduced year on year for 11 years, and in the first two years of our 2013 – 19 Strategic Plan, we saw a reduction of 12 per cent. However, in 2015/16, the number of crimes increased by 6 per cent. We aim to achieve a 5 per cent reduction every year until 2018/19 in order to achieve the strategic crime target.

Reduce disruption by at least 5%

Reducing police-related disruption is a particular challenge.

Increasing passenger numbers and network traffic, together with the impact of disruption at locations that are not necessarily known hotspots, are challenges we must meet if we are to achieve a reduction.

The establishment of the National Disruption Fusion Unit in 2016/17 will enable BTP to work with Network Rail to produce a range of products related to disruption reduction, using both organisations' data and systems. This will help everyone to work together to focus action and resources at locations where disruption most impacts the network.

Passenger confidence level to be at least 80.2%

As well as focusing on reducing crime, we aim to place the needs of passengers at the heart of what we do in order to keep them safe and secure.

The latest passenger confidence rating, based on the results of the National Rail Passenger Survey, in Spring 2016, was 76.55%; in order to keep us on track to achieve the strategic objective, we need to achieve a rating of 80.2 per cent by the end of 2016/17.





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During 2016/17, we will continue to develop our transformation programme, helping us work smarter and ensure we are in the right place at the right time, with the right equipment to make decisions and do our job effectively.

Paul Crowther OBE Chief Constable

”

Increase the safety of young people, vulnerable adults and railway staff

A commitment to implement the second phase of the BTP safeguarding strategy to increase the safety of young people, vulnerable adults and railway staff.

Keeping vulnerable people safe on the railway is one of our top priorities. To help achieve this, we have introduced a policing commitment to measure the effectiveness of our approach to safeguarding, which will be introduced for 2016/17. BTP's Safeguarding Unit will increase the safety of children, young people, railway staff and vulnerable adults by working closely with other police forces and agencies.

Reduce the cost of policing

Delivering value for money – reduce the cost of policing per passenger kilometres to less than 0.32 pence.

Cost per passenger kilometre was the key metric used in Sir Roy McNulty's study of value for money on Britain's railways. A recommendation was made that the UK rail industry increases its efficiency by 30 per cent.

Rail staff confidence level to be at least 69.1%

As well as focusing on reducing crime, we want to place the needs of rail staff at the heart of what we do in order to keep them safe and secure.



Passenger priority:

You told us you want BTP to be more visible in the evening and late at night, that uniformed officers should be more visible in general, and that BTP should do more to tackle antisocial behaviour.

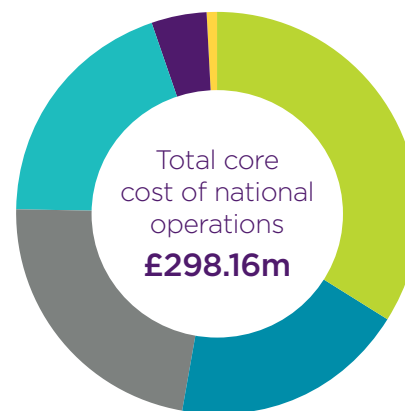
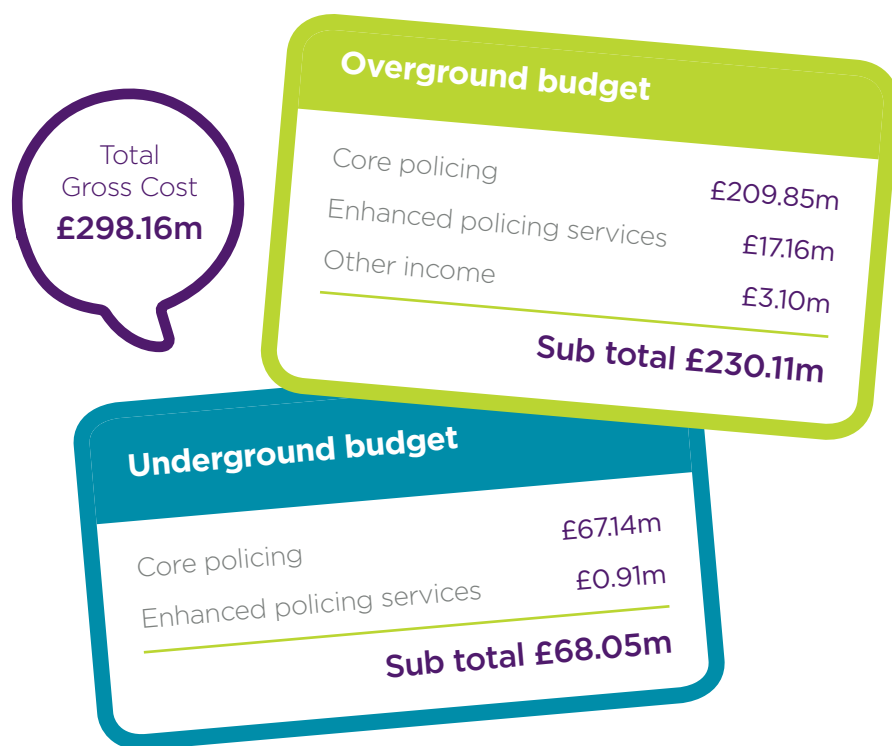


