

**ANNUAL EVALUATION
OF
WEST MIDLANDS COMBINED
AUTHORITY
SAFER TRAVEL**

1st January 2025

to

31st December 2025

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

EVALUATION OF THE WEST MIDLANDS COMBINED AUTHORITY

BODY WORN CAMERA SYSTEM

CONTENTS

	Page
1. Methodology	3
2. Introduction	4
3. Overview of the Scheme	6
4. Purpose and Scope of the CCTV Scheme	8
5. Changes in Operation, Management or Policies	11
6. Proposals for the Scheme	12
7. Statistical Analysis and Evaluation	13
8. Conclusion	22
Appendix ‘A’ Recorded Incidents	24
Appendix ‘B’ Usage of Cameras by TSOs	26

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

1.0 METHODOLOGY

In order to comply with the requirements of the British Standard BS7958:2019 ‘Closed Circuit Television (CCTV) Management and Operation – Code of Practice’ and the recommendations contained in the Biometrics and Surveillance Camera Commissioner’s ‘Surveillance Camera Code of Practice’ November 2021 and the Information Commissioner’s ‘CCTV Code of Practice’ October 2014, West Midlands Combined Authority commissioned Plass Solutions Ltd to conduct an evaluation of the use of body worn camera system by the Safer Travel Team.

Whilst the Information Commissioner’s CCTV Code of Practice and the Surveillance Camera Code of Practice mention that a review should be undertaken that assesses the effectiveness of the system, the Code of Practices are specific in the criteria required to be covered by such an evaluation. However, the afore-mentioned Codes of Practice agree that the results of the evaluation should be publicly available.

The topics required to be covered by the Code of Practices are as follows:

- a) a description of the scheme and the geographical area(s) of operation the schemes policy statement
- b) the purpose and scope of the scheme
- c) any changes to the operation or management of the CCTV scheme
- d) any changes that have been made to the policy
- e) any proposals to expand or reduce the operation of the scheme
- f) the aims and objectives for the next 12 months.

The Code of Practices also require the following information to be included within the review:

- a) the number of incidents recorded by the scheme
- b) the number of incidents reported to the police and where appropriate other bodies
- c) an assessment of the CCTV scheme’s impact on crime levels and types of crime in the area covered by the scheme.

As the West Midlands Combined Authority – Safer Travel has achieved accreditation to the above-mentioned Biometrics and Surveillance Camera Commissioner’s ‘Surveillance Camera Code of Practice’, and is working towards BS7958:2019, the following evaluation will focus on the content of that Standard and Code of Practices as outlined above.

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

2.0 INTRODUCTION

2.1 Overview

The West Midlands Safer Travel Partnership is a team dedicated to keeping the public transport network safe for both passengers and transport staff. The partnership is made up of employees from West Midlands Police, British Transport Police and Transport for West Midlands. The Safer Travel Team now include Transport Safety Officers (TSOs) who tackle antisocial behaviour on public transport. The TSOs are the first of their kind in the UK to operate across all three modes of public transport (bus, rail and tram).

The system is owned by West Midlands Combined Authority (WMCA), who is responsible for the management, administration and security of the system. WMCA will therefore ensure the protection of individuals and the public by complying with the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' and the Information Commissioner's CCTV Code of Practices and this document.

The scheme comprises of body worn CCTV cameras used by WMCA authorised operators (bus station staff and transport safety and engagement officers). It will enable WMCA staff and contractors to comply with the relevant legislation relating to video recording and outline the associated benefits to WMCA staff and the general public. It also documents best practice procedures with regard to legislation, integrity of data, images and video as well as its security and use.

The use of Body Worn Cameras can provide a number of benefits which include a deterrent to acts of aggression or verbal and physical abuse toward staff and the provision of evidence to support Police investigations, complaints made by the public and disciplinary investigations.

The primary role of the Transport Safety Officers (TSO) is to provide a visible presence on the Public Transport Network in the West Midlands, providing good Customer Service to Staff and Passengers to tackle low level Anti-Social Behaviour and improve the perception of safety for users of the transport network. The approach to be followed by the TSO's can be summarized as Engagement, Education, and where necessary Enforcement. They do this by using devolved powers given to the TSOs authorised by WMP under the Police Reform Act 2002.

