



Transport Delivery Committee

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Report title	Safer Travel Update
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Report to be/has been considered by	Cllr Holl-Allen, Lead Member for Safe and Sustainable Travel

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note the details of the report.
2. Note the overall current crime trends in 3.1-3.3

1.0 Purpose

- 1.1 The purpose of this report is to provide Transport Delivery Committee Members with an update on the performance and operations of the Safer Travel Partnership as well as their recent work. This will cover passenger perception as well as crime data linked to all 3 modes.
- 1.2 The purpose of this report is also to provide Transport Delivery Committee with an overview of the development of the TfWM Control Centre (TCC)
- 1.3 This report will also provide Members with an update on the potential for the introduction of byelaws across the bus network.

2.0 Background

- 2.1 The Safer Travel Partnership consists of just over 100 staff brought together from a number of organisations including TfWM, West Midlands Police, British Transport Police, operators and private security companies. Managed through TfWM, the Partnership has the main objectives of delivering the Safer Travel Plan, reducing/managing crime levels on public transport and making passengers feel safe.
- 2.2 The Safer Travel Partnership is nationally unique and has received National and European praise for its innovative crime reduction methods and for bringing together a range of partners to deliver the results. The Safer Travel Partnership utilises deployment models such as SARA (Scan, Analyse, Respond, Assess) and POP (Problem Orientated Policing), following the Police National Intelligence Model (NIM). This approach has ensured that the right resource is in the right place, at the right times, doing the right things to reduce crime and make passengers feel safer.
- 2.3 The Safer Travel Partnership analyst produces on a monthly basis a tactical assessment of crime which highlights geographic profile, thematic profile, temporal analysis, victim profile and offender profile. This assessment supports a monthly Partnership tasking process where resources of the team, as well as operators are deployed according to need.

3.0 Performance Update

- 3.1 From April to end of March 2019 total recorded bus crime increased by 7% or 195 crimes. This is in comparison to a wider West Midlands none transport related crime increase of 11%. Most significant increases we seen in public order and robbery offences. Most significant reductions were seen in criminal damage. This means that when you take out criminal damage, there is one crime for every 107,157 journeys made on the bus network of the West Midlands. The area where most crime was attributed was central Birmingham and key arterial routes to and from the city, which also relates to areas of the highest footage and also the highest level on none transport related crime.
- 3.2 From April to end of March 2019 total recorded rail crime 13.6% or 306 offences. This is almost identical to the national picture in relation to rail crime. The most significant increases were seen in pedal cycle offences (increase of 152 offences) and public order (increase of 115 offences). Other crime types remained relatively static with reductions seen in vehicle crime and aggression towards staff. The area where most crime was attributed was Birmingham New Street. It is worthy of note that a significant majority of cycle crime has occurred at Birmingham New Street. To help in addressing this, the Safer Travel Partnership have done a number of things. This has included overt and covert patrols, the use of a GPS tracker bike, multiple bike marking sessions, supporting discounting D-locks programmes. In addition to this, work is in progress to put in place a new indoor secure cycle storage facility within New Street, which will benefit from CCTV, lighting and pass access control. It is hoped that these measures will have a large impact on cycle crime at that location.
- 3.3 From April to end of March 2019 total recorded Metro crime remained relatively static at a very low level, with a moderate change of 15 offences throughout the year. Anti-Social Behaviour and criminal damage were the highest volume crimes.

3.4 The most recent wave of survey results from Transport Focus has shown that there has been a moderate improvement in passenger perception of personal safety. Areas of concern most commonly cited within the survey were rowdy behaviour, feet on seats and loud music. These are key areas of focus highlighted within the proposed byelaws covered in section 7 of this report.

