

November update



Rail Safety & Standards Board

This monthly e-newsletter aims to inform readers on community safety issues, and is produced by the Rail Safety and Standards Board (RSSB), in support of the rail industry's efforts to address crime that impacts on rail related safety risk.

The areas of focus include misuse of level crossings, abuse of rail staff and passengers, trespass (including suicide), vandalism and graffiti.

If you would like to contribute to, or simply comment on this e-newsletter, please contact community.safety@rssb.co.uk or 020 7904 7674 - your continued interest is needed in order to ensure that information is shared and lessons are learned by everyone working in community safety.

Gaynor Anderson, Editor

▶ Rail Accident Victim Warns of Dangers of Trespass

'David's Story' is a new DVD that aims to provide a real life insight into the consequences of fooling around on the railways and follows the experience and recovery of David Lidgett who was struck and badly injured by a train in Lincoln when he was in his early twenties.

David was keen to share his horrific experience in an attempt to deter others from following in his footsteps and being badly injured. The DVD compiled with the British Transport Police in the North East and the 'Track Off' educational campaign managed by the Rail Safety and Standards Board on behalf of the rail industry, is available free of charge to schools and community groups.

Visit www.trackoff.org to obtain a copy or contact Graphic Ad on 0113 250 2188.

David is now concentrating on a career in music and his new company Hurricane Music Productions provided the soundtrack to the DVD.

▶ Operation Focus

An initiative aimed at reducing and discouraging criminal and anti-social behaviour on public transport and providing public reassurance is taking place across West Yorkshire. The initiative, supported by Metro (West Yorkshire Passenger Transport Executive), local rail companies and the West Yorkshire and British Transport Police Forces, was launched in Calderdale.

Passengers were offered crime reduction advice including safe guarding mobile phones and a free property marking service. The public's fear of becoming a victim of crime far outweighs the reality of actually being a victim and this initiative aims to alleviate the fear and put the realities into perspective.

Cllr Stanley King, Chairman of Metro fully supports this initiative and believes that passengers



updateupdateupdateupdateupdateup

have the right to travel in safety. Metro is replacing existing stone built shelters with modern glass ones to improve visibility.

▶ Tube Staff Get New Workplace Violence Unit

Believed to be the first centre of excellence in the country, London Underground and British Transport Police have established a joint Workplace Violence Unit. Based at Aldgate the unit aims to provide specialist support for tube workers who have been a victim of assault.

The support will be provided to help the victims throughout the Criminal Justice process, from first report of an incident to finalisation of the case at court. The Unit will keep staff updated with progress reports on their case, and will accompany victims to court to help them through the often stressful experience.

The team of British Transport Police Officers and London Underground staff provide quality investigations into incidents that will help increase the number of people arrested and prosecuted allowing front-line police officers to concentrate on providing a visible presence at hotspot locations, reassuring staff and preventing assaults from occurring in the first place.

▶ No messin Live! - Review

Working with the youth service and directly handing out literature in shopping areas or door dropping materials on local estates attracted the target audience to events.

The scale of the campaign with ten regional events attracted sponsorship from several rail companies and specialist suppliers to help deliver the activities offered to kids. MP's and Council Leaders also gave support either in person at events or by spreading positive messages drawn from the campaign.

The No Messin' website was improved to make it more dynamic and interactive and contained a rail safety game, scratch card instant win portal, improved graphics and the introduction of a character called 'Maverick' as part of the new schools education tool kit.

Boxing hero Amir Khan gave his time and some promotional images free to back the campaign in 2006 as he genuinely believes the way to keep kids safe is to give them an interest and focus while they grow up. One of his friends had been affected by rail crime at an early age and his knowledge of the dangers of playing on the railway came across in media interviews. Celebrities from the world of music and sport also gave their time to engage with kids at regional events and encourage interest in activities.

Media coverage was extensive in the national, regional and online press in both print and broadcast.

At each of the 10 event locations - Edinburgh, Glasgow, Stockton, East Manchester, Rochdale, Wolverhampton, Cardiff, Enfield, Wandsworth and Crawley - Network Rail has allocated £20,000



updateupdateupdateupdateupdateup

to be spent on future tangible resources - such as play areas or skate parks - for the kids to remember the No Messin' messages.

The rail industry's safety management information system (SMIS) shows a reduction in reported incidents in areas where No Messin' Live was present.

The campaign is planned for 2007 and could be coming to a location near you. If you feel you would like to support the event - by providing coaching/training, sponsorship, helping to deliver key rail safety messages or have another skill, knowledge or resource that would support a local event - please contact Ian Chapman at Network Rail on 020 7557 8139 or email ian.chapman2@networkrail.co.uk.

► Secure Station Status

Virgin Trains' Crewe station has recently joined 384 other stations on the rail network to be awarded Secure Station Status. The status is in force for a two-year period before a fresh audit is required. Currently there are 202 stations that are first time in the scheme and 183 that have retained their status from a previous audit.

