

# EVENT REPORT

## Speak Up for Safety on Public Transport: A Charter on Mainstreaming Equality

24 September 2014, Wednesday, 9.30am - 1.00pm  
Venue: Midlothian Suite, Lothian Chambers, 59-63 George IV  
Bridge, Edinburgh EH1 1RN



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## **1. Introduction:**

A consultation event, *'Speak Up for Safety on Public Transport: A Charter on Mainstreaming Equality'* took place on the 24<sup>th</sup> September 2014. The event was hosted jointly by ELREC & the Hate Crime Strategic Development Group (HCSDG) and Edinburgh Community Safety Partnership (ECSP). This report highlights the major findings of the event.

## **2. Aims of the event**

The aims and objectives of the *'Speak Up for Safety on Public Transport: A Charter on Mainstreaming Equality'* event - were to bring together various stakeholders who are involved in public transport and the users of these transport providers from different equality groups with a view looking at :

- Working in partnership to ensure safety in public transport
- Removing the barriers to people reporting hate crimes / incidents on the public transport system in Edinburgh
- Discuss and seek to address how transport providers can improve their response to hate crime incidents on public transport
- Build up a consensus and gather views for the introduction of a draft transport safety charter to mainstream equality.

## **3. Background of the event**

The Hate Crimes Strategic Development Group (HCSDG) recognises that Hate Crime in general and in public transport in particular is a concern to all. The aim of Scotland's first, 'Transport Charter' in Edinburgh is to create a charter in conjunction with transport providers, public sector partners and equality groups which helps to increase safety in public transport. It aims to remove the barriers to the reporting of hate crimes/ incidents. We know that there is greater under reporting among protected groups and this initiative should encourage both witnesses and victims of such crimes to speak out against any instances of hate crime be it verbal or physical abuse. The charter puts shared responsibility on the transport companies and the general public to work together to ensure any instances of hate crime that take place on our public transport services are reported and dealt with in the appropriate manner helping to ensure that Edinburgh public transport continues to be a safe way to travel.

The theme of the event is in line with the 'Take Control against Hate Crime' Outcomes, Indicators and Action Plan 2012-2017 of the Hate Crimes Strategic Development Group (HCSDG) and within the 'Speak Up, Speak Out' initiative of the City of Edinburgh Council that encourages people to speak out about any instances of hate crime, verbal or physical abuse they may have experienced or witnessed within public transport.

#### **4. Participants of the event**

More than 50 people attended this event. Among the participants, included individuals from different protected characteristics including; Age, Disability, Faith, Gender, Race and Sexual Orientation, with representation from community groups, third sector organisations, equality organisations, members from the transport companies and key strategic public sector agencies such as Police Scotland, members of the ECSP, Edinburgh Council Transport Committee and Councillors.

Representatives from the following transport providers/stakeholders took part at the event:

- 1) First Scotland Group
- 2) South East of Scotland Transport Partnership (SEStran)
- 3) Lothian Bus
- 4) Network Rail
- 5) Perryman's Buses Ltd
- 6) Police Scotland/ British Transport Police
- 7) Transport for Edinburgh

#### **5. Layout of the day**

The half-day event was organised in a manner to ensure maximum consultation and engagement between the participants and key transport stakeholders. The Chair of the ECSP and City of Edinburgh Transport Committee and the key strategic transport stakeholders, presented their roles and remits at the beginning. Participants were seated on five roundtables, which helped to facilitate thematic discussion. Table discussions were run by facilitators and volunteers scribed notes of the discussions that took place. At the end of individual group discussions a summary from each table was presented to the audience. As part of the evaluation process a feedback form was provided to give participants an opportunity to include any further comments about the event, delivery and overall issues. The event closed by vote of thanks followed by lunch and refreshment.

#### **6. Keynote presentations**

Councillor Cammy Day, Chair of the Edinburgh Community Safety Partnership presented an input on the background of the event and the roles of the partnership. This included a brief snapshot about the goals and visions of the Hate Crime Strategic Development Group. Councillor Day mentioned in his speech that, the proposed Transport Charter will be used to strengthen procedures around addressing issues of public safety in general and hate crime/incidents in particular which impact equality groups.

Councillor Lesly Hinds, Chair of the Transport and Environment Committee, City of Edinburgh council, highlighted the local transport strategy for Edinburgh. She explained the progress, which has been made over the years in relation to the improvement of local transport, referring to the new local transport body, Transport for Edinburgh, an integrated, socially inclusive transport service. She welcomed the initiative of the implementation of a transport charter being undertaken by the ECSP to ensure public safety. She also assured that the transport committee will provide further support by joint work towards the formation of the charter and the oncoming phase of the consultation.

## **7. Round table discussions**

The most significant element of the day was the table discussions. Representatives from the different transport providers were allocated to each table. A facilitator led the discussion in each roundtable of ten people, while ELREC volunteers/staff members noted down key points from the discussion. A set of questions (Appendix A) and a copy of draft charter (Appendix B) were circulated to the tables to open up the discussion. The duration of the whole discussion was set to one-and-half-hours to ensure enough time for brainstorming and effective interaction on various topics.

### **Findings from the round table discussion**

#### **a) Reporting TIME of Hate Crime**

Transport providers explained that they have a close working relationship with the British Transport Police. Witnesses can speak with a member of staff who will then report details within 48 hours. There is a responsibility on the transport company to report to the Police within 48hrs. This is practical. It also allows for procedures to take place.

