

The staff magazine of British Transport Police

the **Blue**line

Issue 220 July'09



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- * Rayleigh armed robber gaoled
- * HR Business Partners in place
- * FCC & FCRB are officially opened



The Blue Line is published by
Media Relations Department
British Transport Police Force Headquarters
25 Camden Road
London
NW1 9LN

Editor Simon Lubin
Telephone 020 7830 8854 Internal 00 48854
Fax 020 7830 8944 Internal 00 48944
E-mail simon.lubin@btp.pnn.police.uk

For circulation/subscription enquiries contact the
Facilities Department at
FHQ (020 7388 7541) or email
scott.ambrose@btp.pnn.police.uk

Visit our website at www.btp.police.uk

Cover photo
The First Contact Centre and Force Control Room Birmingham
have been officially inaugurated at an opening reception in June.
See page 10

03 Three officers in Birthday Honours

The Queen's Birthday Honours List published in June brought three awards for BTP, including a knighthood for the Chief Constable.

04 Rayleigh gunman convicted

Brian Wall, 62, has been gaoled for a minimum of 12 years for the shooting of Adam Mapleson at Rayleigh station, Essex in 2007.

05/8 Sir Ian Johnston – Chief Constable 2001 to 2009

Sir Ian Johnston is BTP's ninth Chief Constable since 1949. After eight eventful years at the helm, he leaves this summer leaving a successful, thriving organisation as his legacy.

09 HR Business Partners

The HR Transformation programme has brought a new structure to deliver Human Resources services. After the HR Express online facility and the HR Business Centre in Birmingham, the third tier of support is the HR Business Partner on Areas and at FHQ.

10 FCC/FCRB opened

The First Contact Centre and Force Control Room Birmingham were officially opened on 4 June.

11 Big Tick for the North Western Area

The North Western Area has won its fourth annual Business in the Community Award, this time for its work in the field of education.

12 Become a bone marrow donor

BTP has joined up with the Anthony Nolan Trust to encourage staff to register as life saving bone marrow donors.

In the Cess

Birthday honours bring hat trick of awards



DC Graham Naughton MBE has been at the forefront of football policing



Sir Ian Johnston



PC Steve Wareing MBE spreads the safety message in York

The Chief Constable has been knighted and two officers receive MBEs in the 2009 Queen's Birthday Honours List.

Ian Johnston becomes the first BTP Chief Constable to be knighted, after eight years at the helm.

Honoured alongside him are DC Graham Naughton from the North Eastern Area and Force Intelligence Bureau, and PC Steve Wareing from Leeds, who both receive MBEs.

The Chief Constable is leaving BTP this summer (see page 5). 'It has been a real privilege to have been Chief Constable,' he told *The Blue Line*. 'I am absolutely delighted to be given this award. I believe that it is very much a direct consequence of what all the women and men in British Transport Police have achieved over the last eight years.'

'They have done a fantastic job in helping the passengers, staff and all who use the railways, not only to be safe, but also to feel safer whilst on the system, and I know they will continue to improve this service in the years ahead.'

Newly promoted Secretary of State for Transport, Lord Adonis, sent a message to Sir Ian following the announcement: 'It is richly deserved and a tribute not only to your superb leadership of BTP but also to the dedication of the Force as a whole which is doing such a magnificent job,' he said.

Sir Ian's successor, Andy Trotter, said that he was 'personally overjoyed' by the news. 'I have worked with Ian in three police forces and he is an excellent police officer who inspires his colleagues and truly listens to the communities he serves.'

Millie Banerjee, Chairman of the British Transport Police Authority, told *The Blue Line*: 'I was very proud to learn of Ian's award and those of DC Naughton and PC Wareing. I would like to thank them for their contribution to making BTP the effective organisation it is today.'

'Ian's role in particular in transforming BTP since his arrival in 2001 has been crucial. His professionalism and energy have driven real change and he has made BTP truly responsive to the needs of everyone connected to the rail industry.'

Graham Naughton has been a Football Field Intelligence Officer for the last six years and is an acknowledged expert in the policing aspects of football hooliganism.

'This award is a great tribute to him personally and brings credit on all those within BTP involved in football policing,' commented the Deputy Chief Constable, Andy Trotter. 'It is in great part due to Graham's efforts in championing intelligence led policing over many years that BTP is now a leader in football policing.'

Speaking from outside the annual meeting at which football fixtures are set, Graham said: 'Obviously I am extremely pleased for me and my family, who have played an important part in supporting me in doing my job. BTP has come a long way in dealing with football disorder and the frontline officers undertaking football duties week in and week out can be very proud of that.'

PC Steve Wareing has been a tireless worker in the field of community safety throughout his 29 years service. His has shown exceptional commitment to the community and his focus on

That myself, Graham Naughton and Chief Constable Ian Johnston were all named in the Honours List is a fantastic achievement for the Force and I am very honoured to be a part of it.
— PC Steve Wareing MBE

railway safety, particularly amongst the young, has been outstanding.

'PC Wareing is rightly held in very high esteem by both police colleagues and the community,' said DCC Andy Trotter. 'His dedication and enthusiasm are a shining example to younger colleagues and his contribution to the communities of the North East region has been impressive. Safety is what we are all working for on the rail system and he is a proud addition to BTP's roll of honour.'

