Policing your journey

Annual Report 2015/16
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Our continuing journey

For the last three years, British Transport Police (BTP) has been on a voyage of continual change. To meet the challenges of today and the future we need to continue on that journey.

In 2013, we completed the most significant territorial restructure since 1992. In 2014, we started the process of rebalancing our policing capabilities, focusing more on problem-solving, stopping crime, offender management and a ‘first fix’ approach. We introduced targeted, evidence-based policing, and by making the best use of modern technology, our new way of working moved the Force from an enforcement model to one of pre-emption and prevention.

Whilst this has been taking place, passenger volumes across the rail system continue to grow, as does the demand for our expert specialist skills and knowledge. Last year, passenger journeys increased by more than 2%, bringing the total number to more than 8.6 million per day. During the lifetime of our Strategic Plan (2013-2019), passenger numbers are predicted to rise by a staggering 22% and freight kilometres are expected to increase by as much as 28% over the same period.

Stations are no longer just places to go to catch a train; many of them are developing into major retail and entertainment complexes, all of which need more policing. The Force has adapted and responded exceptionally to this growth in the industry, making a significant impact where there are clear opportunities to tackle disruption, crime and poor passenger behaviour.

Recent terrorist attacks across the world are a stark reminder that the threat from international terrorism is a genuine risk. Our techniques and the way we work with other agencies have to keep pace with the terrorists’ capabilities.

As the challenges of policing the rail system grow and change, so must our response to them. We are committed to ensuring the travelling public and the rail industry get the very best, most effective policing service possible. That is why, during the past year, we have continued with our ambitious programme of transformation, which we know will reap future benefits for both passengers and the industry.
We have:

• transferred four separate computer systems into a single integrated core policing system, streamlining how we record, evaluate and use information
• introduced an extensive people strategy truly focused on supporting and developing our people, enhancing the skills of our leaders and ensuring appropriate levels of wellbeing and support are in place so they are well-equipped to do the demanding job we ask of them
• conducted a comprehensive review of how we investigate crime, focused on ensuring that every victim of crime receives the quality of service they deserve and expect
• carried out a detailed analysis of the many demands for our service and mapped this against how and when our officers are currently deployed, helping to ensure we have the right people, in the right place, at the right time
• expanded our counter-terrorism capabilities, ensuring visible patrols are in place to prevent attacks and we are able to respond swiftly to any immediate threat so that people can go about their lives freely and with confidence.

Last year, recorded crime across all police forces in the UK rose by 8%, so it is not surprising that after 11 years of continuous reduction, crime on the rail system similarly rose, but at a slower rate of just 4%. However, even with this increase, crime levels are 39% lower than in 2005/06, despite passenger numbers increasing by 50%. This means that crime has reduced from over 38 crimes per million passenger journeys in 2005/06, to just 15 today. With 7.3 crimes per million passenger journeys on the London Underground and Docklands Light Railway, the probability of becoming a victim of crime on the rail system is low.

While the chance of becoming a victim might be lower, we nonetheless remain determined to put even more effort into preventing crimes that cause the most fear and present the greatest threat, risk and harm. Our priority is to reduce violent crimes and increase reporting of sexual offences and crimes motivated by hate.

Sadly, we also dealt with 388 fatalities on our railways last year, and we suspect 305 of these were suicides. Though this was less than in previous years, there were 9,381 pre-suicidal and mental health incidents last year – 1,994 more than in the previous reporting year. Protecting vulnerable people is vitally important to us. Our focus led to an incredible 1,269 life-saving interventions by officers, rail staff and others – a rise of 36% compared with last year. These interventions helped to reduce the devastating impact these incidents have on the lives of individuals and their families, as well as the impact on train drivers and the rail industry as a whole.

It is crucial that we deliver a flexible, well-resourced and professional service, which provides victims with the very best outcome from what is undoubtedly a traumatising experience. That is why, last year, I commissioned a national review of our crime investigation function to consider whether there are better ways of prioritising crimes to determine how they should be investigated and what level of police expertise is required to maximise the chances of identifying and prosecuting offenders.

It is important that the public and rail staff we serve have a say in how we police the railways. That is why I have committed the Force to a formal public consultation process to ensure we receive feedback and observations on how we can provide the service they want.

I invite you to read this annual report to understand in greater detail the work we have done over the past year on these and many other issues.

Paul Crowther OBE
Chief Constable
British Transport Police
Our 20:20:10 objectives

By 2019 we will deliver value for money and

Reduce disruption by 20%

Reduce crime by 20%

Increase passenger and rail staff confidence by 10%
Our performance

Overall crime

The chance of becoming a victim of crime on the railway remains very low. In 2015/16, we recorded 15 crimes per million passenger journeys. There were 0.6 sexual offences per million passenger journeys and 0.6 violence with injury offences per million passenger journeys.

