



Policing Great Britain's Rail Network

Forcewide
and Divisional
Plans 2020/21

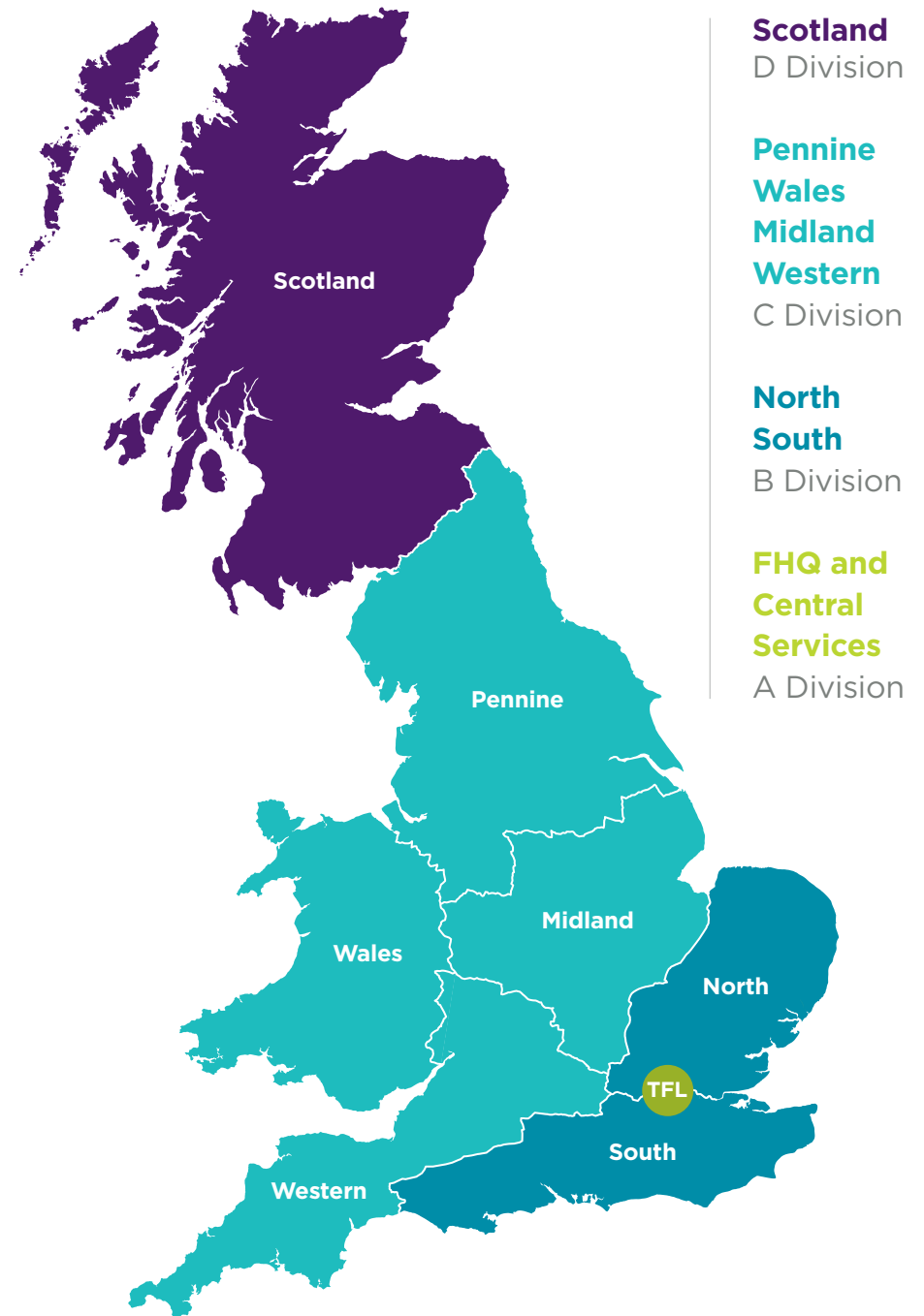


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Whatever happens next, the work of BTP staff and officers has been incredibly impressive during this crisis.



