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# Our Strategy 2022–24

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# Foreword

As we emerge from the pandemic and face the challenge of getting people back onto public transport, we know that fear of crime and antisocial behaviour can have an impact on whether people choose to get back on board or not.

Although not at the levels seen before the pandemic, it is encouraging to see more and more people making hundreds of thousands of journeys on our bus and Metrolink services every day.

We know safety on public transport is a real concern and that is why we are publishing this refreshed strategy for the TravelSafe Partnership (TSP). As we bring forward the Bee Network, we will develop strong, action-led partnership plans to tackle these problems.

The TSP is a mature and well-established multi-agency initiative, focused entirely on keeping the public safe whilst using public transport in Greater Manchester through a programme of preventative, proactive and reactive activities.

Over the last three years the TSP has delivered significant progress however there are no shortcuts in addressing crime and antisocial behaviour. These issues are complex and impact across our communities and shared neighbourhoods including our buses, trams and trains, and so the TSP will continue to strengthen working with Community Safety Partnerships and the Police and Crime Group.


We have agreed with our new Chief and Deputy Chief Constable of Greater Manchester Police to make transport

policing a higher priority for the force, and it is therefore vital that we continue to build public confidence by ensuring that our buses, trams, highway and active travel networks are safe for everyone. This has been and continues to be one of my main priorities.

I have listened to public feedback around the need for more visible policing patrols and in 2019 made the decision to fund a dedicated police Transport Unit which is comprised of over 50 police officers. The Transport Unit provides joint leadership to the TSP alongside providing dedicated patrols, both in uniform and plain clothes, to reassure customers and staff while also working to reduce criminality and antisocial behaviour across the network.

This year we are recruiting 60 extra officers within GMP which will free up capacity within the Transport Unit to allow the team to focus their attention on making our public transport networks safer for the travelling public.

Last year I was able to visit one of the TSP's regular high-visibility specialist operations to see first-hand how the TSP works to combat crime and antisocial behaviour. By working with a wide variety of partners the TSP brings together collective tools and powers to enable issues identified to be dealt with swiftly. There is also regular use of specialist capabilities such as the GMP Drone and Tactical Dogs Units to target specific issues and trends.



**Andy Burnham**  
Mayor of Greater Manchester  
May 2022

These specialist operations are only a small element of the TSP's work sitting alongside a significant programme of educational and community outreach, site assessment and mitigation and data analysis to inform over 5,000 hours a week of patrolling by police and transport staff on our networks.

Another initiative I am pleased to see is the promotion of the GMP LiveChat service for discreet incident reporting on public transport, which has led to improved confidence among passengers. A recent survey showed that people are becoming more confident travelling on Metrolink both during the day and at night-time.

Work is ongoing to enhance the safety of women and girls on public transport, while also preventing gender-based violence and

harassment from happening in the first place. We intend to make our transport system a hostile environment for gender-based violence as we look to promote and encourage ethical travel behaviours through schemes such as Safer Streets.

Despite the challenges posed by Covid, the TSP has continued to deliver against its strategic aims of improving passenger perceptions of safety whilst deterring crime and antisocial behaviour, and this refreshed strategy will set out how its hardworking officers will continue to do so over the next two years.

# Introduction

**TravelSafe is a partnership brought together to help support a safe and secure transport network across Greater Manchester.**

The Partnership is led by Transport for Greater Manchester (TfGM) and Greater Manchester Police (GMP) with support from the Greater Manchester Combined Authority (GMCA), the British Transport Police (BTP) and transport operators:



## Summary of achievements: Three year look back

Across the last strategy period the Partnership have delivered against the strategic aims in a number of ways. Some of these are summarised below:



Over  
**50,000**

**young people have been engaged**  
through TravelSafe educational activities



Over  
**50**  
**police officers in**  
**dedicated GMP**  
**Transport Unit**



Membership of the Partnership has grown to  
**include 4 additional operators**  
Go North West, Diamond, Arriva and Northern

Over **£500,000**

in funding secured from the **Home Office, Safer Streets Fund** to trial interventions to improve the safety of women and girls across five Metrolink stops in Oldham



A **behaviour code of conduct** was developed and included as part of the Our Pass terms and conditions when launched for 16 to 18 year-olds

**10**  
**BIKES**



provided to the GMP Transport Unit



**24/7 GMP**  
**Live Chat**

**GMP Live Chat** has been adopted and rolled out to provide customers with a direct and discreet way of reporting incidents 24/7



Agile response to the Covid-19 pandemic. Delivering intelligence-led customer engagement with the distribution of free face coverings and hand sanitiser

**10**  
**Safety Leads**

Links have been formalised with the **10 Greater Manchester local authority Community Safety Leads**



TfGM was granted powers to apply for **Civil Injunctions** under the Anti-Social Behaviour, Crime and Policing Act 2014



Free travel provided across bus and Metrolink for most local authority youth and ASBAT teams



# Governance

The TravelSafe Partnership receives political leadership and direction through GMCA, the Mayor of Greater Manchester, along with the Greater Manchester Transport Committee (GMTC) and the Greater Manchester Wider Leadership Team. The Partnership has formal accountability and reporting into the Police and Crime Steering Group and forms part of the annual Standing Together work programme.

As a multi-agency partnership, it brings together a range of stakeholders. To drive forward the Partnership, a governance framework has been established to ensure clear lines of accountability, responsibility, reporting and decision-making.



