



Safer Stations Best Practice & Case Studies

Station Strategy Group
November 2025

Rail Delivery Group

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Introduction

About Station Strategy Group (SSG)

Rail Delivery Group's Station Strategy Group (SSG) is the industry forum for stations on the GB network. SSG's purpose is to provide high-level strategic leadership for the management and development of stations. One of the group's strategic priorities is to support enhanced investment to enable better outcomes for customers, communities and the environment. SSG has senior representation from Train Operating Companies (TOCs), Network Rail, Owning Groups, Department for Transport, Community Rail Network, RSSB and HS2.

Context

The Safer Stations Best Practice Document has been developed to support station operators and rail industry stakeholders in enhancing passenger and staff safety across the UK rail network. This document consolidates strategic insights from the British Transport Police (BTP), Operator insights, and practical learnings from case studies. This guide is not a toolkit, but rather a resource to showcase best practice, investment, and collaboration. The document responds to key priorities set by the RDG Board, the Station Strategy Group (SSG), and the Department for Transport (DfT), particularly the commitment to ensuring passengers feel safe and confident when travelling.

This Document is structured as follows:

Background – highlighting the importance of initiatives designed to make stations safe places.

Case Studies – providing examples of where successful schemes & projects have been implemented at stations across the network, and how TOCs have gained the funding to support this.

Conclusion – The Safer Stations Best Practice Document provides a comprehensive framework for improving safety across the rail network. By aligning strategic leadership, operational delivery, and community engagement, this document supports a safer, more inclusive railway for all. Organisations are encouraged to use this document to inform planning, secure funding and collaborate with partners. For further information or to contribute to future editions, please contact RDG's Station Strategy Group.

The Current Landscape

Background

Safety is a foundational element of public transport. The railway network serves millions of passengers daily and ensuring their safety - alongside that of staff - is essential for maintaining public trust, encouraging modal shift and supporting inclusive mobility. Over the past decade, the rail industry has made significant strides in redefining station safety - not just as a matter of physical security, but as a holistic experience that encompasses wellbeing, accessibility and community confidence.

Progress has been driven by a combination of national policy priorities, industry-led initiatives, and collaborative efforts across transport operators, police and local authorities. The Department for Transport (DfT), for example, has emphasised the importance of creating environments where passengers do not fear accidents or crime and where vulnerable individuals are supported with dignity and care. This has led to a growing focus on safeguarding, suicide prevention and violence reduction, particularly in relation to women and girls.

Rail operators have responded by investing in infrastructure upgrades such as improved lighting, CCTV coverage, and station design that supports visibility and wayfinding. These physical interventions are complemented by digital innovations, including real-time information systems, smart ticketing, and body-worn video (BWV) for frontline staff. Together, these tools enhance situational awareness, support rapid response, and contribute to a more transparent and accountable safety culture.

Staff training has also evolved, with many operators now offering comprehensive programmes in conflict resolution, safeguarding, customer service, and trauma-informed care. These efforts ensure that staff are equipped not only to manage incidents but to proactively support passengers and foster a welcoming station environment.

Community engagement plays a vital role in station safety. Initiatives such as local passenger forums, partnerships with schools and advocacy groups, and targeted campaigns around anti-social behaviour and hate crime have helped build trust and shared ownership of station spaces. These efforts are particularly important in areas with high vulnerability or where perceptions of safety may be lower.

Importantly, the industry is moving toward a more data-driven approach to safety. Operators are increasingly using passenger feedback, incident reporting, and crime mapping to identify hotspots, track trends, and evaluate the impact of interventions. This enables more targeted investment and ensures that safety measures are responsive to local needs.

In summary, the strategic context for safer stations reflects a shift from reactive security to proactive, inclusive safety. It is shaped by policy ambition, operational innovation, and a commitment to collaboration.



Policy Context

The guide aligns with broader policy developments including the Railways Bill, the Safer Streets Fund, and standards as set out by the Rail Safety and Standards Board. These initiatives reflect the government's commitment to improving safety and accessibility across transport modes. The guide draws on literature reviews including the [BTP Annual Report](#) and previous RDG workstreams, ensuring it reflects current thinking and evidence-based practice.

