



BRITISH
TRANSPORT
POLICE

BTPA Scottish Railway Policing Committee

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1 Overview of Divisional Performance

Summary

- The Scottish rail network is a safe place to work and travel with 16 crimes reported per million passenger journeys
- There are 0.2 serious crimes reported per million passenger journeys in Scotland
- Overall detection rate for Scotland was 43% which compares favourably with England and Wales at 15%
- D Division continue to work closely with multi-agency partners on County Line initiatives and operations

Overall there was a 6% crime increase (+103)

From 1,659 in 2018/19 to 1,762 in 2019/20

43% detection rate compared to 15% in England & Wales



Violence rate; 65%
Robbery; 63%
Sexual; 56%



86% overall victim satisfaction

(for Theft vehicle/public order, violent and hate crime offences)



Disruption ended at 0.3% increase (+ 230 mins);

Primary minutes increased 7% (2,222 mins)

Secondary minutes decreased 5% (-1,996 mins)

Overall Reductions in offences:

Cycle Theft: -19% (-20)
Staff physical assaults: -11% (-10)
Serious public order: -33% (-7)



Overall Increase in offences:

Violence: +13% (+58)
Weapons: +96% (+30)
TPP: +11% (+28)



16.4 crimes per million passenger journeys

0.2 Serious crimes per million passenger journeys



78% of immediate incidents attended within 20 minutes and 91% of priority incidents attended within 60 minutes (BTP and HO Forces)



Safeguarding the most Vulnerable

141 life-saving interventions made on the railway in 2019/20



101 minutes handback time to fatalities with an average arrival time of 24 minutes



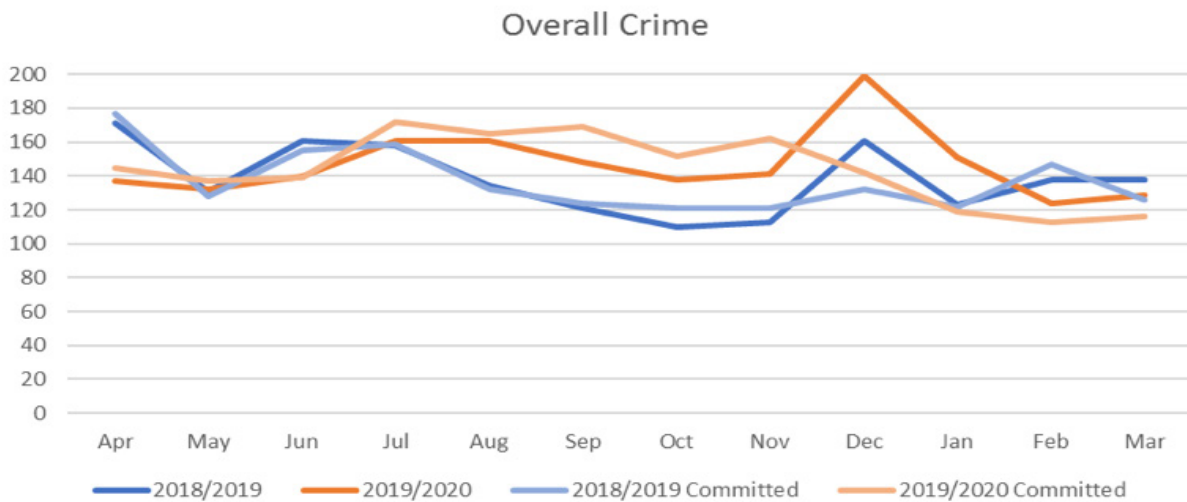
Divisional Performance Overview

Scotland's railway network remains a very safe place to travel and work. There are 16.4 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.

For the Policing Year 2019-20 (1 April 2019 to 31 March 2020) Scotland recorded 1,762 crimes, an increase of 6% (103 crimes) on the same period last year. In comparison, Police Scotland have recorded a 2% increase (up to December 2019) an additional 3,917 crimes, mainly in Group 5 Other Crimes which covers offensive weapons & drugs. The largest increase in offences for BTP Scotland was in violence with 58 offences (14%). However, out of the 476 violence offences only 23 caused injury (5%) and these offences had a high detection rate of 83%.