Chair's Foreword



Ron Barclay-Smith
Chair

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Welcome to the British Transport Police's Policing Plans for 2020/21. While the start of this period was overcast by unprecedented change, uncertainty and extraordinary operational challenges caused by the Coronavirus pandemic, we still wanted to publish our plans for this financial year in the spirit of accountability, transparency and to demonstrate our commitment to protecting the public and Great Britain's railway systems even during the extraordinary demands created by the current national health crisis.

The objectives set out in the following pages were developed in late 2019 and early 2020 taking account of stakeholder feedback we received in a series of meetings held in 2019. Every year these meetings offer invaluable insight into the needs and priorities of our partners and I wish to thank everyone who attended the sessions in Cardiff, Glasgow, Birmingham, Leeds, Swindon and London. We hope to continue this part of the process for the development of the 2021/22 Policing Plans, although the format of the meeting may change to fit with the new era of social distancing and digital working. What is critical is that we continue to harvest the views and concerns of our partners, and we will keep our partners updated as to the processes we intend to follow.

Earlier this year, draft plans were developed and published online as part of our annual online Policing Plan survey, which was undertaken in January 2020. This year, we reached out beyond our external partners and funders and promoted the survey extensively to our officers, staff and members of the public. It was important for us to collect the views of frontline officers and staff who would be actioning these

objectives and could flag any areas where our commitments were unclear or could potentially be obstructed.

We received almost 150 responses from the public, rail staff, rail partner organisations and BTP officers and staff. The feedback asked for more focus on football, assaults on rail staff, sexual offences and graffiti, among other things. Following this feedback, changes were made to our objectives to ensure our priorities were aligned to the concerns of our partners, funders and the public.

We were prepared to publish the 2020/21 Policing Plans in April 2020 but we delayed this due to the swift onset of the Coronavirus crisis. Within the space of a few weeks our officers and staff were forced to adapt their ways of working to face the challenges posed by lockdown, new rules relating to the use of the railway and stations, as well as criminality and safeguarding issues that continued even when the majority of railway users were avoiding public places. To release our plans for the year in April would have been inappropriate, and the Authority agreed to delay publication and

instead put our full support behind the operational decision-making needed by the Force in the face of the crisis.

As we move into the second half of 2020, we are prepared to set out our objectives for the remainder of 2020/21. Some of the objectives mentioned here have already been actioned as a result of the Coronavirus response. For example, mobile rollout to all officers became a top priority in the wake of the crisis and has now been completed. As normal operation of the railway continues to recover, we are publishing these plans to set out our intentions for the rest of the year because we believe these priority areas are now relevant to people using and working on the network. But we are fully aware that the railway faces an uncertain future and BTP will continue to respond accordingly.

Whatever happens next, the work of BTP staff and officers has been incredibly impressive during this crisis. I would like to take this opportunity to commend them along with Chief Constable Paul Crowther and his senior team for their impressive leadership during these difficult times.

Chief Constable's Introduction

The 2020/21 Policing Plan sets out the priorities British Transport Police (BTP) will focus on in the coming year.



*I am very proud of how the officers and staff within BTP have **risen to this unique challenge***

The objectives contained within this Policing Plan were agreed after extensive consultation with our stakeholders.

Shortly after they were agreed we have all had to swiftly react to the Coronavirus crisis.

I am very proud of how the officers and staff within BTP have risen to this unique challenge and worked with our partners to protect essential workers and rail staff and keep the railway network running.

Inevitably, the policing and railway landscape is now very different from that envisaged during our consultation programme. The demand for our policing services has changed, reducing in some areas but growing in other new ways.

Although the themes we agreed remain relevant, our focus throughout 2020-21 will be supporting the railway to help people get back to work and to confidently use the railway system.

As we do so we will take account of the priorities previously developed, but it is likely there will be a less obvious focus on some of the specifics.

Our uniformed officers and staff are focused on protecting those vulnerable people who may be impacted by the crisis. They will be deployed across the network to engage with passengers, offering reassurance and guidance.

