

Greater Manchester Transport Committee

Date: 13 March 2020

Subject: TravelSafe: 2019 End of Year Review / Outcomes

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

This report provides an overview of the work and achievements of the TravelSafe Partnership during 2019 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:

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution?		No
EXEMPTION FROM CALL IN		
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 OVERVIEW

- 1.1 The TravelSafe Partnership (TSP) was established in 2015 as a three-year pilot. It was subsequently reviewed and repositioned in 2018. The Partnership is led jointly by Transport for Greater Manchester (TfGM) and Greater Manchester Police (GMP.)
- 1.2 The TSP is supported by a number of partners across the strategic and tactical tiers and at the operational level as follows:
- KeolisAmey Metrolink (KAM) support the Partnership through deployment of 117 Customer Safety Representatives (CSRs) and 20 TravelSafe Officers (TSOs). They also release a member of staff as an Employer Supported Special Constable with the GMP Transport Unit.
 - Stagecoach provide support to Partnership Days of Action through their team of 31 Revenue Inspectors and also release six members of staff to perform Employer Supported Special Constable duties with the GMP Transport Unit.
 - First Manchester provide a financial contribution to the Partnership.
 - British Transport Police (BTP) officers work with the TSP on joint deployments and also share their intelligence, tactics and capabilities (e.g. knife arches and behavioural detection officers.)
- 1.3 The Partnership is also supported by the Greater Manchester Combined Authority (GMCA) and reports through the Police and Crime Steering Group and under the GM Standing Together Plan.
- 1.4 The Partnership works to three, broad strategic aims to support a safe and secure Transport Network. These are to:
- Improve the perception of safety and security across public transport, offering reassurance to passengers;
 - Manage instances of crime and anti-social behaviour (ASB) occurring on the transport network; and
 - Discourage fare evasion.
- 1.5 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.
- 1.6 The Partnership approach involves working closely with agencies from across the Greater Manchester family such as GMP divisions and Community Safety and Youth Engagement Teams from local authorities.

1.7 This end of year report provides a summary of the performance of the TravelSafe Partnership during 2019, as well as outcomes following the introduction of Greater Manchester Police's Transport Unit in November 2019.

2 2019 HEADLINES

2.1 Throughout 2019 the Partnership has continued to work together to proactively address issues of crime and anti-social behaviour on the public transport network, recognising the challenges of wider societal influences and the need to work with a range of partners to ensure transport related issues are addressed.

2.2 Following the establishment of the TravelSafe consolidated dataset¹, we are now able to make year-on-year comparisons on the impact of the Partnership. The overall outcomes for 2019 are summarised below.

2.3 The Partnership have also developed a key performance indicator (KPI) to measure the number of reported incidents of Crime and ASB on the public transport network per million passenger journeys. This measure shows:

- 18 incidents per million trips on Bus during 2019 (down from 22 in 2018)
- 60 incidents per million trips on Metrolink during 2019 (down from 70 during 2018)
- The average for Bus and Metrolink combined was 26 (down from 31 during 2018)

Bus

2.4 Incidents of crime and antisocial behaviour reported on Bus² have reduced by 22% in 2019 compared to 2018. The data indicates that this is driven by a reduction in incidents reported at bus stations and interchanges which are down by 29%, with incidents on the bus or at bus stops down by 18%.

2.5 The data also suggests that 2019 has seen a reduction in the number of incidents occurring on Bus during weekends between the hours 1700-2100.

¹ 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).

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

Metrolink

- 2.6 There has been an overall 9% reduction in reported incidents of crime and antisocial behaviour associated with Metrolink during 2019 compared with 2018, noting a 7% increase in the number of passengers using the Metrolink network.
- 2.7 This trend is primarily driven by a reduction in the number of incidents reported as occurring 'on board' which are down 28%, with incidents reported as occurring 'on stop' down by 2%.
- 2.8 There have been significant improvements seen on both the East Didsbury and Manchester Airport lines (26% and 47% respectively) which aligns to tactical priorities identified during 2019.
- 2.9 Although the Oldham and Rochdale line has seen an improvement, with a 7% reduction in the number of reported incidents, this line remains a tactical priority for the Partnership into 2020.
- 2.10 There have been significant reductions in the number of reported incidents associated with antisocial behaviour, drink and drug related offences and tram surfing reported in 2019 compared to 2018.
- 2.11 The Partnership has continued to work on deterring fare evasion on Metrolink. KAM staff undertake a regular programme of targeted operations and deployments based on intelligence to address the issue. A policy is also being produced by the Transport Unit to determine further opportunities around fare evasion operations going forward, including use of different tools and tactics.