Theft of passenger property was the only other main crime group to see a significant rise, up 28 offences (11%).

The largest decrease in offences for the year was cycle thefts down 20 offences (-19%) with public order the largest percentage decrease at 33% (-7 offences). Assaults on Police Officers also continue to remain low with 32 offences recorded this year, a decrease of 41%.



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. Several tactics and operational activities 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.

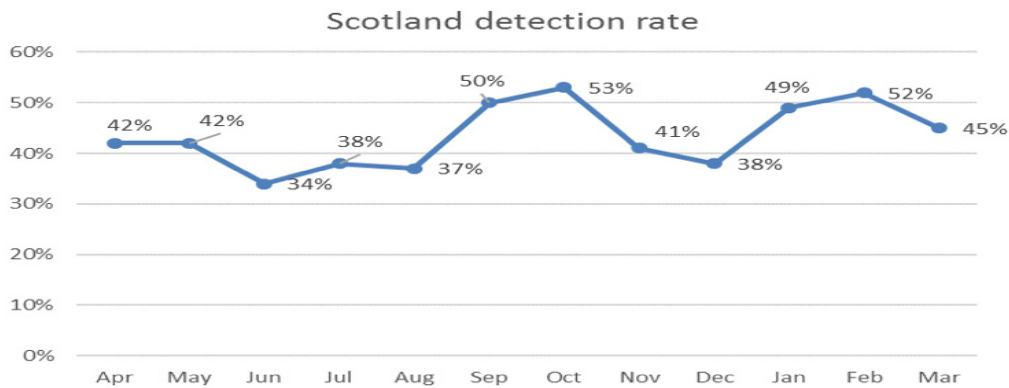
During quarter 4 several Op Sentinel 'Focused on Your Safety' days of action were run. The focus was to deter/detect incidences of assault and of weapon carrying on the rail network across the country. These operations utilised a number of tactics including plain clothes deployments and focused on both on train patrols and static deployments at Hub stations. The operations were successful with no violent offences being recorded and no knives or weapons being recovered during this time.

Under Op Sentinel, officers from across the Division deployed to category A railway stations and additionally carried out a large number of high visibility on train patrols, specifically targeting known hotspot locations. This course of action was adopted after a review of intelligence and mapping out where the offences had mainly occurred over the last period. Officers worked in conjunction with colleagues from Police Scotland to target areas of concern providing a joined-up problem solving approach to tackling known issues and ensuring resources were strategically placed to deal with any subsequent displacement of anti-social behaviour.

Divisional Performance Overview

In relation to overall violence against the person, crime data indicated that most offences occur Friday-Sunday during the evening hours (16:00 – 01:00). Demand is also at its greatest towards the end of the month, coinciding with the traditional 'payday week'. To counter this predictable risk throughout the months of January, February and March six local police operations took place with the aim to prevent violence and public disorder. The operations were successful due to high visibility patrolling making rail passengers more aware of the ongoing police presence.

Overall the detection rate for crimes ended the year at 43% for Scotland, which compares favourably to 15% recorded across England & Wales for BTP and comparatively well against 51% in Police Scotland (up to December 2019). Most crime groups in Scotland have higher rates when compared to England and Wales, with examples of violence against the person (65% against 22%), sexual offences (56% against 14%) and robbery (63% against 15%).



Victim of crime survey results for the end of year showed that Scotland had the highest overall level of victim satisfaction at 86% compared to 69% Forcewide. When this is broken down into the four sub-categories this is also the case:

- Satisfaction with ease of contact 80% against 78% Forcewide
- Satisfaction with police response/actions 83% against 63%
- Satisfaction with follow up 72% against 65%
- Satisfaction with treatment 94% against 85%

Call handling data is not able to be split across Divisions. However, forcewide the yearly average call answering time for external calls was just over 2 minutes compared to 1.2 minutes last year. For emergency calls, 73% were answered within the expected 10 seconds down from the 80% answered last year. In both cases the call volumes haven't changed significantly with results recorded due to resourcing and vacancy issues within Contact Management. Improvements have recently been seen due to Covid restrictions, this has meant necessary training and recording backlogs have been completed within the department ahead of time.