2020-21 will undoubtedly be a unique and challenging year for BTP, our railway partners and of course the travelling public. However, I am hugely impressed and encouraged by the manner in which the Force has responded so far.

I would like to thank all of our officers, PCSOs and staff for their outstanding dedication and professionalism. I am confident that together we will continue to rise to the all of exceptional challenges that this year will present.

Paul Crowther OBE
Chief Constable

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Our strategic priorities 2018-21

The Authority's role is to work with the British Transport Police (BTP) to ensure an effective and efficient specialised police service for Great Britain's railways. To achieve this the Authority agrees commitments annually with the BTP that feed into long term strategic objectives. These objectives are:



Providing Value for Money

Assess demand to ensure our people are deployed when and where they will have the greatest impact.

Protecting and Safeguarding People

Work with industry to minimise risk and harm to passengers, staff and visitors to the railway.



Reducing Delay and Disruption

Services that run safely and on time are critical to the success of the railways.



Building a Skilled and Specialist Workforce

Our workforce will be trained and equipped with the skills needed to provide specialist policing.

Our Annual Forcewide Objectives



Protect the railway and prepare for the impact of terrorist attacks



Protect rail passengers and staff by **tackling serious violent crime and robbery**



Partnership working at key locations where there is a high risk associated with vulnerable people or volume crime

We will measure progress by:

- Number of armed patrols at Category A stations conducted for at least 30 mins
- Number of multi-agency exercises at Category A Stations
- Number of Counter Terrorism Awareness and Operational inputs at Category A stations delivered
- Number of intelligence-led taskings completed with a focus on improving crime and safeguarding outcomes

We will measure progress by:

- Outcomes of operations including:
 - Weapons seized
 - Stop and Search data
 - Intelligence submissions
- Number and percentage of positive outcomes
- Number of serious violence and robbery offences

We will measure progress by:

- Number of vulnerability concern reports
- Number of repeat individuals, victims and offenders at key locations.
- Number of notifiable offences for volume crime at agreed locations
- Quality of BTP's interventions and response at key locations and performance trends
- Assessment of the impact of Problem Solving Plans (PSPs), ensuring plans are regularly updated
- Review of joint activity with industry to address the causes of harm and vulnerability at identified locations



Reduce disruption at trespass locations

and continue interventions with those in crisis on the railway



Adopt a problem-solving approach to policing **anti-social behaviour and violence associated with football matches**



Protect, support and safeguard vulnerable people and those at risk of harm on the railway

We will measure progress by:

- Number of primary disruption minutes and incidents
- Number of disruption related incidents involving repeat presenters and analysis of trends
- Average fatality handback times
- Assessment of the impact of PSPs, ensuring plans are regularly updated

We will measure progress by:

- Number and percentage of positive outcomes compared to previous years
- Number of football offences compared to previous years
- Number of ASB incidents and comparison against previous years
- Assessment of the impact of PSPs, ensuring plans are regularly updated

We will measure progress by:

- Increase in County Lines disruptions i.e.
 - Outcomes
 - Drug seizures
 - Weapons seizures
 - Cash seizures
 - Safeguarding Interventions and referrals
- Number of vulnerability concern reports and the quality and outcomes of BTP's interventions
 - Adults at Risk
 - Pre Suicidal
 - Modern Slavery
 - Missing persons
 - Children and Young persons

Resources

The Cost Of Policing

For 2020/21 the BTPA set a core policing budget of £319.17 million for policing Great Britain's railways. A total of £268.10 million has been allocated to overground rail services and £51.07 million for London Underground.