Body Worn Cameras forms part of users Personal Protective Equipment (PPE) and is provided solely for the use indicated in the Code of Practice. It will be used in an overt manner and emphasised by the wearing clear identification that it is a CCTV device. Prior to commencement of any recording, where possible, staff will give a clear verbal warning / hand signal that recording is taking place.

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

The body worn CCTV camera equipment will be used for:

- Interaction - being seen.
- Engagement - Questions or conversation with.
- Warning - issuing warning.

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

3.0 SCHEME DESCRIPTION

3.1 Body Worn Camera System

The Body Worn Camera system referred to in this document has been introduced for the purposes outlined in below. Whilst the scheme is owned by WMCA, its implementation and/or expansion is supported by the following bodies (the partners):

- Bus Station staff
- West Midlands Police
- British Transport Police
- Bus Operating Companies

The owner and all partners will work in accordance with the Codes.

Recordings will not commence until the WMCA staff has issued a verbal warning, of their intention to turn on the Body Worn Cameras. Recordings will not be made whilst performing normal patrolling duties.

High quality Body Worn Cameras are in use. The physical and intellectual rights in relation to any and all material recorded by the systems shall at all times remain in the ownership of WMCA.

3.2 Ownership

The scheme is owned by West Midlands Combined Authority who is responsible for the management, administration and security of the system. West Midlands Combined Authority and its partners will ensure the protection of individuals and the public by complying with the Codes of Practice.

Should the public wish to make contact with the owners of the scheme they may write to:

Security & Policing Manager
Safer Travel
West Midlands Combined Authority
16 Summer Lane
Birmingham
B19 3SD

The above contact point will be available to members of the public during office hours. Enquirers will be provided with the relevant documentation on request.

3.3 Policy Statement

The scheme aims to provide surveillance of the public areas within the specified location, in order to fulfil the purposes of the scheme.

Body Worn Cameras are worn so that they are clearly visible, and the public will normally, where practical, be given a clear verbal warning that the camera is in use. This will ensure that both the maximum deterrent value is achieved and that the public are fully aware that they are being recorded.

Staff members and/or contractors will wear Body Worn Cameras with signage stating that CCTV is operational and/or being recorded.

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

4.0 THE PURPOSE AND SCOPE OF THE SCHEME

4.1 Purposes of the scheme

The following are the objectives for which The West Midlands Combined Authority – Safer Travel body worn camera system was established:

- To protect members of staff and the public.
- To discourage physical, assaults, aggressive or abusive behaviour against staff.
- To deter and detect crime and anti-social behaviour.
- To assist in the identification of offenders leading to their arrest and successful prosecution.
- To reduce staff's fear of crime or aggressive or violent behaviour.
- To provide evidence in cases of alleged illegal activity or in disciplinary offences. This may amount to misconduct by members of staff.
- To help investigate breaches in Health and Safety incidents, investigate formal complaints or to resolve grievances.

4.2 Scope of the scheme

Body Worn Cameras are worn so that they are clearly visible, and the public will normally, where practical, be given a clear verbal warning that the camera is in use. This will ensure that both the maximum deterrent value is achieved and that the public are fully aware that they are being recorded.

Staff members and/or contractors will wear Body Worn Cameras with signage stating that CCTV is operational and/or being recorded.

Data will not be held for longer than necessary and disposal of information will be regulated.

This evaluation of the scheme is carried out annually and will be available to the public.

West Midlands Combined Authority and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of the Body Worn Camera system accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfil the purposes of the scheme. Data will not be held for longer than necessary and disposal of information will be regulated.

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

The schemes are registered with the Information Commissioner. The registration number is Z5897556. The schemes will be managed in accordance with the principles of the Data Protection Act 2018, Human Rights Act 1998 and all other relevant legislation.

Reviews of Data Protection and Legal requirements are undertaken annually.

4.3 Personnel

All personnel involved with the monitoring of CCTV have or are in the process of being security screened in accordance with British Standards.

4.4 Training

All employees engaged in the monitoring and operation of body worn cameras have or are in the process of receiving training to the standards required by the Private Security Industry Act 2001. As a further requirement of the above Act all operators will be licensed by the Security Industry Authority.

