Freedom of Information request ref 01/FOI/26/4241
We received your request on the 02/06/2026.

Request

You asked us:

1. Current NDORS provider(s)
Name of current provider(s)
Length of current contract
Contract start and expiry dates
Extension options

2. Delivery Model
Fully outsourced / hybrid / in-house
Online versus classroom split
Which NDORS courses are delivered

3. Volumes
Annual attendee volumes by course type
Historic volumes for previous 3 years if available

4. Commercial Structure
Contract value
Revenue share arrangements
Payment mechanism
Force retained revenue arrangements if applicable

5. Operational Requirements
Minimum trainer requirements
Venue expectations
Technical platform requirements
Accessibility requirements

6. Performance Management
KPIs used
Reporting requirements
Customer satisfaction measures
Audit arrangements

7. Mobilisation and Transition
Expected mobilisation period
Transition requirements

8. Procurement
Expected timing of future procurement activity
Intended procurement route
Whether market engagement activity is planned

9. Governance
Internal governance structure for NDORS oversight
Senior Responsible Officer role/title
PCC involvement if applicable

10. Innovation / Future Direction
Any planned changes to delivery model
Any future digital or hybrid delivery ambitions
Any anticipated changes arising from UKROEd guidance.

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

Question 1

British Transport Police has a contract with DriveTech (UK) Limited.

Start date 01/08/2024
End date 31/07/2026
Extension options 2 x 1 year to 31/07/2028

Question 2

Fully outsourced, primarily online but facility to deliver in person if required
Level Crossing Offender Driving Retraining

Question 3

Approx 200-300 attendees per year.

Question 4

Contract value – zero
Payment mechanism – per course booked
BTP receives a course administration fee from the supplier for each participant on the course

Question 5

The following excerpts are taken from the original Invitation to Tender:

The Authority requires all course instructors used in the provision of the theory modules to be trained and competent to the standards prescribed by the NADIP models in the delivery of the course theory elements and have completed a suitable training programme in both classroom and online teaching- including interactive group teaching. Testing these standards should be conducted by the Service Provider prior to instructors being deployed on the relevant scheme. Although potentially compatible, it is not advisable that a police officer is allowed to give any kind of instruction in any course as there may be a perceived conflict of interest, but if an instructor is a serving police officer they shall not be introduced as such

Provision must be made for those clients who have particular requirements, for example due to disability, language, ethnic, religious or other reasons at no additional cost to the Client;

this would include British Sign Language (BSL) and the Welsh Language under the Welsh Language Act or other reasons.

The maximum number of Clients participating on any one course shall not exceed the prescribed number as decreed by the national NADIP models. The training environment for the course should be conducive to intensive active learning over that prescribed period. Trainers should have a clear understanding of level crossings and how each type works, and the varied risks associated with each type of level crossing.

Question 6

KPIs – course numbers, utilisation, call centre KPIs and booking method, participant feedback on course usefulness and delivery of trainers, changes to driving behaviour.
Reporting – quarterly
Customer Satisfaction Measures – participant feedback
Audit – monitored by BTP central disruption team

Question 7

Information not held.

Question 8

Information not held.

Question 9

Central Disruption Team
SRO – Chief Inspector, Disruption
BTP does not have a Police & Crime Commissioner.

Question 10

Information not held.