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Anti-Social Behaviour Strategy

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Foreword

Assistant Chief Constable Alan Pacey ACC Territorial Policing & Crime

Whilst the rail system is a generally low crime environment, it occasionally suffers anti-social behaviour, which can make for unpleasant and stressful journeys and can increase fear for personal safety. For repeat victims, it can blight their lives.

Giving people the confidence to use the rail system is a key priority, which is why combating anti-social behaviour is so important to us, and our partners.

Much anti-social behaviour is a crime, pure and simple. However, some is more problematic and there are different views around the norms that constitute acceptable behaviour.

Anti-social behaviour is not easy to define, although people generally recognise it when they see it. Ultimately we have to deal with people's perceptions as well as people's conduct, and help to create an environment where people feel safe and are safe.

BTP has an enviable track record of combating serious crime and our officers are experts in operating within the railway environment whilst minimising disruption to the network.

This Strategy, with its emphasis on partnership activity and effective communication, is designed to help us focus that expertise on anti-social behaviour in order to improve the travelling experience of passengers and the working lives of rail staff and tenants.

Statement of Intent

We are committed to tackling anti-social behaviour effectively across the railway network in England, Wales and Scotland including the London Underground, Docklands Light Railway, Midland Metro, Croydon Tramlink, Eurostar and Glasgow Subway.

Tackling anti-social behaviour is a Force priority, particularly in terms of increasing passenger perceptions of personal safety at locations across the railway network. In line with the BTP Mission Statement, this Strategy outlines how we will work in partnership to address anti-social behaviour and build a safe railway environment that is free from disruption and the fear of crime.

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Anti-social behaviour covers a wide spectrum of activity. The majority is crime governed by statute and bylaws, however, other instances such as unruly or boisterous behaviour by a minority of people may not be covered by legislation.

Listed below are examples of anti-social behaviour offences. However, any offence or incident can be perceived as anti-social behaviour and our intention is to reassure and promote confidence by combating it.

Anti-social behaviour covers:

- Bylaw offences which affect an individual
- Public Order Act offences including racially and religiously aggravated forms
- Begging
- Urinating
- Acting in a threatening, disorderly, insulting or lewd manner
- Spitting
- Littering
- Criminal damage and graffiti related offences
- Football related offences.

BTP will also tackle ASB falling under three categories:

- 'Personal' is designed to identify ASB incidents that are deliberately targeted at a particular individual or specific group or are aimed at having an impact on a particular individual or specific group rather than the community at large.
- 'Nuisance' captures those incidents where an individual or group causes trouble, annoyance, inconvenience, offence or suffering to people in the local community in general rather than being deliberately targeted at specific individuals or groups.
- 'Environmental' deals with the interface between people and places. It includes incidents and inconsiderate actions which have an impact on the surroundings including the natural, built and social environments.

Violence against the person covers:

- All assaults (regardless of the degree of injury)
- All verbal assaults where the victim felt in immediate danger; including racially and religiously aggravated forms, and in particular staff assaults and workplace violence
- Robbery.

Hate crime covers:

- Racist/homophobic/transphobic/faith/disability related incidents. This is any incident which is perceived to be so by the victim or any other person.
- Domestic violence.

Measuring Success

People have different views and understandings of what constitutes anti-social behaviour, so no single definition is possible. However, a recommended approach is to view anything done by another person that interferes with the comfort of a person's journey or working experience within the rail environment as anti-social. We are committed to putting measures in place to reduce the chances of anyone being subject to what they perceive to be anti-social behaviour or to having their quality of life adversely affected.

BTP will measure success in the following ways:

- Tackling anti-social behaviour in partnership
- Promoting confidence
- Communicating effectively
- Focus on vulnerable and repeat victims
- Focus on offenders
- Performance management.

Tackling Anti-Social Behaviour in Partnership

A partnership approach with the common aim to reduce anti-social behaviour and increase public confidence is integral to tackling this problem. Below are examples of where BTP will continue to drive success through partnership work.

- We will continue to work very closely with stakeholders within the railway industry including Network Rail, Train Operating Companies, Transport for London, the Railway Safety Standards Board and businesses across the railway network.
- We will continue engagement with the local community, rail staff and management, the travelling public, the Crown Prosecution Service*, local police forces, youth and community establishments, local councils and other key agencies. We will use Passenger Focus survey data to gauge perceptions of people travelling and working on the railway network. Survey results will enable us to respond effectively to community concerns.
- We will share data with other agencies to achieve goals and identify problem locations and offenders.
- The tasking process on BTP Areas with participation by railway stakeholders will identify vulnerable locations related to anti-social behaviour.
- We will work with accredited staff (Railway Safety Accreditation Scheme) in detecting and reducing anti-social behaviour incidents across the railway network.
- We will continue to adopt short, medium and long term strategies with partners to tackle anti-social behaviour. This will be **achieved** through the use of PACT (Police and Community Together) meetings and problem solving plans which will include the wider railway community.