4.5 Operation of the scheme

The system is operated in accordance with a recognized Code of Practice and Procedural Manual.

4.6 Audit

As mentioned in the introduction to this report the scheme is required to be independently monitored and this includes a review of the scheme's operation and working practices.

Audits have been undertaken during 2025 prior to this evaluation report which considered the following:

- a) the level of attainment of objectives and procedures.

The level of attainment of objectives is covered in the main evaluation. The statistics relate to the 2025 period. Procedures are governed by the Code of Practice and Procedural Manual. These were reviewed and comply with relevant processes and legislation in particular the Data Protection Act 2018 and Human Rights Act 1998.

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

b) random audits of the data log and the release of information

All administrative documentation, which incorporate the release of information and incident reports in connection with this scheme were examined and all appear to be completed in accordance with the Procedural Manual.

c) the review policy

The review policy is outlined within the Code of Practice. Procedures are reviewed on an ongoing basis in order to comply with procedures and legislation.

d) standard of costs for the release or viewing of material

The Information Commissioner confirms the cost should be free of charge. However, West Midlands Combined Authority may charge reasonable fees when responding to manifestly unfounded or excessive requests. There were no Subject Access Requests received and processed in 2025.

e) legislation

At the time of the above audit all legislative requirements appear compliant.

5.0 CHANGES IN OPERATION, MANAGEMENT OR POLICY

As reflected in the Code of Practice, any major changes to the Code of Practice take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

5.1 Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

- additions and omissions of cameras to the system matters which have privacy implications
- additions to permitted uses criteria e.g. purposes of the scheme
- changes in the right of access to personal data, except statutory requirements
- significant legal implications.

5.2 Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

- additions and omissions of contractors
- additional clarifications, explanations and corrections to the existing code
- additions to the code of practice in order to conform to the requirements of
- any statutory Acts and changes in criminal legislation.

A minor change may be agreed between the manager and the owner of the system.

There have been only minor changes to the Code of practice or procedures during the period under evaluation. These include insertion of the ICO registration number and clarification of compliance with Human Rights Act 1998, both in the Codes of Practice.

The Code of Practice is subject to annual review. A copy of the Code of Practice can be obtained by writing to:

Security & Policing Manager
West Midlands Combined Authority
16 Summer Lane
Birmingham
B19 3SD

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

6.0 PROPOSALS FOR THE SCHEMES INCLUDING AIMS AND OBJECTIVES

The West Midlands Combined Authority – Safer Travel utilises the latest technology in body worn cameras. This is seen as being beneficial to all those who visit, reside and work in the area.

The aims and objectives remain the same and these are the prevention and detection of crime, to reduce the fear of crime and make the area a safe environment.

7.0 STATISTICAL ANALYSIS AND EVALUATION

In order to achieve meaningful evaluation, the CCTV scheme must be assessed against specific performance indicators which are relevant to the objectives of the scheme. This can be achieved by utilising baskets of indicators which are divided into the categories of Contextual, Key and Support Indicators.

7.1 Contextual Indicators

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the purposes of the Body Worn Camera are mainly for improving public safety and to prevent and detect crime. Indicators will include both British Crime Statistics and Police Recorded statistics for this type of crime.

7.2 Key Indicators

Key Indicators are closely related to the actual objectives of the particular initiative and attempt to measure its effect. This will include the total crime for the police area.

7.3 Support Indicators

Support Indicators are used to refute or verify the key indicators. The measurements will include the number of images seized by police which contain evidential value.

7.4 EVALUATION

7.4.1 Contextual Indicators

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the purposes of the Body Worn Cameras are mainly to improve public safety and prevent and detect crime. Indicators will include both British Crime Statistics and Police Recorded statistics for this type of crime.

7.4.2 British Crime Survey

The responsibility for the publication of crime statistics transferred from the Home Office to Office of National Statistics (ONS) in April 2012, with the year starting on 1st July and finishing on 30th June. The following information has been taken from the ONS website.

