



WEST MIDLANDS POLICE

Force Policy Document

POLICY TITLE:	Public Transport Concession
POLICY REFERENCE NO:	Ops/25

Executive Summary

This policy supersedes all previous Part 1 orders relating to Public Transport Concessions. This policy will clarify the use of public transport by Police Officers, Police Special Constables and Police Community Support Officers (PCSOs) both on and off duty within the West Midlands region including concessions offered by stated public transport providers.

The purpose of this policy is to work with our partners in order to make the travelling public feel safer, to prevent crime and detect crime.

***Any enquiries in relation to this policy should be made directly with the policy contact / department shown below.*

Intended Policy Audience.

- **Police Officers**
- **Police Community Support Officers (on duty in uniform)**
- **Police Special Constables**

Please note – This policy and the concession does NOT apply to Police Staff

Current Version And Effective Date.	Version 1.2	August 2017
Business Area Owner	Operations	
Department Responsible	Safer Travel Partnership	
Policy Contact	Sergeant Fergal Sharkey	
Policy Author	Chief Inspector Kerry Blakeman	
Approved By	ACC Marcus Beale (Operations)	
Policy Initial Implementation Date	8th December 2014	
Review Date	1st November 2019	
Protective Marking	Official	
Suitable For Publication – Freedom Of Information	Yes	

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Supporting Documents

- *Communication and confirmation documents from transport operators*
- *Code of Ethics* (<http://www.college.police.uk/What-we-do/Ethics/Pages/Code-of-Ethics.aspx>)

Evidence Based Research

Full supporting documentation and evidence of consultation in relation to this policy including that of any version changes for implementation and review, are held with the Force Policy Co-ordinator including that of the authorised original Command Team papers.

Please Note.

PRINTED VERSIONS SHOULD NOT BE RELIED UPON. THE MOST UPTO DATE VERSION OF ANY POLICY OR DIRECTIVE CAN BE FOUND ON THE EQUIP DATABASE ON THE INTRANET.

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Force Diversity Vision Statement and Values

“Maximise the potential of people from all backgrounds through a culture of fairness and inclusion to deliver the best service for our communities”

“All members of the public and communities we serve, all police officers, special constables and police staff members shall receive equal and fair treatment regardless of, age, disability, sex, race, gender reassignment, religion/belief, sexual orientation, marriage/civil partnership and pregnancy/maternity. If you consider this policy could be improved for any of these groups please raise with the author of the policy without delay.”

Code of Ethics

West Midlands Police is committed to ensuring that the Code of Ethics is not simply another piece of paper, poster or laminate, but is at the heart of every policy, procedure, decision and action in policing.

The Code of Ethics is about self-awareness, ensuring that everyone in policing feels able to always do the right thing and is confident to challenge colleagues irrespective of their rank, role or position

Every single person working in West Midlands Police is expected to adopt and adhere to the principles and standards set out in the Code.

The main purpose of the Code of Ethics is to be a guide to "good" policing, not something to punish "poor" policing.

The Code describes nine principles and ten standards of behaviour that sets and defines the exemplary standards expected of everyone who works in policing.

Please see <http://www.college.police.uk/What-we-do/Ethics/Pages/Code-of-Ethics.aspx> for further details.

The policy contained in this document seeks to build upon the overarching principles within the Code to further support people in the organisation to do the right thing.

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1. INTRODUCTION

This policy clarifies use of public transport by Police Officers, Police Special Constables and PCSOs both on and off duty within West Midlands Police and the Regional Organised Crime Unit.

This policy stems from a partnership agreement between West Midlands Police, West Midlands Trains, Arriva Trains Wales, Chiltern Railways, National Express (bus), Midland Metro (tram), Central Buses, CrossCountry (rail), Diamond Buses, Silverline Landflight (bus), Social Travel (bus), Stagecoach Midlands (bus), Travel De Courcey (bus) and Walsall Community Transport (bus). These operators will be referred to as Designated Transport Operators.

Residents of and visitors to the West Midlands should be able to enjoy travel within the area which is both a safe and enjoyable experience. The Designated Transport Operators aim to increase the presence of identifiable Police Officers, Police Special Constables and PCSOs on public transport. This has been identified as a key factor in providing reassurance to communities and improving perceptions of safety.

