



PUBLIC TRANSPORT CONCESSION POLICY

1. Executive Summary

Residents and visitors of the West Midlands should be able to enjoy travel within the area which is both a safe and an enjoyable experience. The Designated Transport Operators aim to increase the presence of identifiable Police Officers, Police Special Constables and Police Community Support Officers (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.

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

A concession is a preferential allowance or rate given by an organisation. In the terms of this policy it is free travel.

2. Authorised Professional Practice (APP)

This policy has been checked against APP and there is none in relation to the subject matter.

3. Scope

- Concessionary travel under this policy does NOT apply to police staff but extends to roles specified, such as PCSO's.
- Concessionary travel only applies for Special Constables when they are Independent Patrol Status (IPS) and booked onto pre-arranged duties for WMP – for travel to/from pre-arranged duties please refer to the Special Constabulary expenses policy.
- It does NOT include travel to/from a Special Constable's place of employment outside of WMP.
- This policy does not apply in the event of Officers using public transport responding to an emergency or incident in progress.

4. Policy Objectives

This policy will:

- Identify which Designated Transport Operators form part of the policy.
- State the jurisdiction to which the concessionary travel applies.
- Highlight the restrictions imposed by individual Designated Transport Operators.
- Specify the conditions imposed on Police Officers, Police Special Constables, and PCSOs when using this concession.



5. Definitions/Acronyms

IPS	Independent Patrol Status
MCU	Major Crime Unit
PCSO	Police Community Support Officer
ROCU	Regional Organised Crime Unit
WMP	West Midlands Police

6. Policy Information

- The concession only applies on travel using the Designated Transport Operators and in conditions listed in the [Table 1.0 – Designated Transport Operators](#).
- All the Designated Transport Operators have agreed to provide some level of concessionary travel but with certain specified conditions.
- PCSO's can only use concessionary travel when on duty and in uniform as per the conditions specified in [Table 1.0 Designated Transport Operators](#).
- You must check the allowances, restrictions and boundaries contained within [Table 1.0 – Designated Transport Operators](#) prior to travelling.
- Police Officers and Police Special Constables must identify themselves both on demand and where practicable, in advance of boarding through the production of their warrant card.
- Where Police Officers are not in possession of their Police Warrant card they must purchase a travel pass or ticket to travel.
- 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 utilising the concessionary travel will be obliged to assist and are 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
 - A member of staff associated to the transport network (bus, rail or tram)
- Police Officers must make a dynamic risk assessment of the situation and identify the most appropriate method of resolution.
- The Intervention Reporting Process stated in the [Public Transport Concession Procedural Guidance](#) must be followed for all incidents. [Public Transport Intervention Reporting Form](#)
- This policy does not imply, in any way, that Police Officers will/must travel with their personal protective equipment when travelling to/from work.



- When a Police Officer intervenes or assists it does not automatically mean they are on duty. Advice must be sought from a supervisor at the earliest opportunity as the Police Officer may be entitled to claim overtime.
- Police Officers who have consumed alcohol prior to commuting home must purchase a travel pass or ticket and must NOT use concessionary travel.
- Police Officers seconded to West Midlands Police (including Regional Task Forces, Force MCU, Regional Organised Crime Unit (ROCU)) from Warwickshire, Staffordshire & West Mercia will be issued with a WMP Gateway card. This will enable them to utilise concessionary travel within the terms and boundaries of this policy only.
- Police Officers and Police Special Constables that are subject to medical restrictions and work-based restrictions must dynamically risk assess the situation.
- Depending on the nature of the restriction it may be the Police Officer acts as an observer whilst requesting assistance.
- When travelling on the train, tram or bus, Police Officers **MUST** give up their seat if no seats are available for paying passengers.
- When travelling on the train, Police 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

Table 1.0 – Designated Transport Operators

Designated Transport Operator	Officer or Special Constable going to or from work	Officer or Special Constable on duty in uniform	Officer or Special Constable on duty in plain clothes	Officer or Special Constable not on duty and not going to or from work	PCSO on duty and in uniform	Operator Restrictions on Concessionary Travel
West Midlands Trains	YES	YES	YES	NO	YES	Production of valid warrant card. Concessionary travel only permitted within boundaries.
Chiltern Trains	NO	YES	NO	NO	YES	West Midlands Region, including as far south as Leamington Spa (services between Stourbridge Junction, Birmingham and Leamington Spa; and between Stratford-upon-Avon and Leamington Spa).