4.0 Safer Travel Plan

4.1 The Police and Crime Commissioners new Safer Travel Plan (STP) was formally signed off in October 2016 and approved for delivery. Delivery will continue through until 2020. The Safer Travel Plan has 30 deliverables under the 6 main work streams of:

- Reduce Crime, Disorder and ASB
- Further improve Passenger Perception of Personal Safety
- Maximise the benefits from the use of technology
- Ensure a Co-ordinated, Partnership response to issues of Road Safety
- Enhance the use of Civil Interventions
- Improve Passenger Engagement and Communication

4.2 The Safer Travel Plan will continue to be the main and core focus of the Safer Travel Partnership over the next three years, building on the success of the previous Local Transport Policing Plan, whilst incorporating the work of the Central Motorway Policing Group and the Roads Policing Unit.

5.0 Recent Developments and Operations

5.1 Prominent in the national media since the last update report to TDC in January 2019 has been the reported increase in knife crime. The West Midlands as with other areas of the country impacted by this type of crime has carried out a range of operations under the national Operation Sceptre. Although figures on the public transport network remain low, the Safer Travel Partnership have conducted works under the Section 60 powers through March and April. This has seen high visibility patrols, stop and search as well as the use of knife arches at prominent locations. As a result of this a number of weapons were removed from the streets.

5.2 The Safer Travel Partnership has secured some additional funding within 2019/20 which will see the number of Police Constables increase with the team, which will in itself support the recruitment of up to 12 Special Constables. This should see a significant increase in visibility on the network – something that Transport Focus surveys have shown is highly regarded by passengers in improving their feelings of personal safety.

5.3 The Safer Travel Partnership has worked with the Police and Crime Commissioner and West Midlands Mayor to introduce and promote a service to enable people to report issues of hate crime on the public transport network. Launched on the 1st March at Wolverhampton

Bus Station, the service encourages victims of all forms of hate crime to report either to the Police or anonymously through partner organisations. Whilst it is understood that hate crime on the network is relatively low, it is equally understood that this remains a crime type that is underreported.

- 5.4 Key to the work of the Safer Travel Partnership is the work conducted by the ASB team. Through 2019/20, they carried out 249 interventions, ranging from warning letters, to acceptable behaviour contracts, to restorative justice, right through to injunctions and Criminal Behaviour Orders. The earlier interventions of the team are very positive with more than 80% of those receiving an early intervention ceasing their behaviour, and 97% of those being involved in restorative stopping offending on the transport network.

6.0 TfWM Control Centre

- 6.1 Built in 2012 for centralisation of monitoring services of TfWM CCTV the TCC has grown significantly with regard to the range of services it provides. TfWM have entered into agreements with West Midlands Trains, Chiltern Railways, Solihull MBC and East Staffordshire BC. For West Midlands Trains this has meant monitoring 240 CCTV cameras and numerous lift alarms, for Chiltern this has meant the monitoring of 50 CCTV cameras, for Solihull MBC, this has meant the monitoring and maintenance of their 98 CCTV cameras and managing their Out of Hours phone service. Finally for East Staffs BC has meant the monitoring of their 48 CCTV cameras in Burton and Uttoxeter and their town centre radio system.
- 6.2 TfWM have also now been carrying out a comprehensive CCTV monitoring and maintenance service for Walsall Council for just over 12 months. This has seen Walsall Council's direct CCTV operating costs reduce by over £200k per year. In addition to this TfWM have assisted the Council in replacing all town centre cameras with the latest High Definition IP versions, whilst also bringing back into commission 5 cameras that had been out for over 4 years. By providing expert advice, TfWM are leading on the installation of new systems in both Aldridge town centre and also at a newly extended car park at Bloxwich Rail Station. In addition to this TfWM have overseen the upgrade of CCTV cameras in Shirley on behalf of Solihull MBC.
- 6.3 The CCTV control centre is always seeking to improve its operational outputs and its efficiency, and to do this has continued to trial various forms of video analytics. The most successful forms of analytics utilised to date include people counting, motion detection, car counting, ANPR, average speed, average journey time and CO₂ emissions. This work has been pivotal in obtaining £2.65 million of funding from ADEPT through a competitive bidding process. This project will see cameras and video analytics support traffic management rolled out across the region throughout 2019/20.
- 6.4 In terms of accreditations, following an external audit in December 2018, the control centre has once again retained its British Standard 7958, providing reassurance that the system is legislatively compliant and being operated in accordance with the Surveillance Camera Commissioners Code of Practice. The CCTV data centre has now also been awarded ISO27001:13 accreditation, meaning that this is being operated in line with the standards expected of commercial ICT data centres. ISO27001 opens opportunities of TfWM being able to provide ICT data centre services not only for themselves but also for key partners.