Look out for the icon above, which highlights the targets we've set to help meet your priorities.

National resources

The cost of policing

In 2016 the BTPA set a core policing budget of £298.16 million for policing Great Britain's railways. A total of £230.11 million has been allocated to overground rail services and £68.05 million for London Underground.



Core budgets by division

A Division	£101.08m
B Division (Overground)	£56.79m
B Division (Underground)	£67.14m
C Division	£58.08m
D Division	£13.06m
BTPA	£2.01m

Total core cost £298.16m

Keeping our price promise

In line with our promise to keep budget increases below RPI the Authority has maintained policing costs at the same level as last year while providing for an **additional £3.5m for counter terrorism** if required.

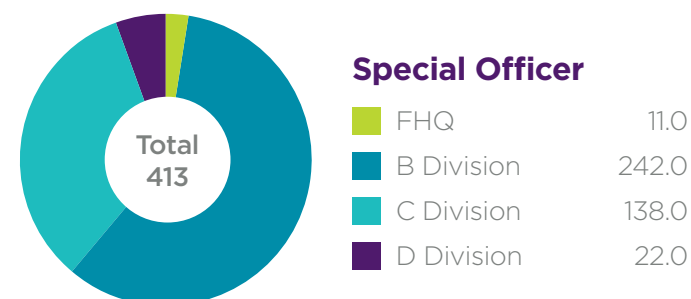
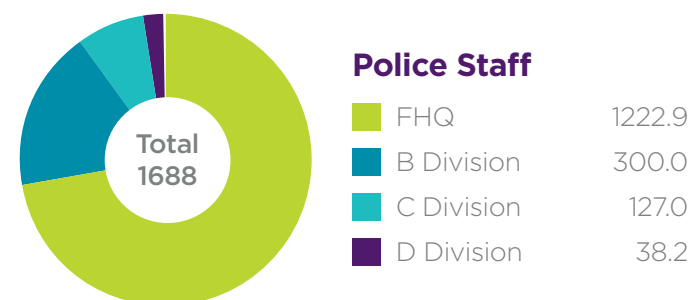
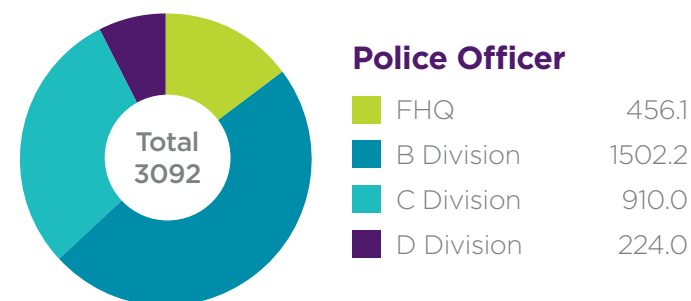
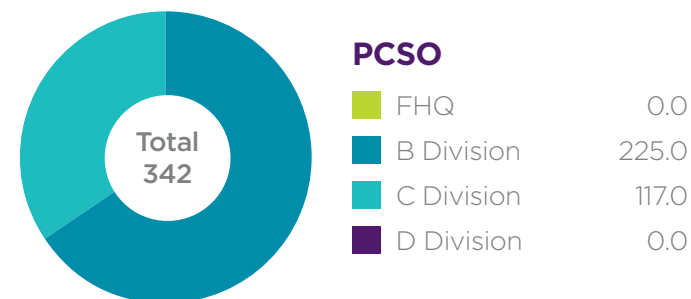


