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The United Kingdom is a multicultural melting pot comprising many varied and diverse communities and understandably, people that regularly use the railway network have their origins in many parts of the world. Each will have their own cultural expectations or possibly personal experiences of the police. It is therefore vital that as the specialist police service for the railways, we are mindful and agile at meeting these wide-ranging expectations.

BTP is committed to providing a service that meets the needs of all people who use or work on the railways across England, Scotland and Wales, as well as those we employ and who volunteer to work with us. We want everyone to be confident that we will treat them fairly, with dignity and respect and provide them with an equitable service – no matter who they are. Delivering against this commitment is critical if we are to achieve our aims of improving public confidence in our ability to keep people safe on the railway network, and being regarded as a credible and thoughtful employer of choice.

Our work is much more than core policing. We aim to actively eliminate discrimination and harassment, promote and protect human rights and provide equality of treatment and opportunity for all.

We are now three quarters of the way through our five year Equality and Diversity Strategy 2014–19. Our intention is, and has been, to have a positive effect on our diverse communities and to remain compliant with the Equality Act 2010.

We aim to:

• Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the 2010 Act
• Improve equality of opportunity between people who share a relevant protected characteristic and people who don’t share it
• Foster good relations between all people – those who share a relevant protected characteristic and people who do not share it.
The British Transport Police Authority (BTPA) also takes an active role in setting and governing our equality, diversity and inclusion activities and helps us to understand and clarify our goals – ensuring we remain focused on our objectives. Within the management of the Force itself, equality, diversity and inclusion are part of the Deputy Chief Constable’s portfolio and the development of leadership sits within the remit of the Director of Capability and Resources. Our Diversity and Inclusion Manager, Barry Boffy, is our subject matter expert and provides the Force with advice, guidance and support on all aspects of equality, diversity and inclusion. Added to this we have an extended network of employees, volunteers, support networks, partners and subject matter experts who help us try to get things right – first time, every time. This is not an addition to our core business, it is at the heart of policing the railways in the 21st Century.

I’m proud to highlight some of our achievements to date but I know that there is so much more to do. This report sets out some of those issues in more detail. I look forward to taking a leading role in ensuring BTP meets these challenges head on.

Adrian Hanstock
Deputy Chief Constable
Diversity in the workplace

Our strategy for being an inclusive workforce

We continually work to build and retain a workforce that is representative of the communities we serve and encourage all staff to progress and develop.

We will do this by:

• Shaping our workforce planning so that our staff are representative of the geographical areas we work in
• Making use of positive action where appropriate in our recruitment and promotion campaigns
• Examine how we attract and recruit from under-represented groups
• Providing targeted learning and training so that all of our employees understand and are capable of carrying out their equality, diversity and inclusion responsibilities
• Ensuring all employees have access to development opportunities, and that those from under-represented groups in particular are supported in achieving their potential
• Recommending that senior managers make equality, diversity and inclusion issues an integral part of their regular communications and management meetings, and that they demonstrate benefits from these considerations.

Although we have had some success in recruiting a workforce which is representative of the communities we serve, BAME (Black, Asian and Minority Ethnic) and female police officers at all ranks, and also in specialist roles, remains disproportionately low. This is why we have applied positive action when recruiting.

Barry Boffy
Diversity and Inclusion Manager

Find full details of our workforce in ‘Our people 2016/17’ document
Positive action

Since 2014, we have been actively applying positive action in our attraction, recruitment and retention activities as a way of increasing the diversity of our workforce.

Our recruitment team understand the barriers to policing that are felt by under-represented groups and are well versed in countering these, utilising techniques to encourage applications where they would otherwise not be received. We have conducted recruitment campaigns for all types of officers (student officers, PCSOs and Special Constables) which have all generated BAME and female officers way above our workforce demographics in 2015/16. On average, we regularly recruit 25% female and 23% BAME candidates. This has been as a direct result of the work of both our recruitment and Corporate Communications teams and has resulted in BTP being recognised by Diversity Jobs as one of the top five employers of BAME candidates in the UK.

Under the Equality Act 2010, positive action allows employers to target groups who are under-represented in the workplace.

Our positive action successes

We have increased our BAME and female officer workforce for the fourth successive year – albeit this is not making the progress we would expect.

