

IMPROVING PLACES SELECT COMMISSION

**Venue: Town Hall, Moorgate
Street, ROTHERHAM.
S60 2TH**

Date: Wednesday, 25th February, 2015

Time: 1.30 p.m.

A G E N D A

1. To determine whether the following items should be considered under the categories suggested in accordance with Part 1 of Schedule 12A (as amended March 2006) of the Local Government Act 1972.
2. To determine any item(s) the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Apologies for absence
4. Declarations of Interest
5. Questions from members of the public and the press
6. Communications
7. Minutes of the previous meeting held on 14th January, 2015 (Pages 1 - 9)
8. Young People and Public Transport (Pages 10 - 22)
9. Draft Council Housing Asset Management Strategy
10. Date and time of the next meeting - Wednesday 8th April 2015 at 1.30 pm

Improving Places Select Commission: membership: -

Councillors Andrews, Atkin, Cowles, Foden, Gilding, Gosling, Lelliott, Read (Chairman), Roche, Sims (Vice-Chairman), C. Vines and Whelbourn.

Co-opted members:- Mrs. L. Shears, Mr. P. Cahill and Mr. B. Walker.

IMPROVING PLACES SELECT COMMISSION
14th January, 2015

Present:- Councillor Read (in the Chair); The Mayor (Councillor Foden); Councillors Atkin, Cowles, Gilding, Gosling, Lelliott, Roche, Sims, C. Vines and Whelbourn.

Also in attendance : Councillor M. Hussain (Cabinet Member for Environment) and Councillor D. Beck (Cabinet Member for Business Growth and Regeneration).

Apologies for absence were received from Councillor Andrews and from co-opted members Mrs. L. Shears and Mr. B. Walker.

40. DECLARATIONS OF INTEREST

There were no Declarations of Interest made at this meeting.

41. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no questions from members of the public or the press.

42. COMMUNICATIONS

There were no communications to report.

43. MINUTES OF THE PREVIOUS MEETING HELD ON 26TH NOVEMBER 2014

Resolved:- That the minutes of the previous meeting of the Improving Places Select Commission, held on 26th November, 2014, be approved as a correct record for signature by the Chairman.

44. WINTER WEATHER RESPONSE

Further to the minutes of the Council seminar, which had been held on Tuesday, 6th January, 2015, the Select Commission undertook further discussion about the Council's response to the severe winter weather conditions (snow, very low temperatures and ice) during the ten days' period beginning on Boxing Day, Friday 26th December, 2014.

The Chairman welcomed David Burton (Director of Streetpride) and Councillor Mahroof Hussain, Cabinet Member for Environment, to give an update about the Council's response.

In moving forward, a number of different worksteams had been identified, each with different aspects and individual responses to the recent snow.

The Cabinet Member had asked appropriate officers to look at the individual worksteams and review which areas in the future should be identified as specific issues.

A 'lessons-learned' approach had identified to look further at operational responses and communications and to make any changes should the events of the festive period occur again.

Procedure dictated that the weather forecast would be checked over a five days' period, to look at the probability of bad weather and the need for precautionary gritting. On this occasion, from the five days' weather forecast, there had been no prediction of snow.

The managed response over the festive period involving skeleton staff working as it should have done, the problem being the snow that arrived had caused more problems than expected.

Rotherham's gritters were out working around the clock to keep the network clear and no strategic routes were lost. Sheffield City Council had closed the Parkway for a period of time and the Highways Agency was forced to close parts of the M1 motorway.

In terms of waste collection, this proved to be more a logistical challenge to recover, as there was a 25% increase in waste to collect during the festive period than the normal amounts collected at other times of the year. In consultation with the Leader and Cabinet Member information was released about when deliveries would be caught up.

Waste was seen by the vast majority of people as being the most important service provided by the Council and the level of disruption was under-estimated. The Council's contact centre had ten times the number of calls it normally experienced and with hindsight it would have been beneficial to include in the Frequently Asked Questions Section about the recovery plan when routine waste schedules were disrupted. An improvement team was looking at how the process could be improved to ensure a quicker response in the future.

The Council's website emergency banner about waste collections may not have had the desired affect for informing the general public and a speedier update to get the messages across was required.

The social media feeds for the Council, normally handled by the Communications Team, were inundated with messages, and these had then to be directed to the Operational Manager. Managing public expectations was an area operational management were dealing with, to prevent confusing messages being relayed in the future.

Messages and Elected Member briefings were normally channelled through the Communications Team. The importance of ensuring Elected Members had the latest information was stressed, as they could be the main conduit between the Council and the general public. A clearer understanding of getting those messages out quicker was warranted.