Case Studies



1) MerseyRail - Operation Empirical Ellesmere Port Area

Project Overview

A coordinated, multi-agency initiative was launched to address persistent anti-social behaviour (ASB) and criminal activity involving young adults and youths on the Merseyrail network. The operation was designed to create a safer and more secure environment for passengers and staff, while also identifying and supporting vulnerable individuals. Key concerns included smoking on trains and platforms, verbal abuse directed at staff and fellow passengers, suspected drug-related activity, fare evasion, and safeguarding risks.

Objectives

- Reduce ASB and criminal activity across targeted areas of the Merseyrail network through visible enforcement and proactive engagement.
- Identify and safeguard vulnerable individuals, particularly young people at risk of exploitation or harm.
- Enforce railway byelaws to uphold standards of behaviour and ensure compliance with transport regulations.
- Disrupt county lines drug activity by targeting known routes and individuals involved in the movement of illegal substances.
- Improve passenger and staff safety by increasing the presence of security personnel and fostering a culture of respect and accountability.

Location

The operation focused on key stations and routes identified as ASB hotspots:

- Ellesmere Port Station
- Hooton Station
- Birkenhead Central Station
- Trains operating between these locations

These areas were selected based on incident reports, intelligence from partner agencies, and feedback from frontline staff.

Duration

The initiative was rolled out in two phases:

- Phase 1: A four-week intensive operation involving joint patrols, targeted interventions, and intelligence gathering.
- Phase 2: A two-week period of focused security deployment to consolidate gains and maintain visibility.
- Ongoing: The operation has now transitioned into Business-As-Usual (BAU) mode, with continued collaboration between agencies across other parts of the network to sustain improvements and respond to emerging issues.

Stakeholders

The lead organisation for the operation was Merseyrail, which coordinated efforts across multiple partner agencies. Key partners included Merseyside Police, Cheshire Police, and British Transport Police (BTP), with support from a BTP dog handler equipped with explosive and passive drug detection dogs. Private passive drug dog handlers also contributed to the operation. Additional stakeholders included Carlisle Security, Merseyrail Revenue Protection Officers, the Wirral ASB Team, and representatives from the local council. This collaborative approach ensured a comprehensive response to the challenges faced on the Merseyrail network.

Activities Undertaken

The operation featured high-visibility patrols and stop checks at key stations to deter and detect anti-social behaviour. Exclusion zones were established for known offenders, and drug detection dogs were deployed for proactive searches. Searches under the Misuse of Drugs Act were conducted, with community resolution disposals issued where appropriate. Safeguarding interventions were carried out for vulnerable children, and enforcement of railway byelaws and fare evasion checks were rigorously applied. Arrests were made for breaches of court orders and possession of drugs.

Resources Used

The operation utilised multi-agency personnel including police officers, security staff, and Revenue Protection Officers. Specialist drug detection dogs played a key role in identifying illegal substances. Police vehicles were used for transportation and temporary holding of individuals. Effective communication and coordination between agencies ensured swift and unified responses to incidents.

Challenges Faced

Challenges included individuals providing false or incomplete personal details, resistance and obstructive behaviour from some offenders, and the complexity of identifying and managing safeguarding cases during the fast-paced operation.

Solutions Implemented

To overcome these challenges, details were cross-checked using the Police National Computer (PNC) and other police systems. Safeguarding referrals were coordinated with social services, and on-site multi-agency decision-making enabled immediate and effective action.

Results Achieved

At Ellesmere Port Station, multiple searches under the Misuse of Drugs Act led to the identification of controlled substances and issuance of community resolution disposals. Vulnerable individuals were safeguarded and returned home. Safeguarding actions included referrals to Social Services and the ASB team, resolution of child protection cases, and removal of young people from neglectful environments. The Revenue Protection Team issued penalty fares for ticketless travel, initiated court summons for suspected travel fraud, and enforced railway byelaws. Stop checks resulted in multiple verifications of names and addresses. At Hooton Station, missing juveniles were identified and safeguarded. Birkenhead Central Station saw arrests for breach of court orders and possession of Class A drugs, along with safeguarding interventions for unaccompanied minors lacking verified guardian details. Fare evaders were removed from the premises.

