



**STRATEGIC POLICING AND CRIME BOARD**  
**13 May 2013**

<p><b>Progress Against Safer Travel Plan</b></p>
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**PURPOSE OF REPORT**

1. The purpose of this report is to inform the West Midlands Strategic Policing and Crime Board (the Board) on the progress against the Safer Travel Plan for the West Midlands.

**BACKGROUND**

2. As part of his Safer Travel Manifesto the Police and Crime Commissioner (the Commissioner), Bob Jones, committed to providing a Safer Travel Plan for the West Midlands.
3. The key body in delivering on this is the Safer Travel Partnership which consists of Centro, West Midlands Police, British Transport Police and Transport Operators. Its aim is "make public transport in the West Midlands even safer." This remit operates beyond West Midlands Police force area where required.
4. The Police and Crime Panel considered the Safer Travel Plan at its meeting on 25 June 2013. Centro also held a number of consultation events, across the West Midlands, during the summer of 2013 to inform the Safer Travel Plan.
5. The Board considered the Safer Travel Plan at its meeting on 2 September 2013 and was agreed by the Commissioner the following day. Final agreement of the Safer Travel Plan was at the Integrated Transport Authority (ITA) on 9 September 2013 with a formal launch on 12 November 2013.
6. The Board has received updates on progress by West Midlands Police as part of the ACC Operations portfolio reports during the year but a full partnership update has not been published.

7. Attached at **Annex A** is a report to the ITA a report was submitted providing an update made by all parties in delivering the Local Transport Policing Plan (The Safer Travel Plan).

### **FINANCIAL IMPLICATIONS**

8. There are no specific financial implications relating to this report as the resource required have already been factored into existing budgets.

### **LEGAL IMPLICATIONS**

9. There are no legal implications arising directly from this report.

### **RECOMMENDATIONS**

10. The Board is asked to consider this update on the progress against the Safer Travel Plan

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## The Region's Transport Authority

**Meeting:** Integrated Transport Authority

**Date:** 28<sup>th</sup> April 2014

**From:** Director of Customer Experience

**Subject:** Local Transport Policing Plan Update

**Lead Member:** Passenger First – Councillor Kath Hartley

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### Purpose of Report

1. To provide the Integrated Transport Authority with an update on the progress made by all parties in delivering the Local Transport Policing Plan (LTPP).

### Recommendations

2. The Integrated Transport Authority is recommended to:
  - i) Note the progress within the report
  - ii) Agree that a further progress report be received in October 2014

### Background

3. In November 2012 the Governance arrangements for Home Office Police Forces changed with the introduction of Police and Crime Commissioners. On the 15<sup>th</sup> November 2012, Bob Jones was elected as the Police and Crime Commissioner (PCC) for the West Midlands with Yvonne Mosquito nominated as his deputy. As part of this process a PCC manifesto was developed which highlighted a number of shared priorities, particularly around a greater focus on Anti-Social Behaviour.
4. In the Police and Crime Plan for the West Midlands, the PCC stated a desire to work with the ITA and the transport industry to produce a co-ordinated plan to 'help make public transport safer'.
5. Following a period of consultation, on 3<sup>rd</sup> September the Strategic Police and Crime Board approved the Local Transport Policing Plan and on September 9<sup>th</sup> 2013, the ITA also approved the Plan. The Plan met the PCC's requirement to produce a co-ordinated response to make public transport safer, but also provided the Safer Travel Partnership with a clear focus of work for the next few years. The Plan was then launched at an event in November 2013.

### The Local Transport Policing Plan

6. The format of the Local Transport Policing Plan follows that of the Local Policing Plans produced by the Local Policing Units and the 7 Community Safety Partnerships. The Local Plans reflect the priorities specific to the communities that are served within that location.

The Local Policing Plan is designed with this ethos in mind and is designed to reflect the priorities of the communities that use public transport

7. The LTPP is focused on the 6 key objectives of;
- Increasing trust and confidence
  - Reducing crime and offending
  - Improving passenger satisfaction
  - Reducing repeat victimisation
  - Increasing the understanding of passenger needs and concerns
  - Keeping passengers informed

And this is being delivered under 4 main work streams of;

- Regional co-ordination and visibility
- CCTV and technology
- Passenger engagement
- Long term problem solving

### **Key Delivery Updates**

8. The Safer Travel Partnership has been identified as the main delivery agency for the Local Transport Policing Plan. A delivery plan has been formulated with lead officers identified for each of the key tasks. The Safer Travel Partnership structure is undergoing evaluation and will be tweaked to ensure the most effective and efficient delivery of the LTPP. Below are some of the key updates on how the LTPP is being delivered.

