

Welcome to the September 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 a successful six week project led by Arriva Trains Wales working in partnership with Caerphilly County Borough Council Youth Offending Service (YOS), an "Oscar" for Centro and improvements for Peak District stations.

Also featured are initiatives that South West Trains are undertaking to tackle trespass and graffiti, underage drinking and to gather intelligence towards obtaining ASBOs. British Transport Police (BTP) is trialling head-mounted cameras as they patrol the Glasgow subway in order to monitor crowds travelling to and from large scale events.

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.

Project signals brighter outlook for Pontlottyn



Before

Five young people from the Caerphilly County Borough Council Youth Offending Service (YOS) have completed an environmental improvement project at Pontlottyn railway station in partnership with Arriva Trains Wales.

The six week project has seen young people and supervisors from the YOS work with Arriva staff in repainting perimeter railings, lamp columns and cabinets on the platform.

Geraint Morgan, community affairs manager for Arriva Trains Wales, said: "Our objective was to offer youngsters an opportunity to contribute in a positive way in the community and improve the appearance of the station. We have been impressed

by their commitment and standard of work, which has transformed the appearance of the station."

He continued: "The project forms part of our wider objective to address the issue of anti-social behaviour at Pontlottyn. In creating a brighter and more welcoming environment for passengers and staff, we are seeking to eliminate the problem at the station by stimulating a sense of respect and pride in this important community facility."

Speaking on behalf of the Youth Offending Service, John Roberts said: "The work has been a real benefit for the young people and we're pleased with the way they engaged with the project.

They have been able to make a real difference and they can be proud of their achievements."

In addition to the present ban on drinking alcohol at stations, which is being enforced by BTP with support from Gwent Police, Arriva Trains Wales has invested in new, brighter lighting to improve safety and security at the station.

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



After

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BTP ahead of the game on the Glasgow Subway



Headcam

Supported by Strathclyde Partnership for Transport (SPT), BTP officers will now start wearing head-mounted cameras as they patrol the Glasgow subway to monitor crowds travelling to large scale events – particularly football matches. The equipment can also be used to build up intelligence and gather evidence.

The two-month trial period will see the subway's neighbourhood police team wear the lightweight cameras, which can be attached to a headband, hat or uniform. The camera is then connected to recording equipment strapped to the officers, which leaves their hands free.

The cameras are positioned in such a way that they can record whatever the officer is looking at and the footage can then be downloaded easily on to computer or DVD.

Alex McGuire, Chief Inspector (Operational Support) of BTP, said:

“We are always keen to utilise technology that assists our officers and this system is considered to be an effective way of reducing crime. Headcams are already used extensively by our officers on the London Underground and have proved invaluable in helping reassure staff and passengers.”

Donnie MacLeod, Head of Security at SPT added:

“Any technology which enhances passenger safety is worth funding consideration and we're delighted to support this initiative.”

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

South West Trains swears in new Rail Community Officers



South West Trains is boosting the presence of empowered, uniformed security staff on its network with the introduction of new Rail Community Officers (RCOs).

A team of 40 accredited RCOs will be based across South West Trains' network at Raynes Park, Richmond, Staines, Guildford, Portsmouth, Southampton and Bournemouth. Their role is to enforce the Railway Byelaws and provide support and assistance to passengers and staff ensuring that travelling with them is as safe as possible. They will also take part in police operations to catch offenders and go into local schools to warn children of the problems caused by trespassing on the

railway and anti-social behaviour on trains.

South West Trains chairman Ian Dobbs and BTP Chief Superintendent Steve Morgan presented the officers with their accreditation certificates and badges at Richmond station on 25 July 2008. The launch of the RCOs sees an investment of £1.8million in providing a safer railway.

The RCOs are the successors to TravelSafe Officers, which were the first of their kind in the country, and will continue to work side-by side with BTP in providing a high-profile uniformed presence to passengers and staff on trains and at stations.

The new teams will be overseen by a BTP Inspector and Sergeant, with each team consisting of a Police Constable and six RCOs.

The RCOs receive six week training which includes conflict management, reporting incidents, police procedures, disability awareness and customer service. Each RCO sits a rigorous Association of Chief Police Officers (ACPO) endorsed 'accreditation' course, which means they are given a range of additional powers including:

- Issuing BTP penalty notices for offences such as trespass and graffiti
- Seizing alcohol from underage drinkers
- Gathering intelligence towards obtaining ASBOs.