Impact on Safety

The operation disrupted anti-social and criminal activity on the network, removed vulnerable individuals from risky situations, and increased passenger confidence through visible enforcement.

Feedback from Users

Staff and passengers reported positively on the increased visibility of enforcement teams and the swift, decisive interventions that enhanced their sense of safety and security.

Key Takeaways

Multi-agency deployments can deliver high-impact results in a short timeframe. Integrating safeguarding capacity into operational planning is essential, and drug detection dogs are effective both as deterrents and detection tools.

Recommendations for Future Projects

Future initiatives should continue joint operations at high-risk locations, maintain regular intelligence sharing between agencies, and enhance post-operation follow-up to monitor long-term outcomes and ensure sustained improvements.

2) Community Rail - Bolsover Railway Safety Distraction Project

Stations along the Robin Hood Line between Nottingham and Worksop

Project Overview

To address anti-social behaviour (ASB) at stations within Bolsover District, the Robin Hood Line Community Rail Partnership (CRP) launched a 'distraction' project targeting young people. Through the 'You vs Train' initiative, multi-sports activities were delivered near stations, embedding rail safety messages such as the dangers of trespass. The aim was to engage young people in recreational settings and promote safe, responsible behaviour.

Stakeholders

The lead organisation was Robin Hood Line CRP, supported by partners including Community Rail Network, UK Shared Prosperity Fund, East Midlands Railway, CrossCountry, Bolsover District Council, Bolsover Community Safety Partnership, Bolsover Partnership, local parish councils, police, and safer neighbourhood teams. Key contacts included Justyna Majer (Robin Hood Line CRP) and Councillor Duncan McGregor.

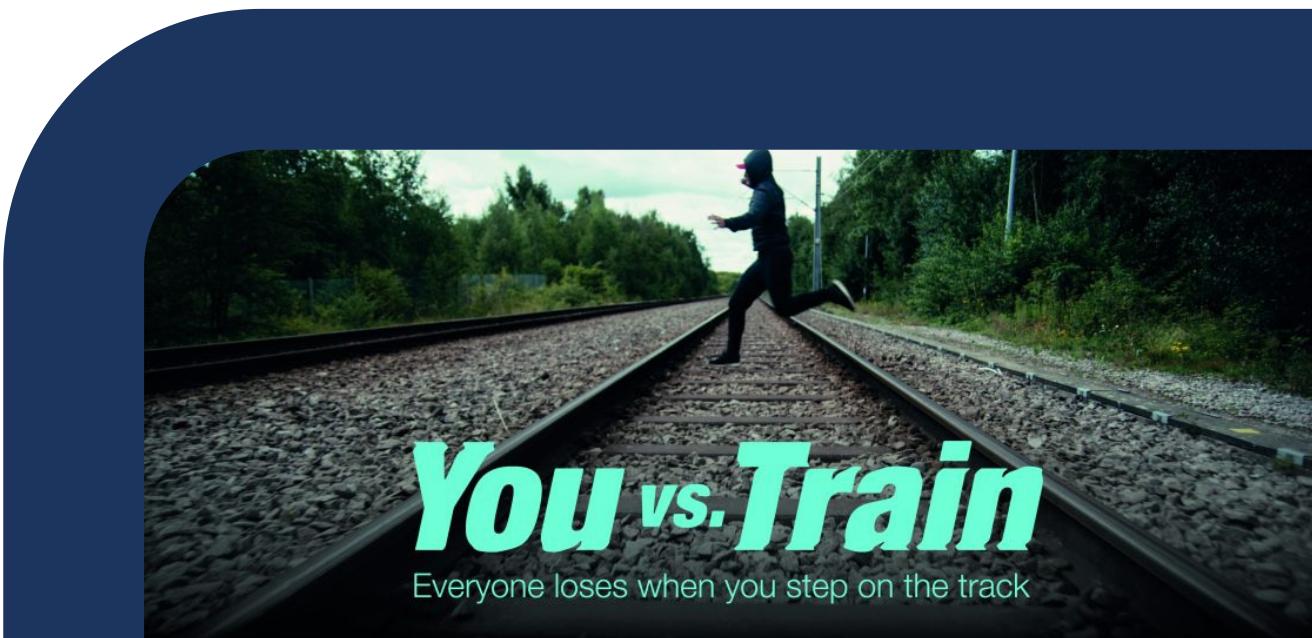
Multi-sport sessions were held near four stations - Shirebrook, Whitwell, Elmton with Creswell, and Langwith Whaley Thorns - building rapport with young people. As sessions progressed, rail safety and responsible behaviour messaging was integrated. Coaches from Bolsover District Council led the activities with support from young volunteers. The main challenge was to engage young people in a way that delivered lasting safety messages. Sport was used effectively as a medium to foster positive rail-related messaging and community connections.

