

# C Division Wales



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Preventing physical and verbal assaults on rail staff to increase positive outcomes, ensuring that there is effective communication with victims

Reducing violence, serious public order offences and anti-social behaviour.

Reducing disruption related incidents through a joint problem solving approach with industry

**BTP will track, record and analyse the data and information gathered using the below measures and evaluate trends accordingly. Positive outcomes are defined with specific parameters for each measure.**

- Number and % of positive outcomes for physical and verbal assaults against rail staff
- Outcome types for assaults against rail staff
- Number of notifiable offences for physical and verbal assaults
- Level of crimes where victim code of practice compliance is within 28 days and number over 28 days

- Number and % of positive outcomes for Violent Crime and Public Order offences
- Number of notifiable offences for Violent Crime and Public Order offences and ASB incidents
- Number of BTP and industry operations and outcomes

- Number of disruption incidents broken into the sub categories:
  - Cable Theft
  - Fatalities
  - Trespass
  - Disorder/Drunks
  - Level Crossing
  - Vandalism
- Number of primary lost minutes due to the above sub categories
- The effectiveness of problem solving plans to design out or otherwise mitigate the risk of trespass at high risk or hotspot locations

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

Improving awareness and response to sexual offences and incidents involving unwanted sexual behaviour

**BTP will track, record and analyse the data and information gathered using the below measures and evaluate trends accordingly. Positive outcomes are defined with specific parameters for each measure.**

- Overall handback times for non-suspicious fatal incidents
- Partial handback rates
- Metrics and trends for the most important contributory factors to prompt handback including:
  - BTP arrival time
  - MOM arrival time
  - Availability and use of CCTV

- Number of sexual offences, including incidents involving unwanted sexual behaviour
- Number of days of action or proactive operations undertaken in conjunction with partners
- Number of patrols undertaken at hot spot locations directed through local tasking
- % of increase in reports of sexual offences and incidents involving unwanted sexual behaviour