

**Greater Manchester Transport Committee**

Date: 19 February 2021

Subject: TravelSafe: 2020 End of Year Review / Outcomes

Report of: Bob Morris, Chief Operating Officer, TfGM

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**PURPOSE OF REPORT**

This report provides an overview of the work and achievements of the TravelSafe Partnership during 2020 and an update on the outcomes and successes of the new GMP Transport Unit.

**RECOMMENDATIONS:**

Members are asked to note the contents of the report.

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Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – Revenue – n/a

Financial Consequences – Capital – n/a

Number of attachments included in the report: Nil

**BACKGROUND PAPERS:**

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution?		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		N/A
GMTC	Overview & Scrutiny Committee	
N/A	N/A	

## 1 ABOUT THE TRAVELSAFE PARTNERSHIP (TSP)

1.1 The TSP is led jointly by Transport for Greater Manchester (TfGM) and Greater Manchester Police (GMP).

1.2 The Partnership is comprised of several partners who work across the strategic and tactical tiers and at the operational level. Following strong collaboration through the Transport Cell (formed to support the Covid response) and face covering compliance activity, additional members have formally joined during 2020 growing the Partnership, full membership is now comprised of:

- Arriva,
- British Transport Police (BTP)
- Diamond,
- First Manchester,
- GMP
- GoAhead,
- KeolisAmey Metrolink (KAM)
- Stagecoach
- TfGM

1.3 Partners support the TSP in several ways including:

- Frontline staff, KAM for example, deploy 43 TravelSafe Officers (TSOs), 108 Customer Service Representatives (CSRs) and, as part of the Covid response, 12 Trambassadors across their network. Some of the Bus Operators also deploy Revenue Inspectors;
- Support the Partnership through joint deployments and Days of Action through staff provision;
- Incident reporting and feeding through data and intelligence; and
- Sharing tactics and capabilities (for example, knife arches and behavioural detection officers).

1.4 The Partnership is also supported by the Greater Manchester Combined Authority (GMCA). In 2020, formal accountability and reporting into the Police and Crime Steering Group was agreed, with TravelSafe now forming part of the annual Standing Together work programme. This has strengthened relationships into other key GM partnerships and structures and has enabled linkages into, for example, the GM Community Safety leads, exploitation, and serious and organised crime working groups.

- 1.5 The TSP is a strategic partnership without independent financial standing. Before the Covid pandemic, Partnership activities and resources were funded by partners via a mix of financial contributions and in-kind support (including staff secondments into special constable roles through the national Employer Supported Policing Scheme).
- 1.6 During 2020/2021 monetary funding for all over-arching TravelSafe Partnership activities and co-ordination was through TfGM in the form of; £125,000 from Metrolink (this has previously been £250,00 but was reduced due to Covid-related funding pressures in the first half of the financial year) and £100,000 from the levy. The main expenditure relates to two FTE members of staff (TravelSafe Partnership Manager and TravelSafe Partnership Officer), costs associated with education and engagement activities and design, print and campaign costs.
- 1.7 The Partnership works to three, broad strategic aims (as set out in the TravelSafe Strategy 2019-2021) to support a safe and secure Transport Network. These are to:
1. Improve the perception of safety and security across public transport, offering reassurance to passengers;
  2. Manage instances of crime and anti-social behaviour (ASB) occurring on the transport network; and
  3. Discourage fare evasion.
- 1.8 The Partnership uses a data driven approach to identify Partnership priorities and design problem-solving solutions to help resolve issues. This may involve a blend of initiatives to help resolve and tackle underlying causes such as increased patrols, educational inputs, or measures such as vegetation removal to deter anti-social activity.
- 1.9 The Partnership approach involves working closely with agencies from across the Greater Manchester family such as GMP divisions and local authority Community Safety and Youth Engagement Teams.
- 1.10 This end of year report provides a summary of the performance of the TravelSafe Partnership during 2020, as well an overview of activity and outcomes from the GMP Transport Unit.