In terms of public complaints, D Division recorded 20 complaints during 2019-20 compared to 34 in the previous year. Allegation types 'other assault' and 'conduct/harassment' were the top categories accounting for over 50% of complaints in the year.

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.

BTP Scotland continue to utilise embedded IDO (Intel 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 initiatives and the development of operations to tackle serious organised crime activity that directly impacts on the rail network. BTP conducted recent enforcement activity as a result of a significant intelligence development phase where assets from both D Division and Force Headquarters were deployed. Several county line days of action have also been conducted during the latest quarter, mainly across the East Coast mainline services. This resulted in numerous outcomes including drug & money seizures as well as arrests for drugs & weapons-related offences.

Divisional Performance Overview

In February, Scotland commenced the first of 18 concentrated deployments in support of Op Defiant, which provides the framework for BTP to engage with the National Crime Agency, Regional Organised Crime Units (ROCU), Police Scotland and other partner agencies to combat the rise of County Lines. Working closely with the IDOs, lines of route and changeover stations suspected to feature in county lines activity were targeted, with a mixture of tactics being utilised.

Within the timeframe BTP were able to make concerted efforts to develop a very raw intelligence picture around activity across Scotland. While the operation was active, several pieces of actionable intelligence were gained including intelligence around transportation of heroin by train. This intelligence will continue to be progressed and developed further. Initial discussions are now underway to provide a partnership solution.

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 finished 230 minutes above last year (0.3%), with primary minutes recording an increase of 7% (2,222 minutes) while secondary minutes saw a decrease at 5% (-1,996 mins). Fatalities/injuries caused by a train have seen the greatest increase at an additional 6,325 minutes (63%). Vandalism/theft category recorded a significant reduction of 50% (5,408 minutes) compared to last year with trespass & level crossing also seeing a decrease of 5% each.

A lot of ongoing disruption activity has been driven by analysis produced from the local Embedded Inspectors who work in partnership with Network Rail. The analytical report is circulated to local management teams, who produce quarterly local patrol plans to curb specific activity which are updated where required to deal with emerging trends. This tactic has been successful reducing the number of repeat locations. Where youth-related trespass is reported officers attend and regardless of the outcome apply the principles of Operation Pickford. This entails a survey of the area involved to identify any crime reduction opportunities and requires a process to ensure a common standard of investigation is adhered to.

Staff Workforce & Wellbeing

During the last quarter Learning and Development (L&D) inducted 13 new Police Officers who are currently being supported through their training at the Scottish Police College (SPC). A further seven Officers returned from SPC and completed a condensed local procedure training package which allowed for their early deployment to strengthen resourcing levels amongst Coronavirus measures. In total, there are 31 probationers working towards attaining their National Certificate in Policing.

Regional training is currently developing a revised Special Constables initial training programme ahead of 17 new recruits starting in the summer. This new programme focuses on remote learning using online tutorials, self-study and webinars allowing classrooms to be prioritised for practical training and flexibility to accommodate current restriction measures.

L&D is also formalising online continued professional development via a micro-site. The initial phase of hosting current, credible and accessible learning materials is now active and encourages engagement, discussion and direction from the owners of that material and develops a knowledge bank which will continue to evolve over time.

Sickness levels in Scotland ended at an average of 9.43 sickness days per person, 1% (293 days) higher than last year with Officers recording 10.28 days lost and Staff at 3.08 days. Police Scotland end-year figures are not yet published for comparison. Officer long-term sickness is the main area of increase in Scotland, predominantly due to two complex cases.

2 Local Policing Plan Objectives

Summary

- **Assaults against rail staff solved rate remains high at 41%**
- **Trespass incidents at hotspot locations have reduced by 3% and minutes lost to disruption have reduced by 5%**
- **Handback times after fatal incidents average 101 minutes**
- **There is a 53% solved rate for football related crime**

Local Policing Plan Objectives

Prevent assaults against rail staff and deliver successful prosecutions

BTP Scotland continues to work closely with train operators across the country to try and prevent any work-based violence and aggression towards staff. This year a total rise of 6% was recorded, an increase of 17 offences seen in verbal assaults, mainly during the Christmas period. Overall physical assaults decreased by 11% (10 offences) compared to last year with a high detection rate of 63%. Verbal assaults rose by 21% (28 offences) with a detection rate of 34% for Scotland.