2016 BAME Officer = 8.51%
2017 BAME Officer = 9.14%
2016 Female Officer = 18.44%
2017 Female Officer = 19.00%

Recruiting into specialist roles

Last year our specialist operations teams worked to attract recruits from more diverse backgrounds into the department. They carried out activities aimed at increasing the number of female and BAME officers and staff in the department, including conducting:

- Two specialist operations workshops to provide an overview of the work carried out by the various counter-terrorism units
- Three armed policing recruiting events

In the last 12 months we have increased our number of female officers by eight, from 32 to 40, including a female Chief Inspector. These activities will continue in 2017/18.

‘Promoting difference’ - our positive action development programme

We launched our ‘promoting difference’ positive action programme in 2016/17. Aimed specifically at BAME Sergeants with the potential and aspiration to reach the rank of Inspector, in its first year it helped the six initial delegates identify their strengths and areas for development. It provided them with the opportunity to receive feedback and allowed them to create robust individual development plans. Of the six candidates, four chose to enter the next available promotion process and three of those four were successfully promoted to Inspector.

For more information, contact CareerDevelopment@btp.pnn.police.uk
Training

All of our officers undertake diversity training and are regularly assessed on their awareness of diversity related issues. To prepare officers for working in the community, they are all allocated a community engagement project to complete as part of their initial officer training. Organisations that benefitted from this last year include MIND, Trussell Trust, Guide Dogs for the Blind, Samaritans and Make a Wish Foundation, as well as many other local groups.

Policy consultation and equality analysis
We consult with employees when developing new polices, strategies, objectives, activities or planned operations. Each new proposal is subject to a consultation period that involves liaising with key stakeholders and subject matter experts. They will be asked to review and comment on any disproportionate impact – whether positive or negative – on individuals or groups who may or may not share protected characteristics.

Equality, diversity and inclusion forum
The Equality, Diversity and Inclusion Forum (EDIF), is a community-led working group formed of the chairs and deputy chairs of our employee support associations. The forum members meet quarterly with the purpose of working collaboratively with each other, sharing best practice, ideas, strategies and activities as well as discussing trends and any emerging community concerns or tensions. The forum is chaired by the Deputy Chief Constable and receives guidance from other diversity and inclusion subject matter experts and external interest groups.

Supporting our employees
Employee support associations help to create a fair and inclusive workplace throughout the organisation by supporting staff in under-represented groups. We value the contribution they make in establishing and supporting positive links with under-represented communities throughout the UK. They raise awareness of the matters of interest or concern to officers who hold these characteristics within the Force and additionally can then help create community confidence in policing through the engagement activities that flow from this.

We have a strong and long standing internal employee support network, which includes:
- Association of Muslim Police (AMP)
- Christian Police Association (CPA)
- Disability Equality Support Association (DESA)
- Female Police Association (FPA)
- Lesbian, Gay, Bisexual and Transgender Support Network (LINK)
- National Police Autism Association (NPAA)
- Support Association for Minority Ethnic staff (SAME)

Listening to our employees

Employee engagement group
Quality employee engagement is key to the success of any diversity and inclusion initiative. We need to understand the nature of the problem to be able to effectively design and evaluate solutions. We have a number of ways we engage with employees including a formal Employee Engagement Group (EEG), comprising a representative group of police staff and officers of all ranks and grades.
To increase the number of female Officers

Increased from 15% to 19% in 5 years

Number of female employees increased from 27% to 30% in 5 years

To increase the number of BAME Officers

Increased from 6% to 10% in 5 years

Number of BAME employees increased from 10% to 14% in 5 years

Second highest in the country
Providing a fair, responsive and accessible service

Suicide prevention and mental health

Sadly, suicide and attempted suicide is something our officers and rail staff partners encounter every day. Our Suicide Prevention and Mental Health (SPMH) teams bring together professional medical support – nurses on secondment from the National Health Service (NHS) – together with frontline police responders to reduce the number of suicides on the railways through direct intervention. They are responsible for organising multi-agency support for suicide prevention, mental health intervention and encounters with vulnerable people across the rail network.

A strategy team at our force headquarters oversees all of this activity, with a focus on:

- Coordinating and steering access to NHS mental health provisions to ensure that the right processes are in place to support vulnerable people from initial intervention into a carefully managed care plan
- Working with partner agencies to support local Crisis Care Concordat declarations and action plans
- Working with the rail industry to help ‘design out’ suicide risks within their infrastructure
- Officer training focused on raising awareness and support
We are a signatory to the Mental Health Crisis Care Concordat and we work hard at both 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 where preventative measures can be most effective.