Items for further consideration included:-

- If a similar severe weather event occurred, a daily meeting between operations staff should take place.
- Scripts for the contact centre and media messages needed to be agreed with the Communications Team.
- The frequency of updates needed to be slicker.
- An officer taking overview of the messages received for co-ordination.
- Consider alternative models of informing the public on websites, such as the one used by Derbyshire County Council with key links to relevant documentation.
- An agreed process for informing Elected Members.
- Internet communications need to be improved.
- Liaison with regarding the use of social media.
- The Frequently Asked Questions Section on the website required updating.
- Development of the Snow Warden Scheme and the policy on salt bins.

A briefing note based on the information above would be prepared and circulated to all Members.

During discussion, Members of the Select Commission raised the following issues:-

(a) there are parts of mainland Europe which have much more severe weather and heavier snowfall than the United Kingdom. Are there lessons to be learned from the severe weather response undertaken in other European countries.

This country does not have such severe weather with the frequency with which it occurs in Europe. Therefore, local authorities undertake much less investment in the required vehicles, equipment and materials, which may only lie idle if the weather is not so severe. In addition, the wetter snow often found in the United Kingdom is more difficult to plough and to clear and causes more problems at freezing temperatures.

(b) Officers were thanked for their explanations about the severe weather response at Area Assembly meetings. There were public expectations to meet in terms of the provision of salt/grit bins and also the publication of up-to-date information about changes in refuse bin collection days.

(c) The Winter gritting routes should be reviewed alongside the bus routes. Although many bus routes are gritted as a priority, some routes may have been missed by gritting vehicles because of recent changes to bus routes (one example being Christchurch Road, West Melton, another in the Whiston area). Members asked that this issue be investigated immediately.

(d) The collection of recycled waste (blue bags and blue boxes) had suffered as a consequence of the Winter weather, although collections had recommenced, as scheduled, as the weather had improved during the first week of January 2015.

(e) Members asked that this Authority's unit cost per dustbin, for refuse collection, be reviewed and compared with the costs of other similar local authorities.

(f) Although communications ought to be improved, both in terms of refuse collection and for the operation of bus services, the Select Commission acknowledged the efforts of the Streetpride workforce to ensure that the principal highway network in the Borough area had remained passable by vehicles, during the severe weather. There had been no serious accident nor injuries reported.

(g) Reference was made to the driver of the gritting vehicles and refuse collection vehicles having ultimate responsibility for the safety of the vehicle. Many side roads and estate roads had been impassable during the worst of the weather period in late December 2014.

(h) There was a suggestion that the use of the volunteer snow warden scheme, involving local residents, ought to be increased.

(i) Members considered that it is preferable to adhere to the scheduled days for refuse collection, for ease of understanding by the general public. It was noted that some refuse collection vehicles had been transferred to assist with the backlog of collection in other parts of the Borough area, resulting in a shorter amount of time spent on the collection of waste. The high winds during early January 2015 had caused litter and refuse to spread along residential roads.

(j) There had been very good assistance provided for aged persons' centres, to help elderly people cope with the severe Winter weather.

(k) There had been no noticeable impact upon schools, because the worst of the weather had occurred during the school holiday period and the weather had improved by the beginning of the Spring Term in January 2015.

(l) There should be further consideration of the disruption to bus services (eg: Manor Farm estate, Rawmarsh), both via this Council's Transport Liaison Group and also the Rotherham Bus Partnership, so as to improve communications with the travelling public.

Resolved:- (1) That the explanation of this Council's response to the severe Winter weather, experienced during late December 2014, be noted.

(2) That a scrutiny review of the Council's Winter weather response be undertaken by a review group comprising Councillors Atkin, Gosling, Sims and Read and the review shall consider the development of Elected Members' protocols about unexpected weather events, so as to assist in the dissemination of information to the general public.

(3) That a further report about the Council's Winter weather response, including communications with the general public, be submitted to a future meeting of the Improving Places Select Commission.

45. ROTHERHAM GROWTH PLAN - CONSULTATION

Further to Minute No. 35 of the meeting of the Cabinet Member and Advisers for Business Growth and Regeneration held on 12th January, 2015, consideration was given to a report and presentation from the Economic Development Manager, concerning the draft Rotherham Growth Plan, for which there is currently a consultation process including relevant stakeholders and interested parties. The consultation period ends on Friday 30th January, 2015. The report described the ambitions of the Rotherham Growth Plan, which are:-

: stimulating the local economy and helping people into work;

: protecting the Borough's most vulnerable people and families, enabling them to maximise their independence;

: ensuring all areas of Rotherham are safe, clean and well maintained;
and

: helping people to improve their health and well-being and reducing inequalities within the Borough.

