

Welcome to the February 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.

This month's issue highlights some of the initiatives that the train operating companies, Network Rail and the British Transport Police are undertaking to tackle community safety issues such as anti-social behaviour, theft, staff assaults and railway crime. Also included is an update on the RSSB-facilitated research project addressing management of football fans on the railway.

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](mailto:community.safety@rssb.co.uk) or 020 7904 7674

I hope you enjoy this issue of UPDATE.

Kerry Dolan, Editor.

## First Capital Connect offers more free cycle alarms at St Albans

Last month, cyclists using First Capital Connect's St Albans station received a free cycle alarm as part of the company's continuing investment in reducing crime.

Valued at £15, the motion-detecting device is sensitive to movement and possible theft. When the device senses movement it sounds a warning and if someone moves the bicycle then the alarm will produce a continuous sound.

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

"The first day of the trial was such a success for First Capital Connect and our cycling customers, that we secured another four days at St Albans. Unfortunately cycle theft is a real issue at this station and we are delighted once again, to be working in partnership with St Albans City & District Council and the British Transport Police. Giving away these alarms free of charge is part of our continuing work to keep all our customers safe with us across our network."

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

## Network Rail Conflict Management campaign

Network Rail is currently running a 'Safety 365' Conflict Management campaign designed to highlight the message that they will push for the strongest penalties against any types of abusive behaviour towards its staff.

The communication began on 1 December 2007 to coincide with the Christmas period when tensions can rise due to higher levels of stress and increased alcohol consumption and therefore so can verbal abuse and assaults against rail staff.

The external public facing campaign which was displayed on the station concourses used images of Network Rail employees with cuts and bruises to their faces with the strap-line "I'm here to help you...."

In addition, internal posters aimed at Network Rail employees were placed in station staff rooms across the 18 Network Rail-managed stations.

The internal campaign asked staff to help themselves by not retaliating when confronted with abusive behaviour and to use interventions that would help to defuse and resolve conflict if it arose.

The campaign is running in conjunction with the Secure Stations Scheme and also parallel to the BTP 'Lock Stock' campaign which works with the Criminal Justice system and train operators to push for stronger penalties against any types of abusive behaviour at stations.

Network Rail has successfully piloted a conflict management training scheme in conjunction with Maybo Limited which will be rolled out to station staff in the New Year.

For more information please contact: Paula O'Neill, Network Rail Marketing Services Telephone: 020 7557 8153 email: [paula.oneill@networkrail.co.uk](mailto:paula.oneill@networkrail.co.uk)



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# Shepherd's Bush 'Market Watch'

Shepherd's Bush Market Tenants' Association (SBMTA) launched the 'Shepherd's Bush Market Watch' on 28 January 2008. The scheme, which is similar to neighbourhood watch was suggested when members of SBMTA grew concerned with gang related crime on the market and police response to incidents.



Signage example



Stickers



Postcards

The market covers a large area split into two main sections. The larger old market is on TfL land and policing of this area is the responsibility of the British Transport Police (BTP). BTP only police the market in a response to incidents due to the low number of reported crimes (approx 40 a year).

However, the new section of the market is policed by the Metropolitan Police Service (MPS) and MPS Safer Neighbourhood teams surrounding the market have been policing the market in their daily patrols.

The "Market Watch" scheme is being run and organised by members of the SBMTA with the aim of making the market safe and crime free. By working together with the BTP and MPS, SBMTA is hoping to encourage stall holders and members of the community to be more vigilant and report any criminal or suspicious behaviour.

A monthly meeting will be held and representatives from both the BTP and MPS will be in attendance. At the meetings, policing issues and intelligence data will be discussed as well as resource allocation.

One of the key objectives for the group will be for BTP to carry out a full crime prevention survey of the market to support a bid made to TfL for increased security.