Interventions by Police Officers and Police Special Constables witnessed by members of the community travelling on public transport will offer reassurance and make those members of the community feel safe.

2. AIM

This policy is intended to inform Officers and key partners of arrangements that will operate between The Police and Crime Commissioner for West Midlands (the "PCCWM") and the Chief Constable of West Midlands Police (together shall be referred to as "West Midlands Police") and the Designated Transport Operators regarding concessionary travel on the bus, Metro and rail networks.

3. SCOPE

This policy covers guidance on concessionary travel for Police Officers, Police Special Constables and PCSOs for West Midlands Police only. It does not provide guidance for any other partner agency or individuals.

This policy is for use of Police Officers, Police Special Constables and PCSOs for West Midlands Police who intend to use the travel concession with the Designated Transport Operators.

This policy does not apply in the event of Officers using public transport responding to an emergency or incident in progress.

4. OBJECTIVES

- To identify which Designated Transport Operators form part of the policy.
- This policy will show the jurisdiction to which the concessionary travel applies.
- This policy will highlight the restrictions imposed by individual Designated Transport Operators.
- This policy will highlight the conditions imposed on Police Officers, Police Special Constables, and PCSOs when using this concession.

5. CONDITIONS OF USE

The prescribed area for concessionary travel is applicable on bus routes within the West Midlands region, parts of Warwickshire and Leicestershire. The rail network covered includes the West Midlands region, up to Stafford, Derby, Shrewsbury, Hereford, Redditch, Worcester, Kidderminster, Leamington Spa, Stratford-upon-Avon, Rugby and Hinckley. The Metro network is between Birmingham to Wolverhampton. The specific areas for each transport operator are described in paragraph 18 - Appendix A – Geographical Boundaries.

The concession only applies to travel using the Designated Transport Operators: West Midlands Trains, Arriva Trains Wales, Chiltern Railways, CrossCountry (rail), National Express (bus), Midland Metro (tram), Central Buses, Diamond Buses, Silverline Landflight (bus), Social Travel (bus), Stagecoach Midlands (bus), Travel De Courcey (bus) and Walsall Community Transport (bus).

Police Officers and Police Special Constables travelling on the designated transport networks under this agreement should identify themselves both on demand and where practicable, in advance of boarding, through the production of their Warrant card. For most Designated Transport Operators, the purpose of the travel must be direct to or from a tour of duty or during the course of duty on official police business, with no requirement for Officers to be in full uniform to receive this concession. Many Officers will travel in plain clothes. However, it is important staff check, prior to travel, paragraph 8 - Restrictions by Designated Transport Operators, as to the specific concession provided by the Designated Transport Operator, they intend to travel with.

Police Officers and Police Special Constables utilising the concessionary travel will be expected to actively intervene to address incidents of crime and disorder. Such interventions may be self-initiated or at the specific request of a member of the public, British Transport Police Officers or a member of staff associated to the rail network.

Police Officers and Police Special Constables who use the concessionary travel do so on the understanding that they will lose anonymity if they intervene or act if they witness a crime. Police Officers and Police Special Constables are obliged to assist any British Transport Police officer, members of the public or member of staff associated to the rail network.

Officers who choose to use the concession do so on the expectation that they may be called upon to intervene/assist. The Officer intervening/assisting MUST be in a position to assist. The Officer should make a dynamic risk assessment of the situation, as they would with any other off duty incident, to identify the most appropriate method of resolution. Police Officers and Police Special Constables that are subject to medical restrictions and work based restrictions should dynamically risk assess the situation. Depending on the nature of the restriction it may be the Officer acts as an observer whilst requesting assistance.

Where Police Officers and Police Special Constables intervene/assist/observe in an incident they will identify themselves as a Police Officer or Police Special Constable by showing their Police Warrant card and give their collar number.

Where Officers are not in possession of their Police Warrant card they must purchase a travel pass or ticket to travel. This policy does not imply, in any way, that Officers should/need to travel with their personal protective equipment when off duty. When an Officer intervenes or assists it does not automatically mean they are on duty and advice should be sought from a supervisor at the earliest opportunity as the Officer may be entitled to claim overtime.