Overground budget

Core policing	£250.38m
Enhanced policing services	£13.03m
Other income	£4.69m

Sub total £268.10m

Underground budget

Core policing services	£51.07m
Enhanced policing services	-
Other income	-

Sub total £51.07m



Total budgets by division

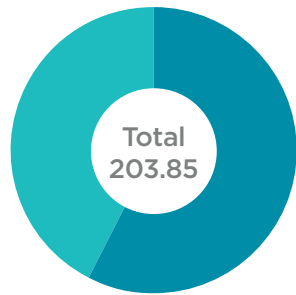
A Division	£134.53m
B Division (Overground)	£45.22m
B Division (Underground)	£51.07m
C Division	£51.96m
D Division	£10.98m
E Division	£22.76m
BTPA	£2.65m

Total operating budget £319.17m



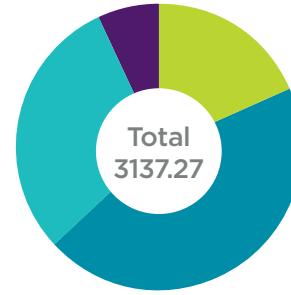
Resources

Staff Numbers



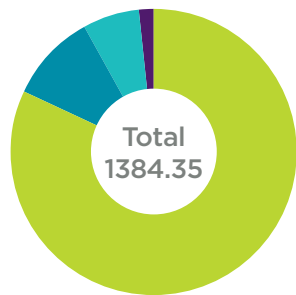
PCSO

A Division (FHQ)	0.00
B Division	117.60
C Division	86.25
D Division	0.00



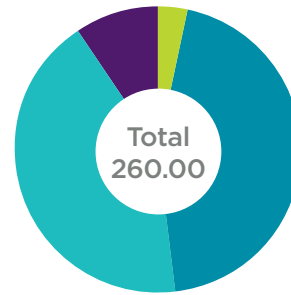
Police Officer

A Division (FHQ)	581.64
B Division	1405.26
C Division	939.76
D Division	210.61



Police Staff

A Division (FHQ)	1136.27
B Division	136.78
C Division	88.92
D Division	22.38



Special Officer

A Division (FHQ)	9.00
B Division	116.00
C Division	111.00
D Division	24.00



A Division Commitments

The departments that form A-Division provide a wide range of support activities that enable us to deliver efficient and effective policing across the rail network.

The below objectives are examples of A-Division activity we will monitor during 2020/21 to ensure the Division is supporting delivery of the national and local commitments set out in this plan. This list is not exhaustive but gives a flavour of how our A-Division resources will contribute to the achievement of our overall plan.

Supporting Objective 1: Digital Policing

- Complete rollout of mobile phones to officers
- Increased percentage of officers that have mobile devices
- Increase the number of forms available on mobile devices
- 90% of officer-generated crime reports to be self-recorded on mobile devices

Supporting Objective 2: Procurement

- 99% of uniform requests dispatched from supplier within two working days
- 98% of uniform requests accurately fulfilled by supplier
- 95% of vehicle fleet available
- 95% of maintenance incidents to be completed within the Service Level Agreement

Supporting Objective 3: People and Culture

- To improve the diversity of our workforce through recruitment, retention and progression
- Recruit officers, staff and PCSOs to meet budgeted establishment levels
- Continue to collaborate with the rail industry on safety and wellbeing issues for our employees and the travelling public during COVID-19

Supporting Objective 4: Efficiency programme

- Delivery of cashable efficiencies as set out in the MTFP
- Establish a robust process for quantifying and reporting on non-cashable efficiencies

Central resources (A Division) Staff numbers

BTP Sub-Division	Police Officer	Police Staff	Special Officer	Grand Total
Contact Management	31.00	228.30	0.00	259.30
DCC Group	20.00	49.37	0.00	69.37
Digital Policing	9.00	19.00	0.00	28.00
FHQ Crime	156.00	161.64	0.00	317.64
FHQ Secondments	6.00	2.00	0.00	8.00
Finance & Commercial Services	0.00	70.10	0.00	70.10
Investigations	1.00	128.26	0.00	129.26
Justice Department	4.00	129.67	0.00	133.67
People & Culture	44.80	127.58	1.00	173.38
Specialist Operations	302.84	26.02	0.00	328.86
Strategy & Change	0.00	183.33	0.00	183.33
Territorial Policing	7.00	11.00	8.00	26.00
Grand Total	581.64	1136.27	9.00	1726.91

B Division Introduction



We aim to identify those who seek to bring harm to the travelling public, making full use of all legal powers available to us to prosecute and deter criminal activity affecting our railway community.



