



January update

Community Safety E-Newsletter

Welcome to the January 2009 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.

Firstly, may I take this opportunity to wish you all a very Happy New Year! I hope that you all had a relaxing break and have come back to work with renewed enthusiasm for the year ahead. As you will see in this issue, we are promoting the Railway Community Safety Forum that takes place in March. This year we're encouraging attendance from those involved in community safety from both inside and outside the rail industry – so make sure you sign up soon as places are limited!

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.

Marina Kilcoyne, Editor.

Ring and Ride Celebrates Silver Anniversary



Passengers benefit from a greater sense of personal security through the provision of Ring and Ride services, but you could be forgiven for thinking celebrity marathon runner and charity fundraiser Dave Heeley jogs everywhere on foot.

After all, the superfit 50-year-old from West Bromwich, who is better known as 'Blind Dave', ran seven marathons on seven different continents in just seven days earlier this year.

Yet Dave, who has been visually impaired since birth, is actually a regular user of the region's acclaimed Ring and Ride Service which provides door to door transportation for thousands of West Midlands people with limited mobility.

Dave, together with fellow users of all ages, including some who have been relying on this lifeline service since its launch in 1983, toasted it's 25th anniversary at a special birthday bash at the Clarendon Suite in Hagley Road, Edgbaston, Birmingham on 2 December, 2008.

The party not only celebrated this landmark date but also the positive impact the service has had on the personal health, well being and self esteem of its users by helping them to maintain their independence.

Boosting the accessibility of rail in this way can also contribute to a more positive perception of personal security and safety amongst passengers.

The service began on 28 November 1983 when two minibuses left the backyard of a Victorian building in Park Lane, Hockley, Birmingham to provide a door to door bus service for local people unable to use public transport.

Twenty-five years on and the service now covers the entire West Midlands county providing around two million trips a year for more than 70,000 registered users.

The service continues to be primarily funded by Centro, the region's transport authority, which provides more than £11 million a year. WMSNT also contributes towards the cost of providing Ring and Ride from its contract operations and training.

Plans are in place to improve Ring and Ride so it can respond to a broader range of needs, such as getting younger people to work, college and training.

A total of 28 new minibuses have also just been introduced to the 130-strong fleet.

For more information, please visit: <http://centro.journalistpresslounge.com/centro/>

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

HAVE YOU BOOKED YOUR PLACE YET? - The 2009 Railway Community Safety Forum

The 2009 Railway Community Safety Forum will take place on Wednesday 18 March at the National Motorcycle Museum, West Midlands. The programme for the event is now available and bookings are now being taken.

Railway Community Safety Forum 2009

- Reducing crime on
Britain's railways

18 March 2009

National Motorcycle Museum, Solihull,
West Midlands (near Birmingham International Station)



Background:

Everyone has the right to travel in safety, which makes community safety one of the rail industry's highest priorities. Like other industries, the railway is confronted by the challenges of tackling crime and anti-social behaviour which can affect both staff and the public, and cost the industry dearly. Crucially, as an industry we realise that in order to tackle community safety issues, we must all work together.

Purpose of event:

The forum is being organised by Rail Safety and Standards Board (RSSB) on behalf of the industry and this year's forum is designed to:

- Update delegates about the rail industry's approach to reducing crime
- Share examples of good practice
- Showcase activity within the community safety arena
- Provide practitioners with practical ideas and solutions
- Encourage networking opportunities

The day will consist of an engaging mix of presentations and varied sessions as well as an exhibition focusing on our main topic areas.

Who should attend:

This year we are once again encouraging attendance from those involved in community safety from both inside and outside the rail industry. These could include:

- Academics and others researching in the community safety field
- Community safety policy and decision makers
- Crime and Disorder Reduction Partnership representatives
- Crime reduction officers
- Industry and British Transport Police community safety practitioners
- Local and education authority community safety officers
- Local police force community safety specialists
- Managers of community safety issues at local and tactical level
- Youth offender officers
- Youth workers

If you would like to attend, please complete the registration form and return it as directed. Attendance to this event is **FREE OF CHARGE**.

NOTE: Places for this event are limited, so to avoid disappointment, please send back your completed registration form promptly. Please note that we may have to restrict multiple attendance from the same organisation to ensure we are able to accommodate as many different organisations as possible.

If you have any questions, please contact Stella Okezie (Conference Manager, RSSB) conferences@rssb.co.uk. Or phone 020 7904 7934.

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Rail Safety & Standards Board

If you would like to attend, please visit the RSSB website to download the programme and registration form at <http://www.rssb.co.uk/events>

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Gang sentenced to more than 35 years' jail

A gang of seven who subjected a young woman to a "terrifying and sadistic ordeal of intimidation and violence" has been sentenced to a total of thirty five-and-a-half-years years in prison.

The gang's 18-year-old victim from Bedfordshire suffered a fractured eye socket and severe bruising to her face and body as a result of repeated punches and kicks, sustained when she was targeted for a night of abuse in Leagrave, near Luton, on 28 May 2008.