## **2 2020 HEADLINES**

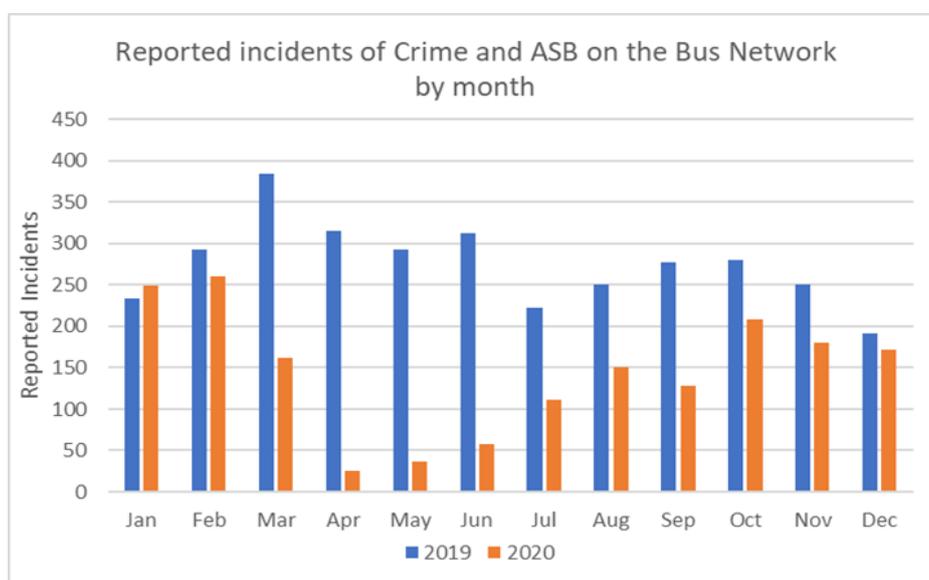
- 2.1 Albeit in different and challenging circumstances, throughout 2020 the Partnership has continued to work together to proactively address issues of Crime and ASB on the public transport network.
- 2.2 There was a brief hiatus in Partnership governance/meetings during the first national lockdown alongside the redeployment of the Transport Unit to support the Covid mortality response.

2.3 As well as redeployment of Transport Unit officers, the Partnership temporarily lost the data feed from GMP, this has now been reinstated but will not be reflected in the TravelSafe consolidated dataset<sup>1</sup> or summaries below from March onwards.

#### Bus Network 2020 outcomes

2.4 Incidents of Crime and ASB reported on Bus<sup>2</sup> have **reduced** by 47% in 2020 compared to 2019. The data indicates that this is driven by a reduction in incidents reported on the bus or at bus stops which are down by 60%, with incidents at bus stations and interchanges also down by 26%. This is illustrated in Figure 1.

**Figure 1: Reported incidents of Crime and ASB on the Bus Network**



2.5 The reduction in reported incidents on the Bus Network is in line with the reducing passenger journeys being made as a result of Covid and lockdown restrictions. The rate of reported incidents of Crime and ASB (per million passenger journeys), on the bus network during 2020 was 18, which has remained broadly the same as observed during 2019 (17.7 in 2019 compared to 18.1 in 2020).

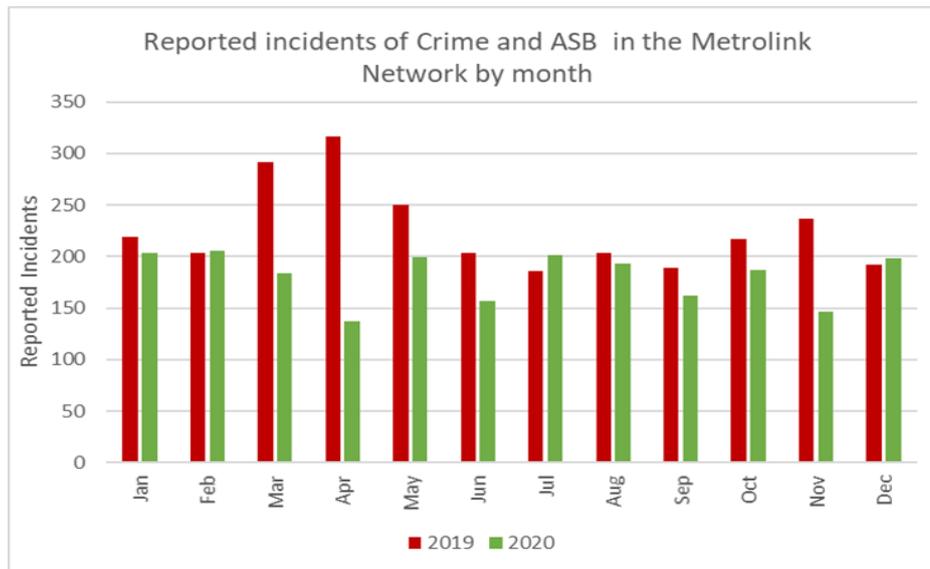
#### Metrolink 2020 outcomes

2.6 On Metrolink, there has been an overall 20% reduction in reported incidents of Crime and ASB during 2020 compared with 2019 as shown in Figure 2.

