

Force' Police Stalking Action Plan: in response to the Super Complaint submitted by Suzy Lamplugh Trust on behalf of the National Stalking Consortium

Force:		British Transport Police					
Executive Lead:		DCS Peter Fulton					
Operational Lead:		DCI Nia Mellor					
Rec. No.	Recommendation:	Evidence requirements of progress/completion:	Recommendation Owner:	Force Update:	Date	Status	Supporting Documents
7	By 27 March 2025, where required, seek changes to their crime recording systems to enable staff and officers to document and search for crimes not recorded as the principal crime, as included classifications on crime records.	7.1	Processes should be put in place to make sure this system capability is effectively used by officers and staff.	Kieran Maher	BTP have sought changes to Niche that will allow us to record 'included classifications' and make all crimes independently searchable, but we are still waiting on Niche to put the changes into effect. In the meantime, we have instructed all crime recording and crime management staff to resume recording stalking, harassment, and CCB offences independently of any other offences reported at the same time, so they will be independently searchable on Niche.		Action Complete
		7.2	While any necessary system changes are pending, chief constables should put alternative measures in place to make sure stalking and related offences are fully searchable. This could, for example, be the submission of intelligence reports	Kieran Maher	BTP are recording conduct crimes in their own right when they are not the principal crime in order to make sure stalking incidents are searchable. BTP will also request staff submit an intelligence log for every stalking incident.		Action Complete
10	By 27 March 2025, review and update their learning and training provision relating to stalking. Chief constables should also make sure that their policies and practice are reviewed and updated in accordance with the findings in the super-complaint investigation report.	10.1	Meets the learning outcomes on stalking within the public protection national policing curriculum	Chris Horton	A review is taking place to understand whether we are meeting the learning outcomes on stalking within the public protection national policing curriculum. At present the following is covered: •State the definition		In Progress
		10.2	Makes appropriate use of the stalking or harassment e-learning product developed by the College of Policing.	Chris Horton	The Stalking or Harassment eLearning was made mandatory to all PCSO's, Special Officers, Officers up to CI and Police Staff in Control Rooms or Protection & Vulnerability and DDO's in October 2019		Action Complete
		10.3	Uses the skills and knowledge of local victim advocates or others from outside policing with relevant expertise.	Kimberley Sach	As BTP do not have local victim advocates we will seek to identify a process for our victims to utilise independent stalking advocacy caseworkers (ISACs). UPDATE: whilst BTP do not have dedicated ISACs a referral pathway has been identified to support victims of stalking		Action Complete
		10.4	Includes information on relevant local policies and practice where necessary	Gemma Ryan	Internal policies and guidance to be reviewed and updated. To include information on how to obtain the services of an ISAC as well as best practice in accordance with the findings in the super-complaint investigation report.		Action Complete
		10.5	Provide to the officers and staff who will most benefit from the learning.	Chris Horton	BTP provide the mandated eLearning, will deliver an input to all PIP2 investigators through the next CPD day, and will ensure all ICIDP investigators receive an input during their basic training		Action Complete

11	By 27 March 2025, make sure that appropriate mechanisms are in place to fully understand the scale and types of stalking behaviour within their force and the effectiveness of their response. This should align with the VAWG national delivery framework.	11.1	Problem profiles using police data and intelligence and other sources of information to ensure that the full extent of stalking is well understood. This could include information sharing with local victims' services and other public services, and national and local statistics.	Brett Walker	BTP are going to complete a problem profile to understand the risk. This will be included within the BTP strategic assessment and morile scored to determine the problem within BTP. Once FIB have assessed the problem, this will be used to formulate the appropriate response. UPDATE:Problem profile circulated and the strategic assessment and control strategy have been signed off and published. With VIAWG offences, safeguarding the vulnerable and reducing the likelihood of people coming to harm on the network identified as priorities.	Action Complete
		11.2	Regular assurance work such as audits to better understand the force response and make improvements where appropriate, including monitoring the use of SPOs, investigation outcomes and the quality of investigations.	Kieran Maher/Raymond Smillie/Kim Sach	The quality of stalking investigations and outcomes are dip sampled by the crime stalking SPOC. The crime recording team will continue to support 'understanding the scale and types of stalking behaviour' by assessing how consistently stalking is identified and how accurately stalking offences are classified, promoting accurate recording and providing feedback about the types of behaviours which are overlooked/misunderstood. Since April 2024 we have been auditing samples of stalking and harassment offences every month as part of our 'monthly priority audits'. The samples include all crimes that have been classified as stalking, harassment, CCB, or breaches of orders at any time, plus any CW incidents with 'Stalking/Harassment' qualifier codes applied. We have reviewed approximately 66% the total stalking and harassment related offences recorded by BTP this YTD. Monthly priority audits also include other areas which may include unidentified stalking offences, such as ASBP, Public Order and Domestic Abuse. We ensure overlooked crimes identified in our audits are recorded and arrange for incorrectly classified crimes to be reclassified.	Action Complete

