

Welcome to the October 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 highlights Network Rail's No Messin' Campaign, designed to continue delivering the safety message where it was most needed. With help from the British Transport Police (BTP), Office of Rail Regulation (ORR), Virgin Cross Country (VCC), Transport Passenger Executive (TPE), London Midland (LM), Northern, and First Great Western (FGW), this has now been recognised externally with the campaign picking up a national award, The Business in the Community 'Communities Award' receiving the Big Tick.

Also featured is Centro's Lifeline Ring and Ride bus service, which helps over 65,000 people with mobility problems get out and about in the West Midlands, Transport for London's (TfL) custom-built Dial-a-Ride minibuses that will be introduced across London this year and National Express East Anglia's Woodbridge station which has been rejuvenated following works carried out in conjunction with Network Rail and local authority partners.

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.

Marina Kilcoyne, Editor.

## **Delivering the Vision: Cycling and the Sustainable Door to Door Journey**

### **22 October 2008**

There is a big overlap between the work of the rail industry to address community safety issues and sustainable development. Ensuring people perceive the railway to be safe, accessible and free of crime is vital to attract passengers to use rail in place of less sustainable modes. Likewise, ensuring there is adequate and secure provision for passengers to cycle as part of their journey supports both environmental and health goals.

In the UK cycling is now recognised as having a major role in supporting sustainable transport and facilitating an efficient door to door journey. Cycling supports every one of the five goals set out by the DfT in the transport strategy 'Towards a Sustainable Transport System', and investment to support and encourage further growth has reached record levels. The Benefit/Cost ratio for cycle investments has been estimated by the DfT at 3.2:1. For every £1 invested benefits of £3.20 can be expected. This is in addition to the personal benefits derived from improved health and even the simple pleasure that cycling gives us.

The popularity of cycling has now reached a tipping point in the UK. The DfT has increased its cycle budget by 500%; Sustrans, the sustainable transport charity, recently received £50 million in Lottery funding; and TfL has announced £10 million of further investment on 2007/08 levels to accommodate further growth in the capital. An imminent conference will bring together cycle organisations, delivery partners in local authorities, PTEs, transport and infrastructure operators, and other cycle professionals to examine how the growing demand for cycling can be accommodated quickly, safely and sustainably so that the full benefits can be realised now and secured for the long term.

Key issues to be discussed:

- Why cycling is so important and plans for further increasing cycling
- Implementing the DfT's cycling strategy
- Promoting cycling at regional level as part of sustainable transport plans
- Cycling England's investment programme
- Improving the link between cycling and rail
- Progress of the cycle-rail task force
- The importance of providing facilities that promote cycling
- Expanding the national cycle network
- The role of local authorities in increasing cycling
- Modernising the image of cycling and encouraging more people to cycle
- The health benefits of cycling

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

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## New £1.5m fleet of state-of-the-art buses for lifeline service

The lifeline Ring and Ride bus service, which helps over 65,000 people with mobility problems get out and about in the West Midlands, has taken delivery of the first vehicles in its new £1.5m fleet of state-of-the-art buses.

Registered users of the door-to-door service, which is operated by charity West Midlands Special Needs Transport and funded by public transport authority Centro, will be able to travel in top-of-the-range style and comfort on one of 41 new vehicles.

The Volkswagen Crafter buses will be used all over the West Midlands region.

They make up 14 per cent of the charity's fleet, which in total provides over two million trips a year.

They have been painted in a new, modern and distinctive Ring and Ride livery and have saloon heating, sophisticated electronic tail lifts and folding steps.

The vehicles can carry 13 passengers, but all seats can be folded down or removed to accommodate up to four wheelchairs instead.

Kaitlan Rogers, age 8, from Northfield in Birmingham was one of the first people to try out the new buses at a Ring and Ride open day at a depot in Frankley. She uses the service to get to and from school every day and to go on trips around the region.

She said: "Using Ring and Ride means I can get to school and go out for the day without my mum having to take me in the car. I really like the new buses they look nice, are comfortable and are really easy to get on and off."

Peter Maggs, Chief Executive of West Midlands Special Needs Transport added:

"The Ring and Ride service provides a vital lifeline for people with mobility problems of all ages, helping them get to school and work, go out and socialise, go shopping or access healthcare and leisure activities.