As part of the launch, BTP Crime Prevention Officers will be putting up signage to advertise 'Market Watch' as well as distributing small adhesive signs for stall holders to display on their stalls. Stall holders will also receive separate information cards and magnets which will include details of who to contact in an emergency and to report crime.

For more information, please contact: John Ryan, member of SBMTA, email: [cycick@talk21.com](mailto:cycick@talk21.com)

## Amir Khan and Network Rail fight rail crime with ground-breaking new community centre and gym



A new boxing and fitness community centre will provide hundreds of Lancashire's young people with easy and affordable access to professional training facilities. Opened by boxing superstar Amir Khan and Network Rail, the 'Gloves' centre in Bolton applies the ethos of the No Messin' campaign, offering kids safer and more exciting alternatives to playing on the railway where they risk serious injury or even death. The opening builds on Amir Khan's ongoing involvement with Network Rail promoting the campaign.

The 'Gloves' centre has three main areas. The next generation of Amir Khans can get into boxing and fitness in the junior gym area, while the senior gym has professional facilities to allow boxers to make the most of their talent. The centre also has IT and classroom facilities in which Network Rail and the NSPCC, of which Amir Khan is an ambassador, will run educational events.

Amir Khan said: "I hope that 'Gloves' will provide young people with a place to hang out, get fit and most importantly, keep safe. There's no excuse for mucking about on the railway or anywhere else. Working with Network Rail I hope that we can show kids that there's a much more fun way to spend their time with their mates, and ultimately save lives."

Iain Coucher, Network Rail Chief Executive said: "Lots of young people use the railway as a playground because they think they've nothing else to do. Amir has already been a tremendous supporter of our No Messin' campaign, which aims to reduce railway crime by encouraging young people to get involved in healthier activities. This fantastic new centre builds on that partnership.

"I'm really excited and proud that Network Rail is involved in this ground breaking centre dedicated to making a real difference to the lives of young people. By giving them the opportunity to try out new sports and fitness activities – or even just a place to hang out with their friends or go online safely, we hope to prevent needless injuries and save lives."

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

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## Research scores football fan management goals

Train operating companies and the football industry has teamed up to address fan management on the railways, applying the findings of recently published RSSB research.

Every football season, there are over 3.5 million rail journeys solely for the purpose of attending football matches. The behaviour of football fans has a considerable impact on medium and long haul train services, rail staff and other passengers. Train operating companies (TOCs) are regularly faced with the difficulties of managing the violence and abusive behaviour associated with a small but significant minority. Whilst much effort has gone in to controlling the problem, many front line managers and rail staff believe the risk has grown in recent years.

In response, T592 Management of football fans on the railway, facilitated by RSSB in conjunction with the Association of Train Operating Companies (ATOC), aimed to gain a greater understanding of the problem and associated safety risks created by football fans travelling on the railway, identify effective control initiatives to reduce the risks and gain greater understanding and support from external agencies.

The research found that there is good range of initiatives already underway, mostly involving TOCs and the BTP, but independently of football clubs and the fans themselves. These have led to a reduction in serious incidents but have been less effective in controlling 'opportunistic' crime and anti-social behaviour fuelled by high levels of alcohol consumption. It is this opportunistic crime which is fuelling the rate of increase in football-related incidents – much greater than the rate of increase for all other types of incidents, with a 63% increase recorded in the number of staff abuse/assault football-related incidents from 2003-2004 to 2004-2005 against 8% for all other types of staff abuse/ assault incidents.

