
Report of meeting from external body

Author : Carmel Cannon

Information Item (b)
LTW 284
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Police and Community Together minutes

1 Purpose of report

- 1.1 To record for information the proceedings of a meeting of an external body attended by a representative of London TravelWatch.

2 Information

- 2.1 The minutes of a meeting of the Police and Community Together (PACT) group held on 20 January 2009 are attached as Annex A. Casework Officer Mike Spittles represented London TravelWatch at this meeting.
- 2.2 These minutes have been prepared by British Transport Police (BTP), and London TravelWatch has no responsibility for their content or format.

3 Equalities and inclusion implications

- 3.1 Not applicable – report is for information only.

4 Financial implications

- 4.1 Not applicable – report is for information only

5 Legal powers

- 5.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider - and where it appears to the Committee to be desirable, to make recommendations with respect to - any matter affecting the functions of the Greater London Authority or Transport for London which relate to transport (other than of freight). Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon the Committee to keep under review matters affecting the interests of the public in relation to railway passenger and station services provided wholly or partly within the London railway area, and to make representations about them to such persons as it thinks appropriate.

6 Recommendation

6.1 That the report is received for information.

Annex A

MINUTES OF THE EUSTON PACT MEETING HELD
IN THE PORTACABIN EUSTON
ON TUESDAY 20TH JANUARY 2009 AT 10.00 AM



Present:

Paul Corney PC
Joel Lyon JL
A/PS Ali Elzein AE
PC Les Sunnett LS
PCSO Toluwa PT
Danny O'Halloran DH
Laura Kilbourne LK
Rhian Birch RB
Kevin Miles KM
Janine Sykes JS
Peter
Dinesh Julapara DJ
Allison Dunn AD
Fiona Craig FC
Daniel Sweeting DS
Philip Lawton PL
Mike Spittles MS
Maggie Nouwens MN
Sebastian Wilkowski SW

Virgin Trains
BTP NPT PCSO
BTP - LU
BTP - LU
BTP NPT Euston
BTP Euston PC
BTP Administrator/minute taker
BTP PA to Neighbourhood Policing Teams
Revenue and Security Team Euston
Network Rail Station Manager
West Cornwall Pasty
I.C.E
Network Rail DSM
London Midland
Virgin Trains
MK Rail Users Group
London Travel Watch
Accessorize
Boots Limited

Apologies:

Robert Munn
Michael O'Grady
Stevie Bennett
SSP

OIC BTP Euston
Metropolitan Police Officer
Camden Educational Welfare Officer

Agenda Item No:	Issues discussed and action to be taken	action
1.	Meeting commences at 10.10 with general introductions and last minutes of PACT meeting and agenda handed out. Shopwatch PC discusses the movement of shops on the concourse into contained units, and JL reports that no thefts have been reported since the move. JL discusses the Shopwatch scheme and states that it has been very	

	<p>successful, and retail staff have advised that they feel much safer knowing that they can call and have an officer with them in a matter of minutes.</p> <p>SW advises that reaction time from the BTP is much quicker, and that the system is very helpful.</p> <p>JL notes that Paperchase and the Body Shop are also joining the scheme and will have radios shortly.</p>	
2.	<p>ASBO'S</p> <p>As BM is not present, this is postponed to the next meeting.</p>	
3.	<p>ID Passes</p> <p>PC discusses the ongoing problem of staff not displaying ID passes and notes that the public can easily enter non public areas in the station. BTP are to question anyone without a pass, and escort them to the public areas of the station.</p> <p>JS suggests that all staff should expect to be challenged by BTP if non public areas regarding passes, and that Network rail are hoping to secure the non public areas by using gates to at the entrance to the parcel deck.</p> <p>ACTION: All to remind staff that ID passes are to be worn at ALL TIMES.</p>	All
4.	<p>Crime Prevention Days</p> <p>JL discussed the Crime Prevention days which involved meeting the public, offering advice and leaflets on crime prevention and property marking. The events proved to be very successful and another Crime Prevention day is planned for 28/01/09, with the intention to make it a regular event. This will be held on the concourse at Euston and all staff are welcome to come along.</p> <p>PL discusses the visibility of the staff on the concourse and suggests that it could be increased.</p> <p>ACTION: JS and PL to meet and discuss the number of staff monitoring the concourse at Euston.</p> <p>JL advises that in future, crime prevention days will be held in the afternoon, as on previous days, commuters were too busy to stop in the morning.</p> <p>ACTION: PL to advise on the Milton Keynes Rail Users website that customers can contact the BTP with any problems.</p>	JS and PL
5.	<p>Staff assaults</p> <p>The training course on Conflict Management provided by BTP for rail staff is discussed.</p> <p>KM notes that staff who have been on the training course found it very beneficial, and the training is being extended across the board.</p> <p>JL informs all that dates are to be set for future training sessions, and the scheme will possibly be rolled out to retail staff in the future.</p>	PL
6.	<p>Spit Kits</p> <p>PC discusses spit kits and advises that they are important to have in stock to collect DNA if a member of staff is spat at, and can also be used</p>	

