

December update

Community Safety E-Newsletter



Rail Safety & Standards Board

Welcome to the December 2007 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.

As you will see this month's issue contains a specially written feature article 'Assaults on Railway Staff'. The article was written by Alan Davies, Community Safety Programme Manager, at RSSB and published in the 'Magistrate' magazine. This is obviously an excellent place for RSSB and the wider rail industry to get its voice heard by a crucial target audience. This article, along with the other stories, highlight some interesting initiatives that are currently being undertaken in the industry.

As this is the December issue, may I also take this opportunity to wish you all a very merry Christmas and a happy new year! We hope to produce a newsletter in January, but please make a note that it will not be sent out on the 1st!

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.

First Capital Connect reduces anti-social behaviour by 44%

Investment in front line security initiatives is paying off for First Capital Connect, which has seen a 44% reduction in anti-social behaviour, and a 15% drop in overall crime over the past year.

One of the first initiatives launched by the train operator on being awarded the franchise was to fund British Transport Police (BTP) officers on its network. Two police sergeants, three constables and 24 Police Community Support Officers (PCSOs) exclusively patrol First Capital Connect trains and stations, representing an annual investment of £905,000.

Head of Revenue Protection and Security at First Capital Connect, Martin Grier, said:

"Since taking over the franchise we have put the security and safety of our customers and staff at the centre of everything we do.

"PCSOs have proven a big success in heightening police visibility across our network and providing reassurance to our customers. As well as recruiting an additional 90 front line staff, we are also investing heavily in increasing CCTV and installing additional help points across our network."

Chief Inspector Theresa Ferguson, British Transport Police said:

"Since their launch, the teams have been working hard to make themselves known to rail staff and customers alike, with the aim of being more accessible and available to the communities we serve.

"We've spent the last year working with First Capital Connect staff and conducting routine patrols to crackdown on low-level disorder and reassure the public, and we're very pleased with the results so far.

"We are continuing to work in partnership with First Capital Connect and the public as part of our ongoing commitment to make the route even safer."

Other security measures include the installation of automatic ticket gates at nine stations with another six to be completed by the end of March next year. There is also a regular series of crime reduction roadshows at stations and on trains, which have proven popular with customers.

First Capital Connect's approach to security and safety is demonstrated by the award and continued accreditation of Secure Station status to 27 stations.

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

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ShelterWatch: South Yorkshire Passenger Transport Executive campaigns to stamp out anti-social behaviour

South Yorkshire Passenger Transport Executive (SYPTE) has recently unveiled ShelterWatch - a campaign to stamp out anti-social behaviour in bus and tram shelters.

The scheme encourages local people to report incidents, including vandalism and graffiti, to Traveline on 01709 51 51 51 or online at www.travelsouthyorkshire.com in a bid to help keep their shelters 'crime free'. Incidents can be reported anonymously.

Once the incident has been reported the information is sent to South Yorkshire Police and local authorities who can use it in the prevention and detection of crime.

David Brown, Passenger Services Director at SYPTE said: "Although incidents of this nature are rare, some people do act unsociably and this ruins it for everyone else. Each year a lot of money is spent repairing damage to shelters and we believe by engaging the local community we will be able to stamp out this problem once and for all. We hope people get involved in the campaign and that public transport continues to be a safe environment."

The scheme is being supported by South Yorkshire Police and Neighbourhood Watch and it is being launched to coincide with the darker nights - when historically some young people have used shelters as meeting places.

Councillor Bryan Lodge, Cabinet Member for Transport and Streetscene at Sheffield City Council, said: "The scheme aims to get communities to stand together against anti-social behaviour. We want to ensure that not only do people feel safer when travelling but that they have the support networks to report incidents without putting themselves at risk."

ShelterWatch is just one of the schemes being carried out by SYPTE to enhance the safety of public transport and encourage more people to use it. Other initiatives include improved shelter design and fitting CCTV in shelters.

To ensure the message gets to young people and to explain the consequences of this type of behaviour, SYPTE are outlining the initiative during visits to over 200 schools in the region.

