



# Findings from the 2010 British Transport Police Rail Staff Survey: Briefing for TOCs

## 1. Introduction

This paper outlines the headline findings from the 2010 British Transport Police (BTP) Rail Staff Survey (RSS). The analysis presented is based on the responses of 1,873 members of rail staff working for 18 Train Operating Companies (TOCs). Due to the survey in part being conducted online it is not possible to calculate an overall response rate. However, of the 6,750 paper based surveys that were distributed, 1,138 were completed and returned. This represents a 17% response rate – up from 10% in 2008 (the last time the RSS was carried out).

An analysis of staff freetext responses can be found at **Appendix A**.

## 2. Sample characteristics

The sample is evenly split between station staff (51%) and train crew (49%).

### **Gender**

The sample is dominated by males (80%); only one in four respondents is female (20%). Moreover, the proportion of females varies by survey type, with nearly one third of station staff (30%) identifying themselves as female compared to just 13% of train crew.

### **Age**

Respondents are mainly distributed in the 45-54 age category (32%), although the 25-34 (20%), 35-44 (30%) and 55-64 (13%) age categories are also well represented. Less well represented are the 16-24 (4%) and 65+ (1%) age categories.

### **Ethnicity**

The vast majority of the sample (85%) is made up of staff who describe their ethnicity as 'White British'. The second most represented ethnic category is 'any other White background' (4%). 'Indian' and 'African' both comprise 2% of the sample.

### **Length of service**

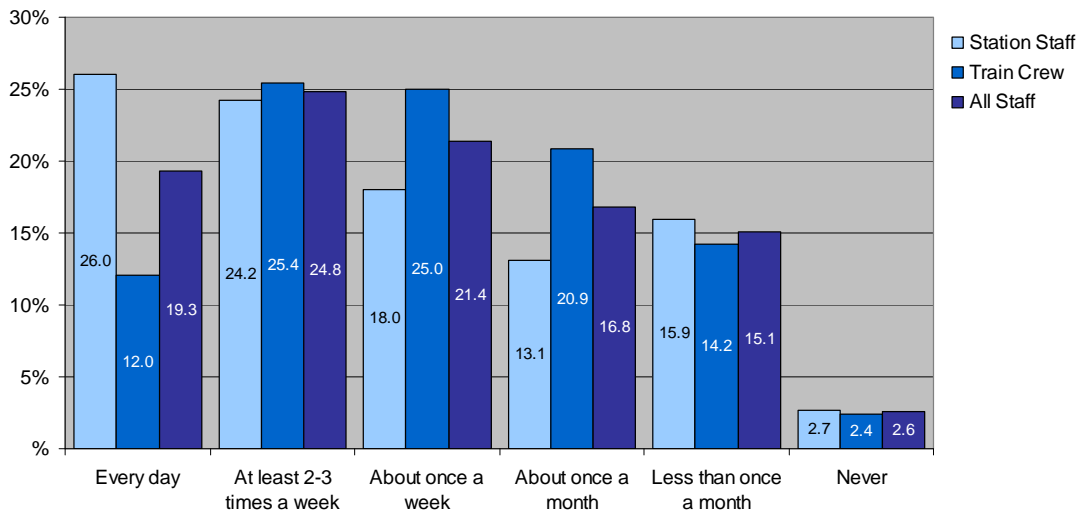
Over two thirds of respondents (38%) have been working for their current TOC for between two and six years. A quarter (25%) have between six and ten years service and nearly one in four (19%) have between ten and twenty years service. Only 4% have been working for their current TOC for less than one year.

## 3. Police visibility

### **Frequency of sightings**

Approximately one fifth of staff (19%) claim to see a police officer or PCSO on a daily basis. Slightly more (21%) report seeing an officer or PCSO once a week and more still (25%) report seeing one at least two times a week. Just under one third (32%) claim to see a police officer or PCSO once a month or less. A small minority (3%) of staff claim never to have seen a BTP officer while at work.

