
Report to: Police Authority
Agenda item: 3
Date: 26 September 2013
Subject: Chief Constable's Report
Sponsor: Acting Chief Constable
For: Information

1. PURPOSE OF PAPER

1.1 This report provides members with an overview of operational and organisational activity within British Transport Police (BTP) since the last report to Police Authority on 13 June.

2. POLICING PLAN

2.1 As at 30 August the Force was achieving 4 of the 9 national and 24 of the 42 local targets set in the 2013/14 Policing Plan. The following section provides an update on performance against the national targets. Detail of performance against all Policing Plan targets is attached at Appendix A.

2.2 The 4 national targets being achieved are:

- The average clearance time for non-suspicious and unexplained fatalities is 75 minutes against a 90 minute target. This is despite a significant increase in the number of fatalities and suspected suicides (+34%) on the rail network compared against the same period last year. Further detail on fatality management and suicide prevention is included in section 4.1 of this report.
- The notifiable detection rate is being maintained at 32% against a target of 31%.
- 58% of the overall Force budget was spent on frontline resources during the first quarter of 2013/14, which is in line with target (this target is reported quarterly).
- 95% of employees on temporary duty restrictions (TDR) are returning to full time hours within 4 weeks of their return to work against a 90% target. There have been 135 employees return to work on TDR this year, 7 of these remained on reduced hours for longer than the 4 week target. Employees on TDR for longer than 4 weeks are reviewed on a weekly basis, and include, for example, cases of broken limbs where the

employee has returned to work but is either working at home or traveling to the office outside of core hours to assist with any mobility issues.

2.3 The 5 national targets that are currently not being achieved are:

- Reduce police related disruption minutes by 3% - Police related disruption minutes have actually increased, with 522,121 minutes (9,843 incidents) recorded by Network Rail against a target of 476,428 minutes and 499,409 minutes (9,507 incidents) last year. Performance against this target has been adversely affected by the increase in fatalities and incidents of trespass, as these figures show police related disruption incidents have increased by 3.5% against the same period last year. Further detail on BTP's work to minimise disruption is included in section 4.2 of this report.
- Reduce the number of recorded notifiable offences by 3% - recorded offences are falling just short of target, with 20,459 offences against a target of 20,362. However, offences are down 4% against the same period last year when 21,266 offences were recorded. An update on Operation Magnum, the initiative to tackle volume crime and theft of passenger property, is included in section 4.3 of this report.
- Overall sickness to be less than 7.3 days per employee for the full year – with a year to date average of 3.09 days average sickness per employee, the year to date target of 3.04 days is narrowly being missed.
- Increase the hours worked by Neighbourhood Policing Teams (NPTs) and Response Teams between the hours of 7pm and 3am – the actual hours worked by was 424,011 against a target of 434,380. North Western and Wales & Western Areas are currently failing to achieve the targeted level of visibility and their performance will be the subject of scrutiny at Service Excellence Board in October.
- Improve the detection rate for notifiable public order offences – There have been 2,677 public order offences so far this year (an increase of 3% against the same period last year), with a detection rate being achieved of 56% which is just short of the target of 59%.

3. FORCE RESTRUCTURE

3.1 Following approval of the Force restructure by the Police Authority on 13 June a significant amount of progress has been made and this section of the report provides an overview of this progress and planned next steps.

3.2 The Force Restructure Project Team is led by ACC Pacey. The main work streams of the project are:

- Structures of B, C and D Division led by ACCs Pacey, Thomas and McCall
- Operations led by Superintendent Richard Moffatt
- Intelligence led by Chief Superintendent Steve Morgan
- Justice led by Susan Yeomans-Jones (Head of London Central Justice Unit)
- Crime Management Units led by Detective Chief Inspector Kate Forsyth
- Finance, Procurement & Corporate Services led by Simon Hart

3.3 Consultation

3.3.1 The project team held a number of meetings across the Force week commencing 15 July to brief employees on the proposals and commence formal consultation. The individual consultation closed on 18 September. Consultation for the FP&CS review and the collective consultation with TSSA closes on 4 October.