The Rail Industry Suicide Prevention Programme (RISPP)
The RISPP includes representatives from Network Rail, Samaritans, ourselves, train operating companies, Rail Delivery Group (RDG), Rail Safety and Standards Board (RSSB), Associated Society of Locomotive Steam Enginemen and Firemen (ASLEF), Unite, Transport Salaried Staffs’ Association (TSSA), National Union of Rail, Maritime and Transport Workers (RMT) and NHS. Working with external agencies, they lead on suicide prevention and support across England, Scotland and Wales focussing on training, developing policies and procedures, innovations and communications.
Stop and search

A police officer can stop and search someone if they have a genuine suspicion that the person is in possession of anything that could be used to commit crime – particularly weapons – or is evidence of an offence, such as stolen property or drugs. The officer’s suspicion must appear reasonable to an independent observer. Being stopped and searched doesn’t mean someone is under arrest or has necessarily done anything wrong. It doesn’t mean they will have a criminal record. The officer must be able to explain what information or behaviour has caused them to be suspicious and have therefore searched someone.

Why do we use stop and search?

We are committed to following the Government’s Best Use of Stop and Search Scheme which aims to achieve greater transparency, ensure community involvement in the scrutiny of stop and search powers and support a more intelligence-led approach that leads to better outcomes when addressing public concerns.

Between April 2016 and March 2017, our officers used stop and search powers 2,789 times – this is a reduction of 26% on the previous year. In nearly 30% of all stop and searches they found what they were looking for – such as knives, weapons, stolen property and fraudulent documents – with 47% of those leading to a positive criminal justice outcome. Just over 16% of these stop and searches resulted in an arrest. During the same period, we recorded seven complaints, with our Professional Standards Department finding it necessary to formally investigate only one of those. In the remaining six cases, officers were given advice and guidance by local senior managers. All of these complaints and the lessons learned from them were reported to community groups following the Best Use of Stop and Search Scheme community complaints trigger guidance.

Proportionality

Like you, we’re concerned that we use our stop and search powers effectively and legitimately. That includes ensuring that we aren’t using them disproportionately when
engaging with any of the diverse communities travelling or working on the railway network. You should never be stopped simply because of your age, race, ethnicity, nationality, faith, gender, sexual orientation, disability, the language you speak or because you may have committed offences before.

Between April 2016 and March 2017, the majority of people that were stopped and searched by our officers were male (82%). The highest proportion of those most commonly searched were aged between 25 and 44 (39%) and 18 and 24 (30%).

The diversity profile of individuals our officers have stop and searched in England and Wales is 71% white, 20% black and 7% Asian, with the remaining 2% either being unrecorded or from other ethnic backgrounds such as Gypsy, Roma, Traveller or Chinese. However, the majority of stop and searches were carried out in the London area where the diversity of the resident population is considerably different to those stated for Britain in the 2011 Census, which is used as a comparator. Full statistics about our stop and searches are published on our website on a regular basis.

Talking about stop and search with our communities

We recognise that it is important to involve the community in monitoring our use of stop and search powers. We hold regular public consultation meetings which allow people to review our searches across the UK – providing comments, observations, guidance and recommendations from a public perspective. To find out more about this process or if you would like to attend our public consultation meetings, you can email stopsearch@btp.pnn.police.uk

Our Deputy Chief Constable Adrian Hanstock, who is the National Police Chiefs’ Council’s strategic lead for stop and search in policing, chairs regular meetings with senior officers from other police forces to influence leadership and bring consistency on the use of stop and search. Good practice and lessons learned are shared throughout the Force to ensure our service is consistent.

You can find more information about how we involve the community in monitoring the use of our stop and search powers on our website, as well as details of our Police Patrol Observation Scheme. This ‘ride along’ scheme provides you with an opportunity to follow police officers on a single shift and experience how they carry out their duties. The scheme is open to people aged 16 and above. For more information, contact BTP-Volunteers@btp.pnn.police.uk
Hate crime

What is a hate crime?
A hate crime is a crime motivated by hostility or prejudice, and can be committed against a person or someone’s property. Individuals may be targeted because of their actual or perceived:

- Disability
- Gender identity eg being transgender
- Race or ethnicity
- Religion or belief
- Sexual orientation eg being gay, lesbian or bisexual

It can also be any number of combinations of the categories listed above. It doesn’t just mean physical violence – someone using offensive language towards you because of who you are (or who they think you are) can also be a hate crime.

In the unlikely event of experiencing a hate crime on the railway network, it’s important that you report it to us so that we can help you, prevent it from happening to someone else and understand if there is a bigger problem that we can tackle through targeted operational policing.