Steve Wareing said he was 'surprised, speechless and very honoured,' to receive his award.

'I am just an ordinary man doing my job and these things don't normally happen to ordinary people. I honestly don't think that I would be receiving the award if it wasn't for the help of others. It is a real team effort.'

Rayleigh shooter sentenced

The man who shot IT technician Adam Mapleson during a cash in transit robbery at Rayleigh station, Essex in May 2007 will serve a minimum of 12 years in prison.

Brian Wall, 62, was found guilty in May of wounding with intent, conspiracy to rob and conspiracy to possess firearms after a three month trial at Chelmsford Crown Court.

The Rayleigh armed robbery occurred shortly after 7am on 25 May 2007. The Loomis security guard was delivering £20,000 to a cash point when a gun was thrust into her stomach.

Adam, a local resident, was on his way to work, saw what was happening and stepped in to help her. As a result he was shot by Wall and suffered huge blood loss. At the sentencing the Judge imposed indeterminate sentences on all three counts and set a minimum tariff of 12 years. He also commended Adam for his bravery and awarded him £1,000, the maximum possible.

Detective Superintendent Michael Field was the Senior Investigating Officer on Operation Cobalt.

'Adam Mapleson is a hero in the truest sense of the word,' he said. 'He saw a robbery taking place and intervened to try to stop it. He was turned upon by a cynical and violent individual and shot in cold blood.'

Describing Brian Wall as a career criminal, Detective Superintendent Field said: 'He was prepared to go to frightening lengths to ensure

that his demands were met. During the raid at Rayleigh station this resulted in a brave young man almost losing his life.'

Wall's DNA was recovered from a discarded baseball cap found yards from the burnt out car used in the robbery. BTP fingerprint experts recovered prints from a car dealer's receipt book that linked him to the purchase of the Rayleigh getaway vehicle and he was also positively identified by the security guard.

Speaking after the trial, Adam Mapleson commented: 'Although I am pleased with the outcome, nothing can alter everything that my family and I have been through during the past two years.'

'I would like to take this opportunity to thank the British Transport Police for their support during this ordeal.'

Wall's co-defendants, Lenny and Terry Smith will face a re-trial in January after the jury was unable to reach verdicts.



Brian Wall



The burnt out getaway car

Re-shuffle at the DfT

Gordon Brown's June Cabinet re-shuffle delivered a new Secretary of State and a new Minister of State at the Department for Transport (DfT).



The Rt Hon Lord Andrew Adonis, Secretary of State for Transport

Lord Andrew Adonis has stepped up to succeed Geoff Hoon as Secretary of State for Transport. Sadiq Khan takes his place as Minister of State responsible for the railways.

A former Parliamentary Under Secretary of State (for Schools and Learners at the Department for Children, Schools and Families, Lord Adonis was also an advisor to Tony Blair and Head of the Number 10 Policy Unit.

Sadiq Khan was a Parliamentary Under-Secretary of State for Communities and Local Government and a Government Whip. He was previously a human rights lawyer and former Chair of Liberty, formerly the National Council for Civil Liberties.



The Rt Hon Sadiq Khan MP, Minister of State for Transport

EIGHT YEARS THAT HAVE CHANGED OUR WORLD

A knighthood for Ian Johnston in the Birthday Honours (see page 3) is a fitting tribute to a career that has spanned over 44 years loyal service to policing.

In the eight years since he joined BTP, the world has changed radically – 9/11, 7/7, climate change and the global financial crisis – make today's society very different from the early days of the new millennium.

No one would dispute that in that time BTP has changed radically as well, and it is those years, since 1 May 2001 when he first took over, that mark the legacy of Ian Johnston, the ninth Chief Constable BTP has had since 1949.

Back in the early days of 2001, the world was coming to terms with having survived the Millennium bug, the election of George Bush, the break up of Nicole Kidman and Tom Cruise and Estonia winning the Eurovision Song contest.

September 11 was to come later that year changing everyone's lives forever. For BTP, with some 2,100 police officers and 565 Police Staff, life was getting tough with crime on the up – robberies had increased by 10% the previous year – a groaning infrastructure and sickness at epidemic levels.

BTP was literally the sick man of the police service with an average 18 days sickness per officer a year – the worst record in the country, 80% higher than the Met and 50% above the national average. It was the equivalent of losing 166 officers a year from active duty.

As Sir Ian moves on in 2009, police officer numbers have increased by 37% and Police Staff numbers are up more than 190%. BTP has an independent Police Authority, has had three years of increased investment, achieved over 90% of targets for five years in a row, whilst crime has fallen five years on the trot and detection rates are at record levels. Significantly, sickness per officer and per member of Police Staff now stands at below eight days.

'What Ian has achieved over the past eight years is truly remarkable,' commented his Deputy and successor Andy Trotter.

'BTP had suffered years of neglect and under-investment – it was remarkable what it had managed to achieve up until then under often very adverse conditions. Ian came into the organisation and set to with a purpose. He used his considerable strategic and political skills to persuade stakeholders, politicians and others that BTP was a precious asset that could deliver fantastic results for the public and the industry given the means to do the job.'

'Having secured the resources to do that job, he made very sure that BTP delivered by building a determined top team to steer the organisation in the right direction and introducing a strong performance culture.'