<sup>1</sup> The TravelSafe consolidated dataset brings together incidents reported through: KeolisAmey Metrolink, TfGM's TravelSafe Incident Reporting System (TSI which is used by TfGM Staff and Bus Operators) as well as incidents reported directly to GMP (the data is cleansed, and duplicates are removed).

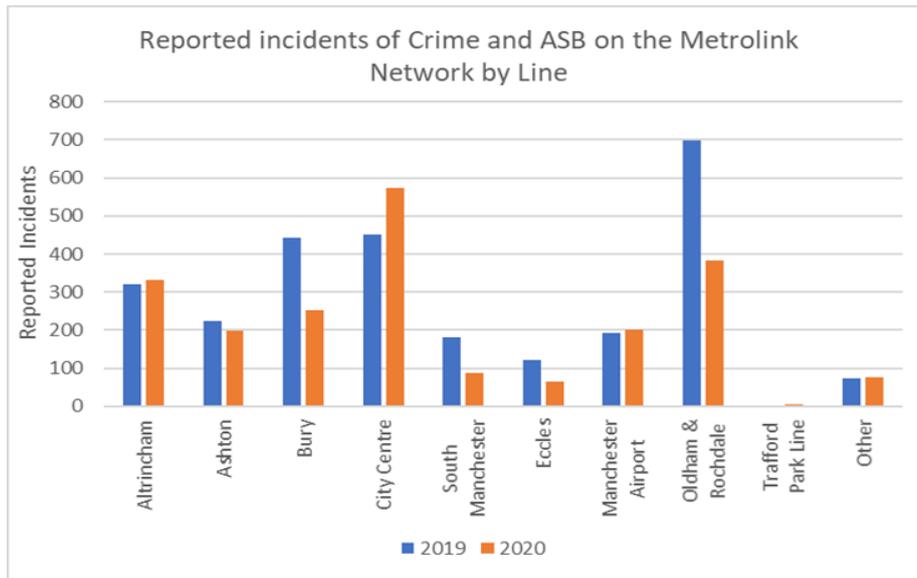
<sup>2</sup> 'Bus' includes incidents reported across the Bus network, Bus Stops and also Bus Interchanges and Stations.

**Figure 2: Reported incidents of Crime and ASB on the Metrolink Network**



- 2.7 However, due to the substantial and sustained reduction in passenger numbers/journeys, the rate of incidents (per million passenger journeys) during 2020 has increased to 123 from 60 observed during 2019.
- 2.8 During 2020 the Oldham and Rochdale Line has seen a 45% reduction in reported incidents of Crime and ASB. This line has been the focus of much Partnership activity across 2020 (and earlier) in an effort to address the issues faced here. Strong working relationships are now in place with district structures which is facilitating swift responses to issues faced, for example, there are currently two applications for Criminal Behaviour Orders in progress for youths who have been perpetrating recent ASB.
- 2.9 In contrast, the City zone has seen a 27% increase in reports of crime and ASB, this increase is predominately driven by reports relating to homelessness including a 114% increase in drink and drug related incidents and 65% increase in harassment and intimidation. To try to address this the TSP has been working with the Manchester Street Engagement Hub which has allowed for intelligence to be feed into the appropriate structures and also included several joint deployments to hotspot locations. The Transport Unit have also undertaken a series of early deployments to hotspot location alongside Manchester City Council to enable ID of individuals.
- 2.10 Metrolink line by line comparisons are shown in Figure 3.

