

Police and Crime Committee

This document contains the written evidence received by the Committee in response to its Call for Evidence, which formed part of its investigation into and informed the *Police investigation of serious injury collisions* report.

Calls for Evidence are open to anyone to respond to and in November 2023 the Committee published a number of questions it was particularly interested in responses to as part of its work, which can be found on page 2. The Call for Evidence was open from Thursday 16 November to Friday 22 December 2023.

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Questions asked by the Committee

1. Have you been affected by serious injury collisions in London? What impact have you experienced?
2. What is your experience of the Met's investigation of serious injury collisions in London?
3. In your view, are serious injury collisions in London adequately investigated? Why?
4. How do the investigations of serious injury collisions affect road crash victims and their families?
5. What level of support is in place in London for victims of serious injury collisions and their families? What more is needed?
6. How well does the Met communicate its serious injury collision investigation work, including information to victims concerning the investigation process, timeline and charging decisions?
7. In your experience, how easy is it to acquire information from the Met when it is necessary for victims' access to civil compensation following a collision?
8. What more could the Met be doing to increase confidence in the police investigation and charging decision after a serious injury collision?
9. In your view, is the Met sufficiently resourced and trained to carry out investigations into serious injury collisions? Why?
10. How could the Met's serious injury collision investigation work best contribute to achieving the Mayor's Vision Zero target of eliminating deaths and serious injuries from London's roads?

PISIC 2

Please find a response from the perspective of a victim of a serious collision injury.

1. Have you been affected by serious injury collisions in London? What impact have you experienced?

In October 2021 I was hit by a driver of a black cab while heading north cycling in the cycle lane on [personal information redacted for publication]. The driver turned across me hitting me side on at speed. I was knocked into a wall and woke up in an ambulance waiting to enter UCH. The driver broke 8 of my ribs and 2 Thoracic vertebrae (11 and 12). I was in hospital for 2 weeks and wore a back brace for the following 12 weeks. I now experience chronic back pain, especially painful after cycling (which is unfortunate as I am a [personal information redacted for publication])

The driver apparently remained with me until the ambulance arrived. He gave his contact number to the paramedic to hand to me. When I was able I messaged him from the hospital and he responded that he was 'sorry for putting me in this mess' and went on to

describe what happened saying he didn't see me. He said he had the incident on his dash cam. Which then disappeared.

2. What is your experience of the Met's investigation of serious injury collisions in London?

An officer from the Central North command unit based in [personal information redacted for publication] police station arrived at the scene.

According to the collision report the driver was asked 9 questions at the site then released without arrest. There were no witnesses or CCTV according to police report. The policeman did not interview me at the scene as I 'was in too much pain'. On being asked what happened the driver said 'I did not expect a cycle lane to be there and did not expect anyone to be approaching from the other direction on a one way street. I did not think there was anyone to give way to' (He did cross a give way line ahead of his manoeuvre that hit me.) He then went on to say that 'the cyclist was in the blind spot of my windscreen pillar. The Met later asked me to fill in a form describing the crash including drawing an image. I subsequently revisited the crash site which is a poorly designed sweeping junction encouraging drivers to speed across the contraflow cycle lane.

I received an email stating that because there was no CCTV nor any witnesses, and driver stated that there was no chip in his dashcam (after messaging me that he had this footage) the Met decided they were not able to prosecute. My (no win no fee) lawyer from [personal information redacted for publication] also said that a prosecution was unlikely and advised me not to pursue this further.

3. In your view, are serious injury collisions in London adequately investigated? Why?

I can only respond to this question from my own experience.

- The initial report included an interview with the driver, not with me and was written and sent to my lawyer 4 months later and still did not include any input from me
- The police did not interview me in person, just asked me to fill in their standard collision report
- I find it hard to believe that there was no CCTV on this busy london street
- The driver admitted he was at fault in texts to me which I sent to the police. This didn't seem to count for anything
- The police seemed to accept that the dashcam footage was unavailable despite the driver stating in a text to me that he had this

PISIC 3

Question 1: I was knocked off my bicycle by a car, whilst I was cycling on a marked official cycle lane on a wide pavement. I was knocked unconscious, and so do not know what happened at the moment of impact; but I remember clearly the seconds before being hit and everything once I gained consciousness. A policeman was at the scene when I was regaining consciousness and he had already called an ambulance. I ended up staying in

hospital for 5 days, once A&E had assessed me and found I had fractured 2 vertebrae, 3 ribs and a multiple fracture of my right clavicle. Six months on and the main impacts of this collision are that I am still recovering physically from the fractures and I am about to start counselling for post traumatic stress disorder.

Question 2: I was contacted a week after the collision by the Met Police Criminal Justice Unit, to say there would be an investigation. Three days later, I was sent a questionnaire to complete. This questionnaire was poorly laid out and seemed to be trying to include driver, victim and witness all in one go. I was subsequently sent a Victim Personal Statement to complete about the effects of the collision. Six weeks after I returned the Victim Personal Statement, I was sent a fourth letter saying that no further action would be taken. During this period, I phoned and emailed the case manager to ask if the one witness (who I had been told had given their details to the police) had completed the main questionnaire and was told that was confidential information, I also asked about progress of the investigation and was told they couldn't give me this information. After the final letter, and being comfortable with the outcome since the driver had admitted responsibility for the collision to their insurance company, I requested to see the questionnaires from the driver and the witness (or at least have some information about their version/recall of the incident); again I was told this was all confidential and could not be released.

Questions 3 & 6: I can only hope that this incident was adequately investigated, but with no information whatsoever that could be released about the inquiry, I really don't know. As I have already stated, there was no information available to me as a victim about the process, timeline or decisions made. The whole investigation seemed like it was all done behind 'closed doors', with no information available as to who and which bodies were involved in the investigation and decision process and how they come to their decisions.

Question 8: The Met should be more transparent about all my comments above.

It would certainly have reduced my PTSD if I could have some of the information I requested; because I was unconscious at the moment of impact from the car, I have no idea or recall of how & where I was hit, or how I fell - this is still causing me major stress and anxiety, since it would be helpful to know what happened during those minutes of my life.

PISIC 4

[personal information redacted for publication]

[personal information redacted for publication]
[personal information redacted for publication]
[personal information redacted for publication]

**Submitted by email to scrutiny@london.gov.uk on 21 December 2023
To Inform the Committee's Discussion**

Our personal experience of the Met Serious Collision Investigators is 25 years old and follows the tragic circumstances of our daughter, [personal information redacted for publication], [personal information redacted for publication], who was killed on [personal information redacted for publication] by a driver who mounted the pavement where she was walking. What ensued is in the public domain.

We have been committed campaigners for 25 years, involving ourselves in road safety, legislation and enforcement calls for efficiencies and strengthening against driver attitudes that kill and maim.

Also, impressed by the service given to us by the Met SCIs assigned to our case, in 1999 we established an annual award called [personal information redacted for publication] to highlight the work of these specialist officers and motivate best practice. Inevitably, we learn of some of the problems.

Calls for Evidence and Public Consultations are a positive mechanism by which to understand how to address and improve standards of public service, including arising issues regarding Personal Injury.

The **Met Roads and Transport Policing Command** is a vast Unit, the largest in the UK, which has developed from a Command Unit with very low Officer morale - because of lack of understanding within the Met hierarchy about the full professional remit of this Unit, at our point of entry in 1998, (surprisingly, ongoing, to some degree) - to a Unit of policing significance and substance, recently included for the first time in the Home Office SPR. *It is an achievement worth protecting, that needs development, not dismantlement.*

The FCIs and SCIs become involved where a collision involves a fatality or serious injury, defined by the loss of limb or where the victim is likely to lose independence. They are not involved with collisions causing slight injuries.

In 2023 there were 101 fatalities in London, with numbers of the seriously injured back to pre-pandemic stats, involving too many serious investigations.

3780 in 2019

2974 in 2020

3505 in 2021

3859 in 2022

Covering London are FCIs (1 Inspector, 5 Sergeants, 30 Constables) and SCIs (4 DI, 16 DS and 56 DC). FCI Units and SCI Units are separate, with different budgets, working 3 x 8-hr shifts.

For all the exemplary results and commitment of the Met FCIs/SCIs, there is only so much that can be done with few experts to cover 607 sq. miles of a GL population of 9,648,000 from **four Traffic Garages** at Alperton(N), Catford (S), Merton (W), Chadwell Heath (E).

It is an area of crime investigation that requires understanding of its complex nature, in the first place, to identify the commensurate requirements of **support** urgently and specifically needed, eg:

●**modern methodologies/ technology and training**

The 3D RiEGL laser scanners used by the Met to scan collision scenes are, apparently, an older generation. While the equipment is still adequate, the modern RiEGL V2-600i terrestrial laser scanner cuts scanning time from 4½ mins to 26 seconds/ 360°, potentially reducing road closure times, releasing investigators more quickly to compile reports and do more proactive prevention. The cost of £100K per unit outweighs the cost to victims of fatal

injury (£2M/h) and serious injury (£220.000/h), to their families and to the health and productivity of a nation, of London, given its increased casualties.