Some transport companies have a policy that if an incident occurs a report is submitted to the police within 3 days and a letter is also forwarded to the victim. This allows time for an in-house investigation to take place before the matter is passed on to the police.

Many participants at one of the round table discussions expressed their opinion on lessening the time duration of reporting of Hate Crime on public transport. The current time period 48 hours seemed to be too long for many participants, it suggests that the crime is not being taken seriously. There was a consensus that it was important to report all hate crimes as quickly as possible. This would help to increase public reassurance. One group explained that, "Dealing with the situation there and then would provide a satisfying and good outcome." This group concurred that Hate Crime incidents should be reported sooner than 48 hours though they pointed out that any person could report a Hate Crime incident to the police as well, sooner than 48 hours. The group opposed the idea that the severity

of the incident would determine the length of time deemed appropriate to report. All crimes they argued should be treated as serious.

Police Scotland would recommend reporting as early as possible to increase the chance of resolution. Practical issues were highlighted for example:- if a crime is reported to the driver - it can take longer to investigate. On the other hand, some transport companies (First Scotland) recommended that duration be changed to 24 hours.

#### **b) Reporting of Hate Crime and Police response**

Many people felt that, verbal abuse with a hate element is not taken seriously by the authority. It was emphasised by the Police Scotland representative that the Police would respond immediately to a crime of verbal abuse but group participants expressed that the reality is different. The point was raised that verbal abuse can be as damaging as physical abuse. It can be incapacitating and render victims house bound for long periods of time.

Highlighting the vulnerability of victims, a participant mentioned from her past experience of reporting a hate crime that the 'lack' of or 'delay' in response to the 'crime' by the police and victims often discourages victims to make a further report of a hate incident such as verbal abuse.

#### **c) Recording of evidence of Hate Crime Incident in Public transport**

Members of the group felt that the way of recording evidence of hate crime incidents (for example, verbal abuse) on public transport is insufficient. A victim often finds it difficult to provide evidence of such crime to the police. Lack of evidence however influences the outcome of the investigation. Negative conception built up about the outcome of the investigation process also impacts on a person's willingness to report on future occasions. Transport providers mentioned about the mechanism in place such as CCTV and how they use these materials in the investigation of hate crime incidents.

#### **CCTV footage:**

Many participants strongly argued that there should be a way of recording evidence on all public transport. Some bus companies identified that they had invested in CCTV cameras but that was very difficult to cover all aspects. For example, CCTV footage cannot record sound. First Bus uses CCTV facilities on 60% - 70% vehicles. It was highlighted that perhaps those buses that don't have CCTV facilities, should mention that to the public. Discussion emphasised that CCTV cameras are not close up of each seat, therefore all information may not be recorded.

#### **What could be done to increase reporting?**

#### **Raising awareness : Public**

A number of participants suggested the need to educate the public and raise awareness about hate crime reporting. There was a consensus amongst some groups that there was a level of ignorance of hate crime by the public and public agencies. Some people raised concerns as to whether the police are interested in hate crime? Whether hate crime is mainstreamed at all levels of the police?

A suggestion was given to target the general public as well as 'Hate crime prone communities' (peoples from different protected characteristics) to raise awareness about hate crime reporting. Massive advertising could inform the public about hate crime reporting. (Billboard, radio advert and cinema hall).

#### Awareness Raising: Transport

Participants felt that there is a need for an awareness raising campaign across all transport providers to promote reporting targeting passengers. Bus/Train ticket was identified as a good place to put advertising on reporting Hate crime. A shorter form of the Charter on each public transport should be clearly seen and displayed. It was identified that it would be of help to make people aware of hate crime reporting.

#### Educating passengers on Hate Crime by transport providers :

Public transport providers can take initiatives to educate their customer/ passenger about hate crime while they are on board or using public spaces. A pre recorded audio message could be played at the start of each journey which will mention about hate crime + charter. Use a space permanently on bus/train for using hate crime related publicity i.e: apps, charters etc. Some suggested displaying of a poster; Respect disability, move! It was expressed that Hybrid buses have nice display screens. It was suggested that short video clips / graphical presentations about hate crime reporting & the charter could be effective.

#### Acknowledgement to the victim

Various tables discussed the problem of victims of hate crime not being either heard or acknowledged when making reports. The point was raised that victims often feel that they are not being taken seriously and that their crime is not important to the authorities.

If a victim feels acknowledged after reporting then it will help further to boost their confidence, and the likelihood that they will report again in the future. One welcomed suggestion was the introduction of a receipt that would be given to those reporting hate crimes. A table put forward an idea of noting incidents on carbon copy paper for acknowledging incidents. This would allow for one copy for the victim or the reporter and another copy for the driver to hand over at the end of their shift for reporting of the incident to the depot.

### Run third party reporting on the move:

Some tables suggested that there should be third party reporting facilities on public transport, with drivers who had the knowledge to operate it. This would include equipping buses with hate crime incident reporting forms.

### Promotion of third party reporting:

There was a consensus that effective publicity and promotion of third party reporting would help to encourage the reporting of hate crime on public transport. It was suggested that third party reporting information could be included on the charter.

### Innovative way of reporting : Technology etc.

There were many suggestions given by the participants to tackle the problem of underreporting.

Many people stressed the importance of identifying a simple and time efficient method that could be made available on all public transport.