'The results speak for themselves. BTP is not only delivering an excellent service to its stakeholders, but relationships with them have never been so good. We now

have true, mature partnerships with Network Rail, Transport for London the train, tram and rail operators, partnerships that are working to the benefit of passengers and rail staff.

'I have known Ian a great many years – our careers have coincided at a number of points – and he has always been the consummate police professional. He leaves a legacy of success and considerable progress, which certainly doesn't make it easy for me to take the organisation on to even greater heights. But then Ian has never been one to make things easy!

'I believe that BTP, the rail industry, and the police service generally owe him a great debt of gratitude. I know that I do. Whilst I am now looking to the future, to build on what he has achieved, I am very grateful to be taking over an organisation that is in such good shape.'

'Life is not going to get easier, the days of increasing investment are clearly behind us and we will now have to look at doing an even better job with the same, working smarter and ensuring we achieve maximum benefit from the considerable resources we have. In large measure, we have Ian to thank for those resources.'



Talking to Student Officers PCs Mark Davis, Dionne Lyon and Rizwan Mirza (right) – 2007



MILESTONES OF PROGRESS

BTP's special status as a national police force, not overseen by the Home Office or Scottish Justice Ministry, has caused anomalies which meant that for much of the organisation's history, a great deal of energy was expended trying to resolve the issue of jurisdiction outside the rail system.

That debate came to an end on Ian Johnston's watch when the Anti-Terrorism, Crime and Security Act settled the question once and for all, giving BTP officers all the powers they need in December 2001.

Further progress followed when a protocol was agreed with the Home Office in 2002 on the investigation of homicides. This meant that no longer would the local force automatically take primacy in these investigations. A few months later, at the height of the Commonwealth Games in Manchester, the first homicide to be investigated wholly by BTP – the death of 33 year old Trevor Hall at Manchester Piccadilly station – took place. Suspects were arrested within four days and a local man was later charged and convicted.

The commitment to strengthening BTP's major crime capabilities was extended with the setting

up of a Major Investigation Team in 2005, providing BTP with the resources to run a Major Incident Room using the HOLMES computer system anywhere in Britain.

As well as settling the jurisdiction issue, 2001 was significant as, after months of legal argument, it was finally agreed that BTP officers could be issued with CS spray (later replaced by pepper spray) for the first time, with trainer training starting that October.

BTP was also amongst the first forces to be using the new digital radio system, Airwave, with a pilot taking place in Lancashire in 2001, and a significant move forward in intelligence led policing was made with the introduction of the ACPO sponsored National Intelligence Model (NIM).

From the outset, Ian Johnston brought with him a clear vision positioning BTP firmly in the mainstream of British policing, whilst emphasizing the organisation's specialist credentials as a dedicated service for the rail industry.

Working smarter, making increasing use of the benefits of modern forensics, was one way in which that was achieved and by 2002, a fully equipped Fingerprint Bureau staffed by experts

had been set up giving BTP the capability for the first time of handling all its own fingerprint checks in-house using the latest automated recognition technology. BTP is also now a leader in using DNA to solve crime.

Further elements of Ian Johnston's vision were the need to deepen and reinforce partnerships with BTP's stakeholders in the rail industry, and to gain maximum benefit from the extended police family.

Wednesday, 5 January 2005 was an historic day with Police Community Support Officers (PCSOs) on duty on the rail system for the first time. BTP now has more than 300 PCSOs and has given them all the powers the Home Office will allow, so they can be as effective as possible in their role.

Alongside, PCSOs and Special Constables, the Railway Safety Accreditation Scheme (RSAS) got off the ground in November 2005 when the then South Eastern Trains become the first company to gain accreditation. By 2009, 10 companies had joined the scheme that allows them and their staff involved in railway security to be accredited by the police, ensuring the provision of well trained and vetted staff for railway security operations.

RSAS accredited Individuals have a number of roles and can have a range of powers, including issuing Penalty Notices for Disorder (PNDs) for public disorder and for railway trespass. BTP trialled PNDs in the West Midlands in 2002, before rolling them out across England and Wales. A similar scheme now operates in Scotland (see TBL June). Change within BTP has been rapid over the past eight years and it has also been a time when the organisation has been under almost constant review.

Following up their 2001 visit, Her Majesty's Inspectorate of Constabulary (HMIC) produced a new report on BTP in 2003/04, which said that BTP had moved on significantly. 'Performance since that time (2001) has broadly improved with evidence of a rigorous performance culture everywhere to be seen,' said Sir Peter Winship. He attributed this to what he described as 'vivid leadership' and 'tougher accountability for performance.'

This was by no means the first review Ian Johnston had steered BTP through since his arrival. As early as October 2001, the then Department of Transport, Local Government and the Regions issued a consultation document called *Modernising the British Transport Police*. In typical fashion, Ian Johnston saw this as opportunity rather than threat and set about proving BTP's case – which he did successfully leading to the establishment of an independent police authority



Ian Johnston at the Force's first Community Engagement Forum held in London in August 2005

and resolution of the jurisdiction issue.

Speaking in November 2001 in a Lords' debate, former Metropolitan Police Commissioner, Lord Condon, said: 'It is not fully understood sometimes that the British Transport Police is second only to the Metropolitan Police in the number of terrorist incidents with which it has dealt in recent years. Consequently, it has developed

considerable expertise in dealing with terrorist incidents and helping to prevent them. I pay tribute to the role that the British Transport Police has played in recent years in combating terrorism.'