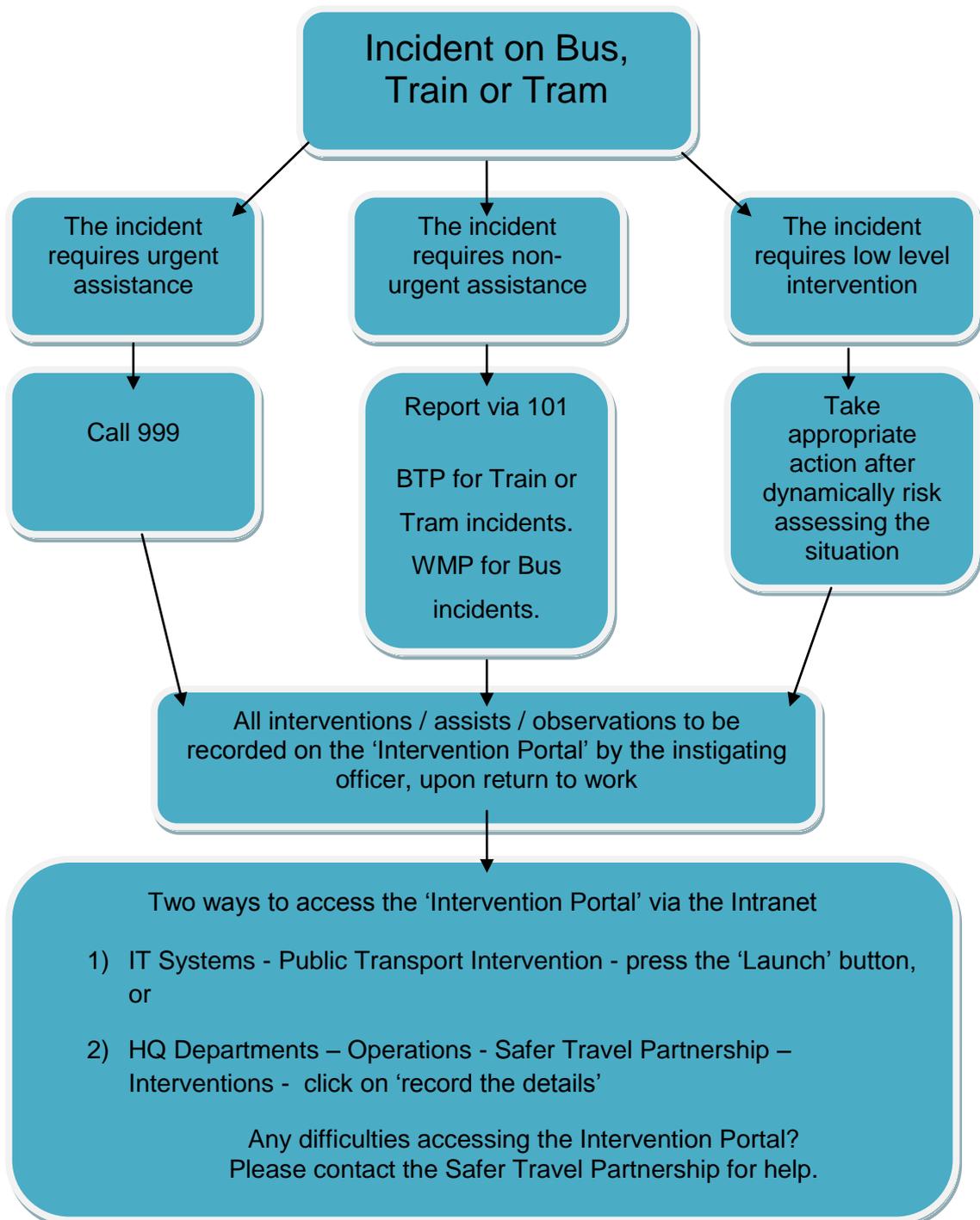
Officers who consume alcohol prior to commuting home should purchase a travel pass or ticket in the usual way.

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When travelling on the train, tram or bus, Officers **MUST** give up their seat if no seats are available for paying passengers. When travelling on the train, Officers must **NEVER** seat themselves in the first class compartment, even if invited to by the train manager.

