Safety and Security Strategy
2011 - 2014
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1 Executive Summary

1.1 Public Transport in Tyne and Wear is normally very safe to use. Whilst this strategy aims to tackle problems of crime and anti-social behaviour on public transport, the vast majority of the 185 million journeys made every year on the public transport system pass off without incident.

1.2 There are however a number of areas where Nexus can improve actual and perceived levels of personal safety and security on public transport by engaging further with our partners. The purpose of this strategy is to develop partnerships and initiatives that will make a positive contribution towards improving the perception of personal safety and security on public transport.

1.3 Personal safety and security during any journey on public transport is currently supported by transport operators and Nexus in a number of ways. This complements the work of the Police and Local Safety Partnerships within the districts who meet regularly to coordinate events and initiatives.

1.4 Nexus research suggests that people have mixed views of safety on board public transport, with 99% feeling safe at bus stations during the day falling to 76% at night times\(^1\). The same research finds that 99% of users feel safe travelling on buses during the day, reducing to 89% at night\(^2\), indicating a greater degree of anxiety whilst waiting for rather than travelling on public transport.

1.5 Less than 1% of passengers actually report witnessing any sort of anti-social incident\(^3\) when surveyed. While this figure appears low, many incidents go unreported, making it difficult to establish the full extent to which crime and anti-social behaviour is a problem on public transport.

1.6 Feedback from passengers suggests that the behaviour of other passengers is an issue on public transport, with this indicator rated 9\(^\text{th}\) out of 11 in terms of

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\(^1\) Nexus Market Research – Bus Station Security Tracking June 2009. Page 13 - 14
\(^3\) Nexus Market Research – Bus Station Security Tracking June 2009. Page 20
passenger satisfaction\textsuperscript{4}. This suggests a degree of low-level disorder on public transport in the form of bad language, racist, sexist and homophobic abuse and general anti-social behaviour that goes unreported, and is consequently not adequately dealt with within current mechanisms.

1.7 Nexus also has to deal with a number of external pressures including challenging economic circumstances which suggest that resources over the coming years will be increasingly limited and that existing assets must be better utilised.

1.8 This strategy outlines the measures and aspirations that will tackle these immediate threats by removing the barriers to using and improving the image of public transport services to people in general. The main outcomes that we want to achieve through the implementation of this strategy are these:

- increase actual and perceived passenger safety on the public transport network;
- reduce the incidence of crime committed on the transport network;
- reduce passengers’ fears and perceptions of crime, and
- reduce passengers’ tolerance of low-level disorder and increase the reporting of such incidents.

2 Introduction

2.1 This strategy aims to define and establish a number of interventions, processes and aspirations that will improve actual and perceived levels of personal safety and security for people using public transport within Tyne and Wear.

Main Themes

2.2 Every journey made on public transport within Tyne and Wear is equally important, regardless of the form of transport used. Journeys can be divided into three sections; ‘travelling to’, ‘waiting at’ and ‘travelling on’ each of these sections includes:

2.3 ‘Travelling to’; the design and lighting of streetscapes, urban maintenance and the use of community policing around and approaching public transport infrastructure. Interventions here aim to improve the safety and security of the approach to the waiting environment.

2.4 ‘Waiting at’; the design, build and location of public transport infrastructure including Bus, Metro and train stations, bus stops, taxi ranks and ferry landings. Interventions here are designed to provide a more safe and secure waiting environment.

2.5 ‘Travelling on’; the traditional ‘journey’ section and includes bus, rail, Metro, taxi and ferry journeys in Tyne and Wear. Interventions here are designed to provide passengers with increased safety and security while on each mode.

2.6 Each section will require interventions some of which may overlap and/or fall out of Nexus’ scope.

The Scope of the Strategy

2.7 ‘Travelling to’ largely falls outside the scope of Nexus and therefore, the strategy will look to signpost examples of best practice that the relevant partners can refer to when carrying out improvements.

2.8 ‘Waiting at’ the majority of public transport facilities in Tyne and Wear are owned or managed by Nexus therefore the strategy will target direct interventions. Those that are not owned or maintained by Nexus will require
partnership work which Nexus will support with examples of best practice and resources where appropriate.

2.9 ‘Travelling on’, The Ferry service is owned and operated by Nexus and is entirely within the scope of this strategy. Secured bus services and the Metro service are operated on behalf of Nexus and so remain in scope but may require alterations to their operating contracts, leading to potentially increased costs. Commercial bus, heavy rail and taxi services are outside the remit of Nexus and will require partnership working with the relevant operators.

Development Process

2.10 This Strategy has been developed in consultation with the relevant Nexus departments responsible for passenger safety and security, the Community Safety Partnerships of the five local authorities, the Police, Probation service and the major public transport operators in Tyne and Wear. The Strategy will be consulted on widely with relevant stakeholders, specifically those belonging to vulnerable groups.

Constraints of this Strategy

2.11 In isolation any single action will have limited impact due to the size of the public transport system within Tyne and Wear. A number of the areas identified for improvements remain outside the scope of Nexus and therefore Nexus will be unable to directly influence them. This will remain as a constraint on the strategy and will rely on partnership work.

Duration of the Strategy

2.12 The Strategy will run for 3 years from April 2011. The action plan will be subject to an annual review.

Stakeholders

2.13 The strategy stakeholders include:

- Nexus,
- Tyne and Wear Integrated Transport Authority
- Gateshead City Council
Newcastle City Council,
North Tyneside Council,
South Tyneside Council,
Sunderland City Council,
Northumbria Police,
Northumbria Probation Service
British Transport Police,
Train Operating Companies,
Passenger Focus,
Bus Companies,
DB Regio Tyne and Wear
Arch
Department for Transport
3 Strategic Context

**ITA Objectives:**
1. Reducing congestion through better public transport
2. Reducing transport related social exclusion
3. Protecting and enhancing the natural and built environment
4. Assisting in economic regeneration

**Vision**
‘Increase actual and perceived levels of personal Safety and Security on all public transport services in Tyne and Wear’

**Strategy Objectives:**
1. Reduce the level of crime and disorder on Public Transport
2. Reduce passenger’s tolerance of low level crime and disorder on public transport.
3. Improve access to and the image of public transport by enhancing the perception of personal safety and security and tackling anti-social behaviour when it occurs.
4. Improve the utilisation of resource through partnership working

**Action Plans:**
1. Improve the detection and reporting of incidents on public transport
2. Improve utilisation of existing resource to improve perceptions of safety and security.
3. Improve Partnership working so that resources can be fully utilised.
4. Improve the response time to recorded incidents of crime and disorder.
3.1 This strategy aims to enhance the image of public transport by improving both actual and perceived levels of safety and security which will directly contribute to all four ITA objectives.

