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.
**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:**
- 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](mailto: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](#).