Chief Superintendent Martin Fry
Divisional Commander B Division

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Follow @BTPFry

On B-Division we constantly strive to enhance the quality of service we provide the travelling public, industry partners and local communities. We do this at a time of unprecedented growth across the rail and TfL network with expanding infrastructure, increased passenger footfall and the expansion of terminal stations and major interchanges that reflect the flourishing economic growth in London and the South East.

Our specially trained, uniquely skilled and experienced officers respond to calls for service promptly, patrol their communities in line with local neighbourhood policing plans put in place by local station commanders, investigate and prevent crime and maintain good order at major sporting and other events. We continue to work closely with our rail and community partners and partner agencies to proactively tackle crime, preventing and detecting offending through intelligence led patrols, initiatives and operations.

We aim to identify those who seek to bring harm to the travelling public, making full use of all legal powers available to us to prosecute and deter criminal activity affecting our railway community.

With continuing challenges to reduce violent crime, sexual offences and acquisitive crimes we must remain vigilant and prepared to

meet the threat of terrorism. We work hard to balance many competing priorities to safeguard the public and make the best and most efficient use of our resources.

B-Division police officers and staff will continue to work tirelessly to ensure that our rail network remains one of the safest in the world. In order to achieve this, we use our unique position in the community to engage with and understand the needs and expectations of the travelling public and our partners to ensure the service we provide corresponds with their needs.

Our 2020/21 policing plan reflects the priorities and key areas of concern for our transport industry partners to help them maintain a safe and efficient network; free from disruption and delay, it also acknowledges the concerns of the travelling public and those who work on the network so that we can endeavour to provide a safe and pleasant place to work, travel and socialise in.

These objectives were developed prior to the outbreak of the COVID-19 pandemic, and while we endeavour to do what we can to fulfil them, our priority will be keeping the travelling public safe and our resources will be focused on achieving that.

B Division North Policing Plan



Superintendent William Jordan
Subdivisional Commander North
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Joint working with industry to **prevent Violent Crime and Public Order offences.**

- Number of joint BTP and industry operations focused on reducing Violent Crime and Public Order offences and outcomes
- Number and percentage of positive outcomes for Violent Crime and Public Order offences
- Number of notifiable offences for Violent Crime and Public Order offences
- National Rail Passenger Survey trend for personal security

Work with industry to **prevent assaults on rail staff and increase positive outcomes; ensuring there is effective communication with victims throughout.**

- Number and percentage of positive outcomes for physical and verbal assaults against railway staff
- Outcome types for assaults against railway staff
- Number of notifiable offences for physical and verbal assaults
- Compliance with Victims Code of Practice

Increase staff and passenger confidence at key locations where staff and passengers feel unsafe.

- Number of joint operations by BTP officers and industry and the outcomes
- Hotspot locations identified through Railway Tasking meetings, engagement and visibility exercises
- Regular assessment of the impact of problem solving plans, ensuring they are regularly updated and focused to tackling the issues where staff and passengers feel unsafe
- National Rail Passenger Survey trend for personal security

Joint working with industry to **reduce large-scale graffiti and bring offenders to justice.**

- Number and percentage of positive outcomes for graffiti mural offences
- Number of large-scale graffiti offences
- Number of joint preventative initiatives with the industry to reduce graffiti offending and the relevant outcomes

B Division TfL (Central) Policing Plan



Superintendent Ricky Twyford
Subdivisional Commander Central
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Prevent serious violent crime by keeping knives and weapons off the network.

- Reduction in violence with injury offences
- Reduction in robbery offences
- Increase in solved rate for violence with injury offences
- Increase in solved rate for robbery offences
- Increase in the solved rate for weapon-enabled offences
- Increase in detection of weapon/knives on the network

Work with industry to prevent physical assaults and threats against rail staff and deliver successful prosecutions, while also providing a high standard of support for victims.