**Legislation and Policy Context**

3.2 Actual and perceived personal safety and security on public transport is covered by legislation designed to tackle antisocial behaviour and hate crime such as the **1998 Crime and Disorder Act** and other transport specific legislation, including the **2008 Local Transport Act**.

3.3 The **2008 Local Transport Act** created Integrated Transport Authorities (ITA) to replace existing Passenger Transport Authorities (PTA). The act extended the ITA’s scope beyond those of the PTA and designated new powers including the ‘power of wellbeing’ that will allow the authority to take measures which they consider will improve well-being of their area, unless explicitly prohibited elsewhere in legislation. These new powers provide the ITA with a useful tool to address perceived and actual safety and security on public transport.

3.4 In addition the Act also introduced the ‘buses’ champion’ with **Passenger Focus** assuming responsibility for representing views of bus, coach and Metro passengers outside of London from April 2010. Passenger Focus has carried out mystery shopper research and satisfaction surveys in Tyne and Wear. The experience of Passenger Focus in helping to drive up standards on rail services will be invaluable in repeating that success on bus and Metro services.

3.5 The majority of incidents which impact on perceived and actual levels of safety and security can be classed as anti-social behaviour. Anti-social behavior is defined as “any aggressive, intimidating or destructive activity that damages or destroys another person’s quality of life” and covers a broad range of actions including noise, vandalism, fare dodging, intimidation and loitering.

3.6 The **1998 Crime and Disorder Act** saw the introduction of Anti Social Behaviour Orders (ASBO) designed to prevent harassment, distress or alarm to one or more persons by an individual. Once a person has been issued with an ASBO they can face up to 5 years in prison if it is breached. Although not used
specifically on public transport within Tyne and Wear yet, an ASBO is an important tool to tackle persistent offenders.

3.7 The powers of ASBOs were further strengthened in the **2003 Anti Social Behaviour Act** as were those of Police Community Support Officers (PCSO) and Accredited Security Officers. PCSO are currently being used on sections of the Metro’s Sunderland line helping to improve levels of safety and security. Powers of accredited support officers were extended to the issuance of fixed penalty notices to people throwing stones at the railway, trespassing on the railway and drinking in areas with Designated Public Places Orders (DPPO).

3.8 DPPOs were established under the **2001 Police and Criminal Justice Act** and are often more commonly referred to as ‘alcohol exclusion zones’. These can be targeted to specific locations known for persistent issues with alcohol related disorder. These orders have a number of uses within public transport and can be placed on or around public transport infrastructure with known problems enhancing the Police’s ability to tackle disorder. The Metro system has an established DPPO which means that no alcohol can be consumed whilst on network premises.

3.9 Hate Crime is defined as any criminal offence committed against a person or property that is motivated by an offender’s hatred of someone because of their race, religion, sexual orientation, disability, class, ethnicity, nationality, age, gender, gender identity or political affiliation. Within Tyne and Wear it is generally under-reported, although 33% of bus users report ‘behaviour’ of other passengers as a concern. The strategy will look to use acts such as **1986 Public Order Act**, the **2006 Racial and Religious Hatred Act** and the **2008 Criminal Justice and Immigration Act** to increase reporting and tackle hate crime on public transport.

3.10 The **2008 Criminal Justice and Immigration Act** also introduced Anti Social Behaviour Closure Orders, which allow the police or local authorities to apply to magistrates to close down premises associated with significant or persistent disorder and serious nuisance to members of the public. This power extends to all business and residential premises and in principle could include bus shelters and other enclosed public transport infrastructure. Improvements in problem areas must be made to ensure these orders are not placed on
public transport infrastructure leading to the detriment of its image and reducing access to the public transport network.

3.11 In 2009 the Department for Transport (DfT) commissioned an independent review examining the ways in which it could increase general satisfaction levels with railway stations across England. The report titled ‘Better Rail Stations’ made a number of recommendations by dividing all stations across England and Wales into six different categories, with minimum standards identified for each. The minimum standards highlight a specific set of facilities which stations should have within each category. These include real time information, emergency and information help points and lighting on platforms and the station approaches, all of which will help improve actual and perceived safety and security. Also in 2009 the DfT commissioned a report looking into The Role of Soft Measures in Influencing Patronage Growth and Modal Split in the Bus Market in England. The study looked into the success of ‘soft’ measures designed to improve safety and security for bus passengers including the use of CCTV, lighting and the presence of staff.

3.12 The strategy will also utilise best practice guides published by non-transport organisations. The Police are one such source and have an active resource titled “secure by design” which looks to design crime out of the built environment. A further reference will be Safe From Bullying on Journeys published by the Department for Children Schools and Families, as a guide to tackling bullying during school bus journeys.

3.13 Each Authority within Tyne and Wear has produced Safer Communities Strategies which will be used as points of reference and guides to tackle district specific problems.

3.14 In March 2010 the Department for Transport launched a consultation ‘Improving Bus Passenger Services through the Regulatory Framework’. The consultation includes a review of the Conduct Regulations (SI 1990/1020) which covers bus and coach drivers, inspectors, conductors and passengers. Among other issues the review will consider prohibiting alcohol consumption on buses. Any findings and recommendations will be included in the annual review of this strategy.
3.15 Finally, the strategy will also look to link with existing Nexus strategies and to cite best practice examples from fellow Passenger Transport Executives.
4 Objectives

Vision and Values

‘Increase actual and perceived levels of personal Safety and Security on all public transport services in Tyne and Wear’

4.1 The objectives of the strategy are:
1. Reduce the level of crime and disorder on public transport
2. Reduce passengers’ tolerance of low level crime and disorder on public transport
3. Improve access to and the image of public transport by enhancing the perception of personal safety and security and tackling anti-social behaviour when it occurs
4. Improve the utilisation of resource through partnership working

4.2 The first objective of this strategy is to reduce the actual levels of crime and disorder on the public transport network. The number of reported incidents on public transport is already low; the strategy will seek to reduce this even further by implementing the action plans within this strategy.

4.3 Market research and anecdotal evidence suggest that levels of crime and disorder on public transport may be higher than the number of reported incidents would suggest, as some victims believe there is little point in involving the authorities. Therefore the second objective of the strategy will look to reduce passengers’ tolerance towards these incidents, and encourage greater levels of reporting, so that existing resources can be effectively targeted.

4.4 Market research continually shows that perceptions of crime and disorder on public transport do not match the reality. So the third
objective is for Nexus and partners will to reduce this gap by improving perceptions of public transport.

4.5 The current financial crisis means that public bodies are coming under increasing budgetary pressures and must use existing resources more effectively. Therefore the fourth objective is to ensure that the measures within the strategy are affordable and optimise the use of available people and assets.