The Secure Stations Scheme is an opportunity for Britain's rail companies to improve security at their stations and display to their customers their desire to reduce crime. Recognising the public's fear of crime at stations, the Scheme provides an incentive to station operators to improve security and provide reassurance to passengers and staff.

This national Scheme covers all rail and underground networks which are policed by the British Transport Police (BTP). It establishes standards of good practice and accredits individual stations which have worked with the BTP and other local partners to implement security measures.

There are four accreditation criteria:

- The design of the station must conform to standards judged by the local BTP Crime Reduction Officer to prevent and reduce crime and improve passenger perceptions;
- The management of the station must enable you to take steps to prevent crimes, respond to incidents, and communicate effectively with passengers;
- Crime statistics for the station over the twelve months prior to the inspection must show that you are managing crime; and
- A survey of users must show that, on the whole, passengers feel secure when using the station.

For more detailed information or to make an application visit

www.dft.gov.uk/stellent/groups/dft_mobility/documents/divisionhomepage/036930.hcsp



updateupdateupdateupdateupdateup

► Conflict Avoidance Training Research

Rail Safety and Standards Board, Research and Development team has conducted research to examine and evaluate conflict avoidance training packages currently in use in the rail industry and other industries, in order to recommend a good practice approach.

More information on project T542 is available on the RSSB website via the following web links

Research Brief: www.rssb.co.uk/pdf/reports/research/T542_rb_final.pdf

Full Report: www.rssb.co.uk/pdf/reports/research/T542_rpt_final.pdf

Supporting material:

National Occupational Standards www.rssb.co.uk/pdf/reports/research/T542_app_1.pdf

Literature Review

www.rssb.co.uk/pdf/reports/research/T542_app_2.pdf

Workplace Violence Model

www.rssb.co.uk/pdf/reports/research/T542_app_3.pdf

Cost Benefit Analysis

www.rssb.co.uk/pdf/reports/research/T542_app_4.pdf

Useful Weblinks

www.rssb.co.uk/pdf/reports/research/T542_app_5.pdf

► Award Winner

David Hynes, Head of Security at rail company Southern scoops the 'Conflict professionals award for outstanding contribution to reducing conflict in the workplace'

Some of the results leading to this award included:

- A reduction in injury assaults of 45% over five years.
- Setting up the initial Assaults Seminars embracing staff, unions and management in identifying the issues for our business.
- The development of a structured Action Plan based on the five E's - Evaluation, Education, Enabling, Engineering and Enforcement.
- The creation of a High level Assaults Executive to ensure that both Management and Unions were fully engaged in resolving issues and in supporting the action plan.
- The creation of two mirror image Action Groups to drive the action plan.
- Redesigning and improving reporting procedures.
- Designing a data system to monitor assaults and identify vulnerable locations, groups and individuals.



updateupdateupdateupdateupdateup

- Writing a Staff Crime Advice Booklet provided to all employees containing advice on all aspects of personal and corporate security.
- Providing Staff with aide memoir cards to reinforce the 'Stay Safe' message and provide help numbers.
- Developed a Civil Actions Policy to enable civil action to be taken against assailants if the criminal law proved ineffectual.
- Designed and produced Staff Assaults Posters to remind passengers that railway employees are not to be abused - and the consequences if they are.
- Obtaining and issuing personal attack alarms to lone and vulnerable workers.
- Introduced DNA Spit kits and supporting literature to combat assaults by spitting.
- As a founding member of the Rail Safety and Standards Board - Personal Security Group worked to ensure that across the industry assaults were monitored and reporting improved and also that an assaults DVD for trainers was produced.
See www.rssb.co.uk/pdf/infobul_issue96.pdf

Perhaps your name could feature here in 2007?

► **Busy bees at St Bees**

A group of Year 11 students from St Bees School in Cumbria have adopted their local station on the Cumbrian Coast Line. The students will spend one hour each Thursday, during term time, cleaning the station, maintaining the planters and reporting any faults back to Northern Rail for repair.

Headteacher, Mr Capes was enthusiastic about getting involved with the community and giving something back to local people.

Station adopters help by reporting problems to ensure that the rail industry maintains a safe and comfortable environment for passengers.

If you are interested in adopting a station please contact your local train company.

► **Bedroom Shrine for Daniel**

Daniel Muirhead (18) died when he was hit by a train near Seaforth and Litherland Station on Merseyside. Since his death hundreds of Daniel's friends and family have placed tributes near the scene.

After discussions with the family, the items have been removed and are now in Daniel's room at his home in Waterloo. His mother said 'We couldn't leave the tributes out in the open. They are special to me because they show how much Daniel meant to his friends and family'. A website is to be launched where tribute messages can be left.