Chairman, Ian Dobbs, said:

“We take safety and security on our network very seriously and we believe this new scheme will improve both the travelling environment for our passengers and the working environment for our employees. Complementary policing has moved on since the introduction of our innovative TravelSafe Officers scheme in 2002 and we were very much in need of a team with additional powers to deal with the issues which our officers can sometimes be faced with.

“Each team has a dedicated BTP officer who will work alongside the RCO in a supporting role. As more officers complete their training over the coming months, passengers should notice a real difference.”

BTP, Chief Superintendent Steve Morgan, said:

“This scheme is a fantastic enhancement of BTP's policing presence on the railway and will provide further reassurance for passengers.

“By having specific teams targeting dedicated lines of route, passengers can be assured of seeing a higher visibility presence on the South West Trains system which we believe will make great inroads in further reducing crime.”

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

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Partnership pays off for Peak District stations

Rail passengers in the Peak District and Derbyshire are benefiting from a number of improvements to stations thanks to a partnership between Northern Rail, East Midlands Tourism, Derbyshire County Council, Peak District National Park Authority and High Peak and Hope Valley Community Rail Partnership.

These improvements are part of a three year project to improve public transport facilities for visitors to the Peak District.

As part of the project, thanks to a grant from East Midlands Tourism and from Derbyshire County Council, customer facilities have been improved at Northern Rail stations on the Hope Valley, Buxton and Glossop railway lines.

Improvements include:

- New waiting shelters at Edale, Bamford, Hathersage, Hope and Grindleford stations
- Refurbished waiting room at Buxton station
- CCTV at Buxton, Whaley Bridge and Glossop stations
- Passenger information help points at Edale, Bamford, Chinley, Glossop, Dinting, Whaley Bridge and Chapel en le Frith stations
- Information poster cases at stations on the Buxton and Hope Valley routes and at Hadfield, Dinting and Glossop stations
- A unique poster campaign encouraging visitors to explore the Peak District by rail and bus

CCTV and help points will provide additional security and information at some of the busier stations on the routes. Dark stone shelters have been replaced with well-lit, step free access modern waiting shelters on the Hope Valley allowing passengers to enjoy the beautiful scenery while waiting for their trains. Some of the new poster cases will be used to display local community and tourist information ensuring residents and visitors are kept up-to-date with events.

Mark Barker, Client and Stakeholder Manager, Northern Rail said: "We are delighted that our partnership with East Midlands Tourism, Peak District National Park, Derbyshire County Council and High Peak and Hope Valley Community Rail Partnership has delivered improved customer facilities at stations along the Hope Valley, Buxton and Glossop routes. These stations play a vital role in linking the communities we serve and as gateways for visitors to this stunning area."

Chairman of the High Peak and Hope Valley Community Rail Partnership Councillor Roger Wilkinson said: "The recent investment on the Glossop, Buxton and Hope Valley lines has been a shining example of what can be done by working in partnership.

"We have been able to use the resources of the county council to attract funding from East Midlands Tourism, some of which has been spent on these three Northern Rail lines, improving passenger facilities, safety and information."

Ruth Hyde, Tourism Director, East Midlands Tourism commented: "Delivering a quality experience for visitors at all stages of their visit to the region is of paramount importance. It is not just about ensuring that there is good accommodation and attractions in place. It's also about making sure the environment they visit is clean and safe. First class transport facilities and public realm are key in providing a welcoming environment and this project has provided some of the facilities that are so vital in leaving visitors with a favourable impression."

For more information, please visit:

<http://www.northernrail.org/>



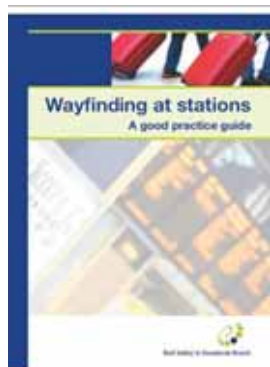
Help Point at Edale station

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Good practice and resources available to support community safety work

Community Safety is one key area where RSSB works to facilitate the resolution of difficult cross-industry issues and build consensus. To support this, RSSB provides a range of products and services to the industry in terms of research, knowledge, analysis, a substantial level of technical expertise and information and risk management tools – including this newsletter.



One area of technical expertise which RSSB provides is human factors - the discipline of optimising human performance in the workplace. It considers the working environment from a human-centred viewpoint looking at the whole system and its influence on the way people behave and interact with the railway.