Encouraging the reporting of hate crimes #WeStandTogether
First launched in May 2016, our #WeStandTogether campaign shows our solidarity with anyone who may be affected by hate crime and reinforces our commitment to supporting them. Our #WeStandTogether campaign aims to:

- Raise awareness of the True Vision website to encourage people to report it to other support groups when they 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
- Sign-post 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

#WeStandTogether Tackling hate crime

#WeStandTogether
Hate crimes on the railway network

Millions of people travelling and working on the railways in England, Scotland and Wales do so safely and securely.

In 2016/17, we recorded 2,771 hate crime offences across the entire railway network. This is a 24% increase on those recorded in the previous year. We believe much of this increase is as a result of greater confidence in our approach to dealing with these types of crime. However, there has undoubtedly been an increase in the behaviour of those who wish to spread fear or alarm.

Being gay, having a disability, being from a particular ethnic group or having a particular religious belief are all examples of what are known as ‘characteristics’. When reporting a crime that you feel may have been motivated by hate, you can consider whether it was as a result of any number or combination of these characteristics. Your experiences are recorded on our hate crime reports as ‘markers’ and allow us to conduct analysis of what is happening, when and where. Around 3,300 markers were selected by the people reporting the 2,771 offences to us. This tells us that some people believe they were targeted as a result of more than one characteristic.

73% of all of the hate crimes reported to us during 2016/17 were recorded as being motivated by the person’s race or ethnicity. Around 12% were motivated by the person’s sexual orientation, 11% their religion or belief, 2% their disability and just over 1% by an individual being transgender.

Hate crimes motivated by race and religion usually reflect the highest percentage of incidents reported to us. We know it divides communities and adversely affects public confidence. That is why the prevention of hate crime on public transport remains a priority. Anti-Muslim sentiment and related hate crime is becoming more prevalent with a recent trend of females wearing traditional Asian dress being targeted. Tackling this issue is a fundamental element of our Hate Crime Action Plan.

Data tells us that hate crimes can increase in the days and weeks directly following a major national or international event, such as a terrorist attack or other international event.

Rail staff reported hate crimes

Last year around 33% of all hate crimes recorded by us were reported by members of rail staff whilst on duty. Hate crimes against rail staff tend to mirror the overall public experience and follow the same trends as we see for all other recorded hate crimes.
We spent a lot of time during 2016/17 actively promoting our campaign and working with other partners and agencies to help spread the message that hate crime is never acceptable on the railway network. We want everyone to know that they should report hate crime to us, every time that it happens, even if they’re not sure that a hate crime has taken place. We also want to remind people that hate crime doesn’t have to be targeted at them in order to report it and that they should report anything that they see, even if it’s happening to someone else.

We know that not everyone feels comfortable talking to the police about what happened so we also list the contact details for a range of other agencies and charities so that you can report it to them in confidence. You don’t have to give permission to have the details of your report passed to us if you don’t want to, however we would always encourage you to do so – after all, if we don’t know it’s happened, we can’t do anything about it.

We’re extremely proud of our #WeStandTogether campaign and that’s why, in London, we have joined forces with the Office for the Mayor of London, Transport for London, the Metropolitan Police Service and the City of London Police to ensure that if you’re using public transport anywhere in the capital, you can be sure of receiving the same service no matter if you’re travelling on a bus, train, Underground or Docklands Light Railway services.

Accessibility and accuracy of crime recording

In 2016, our Contact Management Department introduced a new risk assessment model to help identify instances where an enhanced response was needed to support vulnerable victims of crime, or those targeted because of who they are. An audit, carried out in 2016/17, found that 97% of crimes had been recorded correctly. A second audit, published in April 2017, found that, ‘Processes appear sound – with limited scope for improvement’ and gave a National Crime Recording Standards performance rating of 98%. As well as the traditional channels of contact, our First Contact Centre provides additional ways vulnerable people, and groups subject to victimisation, can contact us discreetly to report incidents. In 2016/17, 372 hate crimes were recorded where people had contacted us via our text 61016 service, or social media.

Supporting the most vulnerable

Tackling hate crime and supporting the most vulnerable from our communities continues to be a priority for us. Working in partnership with the Crown Prosecution Service (CPS), our hate crime conviction rate is consistently higher than the Transforming Summary Justice ambition.

When sentencing an offender, the Criminal Justice Act 2003 imposes a general duty on criminal courts to treat more seriously any offence which can be shown to be aggravated. Racial or religious aggravation or hostility towards a disability, sexual orientation or transgender identity, makes an offence more serious and the court has a duty to take this into account when it sentences a defendant.

