

1 **PURPOSE**

This procedure sets out steps for Network Rail's Route management of railway crime. It provides reporting procedures, risk assessment methodology and tools for creating and implementing an appropriate response plan to reduce railway crime.

This procedure applies to the identification, monitoring and management of railway crime to continuously improve safety performance throughout Network Rail infrastructure. It defines the process for identifying and assessing risks of Railway crime, including the designation of railway crime hotspots, and developing action plans for mitigation of these risks.

2 **SCOPE**

This procedure applies to the detection, deterrence, response, recovery and review of route crime activities throughout Network Rail and co-operation with other rail industry partners in respect of wider railway crime activities.

Railway crime is defined as being criminal offences as stated in UK law, including Railway Bylaws, within a Region and Route's area including rail corridor, depots, buildings and assets, and any other Network Rail owned infrastructure within the Region's footprint. It excludes crime in stations (see [NR/L3/OPS/045/4.18](#)), crime committed on trains and on level crossings as defined by the [Level Crossings Act \(1983\)](#).

3 **REFERENCE DOCUMENTATION**

[British Transport Commission Act 1949](#)

[Level Crossings Act \(1983\)](#)

[Network Rail's National Hazard Directory](#)

[NR/L2/OPS/291](#)

Railway Crime Risk Management

[NR/L3/INF/02226](#)

Corporate Retention Schedule

[NR/L3/OPS/045/4.11FA](#)

Railway Crime Toolkit and Risk Assessment Form

[NR/L3/OPS/045/4.18](#)

Management of Station Security and Crime

[NR/L2/OTK/5100](#)

Boundary Management Manual

[Reporting of Injuries, Diseases & Dangerous Occurrences Regulations \(RIDDOR\)](#)

4 **DEFINITIONS**

A list of terms and definitions used within this procedure is shown in **Table 1**. For a more detailed list please see [NR/L2/OPS/291](#).

Crime prevention through environmental design	The manipulation of the built environment to create safer environments.
Fence	Includes both physical fences and lineside barriers as defined NR/L2/OTK/5100 .
Geographic location	An area identified by Engineer's Line Reference (ELR) and start and finish mileages and, where practicable, a precise local description. NOTE: e.g. <i>Pluckley station, XTD, 50m 30c to 50m 40c.</i>
Hazard	Something with the potential to cause harm.
Incident	An unplanned, uncontrolled event, which in different circumstances could have resulted in an accident.
Railway crime	Includes: <ul style="list-style-type: none"> Route crime – Criminal offences committed on or affecting railway infrastructure, such as acts of vandalism, trespass and graffiti. Excludes: <ul style="list-style-type: none"> On-train crime – Criminal offences committed on trains (acquisitive crime, violence and public order, criminal damage and ticket offences). Station crime – Criminal offences committed on stations (acquisitive crime, violence and public order, criminal damage and trespass).
Railway crime hotspot	A location assessed as presenting high risk from or having levels of railway crime and hence requiring a specific action plan.
Risk	Combination of the likelihood of occurrence of harm and the severity of that harm.
Route footprint	All areas within the defined Route boundary.
Trespass	As defined in the British Transport Commission Act 1949 (Section 55): Any person, who shall trespass upon any of the lines of railway or sidings or in any tunnel or upon any railway embankment cutting or similar work now or hereafter belonging or leased to or worked by any of the Boards or who shall trespass upon any other lands of any of the Boards in dangerous proximity to any such lines of railway or other works or to any electrical apparatus used for or in connection with the working of the railway shall be guilty of an offence.

Vandalism	Unlawful and deliberate acts of damage or destruction to railway property or assets, including stone throwing, placing objects on the line, graffiti and damage to railway equipment.
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Table 1 – Definitions

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RESPONSIBILITIES

A summary of the responsible posts / roles and their responsibilities referred to in this procedure are shown in **Table 2**.

<p>R – Responsible is the person or people who are responsible for performing a certain task or action.</p> <p>A – An Accountable person is one who has overall accountability to make sure that a task or action is completed.</p> <p>C – Consulted people have an input into the task or action; this can be providing information, reviewing documents or attending workshops etc.</p> <p>I – Informed people are those who receive the output of a task or process.</p>		Operations Risk Advisor	Mobile Operations Manager	Route Operations Control	HORSHE	Route Workforce Health & Safety Advisor	Appointed person for crime management
6	Receiving a Report of Railway Crime		I	RA			
7.2	Review reported instances of railway crime	R			A		R
7.3	Initial assessment	R			A		RC
7.4	Site visit	R	C		A		RC
7.6	Railway crime hotspots	R			A	RI	R
7.7	Action plan	R			A		RC
7.8	Feedback and Monitoring	R			A		R
7.9	Retention of files	R			A		R

NOTE 1: This is a generic RACI and Route specific responsibilities may be used – Routes are responsible for briefing such changes to their users.

NOTE 2: [NR/L2/OPS/291](#) states the requirement for the Route and / or Regional Director to appoint a nominated person for crime management.