The human factors team of ten specialists works to support the rail industry by providing expertise through technical input to a wide range of RSSB services – including cross-industry work to address community safety issues associated with crime and misbehaviour by the public, and the research and initiatives put in place to manage and reduce the impact on safety, performance and cost.

Some examples of the work undertaken include:

- **Controlling trespass and access from the platform end – a guide to good practice** – This was produced as a result of RSSB research in response to rail industry concerns.
- **Human factors at user-worked level crossings** – Roughly half of the 8000 crossings on Network Rail infrastructure are user-worked. This research evaluated a range of measures to mitigate the risk this represents – including factors relating to users' final decision to cross; whether users notice and understand miniature warning lights; and user acceptance of novel warning devices.

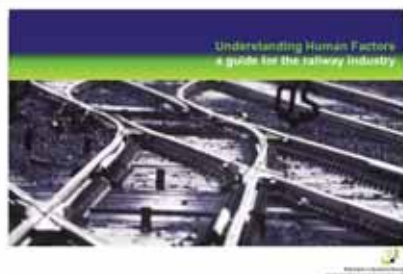


There are other examples of human factors products which, although not directly addressing a community safety issue, do cover a range of good practice and guidance which contribute to better public behaviour. These include:

Wayfinding at stations – a good practice guide – This introduces key considerations for new or updating existing wayfinding information at stations. Good wayfinding can reduce passenger stress levels, crowding and encourage a positive passenger experience of rail. Hard copies are available.

CCTV Toolkit – This CD-ROM toolkit provides guidance of how to design and apply effective CCTV technology and operations to particular work environments.

Human Factors Good Practice Guide - The guide has been created for rail industry designers, suppliers, managers, supervisors, trainers, investigators, and health and safety staff. Its main aim is to answer the question 'what practical advice can a human factors approach offer to railway staff without requiring them to be experts in the subject?' The answers are in sufficient detail to tell you what a human factors approach involves, why it's important, and what you can do. The guide is full of railway examples to assist your understanding.



Safety Culture Toolkit - This web-based toolkit allows rail companies to measure their own safety culture, and determine the actions that they could take to tackle any issues that have been identified, without the need for extensive external support. It also facilitates the accumulation of this data in one place, to make it easier to establish a single industry view and benchmark individual companies' cultures.

Go to <http://rssb.info-exchange.com/> or email [safetymultitool kit-HF@rssb.co.uk](mailto:safetymultitool-kit-HF@rssb.co.uk)

For more information on the human factors department in RSSB go to:

http://www.rssb.co.uk/expertise/human_factors/index.asp

For information or copies of any of the resources above, contact RSSB enquiries desk – email enquiries@rssb.co.uk or tel 020 7904 7518.

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Sentencing Guidelines reinforce community safety goals

The Sentencing Guidelines Council (SGC) – the independent body which guides judges and magistrates – has issued stricter instructions that will support the rail industry’s approach to community safety. Motorists found guilty of disregarding signs and signals at level crossings can now be convicted of “dangerous driving”, an offence that carries far tougher penalties than that of “careless driving”, which attracts only fines and license penalty points.

Level crossings are now the largest single source of train accident risk on the railway. According to the Annual Safety Performance Report published by RSSB in 2007, three people died in vehicles involved in collisions with trains and nine pedestrians were killed at level crossings last year – four more than in 2006.

The changes made by the SGC are the latest in a series of examples of non-rail stakeholders having a positive impact on community and level crossing safety. In 2007, work between the rail industry and the Driving Standards Agency (DSA) resulted in a significantly expanded section on level crossings in the new Highway Code, which now increases awareness of the hazards presented by overhead lines, the application of tactile surfaces for visually-impaired pedestrians, the requirement for horse-riders to dismount, in addition to the full explanation of what’s required of road-users in response to the relevant light signals and signs.

Additionally, the DSA has also incorporated more questions on level crossing safety which can be selected as part of the Driving Theory Test, which learners must take and pass before booking the practical test.

The changes made by the SGC also follow similar welcome news from the Law Commission in July, which announced that the law governing level crossings will form part of their tenth programme of law reform.

The issue of assaults on staff has received similar attention. Recently, 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. The Crown Office and Procurator Fiscal Service also have a similar policy, so that cases involving attacks on staff working with the public on the railway in Scotland will lead to prosecution.