National resources

Staff numbers

Force Headquarters (FHQ)	Police Officer	Police Staff	PCSO	Special Officer
Capability and Resources	39.1	433.6	0.0	0.0
Contact Management	31.0	240.0	0.0	0.0
DCC Group	20.0	124.0	0.0	3.0
FHQ Crime	89.0	86.6	0.0	0.0
FHQ Secondments	0.0	0.0	0.0	0.0
Investigations	3.0	136.6	0.0	0.0
Justice Department	20.0	172.0	0.0	0.0
Specialist Operations	254.0	30.0	0.0	8.0
Total	456	1223	0	11

The Chief Constable has set a target number of Special Officers for B Division of 20% of warranted officers, making 300 Special Constables. As the project is still in progress, B Division cannot provide a breakdown by team at the time of publication.



B Division

Introduction



Chief Superintendent Martin Fry
Divisional Commander B Division

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Follow @BTPFry



In the coming year, we will continue to deploy high visibility patrols at times when industry colleagues and the public tell us they want to see us most.

As well as our regular policing commitments, last year B Division dealt with a number of major planned and unplanned events. These included the Rugby World Cup finals and demonstrations at King's Cross St Pancras. Alongside these events, we are conscious of the ever present terrorist threat. Events in Paris and Belgium reinforced our commitment to ensure that initiatives such as Project Servator continue to deter, detect and disrupt a wide range of criminal activity on the rail network while providing a reassuring presence for the travelling public.

Following an incredible 11 years of reductions in all recorded crime across BTP, last year was particularly challenging. Given that crime rose in police forces across the country, it is going to continue to be a challenge. However, this needs to be understood within the context of the ever-growing demands on the rail and underground network, with passenger numbers at record levels and set to grow even further.

Within the TfL subdivision alone there has been a **3.7 per cent passenger increase**, that is an additional 46 million passenger journeys. Although even one

incident of crime is one too many, this does mean that you are even less likely to become the victim of a crime while travelling on the railway. For every million passenger journeys on LU and DLR, **7.3 crimes are recorded**.

In the coming year, we will continue to deploy high visibility patrols at times when industry colleagues and the public tell us they want to see us most, and where evidence shows our presence has a real impact. Joint crime reduction operations with other law enforcement agencies and the rail industry will **target locations where offenders are most active** or where they enter the network.

Making better use of **social media and new technology** such as body-worn video cameras, will help us to keep in touch with the public, respond even quicker to calls for help and provide reassurance that we treat everyone fairly and professionally. Combining this with a **radical restructure** of the way our criminal investigations department works, our aim is to not just achieve but exceed the testing targets for the coming year.

B Division East targets



Superintendent Gill Murray

Subdivisional Commander

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Follow @BTPMurray

Reduce physical violence against all staff, passengers and those using the railways

In 2015/16, 1,364 physical violence crimes were recorded on B Division East. We aim to reduce the number of physical violence crimes on the network to make it a safer place for everyone.



Passenger priority

Conduct late night on-train patrols out of London terminal hubs on Thursdays, Fridays and Saturdays

Passengers and rail staff tell us that one of their top policing priorities is to see more officers patrolling late night trains. The patrols aim to reassure passengers and rail staff and deter alcohol-related antisocial behaviour and crime on services leaving King's Cross, St Pancras, Liverpool Street, Euston and Paddington between 10pm and 3am on these days.

Complete three, year-long disruption action plans linked to Network Rail routes

We aim to work more closely with our Network Rail partners to reduce disruption and make the public safer on the East Anglia, Western/London North West (combined) and East Midlands/London North East (combined) routes. Year-long plans will be based on evidence and adapted regularly to incorporate best practice.



Cycle crime has decreased by

7%

B Division South targets



Superintendent Jenny Gilmer

Subdivisional Commander

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Reduce physical violence against all staff, passengers and those using the railways

In 2015/16, 2,020 physical violence crimes were recorded on B Division South. We aim to reduce the number of physical violence crimes on the network to make it a safer place for everyone.



