



November update

Community Safety E-Newsletter

Welcome to the November 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 includes an article on 'Operation Shellshock'. British Transport Police (BTP) and train operator c2c have hailed the success of a joint safety campaign to highlight the dangers of committing crime on the railway. The date for the 2009 Railway Community Safety Forum has also been announced - Wednesday 18 March. An outline programme for this event is being put together and will be sent out shortly. **Please mark this date in your diaries** as it will be a key event for all community safety practitioners.

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.

Joint BTP and c2c operation leads to success in tackling train vandalism in East London and Essex

BTP and train operator c2c have hailed the success of a joint safety campaign to highlight the dangers of committing crime on the railway.

Operation Shellshock, which started in mid July, has resulted in:

- 89% reduction in reports of trespass, stone-throwing and graffiti offences on the line of route.
- 56% reduction in instances of criminal damage caused to trains by objects thrown at cabs and windows.
- 75% reduction in train delays and a 50% reduction in the unnecessary activation of passenger emergency alarms during the operational period.

BTP and c2c worked together on the joint initiative during the summer period, which has seen BTP officers and Police Community Support Officers (PCSOs) carrying out high visibility patrols alongside c2c rail staff.

Officers and staff sought to actively engage with people on the network and gave out crime prevention postcards and advice on how to contact police.

BTP Detective Inspector Will Jordan, who led the initiative, said: "The aim of the campaign was for our officers to work closely with c2c and Network Rail to educate young people about the dangers of committing crime on the railway.

"Through high-visibility patrols, by informing local schools about what we were trying to achieve and by interacting with young people face to face, I think we have managed to get the message across."

Julian Drury, managing director for c2c, said: "We are really pleased that we have been able to work closely with the BTP on Operation Shellshock and have seen such positive results.

"With this high-profile campaign our customers have enjoyed more pleasant journeys all summer and the reduction in criminal activity on and around the railway is exactly what we aimed to achieve. This is just the start of what will be an ongoing campaign through the rest of the year targeting known trouble spots."

For more information, please visit: www.c2c-online.co.uk/latest_updates/news

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British Transport and Sussex Police join forces



BTP and Sussex police forces will be working side-by-side from an office based at St. Leonards Warrior Square railway station in Hastings.

The Sussex Police Neighbourhood Team for South Hastings will work alongside BTP PC Tony Murphy to combat crime both on the railway and in the nearby town.

BTP Inspector Dave Brady said the force was pleased to move into the neighbourhood and set up an ongoing policing presence at the station:

“St Leonards Warrior Square is a relatively low-crime environment but there are issues with anti-social behaviour and low-level disorder at the station. By having

an ongoing police presence at the station we can work with our partners in Sussex Police and the Hastings Safer Partnership to ensure that issues are dealt with not just on the railway, but within the neighbourhood.

Sussex Chief Inspector Warren Franklin said: “It makes perfect sense for us to have a community office with the BTP, and we’re delighted to be leading the way by setting up the first shared office of this kind in the South East. We already recognise the importance of working in partnership, and we are confident this will prove to be another example of where we achieve more working together than we do alone.”

Southeastern is supporting the joint initiative by giving Sussex Police and the BTP a three-year lease without charge.

Paul Nicholas, head of crime and security at Southeastern, said: “The opening of this facility will give reassurance to the public.”

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

90 new display screens set for FCC stations

Good quality wayfinding helps make the railway accessible to all, reduces unnecessary crowding, helps keep trains punctual and above all – improves the sense of security amongst passengers. First Capital Connect has started installing 90 new customer display screens across the northern Thameslink Stations, as part of a station improvement programme.

This will see Bedford, Flitwick, Harlington, Leagrave, Luton, Luton Airport Parkway, Harpenden, St Albans, Radlett, Elstree and Borehamwood, Mill Hill, Hendon, Cricklewood, West Hampstead, Kentish Town and Farringdon Station all benefit from new Summary of Departure and double-sided Next Train Indicator displays.

The new LED displays can be read at distances in excess of that currently experienced with the existing screens and will offer enhanced visibility to customers using the stations.

Belen Martinez, Project’s Director at First Capital Connect said: “We are delighted to be installing the equipment that will replace the green on green display screens. The screens will provide clearer information, with larger text and can be read from further away.”

