**Secure Stations Scheme**

**Management Practices and Station Design Audit**

|  |  |
| --- | --- |
| Station: |  |
| Train Operating Company: |  |
| TOC Secure Stations Lead: |  |
| Station Manager: |  |
| Date of Management Practices Audit: |  |
| Date of Station Design Audit: |  |
| Independent BTP Assessor: |  |

**Management Practices and Station Design Audit**

**Station Accreditation Process**

The accreditation process is split into 4 constituent parts:

1. Crime to passenger footfall ratio
2. Customer Perception Survey
3. Management Practices Audit
4. Station Design Audit

Each part of the accreditation is pass or fail, and should any one part fail, the entire accreditation will not be awarded, however in exceptional cases, the BTP Assessor may apply discretion and choose to accredit the station overall even though one or more criteria fails assessment. More information on this, including an appeals process, is included in the Scheme Guidance Notes (***Section 1 – Background, and Section 9 – Appeals Process***).

**Note on completion of the audit**

For each subsection of the audit form, the independent assessor will provide a score of between 0 and 4, using the descriptors below. The assessor will set out their rationale for this score in the free-form box in the relevant subsection. This feedback will set out areas for improvement, as well as areas which scored highly, to allow both for lessons to be learned and for best practice to be adopted more widely by the train operator. It is the responsibility of the train operator to ensure that feedback is acted upon, as well as shared across its wider station portfolio.

|  |  |
| --- | --- |
| 0 | Assessor has serious concerns about the approach taken to meet the requirement (or, no attempt has been made to meet the requirement) |
| 1 | Assessor has no confidence that the requirement has been met, despite action taken by the train operator. |
| 2 | Assessor has limited confidence that the requirement has been met, despite action taken by the train operator. |
| 3 | Assessor has a high degree of confidence that the requirement has been met. |
| 4 | Assessor has full confidence that the requirement has been met. |

**Contents**

[1. Management Practices 4](#_Toc496542134)

[1.1 Security and Safety Strategies and Policies 4](#_Toc496542135)

[1.2 Management of Security 5](#_Toc496542136)

[1.3 Staffing, retail and community organisations at the station 6](#_Toc496542137)

[1.4 Travelling to and from the station 7](#_Toc496542138)

[1.5 Recording and responding to crime, non-crime and other incidents 7](#_Toc496542139)

[1.6 Maintenance strategy 7](#_Toc496542140)

[1.7 Summary of Scorings and Outcome - Management Practices Audit 8](#_Toc496542141)

[2. Station Audit 9](#_Toc496542142)

[2.1 General condition 9](#_Toc496542143)

[2.2 Visibility 10](#_Toc496542144)

[2.3 Passenger information and signage 10](#_Toc496542145)

[2.4 Surveillance 11](#_Toc496542146)

[2.5 Staff and security 12](#_Toc496542147)

[2.6 Summary of Scorings and Outcome – Station Design Audit 14](#_Toc496542148)

[3. Overall Outcome 15](#_Toc496542149)

[4. Endorsement by British Transport Police Independent Accreditor 15](#_Toc496542150)

# Management Practices

## Security and Safety Strategies and Policies

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 1 | Does your organisation have a security strategy, endorsed at Board/Executive level, which is cascaded to and enacted by the workforce? |  |
| 2 | Does your organisation have a Statement of Intent, endorsed at Board/Executive level, which is cascaded to and enacted by the workforce? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 3 | Does your organisation have a safeguarding strategy, endorsed at Board/Executive level, which is cascaded to and enacted by the workforce? |  |
| 4 | Does your organisation have valid Safeguarding on Rail Scheme (SRS) accreditation (or are working towards it)? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 5 | Does your organisation have a suicide prevention strategy, endorsed at Board/Executive level, which is cascaded to and enacted by the workforce? |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 6 | Does your organisation have a dedicated lead or leads, with specific responsibility for:   * Security * Safeguarding * Suicide prevention? |  |
| Reason for mark: | | |

## Management of Security

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 7 | Where appropriate, identify and provide evidence of how you work with DfT security compliance inspectors and of taking action in response to identified issues or feedback. |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 8 | Can you provide evidence of attendance and/or chairmanship of Station Security Committees (where appropriate)? |  |
| 9 | Can you provide evidence of attendance at Rail Delivery Group ‘Police and Security’ meetings which cover international events and updates? |
| 10 | Is there a regular meeting with BTP to help provide a holistic response to crime and non-crime incidents? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 11 | Can you provide evidence that you manage large-scale events well, in conjunction with police and other agencies (e.g. sporting, musical and state events)? |  |
| 12 | Can you provide evidence that, where applicable, you engage and co-operate with national initiatives led by the Home Office, Ministry of Justice, British Transport Police, regional police services or other relevant organisations? |
| Reason for mark: | | |

