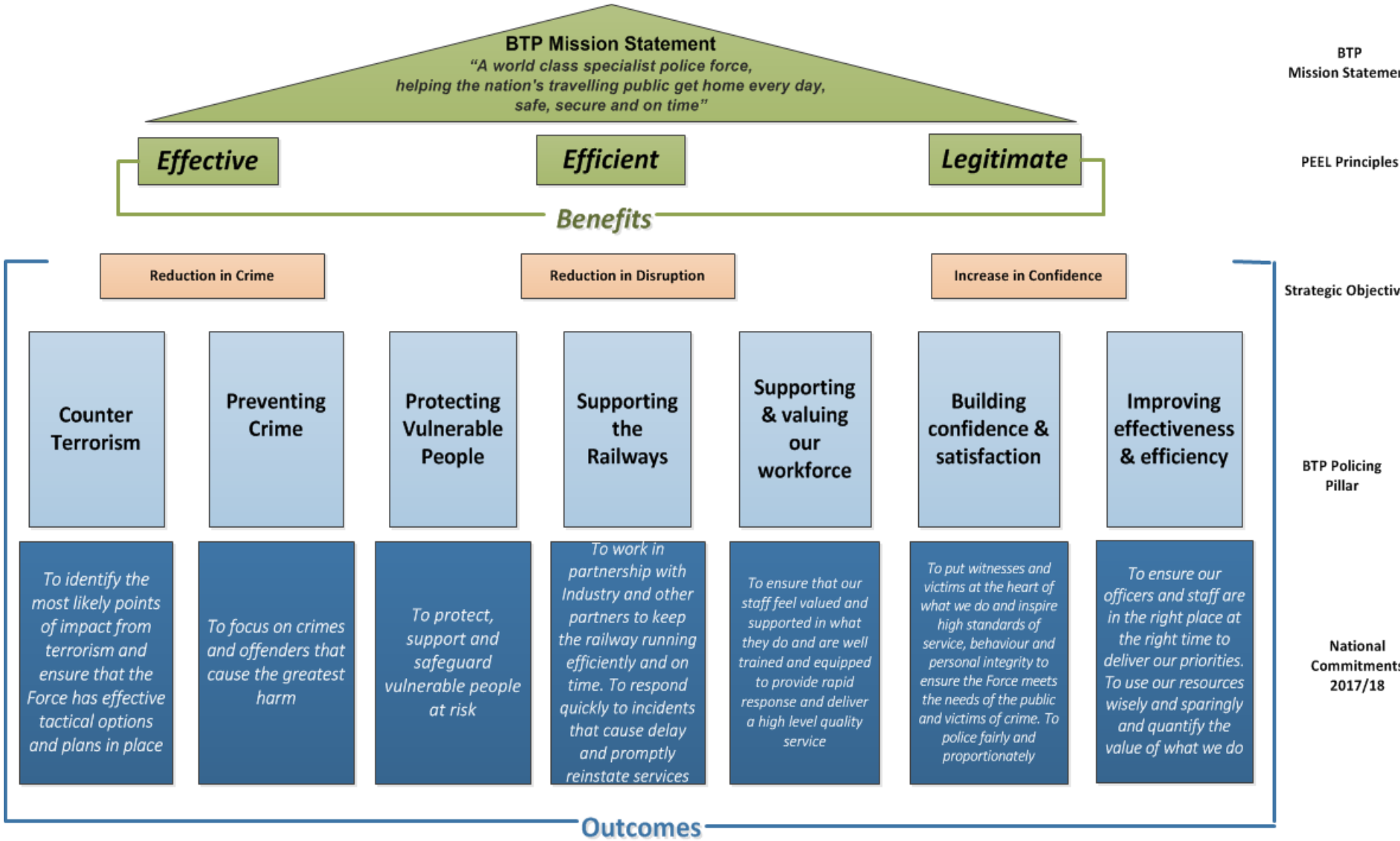