We work hard to provide our officers with the guidance and documentation to guarantee the evidence they present is of the standard needed to successfully support uplift in sentencing.

Throughout 2016/17, our sentencing uplift percentage has been consistently averaging 20% above the national average reaching an outstanding 85% against the 55% uplift ambition set by the Transforming Summary Justice initiative. This is a reflection of the quality of the cases submitted exceeding the evidential standards required.
We always aim to provide a fair and equitable service to anyone who interacts with us irrespective of their background or personal circumstances. As the community we police is ever-changing, it's not always easy to have a full understanding of who uses the railway network and who doesn’t and why.

Ultimately, we want to be able to measure whether we have met the needs of everyone we serve, so we can answer the following questions and act on the answers we receive:

- How effectively does the force ensure that victims of crime are treated fairly and equitably in terms of the service they receive?
- How effectively does the force deal with hate crime in terms of preventing it from happening, encouraging victims to report it when it does happen and investigating it and securing a satisfactory outcome when it is reported?
- How effectively does the force ensure that it deals with the people it comes into contact with fairly and equitably?
- Does the force use its powers of arrest effectively and fairly?

We can only answer these questions if we know who our communities are, and when and where they use the railway network. Using demographic data from surveys and consultations we have sought to better understand who our communities are and compare like-for-like using the same categories across England, Scotland and Wales. These include:

- Victim of Crime Survey 2016/17
- National Rail Passenger Survey Autumn 2016
- Rail Staff Survey 2016
- Public Consultation 2017
Feedback from hate crime victims

Between April 2016 and March 2017, we directly surveyed 232 hate crime victims. We asked each of them five key questions about their experience of BTP, how satisfied they were with the way they were treated, how the officer engaged with them during the investigation and how easy it was to report the incident and interact with us. Of those surveyed, 86% of hate crime victims were, overall, satisfied with the service they received from us.

Breaking this down further, we found that:

- 77% of disabled people were, overall, satisfied with the services they received from us
- 84% of women and 87% of men were, overall, satisfied
- 100% of our lesbian, gay or bisexual respondents were, overall, satisfied
- 91% were satisfied with how easy it was to contact someone who could help them
- 83% of BAME respondents were, overall, satisfied

From the other questions asked:

- 77% were satisfied with the actions taken by us
- 75% were satisfied with how well we kept them informed of progress
- 93% were satisfied with the way they were treated by the officers and staff who dealt with them

We will now analyse the specific details from this feedback to build improvements in our service delivery to address those aspects that were considered below victims’ expectations.

Welsh language

British Transport Police operates in England, Scotland and Wales. As a national police service which has responsibility for policing the railway network throughout Wales we are committed to treating the Welsh and English languages on an equal basis.

Dwedwch wrthym beth sydd o bwys i chi
btp.police.uk/bethsyddobwys
The Railway Mission provides a voluntary pastoral service to all rail staff employees, their families and the travelling public. Chaplains offer help, guidance and a listening ear to anyone who needs it – irrespective of their race, religion, gender, sexual orientation. The work of the Railway Mission is coordinated by the National Association of Chaplains to the Police.

The role of chaplains is recognised within the police service nationally and recommended by Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) as good practice in their Diversity Matters report.

Rail Pastors – the Ascension Trust
The Rail Pastors are a group of trained volunteers who are based in areas which traditionally experience high numbers of suicidal incidents. They were set up in August 2014, in response to a number of suicides in the Barnet area and in their first year of operation they conducted 30 patrols, saved three lives and, as an indirect outcome, reduced crime by 27% in that location.

As of January 2017, there were 100 pastors operating out of five schemes across the UK – Barnet, Barking and Dagenham, Reading, Fife and Birmingham.

Community volunteers and partnerships

Independent Advisory Groups
We have set up Independent Advisory Groups (IAGs) across England, Scotland and Wales to help us engage with communities, develop our plans and operational activities and to act as critical friends reviewing our activity and operations. IAGs help ensure our policing style reflects the needs of the whole community by:

- Observing operations
- Acting as consultants and ‘critical friends’ about our activities
- Commenting on how what we do may impact on communities
- Contributing to the development of our local and national policing plans
- Advising us on how actions are interpreted by members of the public
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 @BTPDiversity for updates or find who to follow in your area.

Get the latest news and updates and find out more about what we do.

See our people (and dogs) in action

Find out more about us btp.police.uk
World class specialists – helping the nation’s travelling public get home every day safe, secure and on time.