



## Safer Travel Plan – 2020-21

### Introduction

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. 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 West Midlands Combined Authority, West Midlands Police, British Transport Police and public transport operators.

At a time when traffic congestion in the West Midlands costs the economy £2 billion per year, it is ever more important that public transport is open and accessible to all. We understand that one of the biggest barriers to using public transport is the fear of crime, with DfT reporting that 11.5% more journeys would be made on public transport if people felt safer. We are therefore committed to further driving down criminality and tackling anti-social behaviour, so we can encourage more people to use the public transport network.

Whilst over the period of the last Safer Travel Plan, crime on the transport network increased by 19%, this has to be put into perspective, as non-transport related crime increased by 43% over the

same period. Over the final 12 months of the plan, we have seen crime begin to fall (0.4% in 2019/20). It is also important to note that over the period of the last plan, passenger perception has remained relatively high at around 77%.

We are proud of what the previous Safer Travel Plan has achieved. We have seen front line Police increase within the Partnership over the last 3 years, increased CCTV coverage increase across all 3 modes, the introduction of a Restorative Justice Programme, which has reduced re-offending on the 3 modes of transport, as well as officers dedicated to delivering a specific education programme and improving Safer Travel communications on social media and the further enhancement of the See Something Say Something scheme.

The work we have started is not complete and this plan seeks to build on the success of the last decade. The Safer Travel Partnership will continue to be focused on the core objectives of reducing crime and improving passengers' feelings of safety, but also support the work of both Counter Terrorism Policing and the Serious and Organised Crime Unit particularly in the Prevent and Protect strands whilst working to tackle County Lines. With the UK City of Culture coming to Coventry in 2021 and the Commonwealth Games coming to Birmingham in 2022, significant improvements to the transport network are planned in the



west midlands  
police and crime  
commissioner



West Midlands  
Combined Authority





## Safer Travel Plan – 2020-21

next 12 months. There is also a need for the Partnership to quickly adapt and understand the public transport network throughout and following the Coronavirus crisis, with uncertainty as to how the network will operate, how people will use public transport and how crime patterns will alter. The region and its safety are at the heart of this plan, as we are aiming to make travelling across the region even safer.

### Delivering the Plan

We are pleased to introduce this interim Safer Travel Plan for 2020-21 (necessary following the delay of elections due to Coronavirus pandemic). It reflects our focus in the West Midlands for the next 12 months, outlining how we will continue to deliver the service public expect, to protect public transport passengers from harm and to address issues that passengers have told us causes them the most concern.

Throughout the coming year the Safer Travel Partnership will build upon the success of the previous Safer Travel Plan by working together towards a series of strategic deliverables;

- Achieving a reduction in Crime, Disorder and Anti-Social Behaviour
- Achieving further improvements in public perception of Personal

Safety, Passenger Engagement and Communication

- Maximising on the benefits of Technology
- Ensuring a Co-ordinated Transport Partnership response to Event Planning
- Adapting and responding to a new Transport Network

**David Jamieson**  
Police and Crime Commissioner  
West Midlands

**Councillor Ian Ward**  
West Midlands Combined Authority

**Ron Barclay-Smith**  
Chair – British Transport Police  
Authority

[www.safertravel.info](http://www.safertravel.info)

facebook.com/safertravelpolice  
 @ST\_Police





## Safer Travel Plan – 2020-21

### Strategic Context or Overview

Passengers continue to tell us that they are feeling safer on the West Midlands public transport network than a decade ago. The value of passengers feeling safe cannot be underestimated. DfT figures suggest there would be 11.5% more public transport journeys made if passengers felt safer, which for the West Midlands would equate to an increase of around a 40 million journeys, helping reduce congestion and keep people moving.

