

SECURITY CLASSIFICATION - OFFICIAL

HANDLING INSTRUCTIONS - No restriction on circulation

DISCLOSABLE (FOI / PUBLICATION SCHEME) - Yes



Report to: Police Authority
Date: 27/09/2022
Subject: Chief Constable's Report
For: Noting

1. PURPOSE OF PAPER

1.1 The Chief Constable's report brings to the attention of Members of the Police Authority, items that the Chief Constable wishes the Committee to note. The report is aligned to the core domains of 'A Force on the Move'.

1.2 As I highlight the excellent work completed by our officers and staff on a daily basis through my weekly newsletter, I will not touch upon that particular aspect of their work in this report. However, I did wish to highlight the outstanding work of BTP following the death of Her Majesty Queen Elizabeth II. With the focus on Scotland, London and Windsor, BTP was at its absolute best in all locations reassuring the crowds and comforting those who simply found everything overwhelming. As Op London Bridge was a no notice event the flexibility and resilience of everyone was simply remarkable. I am enormously proud of BTP.

1.3 Operation London Bridge followed a very busy Notting Hill Carnival weekend and of course we are now focussing on New Years Eve and the forthcoming Coronation.

2. A FORCE ON THE MOVE

2.1. A full update regarding A Force on the Move (AFoTM) will be provided under a separate agenda item as part of this committee.

3. FOCUSED ON THE FUTURE

3.1. **Great British Railways (GBR)** – The first consultation on the primary legislation to begin the transition to GBR was published recently. However, the 75 page document only made passing reference to BTP, in the same way that the Williams-Shapps Plan for Rail mentioned BTP just twice. Policing and security is not among the GBR Transition Team's immediate priorities. We are aware that the Authority made a short input into this

consultation. DfT has made clear that BTP, as well as security and policing on the network more widely will be a matter for a later consultation.

3.2. Currently, the overall direction of GBR is unclear. Anne-Marie Trevelyan has been appointed as Secretary of State, but there is currently no replacement for the Rail Minister, and two Ministers of State have been appointed with portfolios yet to be determined. I met with the Secretary of State virtually last week to brief her and her team on Operation London Bridge. We have reached out to officials to try and secure a meeting with the SoS and Rail Minister as soon as is possible. My efforts will continue to centre on ensuring that everyone is aware of the work BTP undertakes and the opportunities that are available to deliver a safe, secure and reliable railway. As guardians of the railway, it remains important that we ensure that there is joint focus on achieving a cohesive and integrated policing and security response across the rail network now and in the future.

3.3. **Transport Select Committee** – As members will be aware, I appeared before the Committee in July, for a general accountability hearing into the work of BTP. This was the first such session in around 10 years. The questions covered all aspects of BTP's work, from safeguarding to metal theft, and provided a unique opportunity for BTP to raise issues with MPs in a public forum.

Internally, the feedback from this session was excellent, with many officers and staff praising the way in which the two witnesses addressed a number of sensitive and complex issues. External partners have also been complimentary of the appearance, which drew attention to BTP's unique offer (and unique challenges), as well as showing a deep understanding of the network. I have subsequently written to the Chair of the Select Committee at his request to draw attention to a range of particular issues on which he felt he would like to offer to support BTP. A copy of my letter is **annexed to this report** and I look forward to working with all parties on the matters which arose.

4. A NEW GENERATION OF PARTNERSHIPS

4.1. **Integrated Security and Policing Pilot (ISPP)** – I have previously mentioned that we are working with strategic partners at NWR and TfL on a Policing and Security pilot. Operationally, BTP together with station staff, passenger operators, security teams and other non-policing partners are now working closely as part of this new pilot project to tackle crime, vulnerability and disruption on the railway network. At 5 key locations, BTP have begun chairing daily meetings to share the latest information – specifically the previous 24-hour crime and disorder picture, upcoming public order events, individuals to be on the lookout for, and CCTV images of offenders. All attendees are encouraged to raise any suspicious activity they have witnessed and share their insights.