### How often do you see a police officer or PCSO at work?

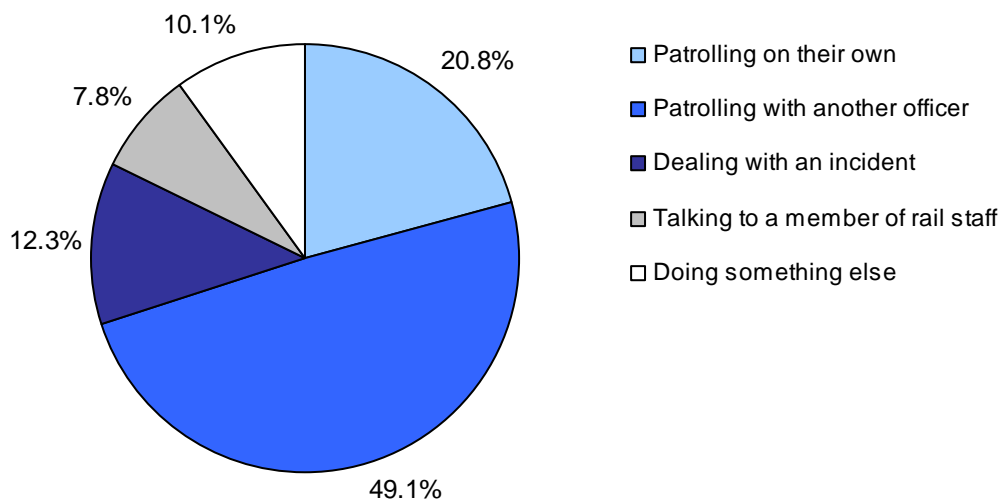


Station staff are more likely than train crew to see a police presence at least once a week (68% compared to 62%). The most common sighting reported by station staff is daily (26%), followed by two or three times a week (24%) and once a week (18%). For train crew, the most common sighting is two or three times a week (25%), followed by once a week (25%) and once a month (21%). More infrequent sightings – less than once a month and never – are more commonly reported by station staff (16% and 3%) than by train crew (14% and 2%).

### Nature of sightings

To understand how members of rail staff experience a police presence, respondents were asked what the last officer or PCSO they saw at work was doing and whether seeing them that way increased, decreased or made no difference to their level of confidence in BTP. In response to being asked what the last officer or PCSO they saw was doing, 49% of staff said patrolling with another officer, 21% said patrolling on their own, 12% said dealing with an incident and 8% said talking with a member of rail staff.

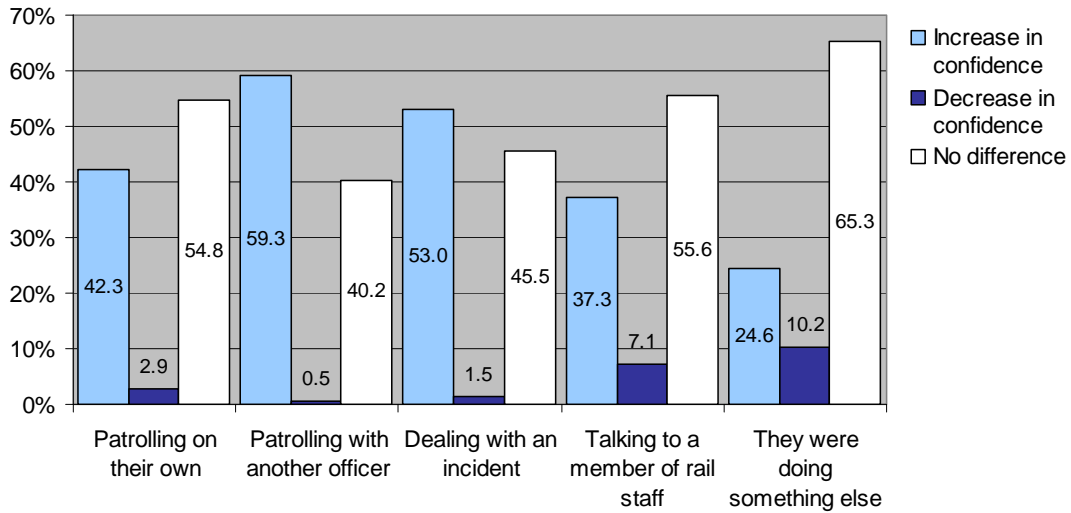
### What was the last police officer or PCSO that you saw doing?



**Impact on confidence**

59% of staff reported that seeing an officer or PCSO patrolling with another officer increased their confidence in BTP. This compares to the 42% of staff who reported an increase in confidence as a result of seeing an officer or PCSO patrolling alone. Witnessing an officer or PCSO deal with an incident increased the confidence of 53% of respondents whilst seeing an officer or PCSO talking with another member of staff increased the confidence of 37%.

