

# July

# update



Rail Safety & Standards Board

Welcome to the July 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.

With the summer holidays just around the corner, this month's issue includes examples of the diversionary activities being utilised to keep children off the tracks. Network Rail's 'No Messin' campaign kicks off once again this month, with the first event being held in Alloa, Scotland. The two-day event gives children the opportunity to take part in a variety of sports, dance and music activities. See the brief news section for more details.

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 Taylor, Editor.

## ► Young offenders give something back to the community

Six young offenders from Merthyr Tydfil have joined forces with Arriva Trains Wales to help in a station makeover at Quaker's Yard.

The aim of the project was to offer young people a chance to give something positive back to the community and repair the harm caused by their offence.

During two days at the station, the youngsters worked with supervisors and staff to help paint perimeter railings covering the entire length of the platform. They also assisted with the application of anti-climb paint to the station waiting shelter, which has previously been the scene of anti-social behaviour.

Matthew Jameson, Reparation Officer for Merthyr Tydfil County Borough Council, said: "Our role involves organising and supervising reparation with young people aged 11 to 18 who have been made subjects of community orders".

He continued; "The Quakers Yard project is a great example of young people from the surrounding area becoming involved in a positive exercise that can benefit the wider community. The boys who took part in the project got a great sense of satisfaction from a job well done and it meant more to them because of the locality to their own homes.



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**Before**



**After**

“These types of projects also give the young people an opportunity of experiencing what it is like to repair the damage caused by young people who have committed physical damage to the community and so hopefully deterring them from committing more or similar offences”.

Martyn Tudor, property maintenance supervisor for Arriva Trains Wales, said: “Some of the youngsters may not have previously had the opportunity to work on projects such as this. In working with the team, we have been able to help them learn a new skill and understand the importance of teamwork and personal responsibility”.

He continued: “We are pleased with the final result, which has helped further improve the appearance of the station for the benefit of our passengers”.

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

## ► Network Rail Launches 2007 Level Crossing Campaign

The general public is once again being presented with Network Rail’s ‘Level crossings: don’t run the risk’ public safety campaign. The 2007 campaign launch on 11 June serves a poignant reminder that level crossings are the number one safety risk on the railway. In response, this high profile communications campaign aims to reduce crossing misuse and the risk of injury or fatality by raising awareness, educating and influencing behaviour of users at level crossings. Last year, the campaign reached 38.5 million people with its critical safety messages. This year, the campaign will continue to raise awareness at a national level but also target more local ‘hotspots’ (crossings with the highest level of misuse) and target the groups that are most at risk (18-24 year olds, the over 65s and pedestrians). There are four key messages:

- don’t misuse level crossings
- level crossings are safe if used correctly... here’s how to use yours properly
- the potential consequences of misusing crossings are very serious
- Network Rail provides and maintains crossings that are safe if used correctly.

The key messages will be delivered via TV, Radio and Online advertising, viral marketing (advertising which encourages recipients to spread the message, typically by email), direct mail and ambient media (such as advertising on posters in bus shelters). Fifteen level crossing hotspots have been selected and level crossing co-ordinators will be holding awareness days where they will speak to users directly, highlighting the consequences of misuse and reminding how to correctly use the crossings.



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In addition to the campaign, Network Rail is also:

- building relationships with private users, train and freight operators and road rail partnerships with organisations such as the Road Haulage Association and Ramblers' Association
- working with the British Transport Police to push for the highest penalties for misuse
- looking to close crossings where possible
- investigating new engineering solutions to prevent misuse
- looking at ways to integrate safety measures into the approaches to crossings under the Road Safety Act, such as rumble strips to slow vehicles.

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

## ► Arriva Trains Wales holds Anti-social Behaviour Summit

Arriva Trains Wales held a "Trouble on our Trains summit" at the University of Glamorgan on 1 June, to raise awareness of the rise in anti-social behaviour on train services serving the valleys from Cardiff and Pontypridd. Over 50 people, including local politicians, police and community groups attended the summit to hear from Peter Bullock, Arriva Customer Services Director and Chief Superintendent Peter McHugh, British Transport Police (BTP) Area Commander for Wales and Western.

Arriva was compelled into taking action at the community level after a particular incident in March, when a group of youths attacked a train crew and passengers, letting off fire extinguishers and throwing objects at the train.

Richard Williams, editor of the South Wales Echo, supported the summit stating "This is not a BTP or Arriva problem; this is a wider issue that we all have a share in".