- **effective, not short-cut or ad hoc professional training packages and accreditation**
- **more funding to achieve good and attractive training schemes**
- **recruitment of high calibre people with public-centric attitudes and discipline**
- **strong leadership that raises morale; stops the brain drain of experienced ranks**

The Home Office's prioritization of roads policing should act as stimulus to London and its boroughs. Disappointingly, however, the New Met for London Strategy appears only to specify recruitment for neighbourhood policing, with more specialists assigned to investigations of domestic and sexual abuse, discrimination etc, without specific mention of preventative, proactive measures, or funding, for projects to decrease the violent abuse and violently imposed modus vivendi engendered by road crime, death and serious injury, the ripple benefit of which could lead to that Vision Zero casualties by 2041.

Road fatalities and serious injuries are **not** acceptable collateral damage and are the major cause of death amongst the young between the ages of 16-25.

The rise of serious injuries in London bespeaks what happens when focus is weak. Best practice evolves, must modernise to maintain effectiveness against dangerous drivers who kill and maim.

Changing driver and public attitudes that understand driving in terms of privilege rather than responsibility and duty of care, takes time. A serious drive-down of casualties requires relentless, conviction leadership, cohesive strategy, empowerment and enablement of roads policing and its specialists.

RESPONSES

Q1 – Answered

Q2 – In your view, are serious injury collisions in London adequately investigated.

Why? The investigation of SI collisions should never be just “adequately” investigated.

Serious injuries are life changing, some manageable, others less so, leading to serious health and social complications, enforced adjustments. Road crime that causes such serious injuries must be strongly pursued and prosecuted. Rightly, the expectation of the aggrieved is one of excellence and a responsibility of the CI is to meet that expectation outstandingly. If they are not outstandingly investigated, the fault lies in lack of trained specialists and equipment. (Exemplars of good practice attached).

Q3. – How do the Investigators of SI collisions affect road collision victims and their families? Victims and families caught up in the nightmare web of the CJS following the unexpected and violent death or serious injury of a loved one feel helpless and in the first instance need to entrust themselves to bodies representing the State tasked with investigating and taking victims and/or families through the CJS processes. Most primary or secondary innocent victims will have little or no experience or knowledge of this process. Patience, support, efficiency and compassion are key to achieve co-operation and trust that will in turn lead to a successful investigation and prosecution. How the Investigator and FLO relate to the victims and/or their families by providing regular contact and information about case progress will stimulate gratitude, even regard for the officers concerned and a degree of helpful closure (See attached examples).

Q4. What level of support is in place in London for victims of SI Collisions and their families? What more is needed? The support by Met FLOs is high, many often working in their own time to give it to overcome the difficulties. FLOs are trained for their role on a

voluntary basis. Given the importance of the role in supporting victims and families and also the investigating process, more Officers trained in this specialism are required to relieve those already working to optimum level.

Q5. How well does the Met communicate its SI collision investigation work, including information to victims concerning the investigation process, timeline and charging decisions? The gratitude often expressed to the investigators and FLOs, either directly, through their managers or through the courts, bespeaks the aptitude of these officers. The ideal is to deliver the high standard requirement uniformly through training.

Q6. In your experience, how easy is it to acquire information from the Met when it is necessary for victims' access to civil compensation following a collision? In our own direct cases: criminal ([personal information redacted for publication]) and civil ([personal information redacted for publication]), our lawyers had no problem accessing relevant information. Uniformity of process require clear guidelines.

Q7. What more could the Met be doing to increase confidence in the police investigation and charging decision after a serious injury collision? Compared to other forces the Met is now doing well. More high calibre recruitment to replace those high calibre officers who retire or resign, good training and qualifications in forensics and tooling, funding, are key to providing/sustaining excellence.

Q8. In you View, is the Met sufficiently resourced and trained to carry out investigations into SI collisions? Why? These Met specialists are keen to do their job and prove their commitment repeatedly (see attached examples) but are stretched to cover the whole of London (ref Introduction). Many good investigators are redeployed to other general areas of policing or choose to redeploy for lack of opportunity, or have taken early retirement, without being replaced with the properly trained. The fatal and serious collisions area of investigation is heavy and traumatic and the loss of the expert and experienced is a problem the Met should address.

Q9. How could the Met's serious injury collision investigation work best contribute to achieving the Mayor's Vision Zero target of eliminating deaths and serious injuries from London roads?

The Met FCIs/SCIs and FLOs already contribute greatly to the Mayor's Vision Zero by their sheer commitment to their professional remit, many going above and beyond, stretched and under funded as their units are (ref Introduction).

Committed support of these officers by way of more of them, properly (not just adequately) trained and tooled for the job, is key.

Little for the public good can be achieved with cutbacks or shoestring budgets.

PISIC 5

This response is sent in my personal capacity [personal information redacted for publication]

1. Have you been affected by serious injury collisions in London? What impact have you experienced?

I have been slightly injured in road collisions in London but my [personal information redacted for publication] was seriously injured earlier this year and it has been scary seeing the police response to her crash.

2. What is your experience of the Met's investigation of serious injury collisions in London?

I do not think they have the resources or the inclination to take serious injury collision investigation seriously. They are overstretched and have many problems imposed on them with our failing society. But nor do I think they take serious injury collision investigation seriously as feel they think crashes involve mistakes anyone could make, rather than criminal intent. It is felt to be a civil matter, rather than a criminal one. Yet the civil side can only be settled fairly if the police do a thorough investigation.

3. In your view, are serious injury collisions in London adequately investigated? Why?

Based on my [personal information redacted for publication] case, no. It seemed to be a very easy case as she was on a main cycleway when a car entered and knocked her off her bike. The driver accepted liability but the police decided not to prosecute.

4. How do the investigations of serious injury collisions affect road crash victims and their families?

She may never be the same again, in terms of her mobility or pain free life. She had retired so it is not a loss of income but serious loss of quality of life if she cannot be active and enjoy her allotment, tennis, swimming, etc.

5. What level of support is in place in London for victims of serious injury collisions and their families? What more is needed?

It was much too hard for her family to find out what was happening. Her husband went to the local police station who were unable to help. She should have been provided with more information, a guide, contact details. There ought to be an easy to find number and a dedicated webpage.

6. How well does the Met communicate its serious injury collision investigation work, including information to victims concerning the investigation process, timeline and charging decisions?

Not well.

7. In your experience, how easy is it to acquire information from the Met when it is necessary for victims' access to civil compensation following a collision?

This was handled by her solicitor but I worry for those who don't use a solicitor.

8. What more could the Met be doing to increase confidence in the police investigation and charging decision after a serious injury collision?

Re investigation. We were shocked at how bad the questionnaire was that was sent to her. How can the same form be sent to those seriously/slightly injured as to uninjured drivers and witnesses. There was barely any space to explain her injuries and then she had to answer questions such as how far were you from the collision. There was much room for improvement –this generic, insensitive and outdated form did not inspire confidence—it was the opposite.

Re charging decision. We do not understand the reason to drop the prosecution. She was willing to testify. The police should collate and publish the reasons so people can see and not assume it is just down to lack of investigation.

9. *In your view, is the Met sufficiently resourced and trained to carry out investigations into serious injury collisions? Why?*

She only saw a fractured approach with local police attending the scene but unable to provide any follow up information. We think if the staff involved were better trained on the role of cycleways, they would have appreciated the culpability of the driver driving across one and causing serious injury.

10. *How could the Met's serious injury collision investigation work best contribute to achieving the Mayor's Vision Zero target of eliminating deaths and serious injuries from London's roads?*

If the Mayor is serious about getting more people to cycle, then he should make sure cyclist serious injury collisions are investigated thoroughly and the police are trained and staffed to do so. This should include unconscious bias training as well as training in road danger reduction so they understand the road user hierarchy. They should be better informed and able to apply the Highway Code changes.

I was knocked off my bike when I was exiting a roundabout and a 4x4 did not stop upon entering it. The driver was very apologetic and blamed various factors, including the wet road and that he was in a rush to get to the hospital to see his wife. A passing dog walker had seen the crash and shouted repeatedly at the driver that he could have killed me. I was lucky not to have broken any bones and reported the crash to the police online (as instructed to do when I phoned from the scene). Despite the circumstances and the witness (contact details provided), the police decided not to prosecute—not even to send the driver on an educational course. I had hoped the police would be better with serious injury collisions but it appears not.