This offer of concession will be withdrawn if the terms of the offer are abused or misused and staff may be liable to disciplinary action.

6. INTERVENTION REPORTING PROCESS



OFFICIAL

Officers that do intervene/assist/observe in any situation are to record the incident on the Public Transport Interventions portal on the West Midlands Police intranet. Officers are to record the nature of the intervention and make reference to any log number generated, where appropriate. This information will be required for monitoring and audit purposes.

7. CONCESSION OFFERED BY DESIGNATED TRANSPORT OPERATORS

The table below specifies the circumstance in which you may use the concession for that particular Designated Transport Operator. It is important to note that Virgin Trains **do not** provide any travel concession to West Midlands Police or ROCU staff. Although not a Designated Transport Operator, for the purposes of this policy, Virgin Trains have been put in the table below to ensure this is clear to all staff.

Designated Transport Operator	Police Officer or Special Constable, going to or from work	Police Officer or Special Constable, on duty – in uniform	Police Officer or Special Constable, on duty – in plain clothes	Police Officer or Special Constable – NOT on duty, and NOT going to or from work	PCSO, on duty, in uniform	Police Staff
West Midlands Trains (formerly London Midland)	Yes	Yes	Yes	No	Yes	No
Arriva Trains Wales	No	Yes	No	No	Yes	No
Chiltern Trains	Yes	Yes	Yes	No	Yes	No
Virgin Trains	No	No	No	No	No	No
CrossCountry (rail)	Yes	Yes	Yes	No	Yes	No
National Express (bus)	Yes	Yes	Yes	No	Yes	No
Midland Metro (tram)	Yes	Yes	Yes	No	Yes	No
Central Buses	Yes	Yes	Yes	No	Yes	No
Diamond Buses	Yes	Yes	Yes	No	Yes	No
Landflight (bus)	Yes	Yes	Yes	No	Yes	No
Social Travel (bus)	Yes	Yes	Yes	No	Yes	No
Stagecoach Midlands (bus)	Yes	Yes	Yes	No	Yes	No

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Designated Transport Operator	Police Officer or Special Constable, going to or from work	Police Officer or Special Constable, on duty – in uniform	Police Officer or Special Constable, on duty – in plain clothes	Police Officer or Special Constable – NOT on duty, and NOT going to or from work	PCSO, on duty, in uniform	Police Staff
Travel De Courcey (bus)	Yes	Yes	Yes	No	Yes	No
Walsall Community Transport (bus)	Yes	Yes	Yes	No	Yes	No

8. RESTRICTIONS BY DESIGNATED TRANSPORT OPERATORS

All the Designated Transport Operators have agreed to provide some level of concessionary travel but with certain specified conditions.

West Midlands Trains (formerly known as London Midland)

Police Officers and Police Special Constables can travel on train services using this concession with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs can travel on the train services when on duty in full street uniform.

Concessionary travel is only permitted within the boundaries specified in Appendix A.

Arriva Trains Wales

Police Officers and Police Special Constables can travel on train services using this concession only if they are travelling whilst ON duty and MUST be in uniform. PCSOs can travel on train services when on duty in full street uniform.

Concessionary travel is only permitted within the boundaries specified in Appendix A.

Arriva Trains Wales will review this arrangement in six months time to assess its appropriateness.

Chiltern Railways

Police Officers and Police Special Constables can travel on train services using this concession with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs can travel on the train services when on duty in full street uniform.

There is an expectation that the Officer make themselves known at the first opportunity to the Train Manager (Guard) on the train. All Chiltern services north of Banbury have a Train Manager on board, usually, but not always, working from the rear cab.

Concessionary travel is only permitted within the boundaries specified in Appendix A.

Chiltern will review this arrangement in six months time to assess its appropriateness.

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CrossCountry (rail)

Police Officers and Police Special Constables can travel on train services using this concession with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs can travel on the train services when on duty in full street uniform.

Concessionary travel is only permitted within the boundaries specified in Appendix A.

National Express (bus)

Police Officers and Police Special Constables can travel on all buses operated by National Express West Midlands and National Express Coventry using this concession with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs may use this concession only when on duty in full uniform.

Concessionary travel is only permitted on National Express West Midlands buses and National Express Coventry buses, which only operate in the West Midlands region.

