

# Tackling Anti-Social Behaviour

Mike Mabey - Head of Operations  
Mandip Bahra - Revenue Manager

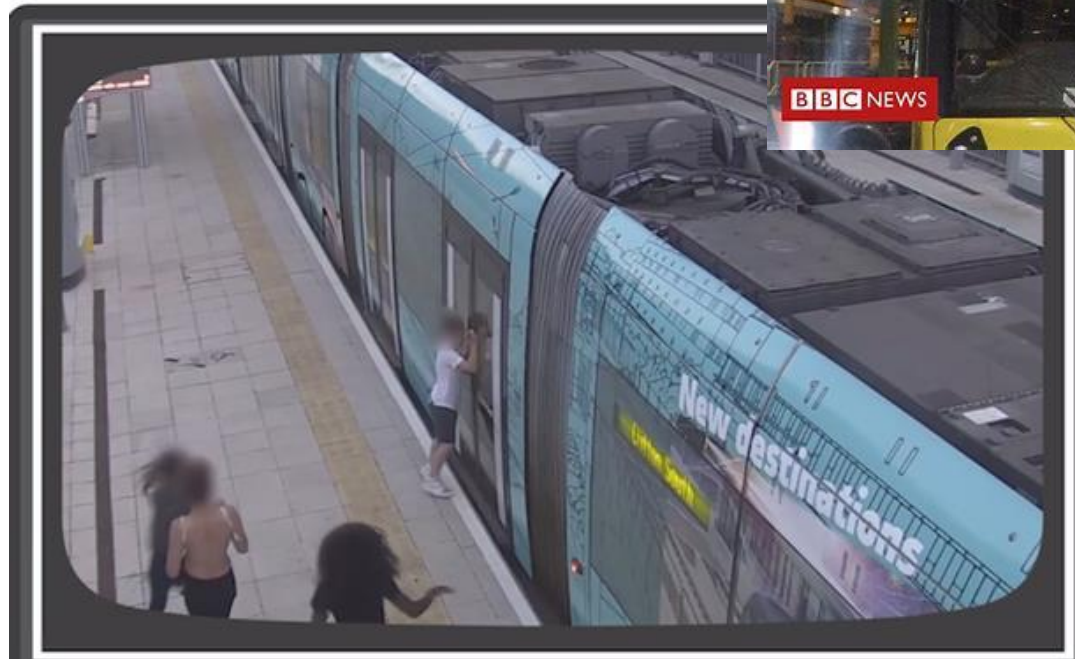
# Tackling Anti-Social Behaviour

## Where and what is the problem

### UK Tram Light Rail Operators Committee

All networks report increase in ASB including:

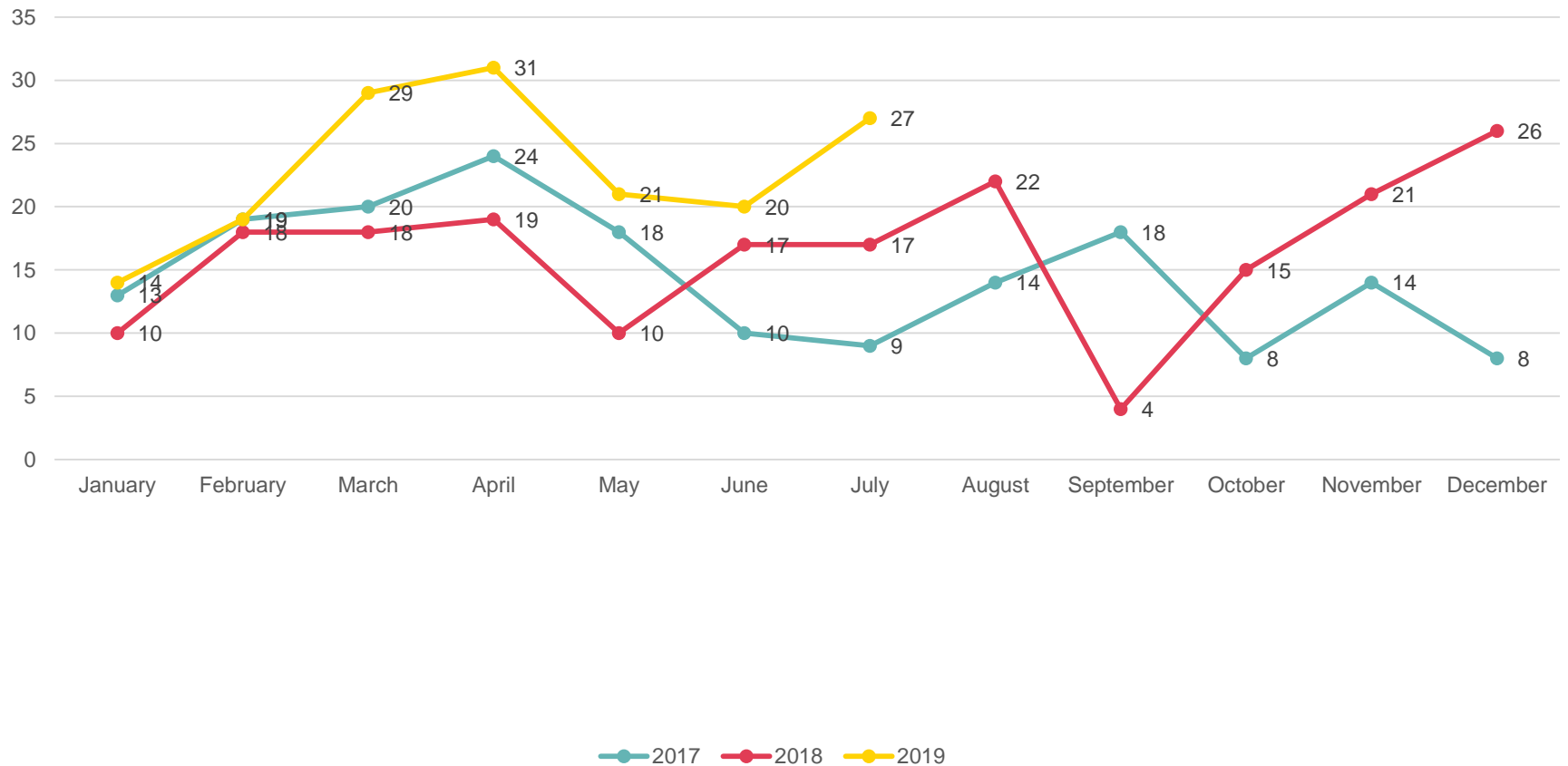
- Staff assaults
  - Physical
  - Verbal
- Tram Surfing
- Homelessness
- Alcohol
- Drugs