## Staffing, retail and community organisations at the station

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 13 | Is the ability to deal effectively with conflict:  a) appropriately assessed as part of the staff selection process,  b) appropriately covered as part of the induction process, and  c) available as mandatory refresher courses for staff identified as most ‘at risk? |  |
| 14 | Are staff trained to respond appropriately to customers who report incidents, including those who have been the victims of crime or those who are potentially vulnerable? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | **Question** | **Mark** |
| 15 | Please provide evidence that station staff are required to attend Samaritans ‘Managing Suicidal Contacts’ training. |  |
| 16 | Are appropriate support mechanisms such as Trauma Support training ‘Back on Track’ and Samaritans ‘Emotional Support Outside of Branch’ arrangements being progressed following a fatality/suicide? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 17 | What engagement do you have with:  a) a community engagement team,  b) volunteers; and  c) disabled groups  that link the railway to the local community; and how do you act on this engagement? |  |
| Reason for mark: | | |

## Travelling to and from the station

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 18 | Please provide evidence of how you are actively participating with other local organisations to achieve greater safety across the customer’s journey (e.g. schools, user groups, councils). |  |
| 19 | Please provide evidence that you have a Cycle Strategy/Policy which takes cycle security into account. |
| Reason for mark: | | |

## Recording and responding to crime, non-crime and other incidents

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 20 | Please provide evidence of how you *actively* encourage customers, station staff (including where staff have been victims of repeat offences) and partners such as Community Groups and Rail Partnership to report both criminal and non-criminal incidents at stations (including but not limited to graffiti and vandalism and the presence of vulnerable persons). |  |
| Reason for mark: | | |

## Maintenance strategy

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 21 | How are station maintenance needs identified when determining potential risks? |  |
| 22 | What are the timescales for the resolution of identified maintenance needs for (including but not limited to):  a) help/emergency points,  b) CCTV systems,  c) lighting, and  d) removal of graffiti  and are these reasonable? |
| Reason for mark: | | |

# 

## Summary of Scorings and Outcome - Management Practices Audit

|  |  |  |  |
| --- | --- | --- | --- |
| **Section** | | **Marks Awarded** | **Total Marks Available** |
| 1.1 Security and Safety Strategies and Policies | |  | 16 |
| 1.2 Management of Security | |  | 12 |
| 1.3 Staffing, retail and community organisations at the station | |  | 12 |
| 1.4 Travelling to and from the station | |  | 4 |
| 1.5 Recording and responding to crime, non-crime and other incidents | |  | 4 |
| 1.6 Maintenance strategy | |  | 4 |
| **Total** | |  | **52** |
| **Outcome** |  | | |

# Station Audit

The following two questions are pre-requisites to the Station Audit being carried out. Failure of these two requirements is an automatic fail for the entire station.

|  |  |  |
| --- | --- | --- |
|  | Question | Pass/Fail |
| Pre-requisite 1 | Are trespass warning notices clearly displayed in appropriate areas of the station?  *(N.B. the British Transport Commission Act 1949 Section 55(1) creates the offence of Trespass and Sub-section (3) states that ‘no person shall be subject to any penalty unless it shall be proved to the satisfaction of the court’ that a trespass warning notice is exhibited and is placed at the station nearest the place where the alleged offence has taken place’ therefore failure to comply with this requirement is an automatic fail for the entire station*). |  |
| Pre-requisite 2 | Does signage for the CCTV system comply with the requirements of the Data Protection Act 1998 *and* RDG’s National Rail and Underground CCTV guidance document?  *(N.B. failure to comply with the requirements of the Data Protection Act 1998 is an automatic fail for the entire station)* |  |

## General condition

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 23 | Was the station clean, well-maintained and in good decorative order at the time of the assessment? |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 24 | Are there secure facilities for the storage of:  a) bicycles,  b) motorcycles.  c) cars, and  d) property? |  |
| Reason for mark: | | |

