



The Secure Station Scheme: frequently asked questions

British Transport Police Logo DfT logo

What is the Secure Stations Scheme?

The Secure Stations Scheme is an opportunity for Britain's rail companies to improve security at their stations and display to their customers their desire to reduce crime. Recognising the public's fear of crime at stations, the Scheme provides an incentive to station operators to improve security and provide reassurance to passengers and staff.

This national Scheme covers all rail and underground networks which are policed by the British Transport Police [BTP]. It establishes standards of good practice and accredits individual stations which have worked with the BTP and other local partners to implement security measures.

Launched in 1998, the Scheme was independently reviewed in 2003 and subsequently revised in order to simplify some procedures and encourage more operators to take part. The Scheme is directed by the Department for Transport and the BTP

What are the accreditation criteria ?

There are four accreditation criteria:

- the **design of the station** must conform to standards judged by the local BTP Crime Reduction Officer to prevent and reduce crime and improve passenger perceptions;
- the **management of the station** must enable you to take steps to prevent crimes, respond to incidents, and communicate effectively with passengers;
- crime statistics for the station over the twelve months prior to the inspection must show that you are **managing crime**; and
- a survey of users must show that, on the whole, **passengers feel secure** when using the station.

The Scheme recognises that security can be improved both through physical design measures and through management practices. Many stations are old and were designed without personal security in mind. In such cases operators will need to make whatever improvements are possible (through, for example, lighting and signage) and take steps to manage the problems that remain.

Benefits to the operator

- reduced crime levels which, in turn, mean reduced costs in terms of repairing vandalism, cleaning graffiti, and staff time off as a result of assault, for example;
- increased passenger numbers which, in turn, means increased revenue;
- a boost in public confidence which, in turn, will be reflected in improved status;
- good local publicity for the rail company, arising from the issuing of the certificate and any local ceremony to mark the event;
- the possibility of obtaining investment from other agencies (such as the local authority) to improve the station approaches and immediate environment; and
- the professional satisfaction of adopting acknowledged good practice.

Cost to the operator

The main cost of the Scheme to the operator will be in the design and management improvements which need to be made to bring the station up to standard. The size of this task will obviously depend on how far the station fell short and how difficult it will be to make the changes. Some stations will meet the standard with little or no additional expenditure; while others will require major investment

What is involved ?

Stations making a commitment to participate in the Scheme work in close partnership with local BTP Crime Reduction Officers (CROs) who can advise where a station is achieving recognised standards and, conversely, where it is not. Local CROs provide station managers with on-going support and guidance until such time as they judge that the station has reached the standards required. An independent BTP officer then formally assesses the station to decide whether it conforms to the stipulated criteria and can be recommended for accreditation.

If successful, the application is sent to the Department for Transport (DfT) to endorse the application and award the station with a certificate signed by the Chief Constable of the British Transport Police. The certificate can be displayed at the station and advertised in your publicity materials and station signage. DfT will also notify your station's local MP of the accreditation.

The certificate is valid for two years from the date of issue. A certificate can be withdrawn during this time if there is a clear breach of the standard. After the two years the operator may apply for a new certificate, following the same procedure.

If the local CRO finds that the station does not meet the accreditation standard, they will specify what needs to be done and advise you on the 'working towards accreditation' award process. Achieving the 'working towards accreditation' award will entitle the station operator to use this in their publicity. Details of the accreditation process can be found overleaf.

Secure Stations Accreditation Process

Secure Stations Scheme Accreditation Process

Further Information

The full Scheme guidance pack can be accessed from the Department for Transport's website - see under [Crime and Public Transport section](#).

If you have a query about the Scheme, please contact:

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