- Reduction in violence with injury offences against staff
- Improvement in solved rate for Violence against Person (VAP) and serious public order offences against staff
- Outcome types for assaults against railway staff
- Compliance with Victim Code of Practice (and pledge)
- Improvement in victim satisfaction as measured by BTP survey
- Improvement in percentage of staff willing to support police investigation

Increase staff and passenger confidence by tackling the issues, times and locations of most concern.

- Action against Train Operating Company (TOC) nominated taskings
- Action and outcomes against problem-solving plans (PSPs)
- Increase in joint exercises
- Increase in ancillary orders for persistent offenders

Improve reliability through faster incident response, fatality handback times and preventative action.

- Improvement in incident response times
- Incident response times by category
- Improvement in fatality hand back times
- Action against PSPs to reduce incidents causing disruption e.g. trespass, suicide and criminal damage

Tackle theft of passenger property (TPP) through a multi-agency problem-solving approach.

- Development of a multi-agency problem-solving plan to deliver reduction in long term trend of theft offences
- Number of arrests made for TPP offences
- Increase in solved rate for TPP offences
- Number of Farrier days / weeks of action

Tackle sexual offences and harassment by improving victim confidence to report and addressing predatory behaviour and serial offenders.

- Increase in positive outcomes for sexual offences (where victim is willing to support investigation /prosecution)
- Number of arrests for sexual offences
- TfL survey (decrease in experience of Unwanted sexual behaviour /increase in reporting on LU/rail/tram networks)
- Increase in sexual harm prevention orders
- Number of known offenders being actively monitored

Tackle hate crime and support those that feel vulnerable to victimisation.

- Increase in positive outcomes for hate crime offences (where victim is willing to support investigation/prosecution)
- Increase in the reporting of hate crimes (recognising this crime is underreported across society)
- TfL survey (decrease in experience of hate crime/increase in reporting on LU/rail/tram networks)
- Improvement in victim satisfaction as measured by BTP survey
- Support for partnership days of action

B Division South Policing Plan



Superintendent Chris Horton
Subdivisional Commander South
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Joint working with the industry to **prevent Violent Crime and Public Order offences.**

- Number of joint BTP and industry operations focused on reducing Violent Crime and Public Order offences, and outcomes
- Number and percentage of positive outcomes for Violent Crime and Public Order offences
- Number of notifiable offences for Violent Crime and Public Order offences
- National Rail Passenger Survey trend for personal security

Work with industry to **prevent assaults on rail staff and increase positive outcomes**; ensuring that there is effective communication with victims throughout.

- Number and percentage of positive outcomes for physical and verbal assaults against railway staff
- Outcome types for assaults against railway staff
- Number of notifiable offences for physical and verbal assaults
- Compliance with Victims Code of Practice

Strengthen communication with stakeholders on staff assaults and violent crime.

- Number of operations by BTP officers and the outcomes
- Hotspot locations identified through Railway Tasking meetings, engagement and visibility exercises
- Regular assessment of the impact of problem solving plans, ensuring they are regularly updated and focused on tackling the issues where staff and passengers feel unsafe
- National Rail Passenger Survey trend for personal security

Joint working with industry to **reduce large-scale graffiti and bring offenders to justice.**

- Number of joint preventative initiatives with the industry to reduce graffiti offending and the relevant outcomes
- Number of large-scale graffiti offences
- Number and percentage of positive outcomes for large-scale graffiti offences

C Division Introduction



Chief Superintendent Allan Gregory
Divisional Commander C Division

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Follow @BTPGregory

The operational year 2019/20 brought many challenges for the Division. We have dealt with some significant public order and public safety events on top of the usual busy football calendar, including the national impact of Extinction Rebellion protests. In respect of performance, we have seen great improvements across each Sub-Division in terms of delivery both in crime reduction and detections. Despite an increase in passenger journeys, and increased commercialisation of the operating environment, our notifiable crime has reduced compared to this time last year, and we have seen strong performance across our key crime groups. The partnership work through Operation Sentinel has seen a welcome reduction in violent crimes and this has been one of the key factors in our success this year. Our overall solve rate sits at 22.6 per cent with standout figures for Violence, Robbery, and Serious Public Order.