Applying the research findings, the rail industry has established two key bodies, to bolster partnership between the railway and football spheres and to oversee the ongoing development of solutions to address fan management:

- **Rail Football Forum (RFF)** – a high level forum at which the railway industry has a voice and can develop joint strategies with the Football Association, football leagues, the police, and fans groups, to develop joint strategies for dealing with football fan management issues, and to endorse and oversee individual working groups' action plans and outputs. The group is chaired by the FA and also involves the Premier League and the Football League. Members include ATOC, five individual TOCs, EWS, Network Rail, the Football Supporters' Federation (FSF), the Association of Provincial Football Supporters Clubs in London (APFSCIL), British Transport Police (BTP), the UK Football Policing Unit and the Home Office.
- **Train Operator Football Alliance (TOFA)** – an alliance between TOCs and Network Rail who are affected by anti-social fan behaviour. TOFA represents a united voice for the industry to the RFF, presenting good practice and improves the industry's lobbying position with external agencies, including voicing passenger and fan concerns. The group is chaired by ATOC, and members include individual TOCs, EWS, Network Rail, BTP, Passenger Focus and RSSB.

Following meetings of the RFF and TOFA, workstreams have now been established, which are now being project managed by RSSB's National Programmes team. The workstreams for 2008 include:

- Improvements to working and monitoring arrangements for football incidents
- National Protocol for information sharing
- Fan Behaviour Charter
- National Strategy for dealing with problem fans
- Ensure safety risks taken into account for match fixtures
- Improvements to information flow between rail and football/fans
- Provide updates of rail travel schemes
- Exploring mutually beneficial travel scheme initiatives
- Home Office Policy on BTP charges for football

For more information on developments in this area, contact Maurice Wilsdon, Head of National Programmes – Railway Operations on 020 7904 7510 or email [maurice.wilsdon@rssb.co.uk](mailto:maurice.wilsdon@rssb.co.uk)

## Railway Industry staff receive new years honours

The New Year Honours List reflects and pays tribute to outstanding achievement and service right across the community. The key aim being to reward those who work and serve at the sharp end - people who have really changed things, or who have given outstanding service to others in difficult situations. This year, the railway industry was in receipt of a number of honours and awards, and amongst them were several rail personnel who have specifically contributed to community safety, including:

### Member of the Order of the British Empire:

Randolph Alan Otter, Chief Inspector, British Transport Police. For services to the Police.

Neil Anthony Pepper, Night Safety Adviser, Tube Lines. For services to the Community and London Underground.

### Officer of the Order of the British Empire:

Andrew Stewart Trotter, Q.P.M., Deputy Chief Constable, British Transport Police. For services to the Police.

### Queen's Police Medal:

Paul McKinley Robb, lately Assistant Chief Constable, British Transport Police.

For more information, visit: <http://www.honours.gov.uk/lists/2008honours.aspx>

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## Waterloo Shop watch – One year update!



Last year saw the launch of the Waterloo Shop Watch (see the February 2007 issue of the newsletter). One year on, Waterloo station is reaping the benefits of the scheme with a massive reduction in crime at the station.

Sergeant Gordon Tait from the British Transport Police said:

“Shop Watch Waterloo has proven to be an outstanding success. The Police Community Support Officers (PCSOs) have been instrumental in the success of the scheme and have managed to respond to all incidents within an average response time of three minutes.

“Thanks to the work of PCSOs, Network Rail and tenants at the station theft has dropped by 20 per cent.

“This is doorstep policing at its best.”

As part of the scheme all tenants are armed with back-to-back radio systems putting them in instant contact with PCSOs at Waterloo Station.

Between August and November 2007, 80 incidents were reported to PCSOs through Shop Watch, which resulted in 30 arrests and a substantial amount of property from retailers being returned.

PS Tait said shop tenants and staff were now more confident in reporting matters to police.

“Because tenants now have a radio link directly to officers, staff are regularly alerting police to suspicious behaviour which is resulting in persons being stopped or caught in the act before leaving the premises,” he said.

In one case a member of staff at retailer Monsoon reported being threatened with a knife. Following an investigation, PCSO Fennessy soon after spotted a male fitting the description and made an arrest.

In another case a violent male with a Stanley blade attempted to self harm at Marks and Spencer's and when officers arrived, threatened to stab them. They quickly apprehended the male.

PS Tait said officers not only dealt with thefts, but were regularly dealing with abusive customers, assaults on staff, anti-social behaviour problems and missing persons.