Terrorism, of course, was on everyone's mind at the time as this was just a few weeks after the 11 September attacks in the US. By mid-2004, BTP was an established and recognized part

of Britain's front line against terrorism and was unveiling three new "Alpha" vehicles and advanced detection equipment, funded by the Department for Transport to the tune of £2.3 million - the forerunners of today's Special Response Unit.

The new Alpha units provided an enhanced 24 hour response capability to potential terrorism incidents on the rail and Underground network in the capital. They were also part of the response to the Madrid train bombing of 11 March 2004 giving BTP greater capability to respond to a Madrid style multi-site incident.

More reviews were to follow. In June 2004, a report by the House of Commons Transport Select Committee on BTP concluded that the Force was under-funded and under-equipped.

Committee Chairman Gwyneth Dunwoody MP, who sadly died in April 2008, commented: 'British Transport Police officers are dedicated and professional. Unless we retain a national police force charged with policing the rail network, the task will not be given the priority it needs.'

Ian Johnston used the political impetus that the Select Committee's support gave him and, working with the new British Transport Police Authority (BTPA), which began life on 1 July 2004 under its first chairman, Sir Alistair Graham, pushed hard to win increased investment for BTP.

In July, 2004, hot on the heels of the Select Committee report came the Government's "Future of Rail" White Paper. That was a key moment for BTP as it set out clearly BTP's role in the industry.

'Personal security is a major concern to many passengers. Assaults on staff are a continuing problem, and the rail industry, like many others, must also respond to the increased terrorist threat,' it said. 'The British Transport Police (BTP) have a key role to play in maintaining safety and security on the railway. The industry and passengers also receive significant benefits from a dedicated force, particularly from its approach to managing incidents, which is aimed at minimising delay. The Government confirms its support for the BTP continuing in its role as a specialist rail police force.' Just three months later, a further DfT review was published that again confirmed BTP's role as a specialist rail police force. A year later in October 2005, Secretary of State Alistair Darling announced yet another review of BTP to run alongside the Home Office review of police forces in England and Wales.

Navigating his way through the complex political landscape, whilst keeping BTP's eyes firmly on the goal of delivering a first class policing service, has been Ian Johnston's strength. His success in doing that has won him many friends in the rail industry.

When the Secretary of State announced the final review of BTP in October 2005, the Association of Train Operating Companies (ATOC) issued a statement supporting BTP, saying: 'The train operators have a very high respect for BTP...we place a high value on this specialist force and their unique knowledge and skill in policing the railway.'

Better performance, better relationships and more resources are Ian Johnston's impressive legacy to railway policing.



Rail minister Tom Harris MP joined up with the Chief Constable, Ian Johnston, at Glasgow Central Station in 2008 to see at first hand how BTP engages with passengers during counter terrorist operations. 'I fully support the excellent work the BTP have been doing since the Glasgow Airport attack last July,' said the minister, who is also MP for Glasgow South.



The Mayor of London helped officially launch L Area's 30 Neighbourhood Policing Teams (NPTs) covering London Underground and Docklands Light Railway at Finsbury Park at the beginning of August 2008. L-r: PC Steve Bungaroo, London Mayor Boris Johnson, PC Mike Witter, the Chief Constable, Sir Ian Johnston, and Howard Collins, London Underground's Chief Operating Officer

COMMUNITIES ARE THE KEY

Community is a constant theme that runs through Sir Ian Johnston's years with BTP. His time with the Metropolitan Police encompassed the 1993 murder of Stephen Lawrence and the subsequent inquiry report by Sir William Macpherson, and from the outset he showed himself determined that BTP would be a leader in policing diverse communities.

It wasn't long before he had the chance to put down a marker as, at the end of May 2001, BTP's Support Association for Minority



A protocol signed in January 2009 between the Muslim Safety Forum (MSF) and BTP aims to promote the safety and security of Muslim communities, as well as a positive relationship between BTP and those communities. Sir Ian Johnston and MSF Chairman, Mujib Miah

Ethnic staff (SAME) was launched at the London Headquarters of the British Medical Association.

Keith Jarrett was SAME's first Chairman and later went on to serve as President of the National Black Police Association. At the launch, Sir Ian made it clear where his priorities lay. 'Keith has my total support and SAME has a big role to play in taking the Force forward,' he said.

Within two months, BTP for the first time had a community and race relations strategy and a dedicated unit to steer the policy through. Significantly, that unit evolved into today's Community Engagement and Partnerships Unit, which looks after neighbourhood policing - now a central pillar of BTP's policing style.

Ironically, it was only a few days later on 7 and 8 July 2001 that the city of Bradford was torn apart by communal riots. BTP officers were in the thick of it standing alongside colleagues from West Yorkshire Police.

Commenting on the events of that weekend, Sir Ian Johnston was quick to praise BTP's contribution to the operation.

'The media pictures of the disorder which took place in Bradford...showed levels of violence which have not been seen on streets anywhere in Britain for a great many years,' he said. 'I am extremely proud of the actions of British Transport Police, and place on record my utmost admiration for all the officers and support staff who were involved...Those who were deployed showed courage in the face of sustained hostility.'