4.2. There are already early positive signs of the impact of this wide engagement of all the key partners focussed on security and policing:

- At Birmingham New Street - members of Avanti staff told officers at a partnership meeting that teenagers were regularly travelling and paying with £20 Scottish notes at the booking office. BTP's dedicated County Lines team investigated culminating in an arrest the following day at the station, and the seizure of £50,000 worth of cannabis.
- At other pilot sites at Kings Cross / St Pancras, London Bridge, Stratford and Leeds, officers are also providing virtual briefing packs - accessible through mobile devices - with all of the latest information and images, supporting all non-policing partners working across these pilot sites, alongside these daily meetings.
- Following circulation of our weekly briefing pack to partners at Birmingham New Street, a Birmingham City Council CCTV operator identified a nominal of interest and guided West Midlands Police in using live CCTV monitoring. A Stop Search was conducted and a knife was recovered. This arrest was another positive result of bringing people together and briefing them effectively.

4.3. An interim performance is due in late September to consider the impact of ISPP across all metrics. A regular data feed is now in place between Force and University of Cambridge, who we are working closely with, for data analysis. A strategic summary of the pilot will be share with industry and DfT senior colleagues.

5. A MODERN AND INCLUSIVE WORKPLACE

5.1. **All People Survey Results** – We have recently concluded our internal All People Survey which saw a 63% return rate – a 12% increase compared with last year – and the results of which we have published so that all of our people can see what the perceptions are across the Force.

The survey identified a number of areas which required improvement, particularly around wellbeing, leadership capability and direction and recruitment and retention. Positively, 89% of respondents stated that they knew how to speak up and report inappropriate behaviour, and I also was delighted to see that 73% of respondents felt that the Force was taking positive steps to improve technology as this has been a particular bone of contention for many years but is now seeing the delivery of a far improved service.

In September, I have been hosting 'Have Your Say' sessions open to everyone in the Force. This is a good opportunity to get more specific insight through Mentimeter, and ideas that we can bring to the Senior Leaders Forum on 4th October. I look forward to the BTPA Executive SLT attending this event with us, where we will discuss the people survey, performance and A Force on the Move.

- 5.2. **Pay and Allowances** – I am grateful to the Authority for supporting our proposed pay, allowance, and expense changes. This is an investment in our people of £15m and means that all, regardless of grade, rank, location or length of service will receive a pay uplift of £1,902. To the lowest paid person at BTP, this represents approximately a 9% increase. The TSSA have now accepted the pay offer proposed and this means that pay changes will come into effect in September and will be backdated to 1 July for police staff.
- 5.3. We have also reviewed allowances linked to our recruitment challenges evidenced in certain locations and functions as a result of Home Office force rates, whilst remaining cognisant of fairness across the Force and our One BTP value. Changes to location allowances means that BTP will now either match or exceed Home Office rates across England and Wales.
- 5.4. **Coaching and Mentoring** – In September we launched our coaching and mentoring App to everyone across the Force. We have a diverse pool of 104 qualified BTP coaches and mentors – colleagues from a range of backgrounds who volunteer their time to help you achieve your full potential and career aspirations. It aims to ensure coaches and mentors are more accessible and our people can now browse the profiles of our coaches and mentors on the app and select a colleague whose skills and experiences best match their needs. As a force on the move, we want our organisation to be a place where we can all flourish and achieve our full potential. We are committed to upskilling, developing new skills and approaches, promotional opportunities and developing leadership skills, and this App will be a key enabler for us to achieve this.
- 5.5. **Violence Against Women and Girls (VAWG)** – In May, we submitted three proposals to round four of the Safer Streets Home Office funding process. The fund supports initiatives that will reduce VAWG offences within public spaces and increase feelings of safety from VAWG and ASB. I am delighted to say that we have secured two successful bids and we are now in the process of working towards implementation.
- Improved CCTV Connectivity: This bid seeks to enhance our current CCTV capabilities. by increasing the number of stations which can be monitored in 'real time'. The aim is to use the improved capabilities to assess movement and activities at night time economy hotspots to inform deployment and intervention decisions in-order to tackle all forms of VAWG and behaviours which make women and girls feel unsafe on the rail network.
 - Drones: The bid aims to reduce incidents of ASB and VAWG offending through a combination of novel tactics including: the deployment of tether drones to both deter offences and improve Police response; the use of an educational outreach programme based on VR technology aimed at educating people about the dangers of the railway;