Greater Manchester Police Transport Unit

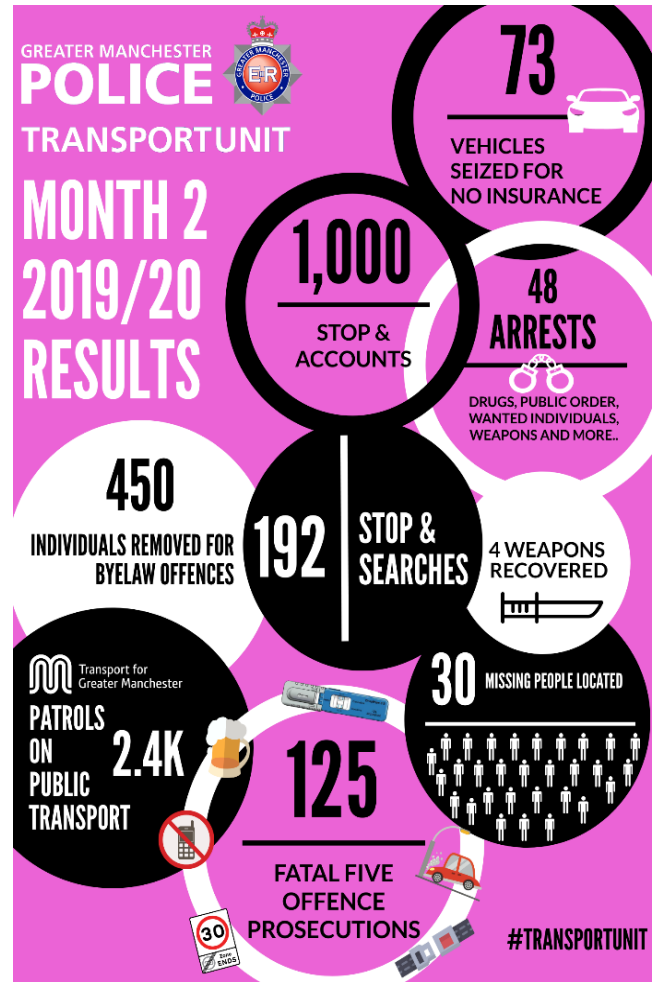
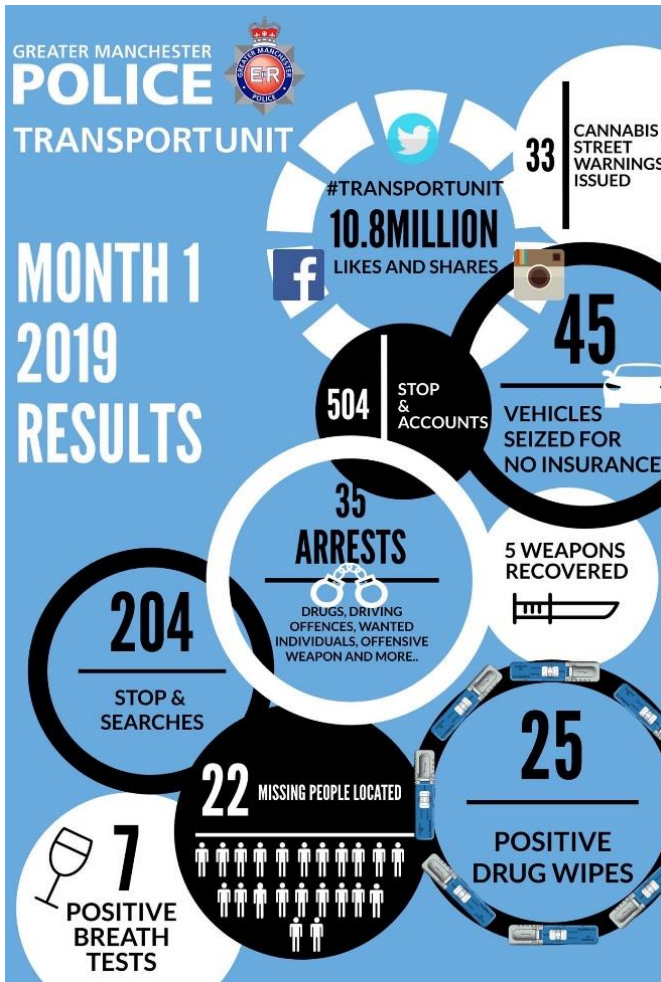
- 2.12 The Transport Unit launched in November 2019 with a clear vision in place to:
- Provide a pro-active policing presence across the Greater Manchester Transport System;
 - Reduce criminality and anti-social behaviour; and
 - Improve public confidence and deliver on road safety across the entire Greater Manchester area.
- 2.13 The Transport Unit is comprised of:
- 1 Chief Inspector;
 - 1 Inspector;
 - 5 Sergeants; and
 - 57 Police Constables.

