

**WEST MIDLANDS POLICE
AND CRIME
COMMISSIONER**

**NON-CONFIDENTIAL
NOTICE OF DECISION
035/2013**

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Title: West Midlands Safer Travel Plan

EXECUTIVE SUMMARY

On 2 July the Strategic Police and Crime noted the progress being made on the production of a Safer Travel Plan for the West Midlands. The production of a Safer Travel Plan was a manifesto commitment of the Commissioner and is referenced in his Police and Crime Plan.

Drafting of the Safer Travel Plan has involved a number of partners including Centro, British Transport Police and West Midlands Police as well as the transport operators within the West Midlands. Consultation has also been undertaken with user groups, Putting the Passenger First Committee and the Police and Crime Panel.

A copy of the latest version of the Safer Travel Plan is attached at **Appendix B**. As this document is being jointly produced by the Commissioner and the West Midlands Integrated Transport Authority the final approval of the Plan will take place at the meeting of the Integrated Transport Authority scheduled for 9 September 2013. The Commissioner will attend this meeting.

DECISION

That the Safer Travel Plan as drafted and appended to this decision is approved for issue subject to final agreement at the Integrated Transport Authority on 9 September 2013.

West Midlands Police and Crime Commissioner

I confirm that I do not have any disclosable pecuniary interests in this decision and take the decision in compliance with the Code of Conduct for the West Midlands Office for Policing and Crime. Any interests are indicated below.

Signature.....Bob Jones.....

Date.....4 September 2013.....

NON - CONFIDENTIAL FACTS AND ADVICE TO THE POLICE AND CRIME COMMISSIONER

The report and supporting documentation form the basis of the decision.

INTRODUCTION AND BACKGROUND

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.

The key body in delivering any safer travel plan is the Safer Travel Partnership which consists of Centro, West Midlands Police, British Transport Police and travel operators across the West Midlands. The Partnership's aim is to "make public transport in the West Midlands even safer." The Partnership's remit operates beyond West Midlands Police force area where required.

The Commissioner recognises that the work of the Safer Travel Partnership has reduced crime and anti-social behaviour on the West Midlands' transport system. Working with the Partnership forms part of the Commissioner's ambition to work with partners to agree and deliver the joint benefits of a cohesive local transport strategy to make public transport even safer. The development of a safer travel plan has been included within the Police and Crime Plan (Objective 3.1 Creating stronger partnerships and Objective 3.9 Supporting stronger communities).

The initial scope of the Safer Travel Plan was reflected in the Joint Transport Policing Plan Statement of Intent which was discussed and agreed at the Integrated Transport Authority (ITA) on 15 April 2013. Copies of the papers considered by that meeting can be found at the following website <http://www.centro.org.uk/corporateinformation/Committees/ITA.aspx>. In addition to the review at the ITA, the Safer travel Plan has also been reviewed by: Stephen Rhodes (Centro), Councillor Kath Hartley (ITA), Chief Superintendent Chris McKeogh, Superintendent Rick Burgess and Inspector Karl Agg (West Midlands Police) Chief Superintendent Peter Davies, Superintendent Allan Gregory and Inspector Lee Gordon (British Transport Police).

The Police and Crime Panel also considered the Safer Travel Plan at its meeting on 25 June and comments received from the Panel are attached at **Appendix A**.

Centro has held a number of consultation events during the summer to receive further comments on the Safer Travel Plan which have been incorporated into the attached version.

- Black Country Passenger Engagement Group – 16 July 2013
- Putting Passengers First Committee - 22 July
<http://www.centro.org.uk/corporateinformation/Committees/PPFC.aspx>
- Coventry Passenger Engagement Group – 23 July 2013
- Birmingham and Solihull Passenger Engagement Group – 30 July 2013

Feedback from the consultations has primarily been around strengthening the areas relating to victims, young people, communication and drivers/staff

The draft Safer Travel Plan has also been shared with travel operators in preparation for its launch.

Following this meeting the Safer Travel Plan will go to the Integrated Transport Authority

meeting on 9 September 2013 for final agreement.

FINANCIAL IMPLICATIONS

The costs of the Safer Travel Team are included in the budget for 2013-14

LEGAL IMPLICATIONS

There are no legal implications arising directly from this report.

EQUALITY IMPLICATIONS

There are no direct equalities implications in the making of this decision.

Any equalities issues arising from the work in delivering the Safer Travel Plan will be reviewed within performance, complaints and workforce reports to the Strategic Police and Crime Board.

Schedule of Background Papers

West Midlands Police and Crime Plan

http://www.westmidlands-pcc.gov.uk/media/209038/police_and_crime_plan_2013.pdf.

Public Access to Information

Information contained in this decision is subject to the Freedom of Information Act 2000 and other legislation. This decision will be made available on the Commissioner's website.