Over the past decade, crime on the railway has fallen by 39%, whilst the number of passenger journeys has risen by half. In 2015/16, we recorded 48,718 crimes, compared to 79,278 crimes in 2005/06.

In the last 10 years

- Theft of passenger property fell by 50%
- Criminal damage reduced by 56%
- Motor vehicle crime reduced by 77%
- Robbery decreased by 84%

In 2015/16, crime on the railway increased for the first time since 2006/07 by 4%, or 2,030 offences. The primary reasons for this rise are increases in common assaults, sexual offences and public order offences. The rise is in line with other police forces, which recorded a bigger increase in violence without injury, than violence with injury offences. For BTP, the number of assaults with injury recorded remained steady in 2015/16, whilst common assault increased by 18%.
Sexual offences

Between 2005/06 and 2012/13, the number of sexual offences we recorded averaged 962 crimes per year. However, we believe that, in the past, sexual crime was significantly under-reported.

In April 2013, we launched Project Guardian, which aimed to encourage passengers to report unwanted sexual behaviour. Two years later, we followed this up with the ‘Report it to stop it’ campaign.

We are pleased that so many more victims have started to trust us by reporting these types of offences. In 2015/16, the number of reported sexual offences on the rail network rose by 39.5%, to 1,952 crimes.

We now want to build on that trust and ensure that we deal effectively with each and every case reported to us, and also invest in ways to prevent these offences from happening in the first place.

Through our crime review, we are committed to ensuring that more of our officers have the skills to support vulnerable victims and are given the necessary training to target and prosecute offenders.

Find out more about our crime review.
Suicide prevention

The total number of people we believe took their own lives on the railway was 305 in 2015/16, compared with 326 in 2014/15, and 325 in 2013/14. In 2015/16 there were 9,381 pre-suicidal and mental health incidents – 1,994 more than last year. The rate of life-saving interventions we and our partners carry out has increased significantly. 1,269 life-saving interventions were made this year, a 36% rise compared with the previous year.

Find out more about how we are taking care of vulnerable people [2].

We have a huge role to play in responding to people in crisis

Disruption

Reducing disruption remains a priority for BTP and the railway industry. There are two types of disruption: ‘primary delay’, which is calculated as the minutes lost by a train directly influenced by an incident; and ‘secondary delay’, which measures the knock-on effect to other trains and parts of the network.

Our activities, such as working to prevent and proactively manage railway fatalities, have the potential to influence primary delays far more than secondary delays.

In 2015/16 there was an 8% increase in overall police-related disruption, compared with 2014/15. Primary delays increased by 4%, whilst secondary delays increased by 11%.

As well as the important work we do to protect the most vulnerable on the network, we are also working with Network Rail to coordinate a national programme to further reduce disruption. Find out more about how we are working together [2].

Passenger confidence

Passenger confidence is measured using the National Rail Passenger Survey [2], carried out twice a year by Transport Focus. The survey includes a number of questions that help us understand how we can better focus resources to improve passenger confidence.

There has been a positive trend in overall confidence on the railway for at least five years, although it reduced from 78.7% to 76.6% in the Spring 2015 survey. This mirrors a drop in passenger satisfaction in other areas of the survey, including the punctuality and reliability of trains. Through targeted action at stations that showed low confidence scores, we achieved our target to improve the aggregate confidence of the 20 stations where passenger confidence was consistently lowest.
Making best use of our resources

Our review of crime investigations

Tackling crime and taking care of victims is a top priority, which is why we made the decision to take an in-depth look at how we detect and investigate crime.

We needed to feel assured that we were providing the very best service to all victims, across the whole force, and still increasing the likelihood of bringing offenders to justice. That is why we commissioned an independent review, and, in 2015, we set up a crime review team to look at the practicalities of taking forward the recommendations from it.

By consulting internally with our staff and seeking feedback from stakeholders, the review team made a number of proposals. Through this process, it became clear that there was concern about some of the changes we intended to make, in particular to the way we would investigate sexual offences. There was a perception that we were putting less resources and effort into this area of work, when in fact we were actually proposing to put in more. Because this undermined everything we were trying to achieve, we halted all proposed changes while we carried out a review of the implications, to see whether the proposals were still valid in light of the feedback we received.

