

Designing out Crime

Recommendations on how to improve the environment to reduce Work-related Violence



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Strategic Staff Placement:

Where possible, make use of the existing environment . For example, instruct staff to work from the rail side of ticket gate lines to create a physical barrier and maintain a safe distance from potentially aggressive individuals.

Enhanced Station Lighting:

Improve station lighting to eliminate dark areas, supporting the effectiveness of CCTV surveillance.

Ensuring Adequate Staff Presence:

Maintain sufficient staff during key times, such as large-scale events and late-night economy periods, to promote mutual support, discourage lone working, and provide witnesses in case of incidents.



Removal of Potential Weapons:

Remove or securely store articles that could be used as weapons or pose a threat around the station or gate line.



Proximity of Late-Night Trains:

Schedule late-night trains to depart from platforms close to or within sight of the ticket gate line to minimise risks associated with intoxicated passengers.

Controlled Station Entrances:

Where necessary, restrict access to the station through one entrance during quieter times, facilitating staff doubling up and enhancing security.

Clear Signage for Departures:

Display clear signage for train departures and platform numbers near the ticket gate line to reduce the likelihood of passengers missing their trains.

Swift Maintenance Programs:

Implement swift maintenance programs to ensure operational ticket machines and lifts, reducing the likelihood of incidents due to malfunctions.



Safe Spaces for Staff:

Evaluate the need for designated safe spaces for front-line staff, for example gate line assistant points.

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Regular Review of Recording Systems:

Regularly review of all CCTV footage, including Body Worn Video to assess recording quality and standards, enabling timely upgrades as needed. Ensure the time and date stamp is correct.

Optimised CCTV Coverage:

Ensure CCTV coverage at gate lines captures high-quality facial images for evidential purposes and monitors persons approaching and alighting from trains.

Maintenance of foliage:

Report any overgrown foliage which obstructs visibility for both staff and security personnel, and may also impact on the CCTV views and affect the correct dissipation of artificial lighting.

Efficient Statement-Taking Process:

Employ a designated statement taker within railway companies for a quicker and more comfortable process for staff reporting incidents.



Shared Communication Platform:

Introduce a shared inbox where staff can contribute ideas for reducing violence, fostering a collaborative approach.



Gate Closure Notifications:

Address concerns regarding gate closure times by providing clear advertising and warning signage to inform passengers in advance.

Early Police Intervention:

Establish a safeguarding email for staff to report incidents, facilitating early intervention by law enforcement.

Helpful resources:

- RSSB & Rail Delivery Group: **Work-related Violence Good Practice Guidance** (Sept 2023).
- BTP Designing Out Crime: **CCTV Stakeholder Requirements Brief, Staff Assault Guidance, Retail Outlets violence against workers**. Contact the Designing Out Crime Unit below.
- Network Rail: **Station Design Guidance** (June 2023).

For further information about the support Rail Organisations can receive from BTP's Designing Out Crime Unit, contact design-outcrime@btp.police.uk.

For further information about the National Work-related Violence Project (May 2022 - 2024) and other helpful material, contact the RDG **Policing & Security Team**.