Crime against individuals and households has generally decreased over the last 10 years with some notable exceptions, such as fraud. Estimates from the Crime Survey for England and Wales (CSEW) year ending (YE) September 2025 showed that:

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

- There were around 9.3 million incidents of CSEW headline crime, which means there was no statistically significant change compared with the YE September 2024 survey (9.5 million incidents); CSEW headline crime includes theft, robbery, criminal damage, fraud, computer misuse, and violence with or without injury.
- Computer misuse decreased by 21% (to around 686,000 incidents) compared with last year's survey.
- There was no statistically significant change in overall theft offences; however, there was a 20% fall in domestic burglary (to 342,000 incidents) and a 16% fall in vehicle-related theft (to around 617,000 incidents).
- There was no statistically significant change in overall fraud; however, there was a 19% rise in bank and credit account fraud (to around 2.6 million incidents) and a 40% decrease in "other fraud" (to 137,000 incidents).

Experiences of domestic abuse, sexual assault, stalking and harassment from the CSEW are presented separately as prevalence estimates (the proportion of all people who were victims in the previous 12 months) in our statistics. Latest data from the YE March 2025 CSEW showed no statistically significant change in these estimates compared with the YE March 2024 survey.

Police recorded crime does not tend to be a good indicator of general trends in crime, because of changes in how crimes are recorded over time. However, it can give more insight into lower-volume, higher-harm offences that are reported to the police, including those that the survey does not cover or capture well. Data for YE September 2025 showed that:

- The number of homicides decreased by 7% (to 499 offences) compared with YE September 2024 (539 offences); this was the lowest figure since current police recording practices began in YE March 2003.
- Offences involving knives or sharp instruments decreased by 9% (to 50,430 offences) compared with YE September 2024 (55,149 offences); decreases were seen across most regions in England and Wales.
- Offences involving firearms decreased by 9% (to 4,851 offences) compared with YE September 2024 (5,356 offences); this was the lowest figure since current police recording practices began in YE March 2003.
- The number of robbery offences (82,678 offences) remained similar to YE September 2024 (82,354 offences).

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

- Shoplifting offences increased by 5% (to 519,381 offences) compared with the previous year (492,660 offences).

Since the mid-1990s, the CSEW has shown long-term decreases in the number of incidents of theft, criminal damage and violence with or without injury. Fraud and computer misuse estimates are only available from year ending (YE) March 2017 onwards. While the number of fraud incidents has increased with some fluctuations over this time period, there has been a general decline in computer misuse incidents.

The headline CSEW crime measure captures incidents of theft, robbery, criminal damage, fraud, computer misuse, and violence with or without injury. There were an estimated 9.3 million incidents of CSEW headline crime in the YE September 2025 survey, showing no statistically significant change, compared with the YE September 2024 survey (9.5 million incidents). Providing context from a longer time period, CSEW headline crime remains 17% lower than in the YE March 2017 survey (11.2 million incidents), when fraud and computer misuse were first included.

In YE September 2025, the police recorded 6.7 million crimes, similar to the previous year (6.7 million crimes) and up from 4.2 million in YE March 2015. Increases since YE March 2015 are largely because of changes in police activity and recording practices. While some of the rise may reflect genuine changes in trends in crimes reported to and recorded by police, these figures are largely influenced by improvements in recording standards. As a result, police recorded crime is not generally considered a reliable indicator of overall crime trends.

Further information on crime in England and Wales can be found on <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingseptember2025>

7.4.3 West Midlands Police crime and offence statistics

As previously mentioned, contextual performance indicators are closely related to the background and environment of the particular initiative, it is therefore advantageous to examine the context in which the cameras operate. This will include the total crime for the police area. There is an argument that the number of recorded offences would be reflected in the levels of incidents created by the CCTV operators.

During 2021 the recorded crime had increased by 22%. There was an increase in Public Order (+66%), Weapons (+61%), Violence (+49%), Criminal Damage/Arson (+48%), Other Crime (+41%), Drugs (+24%), Other Theft (+7%), Bike Theft (+4%) and Robbery (+1%). Decreases were recorded in Burglary (-19%), Anti-Social Behaviour (-16%), Vehicle (-5%), Theft from a Person (-3%) and Shoplifting (-3%).