PISIC 6

1. Have you been affected by serious injury collisions in London? **YES**
What impact have you experienced? **Fractured left hand and middle back – whiplash**
2. What is your experience of the Met's investigation of serious injury collisions in London? **NOT INTERESTED AFTER THEY LEFT THE SCENE OF THE ACCIDENT THERE IS NO FURTHER CONTACT AND THEY HAVE NOT RESPONDED TO REQUEST FOR POLICE REPORT**
3. In your view, are serious injury collisions in London adequately investigated? **NO**
Why? **FROM NY EXPERIENCE AS STATED ABOVE IN (2) -**

4. How do the investigations of serious injury collisions affect road crash victims and their families? **DEVASTATING – LIFE CHANGING INJURIES in some cases DEATH**
5. What level of support is in place in London for victims of serious injury collisions and their families? What more is needed? **NONE FROM MY EXPERIENCE LAST JULY – NO CONTACT or RESPONSE EVEN TO INSURANCE COMPANY. COMMUNICATION IS NEEDED – TRACE THE RUN AWAY/HIT AND RUN DRIVER especially where they have details of the vehicle – registered keep and insurance details- Brought to justice and taken off our road**
6. How well does the Met communicate its serious injury collision investigation work, including information to victims concerning the investigation process, timeline and charging decisions? **NO communication at all – at least in my case – six months later struggling to get a police report.**
7. In your experience, how easy is it to acquire information from the Met when it is necessary for victims' access to civil compensation following a collision? **Not at all – There is no response or communication from the police**
8. What more could the Met be doing to increase confidence in the police investigation and charging decision after a serious injury collision? **Communicate with the drivers/insurance company injury lawyers and respond in a timely manner**
9. In your view, is the Met sufficiently resourced and trained to carry out investigations into serious injury collisions? Why? **I can't comment on their training as I don't know the extent to which they are training – on the other hand with any investigation one would expect that there should be some communication from the Met police. However - if they are trained then they should be upskilled and equipped to deal with such matters**
10. How could the Met's serious injury collision investigation work best contribute to achieving the Mayor's Vision Zero target of eliminating deaths and serious injuries from London's roads
- . **Communicate with victims and offender**
 - . **Investigate thoroughly each incident**
 - . **Communicate and take each incident seriously**
 - . **Every offence is an offence – as one member of the public has stated the police is only interested in drug related incidences – the killers of our children on the streets etc all are going un-noticed and free to re-offend**

PISIC 7

1. Have you been affected by serious injury collisions in London? What impact have you experienced?

I was knocked off my bicycle in [personal information redacted for publication] sustaining significant facial injuries (hearing loss right ear, fractured eye socket, fractured jaw, two severe lacerations resulting in scarring and two front teeth lost). This has had a substantial life impact, particularly around the loss of hearing and distortion effects I know have in my head when speaking.

2. 2. What is your experience of the Met's investigation of serious injury collisions in London?

A policeman was in the vicinity and attended the accident shortly after it happened. He took a witness statement who said that I was struck by a bus pulling out from its stop. The policeman gave me his CAD ref and the number of the witness while I was in the ambulance. I heard nothing further from the police in the initial period after the accident. My wife and I then had to contact the bus companies to try to obtain video evidence before it is deleted from the bus and to contact the police to get them to do anything. I firmly believe I would not have heard further from the police were it not for our follow up. Here are my notes of the timeline ([personal information redacted for publication] is me):

[personal information redacted for publication]

[personal information redacted for publication]

[personal information redacted for publication] contacted police

Met Police road traffic incidents [personal information redacted for publication]

Lady confirmed it would be [personal information redacted for publication] that would deal with it

Contacted [personal information redacted for publication] [personal information redacted for publication]

Nothing through yet. Check on Monday

Manager of team should be contacted [personal information redacted for publication]

[personal information redacted for publication]

[personal information redacted for publication] contacted [personal information redacted for publication] police on [personal information redacted for publication]

spoke to [personal information redacted for publication]

A case manager will be allocated today; they will be in contact within 5 days

[personal information redacted for publication]

[personal information
redacted for publication]

[personal information redacted for
publication] [personal information redacted for
publication]

Spoke to [personal information redacted for publication] for half an
hour at 9am

Went through the injuries I have and what had happened

Discussed findings from [personal information redacted for publication] confirming
was [personal information redacted for publication] at the front.

[personal information redacted for publication] will send another form; she asked n
the injuries and latest relevant info on an email and send to her.

[person
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[personal
information
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publication]

Forms have been released out to bus companies and are
waiting for them to respond

Police then have to pick up from them and find somewhere
to view - not a quick thing

Council has confirmed there is nothing to see and
nothing was captured

Gave [personal information redacted for publication] the details of the piece of
paper the policeman gave me which said [personal information redacted for
publication] his phone number and the CAD number.

She will be in contact as
news comes in

Sent [personal information redacted for publication]

Dear [personal information redacted for publication],
I am just following up on my bike accident and wonder if you have any news.

I'm conscious that we are now three weeks past the accident and bus CCTV gets wiped.

Really appreciate if you could give me an update please on any information you have found.
Thanks and best regards,
[personal information redacted for publication]

[personal information redacted for publication]

[personal information redacted for publication] from met police called

Confirmed I was hit by a car; no connection with any bus whatsoever

Next step is to raise with enquiry team who will have the witness seen and charged with driving without due care and attention

Police have 6m from time of accident to bring to court; coronavirus may hold things up

I may get called to court

Witness made a 999 call to say he had been involved in a road traffic accident with a cyclist

When police contacted him he said "can I come in and explain" which was strange as she had asked for a witness statement

Can get solicitor involved; however, report wont be released until the case goes to court

Will be cost (several hundreds) to get the report and again for the video and again for the bus driver statement

Bus driver said he heard the accident and saw me on the floor. He hadn't set off and was still taking passengers. He could see I was being attended to and when the road was clear he set off.

3. In your view, are serious injury collisions in London adequately investigated? Why?

I do not believe the accident was adequately investigated in my case and I had to keep pushing them to do something. I suspect the reasons are lack of man power and too much work. When I spoke to people at the police I got the consistent message that they were

struggling under the workload. The fact that Covid hit in March that year exacerbated the situation significantly.

4. How do the investigations of serious injury collisions affect road crash victims and their families?

The investigations have a very profound effect. This is a time when you want to understand what happened to cause the accident and who was at fault. You want to feel that this is being looked into as a serious matter. It's not a time, as in my case, when you are seriously injured and having to chase the police to see if anything is being done.

5. What level of support is in place in London for victims of serious injury collisions and their families? What more is needed?

In the experience of my case, none. I feel there should be immediate follow-up contact to say there is a case and something is being done about it. The victim should not need to chase the police for action.

6. How well does the Met communicate its serious injury collision investigation work, including information to victims concerning the investigation process, timeline and charging decisions?

In my case extremely poorly. There was no information without me contacting them.

7. In your experience, how easy is it to acquire information from the Met when it is necessary for victims' access to civil compensation following a collision?

Having established that it was the witnesses car which hit me and not the bus, I contacted a solicitor to pursue a claim. I further contacted the police to obtain information. They made comments such as "they can't release CCTV until case is concluded" but generally were helpful.

8. What more could the Met be doing to increase confidence in the police investigation and charging decision after a serious injury collision?

Key point for me is communication. I don't mind if they will take time to do something, its knowing that it is underway and in safe hands that is the important thing. I never had that in my case.

9. In your view, is the Met sufficiently resourced and trained to carry out investigations into serious injury collisions? Why?

No. They appear to be overworked and understaffed. In my case, it is possible that a "bobby on the beat" attended my accident was less effective than if traffic police had attended.

10. How could the Met's serious injury collision investigation work best contribute to achieving the Mayor's Vision Zero target of eliminating deaths and serious injuries from London's roads?

I think it could help collate information on why accidents happen and what could be done to improve the situation. In my case, for example, it was on a very busy road, two lanes each way with one lane a bus lane. However, the bus lane is used by a large number of buses which stop frequently. For a cyclist, therefore, you are forced out of the bus lane to overtake the buses, making you vulnerable. This should be addressed in some way - e.g. a small blue lane outside the bus lane where cyclists can have space.

PISIC 8

Key questions answered in [personal information redacted for publication] case.

1. Have you been affected by serious injury collisions in London? What impact have you experienced?

Yes, my [personal information redacted for publication] mother was involved in a collision with a group of club cyclists. The cyclists were doing laps around [personal information redacted for publication]. My mother [personal information redacted for publication], was walking her dog and crossing the road at a designated crossing. She was confronted with a group of at least 4 cyclists, who were travelling between 25mph - 29mph. At least one cyclist in the group collided with [personal information redacted for publication], who was struck to the floor and suffered multiple impact injuries.

The most significant injury was a bleed on her brain which resulted in her death in hospital a few weeks after the collision. Before the collision [personal information redacted for publication] led an active life. She was spritely and lived a busy independent and social life. She was a regular parishioner and ran the church shop on a daily basis. The circumstances of her death have impacted our family's lives forever.

2. What is your experience of the Met's investigation of serious injury collisions in London?

Our experience is as follows;

- The severity of [personal information redacted for publication] injuries at the scene of the collision were so severe that the first ambulance responder called upon further advanced support from other services including HEMs (air ambulance).
- A police officer escorted [personal information redacted for publication] to the hospital and met myself and my wife in the family room whilst the Dr explained her injuries. [personal information redacted for publication] was so poorly in A&E that we were unable to see her for several hours. [personal information redacted for publication] was sedated and that evening taken into ITU and put onto a ventilator.