To tackle the issues that matter to passengers, there are a series of actions that will be taken. The frameworks for the delivery of these activities will be the Safer Travel Control Plan in line with commitments under the West Midlands Bus Alliance, the Local Rail Collaboration and Midland Metro Alliance. The mechanism for monitoring delivery of these actions will be the Safer Travel Partnership Strategy and Performance Board, the West Midlands Strategic Police and Crime Board as well as the WMCA Transport Delivery Committee. The overall objectives of the plan are to:

- **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, anti-social behaviour and offending** by using long-term, problem-solving methods and by tackling anti-social 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.
- **Supporting repeat victims of crime** through a multi-agency safeguarding approach focusing on the threat, risk and harm to those individuals.
- **Increasing the understanding of passengers' needs and concerns** by listening to and working with passengers to identify their 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 affect local communities, listening to views and learning from them.



## Safer Travel Plan – 2020-21

### Achieving a Reduction in Crime, Disorder and Anti-Social Behaviour

Whilst crime on the West Midlands public transport network has seen significant reductions over the last decade, it is important that work continues to ensure this trend continues. Crime on public transport has a direct impact on how the public view the safety of its use, as well as having an indirect impact on the economy. The Safer Travel Partnership aim to reduce threat, risk and harm by:

- **Retain and expand the Safer Travel Police Team** by seeking further industry funding and sponsorship to develop and grow the team further to meet the predicted increase of demand due to an expanding transport network. Seek to increase visibility on the network by increasing the number of volunteers, including Special Constables and accredited security staff available at key times and key locations.
- **Monitor and manage performance** by ensuring that a fit-for-purpose performance process is in place using a 'dashboard' approach across a range of specified objectives focusing on Force priorities, as well the threat, risk and harm to individuals and communities.
- **Reinforcing the intelligence-led tasking arrangements, ensuring a co-ordinated response to problems** including Covid-19 related incidents by producing timely intelligence documents which consider seasonality, geographic and temporal data, as well as both victim and offender profiles. Utilising SARA and POP plans to ensure that 'trend specific' issues are fixed first time.
- **Bringing offenders to justice – Offender Management.** Reduce crime and re-offending by bringing offenders to justice and adopting a more targeted approach towards offender management.
- **Enhancing the use of Civil Interventions** by utilising all powers available to the Safer Travel Partnership and those of other agencies. Putting in place accredited trained staff to enforce ASB issues that negatively affect the 'passenger experience' across all modes of transport.



## Safer Travel Plan – 2020-21

### **Achieving further improvements in public perception of Personal Safety, Passenger Engagement and Communication**

Passengers are the eyes and ears of the Safer Travel Partnership. Through information received from the See Something Say Something campaign, as well as interactions through social media, the Safer Travel Partnership has utilised this direct two-way communication with passengers to ensure that the right resource is in the right place at the right time, doing the right things and that passengers receive clear feedback. Therefore, the Safer Travel Partnership commit to:

- **Continuing a robust policy towards providing educational support** within Schools, and Community Groups, to press home the wider safety message among younger people, the 'hard to reach', other vulnerable and socially excluded sections of the community including messages around Social Distancing.
- **Preventing repeat victims of crime** through a multi-agency approach ensuring that the Partnership's approach to 'safeguarding' is current and victim focused.
- **Engaging in Safer Travel focused media campaigns** to highlight priority crime and 'social issues' on the transport network improving public perception/confidence.
- **Closer working with local IAGs and Travel Specific Community Groups** ensuring that we maximise the effectiveness of these groups by utilising their skills and knowledge to deliver a more efficient and collaborative transport service.
- **Creating adaptive social media strategies** which reach out to and connect with multiple diverse communities – using feedback between other partners, utilising and adapting other partners campaigns to help with this, improve the use of 'localised' news that could be community or area specific.



## Safer Travel Plan – 2020-21

### Maximising on the Benefits of Technology

Technology can be a very powerful tool in the fight to keep public transport safe, but also operationally efficient. The use of CCTV is becoming common place across the network, with operators providing CCTV on vehicles as well as the West Midlands Combined Authority providing CCTV at all bus stations, Metro stops and on numerous rail stations. However, CCTV is just one technology and the next year will see the Partnership:

