

November 2010
update
Community Safety E-Newsletter



Welcome to the November 2010 edition of UPDATE, a monthly e-newsletter produced by RSSB, in support of the rail industry's efforts to address rail related community safety issues.

In this issue we celebrate the success of several train operating companies who have excelled in this area including three accolades at the Association of Community Rail Partnership (ACoRP) Community Rail awards. We also take a quick look at Network Rails new level crossing campaign.

UPDATE is a tool for promoting awareness of current initiatives and encouraging the adoption of good practice. If you have any stories to share about initiatives or events in your area, or would like to provide feedback on this issue, please contact: **community.safety@rssb.co.uk**

I hope you enjoy this issue of UPDATE.

Belinda Coleman, Editor.

South West Trains celebrates a successful customer service week

Last week marked the internationally recognised National Customer Service Week, and for the third consecutive year, South West Trains used the week as an opportunity to launch a range of initiatives to improve the service for passengers.

The focus on customer service included addressing some issues that relate to community safety.

This year, over 100 people from the management team volunteered to shadow front-line staff and helped with duties ranging from helping with passenger requests, ticket information, station cleaning, train presentation and train dispatch. Some of the week's achievements included:

- Directors, including managing director Andy Pitt, and senior managers, volunteered to work alongside local cleaning teams. Their duties included collecting papers, food and drinks containers, cleaning toilet facilities and emptying bins. At Waterloo, senior management staff also assisted in the preparation of trains before dispatch.
- Actions at stations included a thorough clean at Isleworth (cleaning the embankment and car park as well as the station itself), Woking, Guildford, Basingstoke, Southampton Central and Weymouth. Volunteering managers picked up litter, cleaned the station toilets and removed graffiti.

- Passengers were provided with extra assistance in buying their tickets; this included local area managers helping at Kingston, Woking, Guildford, Basingstoke and stations in the Portsmouth area.
- Extra support for the on-board staff: the management team assisted the on-train teams in responding to passenger enquiries on trains across the network.

Volunteers from the South West Trains' senior management team spent time listening to passengers' views and provided additional assistance wherever possible.



South West Trains' team of station staff were also actively involved in all aspects of this initiative, sharing their own experiences with senior staff so that long-



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term improvements in customer service can be made. As part of this, passengers have been invited to nominate those staff who have gone the extra mile, by going to South West Trains' website and entering the member of staff's name. The winner will be treated to shopping vouchers and a trip on Eurostar.

Andy Pitt, Managing Director for South West Trains, who joined the team of volunteers helping to clean trains at Waterloo station, said: "South West Trains has been celebrating Customer Service Week since 2007, and it is an essential part of our customer service culture. We used the week to engage with our passengers and encouraged them to nominate their favourite member of staff. The week also helped us

to raise the awareness of the importance of customer service and come up with some new ideas to improve our service even further".

Andrew Fairbank, Head of Train Service Delivery for South West Trains, who also helped out during National Customer Service Week: "Customer Service Week is a great opportunity to come out and support our front line staff in everything they do. This always proves popular as everyone gets refreshed on their service skills, and our people get a chance to work side by side with people who normally manage them. Everybody learns from it."

<http://www.southwesttrains.co.uk/news.aspx>

Community spirited rail operator named overall winner at prestigious awards ceremony

Train operator, First Great Western (FGW), is celebrating after scooping seven awards, including the top prize at the annual Community Rail Awards (AcoRP).

The company was named overall winner for its "Outstanding Delivery of the Community Rail Strategy," beating off stiff competition from Southern Railway, South West Trains and other rail operators.

It was one of seven top prizes awarded to First Great Western and its partners at the ceremony, which celebrates outstanding achievement in community rail development.

Close relations with Devon and Cornwall Community Rail Partnership (CRP) saw them awarded first prize in categories; Involving Young People, Local Transport Integration and Best Marketing Publication.

Strong links with Severnside CRP led to a first place in the Community Arts Schemes category as well as

first and third place in the Local Station Environment on Community Rail Lines category. While FGW's work with Oxfordshire County Council saw the launch of the Bicester rail link coming first in the Best Community Rail Event category.

First Great Western's Managing Director, Mark Hopwood, said: "I'm very proud of how closely our community rail partners, local authorities and everyone at First Great Western have worked together to help achieve so much across our local branch lines in the past year.