3.3.2 Q&A sessions have been held on all Areas and a second round of Q&A sessions with out of London Areas are currently taking place (12 September Birmingham, 18 September Liverpool and Manchester and 1 October Leeds and Newcastle). Care First sessions have also been held on all Areas.

3.3.3 All work stream leads have met with TSSA as part of the ongoing engagement/consultation process. There has also been frequent engagement with the Superintendents Association and the Federation.

3.4 Voluntary Severance Scheme (VSS)

3.4.1 Following a proposal submitted by the BTPA, DfT authorised the VSS on 14 August 2013.

3.4.2 Following this approval, VSS for Chief Superintendent ranks opened on 21 August and closed on 6 September. The applications were reviewed by a panel chaired by ACC Pacey and the decisions were shared with the BTPA Chair and Chief Executive. An update on the decisions reached on the Chief Superintendent VSS applications will be provided at the Police Authority meeting.

3.4.3 VSS for police staff will open mid / late October following a final decision by Force Executive Board (FEB) on 10 October on the new structure. The police staff VSS will originally be opened only for staff who work in departments directly effected by the restructure. If take up from these groups is not sufficient the VSS may be opened up to specific grades across the Force to create opportunities for staff in effected departments to be displaced to vacancies left by the wider VSS.

3.5 Expressions of interest will be sought in late September from existing Chief Superintendents for the 6 new Chief Superintendent posts (3 Divisional Commanders, Crime, Operations, and DCC Command Unit). A selection process for these posts will take place on 9 October, and the Deputy Chief Constable, ACC McCall and Brian Phillpott will form the interview panel. This will be followed up by the appointment of Superintendents to the delivery units.

3.6 Full detail of the restructure proposals, including feedback from consultation, proposed structures, delivery units, costs, savings, resources and work streams will be subject to robust scrutiny at FEB on 10 October when a final decision on the new structure will be made.

3.7 Following FEB on 10 October confirmation of the new structure will be published and the interim three division command structure will be implemented by the end of October.

3.8 A comprehensive programme of stakeholder engagement has been undertaken to brief, at Managing Director level, all TOCs, FOCs, passenger groups and other stakeholders. The Chief Constable, Deputy Chief Constable and the Assistant Chief Constables personally met all stakeholders and briefed them on the proposed restructure of the Force. Feedback received from the stakeholders was largely extremely supportive, and any concerns were noted and have been fed back to the project team to consider as part of the consultation process. An update will be provided to attendees at the BTPA Industry Workshop on 26 September and further communication will be sent out to stakeholders later in the year.

4. REDUCING DISRUPTION

4.1 Fatality management & suicide prevention

4.1.1 Between April to August 2013 there have been 157 suspected suicides on the rail network compared to 117 during the same period last year (34% increase). There were 36 suspected suicides in August, which is the highest number recorded in one month since March 2012.

4.1.2 Recently completed analysis identified that during 2012/13 there were 2,738 suicide related incidents on the rail network. Of these

- 296 incidents were fatal and suspected suicides
- 89 were attempts that involved injury but were not fatal
- 313 were attempts that did not result in injury or a life saving intervention was made
- 796 involved people threatening to take their own lives but where no actual attempt was made
- The remainder relate to third party reports or are connected to individuals who claimed suicidal intent but where their claim was not considered genuine.

4.1.3 Detailed analysis is now being undertaken to better understand the increase this year in fatalities and suicide related incidents on the rail network. This includes a database to capture pre-suicidal incidents and a benchmark document produced and shared with Network Rail, RSSB and Samaritans which provides suicide rates and demographics, including geographic, economic, welfare and railway.