CrossCountry	YES	YES	YES	NO	YES	Production of valid warrant card. Concessionary travel only permitted within boundaries.
Avanti Trains	NO	YES	NO	NO	YES	West Midlands Region
Midland Metro	YES	YES	YES	NO	YES	Production of valid warrant card. Concessionary travel only permitted on whole of Midland Metro
National Express (bus)	YES	YES	YES	NO	YES	Only permitted on buses operated by National Express West Midlands and National Express Coventry Production of valid warrant card.
Landflight (bus)	YES	YES	YES	NO	YES	Production of valid warrant card. Operates in Solihull
Stagecoach Midlands (bus)	YES	YES	YES	NO	YES	Production of valid warrant card. Permitted in the West Midlands and Warwickshire region.
Walsall Community Transport (bus)	YES	YES	YES	NO	YES	Production of valid warrant card. West Midlands Region only Operates 3 routes: 67 Delves Walsall – Wednesbury 26 Goscote – Walsall 30 Darlaston - Bilston
Select Bus Services	YES	YES	YES	NO	YES	Production of valid warrant card. West Midlands Region only
Chaserider Buses	YES	YES	YES	NO	YES	Production of valid warrant card. West Midlands region and cross boundary into Staffordshire



7. Relevant Legislation / Policies / Guidance

- Public Transport Concession Procedural Guidance

8. Equality Impact Assessment

WMP places trust in their employees to comply with force policies and to work in accordance with and in support of:

[WMP Vision and Values](#)

[Code of Ethics | College of Policing](#)

	What impact has this policy had on the nine protected characteristics in relation to the three general duties? (If applicable)	How will this updated policy positively impact each of the nine protected characteristics in relation to the three general duties? If not, explain why it will not.
Age	No impact	By circulating the policy internally for consultation consideration has been given to engaging all ages within the WMP. Given the age range of the workforce the style of communication is appropriate and accessible to all. The policy is also made accessible to all via the WMP Policy & Strategy Portal.
Disability	No impact	This policy relates to concessionary travel for warranted officers. The environment in which this would be utilised has been subject to equality assessments and any appropriate reasonable adjustments to support officers have been made.
Gender Reassignment	No impact	The language used does not reflect any reference to gender identity or relationships which may identify the sexual orientation of anyone involved within the incident.
Pregnancy & Maternity	No impact	Nothing in this document or the prescribed processes may lead people to make presumptions about any individuals in this respect.
Marriage & Civil Partnership	No impact	The language and imagery used has no reference that reflects different relationships. The policy could not lead people to make presumptions about the relationships of those involved. This review will have no



		impact have on any individuals or their personal or professional relationships.
Race	No impact	No particular racial / ethnic groups will more disadvantaged than others in relation to this Policy and subsequent identified processes. The group of people involved in completing the consultation process are diverse and from no particular race or ethnicity. The Diversity & Inclusion Coordinator and the pertinent Federations and associations have also been included in the consultation process.
Religion or Belief	No impact	No particular religious groups will more disadvantaged than others in relation to this Policy and the beliefs of individuals are not affected by the processes.
Sex	No impact	Throughout the review and consultation period the differing needs of people with different genders has been considered by a varied group of individuals within the organisation. The policy is equally accessible by people of different genders.
Sexual Orientation	No impact	The language and imagery used throughout this document do not reflect different relationships and no presumptions about the sexual orientation of those involved could be drawn.
Other identified group	No impact	No presumptions can be drawn about individuals and any of these identified groups.
A particular WMP Dept or West Midlands area	Negative impact	The new streamlined policy is much easier for the end product user to use. The language, grammar and format have been improved in order to make the document clearer and easier to interpret. Police staff will feel disadvantaged as they will not qualify for free travel. This was designated as such by the relevant transport operators. The policy clearly states who is eligible for concessionary travel.



9. Publication Instructions

Suitable for public publication.

10. Document Control

Strategic Lead: <i>[role and name]</i>	CI [REDACTED] CI Road Policing Unit / Safer Travel / CEU
Policy Author(s): <i>[role and name]</i>	Insp [REDACTED] Safer Travel Manager
Effective Date:	15/08/2025
FET Lead: <i>[role and name]</i>	ACC O'Hara Operations Lead FET
Version Number:	v1.2
Review Date:	15/08/2028

Any enquiries in relation to this policy should be made directly with the Strategic Lead.

All policies are subject to a formal consultation process which encompasses Legal, Professional Standards, Faith Groups, Trade Unions, Independent Advisory Groups and wider force groups and any other relevant parties. A record of consultation can be found on the Policy Portal.

It is responsibility of the Strategic Lead to ensure that all links within the policy are correct and accessible.

Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
1.1	25/01/2023	Minor inclusion of regional taskforces/FCID within secondments	Insp [REDACTED] Sgt [REDACTED]
1.2	21/01/2025	Policy extended to include PCSO's and change of terminology CID to MCU. The designated transport operator guidance has been updated to reflect the current position (some have been removed and others added).	Insp [REDACTED]