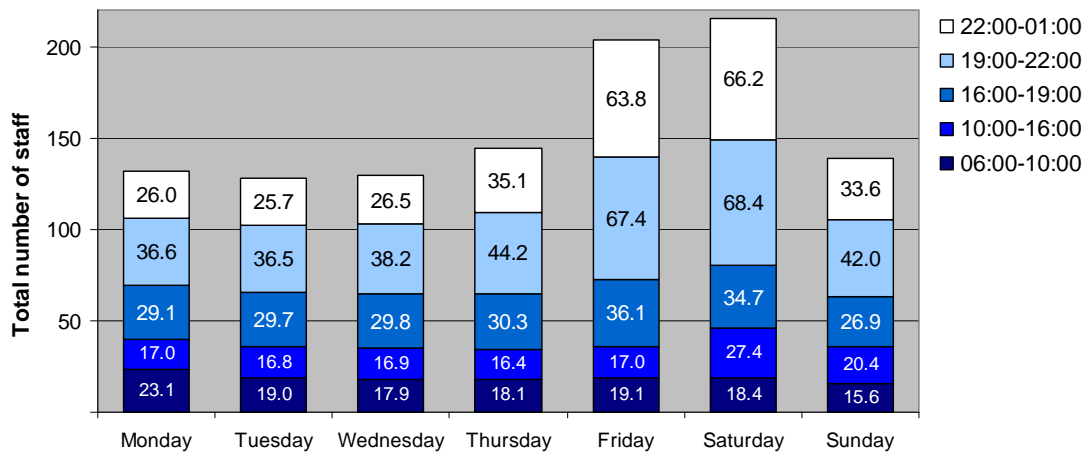
**Did seeing them that way increase, decrease or make no difference to your confidence in BTP?**



**Staff demand**

Staff were asked on which days and at what times they would find a visible police presence most useful. Unsurprisingly, the most frequently chosen day was Friday, with Saturday ranking second, Thursday third and Sunday fourth. The most popular time of day was between 19:00 and 22:00 whilst the least popular was between 10:00 and 16:00.

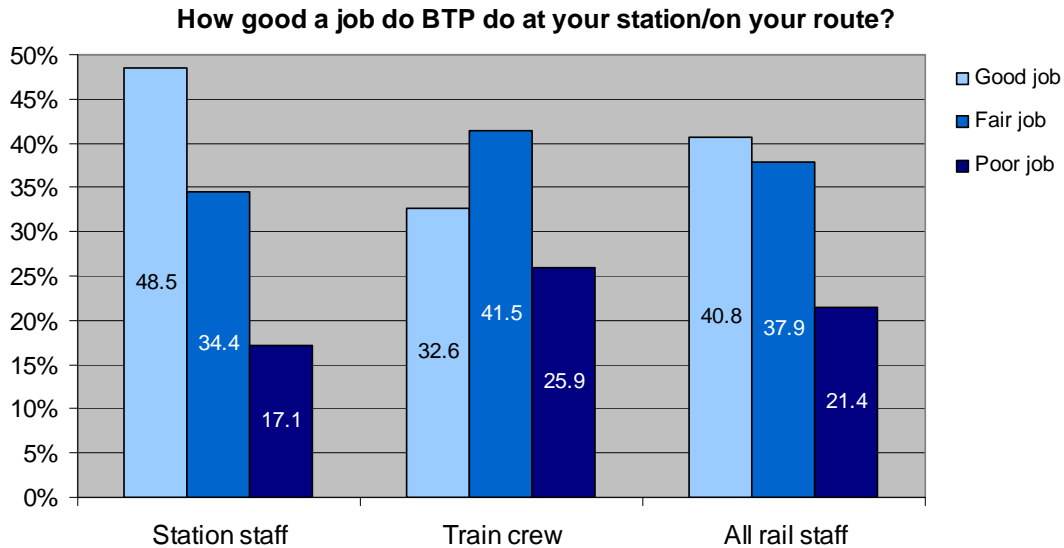
**On which days and at what times would a visible police presence be most useful?**