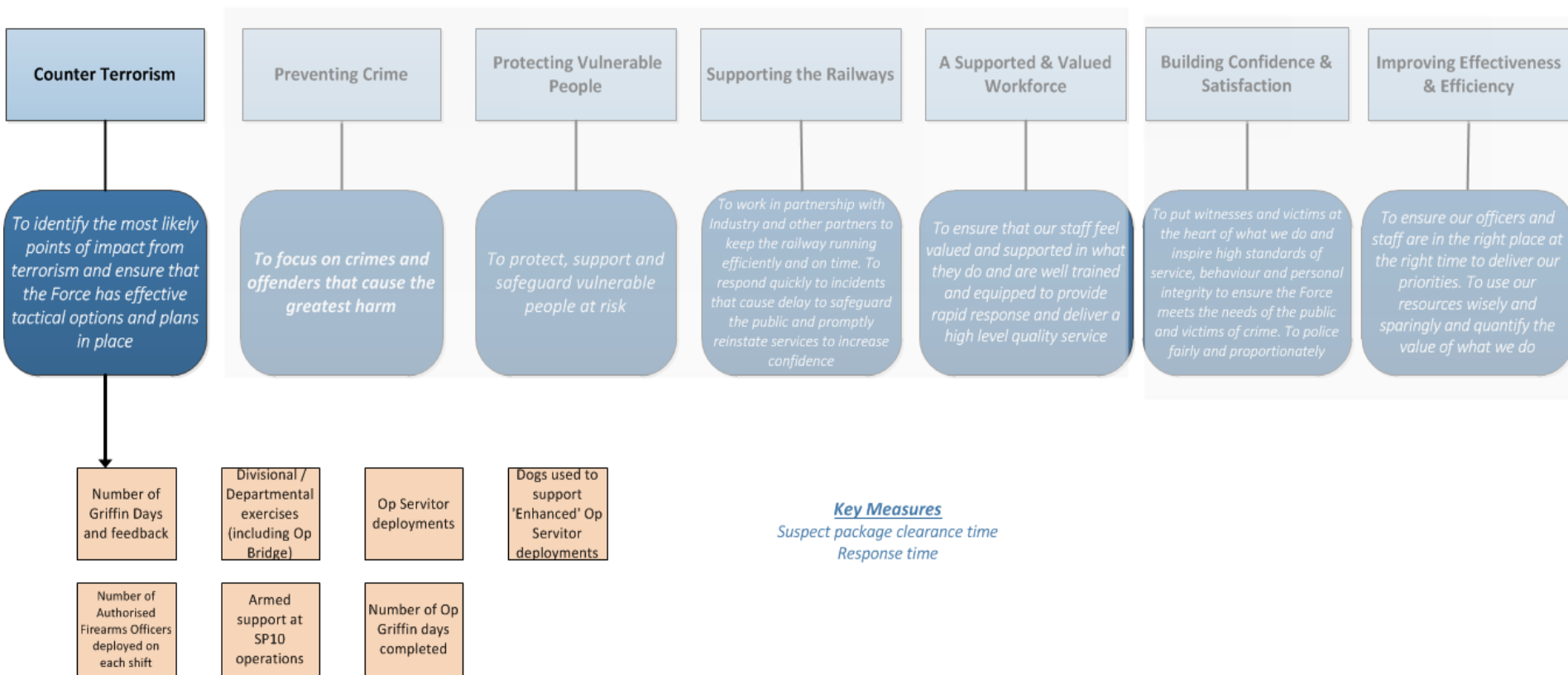