- Reporting by texting was identified as a particularly convenient way of reporting for people with a disability. For example, texting would make it easier to report for people with dyslexia.
- Groups highlighted the need for a simple form to be held by the driver which could be filled in and sent to the Police or handed into the driver.
- Some groups recommended the use of Mobile apps for hate crime reporting, with automatic GPS location, possibly opportunity to send images/ footage of the incidents or scene. Reporters' information would be automatically held in this app (Mobile application). It would help to pinpoint the location of the incident. This initiative was opposed by others who pointed out that, not everyone used new smart mobiles.
- The possible key role of social media with reporting crime on public transport was identified several times with individuals who work with First Group and Lothian Transport. They explained that when someone tweeted something to them on Twitter with a complaint their customer service team would reply to them. Therefore, people (victim or witness) can report hate incident via social networks. In twitter, using the Hash tag / tagging methods more agencies could be informed.

### Training of the Drivers:

Driver's qualifications and knowledge was identified as being essential to the tackling of hate crime on public transport. One table suggested making third party reporting training available to all drivers as a part of CPD or service provision. They recommended that regular training should be given for all drivers with a

retraining programme after every 5 years. It was pointed out that drivers do get real life training.

Groups recommended that the CBC qualification for drivers needed to be a public transport driver along with other types of training i.e. disability access etc. Some people pointed out that training was available to others in the area for example; blind dogs for blind people in Livingston, training on bicycle safety in Edinburgh (recent media report). Drivers should be trained with films/case studies related to Hate Crime.

#### Free phone numbers:

Some tables suggested that the creation of a free phone number from landline and mobiles would encourage more people to report hate crime. Some groups also suggested the creation of a separate Hate Crime reporting line for the whole of Scotland

#### Reporting by drivers:

It was identified that when a bus driver is abused he/she updates the incident on a drivers report. In order for passengers to make a report they had to go through customer care. A suggestion was made that a procedure needs to be in place so that hate crimes could be recorded along with the drivers report on each day. It was suggested that a remote reporting centre could be operated within the bus depot. A Hate crime reporting measure would be in line with Staff protection measure.

### **8. Feedback on Draft Transport Charter**

In general, participants thought that it was a good idea to introduce a charter on the bus and train. It was not possible to separate much specific feedback/responses on the charter that comes from the transport providers but there are few indications that suggest that there is a need for further engagement with the providers in relation to charters. Each provider has their own mechanism & policy in place, to form a unique charter and there is a need for some adjustment.

Below includes a summary of feedback provided-

#### Promotion of charter:

The Publicizing and promotion of the charter was thought to be very important. 3<sup>rd</sup> party reporting information of the concerned provider it was suggested should be included on the charter and displayed clearly so that it could be seen clearly. Incorporate the charter by the transport providers, it can be a terms and condition ('agree') of using wifi on the bus and train. A message reminding people of the 'charter' it was suggested to be included in the login.

#### Inclusiveness:

There were discussions that the Charter should be inclusive and should include all crimes that happen on public transport and not solely hate crimes. Groups agreed in the need to bring different transport groups into the charter discussions. There was wide consensus that the Charter was a great idea, but to have it Scotland wide. One suggestion was that, a Lothian wide charter would be most effective. There is a lots of cross over among lothians. East Lothian has a customer transport charters involving local partners.

### Contents of the Charter:

- It was suggested that information and contact details about third party reporting be included in the charter. How to report hate crime should also go in the charter. It should be made simple and easy to understand.
- It should be visible. A shorter, condensed and marketed version could appear as a poster on public transport
- ‘SPEAK OUT, REPORT IT’ - should be in the charter with large and bold text. The presentation of the charter was seen as essential.
- It was recommended that that Various ‘Text’ Numbers (Scotrail, British Transport Police) would go in the charter.
- The Charter was identified as being too lengthy; it needs to use inclusive language, punchier, bullet points
- The charter should be common to all companies and be achievable
- A roadmap should be provided so transport organisations can be told how they can conform to the charter. Typically they will start with issuing a policy, then train their staff and move towards compliance with the charter’s guidelines
- The time limit is too long according to some (the longer you wait, the more difficult it is to deal with), although there are administrative and efficiency issues to be addressed if we want to reduce this time limit (including driver shifts when they file reports etc...

### Charter wording:

Lothian buses have given their feedback on Charter wording prior to the event. At the event table no 4 has made some specific feedback on charter’s wording as below:

Section	Comments
1 (a)	Do we really need the word ‘Extremism’
1 (c)	Support customer with claims should be added as cooperation with Police is normally expected
2 (b)	Use of word extremism
2 (C)	‘trained member’ - who is trained member

An audit suggested to be carried out to gather views from the various transport providers on charter.

