

Local Transport Policing Plan “Safer Travel Plan”

Introduction

The West Midlands is working together to deliver a strong and sustainable economy that is successful in generating wealth for people of the region. An efficient and safe transport network is central to this ambition.

The West Midlands benefits from the unique Safer Travel Partnership which has developed to be successful in reducing crime significantly on all modes of public transport. The Partnership includes Centro, the Regions Transport Authority, as well as West Midlands Police, British Transport Police and public transport operators.

We understand that one of the biggest barriers to using public transport is the fear of crime. We are therefore committed to further driving down criminality and tackling anti social behaviour so we are able to encourage more people to use the public transport network.

Crime on the bus network of the West Midlands has fallen by 67% over the last 6 years. During the last 12 months there has been an 11% increase in passenger satisfaction with safety on public transport overall.

However we know that 17% of passengers feel uncomfortable due to the anti social behaviour of others. This

is significantly higher than the national average of 11%.

This plan is our response to passengers concerns.

Bob Jones
Police and Crime Commissioner
West Midlands

Councillor John McNicholas
Chair - Integrated Transport Authority

Millie Banerjee
Chair – British Transport Police
Authority

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Delivering the Plan

We are pleased to introduce this Local Transport Policing Plan for 2013-16. It reflects our focus in the West Midlands for the next few years – how we continue to deliver the service passengers expect, to protect passengers from harm and also to address issues that passengers have told us causes them most concern. Throughout the coming year the Safer Travel Partnership will build upon previous success by working together towards a series of common goals

- Increased regional co-ordination and visibility
- Increased and more efficient use of CCTV and other technology
- Improved passenger engagement and understanding
- Long term sustainable problem solving to tackle crime, disorder and anti social behaviour

PARTNERSHIP SIGNATURES

Including Centro, West Midlands Police, British Transport Police and Operators

To be inserted here

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West Midlands Transport Policing Objectives

To tackle the issues that matter to passengers there are a series of actions that will be taken. The frameworks for delivery of these activities will be the Safer Travel Control Plan as well the Transforming Bus Travel (TBT) – Partnership Plus and Transforming Rail Travel (TRT) agreements. The mechanism for monitoring delivery of these actions will be the Safer Travel Partnership Strategy and Performance Board and the TRT and TBT delivery groups.

- **Increase your trust and confidence** in the Safer Travel Police through improved engagement ensuring that information is published about progress to address passenger concerns.
- **Continue to reduce crime and offending** by using long term problem solving and by tackling antisocial behaviour and low level nuisance, taking every opportunity to involve and communicate with passengers.
- **Improve passenger satisfaction in services** by listening to passengers and dealing with the issues that matter most.
- **Reducing repeat victims** by continuing to identify repeat victims providing appropriate advice and support.
- **Increasing the understanding of passengers’ needs and concerns** by listening to and working with passengers to identify needs and understand how partner agencies can continually improve services
- **Keeping passengers informed about policing on public transport** by keeping passengers informed about the work that is going on in local areas that effect local communities, listening to views and learning from them.

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Regional Co-ordination and Visibility

It is understood that public transport itself can be seen as a community, but not a community that is limited by local boundaries. Therefore it is essential that the public transport network is seen as a regional entity which for policing purposes requires a great deal of co-ordination with local agencies. Research clearly shows that passengers want to see more police on the public transport network, not only to reduce crime, but to enhance the feeling of safety;

- **Retain the Safer Travel Police Team** at existing levels and seek further industry funding and sponsorship to develop and grow the team further
- **Expand the use of Special Constables** by actively recruiting to the Safer Travel Police Team and ensuring appropriate support and training mechanisms are in place
- **Work Closely with** Local Authorities, Community Safety Partnerships and Neighbourhood Policing Teams to ensure there is a co-ordinated response to issue of crime and antisocial behaviour
- **Work with Passenger Champions** to ensure they help act as the eyes and ears of the public transport network
- **Encourage local resources** to be used in support of wider transport safety initiatives including but not limited to Taxi and Bus Marshalls, which are proven to help both passengers and drivers
- **Utilise a variety of tactical options** to deny criminals the use of the transport network to carry drugs, weapons and stolen goods
- **Encourage devolution of powers** to effectively and efficiently deal with issues of anti social behaviour to Passenger Transport Executives
- **Ensure West Midlands Police and British Transport Police** further strengthen working relationships to ensure passengers feel safe on all modes of public transport and throughout the door to door journey

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CCTV and Technology

It is understood that policing a wide public transport network which carries over 400 million passengers per year is a difficult task. Considering the budget cuts that are facing all public sector organisations it is essential that new and existing technologies are embraced to make the policing response as efficient as possible. It is also known that passengers have a strong desire to see the increased use of CCTV on the public transport network to both deter crime and make them feel safer, it is therefore intended to:

- **Expand the use of CCTV** right across the public transport network, including working with transport operators to ensure that CCTV is present on all buses, trains and trams.
- **Maximise the technical capacity** of the Safer Travel Command Centre, maximizing opportunities for operational efficiency, revenue generation as well as providing opportunities for partners to derive efficiencies in service.
- **To protect passengers and staff** on the public transport network through the expanded use of DNA and Smartwater technology.
- **Increase the use of mobile speed cameras** to address issues of speeding on the road network of the West Midlands
- **Utilise ANPR** technology to support and carry out operations of bus lane enforcement

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Passenger Engagement

The improvement of the passenger experience is at the heart of this plan. It is pleasing that public transport within the West Midlands has experienced a 67% reduction on recorded crime over the last 6 years, but know there is more to do to make people feel safer. It is essential to ensure that passengers needs continue to be listened to, to provide a service that reflects their priorities. This will be done by:

- **Expanding the See Something Say Something** campaign through new technologies such as smartphone application, to ensure that as many opportunities exist as possible for passengers to report anti social behaviour as possible
- **Addressing issues of antisocial behaviour** through the implementation of a robust, visible ASB process, which puts passenger concerns at its heart
- **Carrying out market research** to better understand the concerns of passengers and what types of nuisance behaviour impact on the passenger experience
- **Being visible and available** to local communities to listen to passenger concerns and feedback on work carried out to address those concerns
- **Expanding social media** use to engage with as many passengers as possible, as well as promote the work of all partners

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Long Term Problem Solving

It is known that crimes and anti social behaviour on public transport can be complex matters to resolve. Much like issues within our communities transport issues can't always be resolved quickly and by using traditional policing methods. To be as efficient as possible the Safer Travel Police Team and partners need to ensure that all responses that are put in place, address the underlying problems so that once resolved they don't return. To help assist with this:

- **Lobby the Home Office** for powers to tackle anti social behaviour to be expanded to include those organisations responsible for public transport
- **Encourage public transport operators** to use 'designing out crime' principles on all of their fleet and infrastructure
- **Utilise systems, models and tools such as SARA and POP** approaches to ensure that all solutions look at long term and sustainable solutions that are effectively evaluated to demonstrate success
- **Work with London Midland** to minimize the impact of staff reductions at rail stations, by increasing CCTV capacity as well as other visible presence.
- **Work with young people** through education programmes which highlight both the dangers, impacts and personal risks of committing offences or acting anti socially on public transport
- **Implement an ASB case management system** which will support the work of the Safer Travel team, ensuring that issues are logged and dealt with according to need
- **Log, compare and share graffiti and etched** tags on public transport with Local Policing Units and other partners, utilising tools and technology to ensure that perpetrators are identified and these offences issues are reduced.