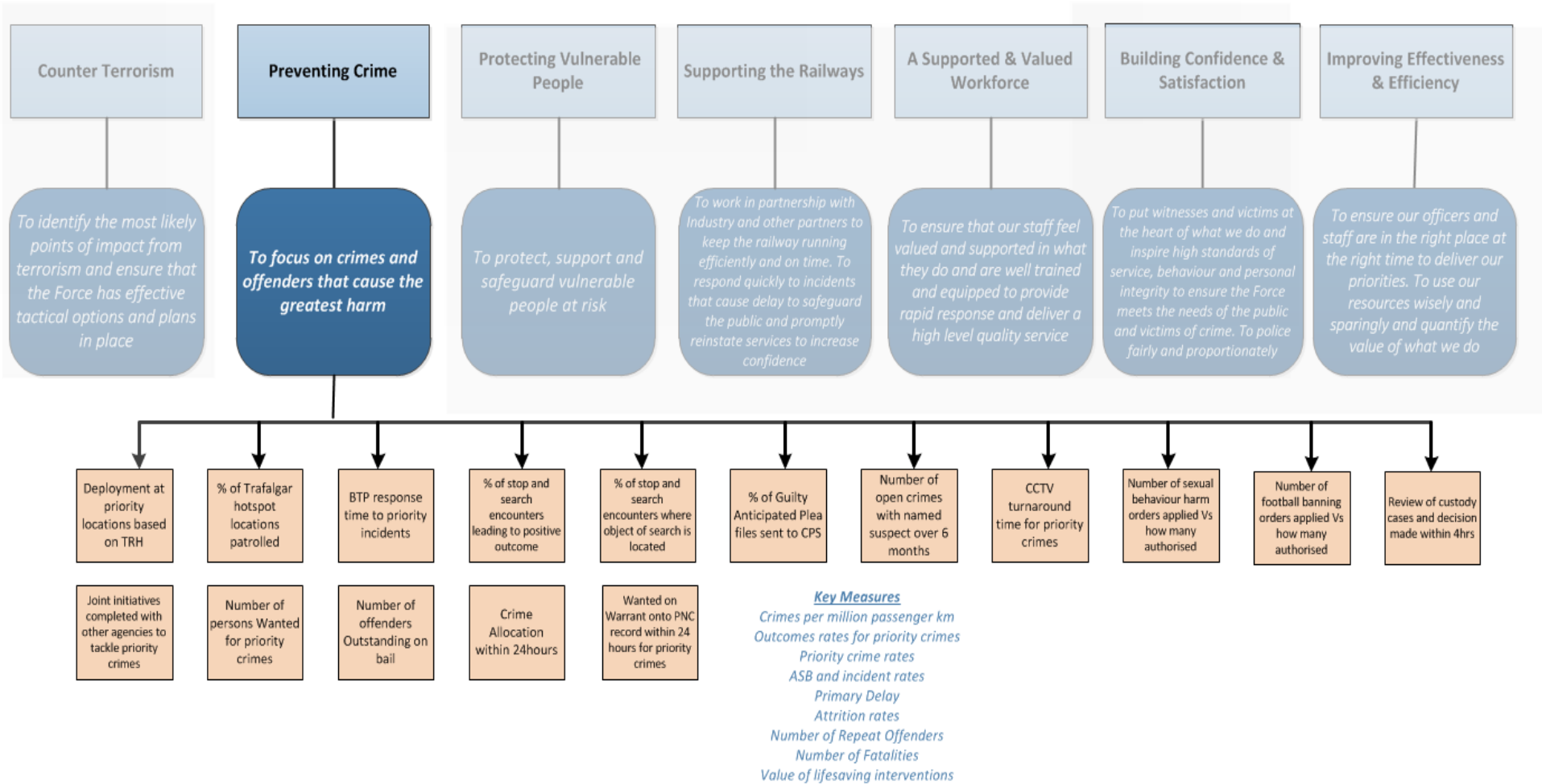
# BTP Performance Framework



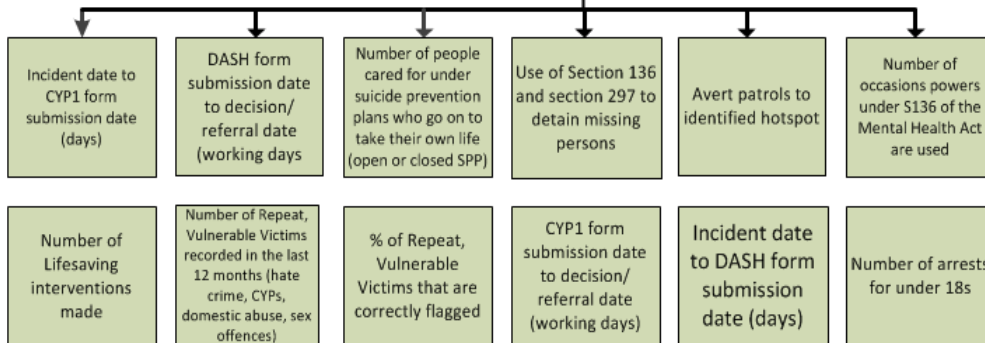
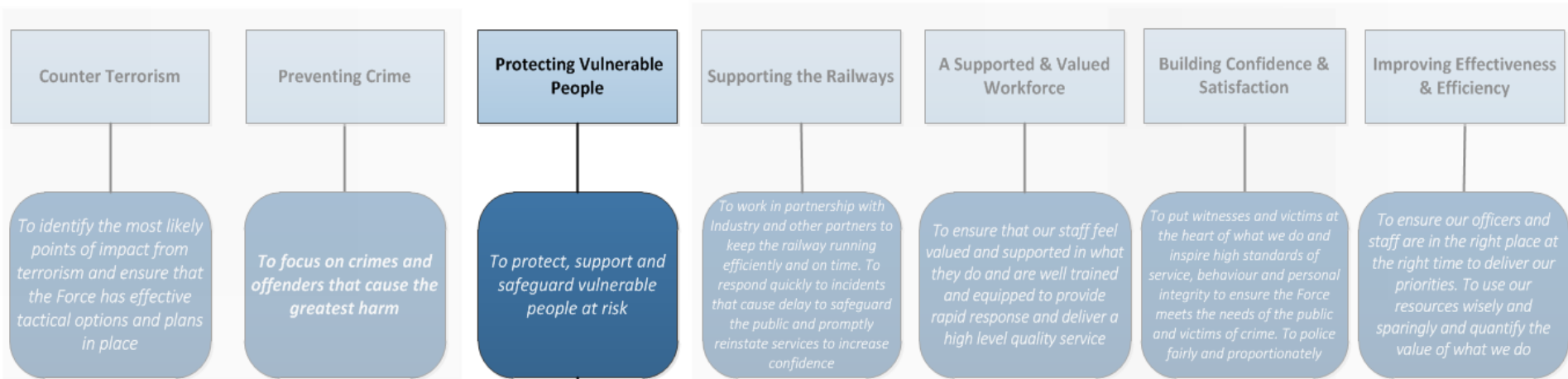
# Counter Terrorism Pillar