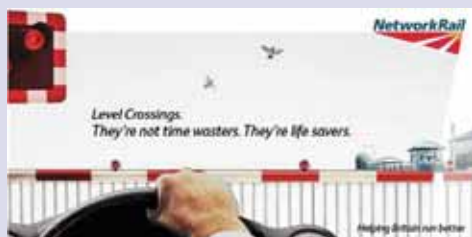
"These strong relationships with local rail groups are key to delivering the best possible service for our customers and I'm looking forward to building on this even further over the coming 12 months."

For more information go to

<http://www.firstgreatwestern.co.uk/NewsList.aspx>

Network Rail launches new level crossing campaign

In October, Network Rail launched its new level crossing safety campaign with a range of adverts featured in national and regional press as well as a new radio advert.



The campaign speaks directly to four specific types of level crossing user - pedestrian, motorist, cyclist and agricultural worker.

The campaign acknowledges that waiting at level crossings can be frustrating but advises the user that crossings exist to protect them for a busy railway network.

At key locations, large scale posters will also feature throughout October and November.

Southern wins major prize at ACoRP awards

Southern has won the prestigious Passengers Matter award at the Association of Community Rail Partnership (ACoRP) Community Rail awards.

Southern won the award for its ground-breaking initiative - The Priority Seat Card. A first for the rail industry, the card aims to give passengers with hidden disabilities or with a greater need to sit down the confidence to ask fellow passengers to give up a priority seat. Extensively trialled with views sought from card users, other passengers, Southern staff and accessibility groups the scheme was deemed a huge success. One passenger in the trial said that the card had literally "changed her life" and she encouraged Southern to introduce the card as a permanent service. Priority Seating is now an official 'product' on Southern trains.

Former Southern Employee, Simon Cullen won the Outstanding Railway Staff award for his work on Southern's East Coastway Route while he was station manager for the area. Simon was nominated by the Sussex Community Rail Partnership.

Southern was also runner-up in the Outstanding Railway Staff category (Barry Jones), Local Station Environment category (Kenley station) and Best Station Retail Outlet (Hackbridge Veg Van).

Southern's Managing Director, Chris Burchell said: "I am delighted with the category win. The Priority Seat Card had made a positive difference to hundreds of our passengers and I know that the rest of the rail industry is looking at how they can adopt the concept. I'm also very proud of all of our nominees, all of whom have contributed significantly to our work with our local communities."

The Community Rail Awards highlight unsung heroes and heroines of the community rail world making their hard work and dedication publicly recognised and rewarded. The emphasis of the awards is on rewarding excellence and promoting best practice in community rail development, recognising ordinary people doing extraordinary things on behalf of the railway and the community.

<http://www.southernrailway.com/southern/news/southern-wins-major-prize-at-acorp-awards/>

More seats for you - Thousands more seats on services to and from King's Cross and Moorgate

Over 6,500 additional peak seats will be provided on Great Northern services from this December.

The additional 11 trains (41 carriages) that help provide these seats have now all arrived at First Capital Connect's Hornsey Depot in north London and are being upgraded ahead of introduction this winter.

The additional trains will allow First Capital Connect to provide additional and longer services to and from King's Cross and Moorgate. The increase in capacity won't just lead to a more enjoyable customer experience, it will also contribute to improving passenger safety by decreasing waiting times on platforms. Facilitating the

expectation of a good service may also help minimise the potential for anti-social behaviour.

During peak hours, passengers will benefit from an extra 3,800 seats connecting Moorgate and an extra 2,750 connecting King's Cross. The extra seats are on top of the additional 5,000 seats that were added in May 2009 when five trains joined the route and Network Rail lengthened platforms and improved infrastructure.

<https://www.firstcapitalconnect.co.uk/Main.php?iCmsPagelD=560>

"High-fiving" drunken trio sentenced after brutal assault on train

A trio of drunken young professionals who celebrated after they brutally assaulted another passenger on board a train has been sentenced after a British Transport Police (BTP) investigation.

The incident happened in April, when the trio, who had been out drinking, were travelling on board a train from Liverpool Street towards Hertford East station.

While on the train, they proceeded to act in a loud and

disorderly manner, using foul and abusive language, before another passenger sat near them asked them to be quiet.