* The Scottish Crown Office in Scotland

Promoting Confidence

Anti-social behaviour can affect the confidence of people travelling on the railway. Increasing the confidence of anyone travelling or wishing to travel on the rail network will be a priority aim of the Strategy.

BTP will promote and ensure community confidence by engaging with the railway industry, its customers and the wider community. This will be achieved through work with the Force's Independent Advisory Groups (IAGs), Youth Board, Passenger Focus and key stakeholders.

Communicating Effectively

Promoting feedback and communicating to passengers and rail staff that their concerns about anti-social behaviour are taken seriously is an important part of the Strategy.

This will be achieved through:

- The continued use of Neighbourhood Policing Team newsletters and publications on our website highlighting recent successes from anti-social behaviour targeted activity.
- The use of traditional and new media to highlight recent operations and partnership work targeting anti-social behaviour.
- Raising awareness internally amongst all BTP officers and staff that anti-social behaviour is a Force priority.
- Developing innovative ways to communicate the activities that we have adopted alongside our partners to tackle anti-social behaviour. This includes the potential use of social networking and community volunteers.
- Providing updates on successes to partners at PACT and other community partnership meetings.

Focus on Vulnerable and Repeat Victims

BTP is committed to identifying, reassuring and dealing effectively with the complaints of both vulnerable and repeat victims. We will achieve this by:

- Adopting the use of a streamlined process to identify vulnerable or repeat victims at the outset of an incident when the call is received into the First Contact Centre or Force Control Room. An appropriate graded response will follow the report of all anti-social behaviour; elements of the grading will take into account the risk to the person involved. Based on the grading, the appropriate resource levels required from BTP will be deployed.
- Vulnerable and repeat victims of anti-social behaviour are identified by the Crime Recording Centre and Crime Management Units.
- Compliance with the victim of crime and repeat victimisation policy.
- Managers will locally monitor offences of anti-social behaviour on the CRIME system to highlight cases involving vulnerable and repeat victims.
- In response to anti-social behaviour offences supervisors will ensure they effectively brief all staff to enable effective patrols and protection of the public to prevent further victimisation.
- The development of educational aids to help supervisors and frontline officers recognise and deal with anti-social behaviour related issues through problem solving.
- The implementation and processing of intelligence through the National Intelligence Model to identify locations where rail staff and the travelling public may be vulnerable.

Focus on Offenders

BTP will ensure that there is a continued focus across the Force on offender management in relation to anti-social behaviour.

We will achieve this through:

- Making applications for anti-social behaviour orders where appropriate
- The commitment of our officers and staff to achieving the Force objective of reducing anti-social behaviour incidents and increasing visibility
- Effectively tasking officers to patrol late night trains in order to prevent offences and detect potential offenders
- Ensuring that efforts are made to trace and deal with all anti-social behaviour offenders appropriately in compliance with Crown Prosecution Service and Scottish Crown Office Guidelines
- Appropriate use of dispersal orders across the Force
- Continued use of intelligence to target vulnerable locations for anti-social behaviour
- Supporting youth projects within the community as diversionary activities from committing anti-social behaviour
- High visibility multi-agency operations aimed at targeting anti-social behaviour.

Performance Management

The evaluation of Force performance helps us understand the problem and focus on what works. This is paramount in achieving our mission of building a safe railway environment free from disruption and the fear of crime.

BTP will ensure that:

- There is a continued review of resilience and deployments in a 24/7 operational capacity to ensure that resources are focused on periods when anti-social behaviour is being committed
- Analyse and monitor Passenger Focus surveys for perceptions of safety
- Area supervisors and leaders will have responsibility for achieving performance locally ensuring that staff initiate projects to tackle anti-social behaviour successfully
- Daily management team meetings will include a focus on anti-social behaviour and enable effective briefing of BTP staff
- Performance management meetings are consistently held at Area and Force level to review anti-social behaviour performance
- We establish whether there have been any changes in the level or nature of anti-social behaviour following policing activity via PACT meetings with stakeholders and community members
- Each Area and key Departments will complete an Anti-Social Behaviour Delivery Plan in line with this Strategy. This will ensure a national consistent approach to dealing with anti-social behaviour and provide a quality service
- All BTP staff to work in compliance with the National Standards of Incident Recording (NSIR)*.

* To be renamed National Standard for Incident Assessment in October 2012 (NSIA).