### **Regional Co-ordination and Visibility**

9. Public Transport is seen as a community without the restrictions of local boundaries and needs to be approached as such. It is therefore important that for the Safer Travel Partnership to reduce crime and make passengers feel safer that they work regionally and remain highly visible.
- The Safer Travel Partnership expanded in February with the completion of training and swearing in of 12 new Special Constables. The Special Constables have full Police powers and have been deployed on the network, being highly visible and engaging with passengers.
  - The Safer Travel Partnership have developed a number of problem solving plans and produced new and innovative Operational Orders, including Operation Snow, which saw alcohol related offences in the build up to Christmas significantly reduce.
  - The two Police teams within the Partnership have been re-structured which for the first time nationally sees the 3 operational teams being a mix of both West Midlands Police and British Transport Police officers. This provides a much more flexible and efficient approach to deployment

### **CCTV and Technology**

10. CCTV remains one of the most requested interventions to make passengers feel safer. CCTV, its development and management, also provide the Safer Travel Partnership an opportunity to reduce revenue expenditure and also generate income.
- Centro have project managed a programme of CCTV installation with London Midland which has seen the installation of 240 High Definition cameras at 23 rail

stations across the West Midlands. This CCTV will be monitored 24/7 within the Safer Travel Command Centre.

- An 8 year service level agreement has been signed which sees the Safer Travel Command Centre monitoring and managing the CCTV at Moor Street, Solihull and Dorridge stations on behalf of Chiltern Railways.
- National Express has invested significant amounts of money, installing new CCTV systems on over 200 buses, as one of its commitments within the 'Partnership Plus' agreement. Officers are working on a solution which would see the CCTV from the buses transmitted to the Safer Travel Command Centre.
- Work is underway to maximise the use of the Safer Travel Command Centre with a full business case made to 1 Local Authority, West Midlands Police and 1 private sector organisation.

### **Passenger Engagement**

11. Improvement in the passenger experience is at the heart of the Local Transport Policing Plan, it is therefore essential that the Safer Travel Partnership continue to work with, understand and address the concerns of passengers.

- An ITA Task and Finish Review of the See Something Say Something campaign has been carried out and a number of improvements are being worked on.
- The Safer Travel Partnership have now attended numerous 'Your Public Transport Matters' events, cycle surgeries, passenger impact days and also the Passenger First Conference.
- A programme of engagement and communication has been detailed for 2014/15, which will ensure positive and pro-active engagement continues, with the deployment of resource taking into account the feedback from passenger surveys and market research.
- Contact has been made between the Safer Travel Partnership and the PCC's Youth Commissioners, so as to ensure that the views of young people are taken into account when deploying resources and communicating with passengers.
- A new Safer Travel Education website has been developed which will co-ordinate educational input at schools across the region, ensuring that key messages are delivered by all agencies.

### **Long Term Problem Solving**

12. Addressing crime and ASB on public transport can be complex, with multiple factors to consider. Due to the unique nature of transport incidents, traditional policing methods aren't always appropriate. It is also important to make sure that whatever intervention is put in place, it provides a long term and sustainable solution.

- The Safer Travel Partnership, Chair of the ITA and the Police and Crime Commissioner are lobbying the Home Office for additional powers to be devolved to PTE's under the current Police, Crime and ASB Bill, to support the speedy resolution of issues of ASB on the network.
- A programme of 'designing out crime' reviews are being carried out at every bus station, rail station, Metro stop and park and ride site in the West Midlands. Wolverhampton Bus Station has been identified as the first in the country to be assessed against new 'Safer Bus Station Award' criteria.

- A restorative justice project has commenced within Birmingham which sees perpetrators of crime on public transport ‘making good’ the damage they have caused by cleaning buses.
- A full anti social behaviour case management system has been implemented which will provide the Safer Travel Partnership a single database of information. This will allow the resources within the ASB team to focus on key locations, target key individuals and make links between multiple offences.

### **Passenger Satisfaction**

13. Improving passenger satisfaction is a key priority within the LTPP and actions in all 4 work streams aim to address this. It is encouraging therefore that in the most recent (Autumn 2013) Bus Passenger Satisfaction Survey carried out by Passenger Focus there had been a marked improvement in the score for passenger perception of ASB. With those passengers who felt the behaviour of others caused them to worry or feel uncomfortable reducing from 17% to 10%.

### **Financial Comments**

14. There are no financial implications arising out of the recommendations of this report. Centro’s contribution towards implementing the aims and objectives set out in the Local Transport Policing Plan are included within Centro’s financial plans and accommodated from within the annual Revenue and Capital budgets accordingly.

### **Legal Comments**

15. There are no legal implications arising out of the recommendations contained in this report.

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