4.1.4 BTP's work on suicide prevention continues.

- In August the Department of Health announced a pilot of a street triage scheme which will see mental health nurses accompany officers to incidents where police believe people need immediate mental health support. This innovative scheme will help people with mental health problems who are sometimes detained in the wrong environment. Five police forces have been selected to participate in this pilot – BTP, North Yorkshire, Devon and Cornwall, Sussex and Derbyshire. The pilot will commence in October/November and initially run for a 12 month period. BTP will receive funding from Government of up to £200k to participate in this pilot.
- Operation Partner, the joint initiative with mental health practitioners, has also made good progress since its inception in February. This includes 689 suicide / mental health related interventions during 2013. Of this number only one person has gone on to take their own life on the railway and one other elsewhere. Mental health practitioner support is also now available at BTP's London custody suites with 139 custody interventions made, and admissions to hospital from custody quadrupling over the preceding 12 month period.

4.2 Operation Avert

4.2.1 Operation Avert, a national initiative, was launched on 10 September aimed at minimising disruption to the rail network from trespass and suicide attempts. This partnership initiative with Network Rail and other agencies is aimed at tackling the two biggest causes of rail disruption at 64 target locations across England, Scotland and Wales. A further 11 locations are being targeted on London Underground.

4.2.2 Local plans have been drawn up by Areas using a variety of tactics, including increased patrols by NPTs and Response Teams, multi-agency patrols with police and rail staff, and increased use of Special Constables. Plain clothes enforcement patrols and Crime Reduction Officer surveys to identify disruption mitigation measures are also taking place.

4.2.3 Operation Avert is intelligence led with analysis showing an increase in these types of events in September and October. In October 2012, 1,103 trespass incidents were

reported resulting in 42,067 delay minutes – equating to over 29 days. In the same month, 61 people were struck by trains resulting in 75,201 delay minutes – equating to over 52 days.

4.2.4 A media campaign to support Operation Avert commenced on 19 September to coincide with the start of Network Rail's latest trespass awareness campaign - Track Tests.

5. REDUCING CRIME

5.1 Operation Magnum

5.1.1 Operation Magnum was rolled out nationally on 10 June to reduce theft of passenger property (TPP), which has increased over the last year, across the rail network. The majority of TPP offences are opportunistic thefts, where victims have had personal property stolen from them on busy trains and at stations, often without them realising a theft has taken place until much later. The thefts are primarily by snatch, distraction and dipping in bags. The most common items stolen are mobile phones. Thefts on board trains, particular long distance journeys, have also increased where thieves steal property from luggage racks.

5.1.2 London Underground and London South Areas have experienced the most thefts. Waterloo, Victoria, Clapham Junction and London Bridge are hot spot locations for London South Area and Piccadilly Circus, South Kensington and Stratford are hot spot locations for London Underground Area.

5.1.3 The work streams of Operation Magnum include crime recording, crime reduction, investigation, intelligence, partnership working, technology media and days of action.

5.1.4 The first Magnum national day of action took place on 3 July, with the focus being on raising public awareness through education and handing out leaflets, station and train patrols to deter thieves, and the use of 'immobilise stands' to allow the public to register their mobile phones on the National Mobile Property Register (NMPR). The day saw over 680 officers and staff deployed across the seven Areas, which led to 50 arrests and in excess of 1900 people registering their phones on the NMPR.

5.1.5 Following on from the success of the first day of action a second was planned and took place on 8 August, this time focusing on lost property. The objectives for the day were to visit as many Lost Property Offices (LPOs) across the rail network as possible and check any property found against the NMPR, and also to engage with LPOs and instigate or evaluate any processes for data sharing between the LPO and BTP. The day saw over 2850 mobile phones audited, over 1800 other items audited, and 24 theft reports were subsequently found in a LPO and returned to the owner. It also led to significant engagement with LPOs regarding data recording and sharing processes and BTP's desire to formalise and as far as possible automate these processes to allow for the same sort of success realised on the day of action on a more efficient, less resource intensive and regular basis.