In addition, Members noted the principal themes of the Rotherham Growth Plan, which are similar to those of the Sheffield City Region Strategic Economic Plan:-

- Growing existing and developing new businesses.
- Skills for employment.
- Social inclusion and combating poverty.
- Employment Land and Housing.
- the Rotherham town centre.
- Transport.

The presentation included the following salient details:-

: the restructuring of the local economy so that it will be more resilient and building a strong private sector;

: the creation of more jobs which are accessible to Rotherham residents;

: development of high-level skills; raising productivity and wages; attracting new businesses to the Borough area, which have growth potential;

: the Advanced Manufacturing Park (Waverley) and the Dearne Eco Vision are important areas and unique developments within the Borough; all parts of the Borough area should benefit from economic growth; Rotherham should be a place where people want to live, work and visit;

: various statistics were displayed, comparing Rotherham with the Sheffield City Region local authorities and also with national data (eg: the percentage of school pupils achieving 5 GCSE A*-C passes has shown considerable year-on-year improvement for more than a decade; yet, Rotherham does not fare as well in terms of the higher Level 4 qualifications);

: the period of the Growth Plan is from April 2015 to 2025 and will link to the Sheffield City Region Strategic Economic Plan;

: bids for funding are made to the Local Growth Fund and the new European programmes;

: delivery of the priorities of the Local Strategic Partnership and of the Borough Council;

: Increased Gross Value Added (more money in local economy) for the Borough area;

: Growth Zones - areas where the majority of new jobs will be located and more housing constructed (eg: Dinnington and the A57 corridor; the Dearne Valley; more businesses attracted to the Rotherham town centre; the new Bassingthorpe Farm development; Templeborough and the Lower Don Valley as part of the Rotherham-Sheffield Economic Corridor);

: Transformation Projects (the Advanced Manufacturing Park Innovation District; the proposed HS2 railway station at Meadowhall; Rotherham town centre developments (markets; cinema; Forge Island; Rotherham College of Arts and Technology university campus and delivery of degree courses; Pithouse West leisure scheme (Rother Valley); the 'Man of Steel' iconic sculpture and the public campaign for 'Heart of Steel' donations of money;

: issues from the scrutiny review of the local economy : key objectives are income generation and employment creation; SMART targets; the emphasis on opportunities and qualifications for young people;

: the Rotherham Growth Plan is jointly owned by partner organisations and has strong links to Local Plan; it is necessary to communicate the details of the Growth Plan effectively to the Council's partners and stakeholders;

: Funding – the European Programme 2014 to 2020 (£160 m over six years); the Government's Growth Deal of £320 millions; the Sheffield City Region Investment Fund (SCRIF) and the Infrastructure Investment Plan (IIF) are to fund capital projects; the Rotherham Growth Fund itself and the Rotherham Economic Regeneration Fund (RERF);

: Both the Local Strategic Plan and the Borough Council will be asked to approve the Rotherham growth Plan; the Plan becomes effective on 1st April, 2015, with the development of projects and interventions;

: sources of funding will have to be identified and secured; the Growth Plan will be monitored and progress reports submitted to Elected Members at intervals of six months.

During discussion, Members of the Select Commission raised the following issues:-

(a) reference to the Government's creation of Enterprise Zones. The Rotherham Growth Plan does include areas such as Enterprise Zones.

(b) Members appreciate the intentions in respect of job creation and apprentice training; are there safeguards in respect of wage levels, payment of the living wage and the avoidance of 'zero hours' contracts. The intention is to attract high quality companies which will offer jobs for local people at acceptable remuneration levels and avoiding 'zero hours' contracts.

(c) the importance of the 'visitor economy' and ensuring that the Rotherham Borough area is marketed and promoted effectively for possible tourists/visitors. The Local Economic Partnership has a Sport and Leisure element and the establishment of a Tourism Advisory Group is under consideration. The Council's membership of the 'Welcome to Yorkshire' organisation may not continue. The Chamber of Commerce intends to establish a Tourism Partnership, based on the example at Barnsley. The Department for Local Government Yorkshire and Humber has also produced a visitor strategy for use by local authorities. Major attractions are important (eg: the 'Man of Steel' sculpture and the leisure development at the Pithouse West site.

(d) reference to the Rotherham College of Arts and Technology university campus and whether the Dearne Valley College is a viable alternative (the former nursing school premises are currently vacant).

(e) a number of textual corrections were mentioned.

(f) a question about the Dearne Eco Vision and planning controls in relation to new buildings (officers will reply after the meeting).

(g) the length of time during which job creation will occur, with delays to lead-in time for employers settling in Rotherham and the uneven creation of jobs. The creation of some 10,000 new jobs is anticipated, which will depend heavily on the timescales of substantial new developments (eg: the proposals in the A57/Todwick area under negotiation).