7.	<p>to collect DNA from cigarette ends, cans, etc. The BTP course on conflict management shows staff how to use these effectively.</p> <p>Truancy Patrol PC discusses the joint operation that occurred between Camden Council and the Metropolitan Police. Truancy causes a number of problems to the station. JL notes that the officers are working closely with Camden Council, and on the 5th February they will be working together around Euston Station to deal with truants. JS discusses a local girls school which causes issues around the station due to large groups of children being loud and disruptive, and asks if anything can be done ACTION: JL to speak to PC Christopher Mead – School Liaison regarding this issue.</p>	JL
8.	<p>Signage JS notes that the signage around the station has been updated, including a new Euston Station sign in conjunction with Camden Council, to help customers navigate the station. Signs within the station are also being updated for clarity</p>	
9.	<p>Trolleys Trolleys at Euston Station are discussed, as 60 new trolleys have recently been purchased. JS advises are looking at a system to prevent trolleys being taken out of the station, but there is no solution at present. A system such as that used at supermarkets is suggested, where a coin is placed in the trolley, however JS notes that this may dissuade customers from using the trolleys.</p>	
10.	<p>Dry Trains PC discusses dry trains, and advises the retailers that if required, he can add them to his mailing list, so they will be aware of any dry trains running out of Euston Station. KM asks if it is possible for the retailers to display signs advising customers of the dry trains so they are aware before purchasing alcohol. This will prevent conflict. PL advises that the signs regarding dry trains are not visible and eye-catching enough. PC advises that Alan St Luce (not present) is to speak to the Media department regarding the dry trains posters. JL suggests that announcements are also made over the tannoy to ensure all passengers are aware.</p>	
11.	<p>Smoking PC discusses the issue of staff smoking in the area near to the BTP offices, in view of the public, and that a screen in front of the area has been suggested. JL advises that the BTP cannot ask the smokers to move on as no laws are being broken. JS reminds all that it is illegal to smoke under the colonnade and asks BTP to enforce this</p>	

12.	<p>General Concerns PL discusses a new website by to communicate with the Milton Keynes rail users, which has highlighted the anger of the travelling public regarding the communication from the train companies. JS responds to the comments and asks PL to advise rail users to stay on the concourse for accurate and up to date announcements and travel information. JS is working with staff to resolve any ongoing communication issues regarding announcements.</p>	
13.	<p>Update on tenants JS advises that Boots are to move to a new unit in July. Work on the piazza is nearly completed, and once the paving is completed, seating will be installed. Pret A Manger will be moving into the station next week. The raised areas in the station will be occupied by Nandos and a sushi restaurant. The concourse has now been completed, and the public toilets have been refurbished. There are 60 new seats on the concourse with more to follow in the future. JS also advises that in September 2009 two lifts will be installed on the concourse, down to the taxi set down and the underground. The extension to the colonnade, near Marks and Spencer will be finished September 2009.</p>	
14.	<p>Last month's objectives – Feedback Theft: JL advises that this is ongoing, BTP are trying to educate passengers in the station who are leaving bags unattended to prevent thefts. This has already reduced property theft dramatically. ID Passes: JL advises there have been several operations involving stopping staff in non public areas and using the lantern device to encourage staff to carry their identification. Spit Kits: JL notes are still awaiting a descriptive form to assist staff and victims to describe and identify the suspect.</p>	
15.	<p>Objectives</p> <ol style="list-style-type: none"> 1. Disruption Management (Management of crowds, assisting and feeding back to TOCs) 2. Vagrants in and around the station 3. School children – JL to liaise with school staff, as above. <p>ACTION: JL also suggests creating a community notice board for local schools, and asking children to create rail safety posters. A prize on an Ipod is suggested for the best.</p> <p><u>Conclusion</u> The meeting ended at 12.10. The next meeting is to be held on the 24th February 2009. Time and venue to be confirmed.</p>	