a peer-to-peer communications campaign designed for and by students aimed at educating young people around the dangers of the railway and the impact of their behaviour and finally the use of 'trusted persons' scheme to provide a visible means of reassurance. This initiative will be focussed on the Manchester Victoria to Bolton line.

- 5.6. **Railway Guardian App** – The Railway Guardian App was released on Monday 4th July 2022 and has exceeded 7k downloads in its first 8 week. The launch has been supported by the 'Speak up, Interrupt' campaign, targeting males to feel empowered to act when they see a woman being sexually harassed on the network. A number of influencers have been driving the campaign, supported by social media and stakeholder liaison. We still need to push greater engagement. The next phase of the App is under development with future inclusion of podcasts and info videos, location sharing & SOS notification to designated contacts, geo-fencing messages and 999 emergency button.

6. OUR SERVICE DELIVERY

- 6.1. **Estates Update** – As the Authority are aware, the lease on Force Headquarters (FHQ) ends in December 2024 and the private landlord has alternative plans for the building. New Government Property Controls preclude new private leases in London. There is, therefore, no "do nothing" option – although a baseline has been retained for comparison purposes. Similarly, elements of B Division are currently housed in Albany House. This lease also ends in 2024 and TfL intend on moving B Division to Buckingham Palace Road. FHQ has significant amount of unused space with a majority of corporate functions delivered in an agile way, which reduces the floorspace requirements in a new estate. Business interruption and costs of relocating large numbers of roles in a new location are also under consideration. I remain of the view that there is a strong operational, strategic and financial rationale for co-location in London.

At a national level, Our Estate Strategy proposes a reduction in the number of properties occupied by BTP from 146 (2021/22) to 120 properties (2025/26). Our London estate will reduce from 38 to 33 properties. Overall, we will deliver a 30% net reduction in occupied floorspace taking a completely different approach to the use of floorspace enabled by smarter working. Our plans rely on the delivery of 5 Divisional HQs in London, Birmingham, Manchester, Cardiff and Glasgow. This is aligned to the Government's commitment to moving 22,000 civil service jobs out of London by the end of 2030 into a series of identified 'hub' locations across the UK.

- 6.2. **IT Update** – We have made significant investment into our IT infrastructure both in terms of people and technology, and our team have delivered some outstanding results. Most striking for me is the insight from the people survey, which is a fundamental turn around

and a testament to the hard work and dedication of the Technology team. A year ago, the Technology Service Desk were only triaging 26% of calls within 4 hours but they're now triaging 86% meaning that there is more effective customer service across the Force. The Team have also demonstrated their initiative through the donation of 600 old mobile devices to the Northamptonshire Police which had been scheduled for destruction. By redeploying them we have not only assisted our colleagues, but we have also demonstrated our commitment to reducing our impact on the environment.

6.3. **CT Review** – As you know, I commissioned an independent review of our CT capability which Sir Mark Rowley has overseen these past few months. It is important that we have a strong function with capabilities aligned to the threats that we police in a rail operating environment. The report has now been submitted and will be tabled at a Chief Officer Group meeting for decision in the coming weeks.

6.4. **Capability Review** – the Capability Review process has been designed to determine whether the Force has the capacity and capability to deliver our strategy over the next 3-5 years. The impact of the pandemic and the need to address the ever evolving and emerging policing priorities mean there are shifting variables against which operational demand may need to be re-set. Phase 1 of the Review covers Network Policing and Crime & Safeguarding. Each operational area has completed an assessment of their ability to meet future demand, and to propose a range of changes (process/ policy/ structure/ people/ technology). Returns were collated, assessed and stress-tested during challenge panels led by the DCC in August, resulting in options and recommendations for further exploratory work. The Capability Review's recommended outcomes will be shared with the Authority once COG has reached its consensus on the most appropriate next steps.

