

# Scotland targets

2016/17



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**Passenger confidence in D Division is high, with passengers using Glasgow Central and Edinburgh Waverley stations among those feeling the most safe and secure in the UK.**

**St. Enoch**



**Ensure that at least 95 per cent of safeguarding referrals are made within three working days**

Keeping vulnerable people safe on the railway is one of our priorities. It is vital that those most at risk get the help they need as quickly as possible. We aim to **refer vulnerable people to the most appropriate agencies and organisations as quickly as possible.**

**Reduce the number of physical violent crimes against all staff, passengers by at least 10 per cent**

In 2015/16, 363 physical violence crimes were recorded on D Division. We aim to **reduce the level of physical violence crimes** on the network to make it a safer place for everyone.

**To achieve a quality of service victim satisfaction rate of at least 90 per cent for assaults and aggression against rail staff**

We aim to **provide the highest quality of service** to rail staff who are victims of assault and aggression at work.



## *Passenger priority*

**Increase the detection rate for football-related crimes to at least 64 per cent**

Football-related disorder can have a negative impact on the confidence of passengers and staff who use the rail network in Scotland. Targeting those who use football fixtures as an excuse to cause harm will help **maintain high confidence levels and contribute to reducing crime.**

**Achieve a satisfaction rate of at least 75 per cent for the single D Division-wide disruption problem solving plan**

We aim to work more closely with our industry partners to **reduce police related disruption and focus action and resources** on locations where disruption events have the most impact on the network.

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**BTPA**  
British Transport Police Authority

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# D Division: Scotland

establishment breakdown expressed as full time equivalent

Location (or Organisation)	Police Officer	Police Staff	Special Officer
Command and Operations	66.0	36.1	0.0
Aberdeen	8.0	0.4	0.0
Dalmuir	4.0	0.0	0.0
Dundee	4.0	0.0	0.0
Edinburgh	42.0	0.8	7.0
Falkirk/Stirling	4.0	0.0	3.0
Glasgow	62.0	0.9	9.0
Inverness	5.0	0.0	0.0
Kilwinning	8.0	0.0	2.0
Kirkcaldy	4.0	0.0	0.0
Motherwell	7.0	0.0	1.0
Paisley	4.0	0.0	0.0
Perth	6.0	0.0	0.0
<b>Total</b>	<b>224</b>	<b>38.2</b>	<b>22</b>

This is where we expect resources to be based at time of publication, actual deployments may change in year.  
 Figures correct to one decimal point and are subject to rounding.