British Transport Police announced at the summit that they plan to take over the railway stations on three different dates and deal strongly with any anti-social behaviour. Peter McHugh said: "Instead of simply moving offenders on, we will take tough measures against them. It will be the first time that we have used this kind of operation in the Valleys, and the message is that if you don't behave responsibly and legally on the railways, you will be brought to justice".

For more details please Email: [customer.services@arrivatrainswales.co.uk](mailto:customer.services@arrivatrainswales.co.uk)

## ► Your Shout!

British Transport Police (BTP) forces from the North Eastern and North Western areas have recently been involved in running a series of community forums, with the aim of giving local people the opportunity to express their views on how they would like their local railways to be policed as well as having the chance to learn more about the workings of BTP.



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Members of the public were invited to volunteer to sit on a 'citizens' panel and attend the forums, led by a Chief Inspector from the area force. Chief Inspector Bamford who chaired a recent forum said: "It is envisaged that the panel members' community contacts will feed into the forum, via the panel members and BTP can then take note of feedback to ensure that the Area Policy Plans properly reflect local needs".

At the last BTP North Western Area Citizens' Panel community forum, panel members were given an insight into the work of the Community Engagement and Partnership Unit and given an update on neighbourhood policing schemes. One panel member had observed BTP's Operation Shield in action and took the opportunity to provide some useful feedback to BTP officers.

Chief Inspector Bamford also announced that two members of the panel would be invited to the next joint industry tasking meeting allowing the members to witness the formulation of BTP priorities.

For more information on the BTP Citizens' Panel please email:

[btp.citizenspanel@btp.pnn.police.uk](mailto:btp.citizenspanel@btp.pnn.police.uk)

Last month, West Yorkshire Passenger Transport Authority was also recruiting members of the public to help develop their local train and bus services. Members of the public were invited to serve on Passenger Consultative Committees held in Bradford, Calderdale, Kirklees, Leeds and Wakefield. Each committee consists of elected councillors and members of the public, together with representatives from the local bus and rail operators.

For more information visit: <http://www.wymetro.com/News/070511-1.htm>

## ► Making Trax with Northern

Following the success of the 2006 scheme, NorthernTraX 2007 was launched at the first ever rock concert to be held at the National Rail Museum (NRM), York on 19 May. Headlining the gig was last year's competition winners, Wakefield indie band, The Humour, who have already recorded their first single and are in contract negotiations with major labels.

The scheme, backed by global music giant EMI and Yorkshire band, The Kaiser Chiefs, aims to reduce deaths and injury amongst young people on the country's railway tracks, by encouraging take-up of diversionary activities. The project combines the search for the next big thing in music with vital rail safety education.

NorthernTraX encourages youngsters to create and record music in their spare time instead of taking risks on the railways. Budding musicians from across the region can upload their tracks to [www.northerntrax.net](http://www.northerntrax.net) where fans can listen to them and download them for free. The top 20 downloaded bands will then face the critical ears of music industry professionals including pop guru Pete Waterman, who will decide the overall winner. The winner will have their track professionally recorded and engineered.

Pete Waterman commented: "Getting your first break in the music business is incredibly hard,



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but NorthernTraX gives young, aspiring artists a rare opportunity to get in front of thousands of music fans and industry professionals.

“I’m passionate about championing new talent, and can’t wait to hear the tracks”.

This was the first gig to be held amongst the NRM’s locomotives and the line-up included Yorkshire bands; The Humour, New York Alcoholic Anxiety Attack and Pleasure Cell.

## ► **BTP on their bikes!**

British Transport Police (BTP) officers are to use bikes in the fight against railway crime on the Tyne and Wear Metro. The bicycles will provide officers – whose job it is to patrol the Metro line on Wearside – a greater speed of access into those hard to reach trackside areas where incidents of railway trespass and theft occur most often.

The bikes, which have been paid for by the Metro operator, Nexus, will be used by the BTP during routine patrols in all areas of the Sunderland line, from Pelaw station all the way through to South Hylton. Nexus is keen to provide BTP with new tools in the battle to crack down on the culprits as more than a third of the 152 recorded crimes on the Sunderland extension in the year to April involved incidents of trespass.

Metro Director, Mick Carbro, said: “The bikes will allow the British Transport Police to patrol parts of the Sunderland network with much more stealth and give them a greater chance of catching thieves and vandals red handed.

“In many cases the people who trespass on the railway are able to make good their escape when they see or perhaps hear a patrol car approaching on a nearby road. An officer approaching on a bike will have that all-important element of surprise and hopefully this will lead to more arrests in some of the crime hot spots on the Sunderland line”.