“Officers have been instrumental in dealing with issues of aggressive begging at Starbucks, working with tenants to identify the main culprits, putting together anti-social behaviour profiles and getting banning orders, thus solving the problem.”

As a result of the success at Waterloo, Shop Watch is being expanded to Victoria station, with plans for a launch early this year.

## Huddersfield welcomes new Neighbourhood policing team

A new Neighbourhood Policing Team, covering West Yorkshire's rail network, was recently launched in Huddersfield. Officers from the British Transport Police (BTP) team, comprising one Inspector, two Sergeants, five PCs, and twelve Police Community Support Officers (PCSOs) will be dedicated to policing train services and stations across the whole of West Yorkshire.



The team will engage regularly with the commuters who use the stations as well as adjoining retail and licensed premises to identify concerns and local policing priorities.

The officers will also work closely with partner agencies such as Metro, West Yorkshire Police, Network Rail, train operating companies, universities and local residents groups to address any issues that are identified.

“Public transport remains one of the safest forms of travelling in West Yorkshire,” said

Metro Chairman Cllr Ryk Downes, “with recorded incidents representing a fraction of a percentage of the 220 million bus and train journeys made each year.

“Partnerships such as the one we have with BTP are a key element of that success, and the introduction of a dedicated Neighbourhood Policing Team will serve to reassure passengers as well as acting as a deterrent to would-be criminals.”

Inspector Brian Buddo is responsible for managing BTP's Neighbourhood Policing Teams across West Yorkshire.

“We launched NPT in Leeds and Bradford in 2006,” he said. “In the short time they have been operational they have proved a huge success reducing incidents and making people feel safer when using the railway network which is why we are now expanding them across West Yorkshire in an attempt to mirror this success elsewhere.

“It is very important that people who regularly use the trains and stations have a say as to how they are policed. The aim is to listen to your concerns and then attempt to tackle the root cause of the problems.

“We want to ensure it is not just BTP who set the policing objectives but the people who use, work and live near to the stations.”

High on the agenda for the team will be reassuring passengers and rail staff by tackling anti-social behaviour, drunkenness, shop-lifting and people who avoid paying their fare.

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

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# Arriva Trains Wales signals the end of the line for Anti-Social Behaviour

A crackdown on alcohol-fuelled anti-social behaviour at stations has recently been launched in the Rhondda Valley. Arriva Trains Wales, British Transport Police, South Wales Police and the Rhondda Cynon Taf Community Safety Partnership have joined forces in an initiative aimed at raising awareness of the current railway bye-laws.



The partnership is using the bye-laws in a bid to discourage the culture of loitering and drinking at stations, which often leads to more serious crime being committed against passengers, staff and railway property.

Railway bye-laws state that when reasonable notice is, or has been given prohibiting intoxicating liquor on any train service it is an offence for "any person travelling on that service to be in possession of intoxicating liquor or to attempt to enter any of the above trains with intoxicating liquor". It also states that "no person shall enter or remain on the railway where such person is unfit to enter or remain on the railway as a result of being in a state of intoxication".

The initiative, which is an extension of the successful Operation Anvil, will run for a trial period of 6 months and target hot spot stations known for anti-social behaviour.

New signage is being introduced to highlight the bye-laws, which will prohibit the consumption of alcohol on any station or train between Pontypridd and Treherbert.

Ian Bullock, customer services director for Arriva Trains Wales, said:

"While under the influence, individuals who take part in this activity are putting themselves in danger, creating an intimidating environment for passengers and staff, and harming the environment. This initiative is about setting new standards of acceptable behaviour and creating a safer environment for the travelling public."

He continued: "We recognise that this will be a long term process. However this operation demonstrates our commitment to work with partners for the benefit of the communities we serve."