		<p>11.3 Ways to regularly receive feedback from victims, such as victim surveys.</p>	<p>Andy Kermack/Nia Mellor</p>	<p>BTP currently have a Victim and Witness toolkit which provides the officers with information regarding accessing interpreters. BTP currently use 'The Big Word' to assist here to ensure an unbiased approach. Further to this we have a database of BTP employees who speak various languages as their native language whom we can call upon should it be required. It is not known how often we do this. BTP allow for a support person to be allowed in interview with the victim, this will be assessed on the situation and the case, for example a child would need to have a parent or guardian present. A Video Recorded Interview (VRI) will be implemented on a case by case basis dependent on the needs/ wants of the victim and in consultation of other parties. E.G a mentally vulnerable person may have an appropriate adult. The force contact centre offers a link to the online reporting forms, the link is often used by the social media team and FCC staff if victims are restricted with time so that all crimes are recorded accordingly. SOLO officers are available is the crime is sufficiently serious to provide support during this process, and a booklet is available to guide them throughout the process. Officers have received information regarding the use of intermediaries and will arrange one should it assist in achieving best evidence for our victims and witnesses. BTP has further information</p>	<p>In Progress 50%</p>	
		<p>11.4 Force management statements which reflect current and future demand from stalking.</p>	<p>Nia Mellor</p>	<p>The force management statement will be reviewed to include stalking however this cannot take place until a threat assessment is completed. Once stalking has been morile scored BTP will be able to update the force management statement accordingly.</p>	<p>Action Complete</p>	
<p>12</p>	<p>By 27 March 2025, take steps to make sure that risk identification, assessment and management is effective in all stalking and breaches of orders cases.</p>	<p>12.1 Considering implementing the stalking screening tool to support the identification of stalking and the risks associated with stalking.</p>	<p>Gemma Ryan and Gail Russell</p>	<p>Gemma Ryan and Gail Russell attended a knowledge sharing event in which pilot forces presented their experiences of the SST pilot. Following this meeting, DCI Mellor, TDI Ryan & Gail Russell met to discuss an a decision was made to include and incorporate the SST into the SVR. Gail Russell is progressing this as part of the wider development of the new SVR. UPDATE: This is now in testing and will be implemented by the end of April when the new SVR is launched.</p>	<p>Action Complete</p>	
		<p>12.2 Having clear policies and procedures in place for assessing and managing risk in all cases. And where appropriate, embedding recognised risk assessment tools in force systems so that it is easy for officers to access, use and document their consideration of risk and safeguarding.</p>	<p>Gemma Ryan and Gail Russell</p>	<p>The SVR process for managing risk with H/M/L is in place and they are picked up in priority order. Our target KPI is 4 business days to clear. We are also currently looking at setting up a process with in custody matter surrounding risk which will start with robbery and then expand to all elements of major crime (including stalking) so that risk is highlighted to the VU and addressed whilst suspects are in custody. This involves VU picking the matter up and attending strategy meetings with the OIC/fast tracking the SVR before suspect is released.</p>	<p>Action Complete</p>	

		12.3	Recognising (in policies, guidance and training) the heightened risk associated with breaches of protective orders and measures.	Raymond Smillie	The current policy is under review, Daily Force Reporting system in place that identifies all stalking suspects/arrests and breaches of 'Stalking Protection Orders'.		Action Complete	
		12.4	Implementing screening and checking processes to support the early identification, assessment and management of high-risk cases. This may require stalking and breach of order cases to be considered at daily management meetings.	Glen Alderson	An inspector from PP&V attends the daily crime DMM where urgent matters are highlighted and fed back to VU with matters to pick up ASAP. The process is being reviewed to understand the best way to record and feedback information that needs priority actions. UPDATE - Daily screening of Niche is completed by PPV to identify stalking and Harrassment cases. This is submitted to the the chair of Crime DMM where cases are then reviewed and any high priority tasking or action allocated to the appropriate team to action.		Action Complete	
13	By 27 March 2025, take steps to make sure that force strategies, structures and processes are in place so that police consider an SPO in every stalking case, and apply for an SPO where relevant and appropriate to prevent harm and further offending. To achieve this, chief constables should review, and revise policy, guidance and supporting processes where necessary:	13.1	Local training and guidance on SPOs, including training and guidance for supervisors.	Raymond Smillie /Chris Horton	A training package is being developed for sergeants and inspectors that covers the LORO process. This is being led by CI McAleese. SPO's will form part of the training.		In Progress	
		13.2	Mechanisms for supporting investigating officers to identify cases where SPOs would be appropriate and assisting them with SPO applications. This could be through dedicated teams or roles and/or through daily management meetings considering risk and safeguarding.	Raymond Smillie	The ViSOR team actively review and support investigating officers on stalking investigations to identify and apply for SPO's on an officers behalf. This is current BAU within BTP.		Action Complete	
		14.1	Victim needs assessments are always completed	Kimberley Sach	BTP currently have a Victim and Witness toolkit which provides the officers with information regarding accessing interpreters. BTP also allow for a support person to be allowed in interview with the victim, this will be assessed on the situation and the case, for example a child would need to have a parent or guardian present. A Video Recorded Interview (VRI) will be implemented on a case by case basis dependent on the needs/ wants of the victim and in consultation of other parties. E.G a mentally vulnerable person may have an appropriate adult. BTP has further information on our intranet site to direct officers on how one can be appointed. Further to this we have a Witness Care knowledge hub which contains information regarding intermediaries and how to apply for them therefore if an intermediary hasn't been arranged pre charge a Witness and Case Review Officer (MOPAC) can later appoint one should it be required. BTP utilise niche to record the victim needs assessment however a review will take place to see if it needs to be updated or amended.		Action Complete	

