

Welcome to the April 2008 edition of UPDATE, a monthly e-newsletter produced by Rail Safety and Standards Board (RSSB), in support of the rail industry's efforts to address rail related community safety issues.

I am delighted to be able to report that the Railway Community Safety Forum that took place at the National Motorcycle Museum on 19 March was a great success. A summary of the day's activities can be found in the newsletter including details on how to get access to the presentation and exhibition material. Thanks must go to everyone that participated!

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 or **020 7904 7674**

I hope you enjoy this issue of UPDATE.

Kerry Dolan, Editor.

4th Annual Railway Community Safety Forum:

Gwyneth Dunwoody welcomes rail industry's approach to community safety



The rail industry is embracing a new way forward to work together more effectively on community safety issues, reinforcing its positive approach to working together to provide a setting for the railways to be free of crime for passengers and staff alike.

Over 150 delegates, from a broad spectrum of stakeholders including Network Rail, train and freight operating companies, and British Transport Police, in addition to a number of non-rail community safety practitioners, came together at the annual Railway Community Safety

Forum on 19 March, organised by Rail Safety and Standards Board (RSSB).

The event, at the National Motorcycle Museum in the West Midlands, combined an engaging mix of workshops and presentations as well as a comprehensive exhibition to showcase the wide range of initiatives and activities the rail industry are investing in, to encourage community safety practitioners to share good practice.

The external agenda – shared community values

The conference was treated to a highly comprehensive breakdown of the legislative and technical framework in which community partnerships operate by Sue Nelson (Community Safety Partnerships Limited). This was followed by a compelling case study presented by Keith Lawrance, Alcohol and Violent Crime Delivery Manager for Safer Leeds Partnership, which demonstrated the need for the rail industry to recognise city centre rail stations not just as transport hubs, but as major gateways to communities. Up to 100,000 visitors come into Leeds every night for theatre, sport and entertainment – and the majority of these come through the main railway station.

Transport Select Committee Chair Gwyneth Dunwoody MP said:

“The response to this conference has not only been tremendous but exciting. The industry understands how vital rail safety is. This is one of the safest systems in the world, but no system is 100 per cent safe and we just have to ensure we have the highest standards.”



Evaluation methods

A key element of the forum was a session on Evaluation – an element which some feel is overlooked in relation to community safety initiatives. An interactive session led by Julie Summerell, Director of Virago Consulting, gave the audience “the floor” and with it the opportunity to brainstorm some possible solutions to overcome barriers to more effective evaluation and sharing of results.

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ABSOs Guide

A new guide for the front-line train operating community was launched at the event – a guide to Anti-Social Behaviour Orders (ABSOs) on the railway. The guide, produced by RSSB on behalf of the Rail Personal Security Group (RPSG) translates guidance from the Home Office on how the railway operators can use ABSOs to tackle anti-social behaviour. The guide is available in hard copy – email enquires@rssb.co.uk or tel **020 7904 7518**, or it will shortly be available to download from the RSSB website at www.rssb.co.uk

James Burt, Customer Services Director at First Great Western, and chairman of the Rail Personal Security Group (RPSG) said:

“The safety and security of our passengers and staff is our top priority. Britain’s railways are very safe. However we are not complacent and are working hard in partnership with the British Transport Police and other agencies to further enhance passenger and staff security. The event combined discussion of the high-level strategy required to deliver results and practical case studies of front-line initiatives. There has been a lot of information-sharing – in particular on how we can better evaluate the effectiveness of initiatives.”

Addressing suicides

The second workshop homed in on strategies and policies which are within the rail industry’s grasp to mitigate the potential for suicides. For obvious

British Transport Police (BTP) Chief Constable Ian Johnston echoed Robin’s thoughts:

“Partnership is the key – and it’s working. Route crime and theft of passenger property have decreased in the last five years – and that’s with better detection rates. But of course, there’s no room for complacency and we welcome the opportunity this conference offers to reinforce our desire to address community safety issues together.”

Assaults case study

Two simultaneous workshops took place in the afternoon portion of the conference, one focussing on assaults and the sequence of events from incident-to-resolution.

