



BRITISH
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London North Passenger Forum Newsletter November 2009

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Chairman's update

Dear members

In last month's newsletter I introduced BTP London North and explained what we are trying to achieve in establishing the London North Passenger Forum.

Remember, this Forum has been created to improve dialogue between BTP and the travelling public. Consequently, we want our members to play an active role and tell us what you think when it comes to crime and security on the railways.

In this month's edition of the newsletter, I want to share with you some of the good work my officers, detectives and staff carry out on a daily basis.

My officers work 24 hours per day, 365 days a year. They are based at several key locations across London North and respond to a variety of incidents across the Area, as well as engaging with the local communities we serve through proactive operations.

As well as patrolling overground lines and stations in the Area, and being an important visible presence deterring crime and anti-social behaviour, there are other areas of BTP's work which may not be 'obvious' to many people.

One of our key priorities is responding to fatality incidents on the railways. My officers are vital in making sure that the victim, witnesses and train driver are immediately taken care of. We also maintain an important role in balancing the dignity of the victim and making sure that incidents such as these do not affect the railway networks and passengers' journeys can resume as quick as possible.

Another important area of BTP's work is investigating crime. Certainly, my officers make sure that they are arresting criminals but it is equally as important to be thorough throughout the investigation to ensure successful prosecutions.

One recent case springs to mind when explaining the work of my detectives, where a prolific bike thief, Muharrem Sener, who stole more than 80 cycles from around the south-east was jailed after a joint investigation by London North and London South detective teams. He was caught out by our team of detectives who checked through a large amount of CCTV images and noticed that he wore the same distinctive-looking tie in each incident of bike theft. This meant Sener could be linked to many other bike thefts across the south-east.

I hope this gives you a better understanding of some of the wider work we do at BTP. We make sure our visible presence on the railway network is ever-present. But in addition, we have an important network of officers and staff who are doing important work in keeping the railways safe, who may not be out there in the public eye.

Finally, this newsletter includes a note on the Forum meeting. It would be great to meet the Forum's members face-to-face and discuss issues that really matter in an open and constructive manner. We want to hold the meeting on Thursday 21 January 2010 and I would like to see as many of the members attend as possible.

Yours sincerely,

London North Area Commander Mark Newton

Increasing visibility: more police when they're needed

One of the key priorities for BTP London North is making sure we have the correct number of officers on duty, in the right places and at suitable times of the day.

A new roster pattern is going to be introduced in 2010 to ensure that the number of officers out on patrol better match the demand for their services.

The aim is to increase visibility and to make sure officers are in the right places to fight crime and tackle antisocial behaviour on the railways.

Nonetheless, BTP London North's officers patrol a large geographic area, with the largest number of stations within BTP and also, a vast amount of railway line.

Area Commander, Chief Superintendent Mark Newton, said that making sure officers are in the right places, at the right times, is an on-going task for London North.

"We would like to know what your thoughts are on visibility and whether you have any suggestions on how we can improve our service to the rail travelling public," said Chief Supt Newton.

"We have a dedicated rostering team and they always welcome suggestions on what they can do to improve visibility and therefore, improve our service to create a secure and safe environment for the travelling public."



**Area Commander:
Chief Superintendent
Mark Newton**

London North Passenger Forum meeting

We sent out a notice in last month's newsletter that we are planning to organise a Forum meeting so that we can meet our members and discuss the important issues that matter to you.

We originally wanted to host the Forum meeting this November.

However, in order to increase numbers, we have decided to arrange the Forum meeting on Thursday 21 January 2010.

Topics to be placed on the agenda can be as varied as possible but will have to be consistent with the Forum's purpose, i.e. to discuss issues of crime and security on the railways.

Topics that have already been suggested include: level crossing abuse, providing a safe environment

for female passengers and police presence in stations not in London.

The venue is still to be confirmed and if you have any preference, please let Steven Fifer, the Forum's secretary, know if you have any suggestions.

Please remember that the Forum's membership covers a large geographical and we will try to be as fair as possible when picking the location for the meeting.

If you would like to attend and if you have any ideas of topics that you would like to discuss on the night, please contact Steven Fifer via [email](#).

Please contact Steven for any other questions or queries you may have about the Forum, BTP London North or anything discussed in the newsletter.

Questionnaire

October feedback

In the last edition of the newsletter, we asked you a number of questions – asking for your feedback on issues of crime and security on the railways.

Overall, the feedback was positive and the members that replied were complimentary of the work BTP London North does.

However, some of the respondents raised some issues, which included the following points: to make sure the majority of passengers know the BTP contact number in case they are the victim of a crime (0800 405040); speed of cases handed over between BTP and Home Office forces; and visibility of BTP officers at stations away from London and on non-operation/high-profile days.

A questionnaire report has been published and if you would like to see a copy of it, please contact Steven Fifer on:
steven.fifer@btp.pnn.police.uk.

November's questions

Please find another round of questions in this section. We really appreciate your feedback and this goes direct to the Area Commander, Chief Superintendent Mark Newton, for consideration.

BTP has a duty to protect the interests of rail passengers and with your feedback, we can take on board your suggestions with a view to adopting them into our policing practices.

Question 1: How do you think BTP could improve its visibility on the rail network? Have you got any examples of best practice?

Question 2: Have you dealt with a BTP officer and was that person courteous, professional and diligent in their approach?

Question 3: Have you seen BTP featured in the media? Do you think we need to further promote BTP and the good work we carry out?

Please can you send back your replies to [Steven Fifer](#) via email and he will be responsible for compiling the results and producing the final analysis.

In addition, we would greatly appreciate if you could take a look at the BTP website: www.btp.police.uk and also the London North section:
http://www.btp.police.uk/about_us/areas/london_north.aspx.

Please can you provide us with some feedback on what you think of the site in terms of design, accessibility and usefulness.

LN Inside News

London North produces a monthly newsletter that we send out to our industry partners, police officers and staff.

LN Inside News gives an insight into what goes on the Area with a range of good news stories, including important sentences, new operations on the area and the latest thoughts from the Area Commander.

Please click [here](#) and you will be able to read the latest and past edition of the magazine.

Questions or comments? Call Steven Fifer, Forum Secretary, on 0207 391 8279 or email him at steven.fifer@btp.pnn.police.uk