## Visibility

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 25 | Does the built environment (including but not limited to doors and windows, walls, fencing and stairways) allow appropriate visibility and sight lines in all areas of the station (whether natural or extended, and including suitable use of glazing over opaque materials)? |  |
| 26 | Is a defined perimeter established through the use of walls, fencing, hedging and/or other appropriate means? |
| 27 | Is landscaping and vegetation appropriately maintained to allow appropriate visibility and provide reassurance that the station environment is well-maintained? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 28 | Is illumination uniform and of an appropriate brightness to allow for easy reading of signage and so as not to reduce visibility, and is this supported by an appropriate maintenance regime? |  |
| Reason for mark: | | |

## Passenger information and signage

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 29 | Are there appropriate navigation and wayfinding signage to station facilities (including but not limited to platforms, ticket offices, toilets), and to local transport information? |  |
| 30 | Is there a current map of the station in relation to the surrounding locality, located in an appropriate position at or near the exit(s)? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 31 | Is crime prevention advice displayed, distributed or otherwise made available to passengers in a variety of accessible formats? (this could be station staff advice, posters, leaflets, announcements etc.) |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 32 | Has the operator made provision for providing information and assistance for those with additional permanent or temporary needs in respect of physical, mental, sensory and/or cognitive impairments? |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 33 | Are the real-time information system and public address systems in working order and communicating relevant and accurate information? |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 34 | Is there a permanent location for information on service disruption and/or engineering works? |  |
| 35 | Is Samaritans signage prominently displayed in appropriate areas of the station and in line with advice from the RISSG’s Task and Finish Group on station signage? |
| 36 | Is the station included in a ’Safeguarding on Transport Hubs’ or similar scheme? |
| Reason for mark: | | |

## Surveillance

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 37 | Does the station have a CCTV system and do cameras cover most of the vulnerable station locations? |  |
| 38 | Can staff (on-site or remotely) view live CCTV images of the station cameras in a secure environment (on-site or remotely), and do they do so? |
| 39 | Are staff who monitor CCTV trained to identify people with disabilities at stations who may have an enhanced level of potential vulnerability? |
| Reason for mark: | | |

## Staff and security

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 40 | Do staff provide a visible, helpful and reassuring presence to customers across the public areas of the station? |  |
| 41 | Where appropriate, what engagement is there with retailers or tenants whose premises are within the station lease, in order to ensure compliance with the National Railways Security Programme (NRSP)? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 42 | During all operational hours that trains are serving a station, is help readily available in an emergency? (This may be a present member of staff, appropriately-answered help point, public telephone). |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | **Question** | **Mark** |
| 43 | Have the majority of staff on duty in the station attended Samaritans ‘Managing Suicidal Contacts’ training? |  |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 44 | Are staff trained, and understand what to do in the event of a robbery and attempted robbery? |  |
| 45 | Are the measures in place to protect staff handling cash sufficient? |
| Reason for mark: | | |

|  |  |  |
| --- | --- | --- |
|  | Question | Mark |
| 46 | Have any visits by the BTP Crime Prevention Unit taken place at this station since the previous assessment, and if yes, what successful action has been taken to deliver their recommendations? |  |
| Reason for mark: | | |

## Summary of Scorings and Outcome – Station Design Audit

|  |  |  |  |
| --- | --- | --- | --- |
| **Section** | | **Marks Awarded** | **Total Marks Available** |
| **2.1 General condition** | |  | **8** |
| **2.2 Visibility** | |  | **8** |
| **2.3 Passenger information and signage** | |  | **20** |
| **2.4 Surveillance** | |  | **4** |
| **2.5 Staff and security** | |  | **20** |
| **Total** | |  | **60** |
| **Outcome** |  | | |

# Overall Outcome

|  |  |
| --- | --- |
| **Crime : Passenger Footfall** | **PASS/FAIL** |
| **Customer Survey** | **PASS/FAIL** |
| **Management Practices** | **PASS/FAIL** |
| **Station Design Audit** | **PASS/FAIL** |
| **Overall Outcome** | **PASS/FAIL** |

# Endorsement by British Transport Police Independent Accreditor

I have examined the following documentation and agree that the operator complies with the standard for a Secure Station Accreditation:

1. Crime to passenger footfall ratio
2. Customer Perception Survey
3. Management Practices Audit
4. Station Design Audit

|  |  |  |  |
| --- | --- | --- | --- |
| Accreditor’s Signature: |  | Date: |  |

Accreditor’s name and address:

|  |
| --- |
|  |