The panel which included BTP Detective Inspector Andrea Rainey and Kevin Rogers, Branch Crown Prosecutor for Salford/Stockport/Trafford (Crown Prosecution Service), demonstrated the application of the resources at their disposal to successfully prosecute a perpetrator of a serious assault. This particular case study was an incident of a serious assault on Manchester Piccadilly in October 2005, which resulted in the successful conviction of the guilty party. A twist in the workshop was that the Station Manager of the Network Rail-managed station, Duncan Law, who presented part of the workshop, was himself the victim. Back at work, although still enduring some long term effects of the ordeal, Duncan’s confident input to the event was certainly one of the positive highlights of the day – and he was applauded appropriately.

Robin Gisby, Director of Operations at Network Rail said:

“What we’ve demonstrated today, is that the industry is ready to lead, to raise its game, and build on the good work already underway. The partnership approach is best. And Community Safety Partnership Groups (CSPGs) are vital to complement and add value to what individual companies are doing. Their strength is in joint working and joint decisions across the industry.”

The event was chaired by RSSB chief executive Len Porter, who added:

“It is clearly in the rail industry’s interest to work together to provide a high level of service to paying customers, so they feel they can travel in safety and without fear that they will be a victim of crime. Today, the industry has come together under that banner, and is making good progress.”

reasons the subject matter conjures up emotions, and the issue tends to be handled behind-the-scenes, and away from the public gaze and the media. The impact of suicides is extensive, not solely restricted to the emotional trauma on relatives, witnesses, train drivers and rail staff, but also in operational terms with respect to restoring the normal service following delays, and the associated economic costs and time spent by the railway operators and BTP. This workshop demonstrated some of the policies and procedures implemented by London Underground (LUL), as well as guidance and support available from Samaritans – with whom the rail industry works closely on this issue.

Early feedback from the event suggests it was a great success. So if you were unable to attend and would like more information, please contact: kerry.dolan@rssb.co.uk

All presentation material and access to exhibition details and supporting

documents are available on the trackoff website: www.trackoff.org



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Young offenders clean up their act in Sheffield

Two young offenders caught vandalising the railway in Sheffield have been back to clean up the graffiti they left behind. The teenagers spent four hours cleaning up the bridge at Woodhouse under the supervision of Youth Offending Service (YOS) workers and staff from Network Rail.

Kevin Preece, area general manager for Network Rail, said: "We were delighted to work with the YOS team to get these teenagers to complete their reparation work cleaning this bridge. We take a very tough line on graffiti and consider it to be a very serious offence. Not only is it an anti-social crime, it costs the railway industry millions of pounds every year, diverting valuable resources away from improving the railway.

"We have a team of Railway Crime Education Managers who work with young people to highlight the dangers of misusing and trespassing on the railway."

Andy Peadar, Sheffield Youth Offending Service manager added: "Direct reparation is a great example of how Sheffield YOS is committed to ensuring young people make amends for their actions, direct to the people and communities their offence has affected.

"A lot of work we do with young people goes unseen by the general public but reparation is different - it is young people out in the community making a positive impact on areas affected by crime. The Network Rail project is a fantastic example of this."

For more information, please visit: <http://www.networkrailmediacentre.co.uk>

Strathclyde Partnership for Transport invests in security

Strathclyde Partnership for Transport (SPT) is considering plans to spend almost £3m on public transport security improvements.

The proposals are aimed at ensuring a more integrated approach to security with the award of a single contract for a number of important security tasks replacing the four separate contracts currently in place.

At a recent meeting, SPT members awarded a three-year contract to Mitie Security to manage SPT's security and develop measures already in place. A security manager will co-ordinate all work and SPT's Head of Security, Donnie Macleod, will oversee the contract.

Alongside Mitie's contract, a new security manager will be recruited and additional CCTV controllers will join SPT staff at key locations. Operations staff will be trained as security wardens and will patrol all Subway locations and Buchanan, Hamilton and East Kilbride Bus stations.