(h) the types of jobs which may be created (eg: in construction). Appendix 5 to the submitted report provides details of the different sectors in which the jobs may be created.

(i) Ensuring that the skills are available amongst the local workforce, so that employees are not brought in from elsewhere; the proposed university campus will help to develop people to achieve Level 4 and Level 5 qualifications. There must be work with local schools, so that pupils are made aware of training prospects locally. The Select Commission noted that the proposed university itself will provide an extra impetus for training, as has been the case with Barnsley and its partnership with the Huddersfield University. The existence of a student population and the consequent need for accommodation will benefit the Borough area. There will eventually be the organic growth of jobs.

(j) The training and study should be supplemented by learning in the workplace. The Rotherham Growth Plan is ambitious and the training centre at the Advanced Manufacturing Park, as well as the proposed university campus, must provide high skills training.

(k) To ensure the effectiveness of the Advanced Manufacturing Park and its impact on local employment, there must be emphasis upon the science-based curriculum in schools, because these are often perceived as being difficult subjects to study. Local authorities (including Rotherham) do ensure that appropriate staff visit schools and encourage the take-up amongst pupils of the stem science subjects.

(l) A suggestion that craft subjects, such as woodwork and metalwork, should also be taught in schools. The importance of the Advanced Manufacturing Park was again emphasised, in addition to the proposed development on the A57/Todwick site. It is vital that jobs requiring a diverse range of skills, in different employment sectors, should be available for local people.

Resolved:- (1) That the report and the presentation be received and their contents noted.

(2) That the following issues now discussed by the Improving Places Select Commission shall be included in the consultation on the Rotherham Growth Plan:-

(a) The importance developing existing businesses and also attracting new businesses to the Rotherham Borough area;

- (b) Skills for employment and progression - to ensure that local people have the correct skills for the jobs which are available;
- (c) To ensure that there is local control over skills development;
- (d) The importance of social inclusion and employment prospects;
- (e) Obtaining the agreement in principle from employers to commit to payment of 'living wages';
- (f) The Dearne Eco Vision and clarification of planning controls in relation to new buildings;
- (g) Rotherham town centre – to include reference to the independent retail offer and to possible increase in the 'leisure offer' in the town centre, which will be part of the imminent review of the town centre masterplan;
- (h) To emphasise the importance of Transport links, including the HS2 high speed railway and the tram-train development between Meadowhall, Rotherham and Parkgate;
- (i) To include reference to the Enterprise Zones in the Rotherham Growth Plan.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Improving Places Select Commission
2.	Date:	Wednesday 25th February 2015
3.	Title:	Young People and Public Transport
4.	Directorate:	Environment and Development Services

5. Summary

In February 2013, as part of 11 Million Takeover Day (Now Children’s Commissioner Takeover Day) members of Rotherham Youth Cabinet presented their findings and recommendations to the Overview and Scrutiny Management Board following their research into issues highlighted by young people around experiences incurred whilst using public transport, including the Rotherham Interchange.

In December 2014, Councillor Read, the Chair of Improving Places Select Commission, requested an update on current issues experienced by young people to ascertain if anything has changed over the last two years.

The update was to include:

- What are the issues
- What is being done to resolve these issues
- Identified outputs and outcomes
- Any issues still to be resolved
- Any new issues identified

6. Recommendations

That the Improving Lives Select Commission:

- **Notes the current position and action taken to improve the safety and overall perception of young people visiting the town centre including the Interchange.**
- **Requests a further update in 12 month’s time to monitor the position.**

7. Proposals and Details

7.1. What are the issues

In order to gain a current insight into what it is like being a young person using public transport, in particular the Rotherham Interchange, the following four groups were consulted in January 2015:

- Rotherham Youth Cabinet
- Looked After Children's Council
- Rush House
- LGBT Group

The young people were asked the following questions:

1. What experiences are young people having in Rotherham Interchange, both positive and negative.
2. How can young people be involved in influencing decisions concerning transport
3. How can safety be improved for young people waiting at passenger interchanges – especially late in the evening.

The response from the young people's groups are presented at Appendix 1. The majority of respondents felt that things had not improved when using public transport or the Rotherham Interchange.

