

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

I would like to take this opportunity to introduce Marina Kilcoyne. Marina will be joining RSSB from 1 May as an interim Community Safety Programme Manager, covering my role whilst I am on maternity leave. Marina will be responsible for the production and further development of this newsletter, along with other activities including the annual industry forum and educational websites.

Please continue to provide your stories and feedback so that Marina can help all our readers as effectively as possible. Marina, who met some of you at the forum, is looking forward to building new relationships with you all and exploring ways in which she can help community safety practitioners to reduce public behaviour related risk on the railways.

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.

Neighbourhood Policing Teams for Scotland's Railways

For the first time in Scotland, the British Transport Police (BTP) has put together three new Neighbourhood Policing Teams, dedicated to patrolling the neighbourhoods around the main railway stations in Glasgow and Edinburgh as well as the Glasgow Subway. These teams will be more pro-active than ever in and around the key locations of Central and Queen Street stations in Glasgow, Edinburgh Waverley station and the Subway network in Glasgow.

The teams will work closely with the people who work in these railway neighbourhoods - and with the rail staff and passengers who use them on a daily basis - to address the railway policing issues that matter to them most.

The Scottish area neighbourhood team is currently made up of an inspector, a sergeant and eight constables. Each identified neighbourhood will have the same officers undertaking high profile and high visibility daily patrols. These officers will be on hand to identify and address the main areas of concern to passengers, retailers and the rail staff in that neighbourhood.

Superintendent Ronnie Mellis, Area Commander for the Scottish area of BTP said:

"Neighbourhood policing is about building up relationships between the police and members of the public. BTP does not have a neighbourhood in the normal sense but railway stations and the areas surrounding them have become much more of a social hub with shops and bars as well as being a well-established meeting point."

Policing in these neighbourhoods is intended to provide people who work or make a living in the neighbourhood with access to policing services through a named contact and influence over policing priorities. Members of the public, retailers and rail staff are encouraged to contact the Neighbourhood Policing Team at meetings or directly by telephone or email.

BTP is currently rolling out Neighbourhood Policing Teams – which are all about tackling local problems with local solutions – across the rail network throughout the country.



Superintendent Mellis continued:

"We will work with our partners in these areas to find out what the local issues are. It could be vandalism, shoplifting, graffiti, anti-social behaviour or more serious crimes. We will then decide together what should be done about these issues, let people know what is being done and finally find out if they are satisfied with the solutions."

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

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Heroic effort to warn people of rail dangers



Super heroes with a difference have been seen at train stations across Wales as Arriva Trains Wales launched a campaign aimed at improving safety on trains and at stations.

Every year over 100 accidents are reported at stations across Wales and Arriva estimates that the figure could be doubled to include those not officially reported.

Drinking too much, rushing for trains or to exit stations and not watching over children properly have been identified by Arriva as the three key reasons for accidents in stations and on board trains.

To improve safety while travelling Arriva is launching an innovative 'Super' Safety campaign where fallen super-heroes - Rush Gordon, Wander Woman and Super-Twerp - feature on posters to illustrate those behaviours which lead to accidents. As well as the high profile poster campaign, the characters themselves travelled around the country visiting stations to highlight the issue to passengers.

Mike Bagshaw, commercial director for Arriva Trains Wales, said:

"Safety on our trains and in our stations is our priority. Although the number of passenger accidents overall is decreasing, over 100 accidents per year is still too many. We want to highlight in an eye-catching way the specific behaviours that we know lead to accidents. Drink related accidents in particular are of concern as it is often the lack of judgment associated with alcohol that leads to serious accidents. While this is a light-hearted campaign to appeal to all age groups, there is a very serious message underneath.

"We hope the characters will raise awareness of the issue of safety at stations and on board trains and that this campaign encourages passengers to consider their behaviour for their safety and that of their fellow passengers."

Steve Baker, Head of the Royal Society for the Prevention of Accidents (RoSPA) Wales, says:

"Accidental injury occurring in public places is sadly often as a result of poor individual behaviour and a lack of personal responsibility.

"One of RoSPA's key aims is to reduce injuries and a significant way of achieving this is by making our environment safer by reminding individuals of the need to follow good safety habits at all times. Experience has shown us that high-impact and visual safety campaigns are very effective in raising the awareness of risks and unsafe practice."

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

Market Watch – update!

In our February issue of UPDATE, we featured an article on Shepherds' Bush Market Watch. This new scheme is a unique community-led initiative coordinated by British Transport Police (BTP) and the Shepherds Bush Market Tenants' Association, with the support of Hammersmith and Fulham Council, Transport for London (TfL) and Shepherds Bush Green Safer Neighbourhoods Team (SNT). Its aim is to help traders to record anti-social and criminal behaviour, gather intelligence and share information quickly with police.

Following the scheme's official launch on Monday 28 January, the initiative has got off to a flying start. In February a BTP operation saw officers using airport-style metal detection arches and hand-held scanners at the market, resulting in several arrests.