## 9. Existing policy/practices of different transport providers

Network rail	<ul style="list-style-type: none"> <li>• Network Rail wishes to promote a zero tolerance policy towards hate crime</li> <li>• Edinburgh Waverley station has 80 000 passengers a day and is the first impression many travellers have of Edinburgh. Security is a priority, hence tackling hate crime is one also</li> <li>• A new safety initiative is being tested in Waverley station - a “Safe zone” has been set up where vulnerable people may receive support and advice</li> <li>• Ethnic minorities are more likely to be subject to abuse</li> <li>• Should the station have a third-party reporting site?</li> </ul>
Lothian Buses	<ul style="list-style-type: none"> <li>• Hate Crime is reported by phoning the police</li> <li>• Incident reports are filed by drivers once they have finished their shift</li> </ul>
Perryman buses	<p>All buses are equipped with CCTV and training is dispelled to staff as part of their Certificate of Professional Competency (5 year programme). They are trained to identify hate crime and what course of action they should undertake when it occurs.</p> <p>The company agrees with the charter which aims at reducing hate crime, however it poses a problem linked to training budgets. Transport contracts are awarded on price and quality issues need to be addressed - council authorities have recently tended to cut investment in quality and staff training are amongst the cuts smaller transport companies have had to make. Perryman buses also serves communities in the borders where there is very little diversity and travellers are not used to ethnic minorities. In those places there is often more diversity amongst the bus drivers than amongst users.</p>
First Group Scotland	<p>First Group has a policy that an incident report goes to the police within 3 days then also a letter to the victim. The reason for this is to allow time for an in-house investigation to take place before being passed on to the police.</p> <ul style="list-style-type: none"> <li>- We try to deal with the incident within the company before going to the police</li> <li>- Reporting needs to be done immediately</li> <li>- Every complaint looked into by the manager and the bus driver gets an incident number from the police</li> </ul>
Police Scotland	<p>On the train there are relatively few occurrences due to the presence of transport police (with the exception of the Glasgow/Edinburgh night service)</p> <p>On the bus they are more commonplace since there are no dedicated resources for the bus service and the police intervenes</p>

	<p>when it is called by the driver or by passengers</p> <p>Police officers used to travel on the bus for free and this used to act as a deterrent</p> <p>They find it difficult to have witnesses - too often do they hear the “it’s somebody else’s problem” argument</p> <p>Hate crime is usually perpetrated by school kids or drunks. Should the charter cover for people perpetrating hate crime when they have abused alcohol and/or substances?</p>
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## 10. Additional remarks/ comments and recommendations

- ✓ **PTLO:** A key point discussed was the reintroduction of public transport liaison officers on buses to ensure quicker action on the buses if a hate crime was to arise. Police could deal with cases more quicker via PTLO. Also, they have direct links within local areas. Community police officers can liaise with PTLO in relation to transport hate crime.
- ✓ **Thistle Card:** The table discussed that the promotion of the Thistle travel card could make transport users feel more safe and secure, as this would let bus drivers know that they need extra time getting on the bus or more assistance.
- ✓ **Critical timings and personal experience:** Some participants mentioned that they were living in Edinburgh for last 8 years but never had any experience of hate crime. Groups identified the most worrisome times for travelling was when the bus was empty or during twilight zones, sitting upstairs, sitting at back, when people sit with feet up and carrying bottle of juice/drinks, over the weekend nights. Travelling during the morning and over the rush hours was not seen to be a concern.
- ✓ **Volunteer Conductor Scheme:** Same as volunteer school warden, there may be some scheme to roll out by the bus companies as volunteer conductors. They could also work alongside a bus inspector.
- ✓ **Transport Hate Crime stats:** It was recommended that Statistics on hate crime incidents be updated on company’s websites. Weekly, daily and monthly figures could be published on their website, social networks. BTP do the same, use twitter to publish most recent incident.
- ✓ **Research :** Help available from Universities, social psychologists to design the hate crime awareness campaign

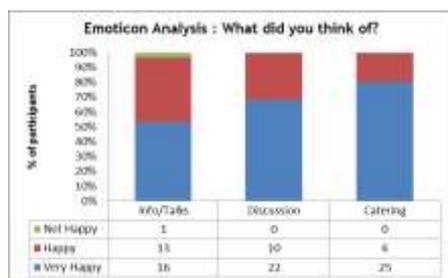
## 11. General concerns and quotes from the tables

People need more time to get on/off in winter	
People don't move from allocated seats for disabled/ elderly	
Bus 30 Lothian bus - volume too high/jerky journey	
Not to start too suddenly, need consideration when people get in	
Drivers ignore assistance card/walking sticks - visuals	
Any research conducted. Which road - trip - time are most at risk of occurrence of hate crime?	
Identifying Hate Crime prone bus services	
Bus drivers to be more helpful towards people with different accents, who may not know pronunciation of place name	
BME/EU nationals Bus drivers are victim of Hate Crime: Edinburgh - Peebles - Galashiels route (X 95)	
Racist remarks / graffiti at the bus stop : Craigmiller area, public posted picture on facebook	
Restaurant workers often use last service of the day around midnight to return home from work, verbal abuse with racist nature is quite common, occurred almost every day, never reported. Just ignored or talk on phone.	

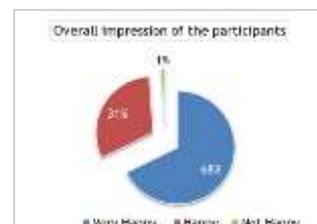
## 12. Analysis of the participants' feedback

In total 31 feedback forms were completed by the participants that attended the event. It has provided an opportunity to gather information on issues in relation to hate crime on public transport. Some findings from the analysis are below.

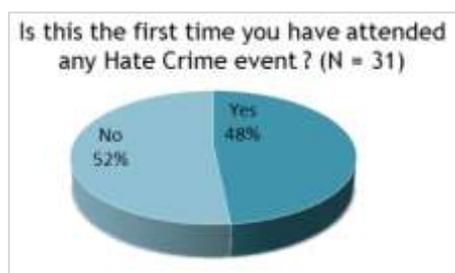
## Overall feelings about the event



Analysing the smiley face (Emoticon) information revealed that, catering was the most attractive element which scored very happy by 25 people out of 31 feedbacks. More than half of the people were happy with the information and talks/presentation delivered at the event. Only one person was not happy with the information provided. Overall, 68% participants were 'very happy' and 36% people 'happy' with all contents of the event. Some significant issue emerged from the comments such as more time allocation, spacious venue and including more background information on Hate crime in general.