Outcome of Scheme

The project led to a 28% average reduction in ASB across the four station areas, with Shirebrook seeing a 38% drop from 348 to 215 incidents between 2022 and 2024. It laid the groundwork for continued engagement with young people, including a volunteer academy offering qualifications in sports leadership. The initiative expanded to include non-contact boxing and support in skills, employability, and careers guidance.

Impact on Safety

Since its inception in 2021, the project has significantly reduced ASB and improved perceptions of safety among residents. By 2024, nearly 250 young people had participated, generating an estimated social value of nearly £115,000.



Feedback from Users

Councillor Mary Dooley of Bolsover District Council praised the initiative for reducing ASB and improving community safety through engagement rather than exclusion. Participant Kian Martin shared his appreciation for the sessions and noted how the experience helped him gain a sports leadership qualification and join the project team.

Key Takeaways

The project has shown that sustainable, long-term impact can be achieved via genuine engagement with young people, and that a grassroots approach can prove effective in tackling ASB. The scheme also demonstrated how community rail can play a vital role in complementing the work of rail industry and other partners in multi-agency projects to promote placemaking and safer stations and communities.

Recommendations for Future Projects

Community rail partnerships and groups have seen the benefits of working with a range of multi-agency partners to bring in their expertise and maximise engagement opportunities by linking rail-related messaging with other community-led projects and training.

Engagement opportunities should be maximised by embracing joint working with a wide range of partners to take advantage of their knowledge and resources, and opportunities to engage young people in a social or recreational setting they have chosen to participate in. By using the positive relationships young people have with these partners, you can engage them on 'their own turf' and may be able to weave your own projects and messaging into existing schemes, building positivity, ownership and confidence towards rail and enthusiasm for future activities.



3) Transport for Wales – Safer Stations Programme

Stations across the TfW network including Cardiff Central, Penarth, Wrexham, and Core Valley Lines

Project Overview

To improve safety and passenger confidence across its network, Transport for Wales (TfW) launched a multi-faceted programme focused on infrastructure upgrades, technology pilots, and strategic planning. The initiative aims to create secure, accessible, and welcoming station environments by enhancing visibility, connectivity, and operational support. A key element includes piloting crowd monitoring technology during large-scale events to proactively manage safety risks.

Stakeholders

The programme is led by Transport for Wales, with contributions from station operations teams, technology providers (e.g. CrowdGuardian), and multi-agency partners involved in safety planning and deployment. Key stakeholders include station managers, security teams, customer service staff, and local authorities.

Implementation

TfW has delivered or initiated several interventions across its network:

- **Infrastructure Upgrades:** Shelter renewals, Help Point upgrades, CCTV enhancements, and Passenger Assistance Meeting Points (PAMPs) at major stations.
- **Technology Pilot:** A proposed trial of CrowdGuardian cameras at Cardiff Central to monitor crowd flow and support safety during large-scale events.
- **Strategic Planning:** Extended gate lines, intelligence-led security deployment, and the introduction of safer travel meetings. The 'Transport Hub Blueprint' outlines consistent safety features across station categories.

These interventions are designed to embed safety into the daily passenger experience and ensure operational readiness during peak and high-risk periods.

Outcome of Scheme

The programme has led to improved station environments, enhanced passenger support, and increased operational efficiency. The VHP trial at Penarth and CCTV renewals at WCB stations have strengthened visibility and responsiveness. The Transport Hub Blueprint provides a scalable framework for future station upgrades, supporting modal shift and accessibility.