## ► **Official opening for Scottish Risk Factory**

‘The Risk Factory’, Scotland’s first interactive, experiential community safety centre was officially opened by Scottish Minister for Community Safety, Fergus Ewing last month. The Centre first opened its doors to Primary 7 children from Edinburgh and the Lothians in January 2007. Since then there has been an overwhelming interest from schools to book their visits and by the end of the current academic year 3,163 young people will have visited the centre.

The aim of ‘The Risk Factory’, and all the agencies involved in it, is to teach young people in particular how to stay safe and to help others do the same. Inside the building realistic settings are used as background to highlight specific safety messages. Actors and interactive sets help to create realistic scenarios. The sets used include a house, railway line, road, bus, shops and a building site to name but a few. The children are guided around the centre by a dedicated team of volunteers.



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Scottish Minister for Community Safety, Fergus Ewing, said: "I am very pleased to officially open the Risk Factory. This is an exciting and pioneering initiative that can help promote safety and prevent harm in homes and communities across Edinburgh and the wider Lothians region.

"The 'scenario areas' within the Risk Factory highlight the dangers our young people can face across a range of settings from the home, rivers and waterways to railway lines.

"By raising awareness about domestic and outdoor hazards and how to avoid these, it can prevent injury and spare families the trauma of accidents in the home, on our streets or in the countryside. By educating our young people about how best to respond to incidents, in a safe environment, it can help ensure our emergency services are well placed to respond effectively when accidents do happen".

For further information please visit: <http://www.theriskfactory.org>

## ► Northern announce new NorthernArt campaign

As part of its NorthernArt initiative, Northern Rail is supporting the commissioning of a statue to celebrate the life and achievements of one of Yorkshire's most famous cricketers, Freddie Truman.

NorthernArt ([www.northernartzone.net](http://www.northernartzone.net)) is a diversionary campaign launched last year by Northern Rail to reduce youth route crime and anti-social behaviour by tackling the destructive and dangerous acts of graffiti.

Northern Rail, supported by Yorkshire County Cricket Club (YCCC) and Craven Council will launch a number of fundraising initiatives, which will be spearheaded by veteran chat show host and personal friend of Freddie, Michael Parkinson. The aim will initially be to raise funds to create the sculpture and longer term to support diversionary activities for young people such as cricket academies and art workshops in the north of England.

The initiative is also supported by another friend of Freddie, Ashley Jackson, world-renowned Yorkshire artist and ambassador for NorthernArt.

Heidi Mottram, Managing Director, Northern Rail said: "Supporting the commission of the statue and the fundraising initiatives is a great addition to our NorthernArt initiative and our work within schools and local communities".

## ► British Transport Police Clampdown on workplace violence

On Friday 1 June, the British Transport Police (BTP) launched a dedicated workplace violence campaign in the Bristol and South West Sector. The aim of the campaign was to raise awareness of the real effects and sometimes traumatic consequences of workplace violence as experienced by rail staff.

BTP Chief Inspector Kevin Marshall, Bristol & South West Sector Commander said:

"Tackling workplace violence for rail staff is of the utmost importance for BTP and we want people



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to be very clear that violent intimidation in any form, be it verbal or physical, towards staff or passengers will not be tolerated. The Bristol, Gloucester and Swindon areas show on average one staff assault occurring every week.

“All staff are equipped and fully trained to use tools such as ‘DNA swab kits’ which assist us in identifying offenders and are encouraged to call BTP immediately to report incidents if they are in a position where they feel threatened.

“Those who assault staff will be arrested and prosecuted and may be banned from using rail services”.

Whilst the vast majority of passengers are law abiding, a minority are disruptive, causing problems for staff and fellow travellers alike.

“The aim of this initiative is to put measures in place to improve their working environment and consequently the travelling environment for passengers using the railways.

“We are proactively working with industry partners including First Great Western and Network Rail to achieve this”, said Chief Inspector Marshall.

Following the launch, BTP is planning a poster campaign to reinforce the messages. Posters will be displayed at stations within the Bristol and South West Sector.

First Great Western recognises that assaults on railway employees - train crew and station staff, are a national problem and represent a significant issue within the workplace. Their records show that up to 10 actual physical assault incidents per month take place on their network - and a larger number of verbal assaults.