Speaking on behalf of the British Transport Police Neighbourhood Policing Team at Pontypridd, Sergeant Jaci Thomas said:

"There is a clear link between alcohol and more serious incidents. We would ask parents and retailers to work with us to ensure youngsters are aware of the consequences of their actions. Stations will be proactively policed to discourage this activity and the law will be enforced when required."

The partnership will be engaging with young people through school visits to help raise awareness of the dangers involved in drinking alcohol on stations.

The 11 stations included in the initiative are: Treherbert, Ynyswen, Treorchy, Ton Pentre, Ystrad Rhondda, Llwynypia, Tonypany, Dinas Rhondda, Porth, Trehafod, and Pontypridd

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

## Anti-Social Behaviour Breakthrough at Wivenhoe Station

National Express Group's 'one' railway has seen a reduction in anti-social behaviour at Wivenhoe station after Ipswich-based British Transport Police (BTP) officers arrested a persistent young offender.

The 17 year old girl from Colchester was first arrested in October after assaulting an officer. She was later arrested for Section 5 Public Order offences and breach of bail conditions. The girl was part of a group of youths who regularly convened at the station causing trouble for passengers and staff.

BTP officers have been working closely with 'one' railway in various ways to reduce anti-social behaviour at their stations. Recent innovations have included the installation of a 'mosquito' device, which lets out a high pitched sound that can only be heard by those under the age of 24, thus acting as a deterrent to people loitering at the station. BTP officers are also undertaking increased patrols at the station.

Andrew Goodrum 'one' railway's Business Director for the Mainline route said:

"We have been working closely with BTP to this end and are pleased with the latest breakthrough they have made regarding anti-social behaviour at Wivenhoe station. Throughout 2007 our investment and initiatives have continued to improve security, both on-trains and at stations, through the installation of mosquito devices, more CCTV, additional staff and expanded security programmes. Throughout 2008 we will continue to take action to improve safety and security on our trains and at our stations."

'one' railway recently announced a package of security improvements to trains and stations across its network worth over £1 million.

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

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## Game used to boost Metro safety

The Tyne and Wear Metro map has been transformed into a game as part of a safety initiative for youngsters.

Devised by operator Nexus to be used in school visits, the Metro Challenge game aims to help children understand hidden dangers on the railways. It focuses attention on consequences of stone throwing, graffiti, fare evasion, and anti-social behaviour on trains.



The game is a giant mat and players use themselves as counters and cross it from Newcastle Airport to Sunderland. Each of the Metro's 60 stations is represented as a different square and children wear orange high-visibility Metro vests as they move around at the roll of a giant die.

Ken Mackay, director of rail infrastructure for Nexus, said: "There are many hidden dangers on the Metro tracks.

"Not only do the overhead lines carry 1,500 volts of electricity but the trains can travel at speeds of up to 50mph and people don't appreciate how difficult it can be to get out of the way.

"This new board game is an excellent way of drawing the children's attention to these dangers."

Rebecca Ditchburn, Nexus' schools and community liaison officer, added that it also allowed children to have fun with their classmates.

She said: "We plan to use it on all of our school visits and it is certainly a more pro-active way of engaging with the children than simply having a group session and having a discussion."

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

## News in Brief

**London Midland directors listen to commuters:** Senior managers at London Midland will be taking to rush hour platforms to meet commuters every two weeks.

**South West Trains Crackdown on assaults:** A two-month campaign against anti-social behaviour on the railway has been launched by BTP officers in association with South West Trains TravelSafe Officers and revenue protection staff. These operations will target London's main terminals, as well as rail hubs, such as Andover, Salisbury, Portsmouth and Clapham Junction.