This work produced a number of suggested changes and additions to the original proposals, which we are now putting through a full public consultation process before making any final decisions. The new proposal is that crimes are prioritised for investigation based on the threat and harm they cause or could cause, and the complexity of the investigation. This would mean introducing a new crime allocation policy and changing our crime investigation structure to support it.
The structure would be based on four tiers:

- a new Major, Serious and Organised Crime unit (MSOC), which would investigate crimes that happen least often but cause the most harm, like murder, rape, serious sexual assault and organised crime.
- the Criminal Investigation Department (CID), with teams based across the country, would investigate crimes that cause serious harm but are outside of the remit of the MSOC, such as sexual assaults and robbery.
- dedicated Volume Crime teams, which would investigate crimes that cause less harm but happen more often than others, such as theft of passenger property and cycle crime.
- beat crime, like being drunk and disorderly and shoplifting, which cause less harm to victims and takes less time to investigate, would be dealt with by our frontline Response and Neighbourhood Policing Teams.

A new Sexual Offences Unit would speed up operational decision-making and provide coordinated oversight of our activity to tackle sexual offences. The unit would make sure we provide a quality service to victims of sexual offences, manage offenders well and communicate effectively with our stakeholders. Due to the concentrated risk in London, sexual offences would be investigated primarily by dedicated detectives within the CID tier.

Once we have fully considered all the responses from the full public consultation, final proposals will be put to our Force Executive Board for approval.

Crime is 39% lower than in 2004, despite passenger numbers up by 53%.
As operational demand changes, we must change with it, making the best use of our most important resource – our people. With rising numbers of passengers, busier stations and the heightened threat to the UK from international terrorism, we need to adapt how and when we deliver our policing services.

We are reshaping our duty rosters to ensure our officers are in the right place at the right time to have the greatest impact. For the last year, we have conducted a detailed review, examining the demand for our services based on levels of reported crime, disruption and other incidents, including those linked to safeguarding. We have looked closely at the policing of events such as football matches, festivals and demonstrations, as well as reported confidence levels at stations across England, Scotland and Wales. The effect of the growing night-time economy has also been taken into account, as well as, crucially, issues that present the most threat, risk and harm to the public and rail staff.

This complex and detailed analysis has identified the changes we need to make to help us better meet demand for the vital and specialist services that passengers and the rail industry rely on. New simplified rosters are being developed, using the expertise of officers and staff across the Force and best practice from the College of Policing and Her Majesty’s Inspectorate of Constabulary (HMIC). We expect to be in a position to introduce the new rosters in early 2017.

Our demand, resources and deployment programme will ensure we continue to meet the needs of the travelling public and our industry partners, by putting our people in the right places, at the right time – helping to keep everyone safe, secure and on the move.
Throughout the year, we worked to introduce a new complex integrated computer system called Niche. It brings together our four, previously stand-alone data sources – crime, intelligence, case and custody – and perfectly interfaces them with a new, highly sophisticated command and control system. This has been a massive achievement.

The introduction of the new system means we can seamlessly manage all aspects of crime recording, investigation, intelligence management, vulnerability management, custody and detainee management and electronic case preparation. With four systems sharing a common database, the integrity, quality and accessibility of information has been radically improved and is already delivering results. Tasks that were resource-intensive are now fully automated and the information we hold is recorded, evaluated and used in the most effective way possible.

We trained more than 3,000 officers and staff and rolled out the system in just over a year – one of the fastest deployments of this particular system ever completed. We joined a group of 22 other police forces that use the system to ensure we work together to share information and improve the use of the system across all police forces.

In June, our new command and control system ControlWorks went live. It is the latest solution for managing incidents and fully integrates with the Niche system. It enables us to seamlessly manage incidents through to prosecution.

These systems are the bedrock that will enable us to deliver a comprehensive mobile policing solution to our officers, ensuring that they have instant access to the best possible information. The programme – one of the most complex ever undertaken by BTP – was delivered on time and to budget.
Expert policing in a specialist environment

Our job is to keep everyone who travels and works on the rail network safe.

Recent terrorist attacks across the world are a stark reminder to all of us – police, the public and rail staff – of the need to continue to remain alert but not alarmed. That is why, in December 2015, we launched Project Servator with the message ‘We love rush hour – it gives us 300,000 extra pairs of eyes’.

Project Servator uses innovative new tactics to deter, detect and disrupt crime on the rail network. Deployments include highly visible police patrols designed to identify and prevent a range of criminal activity, from pickpocketing and theft to more serious crimes, including terrorism.

They involve both uniformed and plain-clothed officers, supported by other resources, such as armed officers, police dogs, a network of CCTV cameras, and the thousands of rail staff we work alongside.

As part of our planning process to introduce Project Servator, we carried out test deployments at three London stations in September – Waterloo, Euston and Paddington. At the same time, we surveyed 734 station users to find out whether the deployments achieved one of our aims, which is to reassure the public. 78% of respondents agreed that they felt reassured by the deployments. 64% said they would be more likely to report unattended items and suspicious behaviour as a result.

