

## **Guideline 4 - Recording and monitoring of crimes and other incidents**

Recording and monitoring incidents is essential if you and the police are to direct your resources to where they are most needed.

The first step is to encourage reporting by the public and station staff. Crime on public transport, and other incidents which affect feelings of security, are under-reported. Passengers and staff need to be encouraged to report any incident, knowing that they will be taken seriously and that the information they give is useful in building up a picture so that action can be taken.

The next step is to record the information given in a way that will be useful in identifying trends. Make sure that you can easily see what type of incident it is, when it is happening (by time of day and day of week if possible), where and to whom or what. Some incidents, while not criminal, none the less may affect perceptions of personal security. These incidents, such as nuisance by a drunk, or intimidation of booking office staff, for example, should be recorded in station records.

It is important that crime is recorded with enough information so that you can identify the groups of people who are most at risk (e.g. by age, gender and ethnic origin), and, where known, a profile of the perpetrators.

All crimes should be reported immediately to the British Transport Police (BTP). Notify them quickly and they will be better able to take steps to catch the offender.

Finally, monitor the information regularly so that you can identify trends and develop long term preventive measures. Seeing what is happening over time may help you to understand the cause of the problem. And understanding the cause is vital if you are to be effective in tackling it. The BTP can provide assistance in the task of monitoring.

Regular liaison with the BTP is helpful in developing a coordinated response. A problem may be most effectively tackled through several measures taken together, such as an enhanced presence of station staff at certain times, backed up by a police patrol on the trains.

**As part of the process of accreditation for the Secure Stations Scheme you will need to demonstrate that you:**

- 1. encourage reporting of crime and incidents;**
- 2. maintain a record of crime incidents at your station;**
- 3. have monitored these and the BTP crime data for the station;**
- 4. have identified trends in crime and incidents at the station which affect personal security; and**

**5. have taken appropriate and effective steps to manage the problem.**

**FOR ACCREDITATION UNDER THE SCHEME YOU WILL NEED TO  
SUPPLY CRIME DATA EXPRESSED IN THE CONTEXT OF PASSENGER  
THROUGHPUT FIGURES.**

<b>Responding to incidents</b>
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Every reported incident should receive an appropriate response. This may range from a letter thanking a passenger for reporting a damaged display, through to an emergency 'blue light' police response to an assault.

Passengers need to know what response they can expect in the case of an emergency. If the station is staffed this may be from a member of staff; if not it may be from a member of staff at the nearest station or from a police officer.

Staff receiving reports of incidents from passengers need to be trained to judge what in each case an appropriate response is. They do not need to be trained counsellors, but they may benefit from some training in basic communication skills.

All crimes must be reported by staff to the police. A passenger who is the victim of a crime may or may not want to make a statement to the police.

Staff need to have an understanding of what information might be useful to the police in responding to the incident in the longer term, including the legal requirements relating to suspect descriptions and witness details.

As part of your strategy to prevent crime you should provide advice to passengers, to help them to avoid the risk of crime at the station.

**As part of the process of accreditation for the Secure Stations Scheme you will need to demonstrate that:**

- 1. you can respond appropriately to an emergency, whether through a member of your own staff in the first instance, or through the police; and**
- 2. your staff are trained to respond appropriately to reports of incidents, from the point of view of the immediate needs of the passenger and for the purposes of taking action in the longer term**
- 3. you offer relevant crime prevention advice to passengers.**

**NOW COMPLETE PART 2 OF THE RECORD SHEET OF PASSENGER  
SURVEY RESULTS AND CRIME DATA**