Passenger priority

Conduct late night on-train patrols out of London termini hubs on Thursdays, Fridays and Saturdays

Passengers and rail staff tell us that one of their top policing priorities is to see more officers patrolling on late night trains. The patrols aim to reassure passengers and rail staff and deter alcohol-related antisocial behaviour and crime on services leaving Charing Cross, Waterloo, London Bridge and Victoria between 10pm and 3am on these days.

Complete three, year-long disruption action plans linked to Network Rail routes

We aim to work more closely with our Network Rail partners to reduce disruption and make the public safer on the Wessex, Kent and Sussex routes. Year-long plans will be based on evidence and adapted regularly to incorporate best practice.

503

late night weekend train patrols were carried out last year



B Division TfL targets



Superintendent Chris Horton

Subdivisional Commander

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A commitment to identifying sexual offenders and of those, increase arrests by at least 10%

Reports of sexual offences on public transport increased in 2015/16 as a result of a campaign to encourage people who experience unwanted sexual behaviour to 'report it to stop it'. We aim to use a range of tactics to identify offenders, increase arrests and ultimately deter offenders from targeting the transport network.

The number of physical violence crimes against all staff, passengers and those using the London Underground and DLR to be no more than 1.2 per million passenger journeys

The number of passengers using the London Underground and DLR increased in 2015/16. On a busier network, tensions between passengers can rise and altercations can happen. There were 1.3 physical violence crimes per million passenger journeys in 2015/16. This is one of the most frequent causes of disruption on the network. We aim to reduce the level of physical violence crimes on the network to make it a safer place for everyone.

The number of notifiable crimes on London Underground and DLR to be no more than 6.8 per million passenger journeys

Notifiable crimes are crimes that must be recorded for the purposes of reporting statistics to the Home Office. These include offences such as violence against the person, sexual offences, theft of passenger property and robbery. In 2015/16, there were 7.3 notifiable crimes per million passenger journeys recorded on London Underground and DLR.

To complete at least 150 DLR partnership patrols, agreed through joint tasking, to reduce crime and disorder

Implement a bespoke working approach as agreed through joint tasking with industry partner DLR to reduce crime and disorder on the network.



6.11 days
is the average sickness
per officer – exceeding
the target of 7.3 days
per officer

B Division

Department/Subdivision total Organisation	PCSO	Police Officer	Police Staff	Special Officer
B Headquarters total	0.0	21.0	79.0	17.0
Business Support	0.0	0.0	31.0	17.0
CCTV	0.0	0.0	26.0	
Division Command Team	0.0	18.0	13.0	
Media and Marketing	0.0	0.0	5.0	
Projects	0.0	1.0	3.0	
Secondments to Non-BTP	0.0	2.0	0.0	
Training Unit	0.0	0.0	1.0	
B Operations total	0.0	134.0	84.3	0.0
Custody	0.0	25.0	54.3	0.0
Duty Management	0.0	2.0	18.0	
Emergency Response Unit	0.0	14.0	0.0	
Operational Business Support	0.0	50.0	2.0	
Operational Planning	0.0	11.0	9.0	
Operational Support Unit	0.0	25.0	1.0	
Police Medical Response	0.0	7.0	0.0	
East total	73.0	524.0	12.0	80.0
Cambridge	0.0	6.0	1.0	
Colchester	0.0	17.0	1.0	
Crossrail	0.0	14.0	0.0	
Ebbsfleet NPT	6.0	7.0	1.0	