Dave Smart, First Great Western's Head of Safety and Security said:

"First Great Western takes the safety of its staff very seriously. We have developed a number of programmes to enhance staff safety and security and we work closely with the British Transport Police to do this. This includes the use of a British Transport Police senior liaison officer within First Great Western to ensure best practice. Assaults on staff are a national rail industry issue and can cause physical and emotional trauma. We have a chain of care system to deal with these events, and close liaison with the BTP, which has proved very successful in reducing crime on the railway".

Later this year, First Great Western is planning to use a conflict management training package produced by the Rail Safety and Standards Board on behalf of the industry. The package is called ‘SWeRve’ (Stop Workplace Related Violence) and is designed to help rail companies train their staff to manage potential conflicts more effectively. The SWeRve package includes a DVD featuring hard hitting footage and a PowerPoint presentation for trainers to use on conflict management courses for front line staff who may have to face difficult situations with members of the public.

For more information on the BTP campaign contact: Sunita Kachala, British Transport Police - Wales & Western Area. Email: [sunita.kachala@btp.pnn.police.uk](mailto:sunita.kachala@btp.pnn.police.uk)

For more information on the SWeRve’ (Stop Workplace Related Violence) training package contact: Alan Davies, Rail Safety and Standards Board. Email: [alan.davies@rssb.co.uk](mailto:alan.davies@rssb.co.uk)



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## ► RSSB research leads to CCTV toolkit

The rail industry uses CCTV in a wide range of applications, including level crossing control tasks, driver-only operation (DOO), crowd management and security at stations, and in-train security monitoring. However, there are a number of fundamental human factors questions associated with many CCTV monitoring tasks.

In January 2004, at an industry research workshop, delegates recommended that human factors guidance on correct design and use of CCTV systems was an important subject for investigation. As a result RSSB, as part of the DfT-funded research programme, was commissioned to undertake some research and develop a toolkit to help those involved in specifying, installing and managing CCTV systems.

The research identified:

- How operator tasks should be defined to minimise fatigue and maximise effectiveness
- Selection and recruitment criteria appropriate for CCTV operators
- How the operator's mental model of the monitoring task can be supported by the CCTV system
- Appropriate image quality measures; issues of driver workload and CCTV with DOO
- How many separate images /monitors an operator can perceive and interpret
- What the benefits and issues are surrounding distribution of real-time CCTV imagery to mobile devices (handheld or cab-based displays, etc).

The resulting toolkit has been developed to give guidance about how to design and apply effective CCTV technology and operations to particular work environments.

The toolkit is now available to anyone in the railway industry, on a PC CD-ROM. For more information, please contact the RSSB enquiries desk on 020 7904 7518 or email:

[enquirydesk@rssb.co.uk](mailto:enquirydesk@rssb.co.uk)

## ► BTP wins award

The British Transport Police (BTP) has won a prestigious award for diversity practice at the Public Sector People Managers' Association (PPMA) Awards conference that took place at the end of March. The Force's submission highlighted the excellent work carried out with the Community Placement Programme, which places student officers and Police Community Support Officers into community projects as part of their initial training.

Although the scheme has only been running since May 2006, the judges recognised that the scheme provided a real and sustainable improvement to promoting the understanding of diversity within the BTP, and also a positive impact on the service provided to the public



*Above: Gwanwyn Mason (BTP Community Placement Coordinator) with the PPMA diversity award*



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and train operating companies. The award recognises and benchmarks BTP's work on diversity against the best in the public sector.

For more information please contact: Simon Lubin: [simon.lubin@btp.pnn.police.uk](mailto:simon.lubin@btp.pnn.police.uk)

## ► **Poster competition delivers important safety messages**

Pupils from Abercarn Primary School near Ebbw Vale have been learning about trespass and the dangers of the railway from the British Transport Police (BTP) and were asked to design posters promoting the safety message.

When Ebbw Vale steelworks closed, the railway line which runs adjacent to the school became disused and trains stopped running. Now with the new Ebbw Valley rail service due to open later in 2007, passenger trains will once again run along the valley to Ebbw Vale.

Sergeant Mark Clelland of the BTP, said: "None of these children will have seen many, if any trains running along the valley. Therefore it is important that we raise their awareness before the line opens later this year. The poster competition has been a fun way of getting a very serious message across to the pupils and their parents".

Geraint Morgan, community affairs manager for Arriva Trains Wales, said: "The standard of entries was exceptional with many bright and colourful posters making the judging a difficult task. Some of the children will not have been on a train before therefore when the line re-opens, we will be offering those who participated in the competition a free ride to Cardiff Bay as a reward for their efforts".