Recorded crime committed in and around the Interchange between January 2012 and December 2014 is as follows:

All Crimes by Year by Month

Crimes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2012	2	2	4	2	3	1	11	4	3	4	4	4	44
2013	6	3	10	1	2	0	1	3	9	1	3	1	40
2014	5	2	5	2	3	5	7	3	1	4	4	1	42
Total	13	7	19	5	8	6	19	10	13	9	11	6	126

Violence Against the Person

Violence	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2012	1	2	4	2	1	0	2	1	1	3	1	1	19
2013	5	1	2	0	0	0	0	2	4	0	3	1	18
2014	2	1	2	1	2	2	4	0	0	0	3	0	17
Total	8	4	8	3	3	2	6	3	5	3	7	2	54

- 43% of crimes in the last 3 years was recorded as Violence against the person

Theft and Handling Stolen Goods

Theft & Handling Stolen Goods	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2012	1	0	0	0	1	1	1	2	1	1	1	1	10
2013	0	1	5	1	2	0	1	1	1	0	0	0	12
2014	2	1	2	0	1	2	1	1	0	3	1	1	15
Total	3	2	7	1	4	3	3	4	2	4	2	2	37

- 29% of crime in the last 3 years was recorded as Theft & Handling Stolen Goods

Other Crimes

Other crimes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2012	0	0	0	0	1	0	8	1	1	0	2	2	15
2013	1	1	3	0	0	0	0	0	4	1	0	0	10
2014	1	0	1	1	0	1	2	2	1	1	0	0	10
Total	2	1	4	1	1	1	10	3	6	2	2	2	35

- Crimes in this category include Burglary in other building, Criminal Damage, Drugs, Robbery Personal

ASB Incident Year by Month

ASB	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2012	3	6	3	3	2	6	3	3	5	5	4	3	46
2013	3	2	1	0	2	1	5	4	2	2	2	0	24
2014	3	1	2	2	2	1	0	1	7	2	2	2	25
Total	9	9	6	5	6	8	8	8	14	9	8	5	95

- Total ASB incidents have decreased each year

In addition, the following information has been provided by South Yorkshire Passenger Transport Executive (SYPT):

There were 40 incidents reported to staff during 2012. Reported incidents more than doubled in 2013 to 95 incidents. This in part was a result of the interchange staff working closely with the Police in targeting problem individuals and collating data and evidence to support Anti-Social Behaviour Order applications and Dispersal Powers. This approach was very successful resulting in many 'street drinkers' and 'challenging' individuals being dispersed from the interchange and wider town centre area. During 2014 reported incidents reduced to 59 as the partnership/engagement work with the Police continued. The number of reported incidents over the last three years compares favourably with other sites in South Yorkshire.

'Millions of people pass through the site every year and unfortunately from time to time incidents do occur. This is often as a result of an off-site matter that either overflows from the local pub or the simple fact that the Rotherham community know

our staff are on site 20hr a day to help. As we face unprecedented budget cuts difficult decisions such as charging for toilets and reviewing staffing levels will continue to effect the public perception of safety and this will be carefully managed to reassure travellers that Rotherham remains a safe place to live, work and socialise' - Daryll Broadhead, SYPTE.

7.2. What is being done to resolve these issues?

Multi-agency working currently in place includes:

- Town-link radio system connecting the interchange with other town centre businesses
- Direct CCTV link to the Police CCTV Control Room
- Shared SYP portal – sharing data on known offenders
- Employer Supported Police – A member of SYPTE staff undertakes duties as a Police Special Constable in company time.
- Dedicated funded Police Sergeant who performs the role of Liaison Officer between the Police and SYPTE
- Monthly meetings with the Police Sergeant who leads the local Safer Neighbourhood Team
- Regular patrols by Police Community Support Officers, Police Officers and RMBC Town Centre Wardens

In addition there is in place the 'See Something – Say Something' campaign, Appendix 2 and the online reporting link:

- <https://www.travelsouthyorkshire.com/incidentreporting/>

The entire borough of Rotherham is covered by a Designated Public Place Order and this power is used by the Police to tackle alcohol related anti-social behaviour. The introduction of the tools and powers under the new Anti-Social Behaviour, Crime & Policing Act 2014 will enhance the ability of the Police and Council to take swift enforcement action, Appendix 3.

8. Finance

N/A

9. Risks and Uncertainties

Maintaining a safe town centre and travel interchange is paramount in improving the quality of life and overall experience of people visiting, living in and working in Rotherham. The town centre and adjoining interchange is a priority for the Police, Council, SYPTE and wider partnership and this will continue to be the case in the future. The findings of the recent consultation (Appendix 1) will be used to inform/direct activity.

The relationship between perception and reality in respect of the safety of the town centre and interchange continues to be a challenge to the partnership and this is

being considered by the Safer Rotherham Partnership as part of its general communication strategy.

10. Policy and Performance Agenda Implications

- CP4 -All areas of Rotherham are safe, clean and well maintained

11. Background Papers and Consultation

Anti-Social Behaviour, Crime & Policing Act 2014.

