



BRITISH
TRANSPORT
POLICE

BTPA Scottish Railway Policing Committee

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Executive Summary

This Paper provides Members with an overview of performance across D Division generally and against its local Policing Plan objectives. As recommended at the previous Committee meeting, datasets included in the Scottish Police Authority performance framework (staff wellbeing and assaults on officers) have also been included.

- Scotland's railways remain a safe place to work and travel. On average a serious crime occurs once every five million journeys made. D Division's 41% solved rate is higher than that in England and Wales.
- Assaults against BTP officers are relatively low and have reduced by 56% compared to last year. Increases have been recorded in England and Wales. BTP continues to support all of its staff who are assaulted through the Officer Assault Pledge.
- There has been a slight increase of 3 offences this year in physical and verbal assaults against rail staff. Solved rates for these crimes remain relatively high in Scotland at 52% compared to 23% Forcewide.
- Overall police-related disruption minutes are 10% below (6,040 minutes) this time last year, with both primary and reactionary minutes decreasing. The vandalism/theft category has seen a significant reduction of 54% compared to last year with trespass also reducing by 7%.
- Work to reduce trespass at identified hotspot locations that involve children and young people continues to produce positive results. So far this year there has been a 5% reduction in trespass incidents at the agreed hotspot locations.
- Up to the end of quarter 3 sickness levels in D Division are at 6.92 sickness days per person. The sickness rates for officers are very similar to those in BTP's English and Welsh Divisions and also Police Scotland. Absence rates for police staff in D Division are comparatively very low.

1 Overview of Divisional Performance

Summary

- **The Scottish rail network is a safe place to work and travel with 17 crimes reported per million passenger journeys.**
- **There are 0.2 serious crimes reported per million passenger journeys in Scotland.**
- **D Division's overall solved rate is currently 41% which compares well with England and Wales**
- **Overall police-related disruption is down 10% in Scotland**
- **Officer assaults in Scotland remain relatively low with 19 offences recorded between April and December**
- **Sickness levels in Scotland are at 6.92 sickness days per person (April-December) as small increase on last year**

Divisional Performance Overview

Scotland's railway network remains a very safe place to travel and work. There are 17.4 reported crimes per million passenger journeys in Scotland and the chances of becoming a victim of serious crime are very low, with only 0.2 serious crimes reported per million passenger journeys.

Between 1 April and 31 December 2019 there have been 1,372 crimes recorded in Scotland, an increase of 112 crimes compared to the same period last year. Increases have been seen in violence offences up 39 crimes (mainly from violence without injury), theft of passenger property which has increased by 26 crimes and weapons offences up by an additional 25 crimes. In comparison, Police Scotland recorded a 5% increase (up to September 2019); an additional 5,697 crimes, mainly in Group 5 (other crimes which covers offensive weapons & drugs).

There have been reductions recorded with cycle theft continuing to reduce (down 6%) and motor vehicle offences down by 16%. Assaults on Police Officers also continues to remain low with 19 offences recorded so far this year, a decrease of 56%. This is in contrast with all other areas of the Force which are seeing an increase.

Operation Sentinel remains in place across the Force; an initiative that aims to reduce violent and knife-enabled crime against passengers, rail staff and BTP employees across the network. Operational plans have been put in place to concentrate effort on violent crime with numerous days of action across Scotland, primarily aiming for 'Violence free' days with particular focus on the environs of Glasgow Central and Edinburgh Waverley Stations.

Joint working initiatives continue in and around the footprint of Glasgow Central station with Police Scotland and Glasgow City Council MATAC (Multi Agency Tactical & Coordinating) involvement. This included a joint strategy in December where a Police Scotland Officer and BTP Officer conducted joint patrols in areas of mutual interest in the City Centre. While this was primarily aimed at the festive period, it is hoped that this joint working will continue, and discussions are ongoing to see how this targeted partnership approach can be further developed.

Operation Cup has also taken place, aimed at organised begging and associated people trafficking around the Glasgow City Centre Stations, primarily involving Eastern European nationals. Days of Action were held around the footprint of the City Centre hubs, utilising Romanian embedded Officers with Police Scotland. While this operation didn't produce any arrests, several intelligence logs were submitted reflecting what individuals told Police and Home Office Immigration Officers. From this, BTP has been advised about a further group of Romanian Nationals who were found in Carlisle begging on the streets. They provided Glasgow addresses and it appears that they are travelling from Glasgow outwards for the purposes of begging. This information has now been gathered into a further intelligence source for future reference.