Impact on Safety

The initiative has improved perceptions of safety and passenger confidence, particularly at unstaffed and high-footfall stations. The proposed CrowdGuardian pilot is expected to deliver real-time situational awareness, enabling faster responses and proactive threat mitigation during events. PAMPs have enhanced the delivery of Passenger Assist services.

Feedback from Users

Early feedback from station teams and passengers highlights improved shelter conditions, better access to help points, and increased visibility of security personnel. The collaborative approach to planning and deployment has been praised for its responsiveness and adaptability.

Key Takeaways

- Infrastructure and technology must be integrated with strategic planning to deliver consistent safety outcomes.
- Multi-agency collaboration is essential for addressing complex safety challenges, especially during large-scale events.
- Piloting innovative solutions like CrowdGuardian can provide valuable insights into crowd dynamics and safety management.

Recommendations for Future Projects

- Expand the use of real-time monitoring technologies across more stations.
- Continue developing strategic blueprints to guide station upgrades.
- Strengthen partnerships with local authorities and community groups to align safety interventions with broader placemaking goals.
- Ensure that safety messaging and support services are accessible and inclusive across all station categories.



4) British Transport Police - Retail Crime Reduction Initiative

Norwich Station Concourse and Surrounding Area

Project Overview

Between April and June 2024, Norwich Station experienced a notable increase in retail theft, particularly affecting the East of England Co-op and WH Smith stores located on the station concourse. Of the 56 crimes recorded during this period, 67.86% were categorised as burglary and theft - with 100% of those incidents attributed to retail theft. This trend prompted the development of a multi-agency Problem Solving Plan led by the British Transport Police (BTP).

The initiative aimed to reduce incidents of theft and anti-social behaviour (ASB) through collaborative working between Greater Anglia, BTP, retail partners, and local safety networks. The project initially ran from June to November 2024 and has since been extended to May 2025 to allow for continued monitoring and intervention.

Stakeholders

The project was led by Greater Anglia, with active involvement from:

- British Transport Police (BTP) – including the Designing Out Crime Unit
- Retail partners – East of England Co-op and WH Smith
- Norwich City Centre BID (Shopwatch) and Land Sheriffs
- Norfolk Police Beat Managers Key contacts included James Reeve (Greater Anglia Area Customer Service Manager) and PS Jed Levett (Norwich BTP and Problem Solving Plan owner).

Implementation

A range of interventions were introduced to address the rise in theft and improve the safety of the station environment:

- BTP's Designing Out Crime team conducted crime prevention surveys and environmental audits for both retailers and the station surrounds.
- Both stores joined the Norwich BID Shopwatch scheme and were added to the city's 'Exclusion List' to deter repeat offenders.
- Uniformed and plain-clothed patrols were increased during peak theft periods, supported by Land Sheriffs and Norfolk Police.
- A temporary security guard was deployed to patrol between the two affected retailers.
- Store layouts were reviewed and adjusted to improve visibility and reduce opportunities for theft.
- Monthly stakeholder meetings were held to review progress and adapt the approach as needed.

Although some retailers were initially hesitant to implement certain recommendations due to cost, ongoing dialogue and support helped build consensus around practical, proportionate solutions.

Outcome of Scheme

The initiative has led to a significant reduction in retail crime on the station concourse. The removal of prolific offenders through banning orders and prosecutions has contributed to a safer working environment for retail staff and a more secure experience for passengers and shoppers. Staff at both stores have expressed appreciation for the support provided by BTP, Land Sheriffs, and Greater Anglia, particularly the presence of the dedicated security guard.