Contact Name : *Steve Parry, RMBC Crime & Anti-Social Behaviour Manager*
Tel (3)34565, steve.parry@rotherham.gov.uk

YOUNG PEOPLE AND PUBLIC TRANSPORT

REPORT

January 2015

Background

In February 2013, as part of 11 Million Takeover Day (Now Children's Commissioner Takeover Day) members of Rotherham Youth Cabinet presented their findings and recommendations to the Overview and Scrutiny Management Board following their research into issues highlighted by young people around experiences incurred whilst using public transport.

In December 2014, Councillor Read, the Chair of Improving Places Select Commission, requested an update on current issues experienced by young people to ascertain if anything has changed over the last two years.

Consultation

To gain a current insight into what it's like being a young person using public transport, in particular Rotherham Interchange, four different groups were consulted in early January 2015. They were:

- Rotherham Youth Cabinet
- Looked After Children's Council
- Rush House
- LGBT Group

Young people were asked:

1. What experiences are young people having in Rotherham Interchange – positive and negative
2. How can young people can be involved in influencing decisions concerning transport.
3. How can safety be improved for young people waiting at passenger interchanges, especially late in the evening.

Responses

Young people said things that were positive in the Interchange were:

- Some young people felt there was more security (guards)
- It's a good place to meet friends
- Customer Services and staff are very helpful and polite
- Good information available
- A young person did work experience at Interchange and feels more confident since doing this as he knows how the security works and where to go for help.

When asked for negative experiences of using the Interchange, responses included:

Toilets

All four groups highlighted having to pay for toilets as an issue and some felt this could create further antisocial behaviour by encouraging people to urinate in the street or other public place. Comments included:

- Having to pay for the toilets, this is extortionate and should be free.
- Tax monies have already paid for them, why should we pay twice?
- Also 20p is too much and could cause negative repercussions i.e. people urinating in the street. If you have two or more children the cost can be prohibitive.
- When a young woman with her nephew in a pram asked for the key she was questioned why she needed it?
- Have seen people urinating into the river so they didn't have to pay

Behaviour

Again all four groups gave examples of antisocial behaviour they had witnessed within the Interchange and discussed how this made them feel. Some of the group did state that they felt the threats from people were perceived rather than experienced, but behaviour of others using the Interchange does impact on how safe they feel when using it. Some examples from young people were:

- People drinking beer and nobody stops them
- People don't listen to loud speaker about drinking or smoking
- Kids on bikes don't listen when they are told to come off them
- Behaviour eg smoking
- Weirdos looking at you / smack heads

- People approach you, make you feel uncomfortable
- Drunks ask for money and cigarettes – two regular ones always there
- Happens any time of day – day and night
- Been asked for money
- Been told by someone they need to raise £5 to get to Salvation Army (more than once by same person)
- Young person says she just puts her head down and walks quickly and tries to shut it out.
- ‘Shady’ groups of adults and young people make young people feel unsafe and they will walk around the interchange rather than through it to avoid them

Staff

Although there were some positive comments about staff, some young people also identified some negatives. Responses from these young people were:

- May not be enough staff at night
- Don't see security guards
- The staff who acts as security are slow to react, look really unfit
- Not much visual signs of workers present
- Had a bad experience of a rude member of staff when asked for help

Services

Although the main focus of the discussions were around experiences within the Interchange and Town Centre, some young people gave examples of experiences on public transport. Two of these highlighted were:

- Buses are late and don't always stop (on bus routes) this makes us feel more vulnerable while waiting.
- People arguing on buses – makes young people feel uncomfortable and the driver didn't do anything to stop this.

Young people also said that they don't know how to complain if things go wrong or they are unhappy with a situation.

Interchange Building

When young people discussed the Interchange Building itself, some stated that it was a very cold place but realise there is not much that can be done with this.

During 11 Million Takeover Day Youth Cabinet members recommended that seats were turned round to face oncoming people as they felt this would make people feel

safer. They were told that this would be done, but young people say that it didn't happen.

Young people said that as the Interchange gets very crowded and there are signs about pickpockets, it makes them worried it will happen to them, although some young people would rather have it crowded than quiet as they feel safer.

Many young people said that they had not noticed any changes or improvements over the last year.

Suggestions

When young people were asked for ideas of how they could have a more positive experience and feel safer when using public transport, in particular Rotherham Interchange, young people suggested the following:

Information

- Information points – add an interactive board
- Have electronic timetable at every bus stop
- Have clearer notices about Wi-Fi - not clear about prices

Safety and Security

- More guards – one coming up and one coming down through the Interchange
- Update Cameras
- Some police presence at night. Just to walk about every hour.
- Promote positive behaviour via posters
- More staff at night.
- CCTV monitored panic buttons which make very loud noise.
- Have bus conductors on buses which will make people feel safer – especially school buses
- Cardboard cut-outs of Police like they have in shops
- Keep drunks away from the Interchange and regular drunks to be banned from area,
- A complaints procedure via internet
- Buses come on time as waiting longer makes people feel more unsafe, especially in rural areas

The majority of young people consulted felt that things hadn't improved when using public transport or Rotherham Interchange.