# Preventing Crime Pillar

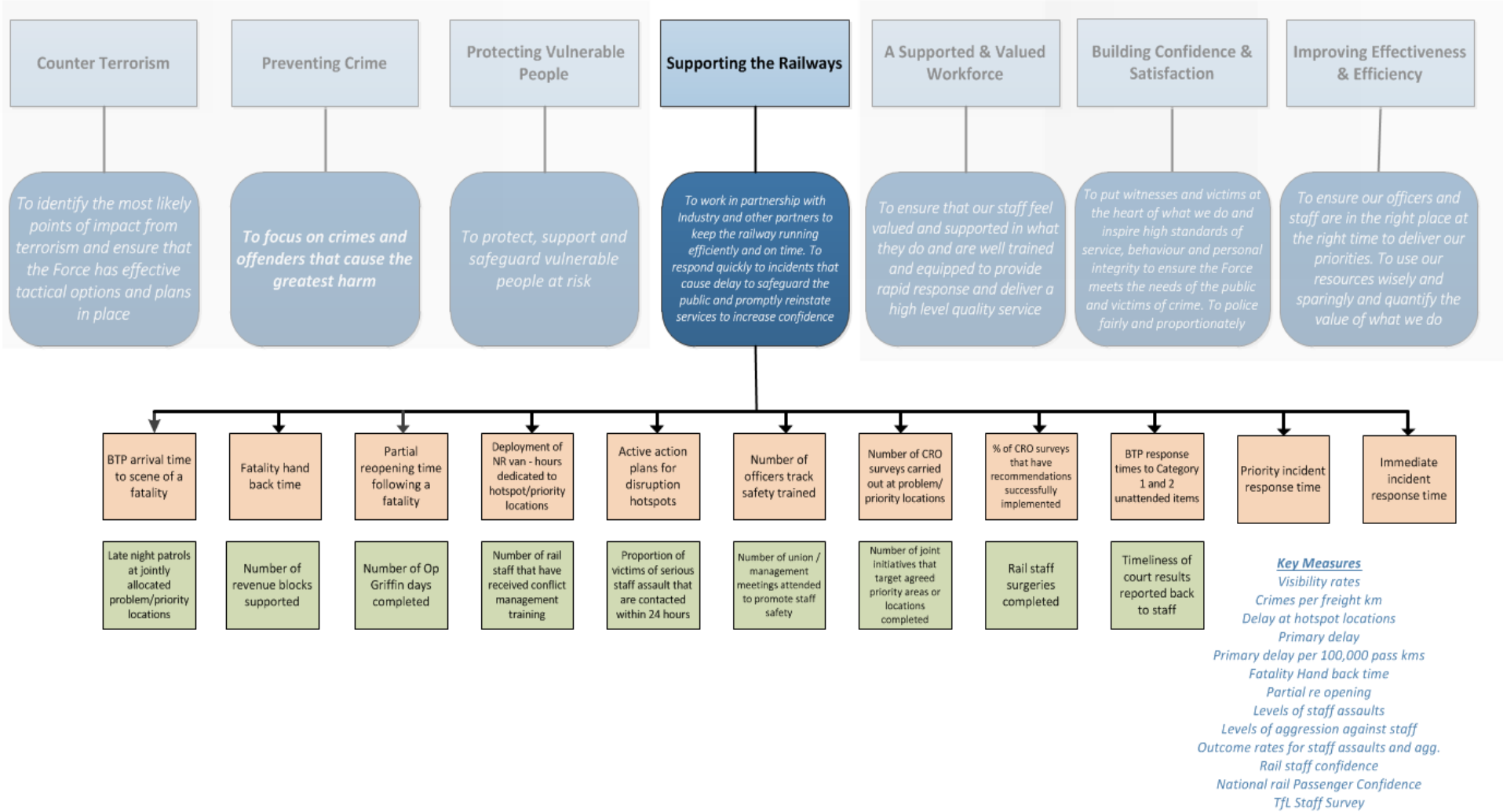


# Protecting the Public Pillar



**Key Measures**  
 Number of Fatalities  
 Value of lifesaving interventions  
 Number of missing persons

# Supporting the Railway Pillar



# A Supported & Valued Workforce Pillar

Counter Terrorism

Preventing Crime

Protecting Vulnerable People

Supporting the Railways

**A Supported & Valued Workforce**

Building Confidence & Satisfaction

Improving Effectiveness & Efficiency

*To identify the most likely points of impact from terrorism and ensure that the Force has effective tactical options and plans in place*