To report an incident call Traveline on 01709 51 51 51 or visit: www.travelsouthyorkshire.com

Network Rail teams up with Reading FC to keep kids off the tracks

Network Rail and Reading Football Club have recently launched a new initiative as part of the No Messin' rail safety campaign. The Club and rail safety officers are teaming up to show school children that mucking around on the railway is "not a game" and that there are better and safer ways to spend their time.

First team players Liam Rosenior and Ulises De La Cruz kicked off the No Messin' campaign at Our Lady of Peace Junior School in Burnham, with eleven other schools in the Slough, Windsor and Maidenhead area set to receive visits in the new year.

Each school visit consists of a rail safety educational workshop delivered by Network Rail and the Club's Community coaches, along with a football coaching session, and will be attended by around 100 children aged 10 - 14. The campaign will culminate in a football tournament between the twelve participating schools.

Reading FC's Community coach Tristan Lewis said,

"This is a great initiative and we're delighted to team up with Network Rail to provide visits to schools that promise to be both educational and fun. Rail safety is a very important issue and football is a great vehicle to deliver this message."

In the last three months there have been over 135 recorded incidents of trespass and vandalism in the Thames Valley region – but with many more going unreported it is estimated to be much higher. The incidents include children throwing stones and objects at trains, and youths attempting to throw scaffolding poles onto the line from a footbridge.

Martin Gallagher, Head of Rail Crime Education for Network Rail said: "It is extremely important that young people are aware of the dangers of hanging around or playing on the railway tracks. Our No Messin' campaign works in partnership with football clubs to make kids think twice about using the tracks as a playground, while at the same time showing them that there are much more fun activities such as football that they could do."

For more information, please visit: www.networkrail.co.uk

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Arriva continues to support local youth offending teams

As part of a restorative justice project co-ordinated by Arriva Trains Wales, a number of partnership activities have been undertaken recently with youth offending teams and the British Transport Police (BTP).

Some of the projects include:

- The re-painting of the footbridge and removal of graffiti at Ystrad Rhondda
- The painting project at Dinas Rhodda station where concrete bollards on the platform were painted in the colours of Rhondda-based children's charity Valleys Kids
- The cutting back of overgrown vegetation at Cardiff railway station.

Clare Furey, Reparation Co-ordinator for the Rhodda Cynon Taf Youth Offending Team, said:

"Our main objective is to prevent offending by children and young people. We work in many different ways with young people who have offended and offer support and guidance to their parents and carers."

She continued: "We are offering restorative justice, general advice and support to victims of crimes committed by young people. The project undertaken at Ystrad Rhondda station will help develop new skills and in completing the work will make a positive improvement to the local community."

In recognition of their participation in the project, members of the Youth Offending Team and their families have been offered a complimentary ticket valid anywhere on the Arriva Trains Wales network.

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

Safety Centres offer pupils 'crucial' advice

Year six pupils from 29 primary schools have been visiting the Safety Zone in Pontypridd for the annual Crucial Crew event. The Safety Zone is a unique educational centre which demonstrates a number of risk-based scenarios using a range of exhibits. These include a corner shop, a police station, railway track, farmyard, forestry, electricity sub-station, pub, building site and even a bike shop, helping the pupils learn about the importance of safety in their everyday lives.

The event is organised by Safer Blaenau Gwent, with a number of organisations helping to run the workshops including Gwent Police, Capita Symonds Road Safety, Food Standards Agency, Network Rail, Red Cross, Forestry Commission, Western Electricity, the Council's Education department, Trading Standards, South Wales Fire Service and representatives from the building trade.

Railway safety has been one of the key messages ahead of the reopening of the Ebbw Fawr railway later this year. School Liaison Officer for Blaenau Gwent, PC Dave Smith, said:

"We've been running the Crucial Crew event for the past five years and the Safety Zone is an ideal environment in which to engage pupils to learn about different aspects of safety.

"We find that by encouraging them to take part in the interactive workshops they learn more about situations which are probably unfamiliar to them."

Further south, LV Streetwise is an award winning interactive safety education centre based in Wallisdown on the border of Poole and Bournemouth, Dorset.

LV Streetwise is a life-sized indoor village (pictured right) where people of all ages can discover how to keep safe and what to do in an emergency. They learn about accident prevention at home and on the roads, railway safety, fire safety, responsible behaviour and good citizenship in an exciting and memorable way.