5.1.6 Further days of action planned for September focus on students returning to school and university after the Summer break. Areas have also planned for the release of the new iPhone on 20 September (crime prevention advice, patrols and monitoring of CRIME with a focus on phone related incidents and the potential for false reporting).

5.1.7 Operation Magnum has started to yield results with the Force achieving a 2.8% reduction on TPP against the same period last year and the London Areas achieving a 7.3% reduction.

5.2 **Project Guardian**

5.2.1 Project Guardian is a multi agency initiative involving BTP, TfL, MPS and City of London Police (CoLP) to tackle sexual assault and unwanted sexual behaviour on the London public transport system.

5.2.2 TfL's Safety and Security Survey states that 7-9% of respondents have experienced some form of unwanted sexual behaviour on the transport infrastructure, and 89-98% of respondents did not report these matters to the police or TfL.

5.2.3 The aim of the operation is to improve the intelligence picture (which will inevitably increase recorded crimes), increase the number of detections for sexual offences by 20%, and (from the TfL survey) reduce the number of respondents who state they have experienced unwanted sexual behaviour and increase the number of respondents who report it to police.

5.2.4 The Project Guardian work strands are CCTV, Communications and Marketing, Community Engagement, Enforcement and Offender Management, Intelligence and Analysis, Justice, Victim Care and Reporting.

5.2.5 Project Guardian has trained 1,600 frontline BTP and MPS officers and PCSOs in first contact with victims, intelligence, and enforcement techniques. This training now forms part of probationer, transferee and PCSO training for BTP. Over 35,000 industry staff (TOCs and bus operating companies) have also completed the initial briefing phase.

5.2.6 The first enforcement period of action took place across BTP London Areas and MPS Boroughs from 22 to 28 July, successfully delivering 9 arrests, 101 stops and the submission of 66 intelligence reports. The second enforcement period is scheduled for 22-29 September.

5.2.7 Project Guardian has generated a 13% increase in reporting of sexual crime and a 40% increase in detected sexual crime to date. BTP alone has seen a 28% increase in reporting of sexual crime and a 41% increase in detected sexual crime.

5.3 Metal theft

5.3.1 Significant progress continues to be made in reducing the theft of live and non live cable from across the rail network. Against the same period last year, there has been a further 47% reduction in the theft of live cable (159 offences from 299) and a 36% reduction in the theft of non-live cable (262 offences from 407). The detection rate for theft of live cable is 24% and 29% for the theft of non-live cable. Nationally, Home Office forces are also continuing to see a reduction in metal theft with reductions in individual forces ranging from 19% to 58% against last year.

5.3.2 The last metal theft national day of action took place on 23 July. Twenty eight police forces, 600 police officers and over 15 agencies participated on the day which resulted in visits to 315 scrap metal dealers, the seizure of 16 vehicles (including a tipper van and HGV trailer), and 93 arrests (non compliance with LASPO, non compliance with the Scrap Metal Dealers Act, handling stolen goods, drugs, theft and other offences). A number of the arrests were members of organised crime groups, including two who were wanted for attempted murder. Recovered property included railway, power and telecoms cable, drugs and other high value items.

5.3.3 Network Rail has confirmed they will continue to provide enhanced funding of £1.266m until March 2015 for 25 BTP resources dedicated nationally for metal theft. The funding for the National Metal Theft Task Force has also been stretched to ensure the unit remains operational until after the implementation of the new legislation. Together, these dedicated resources will provide enforcement for the recently approved changes to the Scrap Metal Dealers Act 2013 which are due to come into force at the end of the year, and will enable the continued intelligence gathering and help provide convictions for crimes against the railway. The Force Restructure Project is planning how to incorporate metal theft activity and resources into business as usual.