Department/Sub-Division total Organisation	PCSO	Police Officer	Police Staff	Special Officer
East total continued				
Emergency Intervention Unit	0.0	10.0	0.0	80.0
Euston Hub	0.0	6.0	0.0	
Euston NPT	7.0	9.0	1.0	
Kings Cross Hub	0.0	5.0	0.0	
Kings Cross NPT	6.0	8.0	0.0	
Liverpool Street Hub	0.0	3.0	0.0	
Liverpool Street NPT	6.0	10.0	1.0	
Luton	0.0	7.0	0.0	
Marylebone NPT	2.0	2.0	0.0	
National Express Essex Thameside	0.0	4.0	1.0	
Norwich	0.0	6.0	1.0	
Paddington NPT	9.0	12.0	1.0	
PLR Command	0.0	12.0	0.0	
PLR North	0.0	150.0	0.0	
PLR South	0.0	123.0	0.0	
Relationships Management Team	0.0	1.0	0.0	
Southend	0.0	18.0	1.0	
St Pancras HS1	0.0	6.0	2.0	
St Pancras NPT	12.0	11.0	0.0	
Stevenage	0.0	25.0	1.0	
TfL London Mayors Suburban Teams	0.0	7.0	0.0	
TfL London Overground Team	25.0	45.0	0.0	

This is where we expect resources to be based at time of publication, actual deployments may change in year. Employee figures are based on full time equivalent.

B Division

Department/Subdivision total Organisation	PCSO	Police Officer	Police Staff	Special Officer
South total	47.0	583.2	88.6	80.0
Brighton	0.0	20.0	3.8	80.0
Bromley NPT	0.0	7.0	0.0	
Case Progression	0.0	51.0	7.0	
CID	0.0	69.0	1.0	
Clapham Junction NPT	0.0	5.0	0.0	
Crime Tasking	0.0	14.0	0.0	
Croydon	2.0	30.8	4.4	
Cycle Theft	0.0	21.0	3.0	
Fatality Investigation	0.0	5.0	4.0	
Gatwick	0.0	14.0	0.0	
Graffiti and Cable	0.0	13.0	1.0	
Hi-Tech Crime	0.0	7.0	0.0	
Integrated Offender Management	0.0	17.0	1.0	
Intelligence Bureau	0.0	15.0	37.0	
Lewisham NPT	0.0	10.0	0.0	
London Bridge NPT	18.0	9.0	0.0	
Norwood Junction NPT	0.0	15.0	0.0	
NPT Command	0.0	2.0	2.0	
Pickpocket	0.0	57.0	4.0	
Richmond NPT	0.0	5.0	0.0	
Series and Organised Crime	0.0	23.0	2.0	
Sexual Offences	0.0	17.0	0.0	
South East Sector	0.0	42.9	6.0	

Department/Subdivision total Organisation	PCSO	Police Officer	Police Staff	Special Officer
South total continued				
South West Quadrant	0.0	49.5	6.4	
Victoria Hub	14.0	13.0	0.0	
Victoria Loop NPT	0.0	9.0	0.0	
Waterloo Hub	13.0	11.0	0.0	
Wimbledon NPT	0.0	7.0	0.0	
Workplace Violence Unit	0.0	24.0	6.0	
TfL total	105.0	240.0	36.1	65.0
Bakerloo NPT	8.0	9.0	0.0	65.0
Central NPT	12.0	16.0	0.0	
Circle NPT	8.0	15.0	1.0	
Community Safety and Engagement Unit	0.0	1.0	11.1	
District NPT	12.0	16.0	1.0	
DLR NPT	14.0	10.0	1.0	
Governance	0.0	1.0	8.0	
Jubilee NPT	8.0	15.0	1.0	
Metropolitan NPT	8.0	7.0	1.0	
Northern NPT	8.0	15.0	1.0	
Piccadilly NPT	12.0	16.0	4.0	
Pro-active Tasking	0.0	84.0	0.0	
Stratford Hub	7.0	15.0	0.0	
Suicide Prevention and Mental Health	0.0	5.0	7.0	
Victoria NPT	8.0	15.0	0.0	
Total	225.0	1502.2	300.0	242.0

This is where we expect resources to be based at time of publication, actual deployments may change in year. Employee figures are based on full time equivalent.

C Division

Introduction



Chief Superintendent Allan Gregory

Divisional Commander C Division

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Follow @BTPGregory



Passenger priority

C Division target

Achieve at least a 75 per cent satisfaction rate for freight related problem solving plans across the Division

Freight companies are key stakeholders. This target will ensure we focus our attention on issues that affect the freight industry.



During 2015/16, we focused on providing the best policing service to passengers and rail operators within a vibrant and growing industry.