Appendix A



WMPCP West Midlands Police and Crime Panel

WMPCP Office
Birmingham Council House
Victoria Street
Birmingham
B1 1BB

Bob Jones,
West Midlands Police & Crime Commissioner
Lloyd House
Birmingham

cc. Jacky Courtney,
Chief Executive, Office of the Police & Crime Commissioner

16/07/2013

Dear Bob

Safer Travel Agenda Item 24 June 2013

The Panel very much appreciated the attendance of you and the Safer Travel Partnership at last month's Police and Crime Panel and the wide ranging debate.

I enclose a report on the Panel's recommendations and trust that you will consider these as you develop the final version of the joint Transport Policing Plan.

We accept that some of the issues in our recommendations may not be entirely within your remit to resolve, but we felt it important to note our concerns and hope that the influence you can bring can help move on some of the issues to ensure our public transport network is safe, especially for the young people of the region.

The Panel felt that the scrutiny approach adopted, bringing in a range of experts into the discussion, was beneficial and intend to utilise that format again. We hope you agree this and in carrying out our support of the effective exercise of your functions we would welcome discussion about further topic areas.

As required under Section 28 of the Police and Social Responsibility Act we will post this report onto the Panel's website today or tomorrow.

Yours sincerely

Councillor Jess Phillips
Vice Chair, West Midlands Police & Crime Panel



WMPCP West Midlands Police and Crime Panel

West Midlands Police and Crime Panel

Report of Panel Scrutiny of the PCC's Role in Safer Travel in the West Midlands

24th June 2013, 2pm, Wolverhampton Civic Centre

A Introduction

A.1 The aim of the session was to consider:

How the Police and Crime Commissioner (PCC) is working with Partners to further improve safety on public transport in the West Midlands. What further improvements would Panel members wish to see? Are there recommendations to be made to the PCC regarding the development of the proposed Joint Transport Policing Plan?

A.2 The Panel hopes that the recommendations made are felt to be supportive by the PCC and the Safer Travel Partnership as they develop the final Joint Transport Policing Plan for approval by the PCC and the Integrated Transport Authority in September 2013.

B Attendance

B.1 Members of the Panel in attendance were:

- Nick Drew, Lionel Walker and Cllrs Alden, Hossell, Jamieson, Lucas, Mattu, Meeson, Phillips, Smith, Tyler and Webb.

B.2 In addition to the Police and Crime Commissioner the following witnesses attended:

- Mark Babington, Safer Travel Partnership
- Inspector Lee Gordon, British Transport Police
- Superintendent Allan Gregory, British Transport Police
- Peter Coates, Managing Director, National Express
- Gordon Frost, Area Business Manager, Arriva Midlands Limited

B.3 The Panel is very grateful for all their contributions and honest reflection of the challenges. It made for a valuable discussion.

C Recommendations for the PCC

- C.1 A number of recommendations follow which relate to issues discussed on 24 June 2013. Recommendations should not be taken as criticism of what is currently in place. Rather, the Panel's intent was to examine the issues as a fresh set of eyes and the recommendations are intended to improve safety on the transport network, passenger perceptions and also clarity within the Plan itself. We recognise the importance of public transport to the economy of the West Midlands and in addressing issues of social cohesion and service accessibility.

Recommendation 1 : Victims

Whilst the Panel supports the priority focus on repeat victims we also consider that reference to recognising the needs of all victims should be included in the Joint Transport Policing Plan.

The West Midlands Police have signed up to a victims' charter and pathway, ensuring that all victims are signposted towards appropriate victim support not just those where a charge is brought. Could you inform us as to whether British Transport Police has also signed up to this victims' code and pathway and if not, could you ask them to consider it?

Recommendation 2 : Young People

- i. We recommend that more weight is given in the Plan to young people as the statistics provided indicate that young people are predominantly the victims, as well as the causes of criminality and anti social behaviour on public transport.
- ii. We note the proposed action on education to help educate young people in the region. We would be interested in further information on this and how you measure its effectiveness.

Recommendation 3: Anti-social Behaviour and Low Level Nuisance

We fully agree about the negative impact of anti social behaviour on passenger perception and passenger use and the need to tackle this. Although anti-social behaviour is noted a number of times in the Plan the Panel considered that it was unclear that this also includes low-level nuisance activities, such as drinking, smoking of cigarettes and smoking of marijuana and that this also needs to be acknowledged in the Plan.

Recommendation 4: Alcohol

We are concerned about the use of alcohol on public transport and the apparent absurd anomaly that a potential passenger can be tackled about drinking at a bus stop in an alcohol free zone, but this power does not extend to once s/he gets onto a bus.

Given that we understand that the driver's role is not to provide guardianship of the vehicle, we have concerns about who has responsibility to tackle offences such as drinking on public transport and who enforces company rules relating to consumption of alcohol

We note an intent to lobby the Home Office for use of powers to tackle ASB and are interested to understand if alcohol is part of this. We would, of course, support that lobbying if additional powers are required.

We understand that this is not a change that can be implemented immediately, but would support the development of a long term plan to restrict alcohol consumption on public transport.