Staff Assaults	Previous Year	Current Year	Difference		Detection rate
Physical assaults	88	78	-10	-11%	63%
Verbal assaults	204	231	27	13%	34%
Total	292	309	17	6%	41%

Much of BTP's staff assault efforts are linked to partnership working with the industry, not just to reduce figures but to also build confidence and reassurance. A Scotland Divisional problem-solving plan exists with the aim of "collaboration with industry partners, collectively preventing rail staff assaults". Attendance continues at multi partner rail industry Workplace Violence Meetings which are held quarterly with attendance from BTP, Network Rail, industry union heads, Transport Scotland, Scottish Government and railway solicitors. Continued training packages and support are provided to frontline rail staff to help mitigate and reduce incidents of this nature.

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

For 2019-20 the number of trespass incidents decreased by 3% across hotspot locations, with minutes lost to disruption also down by 5% (from 32,241 to 30,719). A total of 186 disruption incidents related to children/youths of which 158 were trespass related, mainly recorded during school holidays.

Undoubtedly much of this success has been because of a greater partnership working ability and having a dedicated embedded Inspector and analyst within Network Rail. The embedded Inspector has able to assist with providing a valuable link between our self and Network rail cutting down the delay in incidents being reported and in turn reducing our response times. They are also able to facilitate a link for divisional officers to provide a common approach to identifying and taking steps to resolve issues across the network, particularly around youth and child trespass and SPMH incident.

Throughout this quarter there has been a combination of activity including patrolling hotspots, target hardening known access points and engagement with industry partners. One location of success is Wishaw which has been problematic throughout the year mainly due to vulnerable patients leaving Wishaw Hospital and threatening self-harm on the railway lines nearby. Joint working between BTP and NWR identified vulnerable access points and engineering mitigation was put in place. Liaison was also completed with the NHS and social services. To date there has been a substantial reduction in recorded incidents and disruption to the rail network at this location.

Joint work with NWR is taking place at level crossings which have recorded recent incidents of misuse such as Bodsbury, Hospital Mill and Carnoustie. Due to current circumstances, much of this work has had to be put on hold however a good balance of engagement and enforcement has been achieved and the use of technology has helped as a proposal will soon go to NWR regarding the purchase of improved technical options for BTP. Also prior to Coronavirus restrictions Kilpatrick was experiencing a lot of trespass. Joint working with Police Scotland was quickly implemented around identification of suspects and agreement was made that an educational phase would be appropriate initially. Letter dropping to parents had taken place for them to attend a drop-in event (delivered in conjunction with NWR and Police Scotland), outlining safety inputs and general awareness about youth trespassing and how it is viewed and what judicial processes could be taken. Unfortunately, this had to be subsequently cancelled but this is something BTP intend to pick up on once restrictions have been lifted.

Local Policing Plan Objectives

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

Average handback time for non-suspicious fatalities finished at 101 minutes, above the Forcewide average of 96 minutes. This is mainly due to two incidents which occurred between September and October 2019. If these two incidents were to be removed from the total, the average handback time for Scotland would be down to 95 minutes.

Fatality incidents	2018-19	2019-20
Total time (min)	2,278	3,044
No. of incidents	20	30
Average time (min)	114	101

The average arrival time to fatalities is 24 minutes for Scotland, a low number considering the geographical spread & remote nature of most of these incidents. BTP also continue to carry out an ever-increasing number of life-saving interventions on the network with 141 recorded during the year in Scotland.

High standards of response and work continue when fatality incidents occur, especially those involving particularly complex investigations such as those of a child death when specially trained officers are deployed to deal with the situation. Child Death Senior Investigating Officers (SIO'S) will ensure investigations are conducted to a high standard and remain consistent with Crown Office guidelines 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.