Impact on Safety

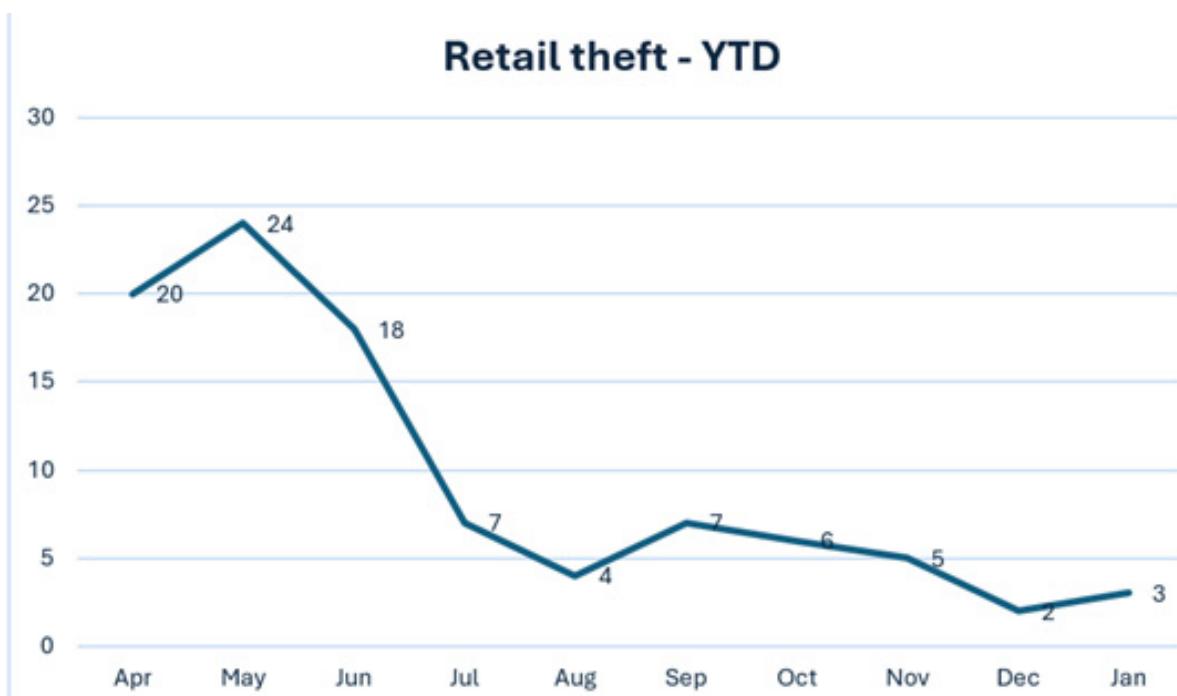
The project has improved perceptions of safety among staff and customers. By addressing the issue through partnership and prevention, the initiative has demonstrated the value of a coordinated response to retail crime in transport settings.

Key Takeaways

Retail crime is a common challenge across the rail network, and corporate policies around acceptable loss can sometimes limit local action. The Norwich experience highlighted the importance of engaging retail management early, emphasising the potential risks to staff safety and station reputation.

Recommendations for Future Projects

- Use established templates and best practice from similar schemes to guide local responses.
- Encourage retailers to consider the broader impact of theft on staff wellbeing and customer confidence.
- Maintain regular communication between all stakeholders to ensure shared ownership of the problem and its solutions.



Sexual Harassment

Our network takes a zero tolerance approach.

Because any incident can impact people's lives.

Rail Delivery Group



Rail Delivery Group (RDG): Supporting Safer Stations Across the Network

The Rail Delivery Group (RDG) is working alongside partners across the rail industry to help make stations safer for everyone. Recognising that safety challenges are complex and ever-evolving, RDG's approach is rooted in collaboration, evidence, and a willingness to learn from both successes and setbacks. The following section outlines three areas where RDG is contributing to the collective effort to create safer stations, always mindful that progress is a shared journey.

1. Violence & Intimidation Against Women & Girls

Violence and intimidation against women and girls continue to affect female passengers across the rail network. We are committed to addressing the root causes by developing a deeper understanding of offender behaviours, the impact on women and girls, and how our industry's response can create a safer environment for all.

Across the industry, RDG have an ongoing national [public-facing campaign](#) that highlights our approach and sends a clear message to offenders: we will not tolerate sexual harassment. This campaign is part of a broader national strategy that aims to tackle sexual harassment on the railway, by making it clear what sexual harassment is, and highlighting how we can support each other day-to-day when travelling on the network.

As part of a passenger education initiative, the Rail Delivery Group have also developed a [VR headset video](#) that allows viewers to experience situations from both a bystander's and a victim's perspective.