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

During 2022 the recorded crime had increased by 8%. There was an increase in Other Crime (+1043%), Shoplifting (+42%), Drugs (+29%), Public Order (+29%), Violence and Sexual (+19%), Criminal Damage/Arson (+13%), Vehicle (+2%) and Bike Theft (0%). Decreases were recorded in Other Theft (-14%), Weapons (-21%), Burglary (-36%), Robbery (-40%), Anti-Social Behaviour (-66%) and Theft from a Person (-67%).

During 2023 the recorded crime has decreased by 5%. There was an increase in Shoplifting (+45%), Anti-Social Behaviour (+17%), Robbery (+7%). Decreases were recorded in Drugs (-3%), Other Crime (-3%), Weapons (-4%), Burglary (-5%), Other Theft (-5%), Vehicle (-7%), Criminal Damage/Arson (-7%), Violence and Sexual (-9%), Bike Theft (-12%), Theft from a Person (-14%), and Public Order (-24%).

During 2024 the recorded crime has decreased by 6%. There was an increase in Shoplifting (+30%), Anti-Social Behaviour (+16%), Other Crime (+12%), Drugs (+2%). Decreases were recorded in Theft from a Person (-26%), Public Order (-23%), Burglary (-16%), Robbery (-16%), Vehicle (-11%), Bike Theft (-11%), Violence and Sexual (-10%), Other Theft (-10%), Criminal Damage/Arson (-7%) and Weapons (-6%).

During 2025 the recorded crime has decreased by -6%. There was an increase in Anti-Social Behaviour (+20%), Drugs (+19%), Shoplifting (+5%), Weapons (4%). Decreases were recorded in Burglary (-16%), Other Theft (-15%), Vehicle (-14%), Robbery(-12%), Public Order (-10%), Bike Theft (-8%), Theft from a Person (-8%), Other Crime (-6%), Criminal Damage/Arson (-4%) and Violence and Sexual (-2%).

7.4.4 Analysis of Recorded Crime Levels – Bus Stations

The following is an analysis of crimes and offences committed during 2021 to 2024 compared with 2025.

Station	2021	2022	2023	2024	2025
Bearwood	0	2	3	1	2
Bilston	14	24	36	8	7
Coventry	77	131	86	78	78
Cradley Heath	1	2	5	1	4
Halesowen	41	25	36	12	17
Stourbridge	28	49	27	35	22
Walsall	89	119	87	92	76
Wednesbury	21	28	24	32	24
West Bromwich	92	116	97	60	73
Wolverhampton	127	203	104	85	73
Grand Total	427	931	612	404	376

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

During 2024 there were 404 offences recorded for the afore-mentioned Bus Stations, and this has decreased to 376 in 2025.

7.4.5 Analysis of Recorded Crime Levels – Railway and Metro Stations

The following is an analysis of crimes and offences committed and recorded by West Midlands Police and British Transport Police during 2022 to 2025.

Railway Station	2022	2023	2024	2025
Acocks Green Rail Station	6	17	9	13
Adderley Park Railway Station	4	7	2	2
Alvechurch Railway Station	4	2	4	3
Aston Railway Station	14	24	17	18
Barnt Green Railway Station	7	3	9	6
Berkswell Railway Station	15	8	8	4
Bescot Stadium Railway Station	21	26	18	8
Bilston Central Tram	0	0	1	0
Birmingham International Railway Station	55	104	112	139
Birmingham Moor Street Railway Station	55	58	46	69
Birmingham New Street Railway Station	716	895	921	1080
Birmingham Snow Hill Railway Station	49	28	37	53
Black Lake TFWM Car Park	0	0	0	0
Blake Street Railway Station	3	6	2	4
Bloxwich North Station	6	3	1	1
Bloxwich Railway Station	16	8	13	10
Bordesley Railway Station	1	4	5	11
Bournville Railway Station	8	13	7	8
Bradley Lane Metro Station	3	4	6	3
Brindley Place Metro Station	0	0	3	1
Bromsgrove Railway Station	16	34	14	44
Butlers Lane Railway Station	4	4	2	0
Canley Railway Station	12	13	10	13
Cannock Railway Station	26	8	12	12
Chester Road Railway Station	20	11	17	13
Churchill And Blakedown Railway Station	1	3	2	3
Coseley Railway Station	16	22	14	14
Coventry Railway Station	153	173	247	231
Cradley Heath Railway Station	13	31	13	29
Danzey Railway Station	2	0	0	0
Dorridge Railway Station	8	22	18	21
Duddeston Railway Station	9	9	8	4