4.6 This strategy contributes to all four overarching ITA objectives:

- Reducing congestion through better public transport
- Reducing social exclusion
- Protecting and enhancing the environment
- Helping economic regeneration

4.7 Below these objectives, the ITA Passenger Transport Policy Statement 2007/08 to 2009/10 includes a number of policies that this strategy will help deliver. These are:

- Passenger facilities that are of high quality and have particular regard to the Disability Discrimination Act and passenger security.
- Heightening the perception of security for all public transport passengers.
- To provide information to assure passengers that services are running to schedule, or to make alternative plans in the event of disruption or delay.
- Improved access to public transport networks.
- Improving access to jobs, education and training by public transport.

Where do we want to be in 3 years time?
4.8 The progress of this strategy will be measured using three performance indicators, one for each objective of the strategy.

4.9 **Reduce Levels of Crime and Disorder on Public Transport** – Although relatively rare, this strategy will further reduce the number of actual offences committed on public transport.

Target – Reduce the percentage of passengers surveyed who have witnessed an incident on public transport to below 0.5% by 2014.

4.10 **Reduce Tolerance of Public Transport Crime** – Passengers will not accept low level disorder as being part of the public transport experience. Effective and simple reporting structures are in place ensuring that all high and low level crime is captured. This allows resources to be effectively targeted so that repeat offenders are challenged.

Target – Reduce the number of incidents, reported on Public Transport by 30% by 2014.

4.11 **Improving and Enhancing the Image of Public Transport** – Perceptions of safety and security on public transport will improve. People will perceive public transport to be a safe and secure way to travel.

Target – Reduce the % of passengers feeling unsafe whilst travelling on and waiting for public transport by 5% by 2014

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5 Baseline to be established in 2010/11 following launch of campaign encouraging reporting
4.12 **Improving Utilisation of Resources** – All transport operators the Police and local authorities will work together to tackle crime and disorder improving perceptions of Safety and Security. Existing frontline staff will be used more effectively to provide visible reassurance to passengers.

**Target** – By 2014 increase by 5% the % of travellers who have seen a uniformed member of staff, or police officer on the public transport network⁶.

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⁶ Current Figure for Metro is 22% Police Officer and 32% for Customer Service Staff (January 2010)
5  **Current Situation**

5.1 There is a significant problem of under-reporting of crime and disorder on public transport. The British Crime Survey suggests that 80% of UK adults said that they had witnessed but not reported an act of harassment, violence or physical assault whilst on public transport\(^7\).

5.2 Most anti-social behaviour on public transport is low level disorder. The British Crime Survey stated that the most common forms of disorder on public transport were; being stared at in a hostile way (35%); being deliberately jostled or pushed (28%); being threatened with violence (18%) or verbal harassment (14%)\(^8\). Within Tyne and Wear attacks against the physical fabric of the system is a recurring problem, including missile attacks against buses, Metro and trains, and damage to bus shelters.

5.3 Nexus and partners already carry out a number of activities aimed at improving the levels of personal safety and security on public transport. Summarised below are the current activities which the strategy will look to build upon.

**Travelling To**

5.4 Travelling to the stop or station remains the jurisdiction of the relevant local authority. Nexus is only able to directly improve land it owns or manages surrounding its Metro stations, bus interchanges and ferry landings. There are a number of partnerships in which Nexus plays a full and active part, especially in the area of joint working with district council planning and highways teams to plan new development such that it can be safely accessed from the public transport network, and existing routes improved, for instance by lighting improvements or shrubbery management.

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\(^8\) Ibid
5.5 The CCTV network covering the Metro system includes Pan Tilt Zoom (PTZ) cameras at each station, these are able to monitor the areas surrounding and leading up to each station. All cameras on the Metro system are linked to the local authority monitoring centres allowing them to follow offenders into and around the system.

5.6 Nexus currently works in partnership with the local authorities and advises them through regular liaison meetings if any changes are needed around or leading to public transport infrastructure.

**Waiting At**

**Bus Infrastructure**

5.7 There are over 6,000 bus stops in Tyne and Wear, where Nexus provides information and maintains and updates the bus stop flag. The position regarding bus shelters is more complicated. In Newcastle, shelters are managed by Clear Channel under contract to Newcastle City Council. In the other four districts there are 1,174 bus shelters which are maintained by Clear Channel under contract to the relevant local authority, and a further 1,911 shelters maintained by Nexus. Nexus also manages and maintains 14 bus stations in Tyne and Wear including Eldon Square, Park Lane and Gateshead Interchange. Go North East manages Washington Galleries and Gateshead MetroCentre bus stations.

5.8 Nexus carries out a refreshment programme across all of its bus stops on a four-year cycle. In addition we operate to strict guide lines; removing graffiti within 12 hours of being reported and repairing damaged shelters within 5 working days. There are also ongoing programmes introducing lighting within bus shelters to improve Safety and Security with Nexus spending over £100,000 on the project in 2009/10.

5.9 Major Bus Stations have designated Managers who oversee 11 Bus Station Customer Assistants (BCAs). The BCAs are a dedicated resource for the major bus stations offering passengers support and information. Staffing hours at interchanges vary:
<table>
<thead>
<tr>
<th>Interchange</th>
<th>Customer Service Staff Presence (Mon – Sat)</th>
<th>Customer Service Staff Presence (Sun &amp; Bank Hols)</th>
<th>Security Staff Presence (Mon – Sun)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eldon Square</td>
<td>0700 – 1900</td>
<td>1000 - 1730</td>
<td>NA</td>
</tr>
<tr>
<td>Haymarket</td>
<td>0800 – 1800</td>
<td>1000 - 1730</td>
<td>NA</td>
</tr>
<tr>
<td>Park Lane</td>
<td>0700 - 1900</td>
<td>1000 - 1730</td>
<td>1600 - 2300</td>
</tr>
<tr>
<td>Gateshead</td>
<td>0800 - 1900</td>
<td>1000 - 1730</td>
<td>1600 – 2300</td>
</tr>
<tr>
<td>Heworth</td>
<td>NA</td>
<td>NA</td>
<td>1600 - 2300</td>
</tr>
<tr>
<td>Four Lane Ends</td>
<td>NA</td>
<td>NA</td>
<td>1600 - 2300</td>
</tr>
</tbody>
</table>

At some bus stations an ‘out of hours’ security phone number is available to passengers waiting for services in the evenings. The number connects passengers to security staff if an incident causes them concern.

5.10 Current CCTV coverage of bus infrastructure is limited and disjointed with some sections covered by the Metro system and others covered by cameras linked to TV units within the interchange. Electronic displays have been introduced into the major bus stations and provide timetabled information. The coverage and extent of real time information which offers passengers a sense of reassurance remains limited, pending the implementation of technical upgrades. Nexus has recently piloted the use of CCTV in a limited number of bus shelters; this is seen as a potentially valuable tool in the fight against persistent damage to shelters at specific locations.