For more information, please visit: www.firstcapitalconnect.co.uk

People feel safer on Britain’s railways

Recently published statistics suggest that people have a much greater sense of increased personal security when travelling on the railways.

In the twice yearly National Passenger Survey published by Passenger Focus, the results of the Spring 2008 survey with over 25,000 people taking part showed that passenger satisfaction was up 2% on the previous year to 82%.

61% of passengers were satisfied with personal security whilst using stations, up 4%, with only 9% dissatisfied. On board the trains the satisfaction rate was 70%, up 1%, with 6% dissatisfied.

Furthermore, there is a general increase in people travelling by rail full stop. The Office of Rail Regulations National Trends report shows total passenger journeys up 7.1%. 1.2 billion passenger journeys were made in 2007/08 with 49 billion passenger kilometres generating 10.8% more passenger revenue. 89.9% of trains ran on time, up 1.8%.

For more information, please visit: www.passengerfocus.org.uk or www.rail-reg.gov.uk/

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Arriva welcomes first adopters to Ebbw Valley Line

Llanhilleth railway station has become the first station to be adopted on the recently opened Ebbw Valley railway line.

The station, which has been adopted by Linda and Bill Koncowoj and the Llanhilleth River Care Group becomes the 160th station to be adopted as part of the Arriva Trains Wales 'adopt a station' scheme.

Launched in 2004, the adoption scheme aims to strengthen community and voluntary involvement with individuals and groups helping to keep unstaffed stations in the best possible condition. Cleaning and maintenance is undertaken by Arriva's own station care teams. The scheme is also supported by the BTP.

Volunteers, referred to as 'adopters', undertake regular spot checks relating to the tidiness and cleanliness of the station. Any issues that may need addressing are then reported to the Station Manager so that they can be dealt with promptly.

Speaking at the station, Linda said: "We have lived in Llanhilleth for nearly five years and formed the Rivercare Group in 2005. We are the Secretary and Treasurer and also do the hands on work with help from local children.

She continued: "Bill is disabled, has epilepsy but likes to keep active. Neither of us work, but we spend most of our time involved with various voluntary organisations. We hope to ensure that the station is clean, tidy and something we can be proud of."

Beverley Jones, group station manager for Arriva Trains Wales, said: "We are delighted to welcome Bill and Linda to the adoption scheme. The Ebbw Valley railway has been an encouraging success since its opening earlier this year and the presentation of stations will play an important role in attracting even more people to travel by train. With Bill and Linda's support, we can ensure that the station is kept in the best possible condition."

For more information, please visit: www.arrivatrainswales.co.uk/home.aspx



New ticket gates coming soon at London Waterloo



New gates at London's Waterloo terminus are set to boost efforts to protect revenue. Network Rail, working in partnership with South West Trains is introducing an easy-to-use gating system at the station.

Preparation works to install the 148 automatic ticket gates continues to progress well and they will be gradually phased in from early December. South West Trains (SWT), anticipate that they will be fully operational by January 2009.

The gates will play a major role in supporting SWT's revenue protection penalty fares strategy by ensuring that everyone who travels has a valid ticket. They will also help to safely manage the large number of passengers who pass through the station and, with 100 extra people being employed to man the gates, improve customer service and security.

Gates will also be introduced at other stations throughout 2009.

For more information, please visit: www.southwesttrains.co.uk



Improved security features as Sheffield's Supertram wins award

Efforts by Stagecoach Supertram and South Yorkshire Passenger Transport Executive (SYPTe) to provide passengers in Sheffield with an improved tram fleet were rewarded last month at the Light Rail Awards 2008 in London. The upgrade programme, aimed at enhancing the travel experience for tram users, was named Project of the Year.

Each of the 25 trams is going through a 42-day improvement programme at a total cost of £3 million. This includes re-upholstered seats, dedicated priority seating areas, an improved area for wheelchairs, improved floor covering, internal CCTV for security and better information systems.

For more information, please visit: www.sypte.co.uk/news/

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New £50 penalty introduced to act as a greater deterrent

Transport for London (TfL) is increasing the penalty fare for non payment on its services to £50 from 11 January 2009.

Under new plans announced on 10 October, TfL will also introduce an early payment incentive which will reduce the £50 penalty fare to £25 if it is paid within 21 days.

This is an increase from the current level of £20 on the Buses, Tube, Docklands Light Railway (DLR) and London Overground.