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

Dudley Port Railway Station	9	6	8	9
Earlwood Railway Station	1	3	1	2
Edgbaston Village Metro Station	0	0	2	2
Erdington Railway Station	17	12	14	17
Five Ways Railway Station	10	11	15	13
Four Oaks Railway Station	24	23	21	18
Gravelly Hill Rail Station	22	26	19	10
Hagley Railway Station	1	6	15	4
Hall Green Railway Station	7	12	4	5
Hampton In Arden Railway Station	9	0	4	10
Hamstead Rail Station	4	7	6	2
Hatton Railway Station	4	0	3	0
Hednesford Railway Station	16	7	10	13
Henley-In-Arden Railway Station	0	5	2	4
Jewellery Quarter Railway Station	4	27	11	15
Kidderminster Railway Station	24	28	24	43
Kings Norton Railway Station	30	48	23	25
Landywood Railway Station	6	12	3	6
Langley Green Railway Station	5	5	0	10
Lapworth Railway Station	0	0	3	0
Lea Hall Railway Station	5	5	9	16
Leamington Spa Railway Station	35	49	69	103
Library Metro Station	0	0	2	0
Lichfield City Railway Station	16	20	28	20
Lichfield Trent Valley Railway Station	14	7	25	29
Longbridge Rail Station	34	0	0	4
Loxdale Metro Station	4	5	0	5
Lye Railway Station	13	1	6	4
Marston Green Railway Station	19	16	8	19
Northfield Railway Station	24	50	17	18
Old Hill Railway Station	4	6	1	6
Olton Station	10	7	6	6
Perry Barr Railway Station	7	16	9	14
Redditch Railway Station	27	20	23	22
Rowley Regis Railway Station	10	14	18	26
Rugeley Town Railway Station	5	5	4	5
Rugeley Trent Valley Railway Station	15	10	11	20
Sandwell and Dudley Railway Station	17	27	27	23
Selly Oak Railway Station	21	26	22	25
Shenstone Railway Station	3	1	3	5
Shirley Railway Station	6	8	11	8

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

Small Heath Railway Station	11	6	13	5
Smethwick Galton Bridge Railway Station	24	7	17	21
Smethwick Rolfe Street Railway Station	4	8	4	5
Solihull Railway Station	28	31	29	36
Spring Road Railway Station	5	3	2	2
Stechford Railway Station	9	9	3	11
Stourbridge Junction Railway Station	23	29	18	32
Stourbridge Town Railway Station	4	1	1	2
Stratford-Upon-Avon Parkway Railway Station	0	5	5	2
Stratford-Upon-Avon Railway Station	13	15	18	21
Sutton Coldfield Railway Station	33	19	18	33
Tame Bridge Parkway Railway Station	14	15	9	15
Telford Central Bus Station	1	0	0	0
The Hawthorns Railway Station	9	12	27	18
The Lakes Railway Station	3	0	1	1
Tile Hill Railway Station	14	16	20	12
Tipton Railway Station	5	17	5	10
Town Hall Metro Station	0	0	1	1
Tyseley Railway Station	12	10	15	10
University Railway Station	20	17	21	21
Walsall Railway Station	57	66	45	62
Warwick Parkway Railway Station	6	3	8	7
Whitlocks End Railway Station	3	7	5	5
Widney Manor Railway Station	1	4	3	0
Wilmcote Railway Station	0	1	0	1
Witton Railway Station	3	5	10	8
Wolverhampton Railway Station	162	206	265	274
Wolverhampton St George's Metro Station	0	0	1	1
Wood End Railway Station	0	0	1	0
Wootton Wawen Railway Station	0	1	0	2
Wylde Green Railway Station	6	8	15	20
Wythall Railway Station	6	2	3	2
Yardley Wood Railway Station	16	15	11	10
Grand Total	2320	2636	2610	3053

7.5 Support Indicators

7.5.1 Incident Reports

An incident is an activity that raises cause for concern that the safety or security of an individual may be compromised or that an offence has been, is being or is about to be, committed, or that an occurrence has taken place warranting specific action by WMCA authorised officers.