**Figure 3: Reported incidents of Crime and ASB on Metrolink by Line**

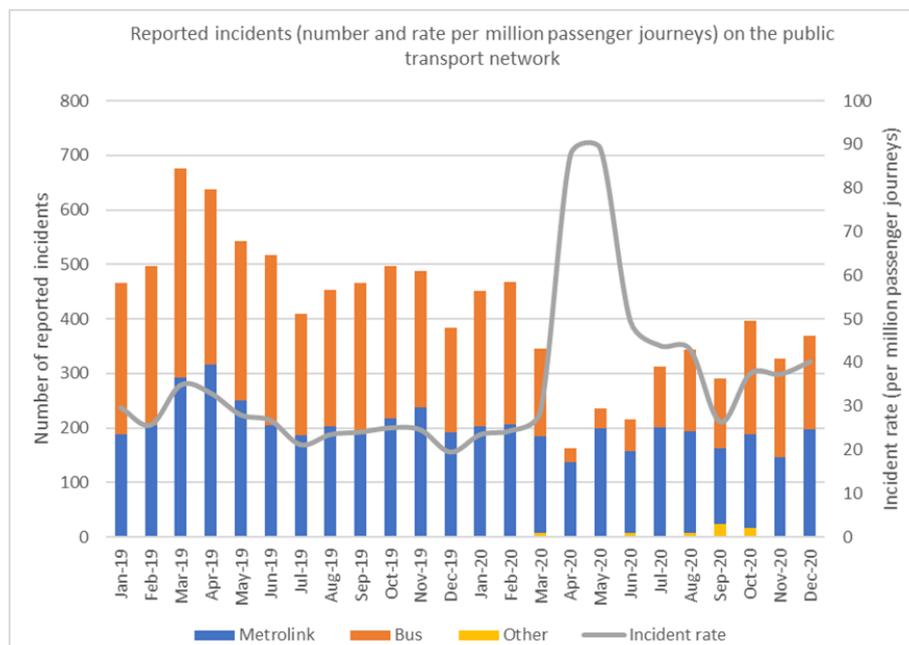


- 2.11 The TravelSafe KPI brings together all reported crime and incident statistics<sup>3</sup> from Greater Manchester Police<sup>4</sup>, TfGM, Bus Operators and KAM.
- 2.12 The average incident rate for 2020 for Bus and Metrolink combined was 34 (up from 26 during the 12 months to December 2019). This is illustrated in Figure 4.

<sup>3</sup> A number of incidents are excluded where they constitute intelligence rather than an incident, and minor byelaw offences such as smoking and vaping on the platform. Incidents are de-duplicated and categorised prior to analysis. Presenting the data in this way allows comparisons to other Transport Networks e.g. TfL who also publish statistics on the number of incidents per million journeys (albeit TfL only report crime and not ASB.)

<sup>4</sup> Gap in receipt of GMP data from 23 March.

**Figure 4: Reported incidents of Crime and ASB (per million journeys)**



**TSP Face Coverings - Activities and Interventions**

- 2.13 From July 2020 the TSP has been conducting frequent ‘Days of Action’, specifically to target face covering compliance across the public transport network. These have been well supported by all partners.
- 2.14 The aim of these Partnership deployments has been consistent with the GMP and BTP approach to face covering compliance (engage, educate, encourage, and enforce) with the following specific objectives:
  - Provide passenger reassurance and encourage safe travel;
  - Increase passenger confidence and deter Crime and ASB; and
  - Engage with passengers; explaining and encourage passengers to wear face coverings, adhere to social distancing, buy a valid ticket for travel, and utilise contactless payment methods.
- 2.15 Agency staff have been employed to hand out free face coverings to customers, enabling Partnership staff to focus on engaging with customers and advising them on safe travel. This has worked well and feedback from the operators has been that having this in place has removed any perceived points of conflict between staff and customers.
- 2.16 Locations for the ‘Days of Action’ have been targeted based on, footfall, reported compliance rates, reported Crime and ASB and where there have been opportunities

to support local priorities (especially when some parts of GM faced tougher restrictions earlier on in the pandemic).

### **Greater Manchester Police Transport Unit**

2.17 The GMP Transport Unit was launched in November 2019 with a clear vision in place to:

- Provide a pro-active policing presence across the Greater Manchester Transport System;
- Reduce criminality and ASB; and
- Improve public confidence and deliver on road safety across the entire Greater Manchester area.

2.18 The Transport Unit is comprised of:

- One Chief Inspector;
- One Inspector;
- Five Sergeants;
- 57 Police Constables; and
- One Apprentice.

2.19 The Transport Unit respond to incidents in line with the threat, harm and risk posed, and as such prioritise deployments accordingly. They continue to support the TravelSafe Partnership with keys threats to the transport infrastructure, notably during 'Days of Action' around facemask compliance.

2.20 A 12-month overview of success is illustrated in the infographic in Figure 5. Infographics are produced on a monthly basis and shared via social media to showcase the diligent work the staff on the Transport Unit perform to keep the communities of Greater Manchester safe across the public transport systems.