- The following day whilst in ITU Dr's had conversations with us regarding end of life options and DNR decisions.
- That same day I received an email from the escorting Police Officer to say the case had been passed over to the road traffic collision unit.
- [personal information redacted for publication] was in a critical life threatening condition from the moment the collision occurred, multiple police officers attended the scene and yet we had no support from the Met police, particularly in the immediate days following the collision.
- We had no family liaison officer, nobody called us regarding [personal information redacted for publication] welfare.
- The following week a letter was sent to [personal information redacted for publication] home, asking **her** to get in touch with the unit who were dealing with the case. As my mother was in a coma at the time, I opened the letter and contacted the unit to update them on her condition and the severity of her condition which had been severe from the start.
- The Police sent this letter to my mother who was in a coma from day one, even though they had my contact information.

This was the start of our experience, we cover a lot of the situation in the answers to your following questions below.

3. In your view, are serious injury collisions in London adequately investigated?

Why?

No they are not adequately investigated, firstly it's because [personal information redacted for publication] case was not considered and treated from the start, as serious as her injuries were that resulted in her death.

The investigation from the start should have matched the critical condition she was left in from the moment of the collision.

We still have a number of unanswered questions, we don't know if the road was closed, photographs taken, witness details and statements at the scene, CCTV investigated and gathered instantly.

No public appeal was put on the Met police social media, no call for evidence or information was made by them through press or other means.

It wasn't until I responded to the letter that witness boards were put up, this was some two weeks later - however they were then placed **twice** in the wrong location. I had to email the unit with the exact location to get them moved, this took two attempts and were finally in place after four weeks.

A civilian member of the traffic division called me from the hospital wanting to see [personal information redacted for publication] to gain her account of the collision. To which I explained to him the severity of her injuries and that she was unable to communicate. I had to inform him of the appropriate procedure of how he could obtain information from her Drs. This was another indictment of how my mothers case was not being treated appropriately.

After numerous attempts, calls and a victim impact email explaining the critical condition [personal information redacted for publication] was in, the case was finally escalated to the Serious Traffic Division. This was 6 weeks after the collision.

I was then in contact with a Detective who I arranged to meet at the scene of the collision. Before our meeting I had to call him to inform him of my mothers sad passing.

4. How do the investigations of serious injury collisions affect road crash victims and their families?

For us it was the initial shock of the event, we had so many questions that needed answering, but no one was there to help or guide us. We had no offer of support from the Met Police, no family liaison officer, we didn't know who we could contact until we received the standard letter that was addressed to my Mother at her home.

From the start, everything that occurred in the investigation was requested and therefore instigated by me. For example, my conversations with the unit were to inform them of how severe my mothers injuries were, there was a serious lack of understanding from the Met of how critical her condition was and how impactful this collision was on her life.

Receiving the letter and the civilian member of the traffic division turning up at the hospital caused me much stress and upset. Having to constantly update the Met and instigate many of the actions they eventually took caused a significant amount of stress and time required by me, that I should not have had to do and deal with, whilst visiting every day, caring and grieving for the loss of my mother.

5. What level of support is in place in London for victims of serious injury collisions and their families? What more is needed?

We received no support from the Met Police.

From the start and especially through the most difficult decisions we had to make regarding her situation, her end of life care and her post mortem, there was no help, only pressure from the police.

For example, on the Monday before the post mortem, I got a call from one of the Detective sergeants, who would be attending the post mortem saying I had to sign some paperwork for the removal of my mothers organs for histology, most notably her brain. On the advice of the coroner's officer, I refused, and wasn't going to sign for something that hadn't happened and might not have been required. This was not explained to me and came as a great shock.

Also I ask why should it be down to me as a grieving Son to inform the police of her death . How come the police are not informed but yet this was somebody who was escorted by them following a serious road traffic collision, who then sadly passes away due to their injuries caused in the collision. What more needs to be done, is improved communication.

Following a google search I found the charity Brake and I have received support and advice from them. My first conversation was with an ex traffic officer from the Midlands, after telling him my mothers story and how the police treated the case, he's response was 'it sounds like the Met have let you down big time'.

6. How well does the Met communicate its serious injury collision investigation work, including information to victims concerning the investigation process, timeline and charging decisions?

Appalling, I had to contact the Met and chase them for updates. I had to raise my concerns and get my mothers case escalated.

When the Detective did contact me, it was often at inappropriate times due to his shift pattern.

No one gave us information on the process, they were never clear on timelines.

We asked if we should get legal support, the Met advised that if there was to be a prosecution it would be down to the Crown, the Met advised us that we didn't need legal advice or support. I assumed that because the collision resulted in my mothers death, there would be some sort of prosecution, of which there isn't in this case and my solicitor who I have since instructed has informed me that it would have been better for me if I had appointed him and had legal representation from the start. In my opinion the Met have let me down here and misinformed me.

The decision to not prosecute the cyclist was made on the [personal information redacted for publication] to which I, following a chase for information to the police in [personal information redacted for publication] was eventually told of this decision - of no further action - a month after it was made and only because I followed it up with the Met police.

7. In your experience, how easy is it to acquire information from the Met when it is necessary for victims' access to civil compensation following a collision?

No information has ever been given to us from the Met regarding being a victim or accessing information. Since having instructed a solicitor we are still waiting for the police to disclose the witness statements and information regarding their decision and this case, that we are entitled to. We have had face to face meetings with the Police and numerous phone and email communications and still we are waiting for disclosure.

8. What more could the Met be doing to increase confidence in the police investigation and charging decision after a serious injury collision?

Communication needs to be timely, considered, compassionate and appropriate.

Treating the victim [personal information redacted for publication] with respect

Following the fatality, treating us her immediate family/next of kin as the victims we deserved to be treated as.

Full disclosure of information, our legal rights, general information that is available to us, should be shared or advice given.

9. In your view, is the Met sufficiently resourced and trained to carry out investigations into serious injury collisions? Why?

Going on our experience, no. Sending a civilian to question [personal information redacted for publication] whilst she had severe brain damage is one example why we don't believe they have the resources or have been trained appropriately. Not putting out a public appeal for CCTV, dash cam, witnesses. Only one attempt made and not chasing up with the one

property that did have CCTV, makes me believe that they didn't have the resources to deal with this case, this could have led to a different criminal outcome. With regards to training, I would like to raise key questions regarding unconscious bias, age discrimination and vehicle discrimination in [personal information redacted for publication] case, for example had it been a motor bicycle involved as opposed to a bicycle or if [personal information redacted for publication] had been 8 years old instead of [personal information redacted for publication], would her case have been treated differently?

10. How could the Met's serious injury collision investigation work best contribute to achieving the Mayor's Vision Zero target of eliminating deaths and serious injuries from London's roads?

There is no connected communication between the public services such as the NHS to the Met police. Also in [personal information redacted for publication] case other authorities be it local council or public and private

interest parties, for example Royal Parks, Crown Estates, TFL. If there is no communication from the Met to these parties how can prevention and traffic calming measures be put in place. In [personal information redacted for publication] case, we have requested a [personal information redacted for publication] The Met police should have taken action from the start to match the severity of [personal information redacted for publication] case.

The Mayor's vision of zero target, needs to take into account prevention of pedestrian deaths caused by bicycles, not just motor vehicles.

The statistics on the TFL casualties in greater london 2022 data report shows zero pedestrians killed by pedal cycle in 2022. This is not correct. [personal information redacted for publication] death was directly caused by the impact, acceleration and de - acceleration of head trauma caused by the collision, the post mortem confirms this of which 6 police officers were in attendance.

PISIC 10

I suffered a fractured hip when I had a collision on my bike with a dog on a marked cycle lane in a park [personal information redacted for publication]. I did not report it as I failed to get the details of the dog owner and I didn't think reporting it would achieve anything. It did cross my mind that I could sue them for damages, but I didn't want the hassle. I didn't even think to report it to the police as I assume that they have more serious things to investigate, but it does raise concerns that accidents on footpaths and cycle tracks may be under reported if other people feel the same way.

PISIC 11

1. Have you been affected by serious injury collisions in London? Yes
2. What impact have you experienced? My liver was torn to the centre; I spent 10 days in hospital and couldn't work for 6 weeks. I felt traumatised by the whole experience.
3. What is your experience of the Met's investigation of serious injury collisions in London? Beyond appalling. They drove past me whilst I was dieing on the street, wound down the window and proceeded to leave when someone told them an ambulance had been called. Some other officers then appeared at the hospital because the hospital called them. They tried to question me and force me to say the accident was my fault. The doctors were horrified and sent the police away. The police then proceeded to write up a totally made up report about what happened, essentially trying to cover their backs for all the errors they had made.
4. In your view, are serious injury collisions in London adequately investigated? Why? Absolutely not. My experience was they had no interest in uncovering the truth or finding the driver who was responsible for the crash.
5. How do the investigations of serious injury collisions affect road crash victims and their families? Not only did the accident leave me almost dead, but the whole process afterwards left me feeling scared and unprotected by the very authorities who are supposed to be there to protect you. It was horrific.
6. What level of support is in place in London for victims of serious injury collisions and their families? What more is needed? Absolutely no support - in fact the opposite. A concerted effort to blame the victim. A total change of attitude is needed.
7. How well does the Met communicate its serious injury collision investigation work, including information to victims concerning the investigation process, timeline and charging decisions? They didn't communicate at all. I had to do all the chasing and they consistently misinformed me about what was happening. They told me there was no CCTV footage but then in their report said there was footage that showed there was no collision with a car and that I had miraculously managed to tear my liver in half by myself. Oh, and I was drunk. The hospital records showed that I was totally sober and when I asked to see the CCTV footage they refused to show it to me.
8. In your experience, how easy is it to acquire information from the Met when it is necessary for victims' access to civil compensation following a collision? I would say it was impossible
9. What more could the Met be doing to increase confidence in the police investigation and charging decision after a serious injury collision? A basic level of humanity and competence would go an awfully long way.
10. In your view, is the Met sufficiently resourced and trained to carry out investigations into serious injury collisions? Why? No - see all of the above
11. How could the Met's serious injury collision investigation work best contribute to achieving the Mayor's Vision Zero target of eliminating deaths and serious injuries from London's roads? They could just do their job. Then maybe speeding drivers who almost kill people will not be allowed on our streets anymore.