The success of a body worn camera scheme relies, to a considerable extent, on the proactive use of the system by the officers. It is necessary therefore to ascertain if the system is being used to its full potential by those operating the cameras and one method of establishing this is to analyse the incidents. Details of incidents dealt with by officers are passed to the relevant authority.

7.5.2 West Midlands Combined Authority Body Worn Camera System

It is necessary to be able to justify the existence of each camera which forms part of the Body Worn Camera scheme and the only measurement is when it has been used during an incident.

In 2025 there were a total of 2239 usages of the body worn cameras, compared to 2051 usages in 2024. This is an average of 75 usages for each of the 30 cameras. An analysis of the number of uses for each body worn camera can be found in Appendix 'B'.

Using a formula employed by a number of organisations, all cameras with less than half the average number of usages would be regarded as being 'at risk' of further consideration. However, most of the body worn cameras have specific and/or unique operational requirements, which include the security and safety of staff and people using the public transport facilities. It is therefore suggested that in future a more customer based analysis be adopted to establish the perceptions of those using the facility, as opposed to relying on crime and incident analysis.

7.5.3 Viewing and Seizure of evidence

The viewing and subsequent copying/seizure of recorded images can act as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence. However, it is difficult to ascertain from police records whether the images viewed have been used as evidence to obtain a conviction at court, assisted in any other clearance process or been used for intelligence purposes.

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

During 2025 there were 26 reviews from the Police (BTP and WMP) and ASB team, compared to 31 in 2024. 3 pieces of evidence were issued to the Police, compared to 12 to the Police and 19 to the WMCA ASB Team in 2024. There were no other third party requests.

7.5.4 Complaints

A member of the public wishing to make a complaint about the system may do so through West Midlands Combined Authority's complaint procedure. A copy of the complaint procedure is available by writing to:

Security & Policing Manager
Safer Travel
West Midlands Combined Authority
16 Summer Lane
Birmingham
B19 3SD

A complaints procedure has been documented. A record of the number of complaints or enquiries received is maintained together with an outline of the action taken. During the period of evaluation there have been no recorded complaints concerning the scheme in question. However, there were 22 compliments formally received during 2025; key trends identified included the support of TSOs during police incidents.

7.5.5 Privacy Impact Assessments

During 2025 there were 5 additional body worn cameras introduced, the Privacy Impact Assessment has been updated.

8.0 CONCLUSION AND RECOMMENDATIONS

8.1 Introduction

This body worn camera evaluation focuses on the 30 body worn cameras used by the TSOs, which are owned by West Midlands Combined Authority.

8.2 Recorded Incidents / Crime

During 2025 there were 2239 recorded incidents on the public transport monitored by the Safer Travel Team of which 49 were evidential. Refer to Appendix 'A' for the breakdown of non-evidential and evidential data.

8.3 Body Worn Camera Use and Incidents logged by Officers

It is necessary to be able to justify the existence of each body worn camera which forms part of the Body Worn Camera scheme and the only measurement is when it has been used during an incident.

In 2025 there were a total of 2239 usages of the body worn cameras and this is an average of 75 usages for each of the 30 cameras. Using a formula employed by a number of organisations, all cameras with less than half the average number of usages would be regarded as being 'at risk' of further consideration. As previously mentioned, the 2025 analysis indicates that there was an average of 75 uses for the 30 cameras, however, most of the body worn cameras have specific and/or unique operational requirements, which include the security and safety of staff and people using public transport. An analysis of the number of uses for each body worn camera and those at 'risk' can be found in Appendix 'B'.

8.4 Police and WMCA ASB Team Reviews of Footage

Another important indicator is the number of reviews conducted by the police and the WMCA ASB Team. During 2025 there were 26 reviews from the Police (BTP and WMP) and ASB team, compared to 31 in 2024. 3 pieces of evidence were issued to the Police, compared to 12 to the Police and 19 to the WMCA ASB Team in 2024. There were no other third party requests.