BTP continue to work with Police Scotland on the various drug related issues in Glasgow city centre around Central Station. This involves joint patrolling and sharing of intelligence as well as tackling wider societal issues including homelessness and safeguarding.

As mentioned earlier, proactive activity has led to the increase in recorded possession of weapon offences, with 46 offences recorded so far this year. However, serious violence offences (assault and above) on the Scottish rail network remain rare with only 18 offences to date (up from 14 in the previous year).

Divisional Performance Overview

The current solved rate is 41% for Scotland, which compares favourably when compared to 14% recorded across England & Wales for BTP. Most crime groups in Scotland have higher solved rates when compared to England and Wales, with an example of violence against the person (65% against 21%) and sexual offences (54% against 14%).

Low rates of crime and higher solved rates are also reflected in the greater level of passenger confidence reported in Scotland compared to England and Wales. BTP's overall passenger confidence for Spring 2019 was recorded at 76.41% compared to 80.77% in Scotland. In comparison to other Divisions and areas in the Force, Scotland have consistently remained at the top of the table since 2013 with a peak of 84.0% recorded in 2015.

Although police officer assaults in Scotland continue to remain relatively low (19 recorded so far this year) the Officer Assault Pledge has been implemented across the force and sets out seven key areas where an employee can expect in terms of support and care if they become a victim of assault whilst carrying out their duties. This includes a member of the senior leadership team being notified to ensure appropriate oversight. A debriefing process has been implemented with the employee and first line manager to ensure the appropriate support is provided whilst also ensuring any learning points are captured.

County lines involves the exploitation of children and vulnerable young people to courier drugs to the counties. This criminality is wide-reaching and generates considerable harm.

D Division continue to utilise embedded IDO's (Intelligence Development Officers) who work closely with Police Scotland multi-agency desks acting as an information/intelligence conduit which supports and develops operational activity. This work ensures a joint response to County Lines initiatives and the development of operations to tackle serious organised crime activity that directly impacts on the rail network. IDO's are currently assisting in two ongoing operations that partly impact on the railway but are being led by other forces. A current ongoing investigation for BTP county lines involves offences between London/Edinburgh and Aberdeen. BTP are in liaison with Police Scotland CID along with using additional specialist resources from Force Headquarters.

Several county line days of action have also been conducted during the latest quarter, mainly across East Coast mainline services. This has resulted in numerous outcomes including drug & money seizures and arrests for drugs offences & weapons.

Services that run safely, on time and with minimal disruption to passengers are critical to the success of the railway and wider impacted economy. Scotland continues to build on excellent relationships it has with partners to work together and reduce disruption.

Overall police-related disruption minutes are 10% below (6,040 minutes) this time last year, with both primary and reactionary minutes decreasing. The vandalism/theft category has seen a significant reduction of 54% compared to last year with trespass also reducing by 7%.

Operation Pickford remains active in Scotland, focussing attention on hotspot locations that involve children and young people. Since the operation first began in early 2018, locations identified have seen improvements in the number of incidents and disruption as well as attendance times, consistency in reporting approach and environmental impacts. Joint initiatives and days of action continue to take place across the Division to address ongoing youth trespass and disorder issues.

D Division is also currently working with Network Rail to enhance the use of advances in technological equipment to further target various forms of disruption. This is at the scoping stage but Network Rail are very keen to support any tactics that can reduce police related disruption and to make best use of current technology available.

Divisional Performance Overview

Staff Workforce & Wellbeing

There are currently 247 staff members based in D Division; 205 Police Officers, 24 Police Staff and 18 Special Officers. Of these employees 22% (54) are female and 3% (8) are BME. The Positive Action Recruitment Team (PART), who are embedded within the recruitment team, currently have several workstreams to increase representation. Their main focus is to coach candidates through the application process and deliver workshops to provide them with the best possible chance of being successful. This includes interview tips and guidance, along with mock interviews to help familiarise candidates with the current process.