## Events this month:

Event Name	Date	Event Details
Home Office - Anti-social behaviour tools and powers workshops	<b>Exeter</b> Wednesday 13 February 2008	For more information, please visit: <a href="http://www.coievents.co.uk/asb/">http://www.coievents.co.uk/asb/</a>
	<b>Portsmouth</b> Thursday 14 February 2008	
	<b>Swansea</b> Wednesday 27 February 2008	
	<b>Bristol</b> Thursday 28 February 2008	

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**0800 40 50 40**

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## Future Events:

Event Name	Date	Event Details
Railway Community Safety Forum	<i>Wednesday 19 March 2008</i>	<b>Venue:</b> National Motorcycle Museum, Solihull, West Midlands  For a programme and registration form, please visit: <b><a href="http://www.rssb.co.uk/events/community_safety_forum.asp">http://www.rssb.co.uk/events/community_safety_forum.asp</a></b>  Or contact: <b>stella.okezie@rssb.co.uk</b>
'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>	<b>Venue:</b> University of Leeds  For further information: <b><a href="http://www.community-safety.net/events.htm">http://www.community-safety.net/events.htm</a></b>
ACORP Conference – Working with diverse groups	<i>Thursday 1 May 2008</i>	<b>Venue:</b> Nottingham  For further information: <b><a href="http://www.acorp.uk.com/">http://www.acorp.uk.com/</a></b>
ACORP Community Rail Weekend	<i>Friday 16 – Sunday 18 May 2008</i>	<b>Venue:</b> to be confirmed  For further information: <b><a href="http://www.acorp.uk.com/">http://www.acorp.uk.com/</a></b>
'Governing through anti-social behaviour' – ESRC Seminar Series Programme:  Diversity and anti-social behaviour	<i>Thursday 5 June 2008</i>	<b>Venue:</b> Birmingham University  For further information: <b><a href="http://www.community-safety.net/events.htm">http://www.community-safety.net/events.htm</a></b>
2008 NCSN Annual Conference: Share good practice to make a difference	<i>Wednesday 4 – Thursday 5 June</i>	<b>Venue:</b> Adelphi Hotel, Liverpool  For further information: Web: <b><a href="http://www.community-safety.net/conference2008">www.community-safety.net/conference2008</a></b> Tel: <b>01904 757 036</b> E-mail: <b>ncsnconference2008@tailormadeconferences.co.uk</b>
10th International Level Crossing Symposium	<i>Tuesday 24 – Thursday 26 June 2008</i>	<b>Venue:</b> Union Internationale des Chemins de Fer, Paris (UIC)  For further information: <b><a href="http://www.levelcrossing2008.com">http://www.levelcrossing2008.com</a></b>

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Event Name	Date	Event Details
ACORP Conference	<i>Thursday 10 July 2008</i>	<b>Venue:</b> London For further information: <a href="http://www.acorp.uk.com/">http://www.acorp.uk.com/</a>
'Governing through anti-social behaviour' – ESRC Seminar Series Programme:  Comparative experience of governing anti-social behaviour and disorder	<i>Thursday 18 September 2008</i>	<b>Venue:</b> University of Leeds For further information: <a href="http://www.community-safety.net/events.htm">http://www.community-safety.net/events.htm</a>
ACORP Community Rail Awards – Plymouth	<i>Friday 19 September 2008</i>	<b>Venue:</b> Plymouth For further information: <a href="http://www.acorp.uk.com/">http://www.acorp.uk.com/</a>
ACORP Community Rail Festival – Plymouth	<i>Saturday 20 September 2008</i>	<b>Venue:</b> Plymouth For further information: <a href="http://www.acorp.uk.com/">http://www.acorp.uk.com/</a>
Anti-Graffiti Association Annual Conference	<i>2008 (date to be confirmed)</i>	<b>Venue:</b> To be confirmed For further information: <a href="http://www.theaga.org.uk/">http://www.theaga.org.uk/</a>
'Governing through anti-social behaviour' – ESRC Seminar Series Programme:  The final conference, situating anti-social behaviour and respect	<i>March 2009</i>	<b>Venue:</b> Central London, tbc For further information: <a href="http://www.community-safety.net/events.htm">http://www.community-safety.net/events.htm</a>

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