Recommendation 5: Feedback to Passengers

We note the work being undertaken to elicit passenger feedback to identify problems on the network and the roll out of the "See Something; Say Something" app in response to user feedback. We discussed the frustration of uneven feedback to passengers along the lines of "you said; we did". We note that feedback to passengers is noted as an action in the Plan, and in twelve months time would like to see that there has been a step change in this.

In particular social media provides opportunities for feedback and we would suggest that the Plan refers to this as well as noting its proposed use for engagement and promotion.

Recommendation 6: Driver and Operative Responsibilities and Training

We are aware of the vital role that drivers, conductors and other operatives play in the network and the professionalism that they display. We note that they are key to the issue of passenger reassurance and safety and feel this is an area where we would welcome some further information and further work. Safer travel has to mean it is safe for both operatives and passengers, and we note the view of bus operators about balancing the health and safety needs of both staff and passengers.

- i. The Panel would be grateful for further information on support to drivers in dealing with incidents. For the operators involved in the Partnership are there records of responses to drivers or conductors/"ticket collector" asking for backup? If so what do they indicate about the speed of a response once an operative phones or radios in?
- ii. We also suggest police responses are extremely important and are interested as to the data kept on these. Specifically we recommend that West Midlands Police and British Transport Police should prioritise attendance for agreed types of incidents.
- iii. We believe that it may be an area where sharing of good practice between operators would be beneficial and would urge the Partnership to support this.
- iv. Training for drivers and operatives is obviously important to help them provide reassurance and deal effectively with any form of aggression. We would welcome any support the Partnership can provide with this, although we acknowledge that this is a responsibility of the individual companies.

- v. We strongly advise that, if tendering of bus services is carried out, that radio contact for drivers is part of any specification. We understand that this may be difficult to achieve, and so would also ask you to use your influence with operating companies to ensure that drivers and other operatives across the network can always advise of their need for additional support.
- vi. We are concerned about how passengers' expectations of the driver's role are managed, as passengers can get frustrated with drivers when they are not resolving issues on their bus because they are apparently instructed to remain in their cabs.

Recommendation 7: Conductors and Inspectors

On the issue of reintroducing conductors we recognise what was being said about cost effectiveness and health and safety of staff, but note that the level of incidents on the Metro where there are conductors is significantly lower.

- i. We would urge operators, backed by the Safer Travel Partnership, to consider reintroducing conductors on some selected bus key routes where this would be most effective in both increasing public confidence and bus use.
- ii. We also note that more visible use of inspectors would also provide support to drivers, deter those involved in criminal and anti-social behaviour and give reassurance to passengers.
- iii. We also note that passenger reassurance at bus and train stations is important in calming down potential incidents.

Recommendation 8: Passenger Champions

Passenger Champions are mentioned in the Plan. We would like to have further information as to the progress being made to ensure broad representation of the public transport using public and the impact they are having.

Recommendation 9: Purpose of the plan

Finally we note that as a Safer Travel Plan or Joint Transport Policing Plan there needs to be clarity for the public and Members across the region if this Plan just relates to the public transport network. If it is possible a note about where plans for improving other modes of travel safety across the region, and especially the role of the PCC in that would be useful.

However, if you wished to extend the Plan's remit to cover safety in all forms of travel that would also be welcomed.

D Next steps

- D.1 We would welcome a response from the PCC as to which of these recommendations are accepted and how they are to be included into the Joint Policing Plan and the PCC's own work. Please could you send us a further draft of the Plan prior to publication?
- D.2 We would like to know how the Plan is going to be monitored to ensure our public transport network becomes even safer and that passenger perceptions reflect this.
- D.3 The Panel requested that this topic be added to the work programme in 12 months and invited witnesses and the PCC to return to consider progress made.

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Scrutiny Manager

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Local Transport Policing 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 significantly reducing crime 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





Local Transport Policing Plan

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 the issues which passengers have told us cause 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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Local Transport Policing Plan

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.





Local Transport Policing Plan

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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Local Transport Policing Plan

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





Local Transport Policing Plan

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 now there is more to do to make people feel safer. It is essential to ensure that passengers needs continue to be listened to and 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 for passengers to report anti social behaviour
- **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
- **Engage with young people** with a robust, demographic specific plan utilising new and existing networks such as schools, Youth Councils and the Youth Crime Commissioner.
- **Feedback** to any person that has actively engaged with the Safer Travel Partnership – follow the principles of 'you said, we did' to ensure that feedback is specific to concerns raised





Local Transport Policing Plan

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 or by using traditional policing methods. To be as efficient as possible the Safer Travel Police Team and partners need to ensure that all responses are put in place and to 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 transport operators** to minimize the impact of staff reductions at rail stations by increasing CCTV capacity as well as other visible presence, supporting revenue protection staff in their duties
- **Work with transport operators** to provide advice and support to front line staff who have to deal with issues of crime and ASB.
- **Reduce repeat victimisation** by identifying risk factors, engaging with victims and ensuring a uniform approach to victims of crime across the various modes of 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.



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