It proved a busy year with our officers and staff working hard to keep people safe from harm and minimise disruption to the network. Partnerships with industry colleagues played a major part in our policing operations, with joint initiatives to reduce crime and disruption whilst increasing public and rail staff confidence.

Despite notable successes, there is still much to do. In the coming year, we will continue to favour a partnership approach, focusing policing activities on disruption, antisocial behaviour, and violence against passengers and rail staff.

Our unique role as a specialist police force for the railway, with our specific expertise, enables us to continue to deal with fatalities on the network efficiently, but sensitively, whilst working with our partners to tackle the root causes of disruption – trespass, vandalism and cable theft – and bring offenders to justice.

Football policing also sits high on our agenda. Here in C Division, we host the

majority of games, therefore tackling associated antisocial behaviour and disorder among a significant minority of travelling supporters is a priority. Our officers and staff rose to this challenge superbly last year and we will continue this work in the year ahead.

I am determined to step up policing activity in relation to violence against passengers and rail staff. We have set ourselves challenging targets to protect rail staff from these incidents and to improve the level of service provided to those unfortunate enough to experience violence, so they are well informed, reassured and supported by our actions.

We will continue to address specific freight-related issues whilst maintaining the highest level of vigilance in these times of heightened security concerns.

Another exciting year lies ahead. Innovations, such as the roll out of body worn cameras to the frontline, will ensure we are better equipped to provide the best service possible to all of our partners and the travelling public.

C Division Midland targets



Superintendent Sandra England

Subdivisional Commander

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Reduce violence against staff and passengers

In 2015/16, 475 physical violence crimes were recorded on Midland subdivision. We aim to reduce the number of physical violence crimes on the network to make it a safer place for everyone.

To achieve a quality of service victim satisfaction rate of at least 80 per cent for assaults and aggression against rail staff

We aim to provide the highest quality of service to rail staff who are victims of assault and aggression at work.



Passenger priority

Achieve a satisfaction rate of at least 75 per cent for antisocial behaviour problem solving plans

Passengers and rail staff tell us that one of their top policing priorities is to tackle antisocial behaviour. We aim to work more closely with our industry partners to reduce antisocial behaviour and the impact it has on rail staff, passengers and local communities.

Achieve a satisfaction rate of at least 75 per cent for disruption problem solving plans

We aim to work more closely with our industry partners to reduce police related disruption and focus action and resources on locations where disruption events have the most impact on the network.



**Disruption at Birmingham
New Street reduced by**

73%

C Division

Pennine targets



Superintendent Eddie Wylie
Subdivisional Commander

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Follow @BTPWylie

Reduce violence against staff and passengers

In 2015/16, 1,083 physical violence crimes were recorded on Pennine subdivision. We aim to reduce the number of physical violence crimes on the network to make it a safer place for everyone.

To achieve a quality of service victim satisfaction rate of at least 80 per cent for assaults and aggression against rail staff

We aim to provide the highest quality of service to rail staff who are victims of assault and aggression at work.



Passenger priority

Achieve a satisfaction rate of at least 75 per cent for antisocial behaviour problem solving plans

Passengers and rail staff tell us that one of their top policing priorities is to tackle antisocial behaviour. We aim to work more closely with our industry partners to reduce antisocial behaviour and the impact it has on rail staff, passengers and local communities.

Achieve a satisfaction rate of at least 75 per cent for disruption problem solving plans

We aim to work more closely with our industry partners to reduce police related disruption and focus action and resources on locations where disruption events have the most impact on the network.

263

life-saving interventions
in 2015/16, compared with
165 in 2014/15



C Division Wales targets



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Subdivisional Commander

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Follow @BTPWales

Reduce violence against staff and passengers

In 2015/16, 220 physical violence crimes were recorded on Wales subdivision. We aim to reduce the number of physical violence crimes on the network to make it a safer place for everyone.

To improve the positive outcome rate for staff assault and aggression offences to at least 51 per cent

Rail staff can be confident that staff assaults will be reduced, but also that the proportion of crimes with a positive outcome will increase at a greater rate than the number of offences recorded. The positive outcome rate in 2015/16 was 48 per cent.



