



## D Division Scotland

Increasing passenger and rail staff confidence by joint problem solving with Police Scotland to tackle Anti-Social Behaviour (ASB)

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.**

- Number of ASB offences
- Number and % of positive outcomes for ASB
- Monitor football related offences (crimes and positive outcomes)
- Number of BTP and industry operations as well as details of interoperability working with Police Scotland and associated outcomes

- 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
- % of increase in reports of sexual offences and incidents involving unwanted sexual behaviour

# D Division Scotland

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

Reducing disruption-related incidents through a joint problem solving approach with industry at key red route locations

**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 of disruption incidents at red route locations broken into categories:
  - Cable Theft
  - Fatalities
  - Trespass
  - Disorder/drunks
  - Level crossing
  - Vandalism
- Number of primary lost minutes
- Effectiveness of problem solving plans to design out or otherwise mitigate the risk of trespass at high risk or hotspot locations
- Provide information regarding red route locations and joint problem solving initiatives with industry through liaison with embedded Disruption Analyst