In October 2024, the RDG Board set out five pledges - including consistent training, board-level representation, and the introduction of women and girls focus groups at each Train Operating Company (TOC) - with the aim of making tangible progress by March 2026. While there is still much to do, these steps reflect a genuine commitment to making the railway safer for all.

2. Tackling Anti-Social Behaviour (ASB) and Work-Related Violence

Anti-social behaviour (ASB) continues to present daily challenges for rail operators, the British Transport Police, and local communities. RDG acknowledges that ASB is not a single issue but a spectrum of behaviours that can undermine passenger safety, staff wellbeing, and the reliability of services. Addressing ASB requires a collective, multi-agency response, and RDG is working to support this through research, guidance, and partnership.

Drawing on resources such as the [College of Policing's Crime Reduction Toolkit](#) and the [Community Rail Network's Guide to Tackling ASB](#), RDG encourages members to adopt evidence-based interventions, particularly where youth-related ASB is a concern. The group has also worked with the British Transport Police to produce joint guidance on partnership working, and with RSSB to develop an Industry Good Practice Guide for tackling work-related violence. Recognising that reporting is a crucial first step, RDG has supported research into barriers to reporting and produced internal communications to help staff feel more confident in raising concerns. A national social media campaign, launched in September 2025, reinforced a zero-tolerance approach to abuse and highlight the close working relationship between rail operators and the police. RDG is mindful that progress in this area is incremental and requires ongoing commitment from all involved.

3. Body Worn Video (BWV) and Sharing Good Practice

The introduction and expansion of body worn video (BWV) across the rail industry has been a significant development in recent years. RDG has played a supporting role in the national rollout of BWV, recognising its potential to protect both staff and passengers. Research has shown that BWV can reduce the likelihood of assault and injury, and feedback from frontline staff suggests that it provides reassurance and helps to address false allegations.

RDG has produced guidance documents to share lessons learned from the national project and to support further adoption of BWV. The group also facilitates the sharing of good practice through newsletters and case studies, helping members to learn from each other's experiences. RDG is conscious that technology alone is not a panacea, and that the effectiveness of BWV depends on clear policies, staff training, and a culture of trust. By continuing to share knowledge and support innovation, RDG hopes to contribute to a safer and more confident railway environment.

4. White Ribbon

RDG is committed to achieving gender equality, with White Ribbon ambassadors collaborating with Fenton Place Consultants to design bespoke training based on bystander intervention and the tools to intervene. A gender equity survey and gender-specific focus groups have been conducted to assess the current state and identify areas for improvement.



Withdrawal of Implied Permission (WIPs) – Overview

The WIP (Withdrawal of Implied Permission) is designed to prevent low level prolific offenders from committing Anti-Social Behaviour (ASB) and other behaviours on a managed railway station, by withdrawing their implied permission to enter the station for a period of time.

The issuing of a WIP may form part of an early intervention strategy for offenders prior to progressing them onto other means, such as Criminal Behaviour Orders (CBO's) and injunctions. The WIP may only be issued where all the necessary posters informing members of the public that such a scheme is in operation at that station are in place. A WIP is not a replacement for reporting for byelaw offences, it is an additional tool to keep individuals from re-offending on the railway.

There can be two parts to being served a WIP. It is a prerequisite that a notice be posted at a station that WIPs will apply from a station.

These two recommended primary methods are as follows:

- WIP Warning Letter (WWL) – A WWL serves as an initial warning, informing an individual that their continued inappropriate behaviour may result in the full withdrawal of their implied permission to access railway property. If such behaviours persist, a full WIP will be issued.

As recommended industry standard issue, one WWL can be issued to the perpetrator before a full WIP must be allocated to the offender if they do not abide by their warning, depending on the severity of the offense.

- Full WIP (can also be issued when in Police Custody) – A Full WIP is issued immediately without a preceding WWL. Full WIPs can be issued if the offender is showing persistent anti-social behaviour that is inciting alarm, harassment or distress to either themselves, staff, or other members of the public.

When issued with a WIP – either as a progressive measure following a WWL or as a FWIP – individuals of any age (along with appropriate safeguarding measures) will have their implied permission to access any station of the relevant TOC or NWR removed.