*To focus on crimes and offenders that cause the greatest harm*

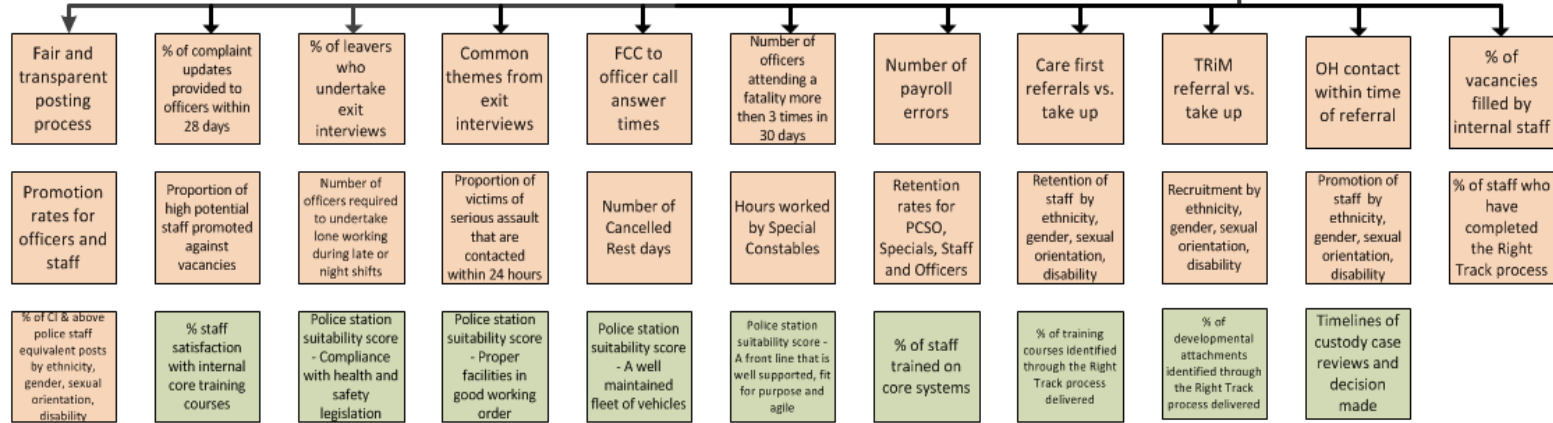
*To protect, support and safeguard vulnerable people at risk*

*To work in partnership with industry and other partners to keep the railway running efficiently and on time. To respond quickly to incidents that cause delay to safeguard the public and promptly reinstate services to increase confidence*

*To ensure that our staff feel valued and supported in what they do and are well trained and equipped to provide rapid response and deliver a high level quality service*

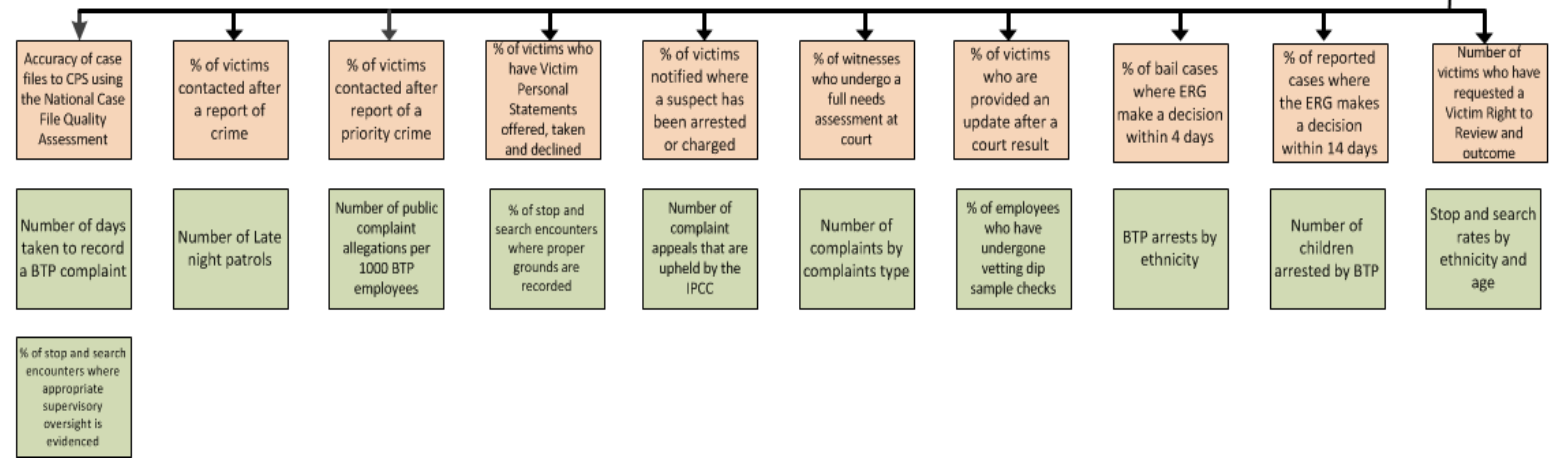
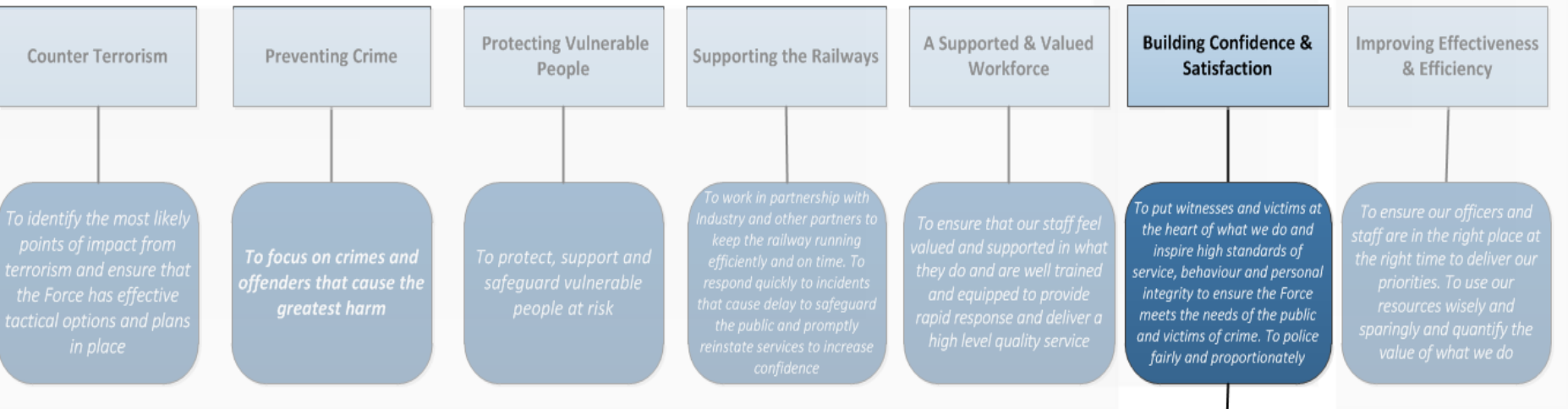
*To put witnesses and victims at the heart of what we do and inspire high standards of service, behaviour and personal integrity to ensure the Force meets the needs of the public and victims of crime. To police fairly and proportionately*