PISIC 12

We have been affected by a serious collision that happened on [personal information redacted for publication] and [personal information redacted for publication]. The impact is totally devastating. My husband and I cannot bear the loss of our son. He was a beautiful intelligent caring young man. He chose to cycle in London for exercise and to do his bit towards clean air, noise and climate warming. He was one of the young people who was able to add to and assist society and the future of our world. Each day without him is unbearable.

We cannot function in any normal way, my husband cannot face going back to his business. Each day feels like I have been ripped apart, sadness hits all the time with every little thing. The feeling is dark all consuming and overwhelming. Every day is like being condemned to eternal torment.

My son has been killed and his whole bright happy future taken away from him. Our lives have come to a full stop. The ripples of sadness have overwhelmed all our families and [personal information redacted for publication] friends, he is missed so much.

The small community here is also grieving as [personal information redacted for publication] was loved by many people. To continue living without him is not something I can deal with.

2 What is your experience of the Met investigation .

We are only on the beginning of this road. The family liaison officer dealt with a member of our family the first week at our request. He does ring now to keep in contact but information is minimal and not always consistent. They have initially met with us [personal information redacted for publication] and we requested a further meeting on [personal information redacted for publication] to ask some questions.

3 Are serious injury collisions adequately investigated

I have some concerns that cycle accidents may not be taken as seriously as they ought as they are a common occurrence in London. We are only at the beginning of this process but the case seems to totally rely on the forensic evidence. Witness statements of pre and post accident had not been taken 2 months after the incident.

4 Affect of investigations of SIC on victims and family

Investigation process does have a huge impact on a family

5. level of support in London. We live in Wales

6 . How well does the Met communicate its SIC investigation work.

They have explained the time line and that it will be long. The rest is all dependent upon the forensic evidence, even though some witnesses saw some pre and post behaviour of the driver. Communicating some confidence in this process does need improvement.

7 .n/a currently

8. What more could be done to increase confidence.

It could be made more clear that the investigation is being followed through and clear messages given to the family. Are the officers aware of road death investigation guidelines. Also concern of witnesses being contacted so late after incident. Any road death should be taken by the police and taken seriously looking towards prosecution of drivers in charge of motor vehicles.

9. Met office resourced and trained

We have been told they are very busy and dealing with serious cases and due to lack of staff there is a back log. The forensic investigation team do not have enough trained investigators therefore it can be up to a year to get results back .I note the budget for this type of department has been drastically cut so lack of resources to be able to do their job.

10 How Met investigation can contribute to Vision zero

The statistics from all serious collisions can be mapped to define the worst road . The information of speeding and dangerous drivers used to show that traffic calming is required. On last years statistics averaged, 9 people per month were killed ,322 per month seriously injured, 2,770 per month slightly injured . These numbers are unacceptable and indicates that action must be taken on Londons roads to protect the vulnerable road user. Proper protected bike lanes are needed. Private car use is not necessary in inner London as public transport is available (take note of the Netherlands and many other cities that are making places better for everyone)

Deterrents, sentencing and removal of driving licence until investigation completed need to be strong and also prosecutions taken on all drivers not taking care on the roads .

The death of someone killed by a person driving a ton of steel around is something we must all take seriously. I agree with 20mph in all built up areas, car free areas in cities as they are not necessary and low emission zones.

Action must be taken to prevent any further unnecessary deaths, and the devastation that it leaves.

PISIC 13

Hi,

My daughter [personal information redacted for publication] was killed on [personal information redacted for publication] as she was crossing the road. The driver had been flagged earlier by police for dangerous driving and had slowed, but when a gap opened in the traffic he took off at high speed, driving on both sides of the road down [personal information redacted for publication] and, although she jumped back, he swerved into my daughter and hit her, killing her instantly Her boyfriend and his friend were seconds behind her. He drove off and went into hiding for 48 hours until handing himself in, meaning he could not be breathalysed and, by pleading guilty, he automatically got a third off his

sentence. He had a string of previous convictions, including for driving under the influence of drugs. His father is a barrister and he was the first person he called. He served 3.5 years.

The incident happened at 9.45. The police [Essex] came to our house at 2am. They really didn't know much except that she had died. Then the Met Police arrived. They didn't seem to know much more and it seemed to be mostly about signing forms and talking about the police involvement and the process which is not really something we took in at that stage. To us it seemed like they were covering their backs. What we wanted to know most was whether she had died instantly or had suffered. I don't recall anything about whether we would like to see her body. This has troubled me a lot since as we didn't see her body until just before the funeral when she didn't look like her. The family liaison officer did mention this, but he did not arrive until the end of the following day by which time the autopsy had been done. My main concern was that she would be so badly injured. I think the police could advise better on this.

The family liaison officer was very friendly, but the service seemed stretched. He often seemed to be on annual leave and if we emailed him he would take a few days to reply. This all happened just as the Covid lockdown came into effect which may have affected things. He did give updates on the search for the driver and then what was happening with that, but the [personal information redacted for publication]. The police had told them not to. The [personal information redacted for publication] had given the police one hour to tell us. We weren't informed, but that may be because the family liaison officer did not arrive until several hours later. [personal information redacted for publication]. Three of my brothers saw it and one complained and it was taken down. I put in a complaint to IPSO for intrusion into grief and, unbelievably, [personal information redacted for publication].

The [personal information redacted for publication]. The driver's lawyer didn't turn up and the driver refused to plead without his lawyer, even though he had already said he would plead guilty [to benefit from the third off his sentence]. The driver then refused to come to court to be sentenced twice and was sentenced in absentia. This lengthened the time of the court case by several months. I was surprised about how little contact we had with the CPS to explain the court proceedings - why they did not seek the maximum sentence [14 years rather than 10.5], what the defence was saying etc. Because it was a summary sentencing we did not hear much about what actually happened. The court was shown the video, but we did not want to see that so left the court at that point. Every communication about the case, every question, had to go through the family liaison officer who was often absent and then would email a reply.

Because I did not feel we got to hear much about what actually happened eg witness statements, I asked the coroner for the case file [personal information redacted for publication] I would not have known otherwise. The coroner was not very empathetic. He had opened the inquest and then a year later when we had heard nothing, I contacted him and he then sent an email saying 'we may know that the driver had been sentenced and there had been an independent police investigation' - as if we wouldn't care enough to know

that. Because of this he was going to close the case. We had not had the full death certificate so I had to ask for that. They lost the details and I had to resend them. Everything seemed to be about me chasing things. At one point I had a list of people to ring that I would just go through every week. Because of Covid it was extremely difficult to get through to anyone. The coroner's case file contained a couple of witness statements and the autopsy.

Because of the lack of an inquest, I then contacted the council about road safety in the area, via the Women's Equality Party [personal information redacted for publication] and the local MP, because I had thought the inquest would have investigated this aspect and whether other similar deaths could be prevented. I investigated other deaths and accidents on that stretch of road. I could not believe that one summary sentencing without the perpetrator present [a total farce] was all that was going to happen and that we should be happy with that.

All of this again took ages. Through the council - who were not helpful - I found out that TfL, the police and the council had decided that the case was such a criminal one that there was nothing that could be done to stop it happening again. We were not involved in or informed about this decision. I only found out through my own enquiries. Through this process - about a year after Anisha died - I was told I could speak to the transport police about the case and find out the details. I went to [personal information redacted for publication] police station in [personal information redacted for publication]. They showed me the files and two officers talked to me about the investigation. I watched the video footage. Unfortunately, I got a parking fine because there is only a shopping centre nearby which has parking restrictions which I didn't realise, also because I hadn't realised that the process would take all morning.