8.5 Future Evaluations

The Information Commissioner's CCTV Code of Practice makes the following requirement:
"If you are already using a surveillance system, you should regularly evaluate whether it is necessary and proportionate to continue to use it"

“You should review regularly whether the use of CCTV continues to be justified. It is necessary to renew your notification with the ICO annually, so this would be an appropriate time to consider the ongoing use of such systems.”

...there should be a periodic review, at least annually of the system’s effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified.”

Information Commissioners Code of Practice 2014

The purposes and scope of the systems are detailed in section four of this report and these include the prevention and detection of offences. Whilst it is not possible to make an assumption that the Body Worn Camera system is actually preventing offences, it is a component part of the preventative package. To remove or modify the use of the Body Worn Camera system may also detract from a further identified purpose, this being to reduce the fear of crime.

It is a recommendation that the Body Worn Camera system continues to be evaluated on an annual basis. This will ensure continued compliance with the British Standard, which is assessed each year and it will also provide compliance with legislation and the Surveillance Camera Codes.

APPENDIX 'A'
RECORDED INCIDENTS 2025

West Midlands Combined Authority – Safer Travel

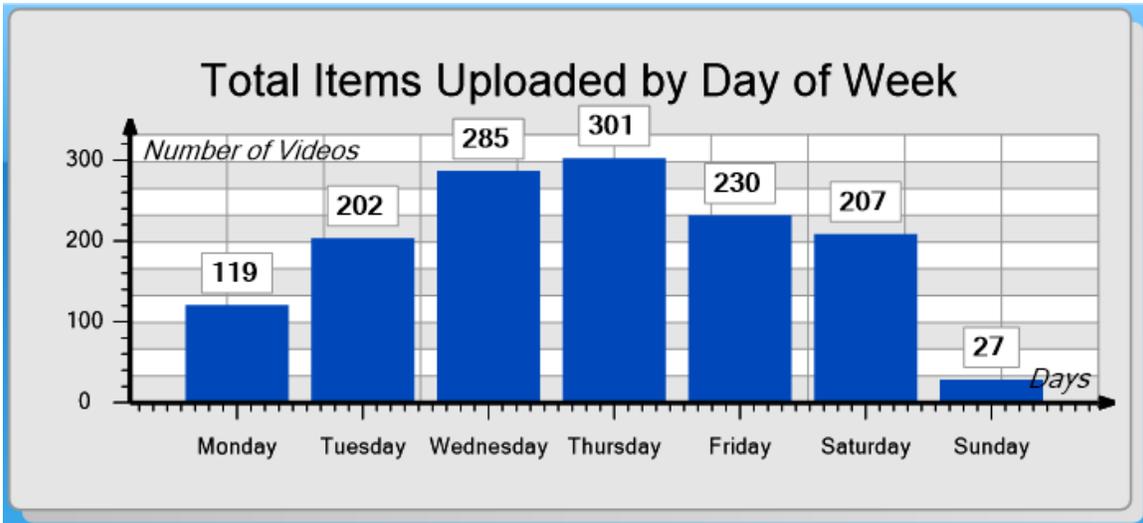
1st January – 31st December 2025

APPENDIX 'A'

UPLOADING DATA

NON EVIDENTIAL	EVIDENTIAL
1372	49
Total 2025	

TOTAL NUMBER OF UPLOADS FOR 2025:



**APPENDIX ‘B’
USAGE OF BODY WORN CAMERAS**

West Midlands Combined Authority – Safer Travel

1st January – 31st December 2025

APPENDIX 'B'

BODY WORN CAMERA USAGE

Camera	2025
N33306	83
N33806	81
N34004	0
N34128	0
N34240	0
N34423	0
N34530	0
N56634	106
N56756	199
N56765	0
N56951	149
N57034	117
N57543	48
N57730	0
N57734	244
N57778	141
N57831	189
N58484	140
N58518	78
N58674	0
N56815	0
N57753	0
N75347	83
N76508	194
N80997	37
N81076	14
N81136	140
N81329	110
N81405	51
N81550	35
TOTAL USAGE	2239