Sarah Bellamy 22.1.15

Trained to track troublemakers

British Transport Police provide a policing service to rail operators, their staff and customers throughout South Yorkshire. You may see them patrolling trains and stations. They take an active role in the fight against cable theft, which causes thousands of pounds worth of damage and leads to train delays.

 You can report a crime on the railway by calling 0800 405040 or by visiting www.btp.police.uk

Our eyes never shut

All our interchanges and Travel South Yorkshire Information Centres have CCTV cameras working 24/7. These serve a dual purpose. They reassure our customers that we're watching everything to keep them safe, and deter anti-social behaviour by reminding possible troublemakers that their actions will be caught on camera. If found guilty they could be prosecuted or made to pay for the damage they've done.


All trams in Sheffield are now fitted with CCTV. More trains and buses throughout South Yorkshire are getting equipped every week, helping to make your complete travel journey safer than ever before.

Partners onboard

If you would like to contact our partners directly here are the details you will need...


 **First**
01709 566 000
www.firstgroup.com/ukbus/south_yorkshire

 **Stagecoach**
01226 202555
www.stagecoachbus.com

 **TM Travel**
0871 200 22 33
www.tmtravel.co.uk

 **Stagecoach Supertram**
0114 272 8282
www.supertram.com

 **Northern Rail**
0845 000 0125
www.northernrail.org

 **South Yorkshire Police**
101
www.southyorks.police.uk

 **Crimestoppers**
0800 555 111
www.crimestoppers-uk.org



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SEE
SOMETHING
SAY
SOMETHING

See what Travel South Yorkshire and its partners are doing to improve your safety and security on public transport.

And find out how you can help us do even more...

Your safety is our priority

Every day, thousands of public transport journeys are incident free. But occasionally something is said or done that needs to be pursued to prevent it from happening again.

That's why Travel South Yorkshire is committed to putting its customers first. We consider your safety and security as a key priority. We are not only working to reduce crime, but also to address people's perceptions of anti-social behaviour on public transport.

We've teamed up with South Yorkshire Police and the British Transport Police to work in partnership with First, Stagecoach, TM Travel, Stagecoach Supertram and Northern Rail, to keep you safe and your journey stress free.





See something say something

There is no excuse for anyone spoiling your journey. If you see something, say something.

Whether you've witnessed troublemakers travelling on your bus, tram or train, you've walked past an incident at an interchange or you've seen a shelter being smashed across the street, we need to hear about it.

travelsouthyorkshire.com/safe you're only a click away from having your say. Fill in our online incident and shelter damage form where you can report anything, anonymously to us.

Together we can make travel safer:

-  Ring our dedicated Traveline team on: 01709 51 51 51
-  Speak to any member of staff in an interchange or Travel South Yorkshire Information Centre
-  Report the incident to a bus driver or a tram or train conductor
-  Visit travelsouthyorkshire.com/safe to report a damaged shelter or any incident

Teaming up to make travel safer

Travel South Yorkshire work with South Yorkshire Police, British Transport Police and public transport operators on a number of initiatives to help prevent incidents:

Trojan bus operations

Police officers are the only passengers on these specially protected vehicles. They travel on routes where there are anti-social behaviour issues and stop and speak to offenders and deliver a variety of messages. This is a successful operation that is delivered in line with the educational messages we promote in all South Yorkshire schools. It has resulted in a 50% reduction in bus window damage since 2008.

Targeting hotspot areas

If one shelter is damaged regularly, or a number of shelters are damaged in the same area, we often appeal to local residents for help. We send leaflets and targeted emails to ask anyone with useful information to come forward. This can be done confidentially by using our website or by contacting South Yorkshire Police or Crimestoppers directly. This tactic has led to successful prosecutions over recent years.

Plain clothed officers

Occasionally it's necessary to send South Yorkshire Police officers in plain clothes on public transport or in and around interchanges to catch offenders in the act. We often do this when we receive a complaint from a customer or get information from a driver or a member of staff.

Revenue protection checks

With the assistance of South Yorkshire Police and the British Transport Police, public transport operators carry out regular high profile checks to make sure that everyone onboard has a valid ticket. Anyone caught attempting to avoid paying their fare will be given an on the spot fine and could face prosecution.

