

Inadequate personal safety and security is the greater threat to public confidence

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The problem

- Public behaviour has a widespread impact on the railway and how it is perceived
- Level crossing collisions
 - Harm to pedestrians, motorists and train occupants
 - Damage to railway and third party equipment
 - Media hype
 - Perceptions that the railway is not safe
- Trespass, vandalism and other anti-social behaviours are often interdependent
 - Harm to trespassers
 - Damage to railway equipment, including through graffiti
 - If not eliminated creates poor environment
 - Fear of assault and other crimes erode confidence in personal safety and security
- Suicide, a mental health issue

The media

- National media are interested in:
 - Murder, if someone has travelled by train this generates a negative railway story even if murder takes place off the railway
 - Level crossing and child trespasser fatalities
- Local media interest is deeper and wider
 - Emphasis on human interest
 - Community loses one of their own
 - Campaigns for action on part of railway
 - Negative perception of personal safety and security
- Proactive management of media isn't just "trains are safe" or "used properly, the railway is safe"
- Must also address personal safety and security
- Must demonstrate an understanding of community concerns
- Must show that action is being taken

Level crossings



- By world standards, performance in Great Britain is good
- Because accidents are infrequent, media interest is high
- Raises expectations of action to:
 - Close crossings
 - Upgrade crossings
 - Apply new technology
 - Educate, Educate, Educate
 - Ramp-up enforcement
- Success further raises expectations

Community safety philosophy

- Community safety is an aspect of individual and collective quality of life:
 - Where citizens are protected from hazards and threats arising from criminal and anti-social behaviour (ASB) and are equipped to deal with them
 - Lives pursued without hindrance from crime and disorder
 - A lever for promoting change in communities and securing a better physical environment
 - Addresses fear of crime as well as actual crime and disorder
 - A recognition that tackling fear of crime and perceptions of safety is key to really tackling crime and ASB
- Directly applicable to the railway environment

A five step approach



- Partnership is the only way ahead

- Good process is fundamental:
 - Know and understand the locality and neighbourhoods
 - Find out what concerns local people
 - Analyse the problem
 - Take action
 - Reassure local people
- Shared commitment to a common approach

Using the five step process

- Not about layers of bureaucracy
 - Some paperwork is needed to attract support from sponsors
 - Police and community together (PACT) meetings
 - Problem solving plans
 - Key information networks
- Develop best practice
 - Don't be afraid to ask – rip off and replicate!
- Think outside the box, think beyond the fence
- All this will reap benefits in the future
 - Keeps sponsors happy!
 - Justifies resources, additional equipment, funding
 - Delivers communities that are engaged

Neighbourhood policing



- Local people, local solutions – not just the railway

- Dedicated neighborhood teams, typically:
 - 1 x Sergeant
 - 3 x Police Constables
 - 12 x Police Community Support Officers (PCSO)
- Intelligence-led identification of wider community priorities
- Collaborative problem solving with internal **and** external agencies

Travel Safe Officers

- Railway or contract staff with a customer service ethos
- Focus is on trains and at stations
 - Planned patrolling
 - Interact with those they meet
- Work closely with British Transport Police
 - Extra eyes and ears
 - Shared intelligence
 - Joint operations
 - Police able to focus on priority issues
- Presence discourages anti-social behaviour, including trespass at and around stations

L.I.S.T.E.N.

- **L**isten - to stakeholders, taking their concerns seriously
- **I**nspire - confidence and help them feel secure
- **S**upport - with information; tell them what is happening
- **T**ake ownership - and deliver promises
- **E**xplain - what you can and cannot do
- **N**otify - of progress regularly and of the final outcome

Local rather than national

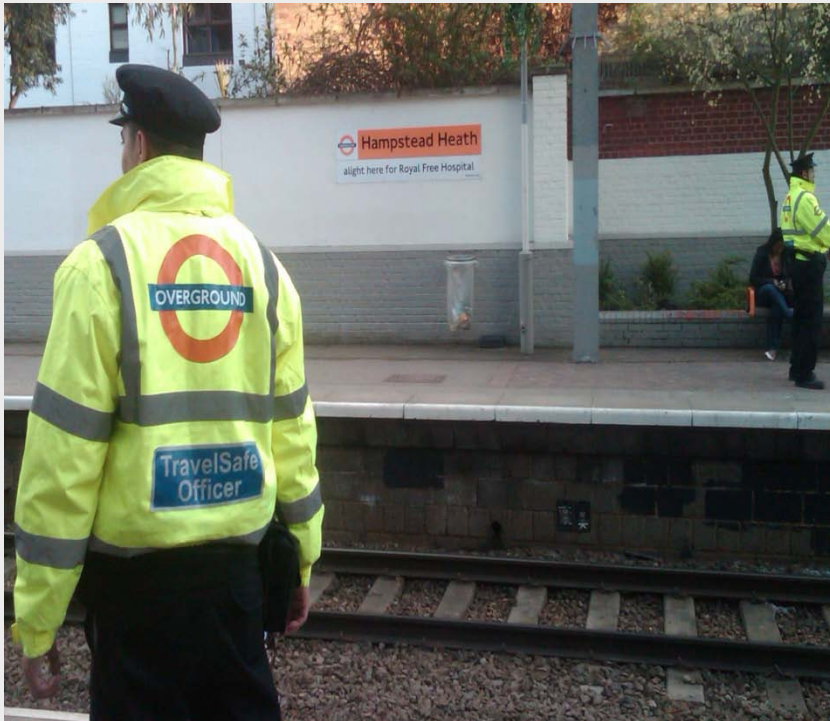
- Focus on child trespass because of “outrage” factor
Nationally, rail industry “accepts” adult trespass and its fatal consequences
- Locally, both are real concerns
 - Community losing one of their own



London Overground (LOROL)

- LOROL is a Transport for London funded passenger franchise
- New operation with new trains
- Enhanced staffing
- Travel Safe Officers
- Close working relationship with British Transport Police
- Partnership approach is changing behaviours and improving customer perception of the rail environment

TSO Focus



- Top ten incident categories
 - Feet on seats
 - Smoking
 - Alcohol consumption
 - Public assistance
 - Vulnerable person assistance
 - Other customer service
 - **Anti-social behaviour**
 - Ticketing/AVM enquiry
 - Cycle info/obstruction
 - Lost property

Customer Satisfaction Survey

- An indicator of benefits of Neighbourhood Policing and TSOs
- Statistically significant improvements at over a year:
 - Staff seen on train Q1 54% Q4 64%
 - Personal safety on train Q1 76% Q4 82%
- Also, better station staff and personal safety ratings
- Increasingly, the entirety of the railway is a managed environment

Reassurance and deterrence hand in hand

- More staff was a dominant priority in TSO study's customer interviews
- Extra staffing deters trespass and related ASB particularly around stations



Conclusions

- Proactive relationship with local media
- Trespass often goes hand in hand with other ASB
- Stations often origin or destination for trespass
- ASB at & around stations best addressed in the round
- Train operators, police and wider community working together
- Educate through customer service
- Model could easily be developed to define how community based volunteers might contribute
- Feel free to “rip off” what might work for you



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