

RAIL : c2c

OVERVIEW OF MAJOR RESULTS

- C2c has become the best performing TOC in the country, helped in great part by the excellent services provided by C.UK
- Creation of a much safer environment in which to travel, with reduction in anti-social behaviour and increased revenue for c2c
- Stronger relationships formed between security officers and previously anti-social population segments thanks to a new approach in incident control
- Use of headcams and other innovations were decisive in improving the overall situation

SITUATION

C2c is the trainline covering the northern Thames Gateway in southern Essex. The area can suffer from anti-social behaviour and c2c saw the effects of this impacting on ticketless travel and customer perception of safety on stations.

C2c had specific requirements for its security provision. Some of these objectives were the reduction of ticketless travel, the promotion of a safe and friendly environment in which to travel, deterring anti-social behaviour and improved levels of customer service.

C.UK and c2c went into partnership to develop solutions for these issues.

C.UK SOLUTION

C.UK has the advantage of a management team with extensive knowledge of the rail industry. c2c and C.UK agreed a trial of using one company to perform both security and gateline functions at selected stations. This would allow a greater working relationship and more effective communication between gateline and security staff. C.UK already had extensive knowledge of gateline duties from alternative contracts and arranged with c2c for a pool of officers to be trained in order to perform these duties.

Additionally, it was felt that certain problematic stations would benefit from having static guarding as opposed to mobile patrol visits. This was especially true of one particular station with a reputation for several groups of youths loitering in and around the station.

CASE STUDY

Finally, it was evident that the revenue protection staff employed by c2c were experiencing numerous problems with passengers when trying to enforce regulations regarding the non compliance of railway byelaws and ticket enforcement. Having successfully used them elsewhere, C.UK introduced the use of headcams for the security enforcement team that accompanied the Revenue team on train and station patrols.

RESULTS

The introduction of a one supplier per station approach proved to be extremely effective. The subsequent working relationship between security and gateline staff sent a message out that ticketless travel would not be tolerated.

The redeployment of mobile officers to provide static guarding at problematic stations that also helped to forge good relationships with the sections of the local population that had been at the forefront of anti-social behaviour.

Regular team meetings with c2c, British Transport Police and security personnel have helped to forge a partnership approach with all parties. One notable benefit of this partnership has been the issuance of guidance regarding the issue of banning orders for persistent offenders.

The use of headcams has been of particular benefit. Whilst providing a visual deterrent, the headcams have provided vital evidence for the police in the prosecution of offenders.

All of the measures that have been put in to practice have had a major impact in both increasing revenue and ensuring that the perceptual threat of anti-social behaviour has reduced. The result has been a much safer environment in which to work and travel.

In summary, c2c has become the best performing train operator in the country, with a moving annual average in service punctuality of 95.8% for the past year and improved National Passenger Survey scores in areas of personal safety. This performance has been achieved as a result of the efforts of the c2c staff and their partners, which proudly includes C.UK. The Head of Retail at c2c, Hugh Jennings, recently commented that “We have always found C.UK to be a professional company to deal with and the staff they provide to a generally high standard. Of particular credit is the way that they react to the need for emergency cover.”

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CASE STUDY