Passenger priority

Achieve a satisfaction rate of at least 75 per cent for antisocial behaviour problem solving plans

Passengers and rail staff tell us that one of their top policing priorities is to tackle antisocial behaviour. We aim to work more closely with our industry partners to reduce antisocial behaviour and the impact it has on rail staff, passengers and local communities.

Achieve a satisfaction rate of at least 75 per cent for disruption problem solving plans

We aim to work more closely with our industry partners to reduce police related disruption and focus action and resources on locations where disruption events have the most impact on the network.



Serious public order offences at major events is down

13%

Thanks to the work with rail partners and local police forces.

C Division

Western targets



Superintendent Matt Allingham
Subdivisional Commander

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Reduce violence against staff and passengers

In 2015/16, 282 physical violence crimes were recorded on Western subdivision. We aim to reduce the number of physical violence crimes on the network to make it a safer place for everyone.

To achieve a quality of service victim satisfaction rate of at least 80 per cent for assaults and aggression against rail staff

We aim to provide the highest quality of service to rail staff who are victims of assault and aggression at work.



Passenger priority

Achieve a satisfaction rate of at least 75 per cent for antisocial behaviour problem solving plans

Passengers and rail staff tell us that one of their top policing priorities is to tackle antisocial behaviour. We aim to work more closely with our industry partners to reduce antisocial behaviour and the impact it has on rail staff, passengers and local communities.

Achieve a satisfaction rate of at least 75 per cent for disruption problem solving plans

We aim to work more closely with our industry partners to reduce police related disruption and focus action and resources on locations where disruption events have the most impact on the network.



Theft of passenger property down by

6%

(compared to 2014/15)

C Division

Location	PCSO	Police Officer	Police Staff	Special Officer
Midland total	15.0	184.4	11.1	44.0
Birmingham	12.0	61.0	5.7	20.0
Coventry	2.0	14.0	0.8	2.0
Derby	0.0	2.0	0.0	0.0
Leicester	0.0	12.8	0.5	6.0
Lincoln	0.0	7.0	0.4	1.0
Milton Keynes	0.0	20.0	1.0	4.0
Nottingham	0.0	29.0	1.0	3.0
Peterborough	0.0	18.0	0.6	1.0
Rugby	0.0	8.0	0.0	0.0
Wolverhampton	1.0	12.7	1.0	7.0
Pennine total	48.5	362.8	14.9	71.0
Carlisle	0.0	11.0	0.9	0.0
Crewe, Chester, Stoke	4.0	22.0	1.0	1.0
Darlington/Middlesbrough	0.0	9.0	0.5	1.0
Doncaster	0.0	25.8	1.0	2.0
Hull	0.0	10.8	0.4	1.0
Lancaster	1.0	4.0	0.0	3.0
Leeds	8.5	58.8	2.5	13.0
Liverpool	8.0	55.0	2.0	11.0
Manchester	12.0	76.0	2.0	14.0
Newcastle	0.0	27.0	1.0	6.0
Preston	3.0	21.0	1.0	10.0
Sheffield	2.0	10.5	0.5	4.0

Location	PCSO	Police Officer	Police Staff	Special Officer
Pennine total continued				
Southport	4.0	3.0	0.0	0.0
Sunderland	1.0	7.0	1.0	0.0
Wigan	0.0	9.0	0.7	0.0
York	5.0	13.0	0.5	5.0
Wales total	38.7	65.7	4.3	7.0
Bangor and Rhyl	8.0	10.0	0.9	1.0
Cardiff (inc Newport)	11.7	34.7	1.9	5.0
Shrewsbury (inc Machynlleth)	3.0	7.0	0.6	0.0
Pontypridd	12.0	3.0	0.0	0.0
Swansea (inc Carmarthen)	4.0	11.0	1.0	1.0
Western total	15.0	93.4	5.3	13.0
Bristol	0.0	30.6	1.0	2.0
Exeter	0.0	9.0	0.6	1.0
Gloucester and Worcester	1.0	7.0	0.0	3.0
Plymouth	0.0	6.8	0.7	1.0
Reading	6.0	23.0	2.0	3.0
Truro	0.0	2.0	0.0	1.0
Swindon	0.0	10.0	1.0	1.0
Bath	6.0	2.0	0.0	0.0
Oxford	2.0	3.0	0.0	1.0
Command and Operations	0.0	204.0	91.5	3.0
Total	117.2	910.3	127.1	138.0

This is where we expect resources to be based at time of publication, actual deployments may change in year. Employee figures are based on full time equivalent.