The SGC reinforced this in new guidelines published in March, outlining 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”.

Industry groups, which include broad representation from Network Rail and train operating companies, coordinated by RSSB, such as the Rail Personal Safety Group and Road-Rail Interface Safety Group are working closely with the SGC concerning staff assaults and level crossings.

For more information go to: <http://www.sentencing-guidelines.gov.uk/>

News in Brief

Network Rail’s No Messin’ Live 2008 – Another successful campaign for Network Rail. Events were held Alloa, Leeds, Southampton, Coventry, Manchester and Weston Super Mare. No Messin’ had a range of activities for 9-16 year olds such as boxing, wrestling, creative art, archery, karate, motor biking, freestyle football, climbing and much more.

Travel with confidence on the DLR - Shadwell station is a great example of quite literally giving criminals nowhere to hide - where before it was difficult to see people lingering in corners or behind the huge pillars that were there, now it’s a wonderful open space that the community can use with confidence. Improvements to the station included: adding more entrances and exits, removing large pillars, adding CCTV cameras and converting an adjoining railway arch into an internet coffee bar in the station.

British Transport Police - has called on football fans to act responsibly this coming football season, with figures from last season showing a worrying increase in alcohol-fuelled violence by fans using the railway system. BTP Assistant Chief Constable Operations Alan Pacey said: “We will use all the tools at our disposal to rid the railway system of football troublemakers. We know that these people are in the minority but we don’t want them spoiling things for the majority of law-abiding football fans. Our number one concern is ensuring that well-behaved football fans as well as other members of the public who are using the transport system on match days can travel from A to B in safety.”

Easing access with new investment at c2c stations - Over the last few months, almost £100,000 has been invested in new automatic doors at four c2c stations to help improve access into the station for everyone, but specifically for customers with any special needs and mobility problems.

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Centro wins transport Oscar for groundbreaking accessibility projects



Bus Hailer

Three groundbreaking projects introduced to help people access public transport in the West Midlands won a prestigious award recently at the transport industry's equivalent to the Oscars.

Centro, the West Midlands Passenger Transport Authority, collected the honour in the 'Accessibility' category at the National Transport Awards for its bus hailer, the Getting Around Access Guide and its WorkWise scheme.

The judges were so impressed by the steps Centro has taken to improve access to public transport in the West Midlands that, for the first time in the history of the ceremony, they presented the award for all three projects rather than just one.

Last year, Centro introduced the UK's first ever specialised **bus hailer**, designed to make it easier for blind and partially sighted people to catch the bus.

It has been produced as a unique, high visibility A5 flip pad, which allows the user to easily flag down the exact bus they want to catch.

The Getting Around Access Guide was created by Centro to give disabled and elderly people or parents with pushchairs all the information they need to know on using the wide range of accessible public transport in the West Midlands.

It comes in a handy A5 size format, and also includes general up-to-date news and information on buses, coaches, trains and trams in the region as well as details of Ring & Ride services, taxis, and public transport tickets.

The well established **WorkWise project**, which is in operation in Birmingham, Solihull and Walsall, has helped thousands of the region's jobseekers back into work by providing travel advice, journey plans and free public transport passes for interviews and in the first months of employment.

Last year Centro secured funding to continue the scheme for another three years in Solihull, while in Birmingham WorkWise saw its biggest expansion to date with an extra eight JobCentre Plus Centres offering the service in the city's most deprived wards. In Walsall the project has also been successful in securing funding from both the Neighbourhood Renewal Fund and Walsall MBC.

All three projects were recognised for giving people the confidence and support they need to overcome transport barriers and improve their independence and quality of life.

Cllr Gary Clarke, Chairman of Centro said: "Our priority is to put passengers first, so I am absolutely delighted that these fantastic projects have been recognised for the vital support they give to both individuals and local communities by improving their access to public transport.

"We have had a lot of positive feedback from the public on the contributions that these three schemes have made. Winning this award really is the icing on the cake."

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

Events this month:

Event Name	Date	Event Details
11th UK National Problem Oriented Partnership Conference: Working together for safer communities	Tuesday 9 September - Wednesday 10 September 2008	Venue: Hinckley Island Hotel, Leicestershire For further information: http://www.community-safety.net/events.htm

National Railway Crime Hotline
0800 40 50 40

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Events this month:

Event Name	Date	Event Details
'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 Rail 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/

Future Events:

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

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