Coordinated by our Specialist Operations team, the deployments are unpredictable, with officers arriving at stations unannounced to carry out patrols. They can happen at any time, last for different amounts of time and involve varying numbers of officers and resources.

Project Servator has already been extremely successful. Since its launch the team has conducted more than 200 deployments, resulting in a number of arrests.
Raising awareness

We are all vital players when it comes to countering terrorism, including rail staff and businesses. Throughout the year our specialist advisors ran 161 Project Griffin counter-terrorism awareness events for more than 2,300 delegates from a range of industry partners and businesses across the country.

The sessions aim to:

- raise awareness of terrorism and crime issues
- enable intelligence and information sharing and gathering
- build effective working relationships across the rail industry
- empower people to report suspicious activity.

Project Argus training events are aimed at managers and supervisors. A multi-media simulation of a fictional terrorist attack allows delegates to go through the process of making decisions about what they would be expected to do and how they would react in the event of such an incident, as well as how to help prevent one in the first place. The team conducted 12 events last year with more than 270 delegates.

Find out how to access these training sessions [here].

We love rush hour – it gives us 300,000 extra pairs of eyes.
Being prepared

It is important that we continually respond to emerging terrorism threats, changing our tactics and testing our capability and readiness to respond. Testing and exercising is a vital way of ensuring our plans to respond to a major incident or terrorist attack are fit for purpose. Last year, our officers and staff joined colleagues from other emergency services in participating in three major exercises.

Operation Strong Tower

Developed jointly by the Metropolitan Police Service and the Home Office, Operation Strong Tower took more than six months to plan and was part of the Government’s National Counter-Terrorism Programme of exercises. More than 14 organisations and agencies took part, including BTP.

The exercise scenario tested our tactical response, including working with our emergency services partners, containing the situation, evacuating the injured and managing a crime scene.

Exercise Unified Response

Exercise Unified Response took place in February 2016. It was one of the largest and most realistic emergency scenarios ever conducted in the UK. It took many months of planning, including the creation of a dramatic purpose-built set at a disused power station in Dartford, Kent. The exercise simulated a disaster involving a tower block collapsing into Waterloo Underground Station.

As a member of the London Resilience Partnership, BTP was one of a number of partners from the emergency services, local authorities and transport providers that delivered a multi-agency response. It provided an opportunity for first responders to test how they would work together in a complex environment.

Exercise Red Kite

In June 2016, we took part in Exercise Red Kite, a two-day national, live exercise at four sites in South Wales. It was designed to test the operational response to a marauding terrorist firearms attack, with BTP playing a key role. The challenging scenario included an attack by multiple armed terrorists on a moving train. It tested our tactical response, command, control and working arrangements with partner agencies.
Given the increase in the number of passenger and freight trains over recent years, it’s even more important than ever that we support the industry in keeping the rail network running.

In June 2015, we joined Network Rail and industry partners in the National Task Force to radically improve disruption management. A small team of our police officers was seconded to become part of the innovative National Joint Disruption Programme.

The programme’s vision to deliver a ‘rail industry trusted by public and stakeholders to minimise disruption and manage it efficiently’ means moving to new ways of delivering local, pan-London and national disruption management.

The four cornerstones of the programme are:

- prediction – forward, holistic scanning to identify the potential for disruption
- prevention – planning for and putting measures in place to prevent incidents from happening
- response – improving how the industry responds to disruption incidents, to mitigate the local and wider impact on partners and communicating this to the public
- recovery – speeding up how the industry works together to recover from disruption.

We police more than 8.6 million passenger journeys a day
The key workstreams are:

- establishment of a National Fusion Unit to provide industry-wide intelligence and information to help BTP and Network Rail predict and prevent the main causes of disruption, like trespass and fatalities

- ‘embedding’ officers in key rail industry functions like Route Controls to help manage disruptive incidents

- using the existing training assets of BTP and Network Rail to create bespoke rail incident management training for both organisations and other emergency services

- holistic planning through providing Network Rail with a specialist to help develop the National Emergency Plan and Station Incident Response Plans

- supporting Network Rail with the introduction of an incident management tool to enhance command, control and communication, with a focus on interoperability, shared situational awareness and earlier initiation of industry recovery.
One of our main roles is to protect life and take care of vulnerable people. The environment we work in means we have a huge role to play in responding to people in crisis and referring vulnerable people to support.

Every month, our police officers deal with approximately:

- **25 fatalities** from apparent suicides
- **7 people** seriously injured in suicide attempts
- **3 people** killed in accidents on the railway
- **7 people** seriously injured in accidents on the railway
- **380 children** who are at risk or vulnerable
- **240 victims** of hate crime
- **165 victims** of unwanted sexual behaviour
- **66 victims** of domestic abuse
- **130 other adults** who are at risk or vulnerable
- **781 mental health crises** and suicidal incidents, which include:
  - 106 life-saving interventions with people who were attempting suicide
  - 128 detentions to a place of safety under Mental Health legislation in England, Scotland and Wales.