The winning entry went to Mollie Kendall aged 10 with Luke Hunt, 11, getting second prize and Rhys Hendy, 11, getting third prize (pictured right).

For more details please visit:

<http://www.arrivatrainswales.co.uk/>



## ► **News in Brief:**

### **British Transport Police - New Trustee Appointment**

Chief Constable Ian Johnston from the British Transport Police was invited, and has agreed to become, a member of the Board of Trustees of the Suzy Lamplugh Trust. The Trust is a national charity, and works alongside government, police, education, public and private sectors to promote personal safety.

### **First Capital Connect improves security at stations**

First Capital Connect has launched new automatic ticket gates at Blackfriars and Royston stations. The ticket gates will help improve security at the stations and on trains by deterring crime and vandalism.



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First Capital Connect has also joined forces with the British Transport Police to provide customers using its stations with crime prevention advice. A series of crime prevention days have been planned to offer customers advice on staying safe. Police Community Support Officers were on hand at Bedford station recently at the first of the crime prevention days, handing out free security code bike tags to customers.

## No Messin' Crew on the road

Southeastern is supporting Network Rail's National No Messin' campaign when the roadshow comes to Strood and Gillingham later this summer. Dramatic advertising aimed at teenagers will invite them to the free two-day events where they can take part in street dancing, DJing, skateboarding and martial arts.

No Messin' will also be travelling to Alloa and Glasgow in Scotland during July. Teenagers will have the chance to participate in more than 20 sports, dance and music activities – including football training by Rangers and Celtic coaches.

David Simpson, Network Rail's Route Director for Scotland, said: "No Messin' Live! aims to get kids interested in different activities and encourage them to try something new. By providing some alternative opportunities, we hope to keep young people away from the railway and from potentially life-threatening situations".

See the future events section of the newsletter for No Messin' dates in your area!

## ► BTP launch anti-bicycle theft campaign

British Transport Police (BTP) will be securing identification tags to bicycles free of charge during three one-day campaigns. The tags are inserted into the seat tube and can be read by police with special readers. Those signing up to the scheme will have details logged onto the Datatag database and the identifier. The cycle 'surgeries' will take place at a number of locations throughout the South and South-East of England. BTP will also be distributing discount vouchers for approved cycle locking devices.

## ► Events this month:

### Wednesday 11 July

#### Implementing the CDRP Review Programme

Venue: Inmarsat Conference Centre, London

For further information and booking

Web: [www.lga.gov.uk](http://www.lga.gov.uk)

### Tuesday 17 July

#### Positive strategies for combating violence and misbehaviour by young people in the community

Venue: Local Government House, Smith Square, London, SW1P 3HZ

For further information and booking

Web: [www.lga.gov.uk](http://www.lga.gov.uk)



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## Wednesday 18 July

### A Newfound Respect? : Exploring Innovative Strategies to Tackle Anti-Social Behaviour in Local Communities

Venue: One Whitehall Place, Westminster

For further information and booking

Web: <http://www.westminster-briefing.com/default.htm>

## ► Future Events:

The No Messin! 2007 campaign is coming to a town near you! Please see details of provisional dates and locations in the table

| Dates        | Town       |
|--------------|------------|
| 4 / 5 July   | Alloa      |
| 10 / 11 July | Glasgow    |
| 25 / 26 July | Worthing   |
| 1 August     | Strood     |
| 2 August     | Gillingham |
| 7 / 8 August | Sheffield  |

| Dates          | Town           |
|----------------|----------------|
| 9 / 10 August  | Bristol        |
| 13/14 August   | Derby          |
| 15 /16 August  | Chelmsford     |
| 20 / 21 August | Middlesborough |
| 23 / 24 August | Warrington     |

For more information on the campaign, please contact Ian Chapman, Network Rail; [Ian.Chapman2@networkrail.co.uk](mailto:Ian.Chapman2@networkrail.co.uk)

## Tuesday 4 - Thursday 6 September

### 10th UK National Problem Oriented Partnership Conference: Building Safer Neighbourhoods Together

Venue: Hilton Metropole Hotel, National Exhibition Centre (NEC), Birmingham B40 1PP

For on-line registration visit:

Web: [www.tcp-events.co.uk/popconference](http://www.tcp-events.co.uk/popconference)

## Wednesday 10 - Thursday 11 October

### Restorative Justice: When, Where and How it Works

Venue: Guildhall Winchester, Hampshire SO23

For further information:

[www.neilstewartassociates.com/rj2007](http://www.neilstewartassociates.com/rj2007)