There was also the independent police report, which took over a year. It mainly seemed to be a discussion of the meaning of the words pursue and follow. Through this time I was also dealing with the victim liaison service as the driver used the first opportunity to try to get moved to an open prison. I had to write a statement [I have written so many statements over these years, each time reliving everything]. He appealed. I was told he would appeal again after six months and anticipated having to do another statement [by then we had had the independent police report]. The victim liaison office didn't inform us of this appeal. I had to chase them and I was told the original officer had been moved to another case. Then a month later the new officer told us he had got permission to move to an open prison the month before. It was recommended that I try restorative justice. I went through over a year of this process - in order to read out my witness statement to him - before it was halted as the driver was 'too angry' to continue. He had been moved back to closed prison due to an incident [we were given no information as no charge was brought] and he blamed everyone else for his being in prison, including [personal information redacted for publication]. He was given victim empathy sessions. He is still having these. We have an exclusion order around our house and the liaison officer told us that, if we see the driver, we should inform them. I said that we don't know what he looks like as he didn't come to court. We only have the old photo that was used in the press. Apparently we are not allowed to know what he looks like.

All in all, the whole process has been an eye opener into the justice system in this country. I would say that currently the justice system makes things worse, if that is possible. Most of what I have learned has been through my own endeavours. I feel there needs to be someone independent and on the side of the victim's family who can guide people through this process, through all the different parts of it which go on for so much longer than the sentencing [we have had very little contact with the family liaison officer since the [personal information redacted for publication] and who is available to explain it all better. I didn't know what questions I needed to ask at the start. We took out a civil case against the driver and went round the houses with lawyers. I didn't know who to trust. I have been in touch with Victim's Support. I didn't find them very helpful. The most helpful has been Roadpeace, which I only found out by accident through a person I met at Compassionate Friends. Brake seemed very disorganised. The reason Roadpeace is so good is that they genuinely seem to care and to listen.

PISIC 14

Evidence Submission — Police Investigation of Serious Injury Collisions—Comments re Bus KSIs and Bus Crash Investigations from 22 November 2023 Session

By way of background, I am long-time London resident and businessman who has voluntarily investigated TfL's Operational Bus Safety Performance for over a decade after I was critically injured by a TfL Bus on Oxford Street on 18 December 2009 (fourteen years ago today in fact).

I watched the 22 November 2023 Police and Crime Committee session "Police Investigation of Serious Injury Collisions" with great interest.

I would like to (a) comment on some of the Panellists' statements about Bus KSIs and Bus Crash Investigations Panellists made in response to that issue being raised by Keith Prince AM, and (b) offer some suggestions for further work on this important topic that the Committee might wish to consider in more detail at some point in the future.

Turning to the Panellists' specific comments—

"I do not think they [Buses] do contribute to a significant number of road deaths. It is very low in London, deaths from buses"

When Keith Prince (correctly) responded to that Panellist's statement *with "I think they accounted for about nine per cent last year"*—

—the same Panellist rebutted with *"You have cars accounting for over half. There has been a real focus on the Bus Safety Programme, and I know there is a new one just out recently. I would think that you are getting much better investigations into collisions involving a bus than you do a car. You already have better information."*

I think these statements indicate that Panellist was misinformed.

1. For years, TfL Bus KSIs have been much higher than Buses’ presence on the road would predict.

An analysis of TfL’s published data shows that, since 2015 to 2022, London’s Bus Operation—a fleet of vehicles whose presence on the road—unlike most ‘cars’—is entirely due to long- term performance contracts written, negotiated, monitored and enforced by Transport for London—have accounted for both an average of 9% of all deaths from vehicles *and* an average of 9% of all pedestrian deaths in London.

London Bus Fatal/Traffic Fatal	Fatal	Total Traffic Deaths	Bus Deaths as % of Total Traffic Deaths	Total Pedestrian Deaths	Bus v Pedestrian Deaths	Bus v Ped Deaths as % of Total Pedestrian Deaths
2005-09 Baseline Avg	N/A	211	N/A	96	N/A	N/A
2007	21	222	9%	109	No Data Available	No Data Available
2008	22	204	11%	94	No Data Available	No Data Available
2009	23	184	13%	88	No Data Available	No Data Available
2010	13	126	10%	58	No Data Available	No Data Available
2011	15	159	9%	77	No Data Available	No Data Available
2012	15	134	11%	69	No Data Available	No Data Available
2013	10	132	8%	65	No Data Available	No Data Available
2014	10	127	8%	64	6	9%
2010-2014 Baseline Avg	N/A	135.6	N/A	66.6	N/A	N/A
2015	14	136	10%	66	9	14%
2016	11	116	9%	61	8	13%
2017	12	131	9%	73	7	10%
2018	11	112	10%	57	8	14%
2019	10	125	8%	68	5	7%
2020	10	96	10%	45	4	9%
2021	10	75	13%	36	4	11%
2022	7	101	7%	41	3	7%
Total	214	2315.6	9%	1137.6	54	9%

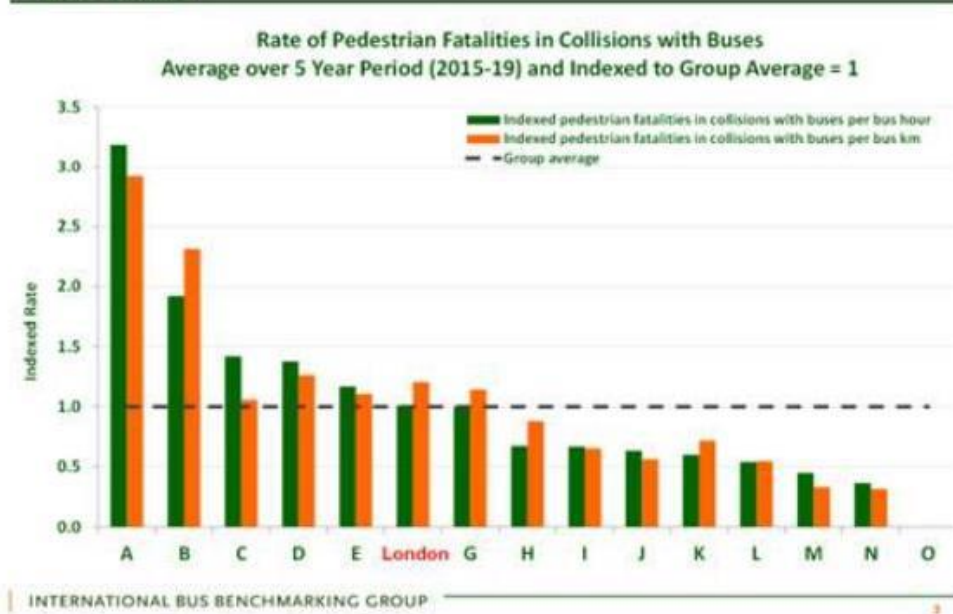
Sources:
 2007-2022 Data extracted from Transport for London, Casualties in Greater London Annual Reports and Bus Safety Data (published since Q1 2014)
 2020 Data from <https://www.standard.co.uk/news/london/london-cyclist-deaths-increase-during-covid-pandemic-b942378.html>
 2005-2009 Baseline Data Data extracted from Transport for London, Casualties in Greater London Annual Report 2022

For a fleet of vehicles whose presence on the road has—according to published DfT Data—(a) *declined* from 3% to 1% over that period and, in principle, (b) reports to the Mayor as TfL Chair, I think the comparison with fatalities from cars lacks credibility for a couple of obvious reasons: (a) versus 1% for TfL Buses, cars *do account for the majority of vehicles* on London’s roads and (b) all those cars are not present on London’s roads because they’re working under contracts for TfL and the Mayor. I challenge the Committee or its Panellists to find me another fleet of contracted vehicles in London which might account for a higher percentage of both total traffic *and* pedestrian deaths since 2015 than TfL’s contracted bus fleet.

2. London’s Bus Fleet is less safe than most of its ‘world city’ Peers (and might be the least-safe public Bus Fleet in Europe)

Now as far as [deaths from buses] being “very low”, the available published data evidences just the opposite. Years of Imperial College’s International Bus Benchmarking Group data (also published on TfL’s Website) show that, when benchmarked to its world city peers, London falls in the *upper half* for pedestrian deaths from buses.

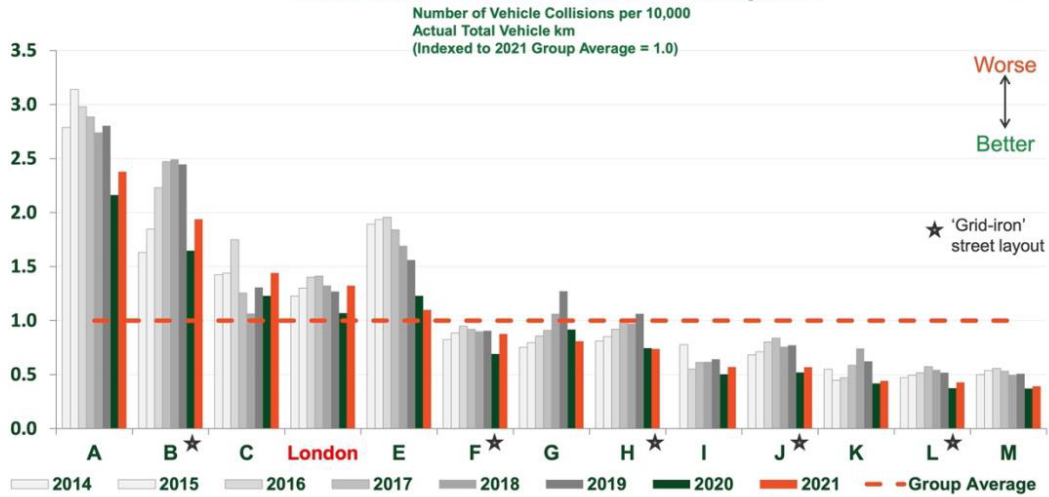
IBBG Benchmarking of Pedestrian Fatalities In Collisions with Buses



Furthermore, recent IBBG Data shows London’s position in [Bus] Collisions per Vehicle KM has been increasing so it now falls within *the highest quartile* for these potentially-lethal incidents.