Throughout the year I have seen countless incidents where our officers, PCSOs and Special Constabulary have gone above and beyond to safeguard and protect vulnerable people and those in need. The challenges we face collectively as an industry from mental health are well documented, and I have little doubt that more individuals would be harmed were it not for the selflessness and courageous actions – often collaborative between BTP and industry staff – which save people's lives.

Elsewhere across the Division, we continue to be supported by an enhanced Counter Terrorism capability, with hubs established out of Birmingham and Manchester. These offer visible deterrence, reassurance and an ability to respond. We have also seen the introduction of the County Lines team, who have had some fantastic results at the key locations through their Operation Defiant.

Football continues to provide BTP and industry colleagues with unique challenges. This year has seen a much more collaborative planning approach with industry. We have received excellent support from Train Operating Companies in creating additional match day capacity, and we have supported creative new approaches to dealing with low-level disorder among football fans.

In 2020/21 we will continue to focus on supporting our partners. We listened to their concerns at the local Policing Plan consultation and my officers, staff, PCSOs and Specials will be working to tackle physical and verbal Staff Assault, Violence Against the Person, Serious Public Order & Anti-Social Behaviour, and reduce the delays resulting from Disruption. We have some strong and effective partnerships with industry colleagues and I look forward to again seeing how these can deliver for the collective benefit of passengers and staff. Whilst the changes are implemented from BTP2021 and we navigate the new challenges from this, it is an exciting time to be part of BTP and I look forward to working with you all.



In respect of performance, we have seen great improvements across each Sub-Division in terms of delivery both in crime reduction and detections.





These objectives were developed prior to the outbreak of the COVID-19 pandemic, and while we endeavour to do what we can to fulfil them, our priority will be keeping the travelling public safe and our resources will be focused on achieving that.

C Division Midland, Western and Pennine



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Superintendent Glen Alderson
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Prevent assaults on rail staff and increase positive outcomes; ensuring that there is effective communication with victims throughout.

- Number of notifiable offences for physical and verbal assaults
- Number and percentage of positive outcomes for physical and verbal assaults against railway staff
- Compliance with Victims Code of Practice

Prevent violence, serious public order offences and anti-social behaviour.

- Number and percentage of positive outcomes for Violent Crime and Public Order offences and ASB incidents
- Number of notifiable offences for Violent Crime and Public Order offences and ASB incidents
- Number of BTP and industry joint operations and outcomes

Safeguard the public and reduce delay on the railway by reducing trespass incidents at hotspot locations.

- Number of trespass incidents
- Number of lost minutes due to trespass incidents
- Number of incidents and lost minutes at hotspot locations
- The effectiveness of problem solving plans to reduce the risk of trespass at high risk or hotspot locations

Maintain an average handback time of under 90 minutes for non-suspicious fatal incidents.

- Overall handback times for non-suspicious fatal incidents
- Partial handback rates
- Metrics and trends for contributory factors that prompt handback including:
 - BTP arrival time
 - Network Rail Mobile Operations Manager arrival time
 - Relief driver availability
 - Availability and use of CCTV

C Division Wales



Superintendent Andy Morgan
Subdivisional Commander Wales
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Follow @BTPWales

Prevent assaults on rail staff and increase positive outcomes; ensuring that there is effective communication with victims throughout.

- Number of notifiable offences for physical and verbal assaults
- Number and percentage of positive outcomes for physical and verbal assaults against railway staff
- Compliance with Victims Code of Practice

Prevent violence, serious public order offences and anti-social behaviour.