7. RECOMMENDATIONS

7.1. That the content of this report is noted by Members.

ANNEX A – Correspondence Between Chief Constable Lucy D’Orsi QPM and Huw Merriman MP

Huw Merriman MP
Transport Select Committee Chair,
House of Commons,
SW1A0AA

13th September 2022

Dear Huw,

Following on from our appearance before the Select Committee earlier this month, I agreed to write to you about several matters, details of which I have appended to this letter.

I wanted to thank the Committee for taking the time to speak to BTP, and please do get in touch if there are other matters you would like to raise.

I look forward to working with you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lucy D'Orsi', written in a cursive style.

Chief Constable Lucy D’Orsi QPM

Recruitment and Retention

We are not included in the Home Office's Police Recruitment Uplift programme, and yet owing to the scope of our work we are placed in direct competition with most, if not all, 43 Home Office forces. Whilst BTP has a modest budget for recruitment campaigns, this summer's national advertising schedule funded by the Home Office has so far included:

- ITV, Channel 4, Sky, Red Media, Spotify, MIQ and Collective.
- Cinemas in England and Wales.
- Screens in the following locations: Kings Cross, Liverpool One, Newcastle, Brighton and Battersea. Birmingham, Manchester, Bradford, Leeds and Woolwich.
- YouTube, Twitch, Captify and Rezonence.
- Facebook, Instagram, Snapchat, LinkedIn and Reddit.

BTP also endures a large amount of advertising by other forces across the rail network, recent examples of which include:

- Metropolitan Police digital recruitment campaign on the London Underground.
- Metropolitan Police recruitment campaign posters on West Midlands Train Services.
- Metropolitan Police careers stand at Kings Cross.
- West Midlands Police careers stand at Birmingham New Street Station.

We are already feeling the impact of the investment in what is essentially a rival campaign:

- Student officer applications down to 90 per week from 185 in 2021. For PCSOs this is now 17 per week down from 32 per week last year.
- Since 2018, the average turnover rate for police officers with less than 2 year's service was 8%. Since 2021 this rate has increased to 12%.
- The estimated training and uniform cost for BTP police officer and PCSO leavers with less than two years' service during 21/22 was £1.1m

We are simply not able to compete with such a strong and sustained national effort to recruit and retain police officers in Home Office forces and have experienced a noticeable upturn in transfers this year, driven by the national campaign and the drift towards the 'monetisation of policing' as a result of initiatives such as the MPS' £5,000 signing bonus.

Despite efforts, we remain well below our target establishment by 555 – a vacancy factor of 10%. This figure rises to 19% for Detectives. This will likely worsen as our more recent campaigns are attracting fewer and fewer candidates.

BTP is special in that we belong to both the policing and rail families. It is a fantastic place to work. We are seeking support from the rail family to help refine our offer to leverage and retain talent within the policing family. The impact of targeted Home Office force advertising on trains and in stations can be demoralising for BTP officers, policing our patch often with depleted resources. I would appreciate Members' support in restricting the advertising of police recruitment on the railway, to BTP led campaigns.

Recommendation 1: *When selling advertising space to agencies, rail operators should include a clause in contracts which prohibits the sale of said space to police forces other than BTP.*

Travel Concessions for BTP Officers

Members asked BTP to write to them specifically concerning travel concessions.

BTP officers intervening with unruly passengers, or those needing detention or support, offers great value to the rail network and those who travel conscientiously and lawfully. It is their 'patch' and they have a strong understanding of the law, including relevant railway byelaws, in addition to the unique operating environment and the impact of railway crime and disorder. When a BTP officer is on-duty, they travel freely without expense across the network on the production of their warrant card, as would be expected. When BTP police staff travel in the course of their duty, separate tickets must be purchased for each instance which is not only bureaucratic but creates a cyclical funding model where the operating costs of BTP are defrayed to the rail industry.