Over 100,000 people have visited the centre since LV Streetwise opened in January 1999 and it continues to develop as a central resource for agencies and organisations concerned with community safety, accident prevention, health improvement, crime and disorder reduction and the national curriculum.

Visitors to the centre can take 'Safety Tours'. The tours take up to two hours and let children experience different scenarios that they would encounter in real life. In small groups Volunteer Safety Guides encourage them to identify potential hazards for themselves through interactive role-play and communication. Visitors are taught how to reduce the risk of having an accident and how to cope in an emergency.

For more information on LV Streetwise visit: www.streetwise.org.uk



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Partnership provides new benefits for station car park users

'one' railway has signed a new partnership agreement with National Car Parks (NCP) to provide a comprehensive contract management service of all commercially run car parks at the train operator's stations in London and across East Anglia.

NCP will invest over £1m in improvements and directly manage the car parks on behalf of the train operator, providing 'one' railway customers with a range of new and additional benefits designed to ensure that rail users receive high standards of service and safety, and innovative new ways of paying for tickets, offering passengers a more seamless level of service.

Key benefits for 'one' railway customers will include:

- Pay by Mobile Telephone facility at all car parks
- Car Parking season tickets available online
- 'Carnet' style tickets for daily / weekly parking
- NCP will provide customer service staff during the evening period at 21 key stations, whose duties will include escorting lone travellers from the station forecourt to their vehicle
- Dedicated advice phone line
- 'Park Mark' Safer Parking accreditation at 21 car parks
- Lighting, CCTV and other facility upgrades, including improved cleaning
- Provision of 40 new Pay & Display machines accepting credit / debit card payment

For more information, please contact: NCP Customer Services at 0845 050 7080

Date For Your Diary Railway Community Safety Forum 2008

Wednesday 19 March 2008

National Motorcycle Museum, Birmingham

For more information, please email: kerry.dolan@rssb.co.uk

Network Rail deliver the rail safety message at the National Railway Museum

Network Rail recently took its modern safety messages to a week-long event at the National Railway Museum in York. The "Triumphs and Tragedies" event gave visitors the chance to find out more about some of the dramatic episodes that have been an historic part of Britain's railways.

Network Rail sent representatives from their level crossing and young people safety teams to give the serious message behind the fun event.

"Don't Run the Risk" is a national campaign designed to highlight the severe risks drivers, cyclists and pedestrians take if the warning signs at level crossings are ignored. A new interactive stand which is touring the country as part of the campaign was on display. Visitors were invited to play 'What's the risk?', an interactive video game that tests the knowledge of both drivers and pedestrians on the correct use of level crossings. A wrecked car which featured in the adverts showing the consequences of misuse was also at the museum during the week.

No Messin' aims to raise awareness of railway safety amongst young people by giving them ideas about positive ways to spend their time, rather than play on the railway. Members of the railway crime education team were on hand to offer information and advice to young people.

Network Rail's Area General Manger, Neil Henry, said: "It is really important that these safety messages reach as wide an audience as possible. This fun and engaging event at the National Railway Museum is a great opportunity for us to do just that in a relaxed but informative environment.

"As national rail infrastructure operator we take our responsibilities for safety very seriously. These campaigns we are highlighting are aimed at encouraging the public to do all they can to help us keep themselves and the railway safe."

For more information, please visit: www.networkrail.co.uk

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Have your say on the future of policing on Britain's railways

The British Transport Police Authority (BTPA) has launched a public consultation on its 2008-11 Strategic Plan, which sets out four key objectives for British Transport Police:

- Reducing crime and disorder
- Protecting the railway economy
- Increasing BTP's capacity and capability through improved efficiency and effectiveness
- Providing a better service to passengers, rail staff and the rail industry.

The plan has been produced by the BTPA in partnership with British Transport Police and rail community stakeholders.

Sir Alistair Graham, BTPA Chairman, said:

"With the opening of St Pancras International and Britain's first high speed line, policed by BTP, this is the start of a new era for the railways.