- Number and percentage of positive outcomes for Violent Crime and Public Order offences and ASB incidents
- Number of notifiable offences for Violent Crime and Public Order offences and ASB incidents
- Number of BTP and industry joint operations and outcomes

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- Metrics and trends for contributory factors that prompt handback including:
 - BTP arrival time
 - Network Rail Mobile Operations Manager arrival time
 - Relief driver availability
 - Availability and use of CCTV

D Division

Introduction



Chief Superintendent Eddie Wylie
Divisional Commander D Division

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Last year I reported that crime levels on Scotland's railways were amongst the lowest in Britain and thankfully I can again report that this trend has continued throughout the Scottish Division of British Transport Police during 2019/20. The rail network is busier than ever, with huge investment and upgrades across all of Scotland. There has been a slight rise in crime on the rail network in Scotland but not at the levels seen in other parts of the UK. It is incredibly pleasing to note that the number of people brought to justice has remained exceptionally high whilst the chances of becoming a victim of serious crime incredibly low. Scotland's railway experiences only 16 crimes per million passenger journeys made making it the safest rail network in the UK.

Notably during the last year, the Scottish Railway Policing Committee had its inaugural meeting in October 2019. The purpose of the committee is to enhance accountability and give a greater level of governance within Scotland. I have presented to the committee our work with many key partners and detailed how we engage at varying levels. Another crucial aspect for the committee is to see evidence of operational interoperability with our colleagues in Police Service for Scotland. I have been able to work alongside colleagues from Police Service for Scotland in reporting to the committee the multi-faceted approach to our joint working.

It would be remiss of me not to mention the world health crisis COVID-19 has brought to us all. These plans were originally developed prior to the COVID-19 pandemic and while these objectives remain in place, we have re-focused resources to meet the threat of Coronavirus, protect passengers and staff and enable essential travel.

The Government strategy in tackling the virus has meant a sharp decline in demand across all crime types on Scotland's Railway. Passenger footfall in Scotland at the

peak of the pandemic was down by 95% on normal usage rates and remains low. To kick start the economy less essential sectors such as retail and hospitality are slowly now starting to ease from lockdown as the infection rate continues to fall and this will see more people steadily return to the rail network for commuting and leisure purposes. British Transport Police officers have provided a visible presence to provide reassurance and engagement to those working or making essential journeys on the network in these unprecedented times. The British Transport Police will continue to provide this level of service with those who work and use Scotland's Railway. This reassurance and engagement is particularly important as the country moves through phase 3 of the Scottish Government Roadmap towards phase 4 and a greater return to normality.

Some months back when consultation began on producing this year's policing plan for Scotland it was important that it supported the national policing plan for the BTP. The policing plan has been formulated after consultation with partners and partners across Scotland. Having listened to the views presented we will continue to focus our activities on what matters most. This plan has considered both the Scottish Government strategic priorities for policing and those of Police Service for Scotland to ensure we are all working collectively for the good of communities in Scotland.

Finally, it leaves me to extend my gratitude to the Police officers, Police staff and volunteers who work in Scotland for continuing to provide such a valuable service to the people of Scotland. The last few months have been challenging for all and British Transport Police will continue to deliver a first class service to the public to meet the objectives agreed in this policing plan.



Scotland's railway experiences only 16 crimes per million passenger journeys made making it the safest rail network in the UK.



D Division

Prevent assaults on rail staff and increase positive outcomes; ensuring that there is effective communication with victims throughout.

- Number of notifiable offences for physical and verbal assaults
- Number and percentage of positive outcomes for physical and verbal assaults against railway staff
- Outcome types for assaults against railway staff
- Compliance with Victims Code of Practice

Reduce disruption related incidents at key red route locations through joint problem solving with industry.

- Number of disruption incidents
- Number of lost minutes due to disruption incidents
- Number of incidents and lost minutes at hotspot locations
- The effectiveness of problem solving plans to reduce disruption at red route locations

Increase passenger and rail staff confidence by **preventing football related crime and delivering successful outcomes.**

- Number of football-related offences
- Number and percentage of positive outcomes for football-related offences

Maintain an average handback time of under 90 minutes for non suspicious incidents.

- Overall handback times for non-suspicious fatal incidents
- Partial handback rates
- Metrics and trends for factors that prompt handback including:
 - BTP arrival time
 - Network Rail Mobile Operations Manager arrival time
 - Relief driver availability
 - Availability and use of CCTV

Divisional Contacts



B Division



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