



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
3. Note the crime analysis within section 4

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) and its new position within the Regional Transport Co-ordination Centre (RTCC)
- 1.3 This report will also provide Members with an update on a number of projects, programmes and operations carried out within and by the Safer Travel Partnership.

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 2019 to end of September 2019, compared to the same period in 2018, total recorded bus crime decreased by 1% or 12 crimes. This is in comparison to a wider West Midlands none transport related crime increase of 2%. Most significant increases were seen in common assaults, largely put down to a significant increase in spitting incidents. The most significant reductions have been seen in criminal damage and sexual offences.
- 3.2 From April 2019 to end of September 2019, compared to the same period in 2018, total recorded rail crime decreased by 7% or 94 offences. This is in comparison to an increase of 6% nationally in relation to rail crime. The most significant increases were seen in common assault and route crime. Most significant reductions were seen in pedal cycle offences and sexual offences
- 3.3 From April 2019 to end of September 2019, compared to the same period in 2018, total recorded Metro crime decreased by 35% or 27 offences. Crime on the Metro remains incredibly low in comparison to other light rail networks across the country. The highest volume crimes are common assault, albeit this has fallen 30%. The most significant reductions were seen in public order and ASB
- 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 Public Transport Crime Analysis

- 4.1 As described in section 2.2 and 2.3, the Safer Travel Partnership and all of its resources are deployed entirely based on intelligence. To inform this, data is gathered from West Midlands Police, British Transport Police, online reporting, See Something Say Something and operator reports. The Partnership then utilise their dedicated analyst and intelligence officer to produce an annual strategic assessment, monthly tactical assessment and daily hot tasking document. The following sub sections provide some detail of the current position with this regard
- 4.2 Temporal analysis is the analysis of crime and how this fluctuates by time. For the purpose of the Partnership, this is done by time of day and day of week. The current temporal analysis shows that for the majority of crime types the peak time of the day is from 15.00 to 18.00. The analysis further shows that the peak days for bus crime are Monday, Wednesday and Friday, and for rail crime are Thursday, Friday and Saturday.
- 4.3 Seasonality profiling is the analysis of crime and how this fluctuates through the year. For the purpose of the Partnership this is done by month of the year, taking into account specific variances (such as Easter etc) from crime patterns over the preceding 5 years. The current seasonal analysis shows that there is variance by mode, with bus crime peaking in October, November and March, and rail crime peaking in July, August and October.
- 4.4 Geographic analysis is the analysis of crime and this changes by location. For the purpose of the Partnership this is based on not only geographic location, but also by service route (by mode). The current geographic analysis shows that the highest volume crime location is Birmingham City Centre, which is unsurprising considering the density of public transport and high patronage levels. The routes with highest volume of crime are likewise, those with high patronage and those serving Birmingham City Centre and the Outer Circle. The geography of crime on the West Midlands bus network follows the results of national research which has shown that public transport crime is higher in areas which are generally higher in non-transport crime, and lower in areas that are generally lower in non-transport crime. This shows that crime on the bus network largely reflects the crime profiles of the areas they serve.

5.0 Safer Travel Plan

- 5.1 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

- 5.1 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.
- 5.2 Work has commenced to develop a new Safer Travel Plan to support the work of the Police and Crime Commissioner following the elections in May 2020.