"These new buses are a major boost in helping us fulfil the needs of our 65,000 users, getting them to the places they want to go in the greatest possible comfort, and also enabling easier access thanks to the buses' new modern design."

West Midlands Special Needs Transport has also taken delivery of 14 new LDV Maxus vehicles, some of which will be used to provide people with mobility problems in more rural areas of the region with a bus service.

Geoff Inskip, Chief Executive of Centro said: "Centro is committed to providing elderly and disabled people in the West Midlands with a comprehensive and easy to use public transport system, which is why we provide one of the best concessionary travel schemes in the country.

"Ring and Ride plays a vital role in helping people with mobility problems who cannot use conventional public transport lead more independent lives and is in demand more now than ever before.

"That is why the introduction of these new, state-of-the-art buses is so important. We look forward to continuing our close working relationship with West Midlands Special Needs Transport to continue enhancing the Ring and Ride service further for its users."

Ring and Ride, which will be celebrating its 25 year anniversary in December this year, is the fourth largest organisation in the world providing transport for people with mobility problems, only New York, Stockholm and Los Angeles have bigger operations.

Ring and Ride is available from 8am to 11pm, 365 days a year. Users simply phone a special telephone number to arrange and book their journey.

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



### Dial-a-Ride

The Mayor of London, Boris Johnson, recently announced 61 new, custom-built Dial-a-Ride minibuses that will be introduced across London this year.

These will improve door to door transport services for tens of thousands of older or disabled Londoners who cannot easily use public transport.

Transport for London (TfL) has already begun replacing the ageing fleet of Dial-a-Ride vehicles, but these are the first to be purpose-built for the fleet.

Dial-a-Ride passengers and drivers have been closely involved in developing the new bus, to ensure it meets passengers' diverse needs.

Mayor Boris Johnson said: "Dial-a-Ride really is a lifeline for tens of thousands of Londoners for whom getting around the city is a challenge and these custom-built buses will help to change for the better the service that we offer".

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

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## Network Rail's No Messin' campaign makes a difference



No Messin' is Network Rail's flagship safety campaign aimed particularly at young people to prevent trespass and vandalism on the railway. This year, Network Rail strategically targeted the top 100 locations on the network which are prone to trespass and vandalism, according to the data in the Safety Management Information System (SMIS) - the rail industry's safety databank managed by RSSB. This included developing bespoke action plans for each location.

Emerging data from the first eight months of 2008 suggests that the campaign could be making a positive difference, with a 30 per cent drop in the number of incidents at the top 100 locations for trespass and vandalism, and a 44 per cent

drop in the top 10 "hotspots" compared to 2007.

Supported by BTP, HMRI, Cross Country Trains, Trans Pennine Express, London Midland, Northern and First Great Western, the year-round engagement by Network Rail was supplemented in a number of locations by free summer events designed to reinforce the safety messages where they were most needed. Events in Alloa, Coventry, Leeds, Moston in Manchester, Southampton and Weston Super Mare were a great success with thousands attending and lots of national media coverage. As well as delivering key messages, the ethos of the campaign, as in previous years, was to introduce young people to hobbies and interests such as sport, dance, art and music. A plethora of local clubs and groups worked with Network Rail in partnership at each event allowing young people to try something new or tap into a local club that they never knew existed.

Some youngsters who were initially introduced to activities via No Messin' are now competing at a national level. Two young wrestlers on the NM scholarship programme recently won gold at the national championships in Worthing.

No Messin' has also gained national recognition for the difference it's making, winning The Business in the Community "Communities Award", receiving the Big Tick.

For more information, please visit: <http://www.no-messin.com/>



## First ever Operation Shield at Peterborough Station



BTP Officers recently undertook 'Operation Shield' the high-profile crackdown with, Cambridgeshire police to combat fare dodgers, drugs, knife-crime and anti-social behaviour.

Officer in charge at Peterborough, Sergeant Paul McGregor, said the operation led to four arrests, with three people being cautioned for carrying small amounts of drugs, and one dealt with for being drunk and disorderly.

Around 160 people were checked by the knife arches as they left the platform during the six-hour operation.

Two drugs dogs were also used to screen passengers.