The group reacted to the passenger's request by subjecting him to violent physical assaults, continuing for several minutes before another passenger came to his aid and separated the attackers.



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The victim was transferred to hospital for treatment, suffering injuries to his face and hands, bruising to his body and swelling to the back of his neck.

The trio remained on the train and were again caught on CCTV as they laughed about their actions and celebrated with 'high-fives' to one another.

"The level of violence that these people directed towards their victim was shocking," said Detective Sergeant Ghersinich. "The fact that they celebrated what they had done makes their crime even more sickening."

A police investigation was launched, which involved officers downloading on-train CCTV footage, speaking to various passengers who had been on the train, as well as releasing images of the suspects to local newspapers.

After the press appeal was launched, just a few days later the group handed themselves in for questioning. All three admitted to being involved in the incident.

The trio were charged with and pleaded guilty to violent disorder and assault occasioning actual bodily harm.

"This is an example of anti-social behaviour at its very worst," added BTP Superintendent Paul Brogden. "Drunken, thuggish behaviour like this will not be

tolerated on the rail network and we will continue to put offenders who think otherwise before the courts."

Jay Thompson, deputy head of safety at National Express East Anglia, said: "The quality of the on-train CCTV images has assisted the British Transport Police in identifying the individuals responsible and in securing successful convictions for this despicable crime."

The group were sentenced to the following:

- 4 months imprisonment, suspended for 12 months.
- 300 hours community service.
- 12 month probation order.
- 4 month curfew order (including electronic tagging) not to leave home addresses from 20:00 to 07:00 hrs.
- £660 court costs (as a group).
- £300 compensation to victim (as a group).

<http://www.btp.presscentre.com/Media-Releases/-1000-REWARD-OFFERED-AFTER-HADFIELD-CONDUCTOR-HEADBUTTED-112b.aspx>

Students' Public Art Project Recognised at the 2010 ACoRP Awards

A public art project completed by eight students from Swansea Metropolitan University and on display at the City's High Street station has been awarded third prize in the 2010 Association of Community Rail Partnership Awards.



The students, in their final year on the BA (Hons) General Illustration course, volunteered to take part in the project funded by Arriva Trains Wales. The objective of the project was to improve the appearance of the approaches to the railway station while giving the students valuable work experience.

The theme of the project was 'destinations' and the 16 murals reflect iconic scenes from around the rail network such as Pontypridd, Wrexham, Llandudno, Mumbles and Llandrindod.

Speaking at the awards held in Southend, course tutor Duncan McLaren, said: "It is a pre-requisite of the General Illustration Degree Course that final year students engage with industry through at least one of their major projects. This assignment from Arriva Trains Wales offered eight students valuable experience in working to a tight deadline with a client, whilst satisfying both technical and aesthetic constraints. The students all found the experience both enjoyable and beneficial and felt they had gained a great deal from this collaboration. I will now look forward to the possibility of a similar project with Arriva Trains Wales in 2011 and the programme team and students will strive to repeat this success again".

Geraint Morgan, community affairs manager for Arriva Trains Wales, said: "The award is credit for the students' hard work in helping us improve the appearance of this part of the station and we're delighted that the project has been recognised nationally in what was a very competitive category."

For more information go to: <http://www.arriva-trainswales.co.uk/Templates/News.aspx?pageid=1618>

News in brief

Keep Wales Tidy awards

Arriva Trains Wales have teamed up with the Keep Wales Tidy awards to include the Best Kept Staffed and Best Kept Unstaffed Station awards in the categories for 2011.

Arriva acknowledged the importance of first impressions with many stations acting as the gateways to villages, towns and cities.

The two awards focus on stations in five key areas:

- Litter on the platform, track or car park
- Graffiti
- Weeds and vegetation
- The availability of litter bins
- Clean toilets and waiting rooms where applicable

For further information please visit

**www.keepwalestidy.co.uk or
www.arrivatrains.co.uk**

Northern teams up with the Life Channel, University students to create Rail Safety Infomercial

In a joint partnership between the 'Life Channel,' the University of Central Lancashire and Northern Rail, undergraduate Scriptwriting students have produced a Rail Safety Infomercial aimed at communicating the dangers of trespass to young people.