Notably, when BTP officers are off-duty, in possession of the same expertise and experience as they would be on duty, there is no national travel concession. If an officer makes an off-duty intervention or arrest, as they do more frequently than you might expect, they place themselves on duty and deal with the incident. For these officers, even where they have intervened in a serious incident, their travel is not concessionary – in some instances, even when they are commuting to or from their BTP base.

When off-duty, BTP officers like any member of the public will navigate a range of rail routes and operators. Some operators voluntarily offer a form of concession through local arrangements, others do not. A number of Home Office forces also benefit from local arrangements with operators, where BTP officers do not, despite their jurisdiction and capability to intervene.

Specials have identical powers on and off duty to paid regular police officers but perform their duties entirely on a voluntary basis. I informed the Committee that in the past year, BTP Specials gave over 100,000 hours to police the railways; a fantastic asset to transport safety. Currently, BTP funds any travel expenses Specials have to and from work. We believe that as volunteers they must not be left out-of-pocket for giving their time to police the network. This can be a barrier to some people volunteering, particularly as they are not reimbursed until a month later.

A single, simplified approach on travel arrangements would go a long way towards helping to support our officers in difficult economic times. In addition, this would help BTP not only to recruit new officers to support us in an increasingly challenging environment, but also to retain the experienced ones we still have, many of whom are leaving for better remunerated roles across policing.

Concessionary travel has an impact on prospective employees' decisions when deciding which force to join. Research by [Opinium](#), indicates the need for a competitive concessionary travel package.

Ahead of the onset of Great British Railways, there is an opportunity to standardise concessionary rail travel for BTP. It would formalise arrangements which are already happening in some areas and improve our offer relative to Home Office forces. It would also be in keeping with similar offers across the industry, such as that recently made to Network Rail staff.

Recommendation 2: *On appointment, BTP officers (including Specials) should be provided with an all lines pass for concessionary leisure and commuting travel, valid alongside the production of a BTP warrant card.*

It is likely that there would be a revenue impact for the industry, although this is yet to be accurately determined.

Recommendation 3: *BTP police staff should be provided with concessionary on-duty travel, on production of a monitored use card, valid alongside the production of a BTP staff ID card.*

This would be a cost neutral exercise for the industry due to existing charging arrangements, but would reduce administrative overheads for all parties.

A Safe and Secure Railway

Members asked that I write to clarify these areas, where BTP and the wider rail industry could work better together to protect vulnerable people and make the rail environment more secure for passengers.

Safeguarding on Rail Scheme and Secure Stations Scheme

There are two key schemes, the Safeguarding on Rail Scheme (SRS) and Secure Stations Scheme (SSS) which are currently in place. The policy and contractual obligations regarding compliance are owned and managed by the DfT.

The SRS provides reassurance to both passengers and staff that the accredited organisation is committed to protecting those who are most vulnerable. Operators are assessed annually against 5 criteria. These are:

- 1) Senior leadership and commitment.
- 2) Safeguarding communications.
- 3) Responding to vulnerability.
- 4) Staff recruitment.
- 5) Roles, responsibility; and training.

While the SRS is mentioned in most operator contracts, the responsibilities and requirements imposed are vague, and there is minimal monitoring from a contractual perspective. Although this scheme launched in late 2017, only four out of twenty-eight operators are fully accredited, with more due to be assessed within the next 3 months.

There is currently no consequence (financial or otherwise) for operators who do not actively work towards meeting these requirements.

Recommendation 4: *DfT should ensure that all bodies responsible for delivering rail customer services (including Network Rail) should be required to achieve SRS accreditation within a proscribed timeframe.*

Recommendation 5: *DfT should actively work to scrutinise and monitor progress, as well as take appropriate action to ensure that all operators fully engage by imposing consequences for non-compliance.*

The SSS is an assessment for individual train stations which recognises that security and safety can benefit from improved management practices, including placing a firm emphasis on the importance of well-trained frontline staff as well as through physical design.