**Passenger Focus – Market Research:**

Passenger Focus is now the watchdog for bus passengers within England excluding London. In preparation for this they undertook market research that found that overall the quality of bus stops across Tyne and Wear scored above average in terms of presence of shelter and information, cleanliness and low levels of litter and graffiti.

**Metro Stations**

5.11 There are 60 Metro stations across the Tyne and Wear Metro system. These vary considerably in size and nature, including busy city centre stations in central Newcastle and Sunderland, well-used interchanges such as Heworth and Four Lane Ends and quieter suburban stations. The Metro stations are owned by Nexus but are operated by DB Regio Tyne & Wear. In addition to the
stations, DBTW also has a responsibility to report any faults in the immediate vicinity of Metro stations to the relevant local authority.

5.12 The Metro system is monitored 24 hours a day by 550 digital CCTV cameras covering platforms, station approaches, subways and car parks. The system is linked into local authority control centres and is thus able to operate proactively as well as retrospectively. The Metro system operates with real time information displays providing reassurance to passengers that a train is due. In addition, each platform is fitted with a help point that connects directly to an operator within the Metro control room.

5.13 Metro stations are overseen by eight station managers who each have responsibility for various sections of the network. From April 2011, each section will also have a corresponding user group to comment on various aspects of station condition, including safety and security. Nexus also employs a dedicated team of six full time employees, whose task is to keep the system free of graffiti.

5.14 DBTW also aims to have ‘Secure Station’ accreditation for all stations (excluding those on the Sunderland extension) by the end of March 2012. In addition from the end of 2011, DBTW will be trialling ‘Safe Zones’ at three stations. ‘Safe Zones’ entail designating certain parts of the platform as such; typically this involves improving lighting and CCTV coverage in that particular part of the station.

**Rail Stations**

5.15 There are five local rail stations within Tyne and Wear: Heworth, Manors, Dunston, Metrocentre and Blaydon and two national rail stations, Newcastle Central and Sunderland. All seven stations at present do not meet the minimum requirements established within the Better Stations report recently published by the DfT.

5.16 Both national stations are staffed whilst the others operate as un-staffed way side halts. However, Heworth benefits from its connections to the Metro system
and bus interchange whilst the Metrocentre benefits from its location and high patronage levels.

5.17 Newcastle Central is operated as part of the East Coast franchise whilst all other stations are operated by Northern Rail as part of theirs. Sunderland Station has recently undergone extensive renovation, funded by Nexus, which will dramatically improve passengers’ perceptions of safety and security.

**Sunderland Station – A Station of Light**

Nexus has invested £7 million in Sunderland station which will be the biggest single investment in any train station within Tyne and Wear. The refurbishment will include artwork designed by a leading artist, providing a platform length wall of light. General lighting levels and waiting areas will also be improved, providing greater safety and security.
**Ferry Landings**

5.18 There are two ferry landings within Tyne and Wear located either side of the Tyne in North and South Shields. South Shields landing is located close to a main road and is used as the berth for both ferries giving it a regular staff presence during operation and is monitored by CCTV.

5.19 North Shields landing has no permanent staff presence and is located in a quiet area of the quayside. To access the landing passengers must walk through an alley. Security has recently been improved with the introduction of a new lighting system and is covered by CCTV. Proposals for the Shields Ferry are covered in greater detail in the Nexus Ferry Strategy.

**Taxi Ranks**

5.20 Taxis make up a key part of the public transport network and through the Nexus TaxiCard scheme provide subsidised transport to those who have difficulty in accessing the public transport network. Taxis also help support the night-time economies of the major centres within Tyne and Wear by providing transport beyond the hours of operation of bus and Metro.

5.21 A number of authorities in Tyne and Wear currently fund taxi marshals during the weekends and particularly busy periods. Taxi marshals help maintain order whilst people are queuing for taxis, preventing people pushing in line which is often a flash point for violence.

**Taxi Marshals – North Tyneside:**

During the Christmas period in 2009, North Tyneside Council introduced a Taxi Marshal scheme in Whitley Bay to cope with the additional number of revellers over the festive period. This was then extended to Tynemouth after funding of £30,000 was received through the Home Office’s alcohol strategy unit.
Travelling On

Buses

5.22 There are over 140 million journeys made on buses within Tyne and Wear each year, accounting for over 75% of all public transport journeys\(^9\). The vast majority of these journeys are made on the services of the three main operators; Stagecoach, Go North East and Arriva.

5.23 Compared to other areas of the UK, bus travel is perceived as being ‘safer’ in Tyne and Wear. Research carried out by Passenger Focus suggests that 88% of Tyne and Wear bus passengers are satisfied with their level of personal safety and security whilst travelling on buses; this compares to 82% nationally. The figure for ‘waiting at bus stops’ is 81% satisfied, which is the same as the national average\(^{10}\).

5.24 Buses have a visible staff presence on board in the form of the driver, in addition each operator employs teams of revenue enforcement officers whose main role is revenue enforcement but also provide a level of reassurance to the passenger. However, because of the size and scale of the network and the relatively small number of enforcement officers, they have a very low presence. Currently Nexus does not provide any additional revenue support for safety and security on board buses but have provided capital support for the purchase and installation of CCTV.

5.25 The current industry structure means that the reportage of incidents on buses has become confused as each operator has different incident reporting procedures which act as an additional deterrent for customers. Bus drivers are encouraged by all operators to report incidents during their shift, however due to time pressures it is often difficult for them to do so on a regular basis.

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\(^9\) Nexus Business Intelligence
CCTV on Buses:
Over the last 3 years Nexus and the bus operators have been working in partnership introducing CCTV equipment onto buses across Tyne and Wear. Through the LTP programme Nexus has provided match funding to the operators to purchase and install the equipment. In total £X was provided by Nexus.

Metro
5.26 The Metro currently accommodates almost 41 million passenger journeys every year. The service is operated by DBTW according to the specification set out by Nexus. DBTW is required to achieve a Personal Safety and Security Customer Satisfaction Survey score of 7.3 by September 2012, and maintain it thereafter. DBTW is committed to fortnightly task and co-ordination meetings with Northumbria Police and the British Transport Police. The latter are responsible for policing of the system between Pelaw and South Hylton.

5.27 The current contract includes a requirement for DBTW to provide 1880.5 hours of customer service staff per week, increasing to 3271 hours following the completion of the ‘Ticketing and Gating’ project – all ticket barrier lines must be staffed during their hours of operation. All customer service staff will be equipped with PDAs and personal alarms by the end of March 2011, allowing the real time reporting of incidents. In addition, DBTW provides a minimum of 18 Customer Service Staff on trains and at stations between 1800 and 2400 every day. To promote the importance of safety and security on the Metro system, a staff recognition scheme for achievements in this area will be introduced before the end of 2010.

