



Case Study

# Keeping British Railway safe



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# Summary

**How does the British Transport Police use bowties as one of their ways to protect the general public?**



## **The need:**

A lack of understanding and engagement from colleagues.

Difficulty to get a quick overview of real-life incidents directly integrated into their risk assessment.



## **The solution:**

Bowtie Suite as a method to streamline risk assessment and facilitate real-time collaboration.



## **The results:**

Better mapping of the risks and streamlining of processes make risk management easily understood by all people in their organization.

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## **About the client**

British Transport Police (BTP) are the specialist national police force for Great Britain. They police the railways and there are about 10,000 miles of track within Great Britain. They work within England, Wales, and Scotland to make sure that crime is prevented.

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## **About Wolters Kluwe Enablon**

Enablon, a Wolters Kluwer business, is the world's leading provider of integrated risk management, operational risk management, EHS, and sustainability software solutions. Bowtie Suite is the leading provider of barrier-based risk management solutions.

It's an off-the-shelf, intuitive, process safety software solution that supports organizations during every step of their safety journey to enable safe and efficient operations.



Kyle Jackson is a Health and Safety advisor working at the British Transport Police (BTP).

Since joining BTP in 2021, he has provided crucial support to the BTP's operations, concerning Health and Safety initiatives. His responsibilities encompass a wide range of tasks, including assisting with risk assessment for officers and staff as well as enhancing the health and safety competencies of all employees within the organization.

"BTP's risk profile is quite diverse and extensive, dealing with day-to-day crime as well as railway-specific incidents".

## A risk management-centered approach

Due to the nature of their work, the British Transport Police (BTP) is tasked with safeguarding the safety of the general public using the railway network. With millions of journeys undertaken annually and approximately 10 000 miles of track across England, Scotland, and Wales, BTP ensures the security of passengers, railway personnel, and law enforcement officers from commuting-related crimes and incidents is the foremost priority.

As part of his role, Kyle Jackson has been extensively involved in risk management activities, with a focus on facilitating risk assessment consultation sessions. These sessions often entail engaging with subject matter experts, including operational colleagues as well as "several specialist teams that deal with certain types of incidents on the railway network, an example being our Civil Protection Unit

who works on the London Underground network", explains Kyle Jackson, Health and Safety advisor, "we do stakeholder consultations with them. We gather insights into the hazards and risks they're facing whilst at work". Then we can offer guidance on appropriate control measures and mitigation strategies to effectively address these risks.

*"Risk management is important to us. We are a police force and we protect the general public going about their commuting or their leisure on the railways. Being in the police force such as this, entails operating in quite a risky environment."*

**Kyle Jackson**  
Health and Safety advisor  
British Transport Police (BTP)



## A risk management journey

*“Different departments and teams who are non-health and safety experts are taking a lot more ownership of managing their own risk using the software.”*

**Kyle Jackson**  
Health and Safety advisor  
British Transport Police (BTP)

Two of the main challenges BTP was facing before using Bowtie Suite were a lack of understanding and engagement from colleagues on risk management and Health & Safety. This was partly due to the uses of Word documents and paper risk assessments that were, as Kyle put it, “very long and very wordy, which didn’t really mean a huge amount to people.” Whereas now, having used the software since 2021, Kyle remarks that “it’s a much more interactive process to actually visualize what your hazards are, what the threats are, and then what the resultant effects are.”

He has noticed a “much more collaborative, two-way process around health and safety not just in BTP but in other organizations too; whereas it used to be reserved for health and safety professionals.”

“We got a more maturing idea of risk management and collaborative environment. Now, the subject matter experts, such as police officers and other police staff, are completing risk assessments and managing their own risk with advice from us, the health and safety subject matter experts.”

Kyle has witnessed “more ownership in managing their own risk using the software from non-health and safety experts. They can map out where the risk is or where they see development areas in control measures. They are also able to propose new control measures to us that we can review.”



## A collaborative tool

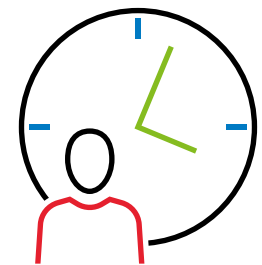
“Our approach to risk management as an organization has changed significantly for the better”, says Kyle. “We now have really positive buy-in from the most senior levels within the organization who know how to use bowtie. They understand the methodology behind it. It makes risk and the management of risk very visual, to the extent that it's very easily understood by all people in the organization.”

He continues, describing how they have been using bowties at BTP: “We use the bowtie software primarily in the drafting and the consultation of health and safety risk assessments. Normally, the health and safety team would craft a very basic bowtie with very basic hazards, controls, and effects. We will then take this draft to our subject matter experts. They can be within support functions, such as estates and finance, or operational colleagues, like police officers and senior leaders within the police. This allows us to add more details. They can challenge us in terms of what hazards may look like or what controls should be there. We end up with a more rounded product usable in operational settings.”

## Saving time

Kyle acknowledges that using templates of hazards, threats, and barriers measures has significantly streamlined their consultation and bowties drafting processes, saving them a considerable amount of time. He has observed a positive impact on their workflow, noting “it makes for an easier process for both the drafting and stakeholder engagement phases where we don't have to continually redo work. This has saved us a lot of time during the creation of bowties. For example, if we use

personal protective equipment (PPE) as a control measure, we can populate who is accountable for it, what the PPE protects against, and who it is to be used by. We don't have to go back and repopulate the same elements for different bowties again.” Now, “from start to finish, going from a very basic drafted bowtie to a finished product it only takes us an average of three months to a quarter. Of course, it depends on the complexity of the risk assessment that we will be looking for and how many consultees are involved. But typically three months give us a polished rounded product usable across our organization.”





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## Real-time risk assessment

“A good example of where the software has streamlined the process really was in attending a major incident.”, explains Kyle. For instance “there was a train derailment up in the North of England. One of my colleagues deployed to that incident. Whilst they were on their way, I was, in the office, on the software using one of our bowtie templates to create a draft bowtie assessing the risks. I was able to do that and feed them the information in real-time. As soon as it was saved, they would get an update on it.

So while on the ground, they could read it and add the incident information to it, making the risk assessment process more meaningful as a whole. Previously we would have sent in a Word document, making it more difficult to get a quick overview and reaction on it.”



*“It makes risk and the management of risk very visual, to the extent that it's very easily understood by all people in the organization.”*

**Kyle Jackson**  
Health and Safety advisor  
British Transport Police (BTP)



## Streamlined process

Since using the software, he has noticed a massive streamlined of the process. Before “we may have been exchanging emails and

word documents, going back and forth” comments Kyle, “with bowtie software we’re able to get people around a table more easily. Usually a virtual table, but a table nonetheless. We are able to collaborate in real-time and understand where risks are and where control measures may be missing or needing improving in some way.”

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