We can’t approach this in isolation. A collaborative approach with the rail industry, public services, private sector, academia and the third sector is vital.

We have developed a set of messages, which aim to help everyone working in the rail industry respond when they encounter a vulnerable person. They are encouraged to ask questions, take the person seriously, listen to what they say and reassure them, before seeking help from support services or BTP.
Safeguarding children

Together with the Railway Children charity, we have developed the Safeguarding Children on Transport programme. It aims to improve rail staff awareness of vulnerable children and young people on the railway and how to help them and report concerns. Every month, we deal with around 380 reports of children and young people at risk. These are assessed to decide what further action should be taken. Around 93% are referred to local children’s social care services for further care and support.

In October 2015, we introduced new reporting and referral procedures for adults at risk. We now encounter around 130 adults who we believe to be at risk every month, all of whose circumstances are assessed to decide what further action needs to be taken.

In 2016/17, we plan to:

• continue to strengthen relationships with other agencies to ensure a coordinated safeguarding response

• streamline referral processes to ensure safeguarding referrals are made to other police forces and agencies as quickly as possible

• review our awareness and training packages for frontline police officers and police staff

• adopt the College of Policing’s proposed approach to defining when a person is vulnerable to ensure they are effectively and consistently identified.

Officers, rail staff and others made 1,269 life-saving interventions in 2015/16
Suicide prevention

Sadly, suicide and attempted suicide is something our officers and rail staff encounter every day. The total number of people who we believe took their own lives on the railway was 305 in 2015/16, compared with 326 in the previous year – a decrease of 6%.

The number of life-saving interventions we and our partners carried out increased significantly. 1,269 life-saving interventions were made this year – a 36% rise compared with the previous year.

During the last year, we responded to and managed nearly 10,000 incidents where someone was reported as displaying, or believed to have had, suicidal tendencies or was in mental health crisis. Ensuring every one of these individuals are supported through the health service, voluntary sector support organisations and others, like family and friends, is the responsibility of our Suicide Prevention and Mental Health (SPMH) teams in England and Wales and the Community Safety Unit in Scotland.

They bring together professional medical support with frontline police responders to reduce the number of suicides on the railways. They do this through interventions and by signposting the individuals to services that will support them in their mental health and crisis needs. This pioneering work, of which we are very proud, goes almost unseen by the public.

The teams are made up of police officers and staff and NHS nurses who can quickly access files, care plans and support. Equipped with NHS computers, nurses can access the individual’s healthcare files and alert the listed health team to coordinate follow-up care. Most importantly, the nurses and officers work together to start a Suicide Prevention Plan that includes information on the patient’s risks and also a tailored roadmap to recovery. It ensures follow-up contact is continued with the individual, their family, friends or care worker and, most importantly, assesses the future risk of suicide.

Real-time information and advice is provided to frontline police officers when and if that individual comes back to police notice. Last year, 2,397 Suicide Prevention Plans were created and 1,317 people were referred to local authorities under the Care Act 2014. Of those people on Suicide Prevention Plans, we have become aware of 14 individuals who, sadly, went on to take their own lives.

BTP is a signatory to the Mental Health Crisis Care Concordat, and we work hard at local and national levels to ensure we build and maintain effective partnerships with health and social care colleagues.

We also play a key role in the National Rail Suicide Prevention Programme, working closely with the rail industry to identify priority locations at which preventative measures can be used.
In 2015/16, we recorded 2,349 hate crime offences, an increase of 11% from the previous year. We refreshed our hate crime campaign to encourage people from all communities to report hate crime to us or other reporting services.

We use #WeStandTogether to show our solidarity with people affected by hate crime and our commitment to support them. In London, the campaign is supported by the Mayor of London, Transport for London, the Metropolitan Police Service and the City of London Police.

We aim to:
- raise awareness of the True Vision website to encourage third-party reporting when people don’t want to report directly to police (reporthate.victimsupport.org.uk in Wales)
- signpost people to Tell MAMA for reporting anti-Muslim incidents if they don’t feel comfortable reporting to the police
- signpost people to Community Security Trust (CST) for reporting antisemitic incidents if they don’t feel comfortable reporting to the police
- educate the public about hate crime to enable people to identify it when it happens to them
- reassure the public that we take hate crime seriously and encourage reporting of incidents.
Our focus on football

Every day people travel and work on the transport network in a safe and secure environment. Unfortunately, on football match days, law-abiding members of the public and rail staff are subjected to abusive, obscene and sometimes racially-offensive chanting, as well as displays of violent behaviour.