14	By 27 March 2025, take steps to make sure stalking victims receive the rights they are entitled to under the victim's code and have access to support services.	14.2	Their force has appropriate processes to make sure all stalking victims are told about their rights and under the victims' code.	Kimberley Sach /WACRO's	The CJU regularly audit WACROs for Victims Code Compliance post-charge once they take a case from an officer. (Having recently completed a 60-case audit for all VCOP metrics in line with proposed metrics for the Victim and Prisoner Act). Given the volumes of stalking the CJU will consider auditing all stalking cases that progress through to prosecution in regular audits. The CJU currently refer victims at the point of reporting (if they op in) to victim services where they reside, and then post-charge victims will be referred to support services where required. VCOP rights will also be dip sampled for compliance by the BTP stalking SPOC.	Action Complete	
		14.3	Information about the national and specialist stalking support services available in their force area is easily available to police officers and staff, victims and the general public.	Kimberley Sach / Shani Plumb	BTP currently complete safeguarding and vulnerability referrals for all stalking victims. There is a 4 day service level agreement to process referrals. Whilst this is BAU, a review needs to take place of the stalking support services utilised to identify the most appropriate up to date services for each area.	Action Complete	
		14.4	Victims who would like to receive support are referred to an appropriate service in a timely manner.	Shani Plumb (and WACRO)	BTP currently complete safeguarding and vulnerability referrals for all stalking victims. There is a 4 day service level agreement to process referrals to support services.	Action Complete	
		14.5	They monitor the number of stalking victims who are referred to specialist support services and take action when referral numbers are low.	Chief Constable	BTP are unable to monitor the number of stalking victims referred to specialist support services due to national coverage.	Action Complete	
16	By 27 March 2025, work together to review commissioning arrangements and make changes as soon as possible to ensure they embed collaborative working and information sharing between policing and services providing victim support to stalking victims.	16.1			BTP do not have a Police and Crime Commissioner so receive no funds to commission victim services. We will instead refer victims to the services available in their local area	Action Complete	
17	27 March 2025, make sure the new College of Policing investigations APP content on case allocation is reflected in the relevant policies relating to the allocation of stalking and breach of order cases for investigation.	17.1	Force policies should support the allocation of stalking cases to officers with the right skills and experience, taking into account the potential risk and complexity involved in stalking and breach of order cases.	Gemma Ryan /Kimberley Sach /Raymond Smillie	Stalking offences currently fall into Tier 2 investigations, which are allocated for investigation within the CID department.	BAU	
18	By 27 March 2025, take steps to improve the quality of stalking investigations by taking a victim centred, suspect focussed and context led approach.	18.1	Their workforce has the capacity and capability to undertake effective stalking investigations and can apply new and innovative investigation techniques to pursue digital lines of enquiry.	Kimberley Sach/ Garry Billing	BTP have recently allocated a stalking SPOC to review all stalking crimes and provide guidance to officers. BTP are going to implement a process for proportionate dip sampling to occur of stalking crimes. The IRT team will also assist with reviews and	BAU	
		18.2	All reasonable lines of enquiry are pursued, supported by good supervision.	Kimberley Sach/ Garry Billing	BTP have recently allocated a stalking SPOC to review all stalking crimes and provide guidance to officers. BTP are going to implement a process for	BAU	
		18.3	Arrest and search powers are used to gather evidence from and about suspects.	Kimberley Sach	Guidance will be created and readily available to officers that provides clear information detailing the search/seizure powers available to officers when investigating stalking. UPDATE: OP SOTERIA supporting documents (digital media investigation guide) will be available for officers to utilise to support investigations.	Action Complete	