## 4. Performance

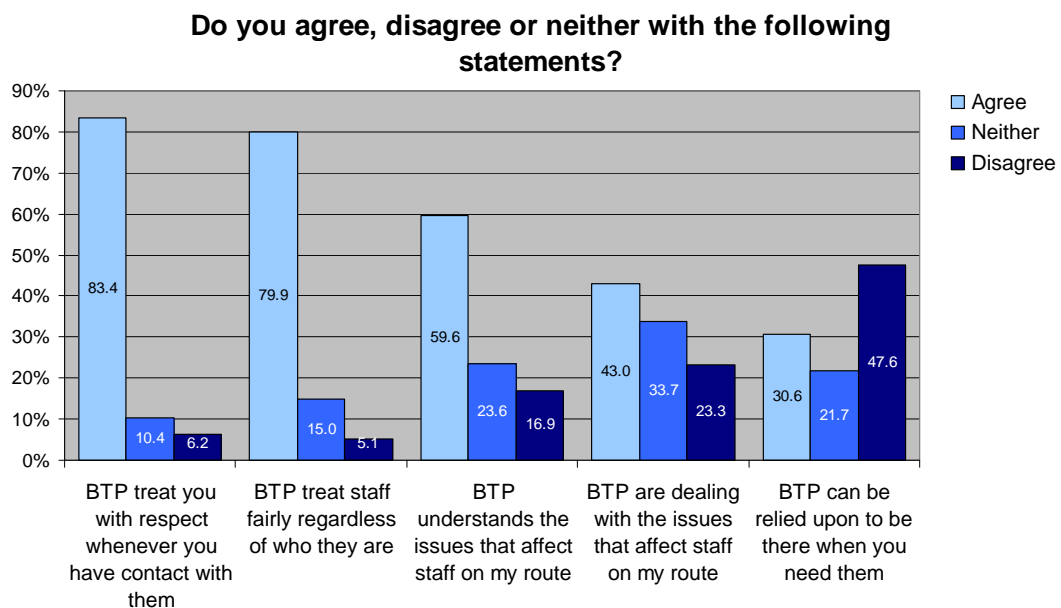
### Overall performance

Respondents were asked how good a job BTP do at their station (station staff) / line of route (train crew). In response, 41% said that BTP do a good job, 38% said fair job and 21% said poor job. The graph below highlights clear differences between how station staff and train crew view the performance of BTP. While 49% of station staff think BTP do a good job, 35% think BTP do a fair job and only 17% think BTP do a poor job, the respective figures for train crew are 33%, 42% and 26%.



### Trust and confidence

To assess the level of trust and confidence invested in BTP by rail staff, respondents were asked whether they agreed, disagreed or neither with a series of specially chosen statements. The vast majority of staff agree that BTP treat them fairly (80%) and with respect (83%). Confidence is in short supply however when it comes to relying on BTP to be there when needed – nearly half (48%) of all staff disagreed with this statement.

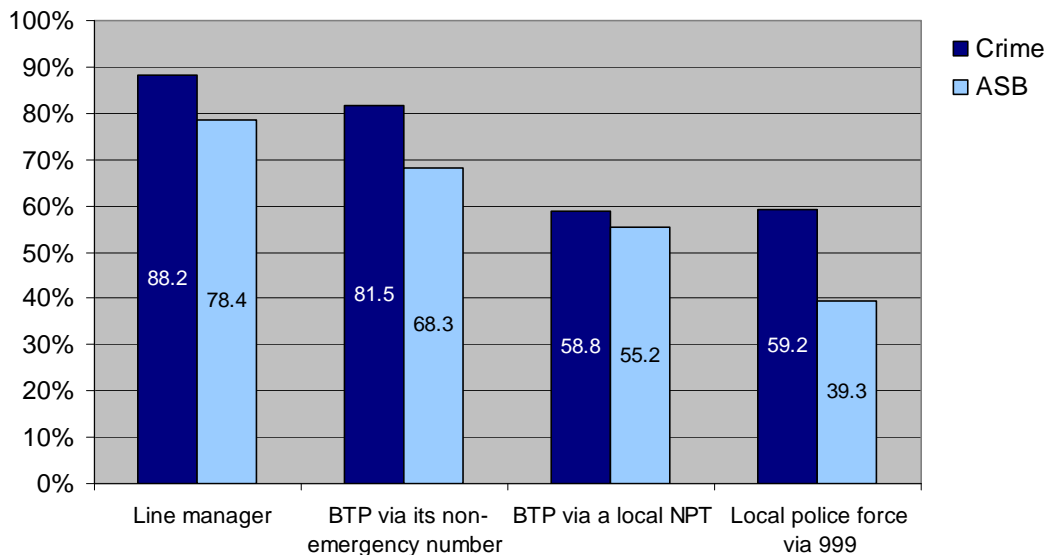


### **Willingness to report**

Staff were asked how likely they would be to report a crime and an act of anti-social behaviour (ASB) to BTP. This question was included because previous research shows that people are more likely to report incidents to the police if they are confident that their report will be taken seriously and acted upon. Reporting options included the BTP control room and a local NPT; line manager and local police were also included for comparison purposes.

Across all reporting options staff are more likely to report a crime than an act of ASB. That this trend is consistent across all four options suggests that staff consider the reporting of crime to be more important than the reporting of ASB. However, when it comes to reporting an incident to their local Neighbourhood Policing Team (NPT), the percentage of staff who would 'definitely or probably' report ASB (55%) is only slightly less than the percentage who would definitely or probably report a crime (59%). That this difference (3.6 percentage points) is considerably less than the average difference for the other three reporting options (14.3) might suggest that staff are aware of the need to report more low-level disorder directly to NPT's.