This is caused by a minority of travelling football supporters determined to cause trouble, which is unacceptable. In July 2015, we set up a new unit to look at ways to better coordinate our response and share best practice.

Planning is key

We adopt a proactive approach to football policing, with officers escorting trains before and after matches and patrolling stations where large numbers of fans are expected. At some stations, this can mean supporters from different, and even rival, teams using a station at the same time, potentially creating a flashpoint. Our strong relationships with the Football Association, football clubs, and local police forces enable us to avoid some problems and respond quickly to defuse and stop others.

We want football fans to travel in safety alongside other passengers, and we have a range of measures in place to make sure this happens. Our officers are in constant contact with each other, monitoring the behaviour of fans and the routes they are taking, so we are prepared for every eventuality. We minimise disruption to the wider network by advising rail operators and football clubs to provide special train services to accommodate large numbers of fans. As alcohol is often a catalyst for the trouble, it is restricted on some train services.

This concerted effort to identify instances of disorder, particularly lower levels of antisocial behaviour, has this year resulted in a 40% increase in these types of offences compared with the previous season. This equates to 57 more incidents.
Targeting hooligans

We developed a robust strategy to target hooligans when trouble does happen. Fixed penalty notices are not used for football-related offences, making sure that offenders are charged with the most serious offences their conduct warrants.

We ban known offenders from travelling by rail when matches are being played and, where our officers can’t make an arrest at the time of a violent incident, we conduct follow-up operations, collecting evidence from witnesses and video footage to identify and proceed against people involved in violence. Serious public order offences have remained much the same and now account for 24% of crimes (previously 28%).

Euro 2016

The presence of our officers during this summer’s Euro 2016 tournament certainly resonated with English and Welsh fans, ensuring that antisocial behaviour and crime were avoided. Ahead of the tournament, extensive preparation helped to ensure public confidence and reassurance remained high in spite of increased terror threats.

Following discussions with Police Aux Frontières, and with the direct involvement of the Home Secretary, part of this operation saw our officers joining fans on Eurostar services into France. The granting of the extension of police officer jurisdiction into the continent was a first for any police force in the UK. Their professional approach received high praise from our French counterparts, and they requested an extension of our remit to French domestic rail services.
Having the trust and respect of the people we serve is crucial. Policing in the UK is done by consent, which is why it’s so important that the public have absolute confidence and trust in the way we carry out our duties.

In the main, our employees do an excellent job often in challenging situations. However, on the rare occasions they fall short of the high standards we demand, it is important that the public have the confidence to report this to us, knowing it will be fully investigated. Our Professional Standards Department (PSD) carries out these important investigations.

The Independent Police Complaints Commission (IPCC) regularly publishes complaints data for all police forces in England and Wales. The statistics reflect that we are performing well when benchmarked against other police forces.

Being responsive to complaints is important to us and the people we serve. We have a statutory obligation to record cases within 10 days of receiving them. Most recently, the IPCC reported that 98% of all complaints made to BTP in 2015/16 were recorded within this timeframe. This compares favourably with the national average of 88% and places BTP at the top of this performance area. The IPCC also highlighted that it took us 109 days on average to finalise allegations, compared to a national average of around 160 days, making BTP the third best-performing force in this area.
Serious or complex allegations can often involve more time-consuming lines of inquiry, but in 100% of cases we updated the complainant and the employee concerned within 28 days to discuss progress and explain any delay if needed.

The most recent IPCC data also showed that there were 167 allegations made per 1,000 BTP employees, against a national average of around 275. This means we are one of the least complained-about police forces in the country.

Our officers work in demanding and often hazardous environments. While we can expect some complaints about their actions, we want to keep these to an absolute minimum. That is why we promote learning from our mistakes and regularly communicate lessons learned to not only maintain, but raise standards. Our aim is to create an environment where both the workforce and the public feel confident to report issues, when things go wrong.

**BTP is one of the least complained-about forces in the country**
The use of stop and search powers is an important part of policing because it helps keep the public safe. A police officer can stop and search someone if they have a strong belief that they are carrying something that could be used to commit a crime, or is evidence that a crime has been committed (such as stolen property or weapons).

Using this power effectively is vital in maintaining public confidence, ensuring that searches are fair and effective, and that more often than not our officers find something. In doing so, we are committed to identifying, developing and implementing best practice, while listening to and engaging with the community.

Following the Home Office’s ‘Best Use of Stop and Search Scheme’ is an important part of achieving these goals. The principal aims of the scheme are to achieve greater transparency, improve community involvement and support a more intelligence-led approach, leading to better outcomes.