The operation was well received by the public and attracted positive publicity with articles featuring in local newspapers.

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

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# Secure Stations for South Eastern and South West Trains

## Mayor of Bromley presents Secure Station awards to 11 local railway stations

Bickley, Chislehurst, Clock House, Eden Park, Elmers End, Elmstead Woods, Hayes, Petts Wood, Ravensbourne, St Mary Cray and Sundridge Park railway stations are all among the latest on the Southeastern network to have gained Secure Station status, helping to reassure passengers and staff about their safety on the railway.

The awards have been gained under the Secure Stations Scheme, managed by the Department for Transport in partnership with the British Transport Police.

Accreditation is given against strict security criteria, including:

- good fencing and boundaries
- good CCTV coverage
- good lighting
- good use of corner mirrors and signage
- a reduction in crime rates at the station
- regular station maintenance audits including removal of graffiti within 24-hours
- availability of staff with conflict management knowledge
- positive results in an independent survey of passengers using the station on how they feel about security at the station.

Southeastern's managing director Charles Horton said: "This is another significant step, both for Southeastern and for our passengers. Safety and security remain our highest priorities."

On 12 September, the Mayor of Bromley, Cllr Denise Reddin, was joined by the London Assembly member for Bexley and Bromley, James Cleverley, and Passenger Focus link manager, Tunde Olatunji, at Bromley Civic Centre to present the Secure Station awards to representatives from Southeastern.

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

## Secure station status for West Byfleet, Brookwood and Worcester Park

West Byfleet and Brookwood stations have both been awarded Secure Station status and Humfrey Malins MP will be presenting the award to staff.

Worcester Park station has also been awarded Secure Station status and Paul Burstow MP will be presenting the award to staff.

Working in partnership with the BTP, the train operating company South West Trains (SWT) had to ensure that the station passed rigorous analysis set down by the DfT.

This brings the number of SWT stations that have been accredited under this scheme to a total of 65.

Humfrey Malins MP said:

"I would like to congratulate the stations in the Woking constituency which have achieved Secure Station status. This is a reflection of the hard work by staff at all stations. We all know how important it is to make people feel safe."

Paul Burstow MP said:

"Secure Stations is a good initiative. It is good that Worcester Park station has won accreditation"

Stuart Giddings, our Head of Security and Crime Prevention, said:

"We are delighted with this accreditation. It is fantastic recognition of the hard work that is going in to reducing crime and deterring vandalism. It will provide reassurance to passengers that pass through the station each day that we are continuing to work hard to meet and exceed national security standards."

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

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## Woodbridge Station Renaissance

Woodbridge station has been rejuvenated following work carried out by National Express East Anglia, Network Rail and local authority partners.

Earlier in 2008, Network Rail undertook an extensive repaint and refurbishment of the station's footbridge. National Express East Anglia's buildings team then continued the redecoration programme repainting the doors, windows and light columns at the station

Volunteers from Woodbridge in Bloom, including local station adopter Deborah Dann, have planted and maintain floral displays at the station, which were funded by the Community Rail Partnership. So successful has their work been that in 2007 the railway station was specially cited as playing a significant role in the award of a Silver Gilt Medal to Woodbridge in the Anglia in Bloom competition.

A major scheme has also been completed to significantly improve the station forecourt, and a partnership between Suffolk County and Suffolk Coastal District Councils, National Express East Anglia and Network Rail has increased car parking provision by integrating the site with the adjacent swimming pool and community centre grounds. Buses can now pull into the forecourt, and a new shelter has been provided. The ambience has also been greatly improved through landscaping.

Work continues in conjunction with the Woodbridge Town Centre Partnership to improve signage and local information. Care of the area is helped by meetings of the local businesses and other interested people, which engenders real pride in and ownership of the station.

Today Woodbridge station is busier than ever, and plays a pivotal role in the local community. The main buildings are occupied by the town's Tourist Information Centre, which sells the full range of rail tickets to travellers. It also hosts a local taxi company, so onward transport is always available. The Station Café and restaurant, noted for the high quality of its food and drink adding to the feel of a flourishing station complemented by attractive floral displays.

These improvements have been recognised in the shortlist for the Community Rail Awards, where Woodbridge station has been nominated in the 'Most Enhanced Community/Heritage Station' category.