Issued by the Court to deal with individuals

		The test	Details	Penalties on breach	Replaces
Part 1	Civil Injunction Issued by the court to stop a person committing ASB	<ol style="list-style-type: none"> Behaviour likely to cause harassment, alarm or distress (non-housing); or Conduct capable of causing nuisance or annoyance (housing); and Just and convenient to grant the injunction to prevent ASB. 	<ul style="list-style-type: none"> (1) Applied for by council, police and others but not social landlords (2) Applied for by the police, councils and social landlords Issued by the court Prohibitions and positive requirements 	<ul style="list-style-type: none"> Breach is not a criminal offence Over 18s: Unlimited fine or up to 2 years in prison Under 18s: Supervision or activity requirement, detention, as a last resort, of up to 3 months for 14-17 year olds 	<ul style="list-style-type: none"> Anti-Social Behaviour Order Anti- Social behaviour Injunction Individual Support Order Intervention Order Drink Banning Order
Part 2	Criminal Behaviour Order Issued by a criminal court after a person is found guilty of an offence	<ol style="list-style-type: none"> Causing harassment, alarm or distress; and Help in preventing the offender from engaging in such behaviour by addressing the underlying issues. 	<ul style="list-style-type: none"> Applied for by the prosecution at the request of council or police Issued by the court Prohibitions and positive requirements 	<ul style="list-style-type: none"> Breach is criminal offence Adults: Summary conviction - up to 6 months in prison and/or a fine. Conviction on indictment – up to 5 years in prison and/or a fine. Under-18s: 2-year Detention and Training Order. 	<ul style="list-style-type: none"> Anti-Social Behaviour Order on Conviction Drink Banning Order on Conviction

Used by the police to move problem groups or individuals on

		The test	Details	Penalty on breach	Replaces
Part 3	Dispersal Power Requires a person committing, or likely to commit ASB to leave an area for up to 48 hrs. (<i>Immediate</i>)	<ol style="list-style-type: none"> Causing those in the locality harassment, alarm or distress (or crime and disorder); and Direction necessary to remove or reduce the likelihood of the ASB. 	<ul style="list-style-type: none"> Can determine the time, area and even the route to leave Can confiscate items used Requires sign off by Inspector 	<ul style="list-style-type: none"> Breach is a criminal offence Failure to move on – up to £2,500 fine and/or up to 3 months in prison Failure to hand over items – up to £500 fine 	

Issued by councils, the police and social landlords to deal with problem places

		The test	Details	Penalty on breach	Replaces
Part 4, Ch 1	Community Protection Notice Stops a person, business or organisation committing ASB which spoils the community's quality of life (<i>Immediate</i>)	<ol style="list-style-type: none"> A detrimental effect, of a persistent or continuing nature, on the quality of life of those in the locality; and The conduct is unreasonable. 	<ul style="list-style-type: none"> Written by council or police officer or landlord Requirement to stop things, do things or take reasonable steps Can include undertaking remedial action or seizing items 	<ul style="list-style-type: none"> Breach is a criminal offence A fixed penalty notice of up to £100 A fine of up to £2,500, or £20,000 for businesses. 	<ul style="list-style-type: none"> Litter abatement notices Litter clearing notices Street litter control notices Defacement removal notices

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Part 4, Ch 2</p>	<p>Public Spaces Protection Order Stops people committing ASB in a particular public place</p>	<ol style="list-style-type: none"> 1. A detrimental effect on the quality of life of those in the locality; and 2. Persistent or continuing nature, unreasonable. 	<ul style="list-style-type: none"> • Restrictions set by the council • Consultation with those affected • Can be enforced by the police 	<ul style="list-style-type: none"> • Breach is a criminal offence • A fixed penalty notice of up to £100 • A maximum penalty of a £1,000 fine or a fixed penalty notice. 	<ul style="list-style-type: none"> • Gating orders, • Dog control orders • Powers of local authority to designate public places for restrictions on alcohol consumption (Designated Public Place Order) <p>Any such order made before commencement of the new Act will, however, remain in force for a period of up to 3 years.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Part 4, Ch 3</p>	<p>Closure Power (Closure Notice & Closure Order) This would allow the police or local council to close premises where ASB was being committed, or was likely to be committed. <i>(Immediate)</i></p>	<ol style="list-style-type: none"> 1. Nuisance to the public; or 2. Disorder near those premises; and 3. Necessary to prevent the nuisance or disorder from continuing, recurring or occurring. 	<ul style="list-style-type: none"> • Notice up to 48 hrs out of court – cannot stop owner accessing property • Order up to 6 months agreed by court – can restrict all access. 	<ul style="list-style-type: none"> • Breach is a criminal offence • Notice: Up to 3 months in prison • Order: Up to 6 months in prison • Both: Unlimited fine for residential and non-residential premises. 	<ul style="list-style-type: none"> • Replaces closure notices/orders within the Anti-Social Behaviour Act 2003 and Licensing Act 2003 <p>Whenever a closure notice is issued an application must be made to a magistrates' court for a closure order (see below)</p>