Midland Metro (tram)

Police Officers and Police Special Constables can travel on the Metro using this concession with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs may use this concession only when on duty in full uniform.

Concessionary travel is permitted on the whole of the Midland Metro.

Central Buses

All Police Officers and Police Special Constables can travel on all Central buses, using this concession with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty, throughout the West Midlands region. There is no requirement to be in uniform. PCSOs may use this concession only when on duty in full uniform.

Diamond Buses

All Police Officers and Police Special Constables can travel on Diamond buses, using this concession, with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs may use this concession only when on duty in full uniform.

In the West Midlands region, Diamond buses split their travel zones into areas: West Midlands Zone, Coventry Zone, Kidderminster Zone and Redditch Zone. Travel is only permitted within the terms of this policy in the 'West Midlands Zone' and 'Coventry Zone, but NOT the 'Kidderminster Zone' or 'Redditch Zone'. Exact boundaries are specified in Appendix A.

Silverline Landflight (bus)

All Police Officers and Police Special Constables can travel on Silverline Landflight buses – only bus route S10 between Sheldon, Birmingham and Solihull, using this concession, with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs may use this concession only when on duty in full uniform.

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Stagecoach Midlands (bus)

Police Officers and Police Special Constables can travel on all Stagecoach Midlands buses, using this concession, with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty, throughout West Midlands and Warwickshire region. There is no requirement to be in uniform. PCSOs may use this concession only when on duty in full uniform.

Social Travel (bus)

All Police Officers and Police Special Constables can travel on Social Travel buses – only operates one bus route, 11C, following the circular route of Birmingham, using this concession, with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be in uniform. PCSOs may use this concession only when on duty in full uniform.

Travel DeCourcey Ltd (bus)

All Police Officers and Police Special Constables can travel on Travel DeCourcey buses in the West Midlands, Warwickshire and Leicester, using this concession with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty. There is no requirement to be uniform.

PCSOs may use this concession only when on duty in full uniform.

Walsall Community Transport (bus)

All Police Officers and Police Special Constables can travel on Walsall Community Transport buses, using this concession, with the production of a valid warrant card whilst they are travelling to or from work and whilst on duty, throughout West Midlands region. PCSOs may use this concession only when on duty in full uniform.

9. POLICE COMMUNITY SUPPORT OFFICERS AND POLICE STAFF

PCSOs may use public transport services listed as part of their high visibility patrols within the West Midlands Police area when on duty.

Concessionary travel, within the terms of this policy, is not available to any Police Staff member.

10. REGIONAL ORGANISED CRIME UNIT

Police Officers seconded to the Regional Organised Crime Unit (ROCU) from Warwickshire, West Mercia and Staffordshire forces will be issued with West Midlands Police Gateway Cards which will enable them to travel within the terms of this policy within the boundaries specified in Appendix A.

11. EQUALITY IMPACT ASSESSMENT (EQIA)

The policy has been reviewed and drafted against all protected characteristics in accordance with the Public Sector Equality Duty embodied in the Equality Act 2010. The policy has therefore been Equality Impact Assessed to show how WMP has evidenced 'due regard' to the need to:

- Eliminate discrimination, harassment, and victimisation.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Supporting documentation in the form of an EQIA has been completed and is available for viewing in conjunction with this policy.

12. HUMAN RIGHTS

This policy has been implemented and reviewed in accordance with the European Convention and principles provided by the Human Rights Act 1998. The application of this policy has no differential impact on any of the articles within the Act. However, failure as to its implementation would impact on the core duties and values of WMP (and its partners), to uphold the law and serve/protect all members of its community (and beyond) from harm.

13. FREEDOM OF INFORMATION (FOI)

Public disclosure of this policy document is determined by the Force Policy Co-ordinator on agreement with its owner. This policy is currently marked as: Official.

Public disclosure does not automatically apply to supporting Force policies, directives and associated guidance documents, and in all cases the necessary advice should be sought prior to disclosure to any one of these associated documents.

Which exemptions apply and to which section of the document?	Whole document	Section number
No restrictions apply to this document		

14. TRAINING

There are no training requirements.