## Participants' Past involvement with Hate Crime



Almost half of the participants who attended the event had never taken part in any Hate Crime related event in the past. Some of them suggested including more background information in relation to Hate Crime for any future events like this.

## Interest in future event

Almost everyone has shown their interest to be involved in any future phase of this consultation. Only one person did not want to know about future progress.

## 13. Remarks/Comments from the participants:

### What was the most useful part of the day

- Being able to feed in ideas and report problems
- Everything was useful (4 people)
- Presentation of the summary
- Listen to another and taking in their side of event
- Round table discussion was most helpful (7 people)
- Direct conversation with the transport providers
- Hearing ways which crime can be reduced , investigated on different modes of transport
- Interaction with other groups and companies
- Having access to provide opinion on public transport issues and discussions
- The discussion variety of issues
- Discussion and interaction with people other places
- Fantastic event, I enjoyed it
- Met bus companies and tell them our feelings
- Information was most helpful things
- The speech of every table-group

	<ul style="list-style-type: none"> <li>▪ Group discussion with different agencies</li> <li>▪ Hearing about other's problem</li> <li>▪ It was a great event</li> </ul>
<p><b>What could be improved about today's event</b></p>	<ul style="list-style-type: none"> <li>▪ Clarity about achievements from this initiatives</li> <li>▪ Nothing</li> <li>▪ Input from research on Hate Crime</li> <li>▪ More representation transport providers</li> <li>▪ More time allocation (2 people)</li> <li>▪ Provide more educational materials</li> <li>▪ To make statistics more available to public</li> <li>▪ Tables very close, some voices from nearby tables drowned quitter voices within my own group</li> <li>▪ More talk about Hate Crime in Public Transport</li> <li>▪ More relevant information. What is Hate Crime, stats on what is happening, where will our discussions go/feed into?</li> <li>▪ More focus on the needs of people with disabilities to make their voices heard during the discussion</li> <li>▪ Too crowded - difficult to hear</li> <li>▪ None - all was well put across</li> <li>▪ Initial talks (presentations): needed more engaging</li> <li>▪ Access of the venue was bad</li> <li>▪ Some way of dominating conversation &amp; keep control</li> </ul>

#### 14. Key findings of the event:

- Reduce reporting time mentioned on charter, improve evidence recording mechanism in public transport
- To encourage third party reporting, innovative approach to be initiated by transport providers
- Raise awareness about Hate Crime Reporting, encourage public to report crime
- There is a need of localised data, statistics in relation to Hate Crime in Public Transport. A scope for further research to devise an action plan
- After report acknowledgment : Person making the complaint needs to feel acknowledged and confident about reporting incidents
- Engagement with the wider group of transport providers and joint up approach, encouraging the public to report crime
- Feedback shows the event was an overall success. It was the first time that majority people had attended a Hate Crime event, but all of them would like to know more about future progress about this. Almost everyone felt either 'Very Happy' of 'Happy' with the all contents of the day. Discussions were the most enjoyable part of the event. There were few issues regarding venue and space need to be looked upon in any future event.

## 15. Appendixes

### APPENDIX: A

#### Questions for the discussion

- How do we encourage and promote the reporting of hate crime on public transport?
- What can be done to help make public transport free from discrimination and hate crime? Examine the draft of the Transport Charter and have your say on what elements are needed to make an effective charter.
- What would make you as a transport user feel more safe and secure on public transport?

**Transport Charter ( EARLIER VERSION – Pre event)**

We guarantee your rights and ask you to help us to meet that guarantee!!

You our customers, are very important to us and we want to ensure that your journey with us is a safe and enjoyable experience.

To help ensure that we offer the following promises and ask your help as well:

**1. We Promise to:**

Make your journey with us as safe as possible.

a) We will act to discourage any form of extremism, discrimination, prejudice, harassment, victimisation or violence.

b) We will work with the affected passenger to ensure that all hate crimes or acts of aggression are reported, where possible within 48 hours of the incident.

c) We will give full co-operation to Police Scotland, including the provision of CCTV footage where applicable.

In order to help us to make your journey and your fellow passengers journey equally as safe and enjoyable:

**2. We expect you:**

a) Should treat all passengers with respect and observe the requirements to vacate wheelchair spaces, priority seats and buggy spaces.

b) You should report any incidents of extremism, discrimination, prejudice, harassment, victimisation or violence that you experience or witness.

c) You should report instances to our trained member of staff or you can report it to the third party reporting site at.....

## APPENDIX: C / Programme of the day

09.30 am	Registration and reception
09.45 am	Introduction
09.55 am	Welcome: Iain Stewart, Chair, Hate Crime Strategic Development Group (HCSDG), City of Edinburgh Council
10.00 am	Councillor Cammy Day Chairperson, Edinburgh Community Safety Partnership (ECSP)
10.15am	Councillor Lesley Hinds Chair, Transport for Edinburgh/ Convenor, Transport & Environment Committee, City of Edinburgh Council
10.30am	Introduction of Transport Partners and brief about table discussion & Charter (Participating transport providers: Lothian Bus, Transport for Edinburgh, First Scotland, Perryman Bus, Network Rail, East Coast)
10.40 am	Table discussions <i>Working together to tackle hate crime on public transport; sharing experiences &amp; ideas, best practices, comments on draft Charter</i>
12.20 pm	Feedback from the table discussion
12.45pm	Vote of thanks Councillor Maureen Child Equality and Rights Champion, City of Edinburgh Council
12.50pm	Lunch
01.30pm	Event Closes