Collisions per Vehicle km

How does the collision rate compare?



13 The Performance of London Buses Compared to Other World Cities



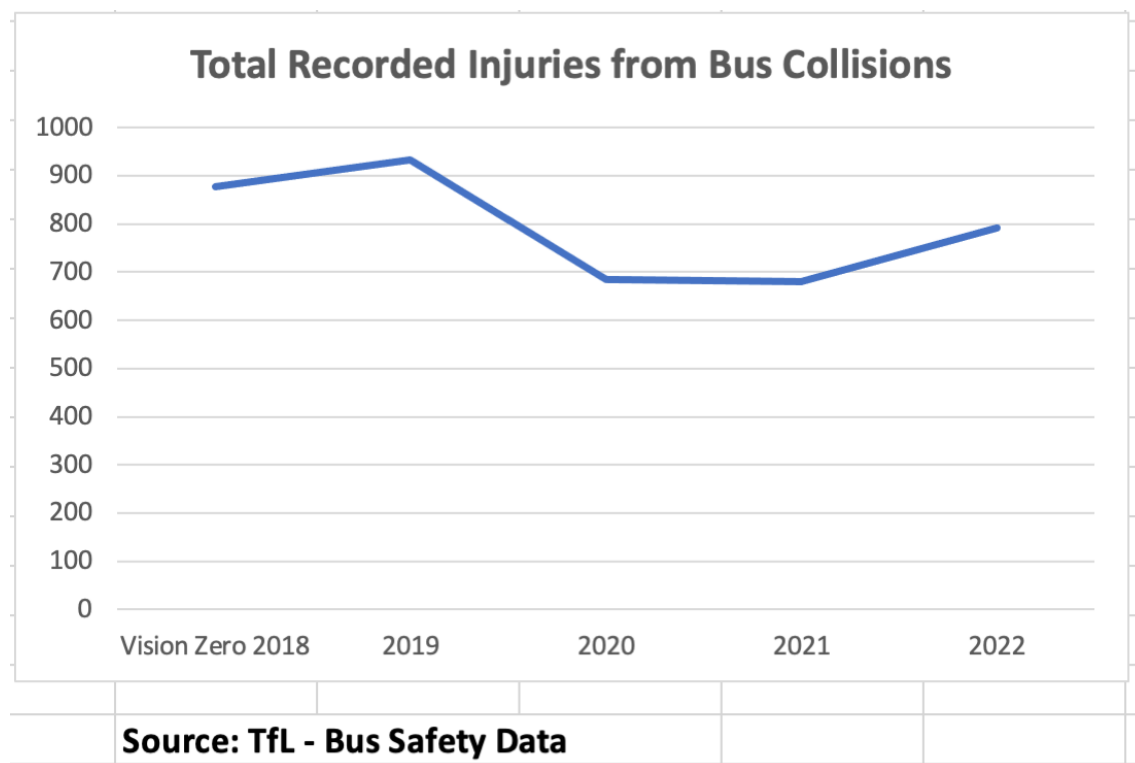
3. Despite 4 Bus Safety Programmes since 2016, Bus Crashes have not Declined

From personal experience, I know that that mass of a bus travelling even at low speed can be incredibly destructive on the human body. And, except for a short period during the Covid-19 Pandemic, recorded crashes from TfL’s Bus Operation have been occurring at an eerily-predictable 80 Bus Crashes per day for the past 5 years.



Source: extracted from Bus Collision Data published on TfL’s Website

And despite your Panellist’s assertion “*There has been a real focus on the Bus Safety Programme*”, in addition to TfL’s own data showing that potentially-lethal Bus Collisions have remained at a stable 80 per day (see chart above), TfL’s published quarterly data now shows an increase in total recorded injuries from these Bus Collisions (see chart below).



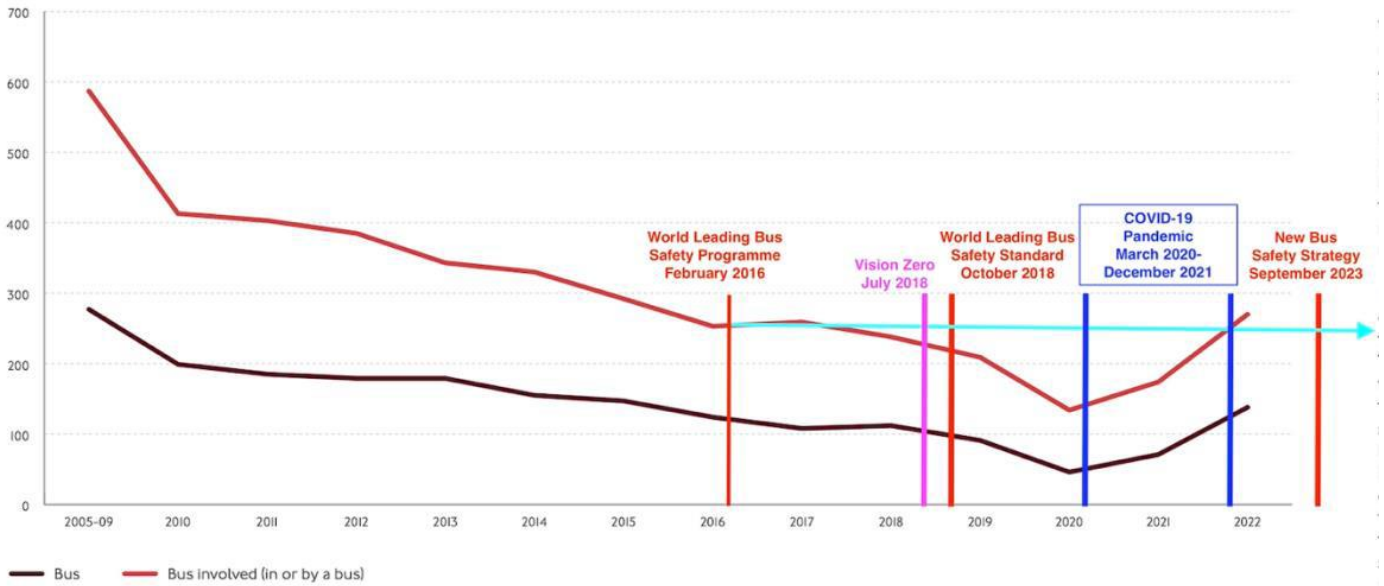
4. KSIs from TfL Buses are now higher than 2016.

As your Panellist correctly remarked, there is a ‘new one [Bus Safety Programme] now’, I think it is important to note that, since 1 February 2016, the Mayor has announced four Bus Safety Programmes—

- 1. 1 February 2016 — ‘World Leading Bus Safety Programme
- 1. 24 July 2018 — Vision Zero Programme
- 1. 16 October 2018 — ‘World Leading’ Bus Safety Standard
- 1. 7 September 2023 - Bold New Bus Safety Strategy

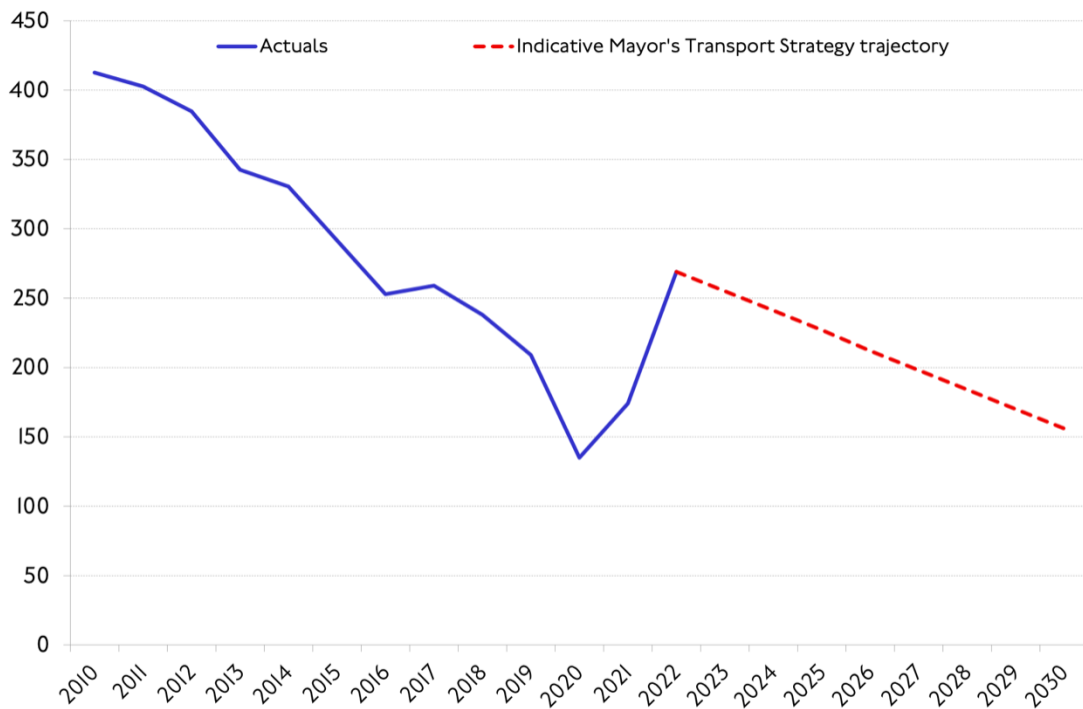
— meanwhile, TfL’s own recently-published data shows that KSIs from Bus Safety Incidents are now higher now higher than before the current Mayor and TfL Chair took office—

Figure 3: People killed or seriously injured on or by a bus^{13,14}



From Figure 3 (September 2023) – ‘Bold’ New Bus Safety Strategy’

Figure 20 People killed or seriously injured on or by a London bus, 2010-2030.