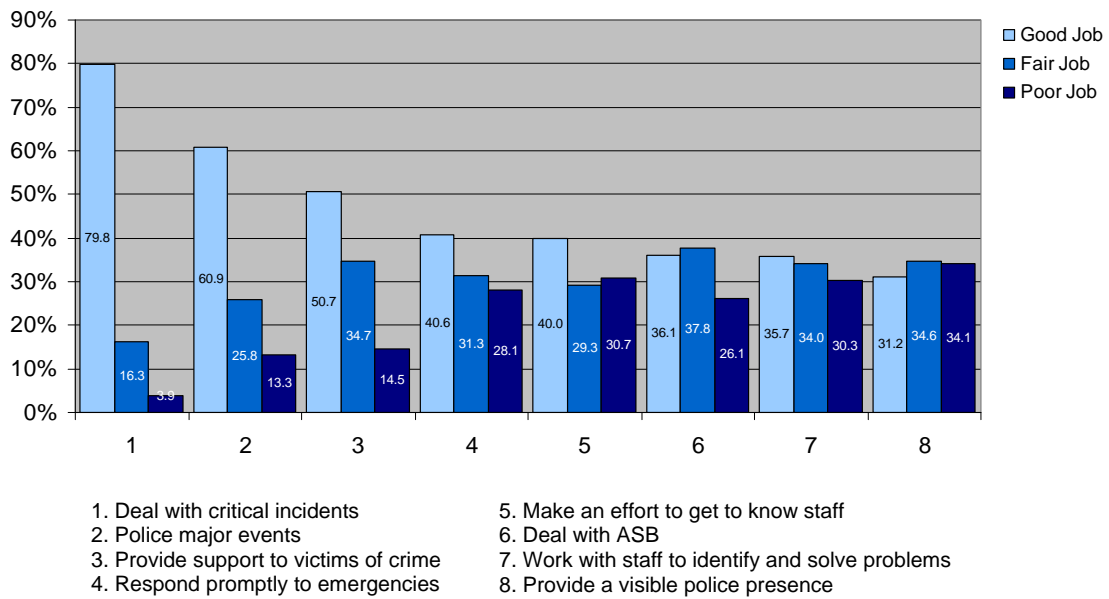
**How likely would you be to report an incident to the following?  
(% of staff who would definitely or probably report)**



### **Service provision**

Respondents were also asked for their views on how well BTP provides certain key services. In terms of dealing with critical incidents (80%), policing major events (61%) and providing support to victims of crime (51%), a majority of staff think that BTP is doing a good job. Doing a good job is also the most common assessment of BTP's performance when it comes to responding promptly to emergencies (41%), getting to know staff (40%) and working with staff to identify and solve problems (36%). At the same time however, around a third of staff feel that BTP is doing a poor job at getting to know staff (31%), working with them to identify and solve problems (30%) and providing a visible police presence (34%).

### How well do BTP provide the following services?

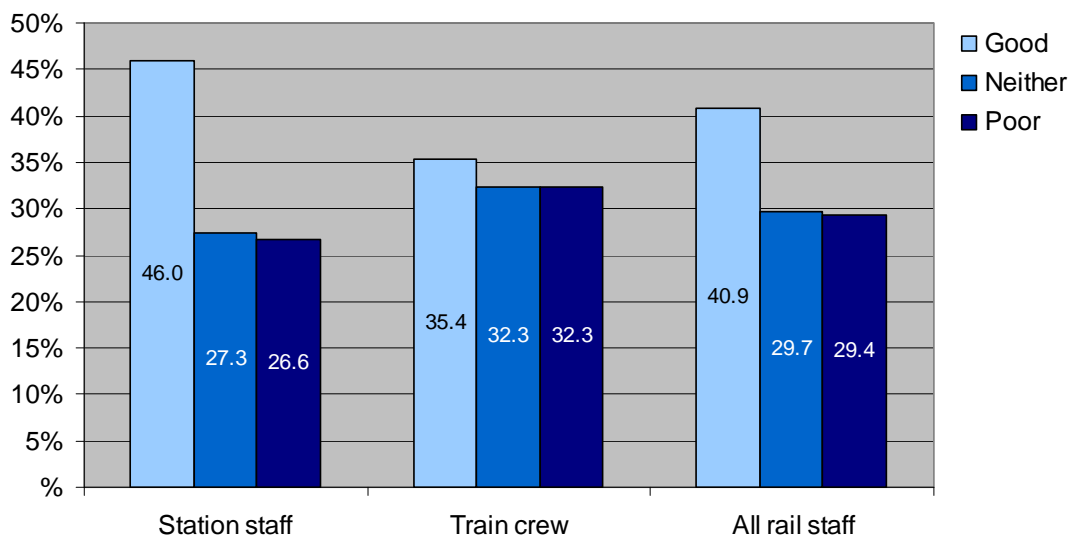


## 5. Personal security and victimisation

### Personal security

Staff were asked to rate their personal security at work; for both station staff and train crew the most common rating was good (46% and 35% respectively). That less train crew than station staff rate their personal security as good might be a result of their different working environments (see the freetext analysis at Appendix A for evidence of this). Similar numbers of station staff and train crew rated their personal security as either fair (27% and 32%) or poor (27% and 32%).