The Life Channel is an internet based television station dedicated to health, safety and wellbeing. It broadcasts content to venues where there is a lot of footfall, including schools, GP surgeries and coffee shops.

The Rail Safety Infomercial, went live on 20 September, to coincide with the new academic school year and ran every 20 minutes until the end of November to an audience of a quarter of a million children, young people and youths across the north of England.

A copy of the infomercial is available for viewing at the Community Safety Resource Centre.

Better security for Harpenden and Leagrave stations

Ticket gates are to be installed at Leagrave and Harpenden railway stations by First Capital Connect to improve security and discourage fare evasion.

Work begins on 31 October and 21 November respectively to create two new gate lines, one on platform 4 and another on platform 1 of each station. They will go live this coming spring.

For more information on either station go to
<http://www.firstcapitalconnect.co.uk/Main.php?sEvent=News>

Overseas news

Irish pupils take to the silver screen for a film on rail safety

Pupils at a Co Armagh school are celebrating after winning a competition to compile their own film on rail safety.

Markethill High School won the 2010 Translink Rail Safety Film Competition.

The runner-up schools are Ulidia Integrated College in Carrickfergus and Belfast Royal Academy.

Each school completed a film production programme with an artist and filmmaker and were given the opportunity to transform their film ideas and storyboards about rail safety into their very own short film.

All three films are available to view at www.translink.co.uk.

Markethill High's film was voted the most popular in an online public vote over the summer months.

The competition was run in conjunction with Wheelworks, a youth arts organisation that assists the artistic, social and cultural development of young

people, and was supported by Arts and Business through the Reach investment programme.

Translink NI Railways head of rail operations Ian Campbell said: "This has been a fantastic project giving young people a unique opportunity to think about rail safety in a new way. They created extremely innovative short films delivering important safety messages that communicate effectively with a younger audience.

"We have been encouraged by the wider public response to the films that we placed online and hope this has helped to increase rail safety awareness throughout Northern Ireland."

Heather Carr, business development manager, Arts and Business, said: "The schools involved ensured the project was full of energy and enthusiasm and got their messages across in their own unique styled films which are short, snappy and very informative."

The competition was part of an ongoing Translink campaign to promote responsible behaviour on and around public transport.

<http://www.californiachronicle.com/articles/yb/150378605>

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Community Safety Resource Centre

NEW! Material available to download

Since last month some changes have been made to the Community Safety Resource Centre website. Please visit the home page: www.railcommunitysafety.com and see the new information listed under the announcements section.

From this page, you can:

- Check out Northern's rail safety infomercial
- Access Rail Personal Security Group presentations from the July meeting
- View the Rail Personal Security Group achievements since 2003
- Review the updated statistics for Trespass, Suicide and Assaults
- View 2010 -11 meeting dates and minutes for key industry groups

Events this month:

Event Name	Date	Event Details
Evaluation Training for Neighbourhood Renewal, Community Safety and Sustainable Communities Programmes	<i>Dublin - 19 November</i>	To book places onto these events, please email neighbourhoodjournal@googlemail.com

Future events:

Event Name	Date	Event Details
Foundation to Community Safety: Training Course	<i>Thursday 9-10 December 2010</i>	More info: http://www.community-safety.net/main-community-safety--crime-and-disorder-training.htm
Evaluation Training for Neighbourhood Renewal, Community Safety and Sustainable Communities Programmes	<i>Bristol - 8 December Liverpool - 14 December Belfast - 16 March 2011</i>	To book places onto these events, please email neighbourhoodjournal@googlemail.com
Appraisal Training for Neighbourhood Renewal, Community Safety and Sustainable Development Programmes	<i>Bristol - 9 December Liverpool - 15 December</i>	To book places onto these events, please email neighbourhoodjournal@googlemail.com
Programme Management Training for Neighbourhood Renewal, Community Safety and Sustainable Communities Programmes	<i>Bristol - 10 December Liverpool - 16 December</i>	To book places onto these events, please email neighbourhoodjournal@googlemail.com
Introduction to Community Safety: Training course	<i>Wednesday 8 December 2010</i>	More info: http://www.community-safety.net/main-community-safety--crime-and-disorder-training.htm

National Railway Crime Hotline
0800 40 50 40

Community Safety Resource Centre
please visit: www.railcommunitysafety.com