15. PROMOTION / DISTRIBUTION & MARKETING

The following methods will be adopted to ensure full knowledge of the Policy:

- Policy document to be publicised on the Force Intranet via the Notice Board and News Beat for the attention of all West Midlands Police Officers and Staff.
- Publication on the Equip Policy Portal.

16. REVIEW

The policy business owner – Operations - maintain outright ownership of the policy and any other associated documents and in-turn delegate responsibility to the department/unit responsible for its continued monitoring.

The policy should be considered a 'living document' and subject to regular review to reflect upon any Force, Home Office/ACPO, legislative changes, good practice (learning the lessons) both locally and nationally, etc.

A formal review of the policy document, including that of any other potential impacts i.e. EQIA, will be conducted by the date shown as indicated on the first page.

Any amendments to the policy will be conducted and evidenced through the Force Policy Co-ordinator and set out within the version control template.

Feedback is always welcomed by the author/owner and/or Force Policy Co-ordinator as to the content and layout of the policy document and any potential improvements.

CHIEF CONSTABLE

17. VERSION HISTORY

Version	Date	Reason for Change	Amended/Agreed by.
0.1	September 2013	First Draft of new policy pulling together existing guidance	PC Taylor
0.2	October 2013	Initial consultation with Inspector Holliday and Laura Crofts, IEM	PC Taylor
0.3	November 2013	Initial consultation with Supt Godwin, CI Doyle, Insp Grange, Insp Kelly, PS Mabbett and PC Sutton	PC Taylor
0.4	December 2013	Amendments made following mandatory consultation	PC Taylor
0.5	March 2014	Amendments made following consultation	PC Taylor
1.0	April 2014	Live version for Publication	
1.0	December 2014	Minor amendments made as per ACC Cann	PC Taylor
1.0	December 2014	Added Code of Ethics & Policy details as approved	56408 Couchman
1.1	23 rd March 2015	Chiltern Railways allow Police Officers / Specials non uniform	56408 Couchman / CI Blakeman

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		to use travelling to/from work whilst increased threat in place	
1.2	August 2017	Policy reviewed. Transport Operators consulted.	PS Sharkey

18. APPENDIX A – GEOGRAPHICAL BOUNDARIES

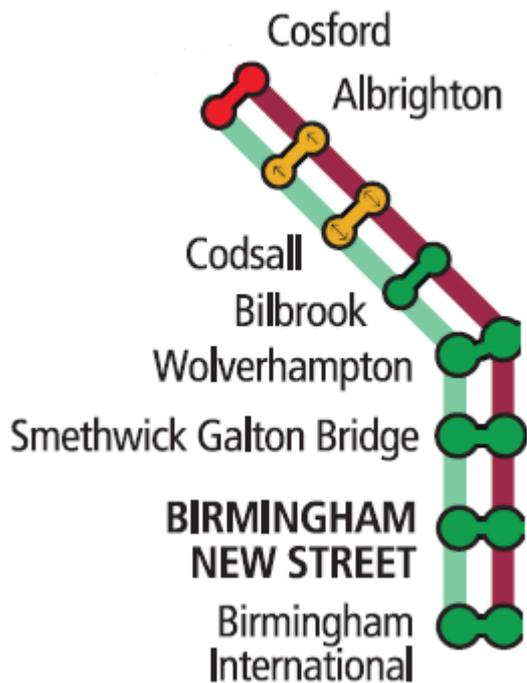
West Midlands Trains

All routes and stations in map below.



Arriva Train Wales

All stations and the route in map below. This is ON duty AND in uniform ONLY.



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National Express

**Includes National Express West Midlands and National Express Coventry buses.
All services within the West Midlands region.**



Midland Metro

The whole tram line between Wolverhampton St.George's and Birmingham Grand Central.