The wardens will carry out regular patrols and security checks, and will monitor CCTV coverage at each SPT location. On the Subway they will provide back-up support to the British Transport Police officers who already police the network on a full-time basis. The wardens will have a direct link to police back-up and will be trained to respond in a safe and responsible manner in the event of an incident.

Mr Macleod said: "The security wardens will be the eyes and ears of SPT. "They are there to reassure passengers, report anything suspicious and hopefully act as a deterrent to anyone who may cause a disturbance."

For more information, please visit: <http://www.spt.co.uk/about/index.html>

Pupils enjoy a special day out courtesy of Arriva Trains Wales and British Transport Police (BTP)

Five pupils, aged 15 and 16, from Ysgol Brondyffryn in Denbigh recently travelled from Abergele to Chester as part of a project focussing on travel. During the journey, they received a safety awareness lesson from BTP partnership officer for North & Mid Wales Bill Rogerson.

Geran Hughes, teacher at the school, said: "We are a school for autistic children and I teach a class of five boys with moderate learning difficulties. Our theme for this term is travel and they will learn about different modes of travel and how to travel safely. They will also learn about travelling in the past, present and future."

He continued: "The work completed during this journey to Chester will be used as evidence towards two awards - the Prince's Trust 'xl' Bronze Award and also the ASDAN Youth Achievement Bronze Award. The boys will receive these Awards during the Summer Term having completed all the required challenges."

For more information, please visit: <http://www.arrivatrainswales.co.uk>

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Arriva Trains Wales supports young footballers from Neath and surrounding communities

Bryncoch Junior Football Club, which was formed in 1981, received their new playing kit at a presentation held in the presence of Arriva Trains' head of safety, Chris Didio, PC Chris Draisey and PCSO Andrew Rollingson from the British Transport Police (BTP) Neighbourhood Policing Team based in Swansea.



The new kit co-promotes the 'Track Off' campaign (www.trackoff.org), which exists to support train operating companies and BTP in their efforts to promote railway safety among young people.

Geraint Morgan, community affairs manager for Arriva Trains Wales, said:

"The sponsorship of Bryncoch's under 13's team is part of an initiative aimed at encouraging youngsters to engage in positive healthy activities while raising awareness of the dangers associated with trespass on the tracks."

During the presentation, the squad watched a real life documentary based on an incident involving a young boy trespassing and spraying graffiti on a railway line. Presented by BTP partnership officer Andy Evans, the documentary highlighted the impact such a tragedy can have on individuals, families and communities following such an event.

Speaking on behalf of the football club, Ian Smith, club coach for the under 13s, said:

"The safety talk was well received by the boys as it highlighted to them the dangers of trespassing onto the railway, and how it affects a large number of people who have to deal with fatalities such as drivers, the families and the emergency services."

He continued: "A number of the boys talked about the stories after the presentation as the dangers obviously hit home to a large number of the team."

The short DVD provided a strong message of the risks of trespass and how simply trespassing on the line can turn to tragedy.

"The financial support is good news for us as it has allowed the team to purchase a smart new kit for the 18 boys who regularly play in the West Glamorgan Football League. Most of them are from Bryncoch, Tonna, Neath and Skewen, therefore we can now ensure the development of youth football in the area and spread the stay off the tracks message."

For more information, please visit: <http://www.arrivatrainswales.co.uk>

Mayor launches priority seating for pregnant women on Tube



The Mayor of London, Ken Livingstone, recently unveiled new Tube signs aimed at encouraging Tube users to consider their fellow passengers and to think about who might need a seat most on the Underground.

New priority seating stickers, which will be rolled out throughout the Underground from March 10, will now ask passengers to give up their seat for pregnant women, as well as for people with disabilities or for those less able to stand. This is the

first time that pregnant women have been included in the signs.

The Mayor said: "These signs ask all passengers to give pregnant women the respect to which they are entitled by offering them a seat. I am asking all passengers to pay attention to their fellow travellers and make sure that pregnant women are offered a seat."

London Underground research has found that a third of pregnant women travelling on the Tube are never offered a seat, and that expectant mothers can wait for an average of five stops to be offered a seat.