As with the SRS, requirements for stations to obtain and maintain accreditation are mentioned in contractual obligations. There is a fragmented approach to the prioritisation of stations selected to join the SSS. Some operators are required to have all operated stations accredited, while others have a list of named stations. Some operators will be required to accredit a fixed number of stations of their choosing, and still others have no requirement to have any stations accredited at all. The current approach is inconsistent, poorly targeted, and ineffective.

It is evident that to date that some stations have been selected on the grounds that they are considered quiet and safe and therefore likely to achieve SSS accreditation more easily and without significant additional work. Rather, selection should be focused on an evidence-based assessment of the extent to which each station presents threat, risk and harm. Under this

approach, passengers can be confident that efforts to design out crime are collectively focused on the places where they are most needed, to ensure a safe rail network.

By applying a national prioritisation and selection model such as this, BTP has generated a list of 400 most 'at risk' stations. However, since the scheme was launched in 1998 (and subsequently relaunched in 2017), a mere 201 of these stations have achieved accreditation.

More than half of the stations considered at highest risk are not currently required to seek accreditation, and BTP's finite resources are often spent assessing and re-assessing hundreds of lower risk stations which do not feature on our prioritised list.

Although DfT notionally oversees compliance with the scheme, we are unaware of attempts at standardisation of contractual obligations or enforcement.

Recommendation 6: *The SSS should rely on BTP's evidence-based model for determining the selection criteria for individual stations. SSS accreditation should be determined by DfT, independently of the owning operator to ensure that the most at risk stations receive the attention they deserve.*

Recommendation 7: *DfT should take active ownership of the SSS, standardising the obligations of the Operators to ensure that it is a mandatory requirement for all stations deemed at risk. This should be a contractual requirement, and DfT should take steps to ensure that it is proactively enforced.*

Suicide Prevention Plans (SPPs)

Although there is a contractual requirement for each operator to develop a Suicide Prevention Plan, the industry lacks a centrally owned set of minimum standards for suicide prevention on the network.

The progress of the limited number of operators which do have a Suicide Prevention Plan in place is not centrally monitored or managed by DfT. The industry previously developed a 9 Point Plan for Suicide Prevention which indicates that operators must train their staff in suicide awareness and how to intervene when they become aware of an individual in crisis.

In April 2021, a teenage girl died by suicide at Southbourne Station. Following the inquest, the Coroner issued a Report to Prevent Future Deaths which clearly articulated the concerns that the operator had not delivered the levels of training in the rail industry's Suicide Prevention framework.¹ Formal governance and compliance arrangements could prevent such tragic incidents.

Recommendation 8:

Suicide Prevention Plans should be included as one of the formal criteria in SRS accreditation, monitored and governed by DfT, who should design and implement a monitoring process to ensure adoption and implementation of effective suicide prevention controls and mitigations outlined in the rail industry's own suicide prevention 9 point plan. There is no process to monitor compliance and or penalise an operator who does not have a suicide prevention plan in place. There is an opportunity for DfT to provide centrally monitored governance and assurance for this by including it within the SRS scheme

The central grip around SSS, SRS and SPPs is in contrast to the Counter Terrorism (CT) requirements set out in the National Rail Security Programme (NRSP), which includes detailed

¹ The Regulation 28 Prevention of Future Deaths report can be found here:

<https://www.judiciary.uk/publications/kaja-spiewak-prevention-of-future-deaths-report/>

standards, duties and responsibilities for all relevant bodies as well as detailed directions which must be followed to mitigate any attack.

The NRSP is closely monitored by the Land Transport Security (LTS) team in DfT. The framework sets out the requirements of compliance, how compliance will be monitored and sanctions applicable in the event of failure to comply. However, their remit is wider than just CT and should be expanded to include monitoring, and enforcement of, compliance with these schemes.

Recommendation 9: *A model of monitoring compliance to the SRS, SSS and Suicide Prevention Plans which mirrors the high standards of the NRSP is essential to ensure these schemes deliver the best outcomes.*

Attacks by Young Girls in Scotland

Members asked whether there was an ongoing issue with young female suspects offending against young female victims in Scotland. There is no ongoing issue in this respect, nor is there any notable trend in suspect gender for female violence in Scotland. Similarly, there is no notable trend apparent in female youth offenders against female youth victims.