As part of our work to implement the scheme, we have launched a new stop and search Community Consultation Group, and introduced scrutiny panels through which members of the group review our officers’ use of stop and search powers. We have also brought in a ‘community trigger’ to ensure that, with the help of the community, particular concerns relating to complaints are scrutinised closely.

We have provided a range of additional training to our officers to improve our use of the powers and taken part in a College of Policing pilot to develop and test a new training syllabus, which we plan to roll out in the coming year.

Over the last year, we reduced our use of stop and search powers significantly, with a 46% decrease compared to the previous year, including a 49% reduction in drugs searches. In 2015/16, we carried out 3,792 stop and searches. 761 resulted in an arrest and 684 led to another police action, like cannabis warnings, reports for summons, cautions, penalty notices and community resolutions.
Of all the arrests we make, those from a stop and search account for 5.7%. During the last performance year, we made one arrest in every five stop and search encounters, compared with one in 10 previously, reflecting a more focused and effective approach to our stop and search activity. But we recognise there is more to do.

We have introduced a new stop and search form to help improve data recording and increased accountability. As a result, we are now able to monitor and scrutinise outcomes more effectively, for example by reviewing how often an object is found, and under what circumstances. Through our website, we now publish all of our key performance data, including a graphical summary.

We produced an animation [2], which explains how and why we use these powers and your rights if you are stopped and searched. We also developed a new information card for people we stop and search, which includes a summary of their rights, explains how they can give feedback or make a complaint, and contact details for independent organisations that can provide advice.

In the coming year, we plan to roll out our new Police Patrol Observation Scheme, and introduce a wide range of activities to further improve our engagement with communities, particularly focused on minority groups and young people.
Understanding the needs of passengers and rail staff and knowing they have confidence in the service we provide is important to us.

Passenger confidence

Passenger confidence is measured using the National Rail Passenger Survey carried out twice a year by Transport Focus. The survey includes a number of questions that help us understand how we can better focus resources to improve passenger confidence.

Findings from the latest National Rail Passenger Survey (Spring 2016) show that passenger confidence is at 76.55%.

As well as using the National Rail Passenger Survey, we also carry out our own public consultation survey each year, which gives our customers the opportunity to feed back their views on railway policing directly to us. This year we received more than 6,000 responses. Antisocial behaviour was the policing priority most commonly chosen. This was closely followed by wanting to see more police officers on the railways, particularly on evening or late-night trains.

Violent crime, terrorism and sexual offences were also chosen as priorities. Other concerns raised included sports-related (and other) disorderly behaviour and begging. Improvements to the environment, like better lighting and working CCTV were suggested. Passengers also want to see BTP providing more crime prevention information to help them feel safer on the network. Recommendations have now been developed from the surveys and tailored action plans will focus on the areas of most concern.
Rail staff confidence

How rail staff feel about our service is just as important to us. With that in mind, we also carry out an annual survey of rail staff to assess their confidence in us. This provides a great opportunity for them to tell us and the train operating companies how safe they feel working on the railways. It also helps us to identify areas where we can improve our service. The survey draws on a number of questions from the National Rail Passenger Survey and enables us to identify what makes passengers and rail staff more confident in BTP when using or working on the railway.

More than 5,800 rail staff across 32 train and freight operating companies responded to our 2016 survey. Results showed that 64.9% of respondents rated their personal security as ‘good’ or ‘very good’. Several important themes emerged to help us and the train and freight operating companies improve the personal security and confidence of their staff whilst at work. The results are being analysed in more depth to help us make improvements for the future.
Ensuring that victims of crime have confidence in the service we provide is also important to us. Becoming a victim of crime can have a lasting effect on how safe an individual feels and we are committed to improving the service and support we provide for them.

Every month, we commission an external research agency to conduct a telephone survey of people who have been victims of crime. This survey has been running since 2006 and is driven by questions about the service we provide and how victims would like us to improve it. We analyse the responses by region and crime type to identify areas for improvement. Last year, 81.3% of the victims of crime we surveyed were satisfied with our overall service.

We want to make sure the rail network is a safe and secure environment for everyone and are committed to improving the service we provide for all of the communities we serve. We aim to use new and innovative engagement methods to ensure that as many people as possible are able to have their say and enable us to understand how to target resources so that everyone using the rail network feels safe.

81.3% of victims of crime are satisfied with our overall service.
Complementing our resources

Complementary policing is about using the time and skills of a range of people to support the work of our regular police officers.

These include volunteer Special Constables, sponsored Special Constables, Police Community Support Officers (PCSOs), security staff, customer care and other rail staff. The introduction and continued expansion of our complementary policing capability helps us grow a uniformed presence on the rail network, increasing both passenger and rail staff confidence.