Meeting the needs of pregnant women is not just about providing priority seating on the Tube. Safety and security has been identified by female passengers as a key issue and this is backed up by London Underground customer surveys with passenger safety and security consistently receiving one of the highest ratings, with a customer rating of 81 out of 100. Survey results from 2007 show that a fifth of Londoners feel that safety on London Underground improved during the last year.

For more information, please visit: <http://www.tfl.gov.uk/>

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Nexus names and shames fare dodgers

Nexus (Tyne and Wear Passenger Transport Executive) prosecuted 652 people throughout January and February for fare evasion on the Tyne and Wear Metro, netting fines and costs totalling £96,000.

The 652, from right across the north east, were taken to court after failing to pay the standard £20 penalty fare within 21 days after being caught riding the Metro network without a valid ticket or pass.

They will now have to pay fines of up to £500 and will get a criminal record.

Their names have been added to the Metro 'Loser List', which names and shames ticket cheats on posters which are displayed prominently across the network.

Metro Director, Mick Carbro, said: "Fare evasion on Metro doesn't pay. The average fine for these offenders is in the region of £150 for journeys that should cost them as little as £1.30.

"Not only does ticket fraud hit you in the pocket but you are now much more likely to get caught out because we have a pro-active strategy in place to make sure more checks are carried out right across the Metro system."

Nexus' anti-fraud strategy involves more frequent targeted ticket inspections at stations and on board trains.

Inspections are also aimed at stations outside the central areas of Newcastle and Sunderland as shorter journeys account for a high percentage of ticketless travel.

In September last year Nexus secured £13m from the Government to pay for 249 new ticket machines and electronic barriers. The barriers, similar to the ones on the London Underground, will be installed at 13 key stations next year and will make it even harder for cheats to avoid being caught.

Metro employs a private contractor, St James Security, to provide revenue control staff.

Metro's own Travel Support Officers, who patrol the system into the night, and Northumbria Police officers, also check tickets.

As part of the anti-fraud strategy Metro ticket inspectors have been patrolling in plain clothes to crackdown on fare dodgers in Sunderland.

The Metro inspectors were joined by officers from the British Transport Police, who were also working undercover, to target ticket fraud and low level disorder right along the Sunderland section of Metro.

The operation saw 63 people stopped without a valid ticket in just a few hours.

BTP officers arrested one person during the operation for an outstanding warrant.

For more information, please visit: <http://www.nexus.org.uk/>

HRH The Princess Royal visits LV Streetwise



The Princess Royal recently paid a visit to Dorset's award winning LV Streetwise Safety Centre in Bournemouth - the centre's first Royal visit. You may remember from the December 2007 newsletter that LV Streetwise is an indoor life sized safety education village comprising traditionally-built 'bricks and mortar' scenes from everyday life.

The Princess Royal travelled to the safety centre with the Lord Lieutenant of Dorset, Mrs Valerie Pitt-Rivers where they spent almost an hour and a half watching the Safety Tour, meeting with many of the charity's supporters and volunteers and finally unveiling a commemorative stone plaque to mark the occasion.

Alison Curtis, the centre manager, escorted The Princess Royal round the safety centre where she observed children learning how to cross the road safely, make a 'practice' 999 call and take part in the Railway safety scenario aboard the full-size Virgin Express train.

Overall, more than 100 supporters including 50 volunteers from the safety centre were present at the special visit. Alison Curtis, centre manager said:

"It is a real honour for everyone involved with LV Streetwise - trustees, supporters and all our wonderful volunteers alike - to receive the first Royal visit in the centre's history, particularly in what is coming up to the tenth year of operation of an amazing project we all feel so passionately about."

Dennis Holt, Chairman of LV said: "Protecting our children and their families is at the heart of our business and our brand, and the centre provides an invaluable service for children to learn about everyday dangers in a controlled environment. We are delighted that The Princess Royal has had time to visit this leading centre of its type, and see for herself how it helps Dorset's children learn how to stay safe."