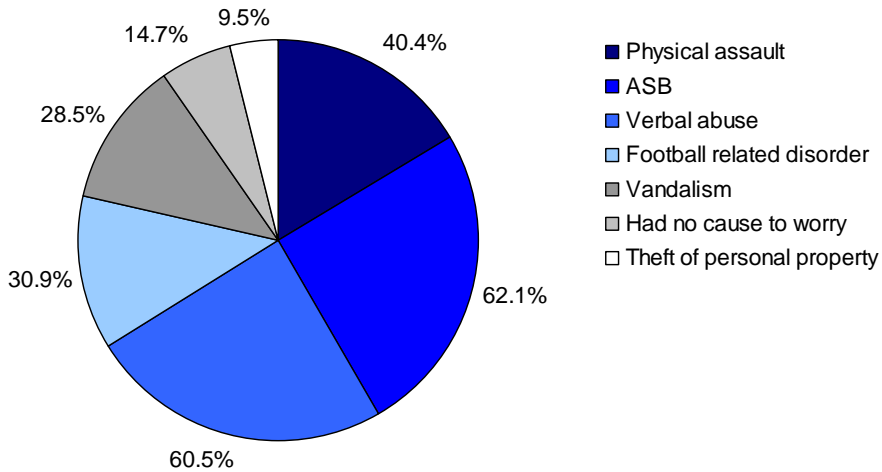
### How would you rate your personal security at work?



**Security concerns**

Staff were presented with a list of possible security concerns and asked if they had ‘worried’ about any of them during the last 12 months. The issue that worried the largest proportion of respondents was ASB: nearly two thirds (62%) of staff reported that they had worried about this in the last year. Verbal abuse (61%) and physical assault (40%) were identified as the second and third most common causes of concern.

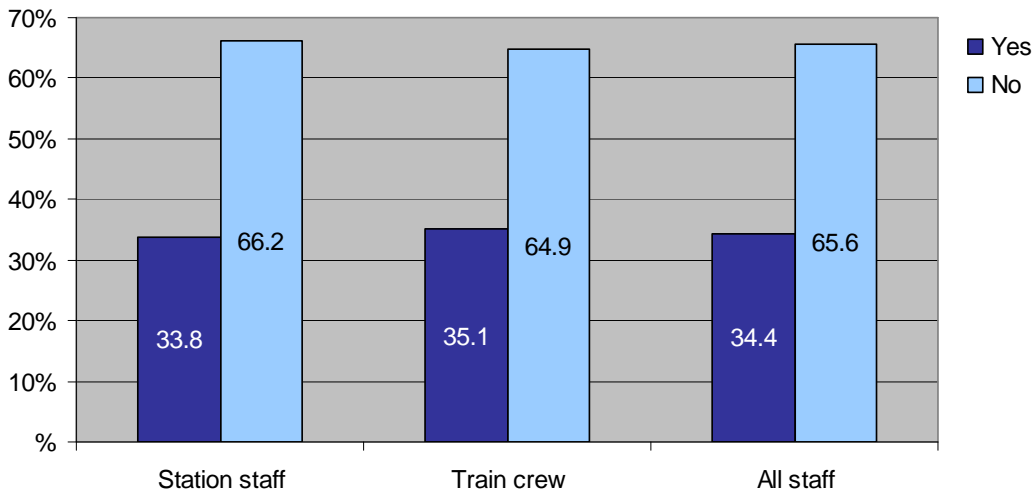
**Have you worried about any of the following during the last 12 months?**



**Extent of victimisation**

In order to understand the extent and nature of victimisation experienced by staff, respondents were asked whether they had been a victim of crime during the last 12 months, what type of victimisation they had experienced and whether they had reported it to BTP. Just over a third of respondents (34%) reported that they had been a victim of crime at work during that time period. There is little difference in the rate of victimisation between station staff (34%) and train crew (35%).