Figure 5: Transport Unit 365 Days Infographic



- 2.21 The Transport Unit continue to share their good work via social media, and it is encouraging to understand the positive feedback being received around the reductions in incidents across the transport networks.
- 2.22 It must be noted that due to the increasing numbers of community deaths at the start of the pandemic, the Transport Unit were redeployed by the Force away from their Transport Unit duties for a period to assist districts with the demand in this area. On a similar note, 20 officers (from the 57 in post) from the Transport Unit have recently been seconded to the Operational Communications Branch in January to assist with demand from 101 calls into GMP. The remaining staff (37) continue to provide visibility and confidence across the transport systems across Greater Manchester.
- 2.23 GMP are responsible for the enforcement of face covering compliance on public transport and have to date issued 18 Fixed Penalty Notices to non-complaint adult passengers. There is a four-step approach in place to deal with face covering compliance, which is to engage, explain, encourage, and finally enforce. GMP's aim is to improve compliance on the network with enforcement being the last resort. It is important to note that, compliance across public transport is generally good at between 85-90% (there is an estimated 10-15% exemptions rate as per Public Health guidance). Partnership deployments have been targeted to those areas or services of

most concern to the public and operators, and individuals that persistently and deliberately breach the regulations have been subject to enforcement activity.

### 3 ACHIEVEMENTS

3.1 Despite a challenging year, the TravelSafe Partnership has continued to work collaboratively to deliver an extensive programme of work, albeit the approach taken has required modification from previous years, particularly regarding educational engagement. Despite this there have been a number of successful outcomes, which should be noted:

- Growth of the TSP with bus operators; Go Ahead, Arriva and Diamond all formally joining the Partnership.
- The arrangements for the Employer Supported Police (ESP) Officer scheme have been refreshed, repositioned and are finalised ready for staff to re-join the Transport Unit.
- Signposting cards have been produced and distributed across the Partnership for staff to use when engaging with homeless persons in Manchester. Information included on the cards enables staff to pro-actively signpost homeless persons to appropriate sources of onward support and assistance.
- Agreement from GMP Chief Officers to pilot LiveChat as a discreet method of incident reporting on public transport. A pilot of this commenced in March 2020, however as a result of Covid the full launch was subsequently delayed.
- A 'Streetwatch' pilot was launched with a community group in Newhey, Rochdale. The pilot involved allowing the community group free travel on Metrolink to feed through data and intelligence to the Partnership and the Operator. This was an extension of the work they were already successfully delivering in the local community to deter crime and ASB. The pilot was working well and providing a weekly feed-through of issue noted but is currently on hold due to Covid.
- Joint engagement work with the GM Violence Reduction Unit (VRU) and Manchester College. Work is ongoing with the GM VRU to explore novel ways of preventative work/educational outreach which will help to bridge the current gaps in this area.
- After a series of adjournments, sentencing took place for the individual responsible for a well-publicised hate crime on Metrolink in December 2019. The Individual was given a Criminal Behaviour Order (CBO) for five years banning him from the entire Metrolink network. The power of arrest has been attached to the CBO for any breach of the conditions. The individual was also handed a ten-year football banning order.
- A youth responsible for a campaign of ASB across Wigan and Leigh Bus Stations which culminated in him shooting a Vision Bus Driver with a BB gun

on 15 August 2020 was sentenced to a two-year custodial sentence and subsequent two-year Criminal Behaviour Order.

- To support the GM Covid response the Partnership have been delivering public engagement events across the public transport network. A summary of the outcomes of the 'Days of Action' is presented in the infographic at Figure 6.

**Figure 6: TravelSafe Partnership 'Days of Action' Summary Infographic**



- Proactive Partnership preventative and engagement work has been significantly impacted by the pandemic, with all Crucial Crew (Primary educational sessions) and face-to-face reactive schools work being paused. There has also been a noticeable low compliance for face coverings use amongst school/college-age pupils. In order to help address this issue, two weeks of twice daily deployments to hot spot locations were scheduled during September to support increased compliance. However, feedback showed that this group was less receptive to this approach, as a result a

review was undertaken and a new approach was designed and implemented, this has included:

- Writing to the Head Teachers of schools where low-compliance and poor behaviours noted by transport staff;
- Providing a short video on staying safe on public transport, including key messages around Crime and ASB; and
- Staff Impact video interviews with a number of bus drivers, explaining why it was important to them for members of the public to adhere to the rules.

## **4 FORWARD LOOK**

4.1 Specific planned activities during 2021/22 include:

- Continuing to support the GM Covid response through the delivery of regular face covering compliance 'Days of Action', alongside work with educational establishments;
- Support public confidence in the recovery/return to public transport through reassurance activity;
- Formalise and re-launch a public transport incident reporting system;
- Restart the delivery of educational input, proactive and reactive and via novel means if necessary;
- Provision of bikes to the Transport Unit to enable multi-modal patrols and support reassurance around to active travel;
- Re-integrate the Employer Supported Special Constables into the Transport Unit; and
- Develop, design and roll-out homelessness support cards for the other nine districts, as a tool to aid frontline staff in signposting vulnerable persons across Greater Manchester.