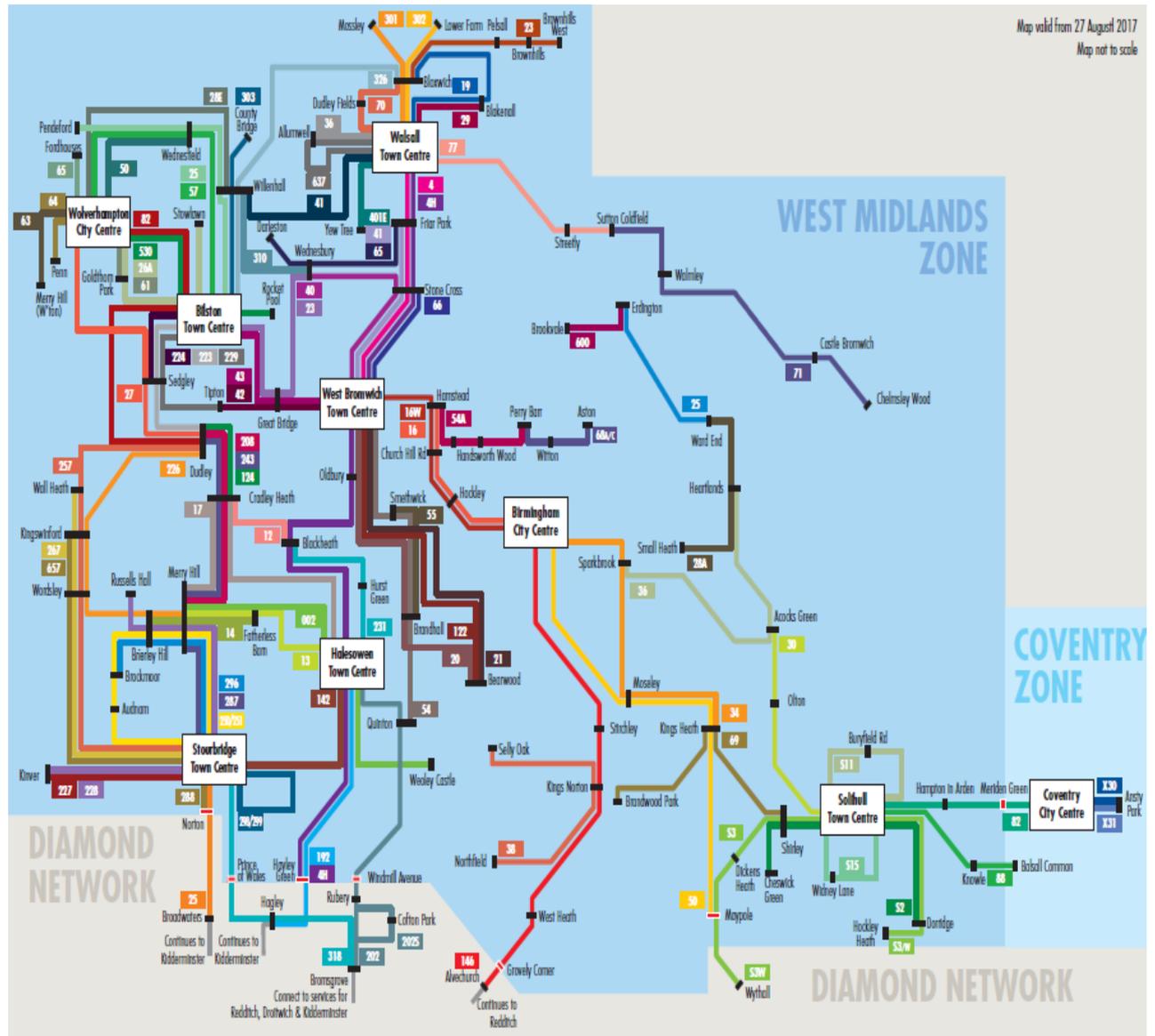
Central Buses

All bus services throughout the West Midlands region.



Diamond Buses

All bus services in the West Midlands Zone and Coventry Zone in the map below, but does not include the Kidderminster or Redditch Zone's.



Silverline Landflight

Only operates one route – S10 – between Sheldon, Birmingham and Solihull.

Social Travel

Only operates one route in Birmingham – 11C – follows the same 11C route operated by National Express.

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Stagecoach Midlands

All Stagecoach Midlands services in the West Midlands and Warwickshire regions.



Travel De Courcey

All Travel De Courcey bus services in the West Midlands, Warwickshire and Leicester.



Walsall Community Transport

A small company that operate 3 routes: No.67 between Delves, Walsall and Wednesbury; No.26 between Goscote and Walsall; No.30 between Darlaston and Bilston.

