



TACKLING ANTI-SOCIAL BEHAVIOUR AT RAILWAY STATIONS

Brinnington, Stockport

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NORTHERN



- ▶ Brinnington station is at the centre of a large local authority housing estate built in the 1950s.
- ▶ Includes high rise tower blocks and has a dense housing population with high levels of deprivation and low level of local amenities and has an Index of Multiple Deprivation Decile of 1 (most deprived)
- ▶ It has the highest level of disabled people of all the areas in Stockport (28%)
- ▶ The station was built to serve the estate and opened in 1977.

BRINNINGTON



- ▶ Local initiatives took place which included Community Mapping activities. These community designed maps were brought into the station by the **South East Manchester CRP** in partnership with the Brinnington Forum (run by **Life Leisure**, the leisure centre provider).
- ▶ **Northern Trains** delivered a rail safety session in partnership with **Network Rail** using the Education Train set, with an open invite to the community.
- ▶ **Network Rail** worked with **Life Leisure** and young people to create artworks for the station, which the **CRP and Station Sdopter** brought together into three artworks
- ▶ **Northern Trains Retail Team** took the initiative to set up a 'swop shop' and community **Facebook page** which grew to a membership of almost 2000.
- ▶ The **Station Adopter** revised his planting strategy to bring a display to the front of the station where it would enhance the station frontage and be protected from vandalism, as well as displaying historic pictures inside the station.

WHAT HAPPENED – PARTNERSHIP WORKING



- Increased footfall through the station
- A measurable decrease in anti-social behaviour on the Network Rail route crime report.
- Local community volunteers helping at the Swap Shop and with the Facebook page, supporting their personal development and reducing social isolation.
- Increased community ownership of the station.
- Recognised at National Awards and on Regional television and radio for its innovation.
- Shortlisted for the CRN Awards.
- Customers report 100% satisfaction for cleanliness, ease of access to the station, and overall CSAT for both Periods 3 and 4 in 2024, as well as the same periods in 2025, although only a small amount of data was available.



Brinnington Train Station Swap Shop ›

THE OUTCOME

- ▶ Following a successful trial in 2022, classical music is now played at a number of Northern stations to reduce ASB. Customers report that they feel safer due to a reduction in the gathering of large groups which were causing a nuisance, particularly during school holidays.
- ▶ A trial of the use of marketing material on shelters has improved our station report scores for 2 out of 3 stations. One was impacted by the adhesion of the advertising.

OTHER ASB REDUCTION STRATEGIES BY NORTHERN TRAINS

Classical music to remain at station after trial cuts crime

A STATION in Blackburn is to continue playing classical music after a trial found it helped to deter anti-social behaviour.

Train operator Northern began a trial playing music inspired by composers such as Beethoven and Mozart at nine stations in 2022, which was then rolled out to another 26, including Mill Hill station.

The trial was aimed at preventing loitering, vandalism and graffiti at stations.

And customers have said the music made them feel safer at the stations involved in the trial, as large groups had stopped gathering there regularly and causing a nuisance.

Northern teams at the stations play music at certain times of the day to tackle anti-social behaviour, and also control the volume so as not to disturb nearby residents.

Due to the success of the trial, stations including Mill Hill will continue to play the music, while other tools to combat



Mill Hill station in Blackburn

anti-social behaviour are also being invested in, and Northern is looking at rolling out music to more stations across its network.

Tricia Williams, chief operating officer at Northern, said: "We're pleased to have found an innovative and effective way of deterring anti-social behaviour. Following the successful trial, we will continue playing classical music at these stations and look to

introduce it at others in the coming months.

"We want all of our customers to feel safe and secure when they travel and this approach, along with other investments we are making, is working well."

Northern is also investing in 600 new CCTV cameras at its stations, having already installed 7,000 cameras on its trains and investing £1.7m on body-worn cameras for staff.