British Transport Police Community Support Officers:
In 2009 four BTP PSCO’s funded by Nexus were introduced on the Sunderland Extension between Fellgate and South Hylton. This has doubled the amount of visible police hours leading to the number of reported incidents of crime falling 50% and general feelings of Safety and Security rising to 71% on trains.
Train

5.28 Local rail journeys within Tyne and Wear account for only a small proportion of the total public transport journeys within Tyne and Wear. Last year local rail accounted for just over 1.7 million journeys. Northern Rail currently holds the franchise for all local services in Tyne and Wear. National figures suggest that around 3.4 million journeys on the National Rail network originate at Newcastle and Sunderland Central Stations.\(^{11}\)

5.29 All trains carry conductors and so have a constant visible staff presence, but not all carry CCTV equipment to capture incidents.

Ferry

5.30 Ferries carry a staff complement of at least three when in operation, so have a highly visible staff presence. In addition, they are both fully equipped with CCTV so are able to record any incidents which occur.

Police Activity

5.31 The police currently patrol the public transport network in the course of their regular policing duties. A special unit of the Northumbria police force is dedicated to the Metro system. British Transport Police are responsible for the stretch of Metro between Pelaw and South Hylton. The Police have stated that if the number of reported incidents were to increase, they would be prepared to invest more resource into the network. For instance, if a problem route was identified, then officers would be encouraged to ride on the service in question at particular times to provide re-assurance and identify offenders.

Hate Crime

5.32 The main agency tackling hate crime within Tyne and Wear is ARCH – the third party reporting centre for racist and homophobic hate incidents. Currently ARCH only operates in Newcastle and Sunderland, but will soon be expanded

\(^{11}\) Source – Nexus Business Intelligence
to cover Gateshead as well as North and South Tyneside. It provides victims of hate crime with a free phone number and support when they are attacked. ARCH has identified to Nexus that a large proportion of the reports they receive are generated on the public transport network.

**Partnership Working**

5.33 Nexus currently works with bus operators, the police and local authorities via the ‘Transport Alert’ forum. This partnership seeks to reduce crime and anti-social behaviour by identifying problem hot spots across the network. The forum is currently limited to the bus network, separate arrangements exist for Metro.
6 Options and Recommendations

6.1 There is a range of actions and interventions that can be taken to improve perceptions of safety and security on public transport. These interventions are designed to address the different types of offenders responsible for crime and disorder across the system.

6.2 The Police refer to the ‘The Pyramid of Offenders’ as shown in the figure below. The majority of people will moderate their behaviour through marketing and promotion, whilst a minority of people will not adjust their behaviour following any form of intervention.

‘The Pyramid of Offenders’ (Northumbria Police)
6.3 These interventions are designed to be targeted at various parts of the ‘Cycle of Problems’ as shown in the figure below.

‘Cycle of Problems’

6.4 These can be broken down in the three broad objectives of the Safety and Security Strategy. These are assessed in this section against a ‘do nothing’ scenario.

‘Do Nothing’ Implement no changes and continue with current processes and procedures

6.5 The do nothing base case would entail no changes to the way Nexus tackles crime and perceptions of Safety and Security on the public transport system. This would mean:
• There will be a continued tolerance of low level anti-social behaviour on public transport which would result in continued poor perceptions of safety and security on public transport;

• There will be a lack of evidence that there is a problem of low level disorder on public transport, which will make it difficult to encourage the police to take a keener interest in public transport;

• There will be no visible evidence that perpetrators of anti-social behaviour are punished, which will re-enforce passenger tolerance of low level disorder, under-reporting of incidents and send the wrong messages to would be offenders;

• Passengers and staff will continue to be subject to hate crime on public transport and will find it difficult and be disinclined to report such incidences;

• There will continue to a less co-ordinated approach to safety and security issues among the different public transport operators;
This option fails to build on the successes that have been achieved in recent years in reducing the number of incidents of crime and anti-social behaviour in recent years (insert evidence from Metro on recorded offences and perceptions of S&S).

**Reduce tolerance of crime and anti-social behaviour on public transport**

**Encourage the reporting of incidents**

6.6 Encouraging passengers and staff to report incidents of anti-social behaviour and hate crime is an important way in which tolerance of low-level crime and disorder can be reduced. Evidence can be used to improve driver training, target resources and use current CCTV resources to identify offenders. In the West Midlands the ‘See Something, Say Something’ campaign logged over 1,700 incidents in its first year of operation. This has enabled the Safer Travel Partnership in the West Midlands to target resources. As a result Travel West Midlands has been able to prosecute over 100 people for violating smoking laws and the Safer Travel Team have been able to study CCTV footage to bring forward prosecutions12.

6.7 Public transport staff often do not report incidents of anti-social behaviour simply because of the time and paperwork involved. The process needs to be as simple and straightforward as possible. In many instances of low level disorder, all that may be required is a simple tick box exercise stating that some form of event occurred.

6.8 Criminal damage to bus shelters is not reported to the police as routine, this

6.8 In instances where more serious events have occurred, then recording the incident should be made as simple as possible. In Edinburgh for instance, buses are equipped with recording devices so that passengers can give a verbal record of any incident on the spot, this can then be transcribed and acted on later. Nexus should work with bus operators and fund a pilot exercise

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whereby drivers on a route are provided with recording devices to capture incidents quickly and expediently.

6.9 A significant amount of the low level disorder on public transport is hate crime, although this is not often appreciated by the victims of ‘Hate Crime’ who are not aware the definition. Nexus and public transport operators should publicise and highlight a contact that will deal with any complaint of abusive behaviour in a sensitive manner. The contact details for ‘Arch’ would be ideal for this purpose. The contact details should be visible on every public transport vehicle. Making this message highly visible on public transport, not only provides a valuable reporting procedure to the passenger, but can also act as a deterrent to would be offenders since a highly visible message would suggest that a reporting mechanism for this type of anti-social behaviour exists. Marketing the message correctly will be very important since the need to encourage people to report incidents must be balanced against the danger of worsening passenger perceptions of public transport.

6.10 For staff the process needs to be different. Staff need to be educated as to what can constitute ‘hate crime’. Arch can offer public transport operators assistance in spreading this message to public transport staff. Educational materials and publicity can be distributed to depots and staff rest facilities. Other bus operators have already begun to take action, educating drivers and placing promotional materials in bus depots. Nexus should also adopt this approach.

6.11 In addition to promoting Arch and educating public transport staff about hate crime, operators need to simplify the reporting procedures for staff. The process needs to be as simple and non-time consuming as possible. Nexus should work with operators, via Transport Alert to develop a simple and easy process for staff to follow when reporting incidents. Nexus should also become a reporting agency for Arch, passing on any incidents recorded by the One Stop Shop. The One Stop Shop should also become a medium through which passengers and staff are encouraged to report incidents as they occur on the network. This would tie in the ‘We’ll back you up’ service which is explained below.

**Increase, publicise and promote Community Payback**
6.12 Nexus and local authorities should aim to work with the probation service and develop a programme of Community Payback schemes on or close to the public transport system.