Table 2 – Roles and responsibilities

6 RECEIVING A REPORT OF RAILWAY CRIME

6.1 Initial receipt of report

On receipt of a report of railway crime, and dependent on the type of report, Network Rail Route Operations Control shall ascertain:

a) the type of crime;

■ **NOTE 1:** *e.g. trespass and criminal damage.*

b) the location of crime and associated points of access, if known;

c) the immediate impact;

■ **NOTE 2:** *e.g. injuries or damage etc. – injuries may come from, train movements, annoyance and potential for violence.*

d) whether there is potential for the situation to escalate;

e) whether the train service is being, or likely to be, affected;

f) whether there are staff at the location. If so, make arrangements for the person at site to call the Network Rail Route Operations Control immediately;

g) what immediate actions are required or requested by the caller; and

h) whether the caller requires police attendance.

If the call comes from a member of the public gather:

- The caller's name.
- Their location.
- The caller's home address.
- The caller's contact telephone number.

If the call comes from a railway employee request the above information plus the caller's company and job title.

6.2 Duties of the Network Rail Route Operations Controller

The Network Rail Route Operations Controller shall:

a) inform the relevant signaller immediately if the safety of trains, trespassers or infrastructure is likely to be affected;

b) inform the relevant ECR immediately if the incident suggests this is necessary;

c) where necessary inform the British Transport Police (BTP) / Civil Police of the event and give all relevant details. A Police Incident Reference Number shall be obtained and recorded in the Control Log;

d) initiate any other procedure relevant to the situation;

e) inform the local operations response staff including the Mobile Operations Manager (MOM) and Mobile Incident Officer (MIO);

f) inform any Train Operating Company (TOC) or Freight Operating Company (FOC) Control that may have services involved in the incident;

g) liaise with the on-site response staff ;

h) liaise with the BTP / Civil Police at site where necessary;

- i) advise Fault Control of any damaged fencing or gates left open in the vicinity of the incident; and
- j) confirm the on-site response staff will remain on site until it is again secure or operational.

6.3 Next steps

The Route shall discuss and agree any service alterations with the TOCs / FOCs and if required, inform the national reporting team who will advise Office of Rail & Road (ORR) under [Reporting of Injuries, Diseases & Dangerous Occurrences Regulations](#) (RIDDOR) obligations where necessary.

Once normal working is restored the Route Operations Controller shall:

- a) advise all relevant stakeholders;
- b) include a detailed log of the incident in the Route Operations Controller's log along with the police incident reference number.

7 RAILWAY CRIME RISK ASSESSMENT

7.1 Risk Management Process

The risk management process shall consist of four stages:

1. identification of railway crime types and locations, where there is indication of increased vulnerability to railway crime;
2. collation and analysis of previous risk assessments;
3. initial assessment to identify controls and potential railway crime hotspots. This may be carried out as a desktop exercise where appropriate information is available;
4. detailed assessment involving a site visit to assess potential hotspots and determine appropriate remedial actions.

7.2 Review reported instances of railway crime

The appointed person for crime management shall undertake a review of reported instances of railway crime for each railway accounting period. A rolling 13 period data set of railway crime information, including Safety Management Information System (SMIS), Train Running Under System TOPS (TRUST), British Transport Police (BTP) and other relevant data, shall be maintained.

Locations should be added and removed according to a route assessment of the impact the reported instances of crime have on the safety and performance and reliable operation of the railway.

7.3 Initial assessment

[NR/L3/OPS/045/4.11FA](#) (Part 1: Initial Assessment) shall be used when a new railway crime location has been identified. This shall be undertaken within four weeks of the date of the location being identified.

7.4 Site visit

If the initial assessment indicates the site might be a railway crime hotspot, a site visit with other interested parties shall be arranged. Take into account inviting BTP Designing out Crime Officers and embedded inspectors to support with assessments. This shall be undertaken within eight weeks of the date the location being identified.

7.5 Record of Detailed Risk Assessment

[NR/L3/OPS/045/4.11FA](#) (Part 2: Record of Detailed Risk Assessment and further Site Visit) shall be used to record the results of the site visit and detailed risk assessment.

7.6 Railway crime hotspots

If locations are classified as railway crime hotspots for more than one calendar year, they shall be identified in the [Network Rail's National Hazard Directory](#). A route crime hot spot shall continue to be published in the hazard directory for 12 months following the decision to re-classify the site to a lower risk status.

7.7 Action plan

If the need for further action is identified an action plan using [NR/L3/OPS/045/4.11FA](#) shall be prepared and implemented.

7.8 Feedback and monitoring

The risk at each railway crime hotspot shall be reviewed following completion of action plans and no less than once annually. Reviews shall not be held in isolation. Local partners shall be invited to attend the review.

BTP shall be invited to all crime reviews with consideration given to inviting local stakeholders.

NOTE: *e.g.local authorities, charities and school representatives.*

The review shall decide when the status of a hotspot can be removed from that location based on an understanding of actions implemented and measurable reductions in the number or nature of reported incidents of railway crime at the location concerned. If the site continues to be classified as a railway crime hotspot, the action plan shall be reviewed and updated as appropriate and no less than annually.

7.9 Retention of files

A file shall be maintained for each location classified as a railway crime hotspot in accordance with [NR/L3/INF/02226](#). The file shall include:

- a) copies of risk assessments, including justifications for decisions reached;
- b) action plans;
- c) extracts of minutes; and
- d) any other related correspondence.