

C Division Wales



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Prevent assaults on rail staff and increase positive outcomes; ensuring that there is effective communication with victims throughout.

- Number of notifiable offences for physical and verbal assaults
- Number and percentage of positive outcomes for physical and verbal assaults against railway staff
- Compliance with Victims Code of Practice

Prevent violence, serious public order offences and anti-social behaviour.

- Number and percentage of positive outcomes for Violent Crime and Public Order offences and ASB incidents
- Number of notifiable offences for Violent Crime and Public Order offences and ASB incidents
- Number of BTP and industry joint operations and outcomes

Safeguard the public and reduce delay on the railway by reducing trespass incidents at hotspot locations.

- Number of trespass incidents
- Number of lost minutes due to trespass incidents
- Number of incidents and lost minutes at hotspot locations
- The effectiveness of problem solving plans to reduce the risk of trespass at high risk or hotspot locations

Maintain an average handback time of under 90 minutes for non-suspicious fatal incidents.

- Overall handback times for non-suspicious fatal incidents
- Partial handback rates
- Metrics and trends for contributory factors that prompt handback including:
 - BTP arrival time
 - Network Rail Mobile Operations Manager arrival time
 - Relief driver availability
 - Availability and use of CCTV