Four years later and BTP officers were in the front line again following the July 2005

bombs targeted at London's transport system. In the aftermath of that atrocity and the attempted bombings two weeks later, Sir Ian re-emphasized his belief that communities were the key to defeating terrorism.

'Communities hold the trump card in ensuring safety in this country,' he said and in August 2005 BTP held its first community engagement forum in London.

BTP's response to the 7 July bombings was described by Sir Ian Johnston as truly world class. 'When the chips were down,' he said, 'BTP came through, for the injured, for

Londoners and for the nation. We had planned and trained - and that worked, but until the real thing hits you, you never know quite how people will react.'

Forging links with communities and community organisations continues to be a Force priority and the introduction of Neighbourhood Policing Teams (NPTs) has been one way in which community focus has been brought into the mainstream of BTP's activity.

The first two NPTs on the National Rail network were launched in October 2006 in Birmingham, with a third team at Pontypridd following a month later. In 2009, there are now more than 70 teams active around the country.

BTP has also set up two independent advisory groups bringing together a wide range of people to promote community partnerships, help with policy development and to provide practical help dealing with critical incidents and extending communication and consultation.

The Independent Advisory Network (IAN), covering London, was set up in April 2006 and the National Independent Advisory Group had its inaugural meeting in July the following year.

ABOUT SIR IAN

You are an outstanding public servant who has always sought to advance the services you have been responsible for in a determined, tireless and courageous manner...Johnstons don't fade away, they take on new challenges!

Denis O'Connor, Her Majesty's Chief Inspector of Constabulary

You did something very simple - you put passengers first and really improved the quality of safety and security on the railways. This is no mean achievement in a complex industry and I would like to thank you on behalf of all passengers.

Anthony Smith, Chief Executive, Passenger Focus

What stands out for me about Ian Johnston's time with BTP is his leadership and innovation.

During the Cumbria train crash, he was on holiday in the West Indies. He had only just flown out on what must have been a well deserved holiday, judging by the hours he puts in, but he immediately flew back to walk around a muddy site and thank the officers, and to fly the flag. That made a lasting impression on me, and was pure leadership.

Chief Supt Martyn Ripley



L-r: BTP Chief Constable Sir Ian Johnston, Chief Superintendent Martyn Ripley and HR Director Linda Scott



Sir Ian Johnston (left) with Mark Newton, Paul Brogden and Dave Roney peaking as part of the 2008 Three Peaks Challenge on behalf of the Railway Children charity

HR Business Partners will help drive change

The HR Transformation programme has slimmed down BTP's Human Resources function with the cash freed up reinvested in front line services as part of the frontlinefirst programme.

The first step in the new HR model is the HR Express online system - an intranet portal providing user friendly reference and guidance information for supervisors and managers (see TBL June).

If that doesn't answer your question, the HR Business Centre in Birmingham has a team of HR professionals to provide help and advice. They also handle day to day transactions,

recruitment and more.

The third level of HR Support is the Business Partner - there is one on each Area and two at FHQ. 'They have a key role to play supporting Senior Management Teams on Area with strategic advice and expertise across all areas of HR,' explains HR Business Change Manager Sue Brown.

'They are there to offer the HR perspective on business development and planning, so they are

an integral part of Area and departmental management structures. Their expertise covers many different areas, from job design and employee relations, to diversity, workforce planning and disciplinary issues.

More importantly says Sue, they are agents of change. 'We are changing the way we do business in BTP and the HR Business Partners are helping ensure that change goes smoothly.'



Scotland's HRBP is **Barrie Grant**. He joined BTP with 12 years generalist HR experience across a number of industries, having worked for large organisations

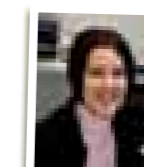
such as IBM, Tarmac and Abbey. 'This is an opportunity for me to work in the public sector and the police service for the first time. Since joining it has been fascinating and indeed challenging getting to grips with the different operational performance issues unique to a police service that differs from a purely commercial environment. 'The challenges that face the BTP mean value and efficiency become even more important. The HRBP role is central to employing initiatives that assist the organisation in doing things better, not just working harder.'



Catherine Morgan covers the newly extended North Eastern Area. She too has 12 years private sector experience,

having worked in the telecommunications, construction and confectionery sectors.

'I joined BTP from Cadbury in September 08,' Catherine told *The Blue Line*. 'I'm working with the Area Senior Management Team to ensure a successful transition to the HR Business Centre and to make sure the Area has the best skills and resourcing profile to deliver our performance targets.'



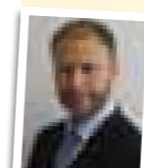
Emma Briscoe from the North Western Area is another new arrival from the private sector. She joined in March 2009 from Honeywell.

'The commercial element of BTP has certainly assisted with the transition for me from the private to the public sector. The move to an HR Business Centre provides us with a real opportunity to ensure consistency, fairness and corporacy in all that we do. As an HR function, it also gives us the opportunity to work on new initiatives that will help us to maximise the efficiency and the effectiveness of the service we deliver.'



Gory Winstanley from Wales & Western has been in both the private and public sectors. He has some experience

of the criminal justice sector having spent 10 years with the Forensic Science Service. Before joining BTP he was working as an HR consultant. 'I see our core function as partnering with the senior leaders on Area and becoming integrated members of the SMT. We can start to focus on those areas that really make a difference to our objectives and align HR activity much more closely with the organisation and its performance.'