The jail terms come after a detailed enquiry by British Transport Police (BTP) detectives, who said they were shocked by the level of abuse the gang directed towards their victim.

During their investigation BTP detectives linked in closely with colleagues from Bedfordshire Police at Luton, who provided vital intelligence as to the identity of the chief suspect. This in turn helped officers to subsequently identify and then arrest other members of the group.

The sequence of events was then pieced together by detectives who conducted interviews with the gang and cross-checked their accounts alongside CCTV footage.

"CCTV footage from St Albans station, Leagrave station and from the surrounding areas proved vital in helping us to piece together what happened," said DC McBride.

"The fact that such high-quality footage was available proved extremely helpful in bringing these people to justice and goes to show that if you intend to commit violent crime in and around the railway, there is a very good chance you'll be caught."

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

Customer Improvements unveiled at London Liverpool Street Ticket Office

A package of ticket office improvements was officially opened at London Liverpool Street station by train operator National Express East Anglia on 18 December 2008.

Improvements to enhance the ticket office environment for customers was part of an investment programme by the train operator at London Liverpool Street station, including:

- New open-style ticket counters with new displays making it easier for customers to see which desk to use
- The new design includes an adjustable height-counter for those using wheelchairs or disability scooters
- Hearing induction loops installed at every ticket desk
- A new heating system, new lighting and flooring
- Redecoration to create a more welcoming environment for visitors.



Paul Barnfield, National Express East Anglia's London Terminals Manager commented:

"The refurbished ticket office area at London Liverpool Street station has resulted in significant improvements to the service we can provide for our customers, as well as a better working environment for our staff who handle thousands of enquiries and ticket transactions each day at one of the busiest stations in Europe. The ticket office is now a brighter and more inviting area with an improved level of customer service."

For more information, please visit: www.nationalexpresseastanglia.com/

Improved Access

Upgrades to improve wheelchair access at 16 stations have been completed.

Variable-height ticket counters and automatic doors are now in operation at the following stations: Alexandria, Bellshill, Bishopton, Cambuslang, Clydebank, Coatbridge Sunnyside, Drumchapel, East Kilbride, Glengarnock, Hamilton Central, Hamilton West, Milngavie, Mount Florida, Shotts, Stirling and Uddingston.

For more information, please visit: www.scotrail.co.uk/news/index.html

News in Brief

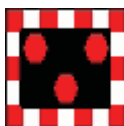
BTP - made an appeal on the BBC's Crimewatch programme in January 2008, asking members of the public to identify criminals who regularly robbed people at knifepoint for cash, jewellery and electrical items on London Overground and Tube trains. As a result, the thieves were caught and given lengthy prison sentences.

Successful prosecutions at Lowestoft level crossing - Two drivers were fined, another banned and given community work for abuse of a level crossing in Lowestoft.

got a story...?

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Safety cameras installed at Metro level crossing



Metro has installed red-light safety cameras at its Callerton Parkway level crossing in Newcastle.

The safety cameras have been fitted due to the number of near misses at Callerton Parkway over the last year. Almost half of the 52 road traffic incidents at Metro's five level crossings have occurred there.

The red-light cameras are mounted on either side of the level crossing and will capture a picture of a vehicle's number plate when it passes through when the 'stop' warning lights are flashing and the alarm is sounding.

The images obtained from the cameras will be used by the police to prosecute drivers who flout the law and run the red lights.

Metro and its owner Nexus are committed to reducing the amount of incidents at level crossings in line with the national campaign, 'Don't run the risk', run by Network Rail.

There are no plans to put barriers at any of Metro's level crossings. A detailed review by Metro has concluded that enforcement cameras offer the most efficient and effective deterrent to vehicles crossing signals at danger. All of them have clear signs, lights and alarms to warn motorists that a train is approaching.

The red-light cameras have been approved by the Home Office for use on highways and railway level crossings. Using loops under the road, the cameras take two photographs for evidence. Red-light jumping is an endorsable offence, carrying a minimum of three penalty points and a £60 fine.

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

Future Events:

Event Name	Date	Event Details
The Railway Community Safety Forum 2009 organised by RSSB	<i>Wednesday 18 March 2009</i>	Venue: National Motorcycle Museum, Solihull, West Midlands For further information: E-mail: community.safety@rssb.co.uk
'Governing through anti-social behaviour' – ESRC Seminar Series Programme	<i>Wednesday 22 April 2009</i>	Venue: Kings College, London For further information: http://www.community-safety.net/events.htm
ACORP Community Rail Awards – Carlisle	<i>Friday 25 September 2009</i>	Venue: Carlisle For further information: http://www.acorp.uk.com/

Date For Your Diary

Railway Community Safety Forum 2009

Wednesday 18 March 2009

National Motorcycle Museum, Birmingham

For more information, please email: community.safety@rssb.co.uk

National Railway Crime Hotline

0800 40 50 40

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