*To ensure our officers and staff are in the right place at the right time to deliver our priorities. To use our resources wisely and sparingly and quantify the value of what we do*



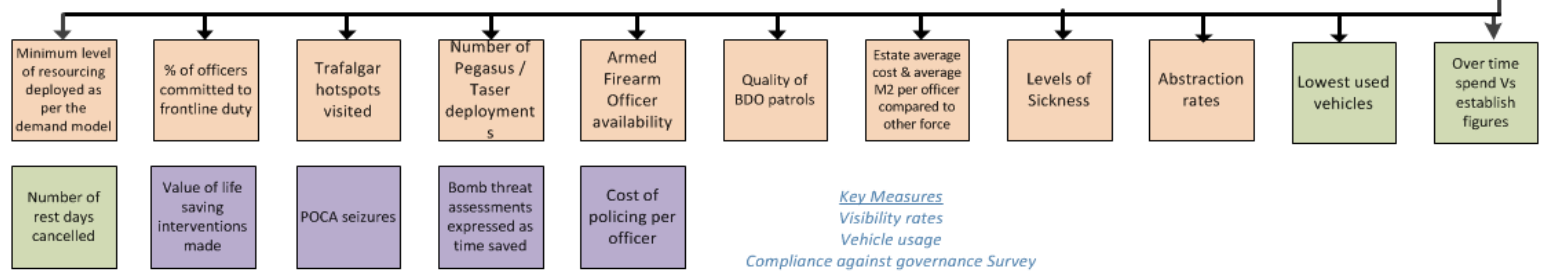
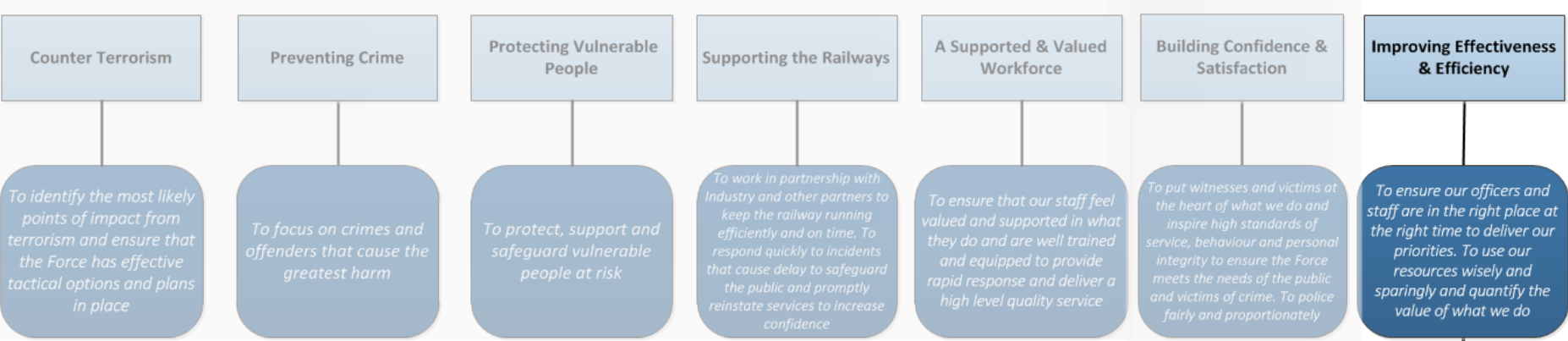
*Key Measures*  
*Employee Survey Results*  
*Levels of TDR*  
*Sergeant to Officer ratio*  
*Inspector to Officer ratio*  
*Percentage of training budget against overall budget*  
*Exit interviews completed*  
*Spend per head on training & development*

