

Guideline 6 - The whole journey: involving other organisations

If any part of your station is managed by another Train Operating Company, you will need to liaise with them and work together to improve security for passengers and staff on all parts of the station.

The journey to or from the stop or station often provokes more anxiety than the time spent waiting. The passenger may feel quite secure while on the train and on arrival at the station, but may find the walk home or wait at the bus stop a threatening experience. The impact of the 'whole journey' - e.g. the local street lighting, car parking facilities, the availability of bus timetables and information, and telephone numbers and accessibility of local taxi services - may make all the difference to the passenger's perception of the rail journey.

Problems experienced by rail operators often reflect those in the wider community, such as those caused by young people after school or during the long summer holiday, or by gangs of people who have been to a football match. [Guideline 8 gives examples of actions undertaken at stations in high crime and socially excluded areas to reduce crime and improve personal security.]

The Secure Stations Scheme covers the station and TOC-managed car parking facilities only, and so the surrounding streets do not come within the inspection. However, they may affect your ability to meet the standard set by the Scheme by impacting on the passengers' overall perceptions of security.

As part of the accreditation process you will need to demonstrate that you are managing the crime problems that affect your station [see Recording and monitoring guideline no 4] and that passengers are satisfied with the steps you are taking [see Passenger perceptions guideline no 5].

Which other organisations?

These are the organisations you should consider involving. Who you involve at any time will depend on what the problems are.

Other TOCs - who may manage certain parts of the station, or who are users of the station and who may be involved in funding any alterations to the station and whose passengers will benefit.

Network Rail - who have an interest in securing the property and who may be responsible for the car park (if there is one).

the Passenger Transport Executive - in Metropolitan areas, who are responsible for ensuring that an effective public transport system is available, maintained and developed in the area.

the police - your local force, who will know about the crime problems in your area.

the local authority - Community Safety Officer, if they have one; Planning Department; Youth Service; Education Department (including individual schools); Leisure Services.

Crime and Disorder Reduction Partnerships - a partnership between the police, local authority and other agencies, tasked with developing a strategy to reduce crime across their district.

other transport operators - rail, bus, light rail, underground, taxi, community transport.

voluntary/community organisations - representing interest groups such as Victim Support, Citizens Advice Bureau, Tenants' Associations, and groups representing particular passengers such as elderly and disabled people and women.

local businesses - particularly large employers and those whose staff and customers rely heavily on public transport.

passenger groups - such as Passenger Focus and London TravelWatch