6. INCREASING CONFIDENCE

6.1 Crimewatch

6.1.1 Chief Superintendent Paul Brogden appeared on Crimewatch to raise the profile on BTP's response to thefts, sexual assault and staff assault. The programme featured a number of appeals covering these types of crime and also showed BTP officers on a dawn raid to make arrests and seize property under the Proceeds of Crime Act. Joining Paul on Crimewatch was Laura Bates, the founder of the 'Everyday Sexism Project' who provided an account of her own personal experience of unwanted sexual behaviour on the transport network. Paul was able to update viewers on the Project Guardian initiative which is tackling unwanted sexual behaviour on London's transport system.

6.2 Commonwealth Games

6.2.1 The Opening Ceremony for the Commonwealth Games takes place on 23 July 2014 with three weeks of events across venues in Glasgow, Edinburgh and Dundee. As well as the Games, there are a number of other events planned in the run up to, during and after the Games. These include the Queens Baton Relay which will embark around the Commonwealth in September with 41 days deployed in Scotland immediately before the Opening Ceremony, a Commonwealth Economic Summit scheduled for the day before the Opening Ceremony, and First World War Commemoration services in Glasgow on 4 August immediately after the Closing Ceremony.

6.2.2 The planning and preparation for the Games is being managed through a structure of Integrated Project Groups who report into the Scottish Government Security Directorate and the Gold Commander, Deputy Chief Constable Steve Allen from Police Scotland. BTP's Chief Superintendent Ellie Bird is Bronze Commander for Transport Safety and Security.

6.2.3 BTP has been working closely with Police Scotland, military liaison, Organising Committee, Transport Scotland, and stakeholders in the preparation and planning for the Games. BTP resources are embedded in the planning team carrying out risk assessments for transport venues, defining operational policing plans and contingency planning. A schedule of testing and exercise events is already underway with full engagement by BTP.

6.2.4 ACC McCall will provide a detailed presentation on the policing arrangements for the Commonwealth Games to Police Authority in November.

6.3 Notting Hill Carnival

6.3.1 The policing operation for Notting Hill Carnival was a success. Despite attendance at the Carnival increasing significantly on last year, reported crime reduced by 25%. BTP made 700 assorted stop checks under various powers and made 64 arrests (primarily for public order or alcohol related offences). There was a increase in gangs traveling in groups to

the Carnival, but BTP managed any risk by utilising stops, interventions, and gathering and disseminating intelligence to aid officers on patrol.

6.4 English Defence League (EDL)

6.4.1 On 7 September EDL held a march and rally in the City and East End of London (Tower Hamlets). Tower Hamlets Borough is a diverse borough with approximately 38% of its population being Muslim. The march caused an increase in community tension and there was a serious threat of violence and disorder. BTP assisted the MPS in their policing operation of this event, with BTP officers patrolling at all stations in the immediate area, as well as at key transport hubs in the centre of London. Despite a tense and challenging atmosphere, there were no serious outbreaks of disorder. The MPS wrote to BTP after the event praising 'the overwhelming professionalism, courage, determination, good humour and tolerance' of BTP officers on the day.

7. **OTHER MATTERS**

7.1 Incident at Ipswich Railway Station

7.1.1 At 8.30am on 19 July a man armed with a knife climbed on to the roof at Ipswich Station and threatened to kill himself. This resulted in the station being closed, power to the overhead lines being turned off, the suspension of trains running between London and Norwich, and significant disruption across the Greater Anglia network for the duration of the incident which ran over 7 hours.

7.1.2 The man was eventually disarmed and talked down from the station roof. He was arrested and appeared before Court on 4 September where he was sentenced to 16 months imprisonment. At Court the prosecutor outlined the massive costs and disruption this incident caused to the railway and wider community, and this was taken into account when the sentence was passed.

7.1.3 On 25 July BTP held a debrief session to identify areas of learning from this incident. This debrief was attended by BTP, Greater Anglia, Network Rail and Suffolk Constabulary – all agencies who were involved in the response to the incident. A number of recommendations were made from this debrief session which included issuing guidance in

relation to isolating power lines in consultation with the industry, an assessment of security at stations, building structures and RVP points, and better communication to passengers. BTP has issued new guidance since this incident for dealing with persons on bridges and precarious positions on the railway environment.