# Building Confidence & Satisfaction Pillar



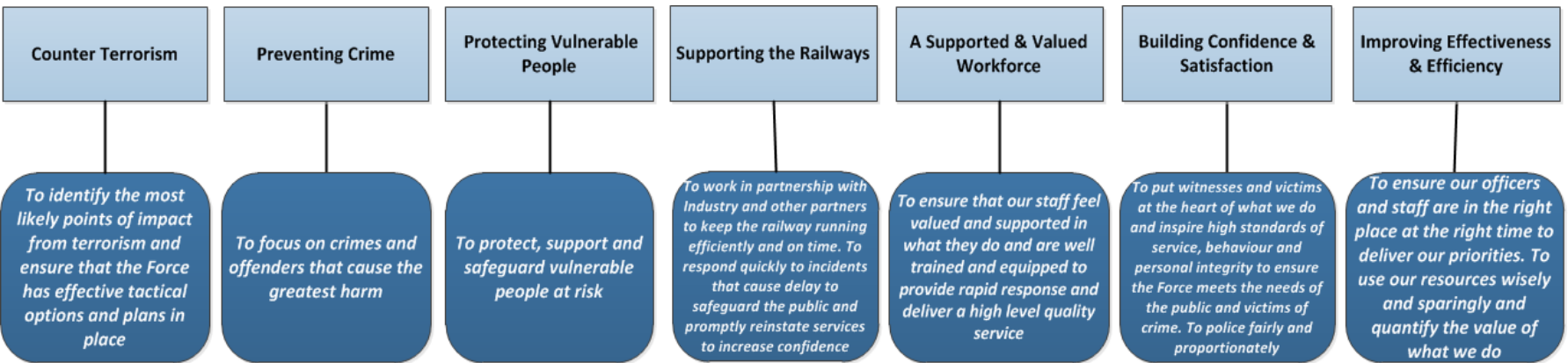
Key Measures  
 Call Response times  
 Visibility Rates  
 61016 usage  
 Call Volume for priority crimes  
 Non emergency call response time  
 Charge and summons rates  
 Number of repeat victims  
 Compliance against victim code of compliance  
 Victim Satisfaction rates  
 Call handling satisfaction rate  
 Levels of use of force

# Improving Effectiveness & Efficiency Pillar





# B Division Proposed Local Commitments



## Policing the night time Economy

Quality and quantity of Late night train patrols

Crime/Arrest/Outcome rates - Night Tube/Late night

Incident Response – Night Tube/Late night

Industry feedback on night time policing - Night Tube/Late night

Number of TfL night tube patrols

## Supporting and Safeguarding Rail staff

Number of Engagement & Workshop activity with rail staff

Rail Staff Confidence Survey Results

Number of barrier line operational activity

DLR partnership patrols – Volume & Results

Violence & aggression towards staff Crime/Arrest/Outcome rates

## Providing information on the quality of police activity

Number of intelligence-led patrols completed

Quality and quantity of media communication activity

Quality and quantity of Problem Solving Plans

Levels of Officer and staff sickness

Incident response for priority and immediate calls

## Working closely with the Public and Industry Partners

Measure volume or analysis products shared with industry partners

Measure the quality and quantity of activity to support industry to reduce disruption

Measure the quality and quantity of public engagement activity at hotspot locations

Measure the quality and quantity of activity for the report it to stop it campaign

Measure crimes per million passenger journeys for all crime, arrest and outcome rates for LU & DLR

Measure Customer Safety and Satisfaction scores for LU

Measure the quality & quantity of activity to support industry to reduce LU lost customer hours

Key Measures  
Crimes per million passenger km  
Outcomes rates for priority crimes  
Priority crime rates – Sex, VAP, Hate crime, Staff Assaults  
ASB and incident rates  
Response times  
Rail Staff Survey Results  
Victim Satisfaction rates  
Primary Delay  
Number of Repeat Offenders  
Trespass Delay  
TfL Staff Survey

# C Division Proposed Local Commitments

## Counter Terrorism

To identify the most likely points of impact from terrorism and ensure that the Force has effective tactical options and plans in place

## Preventing Crime

To focus on crimes and offenders that cause the greatest harm

## Protecting Vulnerable People

To protect, support and safeguard vulnerable people at risk

## Supporting the Railways

To work in partnership with industry and other partners to keep the railway running efficiently and on time. To respond quickly to incidents that cause delay to safeguard the public and promptly reinstate services to increase confidence