Adrian Tills from London North has held a number of Senior HR roles including Deputy Head of HR at the

Commonwealth Secretariat and Head of HR for a national Refugee Charity. Having joined BTP at the end of 2007 as London North HR Manager, he has now moved into the Business Partner role. 'Working for BTP has meant using all my professional skills to the utmost! I am pleased to have secured this new role, which I think will help our drive towards greater efficiencies and delivering a better service.'

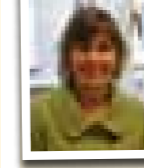


Linda Thomas on London South joined BTP in August 2007 as Area HR Manager with more than 15 years HR experience. Linda has worked for a large retail company and the London Ambulance Service. She sees the

advent of the Business Centre and her new role as an exciting opportunity to bring consistency in HR practice, drive efficiencies and improve the level of service offered by HR.

'This is not only a period of change for HR, but one that will affect the way our supervisors and managers operate,' she says.

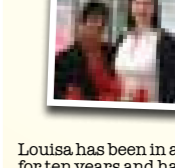
'I think it is important to alleviate the fears and concerns that go hand in hand with any change programme, and I see my role as Business Partner as fundamental to easing that change through for my Area. London South will move its transactional HR work to the Business Centre in September. In preparation for that there have been a number of communication events, together with ongoing work to coach managers on what the changes will mean for them.'



Sue Adkins has the biggest Area in terms of staff numbers, L Area, covering the London Underground and Docklands Light Railway.

She spent 11 years with Essex Police as HR Manager for the Mobile Support Division. 'That sat under Protective Services, covering firearms, road policing, marine, dogs, air support, the mounted section, emergency and contingency Planning amongst other areas. I also chaired the resourcing project for the 2012 games and was previously Head of Recruiting.'

'Although many of the issues I'm involved with are similar to those in other forces, it is still a learning curve in terms of different policies, procedures and of course, people! With over 1,000 staff it's important that they see the Business Partner role adding value and actively supporting front line policing.'



Louisa Rodrigues (left) from FHQ arrived at the beginning of the year initially working in the Employee Relations department. She previously worked for BT for more than 20 years.

Louisa has been in an HR Business Partner role for ten years and has seen what she calls a 'sea change' in HR practice over that time. She is also a JP and so has seen life from the other side of the bench!

'My remit covers the Deputy Chief Constable's, ACC Operations, and ACC London and Olympics portfolios,' she says. 'With my colleague Barrie, I also look after ACC Scotland. 'I see my role as working with leaders in the organisation to achieve their service objectives and targets through a motivated and engaged workforce. I think it will be challenging, but we have the potential within the Force to meet that challenge head on.'

Clare Ritchie is also at FHQ and covers the remaining portfolios - ACC Crime, Director of HR and Director of Finance and Corporate Services. 'For the past three and half years I have been the HR Manager for FHQ,' she told *The Blue Line*. 'Prior to joining BTP, I worked for West Midlands Police and for several private sector organisations. In all, I have been in HR for 10 years now, in a variety of management roles. 'It's an exciting time for HR within BTP, with some key challenges for the Business Partners.'

Jump start your career at LINK's August Career Day

LINK, BTP's support group for Lesbian, Gay, Bi-sexual and Transgender staff (LGBT), has teamed up with the Learning and Development Department to host a Career Day at FHQ on Thursday, 13 August.

'This is open to everyone, whether you identify as LGBT or not,' explains Diane Doyle from FHQ Diversity. 'If you feel your career has stalled, or you are at the start of your working life looking for the best way to progress, this is a chance to get some expert advice from the professionals.'

BTP's new Chief Constable, Andy Trotter, will

be speaking alongside HR Director Linda Scott.

Suzette Davenport, Assistant Chief Constable with West Midlands Police, will also share her experience on mentoring and there will be inputs from serving BTP officers and Learning and Development professionals on developing action plans, preparing for interviews, filling in application forms and more.

'It's an opportunity to find out first hand what an interviewer is looking for in a candidate, what development opportunities are open to you in BTP and get some practical help,' says Diane.

You can also sign up for a professional personality assessment! 'We will be offering what is called a Myers Briggs assessment,'

explains Diane. 'Myers Briggs is run by a qualified assessor and shows what your personality type is, so you can see how it might affect how others view you and how you might change your behaviour in certain situations. It will also lead you into taking part in a Personal Development Day, which we intend to organize in the near future.'

To sign up for the Career Day, ensure that you have your Area's or line manager's approval to cover any travel and accommodation expenses, then email Diane Doyle at FHQ to book a place. Also, make clear whether you would like to sign up for a Myers Briggs assessment and if you would be interesting in attending a Personal Development Day.

Official opening for FCC & FCRB

BTP's new trans-national control room and First Contact Centre were officially opened in Birmingham on 4 June.

Deputy Chairman of the Police Authority Sir David O'Dowd stood in for BTPA Chair Millie Banerjee on the day, after she was delayed by major disruption on the network that caused dozens of train cancellations between London and Birmingham.

Describing the facilities as 'something to be proud of...very impressive indeed', Sir David said that BTP was ahead of many police forces in the country.