# Resources

TravelSafe works to a pure partnership model and has no independent financial standing. Partners work collectively to bring together a wide range of tools and resources to support the delivery of the Partnership's strategic aims.

Management resource, data analysis capability and marketing and communication resource is provided through Transport for Greater Manchester. This, combined with the GMP Transport Unit, operator staff and TravelSafe Officers providing regular patrols on and around the transport networks as well as school and community work, makes up the TravelSafe Partnership.

The TravelSafe Strategic Group will ensure sufficient resources are supplied to deliver this strategy and achieve the TravelSafe Partnership priorities.





# Influencing factors

Data and insights

Staff and  
passenger  
perceptions

GM Standing  
Together  
Police and  
Crime Plan

UK Threat Level

Revenue  
protection

Expanding  
network

Events and  
emergencies

Changes in  
legislation



# Overview of tactics

## Weekly TravelSafe Specialist Operations

- Roving around 'hotspot locations'.
- Combination of static and agile deployments.
- Targeted and regularly refreshed 'menu of tactics' both overt and covert in nature.
- Draw-down of specialist resources (dogs, drone, knife arches, Project Servator, Transport Unit etc.).



## Prevention & Intervention

- Site infrastructure/environmental surveys to identify & rectify weaknesses.
- Visibly uniformed 'boots on the ground' actively engaging with customers and challenging lower-level behaviours.
- Significant educational and community outreach offer across Greater Manchester (both proactive and reactive).
- Close working with local authority Community Safety partners across Greater Manchester.
- Provision of free travel passes to trusted partners including, local authority youth teams, youth engagement partners, homeless outreach teams etc.



## Deterrent

- Hard hitting communications and behaviour change campaigns designed to address key themes and issues.
- Seasonal communications campaigns to amplify key themes, events and risks.
- Use of restorative justice including publication of offender details.



## Information

- #GMTravelSafe brand promotion.
- Commitment by all partners to report all incidents and support investigations.
- Continued promotion of 'LiveChat' as a discrete way of incident reporting on public transport.
- 'Ask TSP': Internal (frontline staff) and external (public facing) socials.
- Development of detailed partnership problem solving plans using the EPIC model (Enforcement, Prevention, Information, Communication).



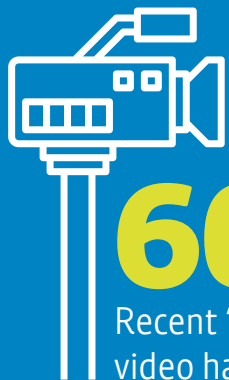


# Strategic Aim 1

Improve the perception of safety and security across public transport.

## Measures of success

- Results of periodic surveys for both passengers and staff.
- Site visits and risk assessments to improve use of CCTV, lighting customer contact points and other safety elements of the design e.g. Park Mark accreditation.



**6000** views

Recent 'Day in the Life' of Live Chat video has 6000 video views





**OVER**  
**5000**  
**HOURS**

of police and transport staff  
patrolling every week

## Strategic Aim 2

Address and deter instances of crime and antisocial behaviour (ASB) occurring on the transport network.

### Measures of success

- Reactive and agile adjustment of TravelSafe resources as required for emerging issues.
- Development of local partnership plans focused on problem-solving at identified hotspots.
- Utilise civil powers for repeat offenders, to ensure reoffences become less likely.
- Support criminal proceedings through evidence provision, statements, court attendance etc.
- Apply new solutions and increase focus on combatting organised crime and fraud.



## Strategic Aim 3

Promote and encourage ethical travel behaviours.

### Measures of success

- Employ differing tactics across the Partnership to help deter and apprehend fare evaders.
- Utilise a variety of tactics to ensure that the GM public transport system is a hostile environment for gender-based violence.
- Deployment of Partnership staff to address lower-level issues through bye-law and conditions of carriage.



# 3800

CCTV cameras across the network that feed into the TfGM Control Centre 24 hours a day, 365 days a year





# Overarching measures of success

## Activity which contributes to all of the strategic aims:

- Increasing proactive coverage of TravelSafe activity and successes such as specialist operations and identification and prosecution of offenders:
  - To customers, through a pre-planned and targeted communications and marketing programme.
  - To Partnership members, front-line staff, and internal and political stakeholders.
- Continue to develop and resource a programme of educational, reassurance and community-based activities such as Crucial Crew to maximise TravelSafe messaging on crime, ASB and fare evasion.
- Effective deployment of TravelSafe resources to hotspots and emerging trends of ASB, identified through data analysis of incidents reported from across the Partnership.
- Further strengthen the Partnership Tactical Delivery Plan, which brings together all strands of TravelSafe Partnership activity, ensuring visibility, joint ownership and best use of resources across the Partnership's reactive and preventative activities.

## To help deliver these aims, the Partnership will:

- Work closely with neighbourhood policing teams and wider partners including local authorities and community groups, to address issues arising from crime and ASB where it impacts upon the transport network.
- Use data analysis to identify trends and support tactical decisions around interventions and to inform any decisions made.
- Share intelligence to allow for early interventions regarding ASB.
- All partners will buy-in and utilise the Tactical Delivery Plan for day-to-day activities.
- Work to threat, harm and risk principles to determine the best use of Partnership resources including staffing deployments, by embedding the use of the Joint Decision Model (JDM).





**POLICE**