- 2.14 The Transport Unit provides a visible police presence across the Transport Network from 0700 to 0200 Sunday to Thursday. Extended coverage is provided until 0500 on Friday and Saturday to support transport routes and hubs during night time operations within Manchester City Centre.
- 2.15 Month one (November to December) and month two (December to January) headline successes are illustrated in the infographics overleaf. These visuals are produced and shared via social media each month.
- 2.16 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.

3 ACHIEVEMENTS

- 3.1 Activity across the TravelSafe Partnership has continued at pace during 2019 with several significant successes to be noted:
- In February 2019 TfGM was granted powers to apply for a Civil Injunction under the Anti-Social Behaviour, Crime and Policing Act 2014;
 - Publication of the Partnership's three-year strategy (2019-2021), bringing together the three strategic aims;
 - Appointment of a full-time TravelSafe Partnership Manager (May 2019);
 - Establishment of agreed lines of reporting and accountability, seeing work of the Partnership integrated into the Police and Crime Steering Group work plan. In line with this the Partnership has already provided updates to the Greater Manchester Standing Together Plan Priority 3 workstream: Strengthening Communities and Places, alongside inputs to the Greater Manchester Hate Crime and Violence Reduction Plans;
 - Collaboration was formalised with broader Greater Manchester workstreams, for example, serious and organised crime and trafficking (County Lines).
 - A behaviour code of conduct was developed and included as part of the 'our pass' terms and conditions when launched for 16-18-year olds;
 - The Partnership education and engagement programme has seen TravelSafe inputs delivered to 30,010 young people during 2019, through a mix of proactive (Crucial Crew) and reactive sessions;
 - Local district partnerships have been established as pilots in the Oldham and Rochdale areas. This enables closer working with district colleagues and a broader toolkit of potential activities and interventions;
 - British Transport Police (BTP) formally joined the Partnership; and

- In November 2019 GMP launched the Transport Unit. This is a significant increase in warranted police officers dedicated to the Transport network, switching staff from PCSOs to warranted police constables. Alongside this the arrangements for the Employer Supported Police Scheme have been reviewed and formalised.



4 FORWARD LOOK

- 4.1 A TravelSafe campaign will be running from the 09–31 March. The campaign will focus on piloting a public incident reporting system utilising GMP’s online reporting system. A targeted week of activity will also take place between 09-15 March with activities including educational sessions (with VIP attendance), joint engagement and enforcement activity and proactive media/social media.
- 4.2 Bury Council successfully achieved Purple Flag accreditation for its night-time economy for the fifth successive year. The TravelSafe Partnership and TfGM played a key role in the award and as such the Council have been put forward as a finalist for an additional award under the “Movement” category. This is attributed to the

strong partnership working and continued work to ensure that all town centre users have a range of safe options to travel to and from Bury.

- 4.3 The programme of Partnership preventative activity has broadened, and work is underway with the Manchester City Football Club Academy, GM Fire Safety Centre and Oldham Athletic Community Trust. There is also a work underway to develop a PSHE³ 'train the trainer' style course to increase the age reach to secondary pupils.
- 4.4 Working parameters have been established for Partnership working around revenue protection. Partnership deployments will support revenue protection activity where it supports wider Partnership priorities, for example, trafficking, stop/search, weapons etc.

³ Personal Social, Health and Economic (PSHE)