## APPENDIX: D

### Partner's organisations

<p><b>Edinburgh &amp; Lothian Regional Equality Council (ELREC)</b></p> <p>14 Forth street Edinburgh EH1 3LH www.elrec.org.uk e: admin@elrec.org.uk Tel: 0131 556 0441</p>	<p>Edinburgh and Lothians Regional Equality Council (ELREC), founded in 1971, is a voluntary body and charitable company made up of individual members and representatives from a wide range of organisations, promotes equality of opportunity for all; fights discrimination; promotes a culture of human rights; fosters good relations in our communities; and promotes cooperation and partnership to meets its aims. ELREC is funded by City of Edinburgh Council, Scottish Government and other project funders.</p>
<p><b>British Transport Police</b></p>  <p>Neighbourhood Policing Team Platform 19 Waverley Railway Station Edinburgh EH1 1BB T: 07917 068630 E: <a href="mailto:edinburgh.npt@btp.pnn.police.uk">edinburgh.npt@btp.pnn.police.uk</a> Sgt Baseem Akbar BTP Edinburgh Waverly <a href="http://www.btp.police.uk">www.btp.police.uk</a></p>	<p>We police the entirety of Britain's railways with an aim to keep you safe and make you feel secure while you travel. Our Neighbourhood Policing Teams look after stations all over the country. The teams have specialist knowledge of the area they work in, and can cater to the particular needs of their community.</p> <p>All stations are patrolled by our officers, even if they are not covered by a local team.</p>
<p><b>Bus Users Scotland</b></p>  <p>Hopetoun Gate, 8b McDonald Road, Edinburgh EH7 4LZ Tel: 0131 523 1309 e: <a href="mailto:enquiries@bususers.org">enquiries@bususers.org</a></p>	<p>The focus of Bus Users Scotland is on four key areas:</p> <ul style="list-style-type: none"><li>• Compliance monitoring to check bus services are running where and when they should be;</li><li>• Complaints management, to ensure that complaints are handled efficiently and effectively;</li><li>• Good practice development: working with bus companies, acting on complaints and sharing best practice;</li><li>• Advocacy: working with government, local authorities, special interest groups, Transport</li></ul>

<p>Greig Mackay Deputy Director Bus Users Scotland</p>	<p>Scotland and bus companies to make sure the views and interests of passengers are properly represented. Bus Users Scotland is part of the Bus Users family, which also has a successful presence in England and Wales.</p>
<p><b>Edinburgh Community Safety Partnership (ECSP)</b></p>  <p>C/O Community Protection Services for Communities Business Centre 101 Niddrie Mains Road Edinburgh EH16 4DS www.saferedinburgh.org.uk</p> <p>Councillor Cammy Day Chairperson</p>	<p>The Edinburgh Community Safety Partnership is a strategic group responsible for co-ordinating a joint agency response to community safety issues across the city. The Edinburgh Community Safety Partnership comes together under the auspices of wider Community Planning in Edinburgh and the Local Government Scotland Act. The Partnership is supported by staff from The City of Edinburgh Council's Community Protection Support Unit based in the East Neighbourhood Office</p>
<p><b>Hate Crime Strategic Development Group (HCSDG)</b></p> <p>Chair Iain Stewart</p>	<p>Edinburgh's Hate Crime Strategic Development Group (HCSDG) is developing an outcome action plan to tackle hate crime in Edinburgh. The HCSDG comprises partners from the council, police, NHS and third sector. Specifically, the third sector organisations represent equality, disability and faiths etc. The Group meets quarterly to discuss its approach to tackling hate crime. Five year Outcome, Indicators and Action plan (2012-2017):</p> <ul style="list-style-type: none"> <li>• Improved knowledge of hate crimes and incidents in Edinburgh</li> <li>• Improved partnership working</li> <li>• Enhanced confidence and trust in reporting of hate crimes</li> <li>• Services to victims of hate crimes are integrated and effective</li> <li>• Hate crime behaviour is positively challenged</li> <li>• Individuals and communities who are vulnerable to, and are victims of, hate crime feel safe and secure</li> </ul>

## East Coast

King's Cross Station  
London N1C 4AP

Jonathan Holdcroft  
Stakeholder Communications  
Manager

email:

[jonathan.holdcroft@eastcoast.co.uk](mailto:jonathan.holdcroft@eastcoast.co.uk)

East Coast Main Line Limited owned by Directly Operated Railways (DOR), which was set up by the Department for Transport in 2009. That means we have an obligation to be open and transparent about how we operate.

East Coast runs 155 services per weekday, an increase from the 100 operated when it started in 1996, and 102 services on Saturdays and 99 on Sundays. East Coast operates on routes totalling 936 miles including to and from Edinburgh.

## First Scotland



Carmuir House  
300 Stirling Road  
Larbert, FK5 3NJ  
Tel 01324 602227

Mike Wilson, Training Manager  
Rab Tragis, Inspectorate  
Manager

We run direct links to all of the major towns and cities in the East of Scotland, including inter-urban links between Lothians, Borders, Central Scotland and Glasgow.

First in Scotland East employs more than 1,200 staff in both driving and support roles and we operate over 420 buses carrying more than 32 million passengers a year.

Our network in Scotland East has many interchange points to allow you to connect with other First services.