6 Recent Developments and Operations

- 6.1 Knife crime has been a high priority across the region and West Midlands Police have had a dedicated operation in place to address this. Linked to this, the Safer Travel team have utilised a safety arch at multiple locations on the transport network, based on the intelligence they have received. Largely this has been positively received by the public, and there have been numerous weapons recovered. This will continue to be a targeted tactic for the remainder of this performance year.
- 6.2 The Safer Travel Partnership has secured some additional funding within 2019/20 which is being used to increase the number of Police Constables, which will in itself support the recruitment of up to 12 Special Constables. The first of the PC's start with the team in October 2019 and the first of the Special Constables started in September 2019, and the recruitment will continue until the numbers are reached. 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.
- 6.3 The Education Officer has, within the first 6 months of this year, carried out 51 workshops at 21 schools across the region. Through this process she has proactively engaged with 4,770 students, providing them with advice and guidance on how to safely use the public transport network, as well as the behaviour that would be expected of them. In addition to this the team have engaged with West Bromwich Albion Foundation, providing them with written materials to deliver to primary schools across the Black Country.
- 6.4 The Safer Travel Partnership have, through their Communications Officer, have proactively engaged with passengers through conventional and social media. The Partnerships Twitter account now has over 9,000 followers, and the team have posted 146 tweets, leading to 685,000 tweet impressions. Using Facebook the team have posted 8 appeals, leading to 5 offenders being identified.
- 6.5 Key to the work of the Safer Travel Partnership is the work conducted by the ASB team. Between April and the end of August 2019 the ASB Team received 898 reports of incidents on public transport, this converted to 426 cases, which in turn led to 426 interventions. The interventions ranged 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 justice stopping offending on the transport network.

7 TfWM Control Centre

- 7.1 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 this has meant the monitoring of their 48 CCTV cameras in Burton and Uttoxeter and their town centre radio system.
- 7.2 Tamworth Borough Council have now been given Cabinet approval to relocate their operation to the TfWM Control Centre, enabling them to decommission their existing facility. This move will see their CCTV move across in March 2020, and will lead to Tamworth BC being able to not only upgrade their cameras, network and recording, but also save £500k over 5 years.
- 7.3 As was reported to TDC in May 2019, TfWM successfully bid and have been awarded £2.65 million with Birmingham City Council and Solihull MBC from Adept. This bid will see the installation of road based CCTV, running video analytics which will enable the real time performance of the Key Route Network to be monitored. Other forms of video analytics are also being explored to gain even greater value from the CCTV system, which will include people counting, hotspot mapping and within car parks, motion detection.
- 7.4 In terms of accreditations, TfWM have retained British Standard 7958 and compliance with the Surveillance Camera Commissioners Code of Practice. Following an external audit, which looked at the entire CCTV operation, legislative compliance, data management, system performance, information security and staff training, the service was given a clean bill of health.

8 Safer Travel Projects

- 8.1 In September and October 2019, the Chief Constable of West Midlands Police and the Chief Executive of WMCA have signed an agreement providing TfWM security staff additional powers under the Community Safety Accreditation Scheme (CSAS). CSAS provides security staff powers to issue Fixed Penalty Notices (FPN's) for disorder, smoking and littering, as well as powers to take name and address, require persons to surrender alcohol, and also the power to control traffic. The CSAS are issued to the mirrored existing powers on rail previously issued by British Transport Police under the Railway Safety Accreditation Scheme (RSAS).
- 8.2 Following an 8 week public consultation earlier in 2019, WMCA Board (in May 2019) approved that officers may apply for the implementation of byelaws on the bus network. The next stage of this is to complete and submit a regulatory assessment of each byelaw on the basis of feedback to ensure necessity and proportionality. This has been completed and submitted to Government. Subject to response from Government, there is then a requirement for CA Board to give final approval. Following this there is a public notice period, after which the powers will be implemented.

8.3 On 1st March 2019, the Mayor and Police and Crime Commissioner launched the Safer Travel Partnerships Hate Crime campaign. The aim of the campaign was to demonstrate that hate crime in whatever form will not be tolerated on the bus network of the West Midlands, encouraging victims to report incidents not only through the police but also through third party reporting mechanisms. It was hoped that that this campaign would lead to an increase in reports (not an increase in incidents). Prior to its launch, there were an average of 7.5 reported incidents a month, however since its launch this has increased to an average of 19.7. Through National Hate Crime Awareness Week (12th-19th October), the scheme has been, again, widely publicised.

9 Financial implications

9.1 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.

10 Legal implications

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

11 Equalities implications

11.1 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
Fixed Penalty Notice	A tool utilized for dealing with ASB, enabling offices to deal with issues on the spot.
Safer Travel 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
Community safety Accreditation Scheme	Administered by the West Midlands Police, enables those holding the accreditation to hold a number of delegated powers.
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 TfWM, 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