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



SAFEMark award for Carr Manor

Carr Manor High School in Leeds 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 school and regular bus services.

Metro's SAFEMark team runs the scheme in partnership with local bus operating companies and West Yorkshire Police.

Carr Manor School reached the required standard for the award by:

- Actively promoting SAFEMark through parents' evenings and the school's web site;
- Producing a handbook to make sure all school staff know who to contact and what to do;
- Regularly liaising with service operators, CT Plus, on any incidents.

For more information, please visit: www.wymetro.com/News/



Railway employees get better protection from the Courts

Following cross-industry campaigns calling for tougher sentencing on assaults on rail staff – including lobbying by the RSSB-facilitated Rail Personal Security Group – there are now signs that messages are taking effect.

Recently, a 25-year-old man was jailed for six years after tying up a member of rail staff, threatening him with a taser gun, and stealing more than £14,000 from Upminster railway station earlier this year.

When sentencing the man, His Honour Judge David Radford QC, said: "Railway employees should feel protected by the courts in order for them to carry out their lawful duties."

BTP DC Tabbron added: "The man clearly had no qualms about subjecting an innocent member of rail staff to an extremely frightening ordeal and I welcome the sentence that has been handed down to him."

This case follows new guidance issued by the Sentencing Guidelines Council in March which outlined a series of factors that will specifically aggravate assaults and should result in greater sentencing – including attacks on victims "providing a service to the public." In addition, the Crown Prosecution Service (CPS), working with the train operating companies and the Association of Chief Police Officers, has confirmed that assaults on public facing rail staff should be considered as 'assaults against a person serving the public.' This makes it an aggravating factor so that prosecution is likely to follow in the public interest, under the code for crown prosecutors.

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

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Southbank Rail arches get a £3.8 million makeover

More than a dozen railway arches on the Southbank in London are getting a £3.8m makeover by Network Rail, which will provide around 40,000 square feet of new office space.

The arches in Great Suffolk Street, Chancel Street and Burrell Street in SE1, have predominately been used as storage space, so the new modern office environment will bring a brighter and more people friendly feel to the area, in keeping with other recent developments in the area by Network Rail in Wootton Street, Joan Street and Scoresby Street.

The rejuvenated arches, having a clean and tidy appearance as well as a modern purpose, also represent an intelligent use of space which otherwise could have attracted the kinds of activities which run counter to the principles of community safety, including graffiti, or as a means to trespass on the railway.

Once completed, the development can accommodate up to 14 different businesses. The first unit in Great Suffolk Street has recently been completed and the aim is to finish all over the next 12-18 months.

Mick Martin, Director of Commercial Property for Network Rail said: "The Southbank is undergoing a real renaissance and our investment will see us becoming part of it. The renovation will improve the look and feel of the arches and deliver a modern, buzzing office environment, fitting to the new Southbank. There is of course a double win with this investment - not only does the local area benefit from regeneration but the commercial return goes back into funding improvements to the railway."

For more information, please visit: www.networkrailmediacentre.co.uk/



News from Overseas – India

Separate railway police force in Jammu and Kashmir

The Jammu and Kashmir government has set-up a dedicated railway police wing to deal with the security of trains, tracks, railway stations and passengers in the state.

The state government has sanctioned 2,637 posts for the force, which will deal exclusively with the security of trains, tracks, railway stations and passengers in the state, will be headed by an officer of the rank of IGP.

The wing will also include a deputy inspector general, two senior superintendents, eight deputy superintendents, 17 inspectors, 88 sub-inspectors, 142 assistant sub-inspectors, 309 head constables, 24 selection grade constables, 1,922 constables, 122 followers, two police medical officers, six nursing orderlies and four pharmacists.

News in Brief

Welcome to the new BTP Sector Commander for Wales – Chief Inspector Sandra England has spent 13 years with BTP, beginning her career as a PC in Cardiff. She is looking forward to working with colleagues and partner agencies to build on the success of the sector in recent years in driving down crime and tackling anti-social behaviour.

Southern gains even more secure stations - a further 11 station have been added to its complement bringing Southern's total accredited stations up to 113 out of its 162 stations.

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Events this month:

Event Name	Date	Event Details
'Protecting those who serve' conference	<i>Monday 3 November 2008</i>	Venue: Queen Elizabeth II Conference Centre, Westminster, London For further information: www.pspevents.co.uk/protecting_london_2008

Future Events:

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