"The Secretary of State for Transport's review of BTP in 2006 confirmed its ongoing role as the national specialist police force for the railways. In the last three years there has been substantial investment and support from the rail industry, which has allowed BTP and the BTPA to address many of the major legacy issues of underinvestment and inadequate infrastructure.

"This is a chance for the public to have their say directly on how Britain's railways are policed over the next three years,' Sir Alastair Graham, BTPA Chairman, commented."

According to Sir Alistair, the BTPA is expecting the operating environment on the railways over the next three years to be 'extremely challenging.' Against a background of soaring passenger journeys (set to increase by 22.5% by 2014) and the continuing terrorist threat, BTP will also be preparing for the Olympic and Paralympic Games in 2012.

The draft Strategic Plan aims to deliver a rail system where passengers and staff feel safer, criminals feel more vulnerable and disruptions and inconvenience from route crime, fatalities and security alerts are kept to a minimum. This will be achieved through better partnerships and technology, improved use of resources and a tight focus on the needs of rail users and staff.

The BTPA is seeking views on the structure and content of the plan by 1 January 2008. The draft Strategic Plan can be found at www.btpauthority.gov.uk and any feedback should be sent to samantha.elvy@btp.pnn.police.uk

British Transport Police (BTP) on-line survey

BTP has recently launched its on-line passenger survey. Users of the rail network, including London Underground, Docklands Light Railway, Glasgow Subway, Midland Metro tram system or Croydon Tramlink are being asked for their views and experience of rail travel. Customers are asked for their opinions, including views on BTP performance, railway safety and experience of crime on the railway.

To complete the survey, please visit: http://www.documentcapture.co.uk/eforms/btp_2007.htm

All Level Crossing Risk Model wins 2007 Award for Advancement of Railway System Safety

Recently, the 2007 Award for the Advancement of Railway System Safety was awarded to Network Rail and RSSB by the Institution of Engineering and Technology (until recently known as the Institution of Electrical Engineering (IEE)) for the All Level Crossing Risk Model (ALCRM).

The award was presented to Brian Tomlinson and Alan Symons, Network Rail and John McMorrow, RSSB by Brian Mellett, former president of the IEE.

The project was carried out by RSSB and Network Rail in partnership, who also enlisted the expertise of consultants Arthur D Little and Strategic Thought. It extended the application and functionality of an existing risk model for automatic level crossings to all level crossings. The new model, the ALCRM, improves Network Rail's ability to manage the risk to crossing users, passengers and rail staff by targeting those crossings with the highest risk for remedial measures. The model allows local Network Rail level crossing practitioners to enter data for their crossings and establish the risk for each. A key feature of the project, requiring the closest co-operation between the two suppliers, under the management of Network Rail Information Management, was to ensure that in the transfer, the model's integrity was not corrupted.

The RSSB project was led by John McMorrow together with lead technical advisor Glen Jones and is one of nineteen level crossing projects now published under the level crossing topic, with a number still in progress and others in development.

Full details of the project can be found at: http://www.rssb.co.uk/Proj_popup.p?TNumber=028&Parent=80&Ord=

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News in Brief

British Transport Police to crackdown on staff assaults – BTP officers are embarking on a two-month campaign to crackdown on passengers who physically assault or spit at rail staff. The pan-London Operation Lockstock has been expanded to take in major rail hubs in Surrey, Sussex, Hampshire and Kent.

Centro-WMPA has been awarded the coveted Safer Parking Park Mark Award at all 53 of its heavy rail Park & Ride car parks due to their low crime and high safety standards.

Blackpool North first for new ticket gates – The first automatic ticket gates on the Northern Rail network will soon be installed at Blackpool North Station. The six new ticket gates will help reduce the number of people travelling without a ticket, estimated to cost the rail industry £210 million every year.

Southern has recently reached a landmark 101 of its stations now accredited with Secure Stations status. Sixty three per cent of Southern's stations now have the award, more than any other train operator.

Station Adoption – Under One's community scheme, Witham station has recently been 'adopted' by a local resident.

Feature Article – Assaults on Railway Staff

Over 3,000 incidents recorded in a year: Alan Davies tells us more

There are many professions where people provide a service to help others in some way: emergency service workers; teachers; social workers; bus drivers; railway staff and a whole host of others. These workers should not have to face abuse and, in some cases, physical assault from the people they are trying to help in the course of their work.