Anita Miles, National Express East Anglia's Group Station Manager for the rural route commented:

'Woodbridge station has come on in leaps and bounds in recent months. The station environment has really been enhanced. It just goes to show what a community can achieve when we all work together.'

For more information, please visit: [www.nationalexpresseastanglia.com/](http://www.nationalexpresseastanglia.com/)

## News from Overseas - Canadian railways launches safety campaign

CN Rail, the Canadian national railway, has launched a new education programme "Look, Listen and Live", stressing the importance of rail safety and the dangers of walking on or near railway tracks.

The All Aboard for Safety community education programme lets both adults and children know that staying away from railway lines is important and that walking, playing or running on or beside railway tracks is trespassing.

CN Police, the designated police force for CN Rail, notes there has been an increase in trespassing incidents, serious injuries and fatalities, even though the numbers for crossing accidents are steadily improving.

CN Rail notes that, together with Canadian Pacific, some 70,000 20-foot containers are moved on the Canadian railway into and out of Deltaport every month. That amount of rail traffic only serves to increase the risk to someone trespassing on the tracks.

CN Police Constable Marek Goluch said:

"Ninety per cent of the people we come across are aware it is railway property and it is private. We do have "no trespassing" signs at most of our locations and most of our tracks and crossings, but some people still disregard them, thinking they will not get caught or nothing is going to happen to them."

Also patrolling the Delta rail lines, Constable Jean-Michel Michaud noted many do not know it takes a long time for a train to brake, trains are faster than people realise."

Michaud and Goluch both spend time visiting classrooms spreading awareness about rail safety. They inform children how walking or playing on train tracks and rail yards is dangerous and illegal and that they should be prepared to stop at crossings and listen for warning bells and whistles. In partnership with other groups, CN says its representatives speak to more than 300,000 children and adults every year.

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## News in Brief

**Metrolink stop in line for upgrade** - Former railway stations on the Bury and Altrincham Metrolink lines are benefiting from a new refurbishment project. Greater Manchester Passenger Transport Authority (GMPTA) is working with tram operator Stagecoach to oversee the upgrades. Improvements are being made to safety and security as well as to the general appearance of the stops. Anti-graffiti paint is being used to deter vandals, overgrown weeds and shrubs are being cut back, and poster cases are being replaced.

**Guildford station improvements** - Improvement works are underway at Guildford Station to provide a new, larger ticket office, refurbished toilets, increased cycle storage and a wider platform entrance. Work is expected to be complete by mid October.

### Events this month:

Event Name	Date	Event Details
National Community Safety Network (NSCN) Regional Community Safety Conference: The Challenge of Multi-Agency Working – Problem Solving in Partnership	<i>Tuesday 14 October 2008</i>	<b>Venue:</b> Norwich For further information: <a href="http://www.community-safety.net/events.htm">http://www.community-safety.net/events.htm</a>
Parliamentary Advisory Council for Transport Safety (PACTS) – Safe and secure? – Passenger perceptions of Public Transport	<i>Wednesday 15 October 2008</i>	<b>Venue:</b> The Royal College of Surgeons of England, London For further information: <a href="http://www.pacts.org.uk/events.php">http://www.pacts.org.uk/events.php</a>

### Future Events:

Event Name	Date	Event Details
'Protecting those who serve' conference	<i>Monday 3 November 2008</i>	<b>Venue:</b> Queen Elizabeth II Conference Centre, Westminster, London For further information: <a href="http://www.pspevents.co.uk/protecting_london_2008">www.pspevents.co.uk/protecting_london_2008</a>
'Governing through anti-social behaviour' – ESRC Seminar Series Programme	<i>March 2009</i>	<b>Venue:</b> Central London, tbc For further information: <a href="http://www.community-safety.net/events.htm">http://www.community-safety.net/events.htm</a>
The Railway Community Safety Forum 2009 organised by RSSB	<i>Wednesday 18 March 2009</i>	<b>Venue:</b> National Motor Cycle Museum, Solihull, West Midlands For further information: E-mail: <a href="mailto:community.safety@rssb.co.uk">community.safety@rssb.co.uk</a>

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**National Railway Crime Hotline**  
**0800 40 50 40**

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