## A Supported & Valued Workforce

To ensure that our staff feel valued and supported in what they do and are well trained and equipped to provide rapid response and deliver a high level quality service

## Building Confidence & Satisfaction

To put witnesses and victims at the heart of what we do and inspire high standards of service, behaviour and personal integrity to ensure the Force meets the needs of the public and victims of crime. To police fairly and proportionately

## Improving Effectiveness & Efficiency

To ensure our officers and staff are in the right place at the right time to deliver our priorities. To use our resources wisely and sparingly and quantify the value of what we do

### Focus on the Prevention of ASB

### Focus on the Prevention of Assaults & Abuse against Staff

### Work in partnership to identify & mitigate incidents at high risk, high frequency trespass locations

### Focus on late night Reassurance Patrols & Visibility

Number of Revenue blocks supported

Number of late night train patrols

Results of Staff and Passenger surveys

Contact with victim within 24 hours

Victim provided with update on case progression

Conflict Management Training delivered

Number of trespass incidents

Number of PSPs aimed to reduce trespass

Number of on train late night, high visibility patrols

Number of successful PSPs aimed at late night reassurance

Use of 61016 to report ASB

Outcome rates for ASB offences

Post Incident debrief completed

Number of Revenue blocks supported and outcomes

Response time for staff assault incidents

Through existing railway crime tasking meetings coordinate a partnership response to Trespass

Number of trespass related School related School visits both reactive and proactive

#### Key Measures

Crimes per million passenger km

Outcomes rates for priority crimes

Priority crime rates

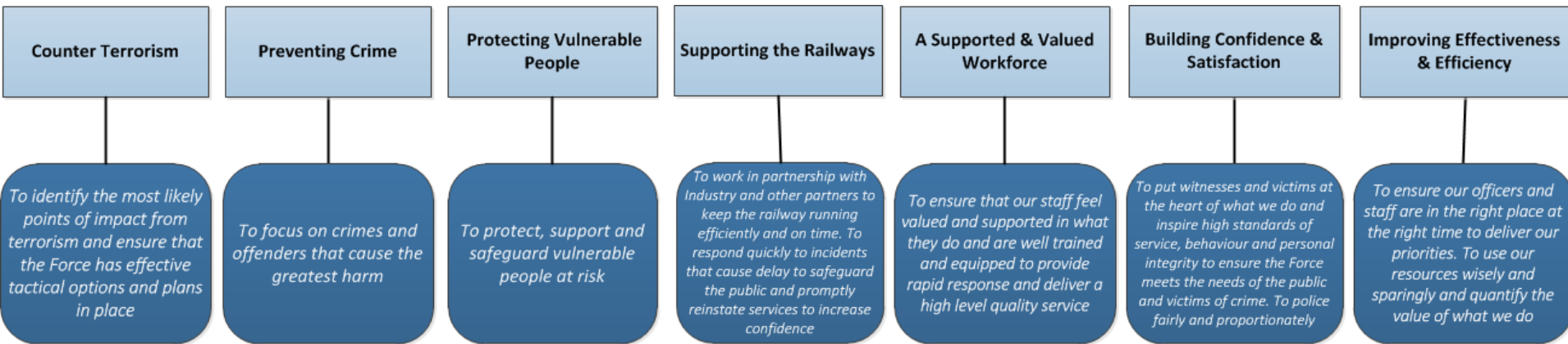
ASB and incident rates

Primary Delay

Number of Repeat Offenders

Trespass Delay

# D Division Proposed Local Commitments



## Commitment to Football & Events Policing

- Number of Intelligence led deployments
- Football related crime/ incident rates
- Offender Management Unit interventions
- Number of football escorts undertaken
- Number of Football Banning Order Applications made and authorised
- Engagement with clubs – Number of Info Sharing Agreements
- Number of active PSPs
- Dry Train Requests made to TOC

## Focus on Staff Assaults

- Response times to calls for staff assaults
- Number of Conflict Management training delivered
- Court results reported back to staff
- Number of Revenue blocks supported
- Number of Intelligence led deployments
- Number of Repeat Victims
- Victim Satisfaction for staff assaults
- Attend Joint Safety Committee Assault Committees
- Number of DNA / Spittal submissions
- Volume of police related Crime Related incidents submitted to BTP

## Tackling Disruption

- Fatality handback time
- Proportion of immediate incidents attended within 20 minutes
- Number of Disruption-related Days of Action
- Number of deployments to Level crossing by the Camera Vans

**Key Measures**  
 Crimes per million passenger km  
 Outcomes rates for priority crimes  
 Priority crime rates  
 ASB and incident rates  
 Primary Delay  
 Number of Repeat Offenders  
 Trespass Delay  
 Level Crossing Delay

## Focus on Safeguarding and Suicide Prevention

- Average time for CYP referrals
- Number of Life-saving interventions
- Number of Rail pastors deployed
- Out of Hours Triage
- Number of Case conferences Requested
- Response times for serious safeguarding issues