

West Midlands Police and Crime Panel

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 is to consider:

How is the Police and Crime Commissioner (PCC) 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 Policing Plan?

B Background

B.1 **Police and Crime Plan:** relevant sections are below:

3.2 Creating Stronger Partnerships

West Midlands Police is part of the Safer Travel Partnership which aims to ensure passengers travel safely throughout the force area. Next year the Commissioner plans to discuss, with all local transport partners, the joint benefits of a cohesive local transport strategy to make public transport even safer.

3.9 Supporting stronger communities

In collaboration with the British Transport Police and Centro partners, the Safer Travel Partnership has reduced crime and anti-social behaviour on the West Midlands' transport system. Further consultation with these partners will ensure this work continues. The Commissioner and the Force will also work with partner agencies to investigate available data to more fully understand the perceptions of public transport passengers regarding their personal safety.

Deliverables and Milestones for 2013-14:

Work with our partners to further reduce crime on the transport system.

B.2 **Previous PCC decision:** The PCC has worked with Centro to produce a Joint Transport Policing Plan Statement of Intent with the Integrated Transport Authority (agreed by ITA 15th April 2013 (see Appendix A). The proposed work streams to develop such a plan are:

- Partnership and policing;
- CCTV and technology;
- Passenger engagement; and
- Long term problem solving.

B.3 **Previous Police and Crime Panel discussion:** 18 March 2013 under Police and Crime Plan agenda item.

The report of the Panel regarding the draft Police and Crime Plan set out the following observations and concerns:

Transport: Objective 3.1 Creating stronger partnerships and Objective 3.9 Supporting stronger communities

An effective transport system is essential for the economic good of the region. In the foreseeable future bus travel will remain the key form of public transport in the region with over 10% of journeys to work currently made in this way. The recent death of a young girl on a bus reinforces our concerns to ensure public transport is safe to use.

We support your aspiration to make public transport safer. We note that you report that crime and anti-social behaviour on the West Midlands' transport system has reduced. We suggest that traveller perceptions may be at odds with this.

We feel it important to measure the outcomes of this and to set out the changes that are needed (such as greater uniformed presence and more inspectors). We suggest that details including the financial contributions from partners need to be clarified within the Plan.

In addition we are keen to encourage that all partners can work together to tackle safety on buses in particular. We suggest that once the new Integrated Transport Authority is established you write to them to raise this issue asking them to address it as an issue of major strategic importance and ensure safety is embedded as a priority at the beginning.

B.4 **Other relevant information:**

The Safer Travel Partnership consists of Centro, West Midlands Police, British Transport Police and Transport Operators. Its aim is "make public transport in the West Midlands even safer". As well as data gathering the Partnership has access to around 1000 CCTV cameras and a dedicated control centre which is staffed 24 hours a day to spot and respond to incidents.

C Attendance

C.1 The following people have been invited:

- Mark Babington, Safer Travel Partnership
- Inspector Lee Gordon, British Transport Police
- Superintendent Allan Gregory, British Transport Police
- Peter Coates, National Express
- Gordon Frost, Area Business Manager, Arriva Midlands Limited
- Bob Jones, Police and Crime Commissioner (Report attached).

D Suggested Format

- D.1 The following format is suggested for the debate - 45 minutes has been allocated:
1. **Introductions:** Each witness asked to introduce themselves and identify one success and one ongoing challenge for safer travel in the West Midlands (2 minutes each maximum).
 2. Mark Babington, Safer Travel Partnership - brief overview on the available data.
 3. **Questions:** To follow the Lines of Enquiry in section E, and other key issues for Panel Members.
 4. **Conclusions and Recommendations:** Panel Chair and Members to sum up and decide if they are satisfied that there is good progress on this issue; that there is further work they wish to do on this topic; or if they wish to make any recommendations to the PCC.

E Suggested Lines of Enquiry

- E.1 A round table discussion is proposed with the following proposed lines of enquiry:
1. Perceptions
 - What data (including trends from the past 3 years) is there on traveller perceptions of safety? How robust is this?
 - What reassurance campaigns have there been and how effective is "See something, Say something"?
 2. What successes have there been?
 3. What are the key challenges?
 4. How is anti-social behaviour being tackled and what else needs to be done?
 5. What technology is / could help improve safety?
 6. What funds are being made available; what savings arise out of the Partnership work and what funding gap is there?
 7. What do the witnesses require the PCC to do?
 8. Are there specific issues which should be included in the forthcoming Joint Transport Policing Plan?

F Key Dates

- F.1 The intention is for the PCC and the Integrated Transport Authority to approve a final Joint Transport Policing Plan in September 2013.

Contact Officer: Benita Wishart, Scrutiny Manager

Tel 0121 464 6871 wmpcp@birmingham.gov.uk

Appendix A: Background Document

Joint Transport Policing Plan – Statement of Intent

The West Midlands is working together to deliver a strong and sustainable economy that is successful in generating wealth for the people of the region.