For further information about LV Streetwise or volunteering at the centre, please contact

Alison Curtis, LV Streetwise Centre Manager, on 07801 970883 or alison@streetwise.org.uk or visit the website at: www.streetwise.org.uk

got a story...?

please contact: community.safety@rspb.co.uk or 020 7904 7674

BTP send out clear anti-crime message at Kings Cross St. Pancras

British Transport Police (BTP) officers were highly visible at King's Cross St Pancras London Underground station on 21 February 2008, as part of Operation Octagon, an operation aimed at deterring knife crime, the carrying of drugs, and theft on the Tube.

Mobile metal detection arches, similar to those used in airports, were used at the station and passengers were encouraged to walk through while BTP drugs dogs Todd and Dexter also worked to detect anyone in possession of illegal substances when passing through the station.

The operation also saw officers talking to passengers and handing out Oystercard holders showing theft prevention tips. The operation ran from 2pm -11pm and was supported by London Underground (LU) revenue inspectors, who worked alongside BTP to tackle fare evasion.

BTP Sergeant Steve Hughes said: "We deployed Operation Octagon at King's Cross St Pancras station to detect and arrest those committing offences that may have otherwise gone undetected, as well as to remind passengers of the simple measures they can take to avoid becoming victims of theft.

"The Tube is a low crime environment and we want to keep it that way.

"We used drug detection dogs to target those carrying drugs and portable metal detection arches to identify those carrying knives.

"While two people were arrested, it was reassuring to see that nobody travelling into King's Cross during the operation on Thursday was found to be in possession of knives or other weapons."

BTP's tips for keeping your cards and possessions safe on the Tube are:

- Shield your PIN when using a cash point or making purchases.
- Ensure valuable items are not visible.
- Carry your rucksacks and hand bags in front of you.
- Do not keep phones and wallets in outer pockets where they are easily accessible.
- Ensure handbags are fastened.
- Be aware of your bag when boarding a train or going through the ticket barrier as thieves will strike when you are distracted.

For more information, please visit: <http://www.btp.presscentre.com>



MP Jonathan Shaw travels with Southeastern

Managing Director of Southeastern, Charles Horton recently met with Jonathan Shaw, MP for Chatham and Aylesford, to discuss the efforts Southeastern has made to improve the travelling experience for customers in the Chatham area. Station and on-train security were on the agenda as well as peak services to London Cannon Street, off-peak travel, fare increases and service reliability.

Both were keen to highlight the future growth of Kent, the great opportunities it currently has to offer, and the importance of providing it with a train service to be proud of.

Chatham houses a large number of commuters keen to use a fast, efficient, comfortable yet affordable train service. The discussion provided Southeastern with an excellent opportunity to communicate its messages and effectively manage customers' expectations.

Security was one of the key issues covered during the meeting and Charles Horton highlighted that the introduction of Rail Enforcement Officers (REOs) travelling on late night services, better lighting and CCTV at stations have all contributed to a reduction in low level disorder. Southeastern is continuing to make improvements in this area; a recent example being the introduction of British Transport Police radios for all REOs.

For more information, please visit: <http://www.southeasternrailway.co.uk>



Ticket gates for London Waterloo

Network Rail is due to begin installing 137 ticket gates on the main concourse at London Waterloo as well as the peak-hour subway connecting platform exits to the Jubilee and Bakerloo Lines.

The automatic ticket gates, expected to be operational by early 2009, are part of South West Trains (SWT) commitment to stop fraudulent travel and introduce smart ticketing to give passengers greater flexibility. When installed and fully working, the gates will ease congestion from the platforms to the concourse as well as the station overall.

For more information, please visit: <http://www.southwesttrains.co.uk>

News in Brief

Cycle workshop:

British Transport Police in partnership with Southeastern, recently held a cycle security workshop at Tonbridge station.

Secure station award:

Beckenham Junction railway station is among the latest on the Southeastern network to have recently been accredited with Secure Station status, helping to reassure passengers and staff about their safety on the railway.

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Overseas News – Australian Ministers agree to implement Level Crossing safety plan

Australia's transport ministers have voted unanimously to approve a national rail reform package, which includes joint audits of level crossing safety risks by road and rail-track owners and operators.

