

D Division Scotland



Prevent assaults on rail staff and increase positive outcomes; ensuring that there is effective communication with victims throughout.

- Number of notifiable offences for physical and verbal assaults
- Number and percentage of positive outcomes for physical and verbal assaults against railway staff
- Outcome types for assaults against railway staff
- Compliance with Victims Code of Practice

Reduce disruption related incidents at key red route locations through joint problem solving with industry.

- Number of disruption incidents
- Number of lost minutes due to disruption incidents
- Number of incidents and lost minutes at hotspot locations
- The effectiveness of problem solving plans to reduce disruption at red route locations

Increase passenger and rail staff confidence by **preventing football related crime and delivering successful outcomes.**

- Number of football-related offences
- Number and percentage of positive outcomes for football-related offences

Maintain an average handback time of under 90 minutes for non suspicious incidents.

- Overall handback times for non-suspicious fatal incidents
- Partial handback rates
- Metrics and trends for factors that prompt handback including:
 - BTP arrival time
 - Network Rail Mobile Operations Manager arrival time
 - Relief driver availability
 - Availability and use of CCTV