- **Continuing to provide public-facing staff** with a more flexible and broader range of up-to-date technology including remote access to high-definition IP CCTV, body worn cameras, and continue to seek to identify new innovations.
- **Implementing in full the approved Regional Transport Co-ordination Centre (RTCC) business case** to ensure delivery of the enhanced RTCC by December 2021 and its continuing development thereafter.
- **Through the use of CCTV and ANPR technology** to provide a view of the Key Route Network to inform the RTCC and partners of emerging traffic issues as they begin to arise.
- **Enhancing the capability to re-deploy mobile technology** to ensure that all staff have access to the right technology when they need it and the ability to move technology to emerging hot spots or vulnerable locations.
- **A continuation of the use of Smartphone applications and ‘smart’ technology** to provide extensive network coverage, utilising 5G to maximise the effectiveness of the latest smart technology.



## Safer Travel Plan – 2020-21

### Ensuring a Co-ordinated Transport Partnership response to Event Planning

Keeping the roads of the West Midlands moving is particularly important to residents, visitors and businesses within the region. Traffic congestion in the West Midlands costs the economy £2 billion per year, and transport planning for the UK City of Culture and Commonwealth Games is essential to minimise the wider impact of the increased passenger journeys that are anticipated. This is happening at a time the West Midlands is managing through and recovering from the Coronavirus crisis, as well as preparing for the UK's departure from the EU. This means that the Partnership will need to be adaptive and resilient.

The West Midlands will:

- **Prepare for the circumstances of the UK's departure from the EU.** Develop and co-ordinate appropriate plans together with stakeholders to reduce disruption on the transport network and mitigate any potential issues.
- **Review the nature and level of current partner relationships.** To maximise the effectiveness of collaborative working supporting the Local Resilience Forum (LRF) and other appropriate multi-agency forums, utilising intelligence and data to support robust decision making.
- **Ensure a robust cross-departmental training programme is developed and maintained.** Identify training opportunities in order to support the appropriate actions pertaining to transport during a regional response.
- **Continue to maintain, develop and exercise the Network Emergency Plan (NEP).** Ensure organisational readiness in order to respond to an emergency situation in a structured, co-ordinated and effective manner.
- **Develop an interface and strategy that utilises the Safer Travel Partnership.** Ensure the Partnership have an appropriate level of engagement of planned and unplanned events that will have a significant impact on the transport network.



## Safer Travel Plan – 2020-21

### Adapting and responding to a new Transport Network

The Transport Network for the West Midlands is under constant review, expansion and development to best meet passenger demand as well as changes in the external environment, including the introduction of the Clean Air Zone (CAZ) and recovery from the Coronavirus.

- **Bidding for additional resources** which will be needed to address crime and anti-social behaviour issues as the external environment changes.
- **Reinforcing the active pursuit of infrastructure improvements (places)** to create a safer environment for passengers which is built on the success of the independent Safer Bus Station accreditation.
- **Provision of capable citizens and passenger education (people)** utilising intelligence-led techniques and vulnerability data to improve passenger perception and safety.
- **Ensuring that Park and Ride plans include safety and security** in every element of their design, build and day-to-day operation.
- **Identifying and creating 'Safer Routes to Transport'** to address the safety requirements of the travelling public.



## **Safer Travel Plan – 2020-21**

### **Proposed Monitoring Indicators**

#### **Drawn from Movement for Growth: The West Midlands Strategic Transport Plan**

- C1** – Overall Customer Satisfaction with Bus Services
- C2** – Overall Customer Satisfaction with SPRINT Services
- C3** – Overall Customer Satisfaction with Metro Services
- C4** – Overall Customer Satisfaction with Rail Services

**E8** – Number of recorded crime incidents on public transport

#### **Elements drawn from current West Midlands Police and Crime Plan 2016 – 2020**

##### **Protecting from harm**

- Reducing crime and harm
- Substance misuse
- Organised crime and urban street gangs

##### **Supporting victims of crime**

- Victim-focused Restorative Justice

##### **Building trust and confidence in our Police**

- Confidence in policing
- Satisfaction with service

##### **Strengthening communities and growing the economy**

- Perceptions of safety
- Safer Travel
- Effective partnerships to tackle crime and reduce harm

##### **Building a modern Police service**

- Development a modern workforce and supporting our staff