

Our vision

To keep the railway safe and protect people from crime, ensuring that levels of disruption and the fear of crime are as low as possible

Our mission

To work together with the rail industry to deliver a safe, secure and reliable transport system

Reducing Delay And Disruption

A safe and smooth running railway is critical to the social and economic well-being of Britain. We will form strong partnerships with the railway industry to reduce delay and disruption to passenger and freight services. We will strive to get to any incident first and fast, applying our specialist knowledge and commercial awareness to get the railway moving quickly and safely. We will tackle the growing incidences of trespass on the network by leading and coordinating a national reduction strategy.

Our key focus will be on:

- Reducing trespass on the network
- Responding quickly to incidents that impact on the running of the railway
- Taking command of incidents as soon as possible
- Recovering the railway as soon as possible after a disruptive incident

Our key measures will be:

- The overall delay as a result of police-related disruption
- The number of trespass incidents and associated delay
- Our arrival time to disruptive incidents
- Amount of delay per incident
- The number of life-saving interventions made by our staff
- Our handback times following fatal incidents

Protecting People

It is vital that everyone who uses the railway infrastructure – passengers, staff and the general public - feel safe and confident whether they are travelling, at work or at leisure. Our priority is to protect people from crime, anti-social or predatory behaviour and the ever-present threat from terrorism. We will focus on preventing those crimes that have the most potential to cause harm and work with the railway industry to collectively ensure that stations and trains are safe places.

Our key focus will be on:

- Protecting the network from the threat of terrorism
- Preventing and detecting the most harmful crimes
- Identifying and supporting those who are in crisis, vulnerable or at risk of exploitation
- Protecting people from anti-social behaviour

Our key measures will be:

- Priority crime rates, e.g.
 - Sexual assaults
 - Staff assaults
 - Violent crimes
- Priority crime outcome rates
- The number of crimes per million passengers
- The number of people who are repeatedly victimised
- Our interventions and the provision of support to those in crisis

Providing Value for Money

We will be transparent in our decision making and how we use our budget, wherever possible including industry stakeholders in our decision making processes. We will continue to assess the complex demand for our services, deploying our staff at the time and place where they can be the most effective. Throughout the life of this strategy we will implement our ambitious 'BTP 2021' transformation programme which will strengthen our frontline and ensure we can meet the needs of the communities we serve.

Our key focus will be on:

- Putting our people in the places where they are needed most at the right times
- Regularly informing our stakeholders how we are using our budget and making decisions
- Investing in technology that enables people to interact with us more easily
- Identifying and securing other sources of funding and generating our own income

Our key measures will be:

- Progress against our cashable and non-cashable efficiency targets
- Our arrival times to 'immediate' and 'priority' graded incidents
- The overall cost of policing
- The availability of our officers and staff
- Our cost per passenger kilometre
- The amount of income we generate

A Specialist and Skilled Workforce

Our people are our most important asset and we are committed to leading and develop our workforce, equipping them with the skills and tools they need to do their job and deliver our strategy. We will focus on ensuring that our people are better trained, equipped and informed, and are part of a more mobile workforce that is not tied to our estate. We will support our people when they are involved in challenging and traumatic incidents, providing them with the care and support they need when they need it.

Our key focus will be on:

- Training and developing our people
- Equipping our people with the tools they need to do their job
- Employing a workforce that is representative of the communities we serve
- Promoting high standards of professionalism and ethical behaviour

Our key measures will be:

- Our staff survey results
- The diversity of our workforce – recruitment, retention and progression metrics
- The levels of our staff who are trained in the most important skills
- The levels of our staff who have completed an end of year appraisal
- The rates of complaints against our staff and how quickly we resolve them