Metal Theft

Members asked about our satisfaction with sentencing rates for metal theft and the efficacy of legislation in this area. Generally, we are satisfied with the sentencing for breaches in the Scrap Metal Dealers Act 2013 (SMDA), however prosecutions remain very low. A factor in this is that a high proportion of railway property is not protectively marked, which means that even in instances where officers believe they have located stolen material, it can be hard to prove.

Generally, the SMDA (2013) is effective provided it is supported by appropriate enforcement. However, legislative anomalies remain. These will be shared with the Committee separately.

Inconsistencies with CCTV access

BTP's remit covers over 2,500 stations and 20,000 miles of track, in a CCTV rich environment which is estimated to have over 150,000 CCTV cameras. In the last year CCTV provided positive assistance to 106 fatality incidents, helped us to conduct 1069 priority reviews covering the most serious offences including robbery, sexual offences, GBH, kidnap and firearms offences, allowed us to provide still images supporting investigation of 2,527 incidents and enabled BTP to handle 25,000 requests for footage to support investigations after an incident. It is a vital and well-used operational resource.

Obtaining rapid access to CCTV is a serious concern. A significant number of systems and cameras across the network are not yet accessible by BTP. This fragmented access leads to:

- Decisions being made based on incomplete information and intelligence assessments.
- Delayed investigations.
- An increased cost to industry through the use of multiple systems, combined with inconsistent investment.
- Unequal service. For example, a woman at a rural station late at night does not have the same protection as exists in a large London station.

Our National Visual Forensic Centre in London is one of the largest integrated CCTV hubs in Europe with access to approximately 46,000 cameras across the network. BTP can push both live and reviewed images to decision in real time.

In real terms BTP have connection to approximately 38% of all stations, with 25% of industry cameras fully integrated into our systems.

A study of Sussex route fatalities in 2021 found an average classification time for an incident of 74 minutes. Where we are able to connect directly to the CCTV, classification time reduces to as little as 5 minutes. This represents an up to 93% reduction in delay for passengers and industry.

There are examples of operators with multiple CCTV providers across a single fleet, and multiple different providers of Body-Worn Video (BWV) within a single organisation. There is no coordination across the whole network, gaps and overlaps are inevitable and nobody responsible for ensuring value for money in a holistic way, which is a hinderance on both network performance and operational outcomes. A lack of front-facing CCTV is a major cause of fatalities being classified as unexplained – a significant influencer of delay minutes and a substantial cost to the rail industry.

The potential benefits to passengers of a more holistic approach with the advent of GBR are immense, as this will reduce the time taken to access CCTV for investigations. It will also mean that more suspects can be identified in real time. This will have a tangible impact on the safety of women and girls travelling on the network, as 65% of related offences on the network take place on trains. When combined with rising uptake of BWV, this will have a significant long-term impact on reducing staff assaults and other on-train crime.

We currently work with individual operators to obtain access with the support of Network Rail and DfT, however the advent of GBR provides an opportunity for CCTV with centralised management of the railway CCTV estate with a requirement for BTP to have direct integrated access to common systems. This would see an end to fragmentation and allow a joined-up approach in the best interests of operators and the travelling public.

Currently, it can often take days to obtain footage, resulting in the requested footage being automatically wiped before it can be shared with BTP for review.

Recommendation 10: *BTP should have greater access to operators' CCTV systems, preferably with full integration where possible, allowing immediate image sharing and promoting joint decision making. As the platform would be managed by BTP – connected operators benefit from round the clock use of CCTV even when stations and local CCTV offices are closed. This allows us to focus on core Policing activities and for the operators' staff to support key business activities and service delivery. Or with partial connection via standalone terminals which can reduce requests for out of hour call outs. Where BTP have visibility remotely, officers are able to reduce footage requests to operators and support downloads during periods of high demand or major incidents.*