7.2 UK Border Agency (UKBA) operations

7.2.1 The UKBA ran a number of operations over the summer in support of the Home Office pilot scheme to encourage illegal migrants to leave the UK voluntarily. Some of the operations, where UKBA officers stopped members of the public to check their immigration status, took place in the vicinity of rail and underground stations. The UKBA did not inform BTP of these operations in advance, nor were under any obligation to do so. BTP had no involvement in these operations.

7.2.2 BTP do however hold planned joint operations with partner agencies including TfL, LUL, London Buses and MPS that may also involve the Immigration Service. An example of a planned operation where BTP invited UKBA to be present is a case where intelligence was received that illegal migrants were working at night on the rail network after obtaining fraudulent track side passes. BTP will also call UKBA to custody suites to deal with persons BTP have arrested for criminal offences, who are later suspected to be illegally in the UK.

7.3 Legislation

7.3.1 A team led by the Deputy Chief Constable has been working with representatives from the DfT and the Home Office Police Strategy and Reform Unit to address the most significant legislative anomalies that exist in regard to BTP's powers and jurisdiction.

7.3.2 These anomalies generally occur because of technical legal definitions of BTP's staff and powers. For example, BTP's Chief Constable is not a Chief Officer of Police except in strictly defined circumstances, and BTP officers do not have the full range of powers available to colleagues in other forces.

7.3.2 A prioritised list has been agreed with the Home Office which includes jurisdictional powers, licensing of firearms, disposal of stolen property, DNA retention, and powers and duties in relation to licensed premises on stations. Although this work is at a relatively early stage, progress has so far been positive and a further update will be provided to members at November's Police Authority meeting.

8. RECOMMENDATIONS

8.1 That members note the update provided in this report.

National Targets 2013-14 (1 April – 30 August 2013)

| | | Disruption - Reduce police- related disruption minutes from 2012-13 by 3% | Fatalities - Non- suspicious & unexplained fatalities to be cleared within an average of 90 mins | Notifiable offences - Reduce notifiable crime, excluding pg (drug and offensive weapons) from 2012- 13 by 3% | Notifiable detection rate - At least maintain notifiable crime detection rate, excluding pg (drug and offensive weapons) | Value for money - At least 58% of overall budget to be spent on frontline resources | Sickness - Reduce overall sickness to 7.30 days | TDR - At least 90% of staff on TDR to be on full hrs after four weeks | Visibility - Increase the no. of hrs worked by NPT & Response between 7pm and 3am from 2012-13 figure | Public order - Increase the detection rate for notifiable public order offences |
|-----|--------|--|--|--|--|--|---|--|---|---|
| FHQ | Actual | | | | | | 2.96 | | | |
| | Target | | | | | | 3.04 | | | |
| LN | Actual | 121,188 | 80 | 4,640 | 28% | | 2.56 | | 76767 | 59% |
| | Target | 108,312 | 90 | 4,418 | 27% | | 3.04 | | 72,333 | 59% |
| LS | Actual | 124,204 | 71 | 4,914 | 31% | | 3.18 | | 60847 | 46% |
| | Target | 123,247 | 90 | 4,831 | 32% | | 3.04 | | 58,271 | 54% |
| LU | Actual | | 55 | 4,401 | 30% | | 2.43 | | 111177 | 48% |
| | Target | | 90 | 4,948 | 23% | | 3.04 | | 113,908 | 47% |
| NE | Actual | 78,402 | 71 | 1,893 | 39% | | 3.55 | | 45046 | 72% |
| | Target | 77,586 | 90 | 1,772 | 39% | | 3.04 | | 45,610 | 72% |
| NW | Actual | 48,634 | 79 | 1,680 | 44% | | 3.54 | | 48833 | 58% |
| | Target | 47,400 | 90 | 1,623 | 47% | | 3.04 | | 57,588 | 69% |
| SC | Actual | 29,385 | 82 | 752 | 38% | | 4.56 | | 36790 | 56% |
| | Target | 17,698 | 90 | 647 | 40% | | 3.04 | | 36,380 | 84% |
| WW | Actual | 120,308 | 85 | 2,179 | 31% | | 4.00 | | 44551 | 65% |
| | Target | 102,182 | 90 | 2,123 | 32% | | 3.04 | | 50,292 | 69% |
| BTP | Actual | 522,121 | 75 | 20,459 | 32% | 58% | 3.09 | 95% | 424011 | 56% |
| | Target | 476,428 | 90 | 20,362 | 31% | 58% | 3.04 | 90% | 434,380 | 59% |