# Tackling Anti-Social Behaviour

## Extent of the problem

Anti Social Behaviour Reports





# Tackling Anti-Social Behaviour – Why?

## Police officer numbers drop by nearly 20,000 since 2009



# Tackling Anti-Social Behaviour

## The affects



# Tackling Anti-Social Behaviour







Images from the Nottingham city centre shooting  
cordon

## Manchester Evening News

*The plan to stop crime and anti-social behaviour on public transport in Greater Manchester - 63 cops will form a special unit known as "Travel Safe Unit"*



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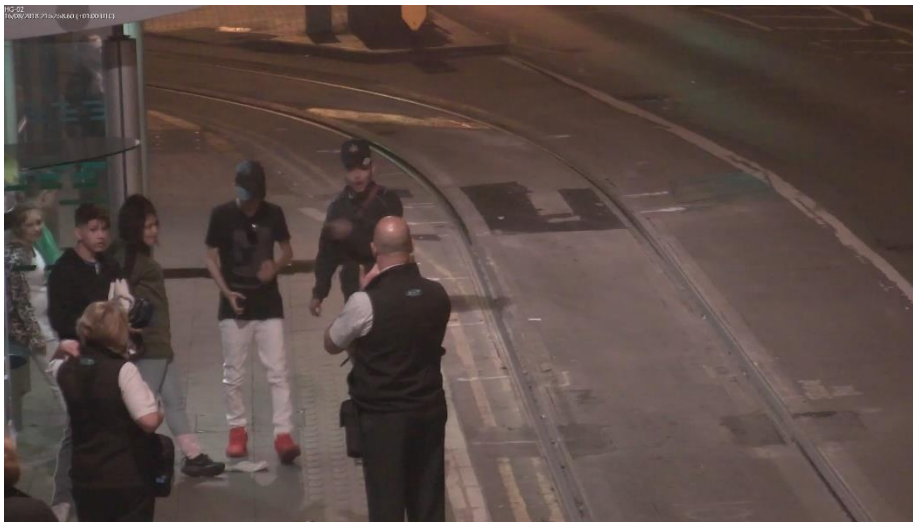
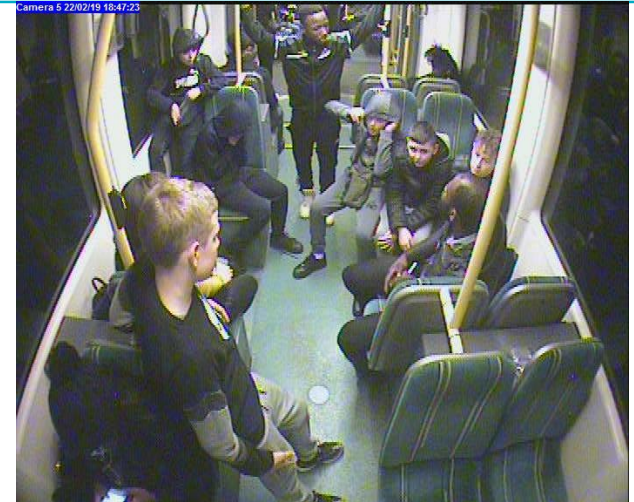
<https://youtu.be/H4v7E8-yFG4>



# Tackling Anti-Social Behaviour

## Tackling Anti-social behaviour in Clifton

- ⦿ Police
- ⦿ Community protection – presentation to CPO intelligence tasking meeting
- ⦿ Youth offenders Team – identify youth offenders
- ⦿ County Council Housing teams
- ⦿ PCSO's



# Tackling Anti-Social Behaviour

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## Anti-social behaviour in Nottingham

- ⦿ Now bigger issues on line one
  - Homeless
  - Alcohol
  - Drugs
- ⦿ Operation to displace homeless from city centre having an impact on trams
  - Aggressive beggars – The Forest
  - Homeless travelling on trams defecating on seats
  - Becoming more aggressive to staff
- ⦿ Working with the police
  - Carried out number of joint operations on Clifton line – now under control
  - Operated knife arch at Bulwell four arrests made
  - Employ police on overtime to provide a dedicated service to the tram network
    - Improve staff morale
    - Increased detection rates
    - Self funding through penalty fares
- ⦿ Working with the City Councils homeless teams
- ⦿ Get assistance from the Police Crime and Commissioner



# Tackling Anti-Social Behaviour



**Nottingham  
City Council**



## Vanguard Plus

Nottingham City Council –  
Ending Gang and Youth Violence Team

Sarah Day - Operational Manager



A modern tram with a teal and silver finish is traveling on a city street. The tram has a large front window and the letters 'N-T' on its front. It is connected to overhead power lines. In the background, there is a blue building with large windows and a blue sky with white clouds.

# Thank you for your attention

Questions/answers

**KEOLIS**