6.13 The number of suitable schemes that would be suitable for ‘Community Payback’ is limited, but Nexus and the local authorities should produce an annual list of suitable schemes that could be used. Nexus should work in partnership with the district councils to identify suitable schemes and should contribute staff resource towards their implementation. Initial investigative work suggests that the number of suitable schemes on Nexus infrastructure is limited, therefore involvement is likely to be via providing support to Local Authority schemes.

6.14 Nexus participation in ‘Community Payback’ should be widely publicised in the local media.

Public Transport ‘Respect Awards’

6.15 Nexus should either sponsor an award at local authority ‘Respect Awards’ or organise and sponsor its own Annual Award ceremony that rewards passengers and staff that have contributed towards tackling safety and security issues on public transport. Experience from local authorities that take part in these awards suggests they are a good way of rewarding citizens that actively tackle anti social behaviour and ‘recognising the commitment of ordinary people who do extraordinary things to make their area better’.

6.16 The ceremony would not only encourage staff and passengers to tackle and report low level disorder, but would also help portray an image that this type of behaviour will not be tolerated on public transport.

Promote and Revise the SafeMark scheme

6.17 SafeMark is a scheme that currently operates on some bespoke school buses. One of its key aims is to reduce instances of bullying on dedicated school bus

services. The School Travel Strategy aims to roll out this service to all public services. The SafeMark scheme involves having a dedicated liaison officer within Nexus who can liaise with schools and public transport operators to tackle bullying and also ensure that bullies are brought to the attention of schools and are appropriately dealt with, this may involve withdrawing Concessionary Travel passes, or banning offenders from some services or waiting facilities. The scheme also tackles incidents of anti-social behaviour carried out on buses by school children specifically.

6.18 Awareness of this scheme needs to be promoted among public transport staff. Around 12% of children travel to school on mainstream public transport services\(^\text{14}\), public transport staff should therefore be aware of to whom they should report any incidents of bullying among school children they witness.

6.19 Customer rewards have been adopted by a number of operators. Customers are rewarded for providing evidence that leads to a conviction. This scheme could be expanded to reward not only the ones that lead to convictions but all people who report incidents can be entered into a draw.

6.20 A customer code of conduct that would be heavily publicised and supported by all operators would encourage people to report more incidents. The code of conduct would provide passengers with an opportunity to report behaviour that did not meet the standard required. The Code of Conduct would also be promoted in schools as part of work nexus already does in schools. This recommendation will be developed further pending the results of the Department for Transport’s consultation ‘Improving Bus Passenger Services through the Regulatory Framework’.

\(^\text{14}\) School Travel Census 2008.
Enhance the image of public transport by improving perceptions of Safety and Security

Travelling to the stop/station

6.21 Travelling to the stop or station is the area over which Nexus has least direct control, however there is still scope for Nexus to work with partners in order to prioritise improvements.

6.22 Nexus should take the opportunity to invite local neighbourhood policing forums to highlight approaches to stops and stations that are particularly unwelcoming. Since Nexus does not have the resource to attend all 40 neighbourhood policing forums within Tyne and Wear, the Personal Safety Coordinator should write to all the forums inviting them to put forward their views on problem approaches. This intelligence should then be used to draw up a programme of improvements with local authorities.

6.23 There are currently 27 Park and Ride facilities across Tyne and Wear, 26 of these are located at Metro Stations. The SafePark award is given to car parks that meet good security standards and offer a safe and secure parking environment. When resources allow, Nexus should work with the DBTW to bring parking facilities up to the SafePark standard.

Waiting for public transport

6.25 There are opportunities to improve the perception of the safety and security on public transport by making a few small scale improvements to waiting facilities and by ensuring that the design of new waiting facilities fully considers the impact of design on perceptions of Safety and Security.

6.26 A lot has already been achieved in recent years, notably through improved designs of bus shelters, improved lighting at bus stops and the introduction of good practice in the maintenance and repair of the stock of bus shelters that ensures they are kept in good repair.

6.27 Nexus should carefully monitor the CCTV in bus shelter pilot schemes that will be rolled out across Tyne and Wear. Initial feedback suggests these cameras
are assisting police in bringing forward prosecutions, although many of the incidents have not directly taken place on the public transport network.

6.28 Nexus should continue to invest in and promote the existence of CCTV at bus shelters; research carried out by the Institute of Transport, Leeds University, suggested that CCTV can generate a 5.7% increase in bus use. The outcomes of the two pilot schemes in Tyne and Wear should be used to inform a clear policy for the future deployment and roll out of CCTV at bus shelters. Nexus should closely monitor the impact of both schemes on:

- Passenger Perceptions
- Detection of crimes
- Deterrence of criminal activity

6.29 The design of waiting facilities can also have an impact on the perceptions of safety and security among passengers. Any new designs for waiting facilities should be referred to the Police Unit dedicated to designing out crime. In addition Nexus should embark on a programme of audits of existing waiting facilities in conjunction with vulnerable user groups, in order to highlight any small scale improvements that could increase perceptions of safety. This process should consider all Nexus Metro Stations and bus interchange facilities – including those managed by other agencies.

6.30 The bottom up approach to neighbourhood policing provides an opportunity use the numerous groups that exist across Tyne and Wear to highlight problem bus stops and shelters. The neighbourhood groups should be asked to provide the details of any stops on the network which could be improved by small scale works, in the same manner as outlined in 6.20. Minor works could include foliage removal or improved lighting. Nexus should work with local authority partners to draw up a programme that will deal with any highlighted issues.

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6.31 The introduction of Real Time Information at bus stops can reduce anxiety whilst waiting at remote bus stops. Nexus is already committed to rolling out Real Time Information via SMS text and via electronic displays at bus stations. This strategy supports the need to install RTI displays at stops, as well as making this service available via SMS and would recommend that Nexus adopts a position whereby RTI displays are rolled out at stops.

6.32 Taxi ranks can often be a focal point for crime and anti-social behaviour late at night after mainstream public transport has stopped operating and taxis become the main mode of public transport. Successful taxi marshalling schemes have been tried at various locations across Tyne and Wear.

6.33 There are some locations where taxis ranks and late night bus and Metro services converge, for example in Newcastle City Centre, buses depart as late as 0330 on Sunday mornings and one bus service now operates 24 hours a day, 7 days a week. Nexus should consider part funding marshals during problem hours at locations where there are a number of people waiting for taxis, buses and Metros. Any funding should be closely tied to the marshalling scheme bringing definable benefits to both taxis and mainstream public transport services. Any contribution should be capped to a maximum of £1,500 per district.