## Lothian Bus



55 Annandale Street, Edinburgh,  
EH7 4AZ  
Tel: 0131 554 4494  
E: [mail@lothianbuses.com](mailto:mail@lothianbuses.com)

We operate over 70 services in Edinburgh and the surrounding areas of Midlothian and East Lothian and have a fleet of 721 vehicles. The Lothian Buses name has been used since January 2000. The company remains publicly owned - the major shareholder being The City of Edinburgh Council.

Additionally, we have over 30 open-top buses for our Edinburgh Bus Tours services and 14 specially branded low floor AIRLINK vehicles for use on the dedicated Airport Express service. We have over 2000 employees, 1500 of whom are drivers.

Alan Black,  
Deputy Head of Operations  
Sarah O'Donnell,  
Assistant Customer Services  
Manager  
www.lothianbuses.com

### Network Rail



Edinburgh Waverley Station

William Jack, Shift Station  
Manager, Edinburgh Waverley  
Station  
Mark Henderson, Community  
Safety  
www.networkrail.co.uk

We manage 19 of the biggest stations across Britain including Edinburgh Waverley. We own and operate Britain's rail infrastructure. Waverley is the second busiest railway station in Scotland after [Glasgow Central](#) and the [20th busiest](#) in the United Kingdom.

Over 18 million passenger use Edinburgh Waverley every year.

### Perryman's Buses Ltd



Business Park, North  
Road, Berwick upon Tweed  
TD15 1TX  
Email:  
enquiries@perrymansbuses.com  
Tel: 01289 308719

Gary McBride MCILT  
Assistant Operations Manager  
www.perrymansbuses.co.uk

Perryman's Buses Ltd is a family run business operating buses and coaches in the Scottish Borders and North Northumberland from our two depots at St Boswells and Berwick upon Tweed (where our head office is based). We have won Route One's small operator of the year awards in 2011 and 2013. We actively promote and support Busk and the East Lothian Bus Passenger Charter. All of our service buses are low floor and DDA compliant and fitted with cctv.

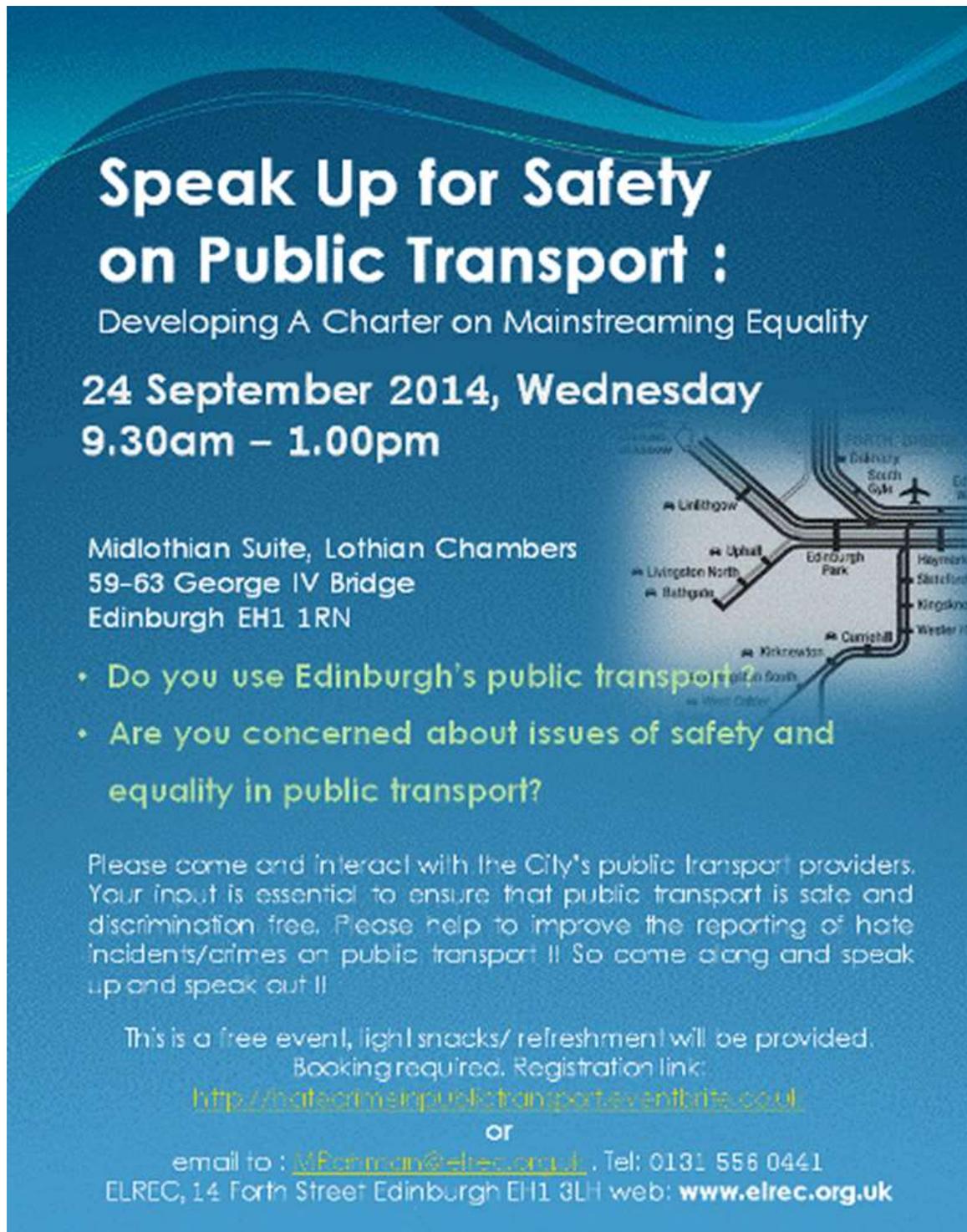
Our main commercial service to Edinburgh is our service 253 from Berwick upon Tweed. We also operate regular journeys from both Jedburgh and Kelso to Edinburgh on behalf of Scottish Borders Council. Through our integrated network, operating seven days a week, these services provide additional connection throughout the Scottish