With positive action and improvement in mind, PART target those candidates who are under-represented within BTP, be that females or ethnic minorities. Recent success rates have been high, with 250 applications during the most recent campaign and 80% of supported candidates going on to be successful at assessment centres. Other workstreams include advertising at various careers fairs to encourage under-represented groups to consider a career with BTP and targeting vacancy adverts across various social media platforms (Twitter, LinkedIn, Facebook, etc.).

Protective equipment and the uniform issued to staff is constantly being reviewed to ensure staff are provided with the best products available. For example work is progressing in conjunction with the Metropolitan Police Service and Kings College Hospital on the possible development of a glove which would withstand a bladed weapon attack and a new style Bonowi baton is also currently being trialled.

New patrol fleeces were issued to frontline officers in October 2019. These provide better protection for officers working in inclement conditions, following feedback to the Chief Constable regarding the performance of the previous uniform fleece.

Up to the end of quarter 3 sickness levels in D Division are at 6.92 sickness days per person. The sickness rates for officers are very similar to those in BTP's English and Welsh Divisions and also Police Scotland. Absence rates for police staff in D Division are comparatively low at just 2.46 days per person up to the end of Quarter 3. There have been no ill-health dismissals in the last year. The most common reasons recorded for officer sickness are stress and depression/anxiety. To help tackle stress in the workplace BTP have recently rolled out a toolkit for line managers to identify the signs of stress and to make an early intervention.

2 Local Policing Plan Objectives

Summary

- **Assaults against rail staff have increased by 3 offences; there is a high solved rate for these offences at 52%**
- **Trespass incidents at hotspot locations have reduced by 5% and minutes lost to disruption have reduced by 7%**
- **BTP is working with industry partners to tackle enduring problems at hotspot locations**
- **Handback times after fatal incidents averages 111 minutes (XX minutes after one outlier incident is removed)**
- **There is a 63% solved rate for football related crime**

Local Policing Plan Objectives

Prevent assaults against rail staff and deliver successful prosecutions

BTP regularly works closely with train operators to prevent any work-based violence and aggression towards staff. The approach taken spans many different levels, from frontline officers to a more tactical level where senior officers are involved. Overall there has been a slight increase of 5% this year in physical and verbal staff assaults. This equates to an increase of 3 offences due to a verbal assault rise over the Christmas period. Solved rates for these crimes remain relatively high in Scotland at 52% compared to 23% Forcewide.

Much of BTP's staff assault work is carried out in partnership with the railway industry to build confidence and reassurance. A D Division problem-solving plan is in place with the aim of "collaborating with industry partners, collectively preventing rail staff assaults". This forms part of a wider partnership approach which includes:

- Attendance at a multi-agency rail industry Workplace Violence Meeting. This is a Scottish equivalent based on BTP's national meeting. Held quarterly with attendance from BTP, Network Rail, industry union heads, Transport Scotland, Scottish Government and railway solicitors, all partners review collective figures and contribute to brainstorm best practice, improvement and innovative solutions
- Continued support to improve rail staff usage of Body Worn Video (BWV). Joint roadshows by Scotrail and BTP are being held at staff booking on/off points and internal communications with union comments to reassure & encourage rail staff practice
- Current development of internal communications supported by trade unions, Scotrail and Transport Scotland. This aims to educate staff expectations of criminal procedure challenges, how they can support best evidence, benefit of BWV, benefit of reporting crime and intelligence, reassurance on low probability of being a victim and how low serious physical violence is on the network
- Greater partnership engagement with Scotrail and Network Rail in drawing on mutual resources and action. Tactics include conflict management advice, high-visibility joint days of action, education piece within station curtilage by BTP and TOC staff to wider community, greater CCTV monitoring, quick time crime prevention assessments and schools/youth group education. These tactics are proving successful in resolving conflict situations so they do not escalate

Reduce trespass through joint problem solving with the industry at agreed high impact locations

So far this year there has been a 5% reduction in trespass incidents at the agreed hotspot locations, with minutes lost to disruption having reduced by 7% (from 26,822 to 24,873). The two main pinch points continue to be Edinburgh and Hyndland, resulting in 6,260 minutes and 87 incidents year to date. However, these two locations are down in disruption related minutes compared to this time last year (12,619 minutes and 69 incidents respectively).