**Travelling on public transport**

6.34 CCTV is already extensively used on public transport with around 80% of buses now covered by CCTV and X% of Metrocars are fitted with CCTV. The extension of CCTV on Metrocars is now covered by the Concession agreement with Deutsche Bahn. Metro should work with bus operators to ensure that CCTV is rolled out as part of partnership agreements currently being developed with the bus operators.

6.35 The Police are currently entitled to free travel on public transport if they are wearing their uniform. However this privilege is not widely publicised within the force. Nexus should write to all local Inspectors within the force area to remind and encourage officers to board buses and Metros as part of their routine duties within neighbourhoods. Where bus operators or neighbourhoods identify particular problem routes, this should be reported to local Inspectors
who will respond to such requests with an increased presence. Problem routes should be regularly brought to the attention of the police to further encourage a police presence on these services.

6.36 Consideration has been given to procuring additional staff resource specifically for the bus network, however the cost of providing this resource has proved to be unfeasible due to costs. For example the cost of procuring just 4 Police Community Support Officers to patrol the bus network would cost £150,000 per year. Given that there are roughly 15,000\(^{16}\) individual bus vehicle journeys everyday in Tyne and Wear, the costs of more comprehensive coverage would therefore be prohibitively expensive.

6.37 A potentially more cost effective way to increase the uniformed presence of staff on the public transport network would be offering Nexus Staff the opportunity to undertake ‘special constable’ duties. This could take the form of allowing staff to undertake a certain proportion of their working week on ‘special constable’ duties, stipulating that those hours must be spent patrolling the public transport network. This would be a considerably cheaper way to increase the uniformed police presence on the network and support staff in furthering their professional development. Such a scheme has recently been introduced by South Yorkshire PTE. Nexus should monitor the effectiveness of this scheme and if successful and feasible should aspire to introduce a similar scheme here.

6.38 The use of conductors on buses and Metros is often raised in focus groups with public transport users as being an effective way of both re-assuring passengers deterring acts of anti-social behaviour and protecting revenue. Unfortunately the impact of the cost of conductors on the cost of operation makes them prohibitively expensive. There is however scope to make better use of current staff resource to maximise the reassurance value that uniformed personnel can provide.

\(^{16}\) Estimate based on Nexus Routelines Service Frequency Table 2008
6.39 Nexus should work with operators to make best use of current staff on the public transport network to provide reassurance to passengers. Nexus has an aspiration to create a ‘We’ll back you up’ service, whereby passengers can call the One Stop Shop to report anti-social behaviour, and a uniformed staff presence boards the vehicle at the first available opportunity to take appropriate action against the perpetrator, ejecting them from the vehicle if necessary. The service would provide a ‘back up’ service to passengers and bus drivers when dealing with anti-social behaviour. This service could make use of the following staff resource:

- Interchange Security Staff
- Interchange Customer Service Assistance
- Bus Operator Inspectors
- Special Constables
- Youth Outreach Workers
- Police Community Support Officers
- Police
- Metro staff

Nexus will look to lead in the development of this service by developing relationships with the external agencies such as the police and when resources allow will look to introduce and promote the service to public transport users.

6.40 Nexus should train all customer facing staff to be proactive in providing reassurance while they are out on the system by interacting more with passengers and proactively providing customer care whilst on duty. The police presence on Metro should be similarly directed, to actually engage with passengers. In South Yorkshire this approach has received a good deal of positive feedback from passengers and the custom has been endorsed by the Department for Transport as ‘best practice’.

6.41 For those offenders who cannot be dissuaded from committing crime and disorder on public transport. Nexus in association with the operators will look
into the feasibility of the introduction of network bans to avoid problem passengers simply passed onto another mode of public transport.

**Improve the Utilisation of Resources**

6.44 Transport Alert is the current forum used by bus operators, the police and Nexus to exchange intelligence on criminal damage occurring on the public transport network. This group could be enhanced and act as a conduit for information exchange, not only between operators and Nexus, but also between the multitude of neighbourhood policing groups that have been established across Tyne and Wear. The group should form the contact point for all public transport related issues raised at these groups.

6.45 All the Neighbourhood Policing forums in Tyne and Wear should be contacted and encouraged to put public transport issues onto their agendas as a standing item and encouraged to feedback any issues to Nexus. Where particular problems are highlighted a representative from Transport Alert should provide feedback to the Neighbourhood Policing Forums on remedial actions taken.

6.46 In the West Midlands all issues around policing public transport are carried out under the ‘SaferTravel’ brand, this co-ordinates action by police, Centro and public transport operators. Nexus should work with Northumbria Police and operators to launch a similar group in Tyne and Wear that can co-ordinate activities in this area. The group will monitor incidents of anti-social behaviour, analyse data and direct resources accordingly. This group should bring together resources currently devoted to Metro policing and identify a point of contact within Northumbria Police responsible for issues on the bus network.

6.47 31 members of staff at Nexus have undertaken training in the Derwent Initiative. This training was developed to protect the public in general but, in particular, children and vulnerable adults, by helping to prevent grooming and sexual offending in public places. Moving forward there is potential to extend this training to all Nexus customer facing staff and work with colleges across public transport to further increase the number of people in receipt of the training.
7. Action Plans and Performance Measures