	Borders area.
<p><b>South East of Scotland Transport Partnership (SEStran)</b></p>  <p>Claremont House 130 East Claremont Street Edinburgh EH7 4LB Tel : 0131 524 5150 www.sestran.gov.uk</p> <p>Alistair Short Strategy Manager</p>	<p>We are a Regional Transport Partnership comprised of eight local councils in SE Scotland; Borders, East Lothian, West Lothian and Midlothian, Edinburgh, Fife, Falkirk and Clackmannanshire .Our partnership area includes 3,180sq miles and is home to 28% of Scotland's population.</p> <p>There is a huge diversity of transportation issues within the SEStran partnership area, from urban congestion to rural public transport and from ferry ports to airports. SEStran aims to address these issues and work towards a more sustainable and efficient transport network. The new SEStran Thistle Assistance card is designed to make using public transport easier for older people or those with disabilities or illness.</p>
<p><b>Transport for Edinburgh</b></p> <p>55 Annandale Street Edinburgh EH7 4AZ</p> <p>www.transportforedinburgh.com</p> <p>Councillor Lesley Hinds Chair</p>	<p>Transport for Edinburgh is a new company set up to provide integrated transport across Edinburgh. Combining bus operator, Lothian Buses with Edinburgh Trams Ltd, the operator of the new tram service, Transport for Edinburgh's vision is to provide a seamless and high quality transport choice for residents and visitors to our city.</p> <p><a href="#">Transport for Edinburgh</a> is the <a href="#">City of Edinburgh Council</a>'s executive body responsible for the development of all transport projects within the city and brings a number of key transport providers together under the one umbrella.</p>

NB: If any information on this brochure seems inaccurate please do get in touch, Mizan: mrahman@elrec.org.uk).

## APPENDIX: E

### Event flyer



# Speak Up for Safety on Public Transport :

Developing A Charter on Mainstreaming Equality

**24 September 2014, Wednesday**  
**9.30am – 1.00pm**

Midlothian Suite, Lothian Chambers  
59-63 George IV Bridge  
Edinburgh EH1 1RN

- Do you use Edinburgh's public transport?
- Are you concerned about issues of safety and equality in public transport?

Please come and interact with the City's public transport providers. Your input is essential to ensure that public transport is safe and discrimination free. Please help to improve the reporting of hate incidents/crimes on public transport !! So come along and speak up and speak out !!

This is a free event, light snacks/ refreshment will be provided.  
Booking required. Registration link:  
<http://hatecrimesinpublictransport.eventbrite.co.uk>

OR

email to : [MForman@elrec.org.uk](mailto:MForman@elrec.org.uk) . Tel: 0131 556 0441  
ELREC, 14 Forth Street Edinburgh EH1 3LH web: [www.elrec.org.uk](http://www.elrec.org.uk)



In collaboration with –  
Community Safety Partnership &  
Hate Crime Strategic Development Group



## **MOST RECENT VERSION OF THE CHARTER**

### **Together Let's Drive Hate Out!**

#### **Charter for Public Transport**

We want all passengers to have a safe and enjoyable journey. To help ensure this, we offer the following promises and ask for your assistance:

#### **1. We Promise to:**

Make your journey with us as safe as possible and;

- a) We will take action against any form of discrimination, prejudice, harassment, victimisation or violence;
- b) We will work with those affected to ensure that all hate crimes or acts of aggression are reported to the appropriate authority as a matter of urgency;
- c) When reporting an incident, we will provide you with an incident report, including the details required to check on the progress of the report; and
- d) We will give full co-operation to Police Scotland, including the provision of CCTV footage, where applicable.

#### **2. We ask that you:**

- a) Treat all passengers with respect, and observe the requirements to vacate wheelchair spaces, priority seats and buggy spaces; and
- b) Report any incidents of discrimination, prejudice, harassment, victimisation or violence that you experience or witness.

*The Charter will be reviewed and renewed on a biennial basis.*

Signed / Date :

We are happy to translate the charter into your required language.

## Useful links: Reference source and materials

- *Presentation slides: Councillor Cammy Day* ([click here](#))
- *Presentation slides: Councillor Lesley Hinds* ([click here](#))
- *Scottish Government: Scots urged to speak up against hate crime, February 2014* ([click here](#))
- *Crown Office and Procurator Fiscal Service: Hate Crime in Scotland 2013-14* ([click here](#))
- *Disability Rights Commission: Hate Crime Against Disabled People in Scotland: A Survey Report, March 2014* ([click here](#))

## Acknowledgement:

*A special thanks to our volunteers and facilitators who worked hard to lead the round table discussion and gathered all the views from the audience at the event.*

*Thanks to Iain and Ekta for their help to compile/edit this report.*

*Many thanks*

*Mizan Rahman*

*Equality Engagement Officer, ELREC*

*Email: [mrahman@elrec.org.uk](mailto:mrahman@elrec.org.uk)*

*01/03/2015*