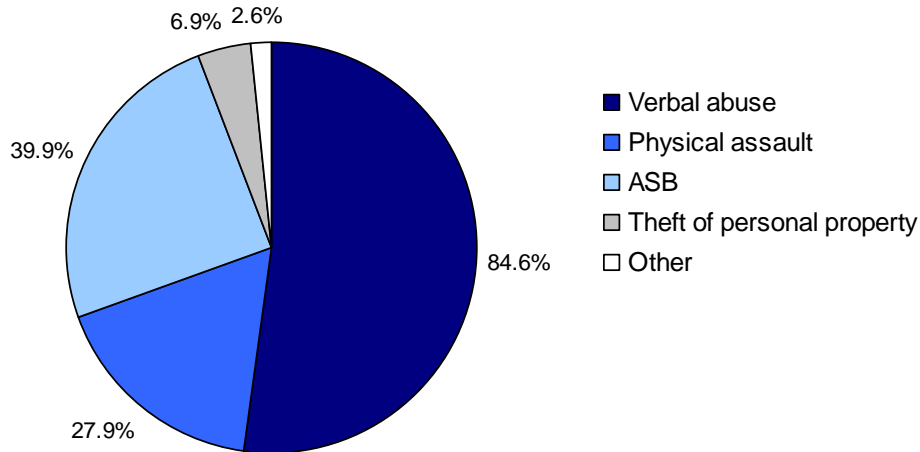
**Have you been a victim of crime during the last 12 months?**



**Type of victimisation**

All staff who had been a victim of crime during the last 12 months were asked which offence(s) they had experienced. The vast majority stated that they had been victims of verbal abuse (85%). ASB was experienced by 40% of victims, physical assault by 28% and theft by 7%.

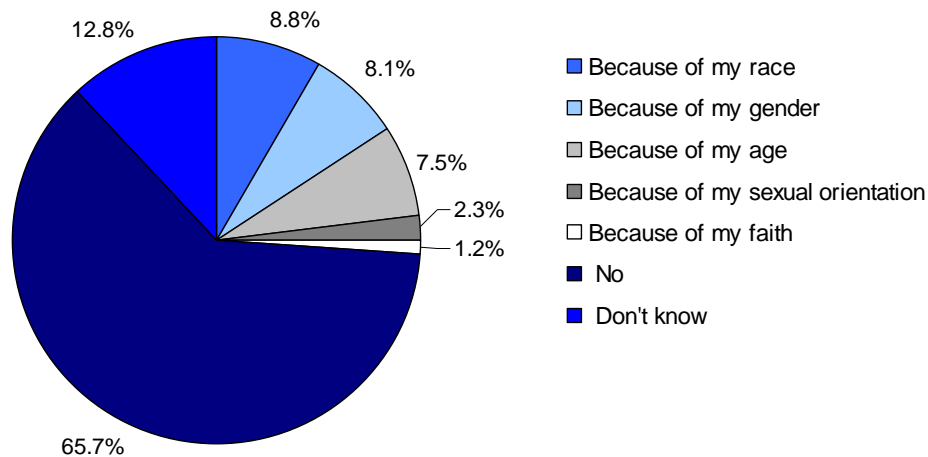
**Which of the following have you experienced in the last 12 months?**



**Hate crime**

All staff who reported being victims of crime were asked whether they perceived their victimisation to be motivated in any way by prejudice. Two thirds of staff (66%) reported that their victimisation was not linked to their race, gender, age, sexual orientation or faith. Of those victims who did think their victimisation was motivated by prejudice, 9% reported that they were victimised because of their race, 8% reported that it was because of their gender, 8% reported that it was because of their age, 2% reported that it was because of their sexual orientation and 1% reported that it was because of their faith. A not insignificant 13% of staff were unsure as to whether their victimisation was motivated by prejudice.

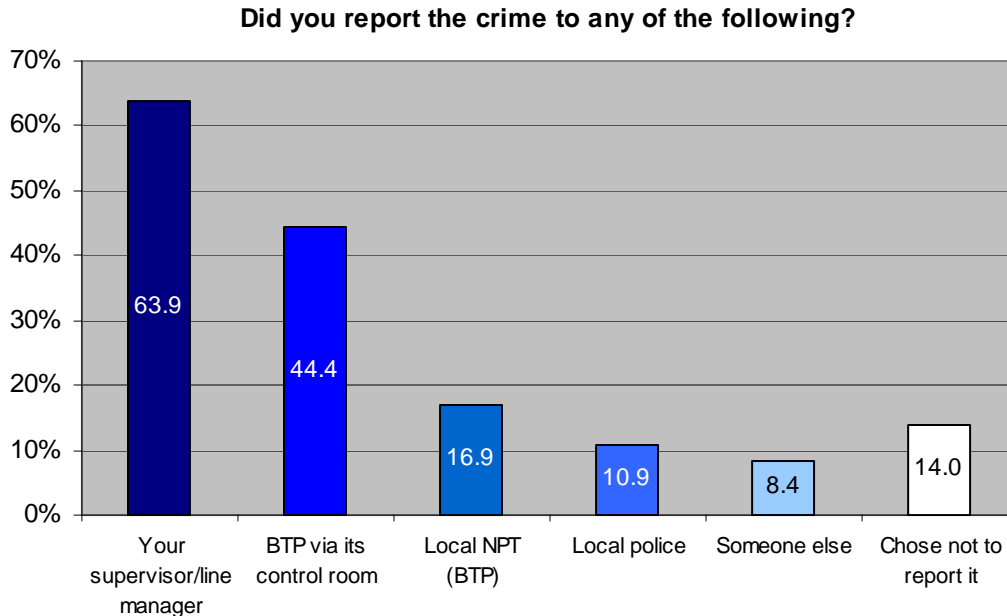
**Were you victimised because of your age, gender, race, faith or sexual orientation?**