In 2015/16, our Special Constabulary volunteered 80,227 hours of their own time.
Our Special Constabulary

Our **Special Constabulary** is a body of trained officers who wear the same uniform as regular police officers and have identical powers, but provide their services on a voluntary and part-time basis. They play a vital role, working alongside regular police officers performing the same role, responding to crimes and calls for help to suicidal and vulnerable people, and policing events.

We have continued to grow and develop our Special Constabulary to help provide the best possible policing service to the communities we serve. The number of special officers has grown from 228 in April 2015 to 300 by March 2016. During that time they have volunteered an incredible 80,227 hours and conducted 6,128 patrols on trains, adding real resilience to our policing capability.

Our Employer-Supported Policing scheme has meant that these new recruits were not only members of the public, but also some of our own police staff. It means that we match the amount of time they volunteer in their own time, with time away from their BTP police staff duties. We also entered an agreement with the Greater Thameslink Railway franchise to support up to 20 of its staff to become BTP Specials via a similar scheme.

We made greater use of our special officers to help police public events, ensuring public safety and freeing up regular police officers to go where they are most needed. This included the London Marathon, the Rugby World Cup and Brighton Pride.

Six special officers are attached to our Specialist Operations Unit, where they are supporting our counter-terrorism work. Four are attached to our Network incident Response Team, where they help respond to medical and operating incidents in London. In both cases, the special officers add resilience and draw on the skills gained from outside the police force.

[Keep up to date with our Special Constabulary](#)

Our Cadets

Introduced in 2015, our Volunteer Police Cadets are a voluntary uniformed youth group for young people aged between 13 and 18 who are interested in making a difference to their communities. Run by police officers and staff volunteers, we have two groups – one in Birmingham and one in London (Islington) and volunteers from all backgrounds are encouraged to join.

[Find out more about our Cadets](#).
260 (8.5%) of our police officers, 36 (12%) of our special officers, 68 (18.8%) of our police community support officers and 368 (21.8%) of our police staff are from ethnic minorities.

566 (18.4%) of our police officers, 59 (19.7%) of our special officers, 93 (25.7%) of our police community support officers and 865 (51.2%) of our police staff are women.
We have agreed an overall gross budget of £296.1m for 2016/17 with the British Transport Police Authority.

This core budget has been maintained at the same level as the 2015/16 budget (0% increase year on year), excluding an additional amount of up to £3.5m for extra counter-terrorism resourcing.

Of the overall gross budget, £209.9m is for core overground policing and £67.1m for core underground policing. There is a further £21.3m of budgeted additional expenditure for Enhanced Police Service Agreements and other third-party agreements.¹

¹ Figures correct at April 2016.
Here when you need us

Report it

Text **61016** to report incidents on your train or at a station, or call us on **0800 40 50 40**. In an emergency, always call **999**.

Interact with us

Follow @BTP or your local policing team or officer for updates.

Watch videos and find out more about what we do.

See how we capture moments from the work we do. Search for **British Transport Police** on Instagram.

Find out more about us [btp.police.uk](http://btp.police.uk)
In the challenging environment of rising passenger numbers, an evolving terrorist threat, and a continued focus on delivering efficiencies, the British Transport Police Authority is confident that BTP is working hard to make progress against its targets.

The Force is measured against extremely challenging objectives in line with the ambitions of the rail industry. We are now approaching the halfway point of our six-year plan and we can report that BTP continues its drive to improve passenger confidence and, while notifiable crimes have increased in the last year, there are still fewer than at the beginning of the strategy. The increase can in part be attributed to high profile successful campaigns to increase reporting of crime such as ‘Report it to stop it’ – designed to focus attention on unwanted sexual behaviour.

BTP continues its effort to reduce disruption and has made significant progress in partnership working with the rail industry – essential to mitigating the impact of disruptive events such as suicides and non-suspicious fatalities. It has forged innovative partnerships with the rail industry, embedding itself within Network Rail and sharing expertise and we are expecting to see this pay off next year. Since joining as Chair, I have visited train operating companies’ and freight operating companies’ managing directors and have been pleased by the overwhelming support for the Force and the willingness to collaborate. I have also met BTP officers up and down the country, visiting new facilities in Glasgow and Birmingham, going out on patrol and observing operations at football matches.

It has been a challenging year for BTP and I ask that rail colleagues remain resolute in their commitment to assist BTP in achieving our joint long-term ambitions of reducing crime and disruption and increasing passenger confidence. Challenging though this is, BTP is as eager as ever to meet these goals, and it has new policing plans in place to help see this happen.

All of us at the Authority recognise that our achievements would not be possible without the efforts of a committed police force, supportive customers and constructive partners.

Rt Hon Esther McVey
Chair, British Transport Police Authority
World class specialists – helping the nation’s travelling public get home every day safe, secure and on time.