The Force Control Room Birmingham (FCRB) covers the rail network outside London and the South East across England, Scotland and Wales. Its 54 police staff and 12 police officers provide a 24 hour seven day a week service liaising with rail operators, local police and emergency services around the country, responding to calls for assistance, and resourcing and handling incidents.

The First Contact Centre (FCC) sits alongside the FCRB and its 48 operators deal with all

non-emergency calls to BTP.

With the Chief Constable also delayed on the rail network, DCC Andy Trotter stepped up for a premature taste of the job he would be taking over from 1 August. Acknowledging the investment in BTP the new facilities represented, he thanked the whole project team, led by Chief Inspector Brian Gosden, for their hard work in delivering the £7.5 million project on time and on budget.

The two year FCC/FCRB implementation project reduced the number of control rooms in BTP from five to two. Also, for the first time, emergency and non-emergency telephone traffic is separated with the advent of the FCC.

'The project was about delivering better call handling and so a better service to the people contacting us,' commented the Chief Constable, Sir Ian Johnston.

'Communication is the lifeblood of policing and the rail environment in which we operate is extremely time critical. Speedy police response

There are dedicated numbers for BTP officers and staff to call the First Contact Centre (FCC), the Force Control Room Birmingham (FCRB) and the Force Control Room London (FCRL). Know you numbers and use them!

- **First Contact Centre**
BTP staff --- to --- FCC
054 5774 (0121 634 5774)
(Non emergency, duty state, sickness, information request or update etc)
- **FCRB** BTP staff --- to --- FCRB
054 5777 (0121 634 5777)
(Non emergency, active incident update and telephone interface with control room)
- **FCRL** BTP staff --- to --- FCRL
004 3039 (020 7904 3039)
(Non emergency, active incident update and telephone interface with control room)

to incidents, big and small, is vital to ensure that the network runs smoothly and passengers and trains are not unduly delayed, and people who need help quickly get it.'

The FCRB now works alongside the Force Control Room London (FCRL), and the two provide mutual resilience for incident handling across Britain.

With the FCC currently taking around 1,200 calls a day, the project gives BTP the ability to absorb increasing radio and telephone traffic and new forms of communication.

'This is a significant investment by the rail industry in a vital service for its customers and staff,' BTPA Chair Millie Banerjee told *The Blue Line*. 'Making it simpler for people to contact BTP and improving control room operations and call handling will lead to improved service and better use of resources.'



L-r: DCC Andy Trotter, the Lord Mayor of Birmingham, Councillor Michael Wilkes and the Lady Mayoress, Mrs Vivienne Wilkes, Sir David O'Dowd, Deputy Chairman of the British Transport Police Authority and the Chief Constable, Sir Ian Johnston

Fourth Big Tick for the North West

BTP in the North West has been given the stamp of approval for its educational activity from Business in the Community (BITC).

In June, the Area was handed a Big Tick at the annual Business in the Community Awards for its work supporting the Choices and Consequences programme.

The Big Tick, which is the most respected mark for responsible business practice, was awarded to BTP for its work with children and educational bodies through the TeachingZone website, the Your Choice conferences and partnership work with Network Rail, train operating companies and Rock FM.

'To be recognised by Business in the Community is not only an honour, it is also a reflection of the hard work and dedication shown by our staff and officers,' said North Western Area Commander Chief Superintendent Peter Holden.

'Across the Area we are committed to working with younger generations to educate them about the potential dangers posed by the railways. Route crime is a major issue for us and sadly it is often children and young adults who engage in this activity, usually in the form of trespass.'

'The idea behind the website and the programme of conferences is to improve the children's awareness of the dangers and to present these in a way that is accessible and understandable.'

This year's Big Tick award for the Area follows similar awards in 2006, 2007 and 2008 for BTP's

commitment to diversity.

Business in the Community Awards celebrate companies that have a positive impact on the community, environment, marketplace and workplace. Now in their twelfth year, they are the UK's leading Awards for responsible business practice.

The award is made by a panel of independent, experienced practitioners. Congratulating this year's winners, Stephen Howard, BITC Chief Executive said: 'In the current economic climate it is fantastic to see so many strong examples of businesses that recognise the benefits, both social, environmental and to their bottom line, of being a responsible business.'



L-r: Chief Superintendent Peter Holden, DI Andrea Rainey, Inspector Jayne Lewis and Barry Collins of Collins McHugh

Educational messages

The TeachingZone website, www.teachingzone.org, gives information on rail safety and BTP together with lesson plans, fact sheets, posters and media files for use with interactive whiteboards for downloading.

The Your Choice Conferences are themed events exploring anti-social behaviour in the community. Aimed at Key Stage 2/3 students aged 10-12, they are fast paced and interactive, each conference consists of five workshops, a powerful performance of drama and a group of rap musicians.

Bright idea makes it into print

A good idea by one of BTP's Family Liaison Officers (FLOs), PC Colin Albins from London North, has now made it into print.

'Following my family liaison training, I discovered that we had very little, if any, literature available that could be handed out to the families of the bereaved explaining all about the role of an FLO,' explained Colin.

'Having seen similar literature in use by other forces, I produced this simple document explaining who we are and what we do, together with useful contact numbers for outside agencies. I've used it on several of my deployments and have received a lot of positive feedback. Hopefully it will also assist FLOs by combining lots of useful information in one document. I would like to thank DI Dave Aiton and

Inspector Becky Howson for their help.'