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

Overall there has been a 10% reduction in referrals submitted to the Vulnerability Unit in Scotland compared to the previous year. The biggest decrease has been seen in Adult Concern Over 18 forms with 73 less forms submitted this year.

	2018/2019 (Full Year)	2019/2020 (Full Year)	% Difference
Child Young Person (CYP) (Under 18)	990	812	-18%
Adult Concern (Over 18)	320	247	-23%
DASH Domestic Abuse, Stalking & Harassment	50	45	-10%
SPMH – Suicidal & Mental Health	290	276	-5%
TOTAL	1,650	1,380	-16%

Local Policing Plan Objectives

Increase passenger and rail staff confidence through the reduction of football and event-related crime and antisocial behaviour

Football related crime across Scotland ended the year 3% below last year with 58 offences compared to 60. Solved rate remained high at 53% (31 out of 58 crimes) with 8 individuals being arrested or reported during quarter 4.

The close working relationship BTP have with Police Scotland and the Greater Glasgow Division was very evident during this period as three football operation event rooms took place, all of which had a BTP resource included within. The Europa league tie between Rangers and Leverkusen was a particular challenge with a large number of risk/ultras travelling to the game via the Glasgow Subway. BTP & Police Scotland liaised with SPT and agreed to facilitate the 300 strong group of fans and a 'football special' was put in place taking the German fans to the stadium. This was replicated post-match with all 700 fans included via a coordinated approach from BTP, SPT and Police Scotland. All of those involved were returned to the city centre without incident, keeping opposing groups apart and everyone safe.

Meetings with the SFA continue to involve representatives from various departments within the association, all clubs involved, BT Sport, Police Scotland and BTP. One recent meeting involved a request to the clubs to provide postcode data of ticket sales to enable a plan to be put in place with the potential of 40,000 football fans coming from Edinburgh to Glasgow, many of whom would have used the rail network. This plan would have involved steering fans onto a specific line of route should the data analysis have indicated this was necessary. This would have involved close working with Scotrail, all clubs and use of social media.

Prior to the breakup of the football BTP had an excellent relationship with several Scottish football clubs in particular those who share an ISA (Information Sharing Agreement) with Aberdeen, Celtic, Falkirk, Hearts, Hibs and St Mirren. Communication involves liaising with members of security staff mainly on the numbers of away fans expected to attend and their mode of transport (e.g. numbers of supporter's buses). Engagement around plans for potential Summer time hotspots, the now well-established Ayrshire safer Shores operations, is about to commence and will ensure a joint approach to any ASB, disorder and drunken behaviour down the Ayrshire Coasts over the course of the Summer.

2020-21 Local Policing Plan Objectives

Moving in to this performance year, D Division will focus on four core areas, which have been agreed with stakeholders through comprehensive consultation and are aligned to BTP's 2020-21 Forcewide Policing Plan

1. To prevent physical & verbal assaults on staff members to increase positive outcomes, ensuring that there is effective communication with victims.

This will be measured by:

- the number and percentage of positive outcomes for physical and verbal assaults against railway staff;
- the outcome types for assaults against railway staff;
- the number of notifiable offences for physical and verbal assaults; and
- the level of crimes where VCoP compliance is within and in excess of 28 days.

2. To reduce disruption related incidents through a joint problem-solving approach with industry at key red route locations.

This will be measured by:

- the number of disruption incidents;
- the number of primary lost minutes due to disruption incidents;
- the number of incidents and lost minutes at identified hotspot locations; and
- the effectiveness of problem-solving plans to design out or otherwise mitigate disruption at red route locations.

3. To prevent football related crime and increase passenger and rail staff confidence through successful outcomes.

This will be measured by:

- the number and % of positive outcomes for football-related offences; and
- the number of football-related offences.

4. To achieve an average handback time of under 90 minutes for non-suspicious incidents.

This will be measured by:

- the overall handback times for non-suspicious fatal incidents;
- partial handback rates; and
- metrics and trends for the most important contributory factors to prompt handback including:
 - BTP arrival time
 - MOM arrival time
 - Relief driver availability
 - Availability and use of CCTV