Another key location for trespass in Scotland is Bellgrove station. Enforcement and engagement work continues to take place including regular patrols and visits in an attempt to engage with vulnerable persons in and around the location. This work has been very successful in reducing the risk at this location. Network Rail are also exploring longer-term engineering solutions at the location following BTP crime reduction advice.

Emerging risk locations have also been targeted in order to prevent further escalation and incidents. One example of this is Logan Road Level Crossing in Motherwell, which was the subject of recent trespass/misuse by local high school children. The BTP Embedded Inspector arranged for this to be raised directly with school pupils via the Network Rail/Scottish Football Association (SFA) partnership (this is an SFA Performance School). Since then there have been no similar incidents recorded in the area. Work is ongoing with schools in this hotspot area for child trespass, as the spring and summer months approach.

Other initiatives taking place across Scotland include attending Care Plan Agreement meetings with the NHS, Social Services and Police Scotland. This has been a successful tactic as it has allowed all parties involved in a patient's care to speak directly with the patient and let them know of the impact and consequence of their actions. This has had a very positive impact in reducing re-offending.

Local Policing Plan Objectives

Maintain an average handback time of under 90 minutes for non-suspicious (NSUS) incidents

Currently the average handback time for non-suspicious fatalities is 111 minutes. This is above the Forcwide average (85 minutes), largely due to a complex fatality back in July 2019 which incurred a handback time of 230 minutes. With only 14 incidents recorded so far it is unlikely that this figure will drop below the 90-minute level by the end of the year.

The average arrival time to fatalities is 23 minutes for D Division, a low number considering the geographical spread and remote nature of some of these incidents. D Division also continue to carry out an ever-increasing number of life-saving interventions on the network with 89 recorded so far this year in Scotland.

D Division continues to develop and enhance procedures to manage fatal incidents. Work is ongoing where specially trained officers are deployed to deal with complex fatality investigations such as those involving the death of a child. The deployment of Child Death Senior Investigating Officers (SIO'S) will ensure investigations are conducted to a high standard and the engagement with Crown Office is consistent across Scotland. The memorandum of understanding into the investigation of death is now in its final approval stage. This important agreement will see BTP in Scotland investigate category C homicide for the first time on a formalised basis. Since the last Committee meeting BTP has investigated a child death in the spirit of the agreement. BTP deployed its own Child Death Senior Investigating Officer and the investigation was conducted to the high standard required by the Crown Office Procurator Fiscal Service.

Reduce incidents involving vulnerable people through effective problem-solving plans delivering agreed joint objectives

There has been a 16% reduction in referrals submitted to the Vulnerability Unit in Scotland compared to the previous year. The biggest decrease has been seen in Child and Young Person referrals.

	2018-19	2019-20 (end Dec)	2018-19 (end Dec)	% Difference
Child Young Person (Under 18)	989	612	743	-18%
Adult Concern	320	186	235	-21%
Domestic Abuse, Stalking & Harassment	50	38	44	-14%
Suicidal & Mental Health	290	213	226	-6%
TOTAL	1,679	1,049	1,248	-16%

This case study relates to a young man who has an autistic spectrum condition and resides with his carer. He has a fascination with trains and frequently travels with his carer across the rail network. He has come to BTP's attention multiple times with interactions following a similar pattern whereby he becomes agitated/upset due to service delays or a change in his routine. This results in screaming, shouting, self-harming (on occasion) and he has been known to run away from officers which can result in him having to be physically restrained for his own safety.

Actions

Due to the concerns for the male and his carer while travelling on rail services, a local Sergeant made contact inviting them to meet with BTP to talk about rail safety. This meeting was extremely positive, leading to the following actions:

- Discussions in relation to railway safety & acceptable behaviour
- Images taken (with consent) of both young male and his carer for briefing purposes
- Detailed briefing created and disseminated across BTP
- Positive rapport built with young male and carer
- Carer offered information in relation to coping strategies & likes/dislikes
- Vulnerability Unit created laminated Autism cards to carry and hand out where required
- Social Services were contacted who were very pleased and supportive. Adult Concern Referrals were made and additional support/lines of communication opened