D Division

Introduction



Chief Superintendent John McBride

Divisional Commander D Division

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Follow @BTPMcBride

Crime on Scotland's rail network has fallen by 57 per cent comparing levels recorded in 2015/16 with 2003/04. This is in no small part due the excellent collaborative working arrangements with our rail industry partners and our key stakeholders. Our positive, visible and engaging workforce and our highly professional investigations have all contributed to this achievement.

The real challenge for all of us now is to **keep crime and disruption at these low levels**. To help achieve our ambition of reducing disruption by 20 per cent; reducing crime by 20 per cent and increasing passenger confidence by 10 per cent by 2019, a really challenging policing plan was set last year. With crime being so low, it made for different and innovative ways of working.

Some of the innovations introduced this year include **a new approach to offender management**, and working with a range of partners to keep potential offenders away from crime. We have also adopted **Operation Trafalgar** – an evidence-based policing patrol model focusing officers' time at crime hotspots to prevent crime. And we conducted a trial of

body-worn video cameras and CCTV streaming technologies.

We also saw the opening of the new **Borders Railway**. We are extremely proud of our contribution to the success of this project, including during the engineering build programme and the security operation for the opening by Her Majesty the Queen.

In the coming year, we will **work more closely with health professionals and other colleagues** to help us best make decisions that protect vulnerable people on the rail network.

We will increase the visibility of our officers and staff and **use new and innovative technologies** to continue to provide reassurance and confidence, particularly to passengers and rail staff on late night services and on routes where there have been problems before.

New ways of working will help us better match our resources to the demands of keeping the travelling public safe and secure.

D Division Scotland targets



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Ensure that at least 95 per cent of safeguarding referrals are made within three working days

Keeping vulnerable people safe on the railway is one of our priorities. It is vital that those most at risk get the help they need as quickly as possible. We aim to refer vulnerable people to the most appropriate agencies and organisations as quickly as possible.

Reduce the number of physical violent crimes against all staff, passengers by at least 10 per cent

In 2015/16, 363 physical violence crimes were recorded on D Division. We aim to reduce the level of physical violence crimes on the network to make it a safer place for everyone.

To achieve a quality of service victim satisfaction rate of at least 90 per cent for assaults and aggression against rail staff

We aim to provide the highest quality of service to rail staff who are victims of assault and aggression at work.



Passenger priority

Increase the detection rate for football-related crimes to at least 64 per cent

Football-related disorder can have a negative impact on the confidence of passengers and staff who use the rail network in Scotland. Targeting those who use football fixtures as an excuse to cause harm will help maintain high confidence levels and contribute to reducing crime.

Achieve a satisfaction rate of at least 75 per cent for the single D Division-wide disruption problem solving plan

We aim to work more closely with our industry partners to reduce police related disruption and focus action and resources on locations where disruption events have the most impact on the network.

Passenger confidence in D Division is high, with passengers using Glasgow Central and Edinburgh Waverley stations among those feeling the most safe and secure in the UK.



D Division

Location	Police Officer	Police Staff	Special Officer
Command and Operations	66.0	36.1	0.0
Aberdeen	8.0	0.4	0.0
Dalmuir	4.0	0.0	0.0
Dundee	4.0	0.0	0.0
Edinburgh	42.0	0.8	7.0
Falkirk/Stirling	4.0	0.0	3.0
Glasgow	62.0	0.9	9.0
Inverness	5.0	0.0	0.0
Kilwinning	8.0	0.0	2.0
Kirkcaldy	4.0	0.0	0.0
Motherwell	7.0	0.0	1.0
Paisley	4.0	0.0	0.0
Perth	6.0	0.0	0.0
Total	224.0	38.2	22.0

This is where we expect resources to be based at time of publication, actual deployments may change in year. Employee figures are based on full time equivalent.



Lost minutes due to
vandalism/theft fell by

18%

in 2015/16, with
associated costs reduced
by more than £365,453

Divisional contacts

B Division



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D Division



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Use this map to find the contact for your area.

Notes

Notes





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