The new laws, developed by the National Transport Commission (NTC), require rail operators, rail infrastructure managers, road authorities and the owners/managers of private roads to jointly identify, assess and manage safety risks at level crossings and other road-rail interfaces.

The initiative complements existing government programs to improve level crossing protection and educate road users. "With about 100 crashes a year between trains and road vehicles, level crossing safety remains a major public safety issue," NTC chief executive Nick Dimopoulos said. "This approach is about bringing the right parties together to work cooperatively on plans to reduce the risk of a major accident."

Australia has 9,400 public railway level crossings, of which 2,650 (30%) have 'active' protection such as barriers. Additionally, there are numerous private industry railway level crossings.

States and Territories are expected to implement the amended laws by mid-2008 – the revised target date for commencement of national rail safety laws. A three year transitional period (after commencement of the legislation) will apply, with priority on high risk/high incidence level crossings.

Ministers also approved six national rail safety guidelines to support the implementation of the model Rail Safety Bill 2006 and model Rail Safety Regulations 2006.

"National guidelines which interpret the new laws and describe in plain English what to do are absolutely critical if we are to achieve genuine national consistency 'on the ground'," Mr Dimopoulos added.

Other agreements include a national policy for the development of new national guidelines and compliance codes. A maintenance process was also approved to ensure the national rail safety laws remain relevant and effective.

For more information, please visit: <http://www.ntc.gov.au/>

Events this month:

Event Name	Date	Event Details
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: Anti-social behaviour, urban space and the night-time economy	<i>Thursday 17 April 2008</i>	Venue: University of Leeds For further information: http://www.community-safety.net/events.htm

Future Events:

Event Name	Date	Event Details
ACORP Conference – Working with divers groups	<i>Thursday 1 May 2008</i>	Venue: Nottingham For further information: http://www.acorp.uk.com/
Anti-Graffiti Association Annual Conference	<i>Wednesday 14 May - Thursday 15 May 2008</i>	Venue: The Council House, Nottingham For further information: http://www.theaga.org.uk/
ACORP Community Rail Weekend	<i>Friday 16 – Sunday 18 May 2008</i>	For further information: http://www.acorp.uk.com/
2008 NCSN Annual Conference: Share good practice to make a difference	<i>Wednesday 4 – Thursday 5 June 2008</i>	Venue: Adelphi Hotel, Liverpool For further information: Web: www.community-safety.net/conference2008 Tel: 01904 757 036 E-mail: ncsnconference2008@tailormadeconferences.co.uk

National Railway Crime Hotline
0800 40 50 40

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Future Events:

Event Name	Date	Event Details
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: Diversity and anti-social behaviour	<i>Thursday 5 June 2008</i>	Venue: Birmingham University For further information: http://www.community-safety.net/events.htm
10th International Level Crossing Symposium	<i>Tuesday 24 – Thursday 26 June 2008</i>	Venue: Union Internationale des Chemins de Fer, Paris For further information: http://www.levelcrossing2008.com
Railway Innovation Awards	<i>Tuesday 1 July 2008</i>	Venue: London For further information: http://www.railwayforum.com/awards/index.php
ACORP Conference	<i>Thursday 10 July 2008</i>	Venue: London For further information: http://www.acorp.uk.com/
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: Comparative experience of governing anti-social behaviour and disorder	<i>Thursday 18 September 2008</i>	Venue: University of Leeds For further information: http://www.community-safety.net/events.htm
ACORP Community Rail - The South West Experience - organised by the Devon and Cornwall Partnership	<i>Friday 19 September 2008</i>	Venue: Plymouth For further information: http://www.acorp.uk.com/
ACORP Community Rail Awards – Plymouth	<i>Friday 19 September 2008</i>	Venue: Plymouth For further information: http://www.acorp.uk.com/
ACORP Community Rail Festival – Plymouth	<i>Saturday 20 September 2008</i>	Venue: Plymouth For further information: http://www.acorp.uk.com/
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: The final conference, situating anti-social behaviour and respect	<i>March 2009</i>	Venue: Central London, tbc For further information: http://www.community-safety.net/events.htm

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0800 40 50 40

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