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		18.4	The impact on victims is evidenced in witness statements, so it can be used to inform charging decisions and improve the likelihood of successful investigation outcomes.	Kimberley Sach/justice	Supervisors will be asked to review files and make sure the impact on victims is evidenced in witness statements, so it can be used to inform charging decisions and improve the likelihood of successful investigation outcomes.		BAU	
20	By 27 March 2025, take steps to improve how their force effectively recognises and responds to online elements of stalking.	20.1	The scale and nature of online stalking behaviours informs their strategic understanding of, and the response to, stalking.	Kimberley Sach/Daren Bates	BTP are going to complete a problem profile to understand the risk. This will be included within the BTP strategic assessment and morale scored to determine the problem within BTP. Once FIB have assessed the problem, this will be used to formulate the appropriate response. UPDATE: Strategic assessment completed.		Action Complete	
		20.2	Examples of online stalking are included in locally produced training and guidance material about stalking.	Chris Horton	BTP provide the mandated eLearning, will deliver an input to all PIP2 investigators through the next CPD day, and will ensure all ICIDP investigators receive an input during their basic training		Action Complete	
		20.3	Clear online safety advice is available to officers and staff, drawing on the College of Policing APP on stalking or harassment when it is developed.	Chris Horton	The force internal internet system has recently been updated to Mytracks. Once the review of stalking support material has taken place, it will be uploaded to assist officers with clear online safety advice.		In Progress 50%	
		20.4	Appropriate tools, technologies and support services to digitally safeguard victims are procured and officers and staff use these resources when appropriate.	Jessica Nye	TecSAFE (previously TecSOS) has been running since 2011 and is now a mainstream police system in around 36 Forces and over 50 police control rooms. It has sustainability going forward having been part of the police digital service (PDS) since April 2023. In		Action Complete	
22	By 27 September 2025, using the information collated by the NPCC lead under recommendation 21, to consider whether and how dedicated stalking officers and staff, or other subject matter experts, can be used to add value and support the force response to stalking.	22.1		Chief Constables	BTP will not have dedicated stalking officers, however will seek to identify a route to obtain support from independent stalking advocates for the most vulnerable victims.		Action Complete	
23	By 27 March 2025, implement a mechanism for early screening of crimes to improve the identification, recording and management of all stalking cases.	23.1	Forces should consider screening crimes similar to stalking or where stalking behaviours may be present as part of a course of conduct, like harassment, malicious communications and breaches of orders.	Adrian Atherley	Audits are conducted retrospectively and at present BTP do not have capacity to conduct 'early screening' of crimes, but we will support efforts to do so. We are engaging with C&D about further training for FCC/FCR staff, with a view to improving recognition of stalking behaviours at the first point of contact. Incidents included on the daily SDO log have a good degree of oversight, including from the FCIR, but scrutiny of reports which are not immediately identified as priority crimes could be improved through the use of keyword searches (a challenge is the frequency with which terms associated with characteristic stalking behaviours are used in other contexts)		Action Complete	
25	By 27 March 2025, explore opportunities to improve how their force works with partners to contribute to a multi-agency response to stalking. This should include considering:	25.1	How the force works in partnership with healthcare, the CPS, probation services and other criminal justice partners to manage stalking perpetrators and address their behaviour.	CCs, PCCs and their mayor equivalents	BTP will communicate with HO Forces to sense check our current position to make sure our information is shared accordingly to assist partners to manage stalking perpetrators and address their behaviour.		Action Complete	
		25.2	Whether and how they should collaborate with other forces to effectively and efficiently contribute to multi-agency partnerships on stalking.	CCs, PCCs and their mayor equivalents	BTP will communicate with HO Forces to sense check our current position.		Action Complete	
		25.3	How multi-agency public protection arrangements (MAPPA) are being used to effectively manage stalking offenders.	ViSOR	All BTP Stalking offenders to be referred into MAPPA to assist effective Management.		Action Complete	

27	<p>By 22 November 2024 (56 days from publication), write to HMICFRS, the IOPC and the College of Policing setting out their response to the recommendations made to them. Chief constables should direct their response to the NPCC which should provide a collective response on behalf of all police forces. PCCs and their mayor equivalents should direct their response to the APCC which should provide a collective response on their behalf.</p>	27.1		All bodies subject to recommendations			Action Complete	
28	<p>By 22 November 2025 (56 days from publication), publish on their force website an action plan which explains what their force will do in response to each of the recommendations made to them and send the NPCC a link to where this action plan can be found.</p> <p>By 27 March 2025 (six months from publication) provide an update to the NPCC describing the progress they have made against their action plans.</p>	28.1		Chief Constables			Action Complete	