As part of the Market Watch scheme, several radios have also been distributed to traders at each entrance and exit point of the market, allowing them to liaise with each other and quickly highlight issues, a tactic which resulted in two arrests in the first week alone.

BTP Inspector Matt Allingham said:

"Shepherds Bush Market is a popular shopping spot for many people in the area and we want shoppers to continue enjoying all it has to offer.

"There have been several instances of crime committed at the market over the last year and Market Watch is about working with the local community to reduce crime and anti-social behaviour.

"While we have always policed this area, Market Watch will enable us to work even more closely with stallholders to ensure targeted local solutions to tackling crime and the type of behaviour that may not be criminal but makes people feel unsafe.

"The new signage around the market is encouraging the stall owners and those who shop at the market to report any crime or suspicious behaviour they see and sending a clear message to those who might be thinking about committing crime that this behaviour will not be tolerated."

For more information, please contact:

John Ryan, Shepherds Bush Green Safer Neighbourhoods Panel

Email: cycick@talk21.com or Tel: 07961 946 064



L-R: Cllr Belinda Donovan (Hammersmith & Fulham Council); BTP Sgt Caroline Smith; James Horada (SBMTA); PC Ian Simon Owen and PCSO Vicki Wallace (Shepherds Bush Green SNT)



Putting up the signage

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Northern Rail officers win awards for bravery



Three Northern Rail security officers have been recognised for their bravery and courageous actions by the BeSafe Partnership, which comprises Bolton Council, Greater Manchester emergency, health and probation services.

Dean Mitchell, Thomas Houston and David Day were awarded Good Citizenship Awards for their courageous actions in dealing with a serious incident at Manchester Victoria Station.

The three officers were on duty on 20 July 2007 when a man, who was suffering from hallucinations and paranoia after misuse of drugs, held his girlfriend at knifepoint and stole a car before driving recklessly from Bolton to Manchester Victoria Station.

When the man arrived at Manchester Victoria he dragged his girlfriend at knifepoint onto the concourse where the security officers were on patrol.

The man was agitated, claiming voices in his head were telling him to kill his girlfriend. However, the security team stayed with the pair, attempting to calm him down and retrieve the knife. Eventually the officers were able to disarm and restrain the man until police arrived.

Heidi Mottram, Managing Director, Northern Rail said: "We are extremely proud of Dean, Thomas and David. They acted with incredible bravery in what was clearly a very volatile situation. Our rail security team was set up to help keep our employees and customers safe and incidents like this are testimony to the good work they do."

Number of incidents breaking railway byelaws reduces ten-fold

Merseyrail has enforced the national railway byelaws since February 2007 to tackle anti-social behaviour such as putting feet on seats in response to passengers' feedback on this issue.

From a peak of over 300 incidents per month in Spring 2007, the number of incidents where someone has been cautioned for a breach of the byelaws has fallen to around 30 per month now; a ten-fold reduction.

A highly visible presence together with posters and public announcements have created a high level of awareness amongst passengers that Merseyrail does not tolerate anti-social behaviour.

In order to target a small minority of passengers who have not changed their behaviour, Merseyrail has decided that from 15 March 2008, no advance warning will be given when byelaw enforcement officers board a train. From that date, anyone found to be in breach of the railway byelaws may be prosecuted without prior warning.

For more information, please visit: <http://www.merseyrail.org/news/>

BTP gets ready to sting vehicle thieves

Officers attached to the London South Area Support Group have been given specialist training in using stinger devices as another tool to combat vehicle crime.

The new kit is part of a toolbox of equipment used on the area in a bid to further reduce crime.

Inspector Conway Lapping said the devices could be deployed during operations at railway car parks as well as helping combat cable and metal thieves when combined with CCTV and ANPR (automated number plate recognition) technology.

"The stinger devices are basically a tool that can be used to stop a vehicle in its tracks," he said.

"Depending on how fast the vehicle is travelling, the stinger can take out all four tyres or at least two tyres. "The device is lightweight and easy to deploy in various situations. And importantly the hollow spikes don't burst the tyre, they actually deflate the tyre and can stop a car in its tracks within 8 to 20 seconds."

Traffic officers from North Kent Police were on hand to train up BTP officers at Brands Hatch racing circuit in Swanley, Kent last month.



Inspector Lapping said: "This is just one part of a range of expanding equipment that BTP is making use of to bring down crime. We have plans to deploy more mobile metal detecting arches to deter the carrying of offensive weapons on the railway, as well as ongoing operations to catch cycle thieves."

For more information, please visit: <http://www.btp.police.uk/>

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Have Your Say! - BTP 2008 Rail Staff Survey

BTP wants to hear from station staff and train crew about crime on the railways, BTP's performance and areas for improvement in the 2008 rail staff survey.

The survey will be launched in the coming weeks and will be available from station managers and team leaders. Each copy will include a freepost envelope for return.

Results from the survey will help BTP identify areas for improvement and shape policing priorities.

The success of this project will depend on the participation of front-line rail staff. There are two versions of the survey, one for station staff and another for train crew, to ensure the questions are relevant to you.