Its ambition is to be recognised as a world-class city region in which to invest, work, learn, visit and live. An efficient and safe transport system is central to this ambition.

It is understood that one of the biggest barriers to using public transport is the fear of crime. If we can continue to drive down criminality and anti-social behaviour we can encourage more people to use our transport network both ensuring its financial and environmental sustainability.

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

Recent changes in governance of Home Office Police Forces has seen the implementation of Police and Crime Commissioners, and in November 2012, Bob Jones was elected for the West Midlands. Within the local Police and Crime Plan for the West Midlands a commitment has been given to develop a transport policing plan with the Integrated Transport Authority.

This document provides a framework which will be used produce a Joint Transport Policing Plan for the West Midlands to deliver the commitments and ambitions of the Integrated Transport Authority and the Office of the Police and Crime Commissioner, as well as highlight key areas of work which can be developed into agreed priorities for transport safety.

The Joint Transport Policing Plan will include and be developed around the Safer Travel Manifesto commitments as well as the Safer Travel Action Plan. The Joint Transport Policing Plan will be based on the following 4 work streams

Partnership and Policing

- Retain the Safer Travel Police Team at existing levels and seek further industry funding and sponsorship to develop and grow the team further.
- Continue to work with public transport operators to expand the use of Special Constables
- To work closely with Local Authorities to ensure a co-ordinated response to safety issues on the public transport network
- To work with Passenger Champions to monitor and report back on safety issues on the public transport network
- Encourage the use of local resources to support transport related initiatives such as Taxi and Bus Marshalls, which are proven to help both passengers and drivers.
- Utilise a range of tactical options to deny criminals the use of the transport system to carry drugs, weapons and stolen goods.

- To work with relevant parties to encourage the devolution of powers to PTE's to tackle ASB on the transport network

CCTV and Technology

- Expand the use of CCTV on the public transport network
- Maximise the technical capability of the Centro CCTV Control Centre
- To protect passengers and staff on the public transport network by using DNA and Smartwater technology
- Increase the use of mobile speed cameras to tackle traffic offences on the road network of the West Midlands

Passenger Engagement

- Encourage and expand 2 way communication with passengers
- Expand the 'See Something, Say Something' campaign
- Address issues of anti-social behaviour with the implementation of a robust ASB process, putting passenger concerns at its heart.
- Work with transport operators to carry out research to further understand the concerns of passengers

Long Term Problem Solving

- Implement an anti-social behaviour case management system
- Lobby the Home Office for the devolution of new ASB powers to PTE's
- To utilise 'designing out crime', 'SARA' and 'POP' principles to produce long term, sustainable solutions to all issues of safety on the public transport network
- Work with London Midland to minimise the impact of staffing reductions at rail stations on crime and disorder



west midlands
police and crime
commissioner

Police and Crime Panel
24 June 2013

Safer Travel Plan Report to the West Midlands Police and Crime Panel

Report of West Midlands Police and Crime Commissioner

Purpose

1. The purpose of this report is to inform West Midlands Police and Crime Panel (the Panel) of the work being undertaken in producing a Safer Travel Plan for the West Midlands.

Background

2. As part of his Safer Travel Manifesto the Police and Crime Commissioner (PCC), 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 Safer Travel Partnership has reduced crime and anti-social behaviour on the West Midlands' transport system. Further consultation with partners will continue and ensure that this work contributes to further development of this Plan.
5. This work also forms part of the PCC's aim to work with partners in agreeing and delivering the joint benefits of a cohesive local transport strategy to make public transport even safer. This has been included within the Police and Crime Plan (Objective 3.1 Creating stronger partnerships and Objective 3.9 Supporting stronger communities). http://www.westmidlands-pcc.gov.uk/media/209038/police_and_crime_plan_2013.pdf.
6. 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. <http://www.centro.org.uk/corporateinformation/Committees/ITA.aspx>.

7. In addition to the review at the ITA the Safer travel Plan has also had the oversight 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).
8. Following this Panel meeting the Safer Travel Plan will go to the Strategic Police and Crime Board on 2 July 2013 and also to the Putting Passenger First Committee (July) and ITA (September) for final agreement. There will also be public consultation, details of which are yet to be agreed.
9. The Safer Travel Plan has also been shared with the British Transport Police Authority as part of its governance and scrutiny role.

Proposals

10. That the Police and Crime Panel is invited to consider the proposed Safer Travel Plan for the West Midlands which is attached at Annex A.



Local Transport Policing Plan

Appendix A

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





Local Transport Policing Plan

Appendix A

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

www.safertravel.info

facebook.com/safertravelpolice

@ST_Police



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.

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

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

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

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.