Rebecca Howson is from Management Services at FHQ and she was instrumental in making Colin's idea a reality.

'Colin came up with this simple but extremely useful leaflet,' she told *The Blue Line*. 'It has taken some time to get it off the ground but it has finally been produced and is being circulated to all BTP FLO's. I am so pleased that Colin's idea was given full support by ACC Paul Crowther and that Management Services were able to assist with spreading this piece of good practice.'

One of Rebecca's roles is to sponsor and spread good ideas like Colin's. If you have something you think would benefit BTP, send her an email!

Promoting sport in the police

Inspector Derek McCutcheon from the North Western Area is the Policesport UK co-ordinator for BTP and is keen to get anyone involved in sport, PCSOs, Specials, police officers and staff to take part in Policesport UK activities.

Derek heads the BTP Judo section and has just won a gold medal in the under 100KG category at the High Wycombe Masters judo competition.

This follows the bronze medal he won at the Hungarian Masters, gold at the Scottish Open championships, gold in the over 45 years category and silver in the over 35s category at the National Police Championships.

Policesport UK hosts two judo coaching weekends and the national championships each year, as well as an opportunity to compete in international competition.

More details are on the following websites: www.policesportuk.com (all sports), www.policesport.org (athletics) and www.britishpolicejudo.com (Judo) or email Derek for more information.



You too can be a life saver

BTP has teamed up with the Anthony Nolan Trust to launch an appeal encouraging staff to volunteer as potential bone marrow donors.

Every 21 minutes someone in the UK is diagnosed with a potentially life threatening disorder, such as Leukaemia or plastic anaemia, where often the only chance of a cure is a bone marrow transplant.

Fewer than 30 per cent of these patients will find a family member with compatible blood stem

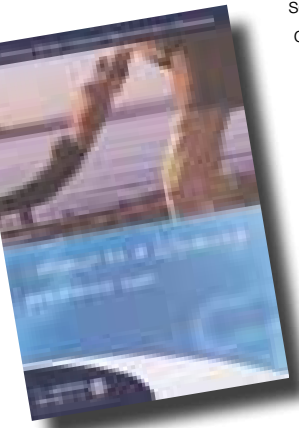
cells to donate. For the rest, an unrelated donor is the only chance.

A special event was held at Force HQ in June to raise awareness of what transplants are all about and to sign up new donors.

Lynsey Dickson from the Trust says there are currently 16,000 patients seeking a suitable donor. 'We are urging all BTP employees aged 18 to 40 who are in good health to register and potentially help change a life of someone who is ill.

'The Anthony Nolan Register can never be big enough if we are to fulfil our mission and provide a transplant for any patient in the world in need of bone marrow. We are hoping that many BTP employees will "Give the gift of life" and are delighted to be working with BTP on this campaign.'

Anyone interested in finding out more should contact FHQ Welfare Officer Derek Reale by email or on 07921 943853 or visit the Anthony Nolan website www.anthonynolan.org.uk



Promotions

Constable Neil Ketley, Coventry, Wales & Western to Sergeant, FCRB (15.03.09)

Inspector Matthew Allingham, Hammersmith to Chief Inspector Operations, Faculty Manager, Learning & Development, FHQ (08.03.09)

PSG5 Victoria Charles, AIB, London North to PSG6 Intelligence Analyst, PSD, FHQ (09.02.09)

PSG3 Harika Bhanderi, HR Policy & Strategy, FHQ to PSG4, HR Policy Development Assistant, Human Resources, FHQ (26.01.09)

PSG3 Neulla Hawtin, FCRB to PSG4 Communications Officer FCRB (20.01.09)

Inspector Robert Cameron, Scotland to Chief Inspector, OIC Aberdeen, Scotland (01.04.09)

In the Cess



Strutting his stuff

There was a flap, almost literally, at Kensington Olympia in June when a peacock ventured on to the tracks. Staff were apparently chucking things at it to try to move it off the rails and eventually cornered it in the platform shelter. They had to watch over it whilst the RSPCA was called, as the shelter had no door.

Like Desert Orchid – in Northampton

In April, two officers on duty at Northampton were alerted to four youths on the tracks. Reliving the glory days when BTP policed the nation's waterways, our two brave lads – with a combined age of 104 – plunged into the River Nene and detained the youngsters. Local fishermen described the sight of the silver haired Sergeant at full gallop heading for the river as 'Like Desert Orchid in the Grand National.'

World cut off from Peterborough shock

Being smart is important for BTP officers, so all credit to the Peterborough PC keen to look his best and portray a professional image. Each day he ironed a clean new shirt before going out to meet his public. Half way through one weekend shift, however, he was irked to discover that he could not update any of his crimes, emails or use the intranet. He duly notified the world that it was cut off from Peterborough and spent the rest of the weekend fretting over what the problem could be. On Monday morning, the matter was soon resolved when an eagle eyed colleague saw that the server had been unplugged and in its place was the iron. He was lucky his Sergeant didn't put him on Corden (sic) duties for the rest of the week.

Obituaries

We regret to report the death in service of the following:

PTO **Jarrod Haughton**, Scientific Support Unit, outbased in the North East, who died on 15 May aged 40.

We regret to report the death in retirement of the following:

Ex-Constable **Colin Pearce**, Newport Docks who retired in 1986 and died on 31 May aged 64.