The survey questions focus on the reporting of and police response to incidents; your feelings of safety at work and the station environment; fatality management and football policing; problem areas and policing priorities. The survey will be a short questionnaire, and responses will be anonymous and confidential.

Survey results will be available at www.btp.police.uk from August 2008. For further details, contact Val Gill on **020 7830 8911** or email valdeep.gill@btp.pnn.police.uk

Transport for London Launch new interactive website as part of the Junior Road Safety Officer scheme (JRSO)

Hundreds of schools across London are involved in the Junior Road Safety Officer (JRSO) scheme, which gives pupils an active role in road safety education and the chance to get serious messages across in a fun way. Schools participating in the scheme recruit one or two children, aged between nine and eleven, to act as road-safety champions and involve fellow pupils in safety-related games, competitions and special assemblies. As part of the scheme, a new interactive website has just been launched.

The new site, available at www.tfl.gov.uk/jrso gives children the chance to find out more about the scheme and about the Street Safe Squad. The squad, made up of characters Jasmine, Reggie, Su Li and Ollie encourage children to stay safer on London streets and show how much fun being a JRSO can be.

Interactive games, word puzzles and downloadable information packs are also available on the site as well as notes for teachers who want to get involved in the scheme.

For more information, please visit: www.tfl.gov.uk/jrso

Australia launches anti-graffiti website

Australia has just launched the first stage of the new 'Graffiti Hurts' website. This is the first stage of a very detailed five stage website to tackle graffiti vandalism across Australia with the next stage due for launch in October 2008.

The aim of the website is to work with all levels of government, industry, schools, communities and individuals to reduce the amount, and cost of graffiti vandalism in the community. The site also aims to educate and hopefully guide those who undertake this style of vandalism throughout society.

Resources that can be used by the community will be added on a regular basis as well as case studies and public resources (some free, some with fees).

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

News in Brief

Metro award SAFEMark to St Mary's school – St Mary's Catholic Comprehensive School in Menston is the latest recipient of a Metro SAFEMark award for promoting good behaviour on its school buses. SAFEMark is given to those schools which make a commitment to improve safety and the behaviour of pupils on public transport.

BTP launch custody bus – London North recently acquired a mobile prisoner processing unit 'the custody bus' aimed at providing a quick and accessible means for processing offenders at police operations. Used at revenue protection exercises with rail staff at events such as football matches, the aim is to be able to process the majority of offenders within an hour of making an arrest.

Three more local lines join the Community Railways Network – The line between Kirkham and Wesham and Blackpool South is to be a Community Railway, while the service from Blackpool South through to Preston becomes a designated Community Service. The branch from Oxenholme to Windmere is another new Community Railway, and, further south, the service between Bristol and Temple Meads and Severn Beach has also been designated a Community Service.

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Scottish stations to benefit from £3.5m investment

Rail stations across Scotland are set to benefit from a national investment programme that will deliver significant information and safety improvements to passenger facilities across the country, as well as cutting queues at stations.

Transport Scotland is investing over £3.5m in a package of additional improvements at stations to enhance passengers' rail experience across Scotland. Improvements delivered over the last year through the Small Rail Fund, benefiting two out three stations in Scotland, have been welcomed by passengers and this further investment will see upgrades at even more stations across the country.

To improve safety four additional stations will have CCTV implemented, while 10 will receive new Customer Information Systems; nine will have station lighting upgraded and six interactive Customer Information Towers are being installed.

An additional 25 ticket vending machines are being installed to help cut queues at stations throughout Scotland.

The Long Line Public Address (LLPA) system, which improves the efficiency of passenger announcements, is planned to be extended to a further 26 stations. This helps keep passengers better informed about services.

Peter Williams, Commercial Director at First ScotRail, said:

"We work closely with Transport Scotland to deliver a range of facility enhancements, improving the overall journey experience for customers. In addition to our own investment programme, this funding has created opportunities for further improvements which rail users across Scotland will benefit from."

The full list of stations and improvements is available at: www.transportscotland.gov.uk/small-rail-projects-2008

Events this month:

Event Name	Date	Event Details
ACORP Conference – Working with divers groups	Thursday 1 May 2008	Venue: Nottingham For further information: http://www.acorp.uk.com/
Anti-Graffiti Association Annual Conference	Wednesday 14 May - Thursday 15 May 2008	Venue: The Council House, Nottingham For further information: http://www.theaga.org.uk/
ACORP Community Rail Weekend	Friday 16 – Sunday 18 May 2008	For further information: http://www.acorp.uk.com/

Future Events:

Event Name	Date	Event Details
2008 NCSN Annual Conference: Share good practice to make a difference	Wednesday 4 – Thursday 5 June 2008	Venue: Adelphi Hotel, Liverpool For further information: Web: www.community-safety.net/conference2008 Tel: 01904 757 036 E-mail: ncsnconference2008@tailormadeconferences.co.uk
'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

National Railway Crime Hotline
0800 40 50 40

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Future Events:

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

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