It cannot be right that loyal staff have to put up with abuse and antisocial behaviour simply as a result of doing their job. The human cost can be significant when people are injured and have to take time away from work. There is also the psychological trauma and loss of confidence when they return, which can increase staff turnover, adding to recruitment and training costs. All that is quite apart from the operational difficulties a company or agency might face in providing the service it is intended for. In the case of the railways, it can mean trains are delayed because staff are unavailable or the British Transport Police (BTP) have to get involved. Passengers might then be unable to complete their journeys on time.

This adds up to a considerable cost for 'Great Britain plc'. Delays to trains alone cost the industry around £11m each year with up to another £1m for lost staff time. So personal security is a significant issue for our railway. It is imperative that passengers, staff and members of the public feel safe and are safe, when they visit railway property, whether travelling, working or shopping in stations and on trains.

Of all the risk of harm to the entire railway workforce, a staggering one-fifth is due to assaults. The problem is more prevalent in stations than on trains, but lone workers in other locations also face a risk of being assaulted. Recent incidents include:

- a level crossing keeper sustained two broken ribs when struck on the chest by a lump of ballast thrown by vandals at Knottingley
- a revenue protection inspector suffered a broken hand in an assault and was subsequently off work for 92 days when three members of staff were physically assaulted by one fare-evader at Slough station
- a conductor asked a group of youths to leave a train after their antisocial behaviour had caused problems. One of them attacked him, pushing him down a flight of stairs, causing chest injuries including broken ribs.

Tackling the problem

The Rail Safety and Standards Board has set up the pan-industry Rail Personal Security Group (RPSG), to address the issue of staff assaults. Companies can learn from each other, come up with ideas to improve the security of their staff and share good practice. The RPSG is so concerned that it has produced a DVD called SWeRve (Stop Workplace Related Violence) to help train staff in conflict management, and ran a poster campaign to highlight the issue with the public. The group encourages companies to work in partnership with each other and other agencies to share intelligence.

BTP has recently been using a portable airport type scanner to check people going onto stations, in a crackdown on antisocial behaviour. Numerous weapons have been found and arrests made. Other initiatives, like DNA testing kits, also play their part after the event, helping the police detect incidents. BTP also applies for post-prosecution ASBOs against particular offenders.

In 2006-07 the BTP recorded 3026 assaults against railway staff, an increase of more than 8% over the previous year. Just over half of those were successfully detected. Assaults were up again by 5% for April to June 2007, compared with last year. One reason for the increased numbers is the drive by train operators to encourage staff to report all incidents, including verbal abuse.

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Companies need this information about assaults so they can understand where, when and why they occur, and who is most at risk. The greatest factor causing conflict relates to ticketing disputes, with 40% of all workforce assaults starting for this reason. Other assaults arise from train delays, vandalism, and crowding. Even people arriving late and missing a train sometimes take out their frustration by abusing rail workers. Alcohol also plays a significant part.

Policy for the prosecutors and sentencers

The Crown Prosecution Service (CPS), working with the train operating companies and the Association of Chief Police Officers, has confirmed that assaults on public-facing rail staff should be considered as 'assaults against a person serving the public.' This makes it an aggravating factor so that prosecution is likely to follow in the public interest, under the code for crown prosecutors. The Crown Office and Procurator Fiscal Service also have a similar policy, so that cases involving attacks on staff working with the public on the railway in Scotland will lead to prosecution.

The Sentencing Advisory Panel (SAP) recently consulted on offences against the person and concluded that there is 'growing concern about the number of assaults against persons providing a public service ... Such assaults can cause more than immediate harm to an individual; they can result in reduced, delayed or cancelled services ... They can also discourage people from working in certain professions and can undermine public confidence.'

The SAP goes on to say that offences against those providing a public service attract a more than usual degree of harm and sentencing should then be determined by the overarching principles from the Sentencing Guidelines Council.

RPSG would like to see sentencing that is appropriate to the scale of the offence, considering the human impact and the effect on public transport, as outlined by the SAP. This should be a deterrent to others, so that the railways remain a safe place to work and travel.