7.0 Bus Bye Laws

- 7.1 On the Railway, there exists 24 bye laws made in 2005 by statutory instrument under section 219 of the Transport Act 2000. The powers cover passenger conduct and behaviour, equipment and safety, control of premises and travel and fares. On Midland Metro, there exists a number of powers. Not only do the same powers as those with railways exists, but also additional powers under the Midland Metro (Penalty Fares) Act 1991. There exist no such equivalent bye laws on the bus network, with staff relying on Bus Operators own “Conditions of Carriage” not enforceable in criminal law.
- 7.2 Following approval by the WMCA Board in January 2019, a public and partner consultation took place throughout February and March to gauge support or otherwise for the proposed byelaws. Initial assessment has shown strong support for each of the byelaws proposed, with public support ranging from 60-90+% per byelaw. The next step will be to return to the WMCA Board in May for approval to conduct a regulatory assessment and make amendments based on feedback. The outcomes of these works will then be shared with MHCLG for approval.
- 7.3 The proposed byelaws mirror as closely as possible, those already in existence on both rail and Metro, this will ensure they are as simple as possible for Officers to apply and also for passengers to understand. The proposed byelaws are under the following headings
- Management of queuing
 - Control of potential dangerous items
 - Smoking /vaping
 - Intoxication
 - Unfit to travel
 - Unacceptable behaviour
 - Music, sound and advertising
 - Station and premises
 - General safety
 - Obedience to safety instructions
 - Unauthorised access or loitering
 - Obedience to traffic signs, causing obstruction and parking
 - Pedestrian only areas
 - Ticketless travel
 - Altering tickets
 - Name and address

- Enforcement

8.0 Financial implications

8.1 There are no direct financial implications from this report with existing and planned activity in relation to TfWM funded from within overall budgets and resources.

9.0 Legal implications

9.1 There are no direct legal implications arising from this report.

10.0 Equalities implications

10.1 There are no direct equalities implications arising from this report

Glossary of Terms

Word / Acronym	Explanation
ASB	Anti-Social Behaviour – a type of behaviour that causes alarm, harassment or distress to one or more other people.
CCTV	Closed Circuit TV
IP	Internet Protocol
Local Transport Policing Plan	A plan with 30 objectives signed off and approved by the ITA, Police and Crime Commissioner and British Transport Police Authority. Objectives have the overarching aim of reducing crime and making passengers feel safe on public transport in the West Midlands
NIM	Which stands for National Intelligence Model – is a nationally recognised Policing model based on detailed crime pattern analysis
PC	Police Constable
PCSO	Police Community Support Officer
POP	A crime reduction approach, which focuses on intelligence led interventions, stands for Problem Orientated Policing
Project Empower	Project launched in 2014, with the objective of increasing reporting of, and increased confidence in the reporting of sexual offences on public transport.
Rail Safety Accreditation Scheme	Administered by the British Transport Police, enables those holding the accreditation to hold a number of delegated powers.
Restorative Justice	Restorative justice is an approach to justice that focuses on the needs of the victims and the offenders, as well as involving the community. This contrasts to more punitive approaches where the main aim is to rehabilitate the offender and reconcile with the victims and the community, or satisfy abstract legal principles
Safer Travel Partnership	The Partnership of Centro, West Midlands Police, British Transport Police and Operators, tasked with reducing crime and making passengers feel safer
SARA	A crime reduction planning tools, which stands for Scan, Analyse, Respond, Assess.
Special Constables	Volunteer Police Officers. Required to work a minimum of 16 hours a month, receive full constable training and hold full powers of a PC
Year to Date	Crime figures used to compare the like for like time period from the previous year. Year to date figures generally commence 1 st April