### Reporting of victimisation

All staff who had been victimised were asked whether and to whom they had reported it. Just under two thirds had reported it to their line manager (64%) while nearly half had reported the offence to BTP via its control room (44%). 17% of victims reported the incident to their local NPT, 11% reported it to their local police force and 8% reported it to 'someone else'. A significant 14% of respondents did not report the incident at all.



## 6. Areas for further action

At Force level there are two findings which stand out as meriting further action:

1. Staff most want a visible police presence on Friday and Saturday nights between the hours of 19:00 and 01:00. Efforts need to be made to ensure that supply better matches demand.
2. 62% of staff report having worried about anti-social behaviour in the last year, 40% report having experienced it and only 36% think BTP does a good job dealing with it. Yet staff are less likely to view reporting ASB as important as reporting crime – staff need to be reassured that BTP treats them with equal seriousness.

These it should be stressed are areas for improvement at Force level – they have been identified as problems by a number of staff across a number of TOCs. However, individual TOCs, once they have seen their individual results, may well identify issues that are specific to their staff and which differ from those identified above. We will therefore work with individual TOCs at a more localised level to address specific issues of concern.

## 7. Dissemination strategy: research utilisation

The chief aim of any dissemination strategy is to ensure that research evidence is appropriately considered for use in reaching decisions, making changes and improving outcomes. Both BTP and individual TOCs have a responsibility to make sure that the findings of the 2010 RSS are utilised in this way. An effective dissemination plan should:

1. Be oriented towards the needs of the user (e.g. relying on appropriate language and information level)
2. Include various dissemination methods such as written, graphical, electronic and/or verbal mediums
3. Draw upon existing resources, relationships and networks

Taking these criteria as a guide we will employ a range of methods to communicate the results of the 2010 RSS to key stakeholders. Targeted at key individuals in both BTP and TOCs, these methods will include research summaries, presentations and various organisational communications (i.e. articles in BTP and TOC magazines).

The methods employed will depend on whether the purpose of the dissemination is “awareness”, “understanding” or “action”. For those who participated in the survey the purpose of dissemination is awareness and understanding – but it is a particular type of awareness and understanding. Because the issues explored in the survey directly affect them the concern of staff is not so much with what the results show but how they are being acted upon. The aim of our dissemination strategy as it concerns frontline staff therefore is not simply to inform them of the results but to help them understand how they are being utilised. To do this we will:

- Encourage TOCs to publicise key results in their in-house staff magazines/newsletters/e-communications etc. All publications should make clear how BTP and the TOC in question will work together to act on key findings
- Publicise the results of the survey in *The Line* and on the BTP intranet

For those individuals or groups in a position to influence and bring about change within their organisations the aim of dissemination is action. The aim of this type of dissemination is a change of practice resulting from the effective utilisation of research findings. To achieve this we will disseminate the findings of the survey to the following individuals/groups:

- BTP Strategic Command Team (SCT)
- BTP Area Commanders
- BTP TOC liaisons
- Members of the ATOC Policing Forum

A range of methods will be used to communicate the results of the survey to these individuals/groups. For members of the ATOC Policing Forum, many of whom helped coordinate and carry out the survey, TOC specific research summaries will be issued and a presentation will be given by the researchers who worked on the survey. Discussion will then be entered into regarding what joint action BTP and TOCs can take to make the best possible use of the results. These discussions should ideally involve BTPs nominated TOC liaisons. BTP Area Commanders meanwhile will be presented with TOC specific reports for those TOCs that come within their jurisdictions.

## **8. TOC specific data requests**

We are currently in the process of producing detailed individual reports for each TOC that took part in the survey (including freetext analysis). These will be made available for the ATOC Policing Forum in May (at which we will be making a presentation). However, before that meeting, we are happy to provide outputs for individual TOC's on a request basis. Accordingly, if you would like any of the data contained within this briefing for your specific TOC before the May meeting, please contact Robindra Neogi on 020 7830 8911 or at [robindra.neogi@btp.pnn.police.uk](mailto:robindra.neogi@btp.pnn.police.uk).