Alan Davies is Community Safety Programme Manager for the Rail Safety and Standards Board. E-mail: alan.davies@rssb.co.uk

Case Study

Simon has been a guard on the trains for seven years. His job involves revenue collection from issuing and inspecting tickets to ensure everyone has the correct ticket to travel.

One Monday night, in February this year, he was working on a local service when at 10.30 he heard raised voices coming from one of the carriages. Two men were shouting abuse at each other in a carriage containing about a dozen other passengers. As Simon approached the pair, he suggested to some of the passengers that they might move away. The two men didn't know each other and the younger man, in his twenties, said that the older man had approached him and started shouting and being very abusive, for no reason. The older man appeared to have been drinking. The train was approaching a station and Simon called the police to meet the train. Meanwhile Simon was trying to calm the situation, using his conflict management skills, to get the older man away. But the man wouldn't go.

The train was delayed at the station for about half an hour when two other passengers, teenage girls, decided they had had enough and grappled the man to get him off the train. When the man was on the platform, Simon checked that the doors were clear, went to the back of the train and closed the automatic doors. When he turned to get on the train himself, the assailant ran at him and kicked him in the back. Simon lurched forward and fell over, hitting the train. He managed to get up but had to stop the man punching him. He scrambled on board, closed his door and radioed the driver to move on. The man on the platform ran alongside the train, punching the windows and shouting abuse at the passengers and Simon. The BTP later apprehended the man and phoned Simon asking for a description of his attacker, to make sure they had the right man. They had already viewed CCTV footage of the incident.

Simon was off work for nearly three months. Initially his injuries were physical – swelling and bruising to his back. But later the psychological impact of the attack hit home. He felt so low that he was prescribed anti-depressants and wrote a letter of resignation. He spoke regularly to his boss and was given counselling to help him recover his confidence. Eventually he felt able to return, but was understandably nervous and apprehensive, particularly when on the route where the attack took place. His company designated a senior colleague to travel with him as a 'minder' to begin with.

The case went to court. The assailant initially pleaded not guilty, but changed his plea after watching the CCTV evidence. This meant that Simon didn't need to go to court and was spared coming face to face with his attacker.

The CPS and BTP kept Simon informed of the investigation and outcome of the case, under the victim charter for assaults. The attacker received a community order, supervision order and electronic tagging for twelve months and had to pay £150 in compensation and costs.

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Events this month:

Event Name	Date	Event Details
Building on Progress: Delivering Justice and Reducing Crime in Local Communities	Thursday 6 December	Venue: The Commonwealth Club, Westminster For further information: http://www.westminster-briefing.co.uk/

Future Events:

Event Name	Date	Event Details
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: Anti-social behaviour through schooling, parenting and the family	Thursday 24 January 2008	Venue: Brighton University For further information: http://www.community-safety.net/events.htm
4th Annual Railway Community Safety Forum	Wednesday 19 March 2008	Venue: National Motorcycle Museum, Birmingham. To be added to the mailing list, please email: community.safety@rspb.co.uk
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: Anti-social behaviour, urban space and the night-time economy	Thursday 17 April 2008	Venue: University of Leeds For further information: http://www.community-safety.net/events.htm
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: Diversity and anti-social behaviour	Thursday 5 June 2008	Venue: Birmingham University For further information: http://www.community-safety.net/events.htm
10th International Level Crossing Symposium	24 – 26 June 2008	Venue: Union Internationale des Chemins de Fer, Paris (UIC) For further information: http://www.levelcrossing2008.com
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: Comparative experience of governing anti-social behaviour and disorder	Thursday 18 September 2008	Venue: University of Leeds For further information: http://www.community-safety.net/events.htm
Anti-Graffiti Association Annual Conference	2008 (date to be confirmed)	Venue: To be confirmed For further information: http://www.theaga.org.uk/
'Governing through anti-social behaviour' – ESRC Seminar Series Programme: The final conference, situating anti-social behaviour and respect	March 2009	Venue: Central London, tbc For further information: http://www.community-safety.net/events.htm

National Railway Crime Hotline
0800 40 50 40

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