<table>
<thead>
<tr>
<th>Key objective and outcomes</th>
<th>Ref:</th>
<th>Action</th>
<th>Responsibility</th>
<th>Resources</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Reduce passenger’s</td>
<td>SSS1.1</td>
<td>Promote Arch as a contact to deal with sensitive or hate crimes on</td>
<td>Nexus Marketing and Head of Transport Integration</td>
<td>To be encompassed within marketing of</td>
<td>2010 (Initial</td>
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<tr>
<td>tolerance of low level</td>
<td></td>
<td>Public transport.</td>
<td></td>
<td>One Stop Shop</td>
<td>promotion)</td>
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<td>crime and disorder on</td>
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<tr>
<td>Public transport.</td>
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<tr>
<td>Key Performance Measure –</td>
<td></td>
<td>Increase the reporting of incidents on public transport by X% from</td>
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<td></td>
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<td>2009/10 levels</td>
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<tr>
<td>2.</td>
<td>SSS1.2</td>
<td>Nexus to become a ‘Reporting Agency’ for Arch recording incidents via</td>
<td>Communications and Support Services</td>
<td>To be encompassed within marketing of</td>
<td>2010</td>
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<tr>
<td></td>
<td></td>
<td>the One Stop Shop</td>
<td></td>
<td>One Stop Shop</td>
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<td>3.</td>
<td>SSS1.3</td>
<td>Staff Education, ability to determine and detect hate crime.</td>
<td>Human Resources</td>
<td>TBC</td>
<td>2011</td>
</tr>
<tr>
<td>4.</td>
<td>SSS1.4</td>
<td>Promotion of Arch to private operators</td>
<td>Head of Transport Integration</td>
<td>Within current resource</td>
<td>2010</td>
</tr>
<tr>
<td>5.</td>
<td>SSS1.5</td>
<td>Simplified incident report procedure for all public transport Staff</td>
<td>Head of Transport Integration and Metro Concession</td>
<td>Within current resource</td>
<td>2010</td>
</tr>
<tr>
<td>SSS1.6</td>
<td>Strategy to engage with Metro and Local Authorities to establish partnership approach to Community payback schemes.</td>
<td>Strategy</td>
<td>Contribution to projects in kind – e.g. materials, staff time.</td>
<td>2011 (first project)</td>
<td></td>
</tr>
<tr>
<td>SSS1.7</td>
<td>Publicise Community Payback around infrastructure</td>
<td>Nexus Marketing</td>
<td>Local press releases as appropriate</td>
<td>2011</td>
<td></td>
</tr>
<tr>
<td>SSS1.8</td>
<td>Sponsor or Develop Respect award for public transport users.</td>
<td>Communications and Support Services</td>
<td>£1,000 per award sponsored.</td>
<td>Planning to begin in 2010 with first award in 2011</td>
<td></td>
</tr>
<tr>
<td>SSS1.9</td>
<td>Reform SafeMark into a scheme to promote good behaviour on all public transport services and tackle incidences of bullying and anti-social behaviour</td>
<td>Social Inclusion/Communication and Support Services</td>
<td>Additional Schools and Community Liaison Officer (funding to be identified in School travel Strategy)</td>
<td>2011</td>
<td></td>
</tr>
<tr>
<td>SSS1.10</td>
<td>Passenger Code of Conduct (young people)</td>
<td>Nexus Marketing</td>
<td>To be disseminated in schools via DBMs, SCLOs and local authority travel planners.</td>
<td>Planning to begin in 2010 with delivery in schools from 2011.</td>
<td></td>
</tr>
<tr>
<td>SSS1.11</td>
<td>Passenger Code of Conduct</td>
<td>Nexus Marketing</td>
<td>Subject to agreement with operators, to be marketed and promoted jointly with operators on vehicles and at interchange.</td>
<td>Draft code of conduct to be developed in 2010</td>
<td></td>
</tr>
</tbody>
</table>
## Key objective and outcomes

**2. Improve access to and the image of public transport by enhancing the perception of personal safety and security.**

Key Performance Measure – Reduce the difference between and increase the overall feelings of safety and security of users and non users of public transport.

<table>
<thead>
<tr>
<th>Ref.</th>
<th>Action</th>
<th>Responsibility</th>
<th>Resources</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSS2.1</td>
<td>Carry out ‘safety and security’ audits of approaches to public transport infrastructure as identified by neighbourhood policing groups.</td>
<td>Head of Transport Integration</td>
<td>Within existing resource</td>
<td>Pilot audits in 2010</td>
</tr>
<tr>
<td>SSS2.2</td>
<td>Safety and Security Audits of Public transport infrastructure</td>
<td>Head of Transport Integration</td>
<td>Within Existing Resource</td>
<td>Pilot audits 2010 (combined with approach audits)</td>
</tr>
<tr>
<td>SSS2.3</td>
<td>Safepark award for all park and ride facilities.</td>
<td>Metro Concession Office</td>
<td>TBC</td>
<td>TBC with Concession</td>
</tr>
<tr>
<td>SSS2.4</td>
<td>All new public transport infrastructure meets the safe by design guidelines.</td>
<td>Infrastructure Manager, Nexus Rail</td>
<td>Within current resource</td>
<td>2010</td>
</tr>
<tr>
<td>SSS2.5</td>
<td>Monitor current CCTV at Bus Stops</td>
<td>Head of Transport Integration</td>
<td>Within current resource</td>
<td>2010</td>
</tr>
<tr>
<td>SSS2.6</td>
<td>Real Time Information</td>
<td>Head of Network Development</td>
<td>Within Existing resource</td>
<td></td>
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<tr>
<td>SSS2.7</td>
<td>Expansion of Taxi Marshals to also cover night buses</td>
<td>Head of Transport Integration</td>
<td>Revenue contribution towards taxi marshals in locations where night buses also operate – up to £1,500 per marshal.</td>
<td>2011</td>
</tr>
<tr>
<td>SSS2.8</td>
<td>Letter to all Northumbria Police Officer Director General</td>
<td>£400</td>
<td>2010</td>
<td></td>
</tr>
<tr>
<td>SSS2.9</td>
<td>Work with operators to introduce Network Banning orders to repeat offenders.</td>
<td>Head of Transport Integration, Legal,</td>
<td>Within Existing Resource</td>
<td>Exploratory discussions in 2010 with view to implement bans from 2011 if feasible.</td>
</tr>
<tr>
<td>Key objective and outcomes</td>
<td>Ref.</td>
<td>Action</td>
<td>Responsibility</td>
<td>Resources</td>
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<tr>
<td>3. Improve the utilisation of resource through partnership working with and between; Private Operators, Local Authorities and the Police.</td>
<td>SSS3.1</td>
<td>Enhance the role and scope of Transport Alert.</td>
<td>Head of Transport Integration</td>
<td>Within Existing Resources</td>
</tr>
<tr>
<td></td>
<td>SSS3.2</td>
<td>Establish baseline position for bus journeys that determines the % of travellers that have seen a police officer or other uniformed personnel (excluding driver) while making their journey.</td>
<td>Nexus Market Research</td>
<td>Within Existing Resource (To be included in current research studies)</td>
</tr>
<tr>
<td></td>
<td>SSS3.3</td>
<td>Full customer facing staff training in the Derwent Initiative.</td>
<td>Human Resources</td>
<td>Training 20k</td>
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<td></td>
<td></td>
<td></td>
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<td>Membership 3k/annum</td>
</tr>
<tr>
<td>SSS3.4</td>
<td>Investigate feasibility of allowing Nexus Staff to undertake ‘Special Constable’ duties and monitor SYPTE scheme</td>
<td>Nexus Strategy in liaison with Human Resources.</td>
<td>Depend on take up. Cost of staff time being diverted towards Special Constable patrol duties.</td>
<td>If feasible look to begin the scheme in 2011</td>
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<tr>
<td>SSS3.5</td>
<td>Begin discussions with operators and police on feasibility of a ‘We’ll back you up’ pledge on public transport</td>
<td>Communications and Support Services/Head of Transport Integration/ Strategy/Bus Infrastructure/Bus Operators/Northumbria Police</td>
<td>Within current resource</td>
<td>Begin discussions with external agencies and review the potential operating costs 2010</td>
</tr>
<tr>
<td>SSS3.6</td>
<td>Depending on feasibility of project, design and launch ‘We’ll back you up’ service.</td>
<td>As Above</td>
<td>Within current resource</td>
<td>2011</td>
</tr>
</tbody>
</table>
Contact Information
Tom Hardwick
Chris O’Keeffe
Gordon Harrison

Appendixes