Individuals Issued with a Full WIP

Individuals who have been issued with a full WIP will be banned from accessing the station the WIP was issued from and will be prohibited from using any train of that particular TOC that passes through the same station.

Taken from a National Survey by Rail Delivery Group (March 2025), the following low-level offences provide grounds for issuing a WIP order:

- Persistent anti-social behaviours such as theft, shoplifting, begging, etc.
- Persistent alcohol-related crime and disorder
- Work-related violence (verbal and/or physical violence directed towards staff members)
- Persistent 'rough sleeping'
- Persistent presenters (due to high emotional impact on rail staff)
- Graffiti
- Any other persistent behaviours that incite harm, harassment and/or distress, or any presenting behaviours that are likely to cause alarm, harassment and/or distress.
- WIPs can also be issued in support of legal processes regarding offences such as sexual violence directed towards staff or passengers (VIAWG).

The WIPs themselves are not a legal process, however, they can support legal processes when or if the orders are breached.

WIPs Case Study

Persistent Fare Evasion and Threatening Behaviour – Male, 36

Issue: Repeated unauthorised access, verbal abuse, and threats towards staff

A 36-year-old male, known to be local to the station, was identified as a repeat offender with a pattern of fare evasion and aggressive behaviour.

The first recorded incident occurred on 24 July 2024, when the individual entered the station unlawfully by jumping the fence to bypass ticket barriers and staff. When approached, he became confrontational, charging at staff and issuing threats before leaving the premises.

The same individual returned on 3 August 2024, again gaining entry by jumping the fence. He verbally abused staff and stated his intention to continue this behaviour. His image was circulated among Revenue Enforcement Officers (REOs) and British Transport Police (BTP), and although REOs attempted to intercept him at a known time, he did not appear.

On 11 December 2024, the male was again encountered at the station, this time having travelled without a valid ticket. He refused to engage with staff during a revenue block and attempted to leave the station. When stopped by REOs, he became abusive and aggressive. An off-duty BTP officer assisted, and the individual initially provided false details. A hospital wristband enabled officers to confirm his identity.

Following this incident, a WIP Warning Letter was issued on 16 December 2024, in accordance with the agreed procedure. Since the letter was sent, there have been no further sightings or reports involving this individual at the station, suggesting the intervention has been effective in deterring further incidents.

Conclusion

This Safer Stations Best Practice and Case Studies document has been developed in collaboration with members of the Rail Delivery Group (RDG) and wider industry partners. It brings together a range of initiatives, interventions, and insights that reflect the collective effort to make stations across the network safer, more inclusive, and more welcoming for all.

The examples shared - from infrastructure upgrades and technology pilots to community engagement and national campaigns - demonstrate the breadth of work underway to address safety challenges in a meaningful and sustainable way. These case studies are not intended to be exhaustive, but rather to support knowledge sharing, inspire local action, and highlight the value of partnership in tackling complex issues such as anti-social behaviour, violence against women and girls, and retail crime.

As the rail industry continues to evolve, so too will the tools, partnerships, and approaches available to support safer stations. RDG's Stations Strategy Group remains committed to supporting members in this space - facilitating collaboration, sharing good practice, and helping to shape future policy and delivery.

If you have feedback on this document or would like to learn more about the work of RDG's Stations Strategy Group, please contact: policy@raildeliverygroup.com



Rail Delivery Group



About Rail Delivery Group

Rail Delivery Group (RDG) partners with Britain's train operators to put customers at the heart of everything we do, delivering essential services and dedicated experts who keep the nation's railway running efficiently.

Our railway connects people and places, creates jobs, boosts the economy, and provides a greener way to travel. Anyone who has travelled by train or booked a journey for friends or family, will have used our services. We are integral to the running of the railway and play a crucial part at every stage of the customer journey.

From journey information, reservations and Railcards to improving performance, safety and accessibility, we drive the services and people that keep the railway moving – making sure we are delivering a better railway for all our customers, now and in the future.

As we embark on a new era for rail, we are enabling important changes to the structure of the industry and how we run the railway to meet customers' needs. It is now more important than ever that we make sure our services can be relied upon by our customers to get them where they want to be, when they want, and to drive the economic growth the country needs.