Local Targets 2013-2014 (1 April – 30 August 2013)

| | | Fatality management - partial reopening | Visibility & confidence | Staff assaults - offences | TPP - offences | Verbal abuse towards rail staff - detection rate | Football Policing - escorted trains | Football banning orders |
|--------------|--------|---|-------------------------|---------------------------|----------------|--|-------------------------------------|-------------------------|
| London North | Actual | 38 | 169 | 241 | 1,412 | 66% | 94 | 100% |
| | Target | 45 | 50 | 249 | 1356 | 65% | 76 | 80% |

| | | Cycle crime – detection rate | Staff assaults – detection rate | TPP – offences | Graffiti – detection rate | Level crossings – detections | Fatal incidents – partial reopening |
|--------------|--------|------------------------------|---------------------------------|----------------|---------------------------|------------------------------|-------------------------------------|
| London South | Actual | 20% | 52% | 1,197 | 30% | 758 | 28 |
| | Target | 25% | 52% | 1207 | 25% | 588 | 50 |

| | | TPP - offences | Sexual assault - detections | Staff assault - offences | Lost customer hours | Racially aggravated - offences | DLR operations |
|--------------------|--------|----------------|-----------------------------|--------------------------|---------------------|--------------------------------|----------------|
| London Underground | Actual | 2,283 | 45 | 249 | 752,251 | 131 | 40 |
| | Target | 2,594 | 34 | 207 | 507,561 | 112 | 37 |

| | | Violence & staff assault – offences | Football-related detection rate | TPP – offences | Disruption/lost minutes (cable & trespass) | ASB operations |
|---------------|--------|-------------------------------------|---------------------------------|----------------|--|----------------|
| North Eastern | Actual | 280 | 89% | 450 | 38,988 | 10 |
| | Target | 254 | 73% | 420 | 35,185 | 5 |

Local Targets 2013-2014 (1 April – 30 August 2013)

| | | Disruption/lost minutes – reduce minutes lost at 6 high impact locations | Staff assault – offences | TPP – offences | ASB operations | Football related – detection rate | Serious VAP, sexual & robbery offences |
|---------------|--------|--|--------------------------|----------------|----------------|-----------------------------------|--|
| North Western | Actual | 8,779 | 98 | 370 | 4 | 93% | 57 |
| | Target | 10425 | 101 | 325 | 5 | 83% | 50 |

| | | ASB - offenders | Disruption/lost minutes - reduce minutes lost at 6 high impact locations | Sickness | Value for money | Level crossing related offences | Quality of service |
|----------|--------|-----------------|--|----------|-----------------|---------------------------------|--------------------|
| Scottish | Actual | 372 | 3,062 | 5.01 | 0% | 124 | 95% |
| | Target | 332 | 1,846 | 2.79 | 2.5% | 114 | 90% |

| | | Aggression towards staff | ASB - offenders | Football related offenders | TPP - offences | Staff assaults (Welsh Sector) - detection rate | Disruption - delayed trains (Welsh Sector only) |
|-------------------|--------|--------------------------|-----------------|----------------------------|----------------|--|---|
| Wales and Western | Actual | 292 | 528 | 23 | 607 | 59% | 667 |
| | Target | 299 | 593 | 49 | 538 | 65% | 653 |