Source: TfL Insights & Direction, Safety, Health & Environment.

From [13 December 2023 TfL Board Report](#)

These are not graphs which illustrate a transport operation that’s getting any safer. Despite Vision Zero and 3 Bus Safety Programmes, have *any* lessons been learned by TfL and its contracted Bus Operation?

5. KSIs from TfL Buses are Frequent and Increasing

A quick review of the Bus Casualty Data that TfL has published since 2014 casts some further doubt on the Panellists’ statements to the Committee.

While Sadiq Khan has been Mayor and TfL Chair, about every six weeks someone has been killed in a London Bus Safety Incident, 3 in 4 of these deaths are the result of a bus collision—

TfL Bus Fatalities	Total	Collision	Fall
from May 2016	6	5	1
2017	11	8	3
2018	14	10	4
2019	12	10	2
2020	9	5	4
2021	5	4	1
2022	9	7	2
through Q32023	4	4	0
Total	70	53	17

Source: extracted from Bus Collision Data published on TfL’s Website

While Sadiq Khan has been Mayor and TfL Chair every day over 3 people have been hospitalised from a preventable bus safety incidents, 1 of which is due to a collision. Taken to Hospital from Bus Safety Incidents under Sadiq Khan (9 May 2016-31 September 2023)

8264 Taken to Hospital in Bus Safety Incidents (8264/2700 = 3.06)

Bus Safety Incidents (Collisions & Falls)

Average of 3.06 Per Day (over 3 per day)

Average of over 90 Per Month

Collisions

2132 Taken to Hospital in from Bus Collision

Average of about 1 Per Day

Average of about 30 Per Month

Source: extracted from Bus Collision Data published on TfL’s Website:

<https://tfl.gov.uk/corporate/publications-and-reports/bus-safety-data>

A. Suggestions for Further Work

Disproportionate Number of Road Deaths produced by a Single Transport Contractor

Since we know TfL Bus KSIs have been much higher than Buses' presence on the road would predict for years, I think it would be useful for the Police and Crime Committee to find out from the Metropolitan Police if, similar to TfL Buses, are there other fleets of vehicles contracted by a single party (private or public) that have such an anomalous KSI record.

For example, [from Mayor's Question 2023/0931](#) posed by Neil Garratt, (Bus vs Cyclist Deaths in 2022) we know that at least 40% of the cyclists killed in London in 2022 were from collisions involving TfL's Contracted Bus Fleet (contrast *that fact* with another statement from one of your Panellists that inter alia, "*bus collisions...are not the ones posing the threat to...cyclists*"). What percentage of traffic deaths since 2022 in London involved a vehicle operating on a government (national or local) or private contract?

One of your Panellists stated: "*You have cars accounting for over half*" [of traffic deaths in London in 2022]. How many of these traffic deaths involved cars whose presence on the road was enabled by a single Private or Public entity? Do we even know which entities are putting the most vehicles on London's roads? If not, why?

To be honest, I think campaigners' focus on the specific type of vehicle involved in KSI collisions tends to deprioritise finding out who is paying for that lethal vehicle's drive to operate on the road. For example, we know that 4 of the 5 deaths which occurred in the construction of the Elisabeth Line resulted from TfL/Crossrail-contracted lorries, 3 of which killed cyclists and 1 killed a pedestrian. While the [Mayor has refused to honour these victims in a memorial](#), all these deaths emanating from a single contractor might suggest that, through webs of contracts and subcontractors, large-scale construction projects involving just a few private companies or government entities might indeed be core sources of lethality, but our understanding of this larger reality is lost in the fact that no one 'connects the dots' between the killing vehicle and the larger activity governed by a few parties which, ultimately, have made that incident possible.

KSIs resulting from Non-Compliant Road Works

Related to my previous suggestion, based on a recent response by the [Mayor to Question 2023/4114](#) from Neil Garratt ("Roadwork Safety, TfL Compliance Audit Conclusions, 2018/19 -2022/23"), we now have public data that shows about 20% of the Roadwork Safety Compliance Audits TfL has conducted since its FY 2018/19 to the present have failed, which is higher than its FY 2017/18 result.

I would be interested to know which contractors were carrying out these Unsafe Road Works and for whom.

Also, I think it would be useful for the Police and Crime Committee to ask TfL where these non-Compliant Road Works were located and then follow up with the Metropolitan Police to see if any of the Road KSi Incidents the Police investigated over this period were located

near these non-compliant Roadworks. Furthermore, if there are indeed incidents nearby, it would be useful to find out if the Police Report mentioned if these road works were identified as a causal factor. Or, if TfL notified the Police about the status of those works while the investigation was being conducted. The Police and Crime Committee could also ask TfL for this data because, in principle, if Vision Zero is indeed more than a publicity stunt, TfL should already have years of this information on file just ready for scrutiny.

6. TfL does not Investigate Bus Crashes.

Your Panellist's further assertions *"I would think that you are getting much better investigations into collisions involving a bus than you do a car. You already have better information"* are, sadly, profoundly incorrect.

As you might know, I first became aware of the ignorance TfL has about crashes involving its contracted Bus fleet through some Member's Correspondence I received from your predecessor (and supporter) Jenny Jones in May 2012:

"TfL is made aware of accidents and collisions through a reporting process, but we are not given copies of investigation reports. TfL does not carry out its own investigation, as this is already done by the Metropolitan Police and the operating companies themselves."

Nothing has changed since then.

TfL's lack of involvement in any investigation of the 80 or so Bus Crashes per day it records is well-evidenced through dozens of Mayor's Questions I have had asked Assembly Members since 2012 and all can be found on the public record. To give you a sense of how indifferent the Mayor and TfL appear to be to discovering the root causes of frequent KSI incidents involving TfL Bus Contractors, here are just a few of the Mayor's responses to recent Member's Questions:

September 2023 – [Question 2023/3341](#) – Bus Drivers prosecuted for Injuring People in 262 Pedal Confusion Incidents, April 2010 - January 2022 – Keith Prince AM

"TfL does not routinely receive information for all incident investigations undertaken by operators and resultant criminal proceedings undertaken by the Metropolitan Police Service."

July 2023 – [Question 2023/2814](#) - Vision Zero and TfL outsourcing Bus Crash Investigations to Bus Operators – Keith Prince AM

"Bus operating companies are best placed to commence investigations into collisions involving buses."

July 2023 – [Question 2023/2811](#) - Update on TfL Bus Drivers critically injuring pedestrians on Zebra Crossings – Keith Prince AM

"...bus operators are required to report all safety-related incidents that occur on the bus network to TfL using a centralised reporting system. This system does not specifically record crossing types..."

February 2023 – [Question 2023/0930](#)— Bus Driver Fatigue: Rest Day Working and Bus Safety Incidents—Neil Garratt AM

“The type of shift being worked at the time of an incident is not information that is routinely captured as part of the bus operator’s initial incident reporting to Transport for London (TfL).” If TfL is not making its Bus Contractors investigate those pretty basic safety issues in every crash, can these in-house secret exercises really be called investigations?

B. Suggestions for Further Work:

How are TfL’s Bus Contractors allowed to investigate their own Collisions?

TfL’s failure to oversee Bus Crash Investigations recently caught the [attention of the House of Lords last month](#):

Lord Hampton: “The purpose of a safety inspector is to identify, improve the understanding of, and reduce the risk of automated vehicle incidents through conducting a safety investigation. The Marine Accident Investigation Branch is cited as an example, ***but I am led to believe that bus operators, certainly in London, investigate their own incidents.*** Is the plan to get bus operators in line with train and air operators, as the noble Lord, Lord Berkeley, alluded to?”

Following Lord Hampton’s line of Inquiry in the House of Lords, I believe it would be timely for the Police and Crime Committee to ask both TfL and the Metropolitan Police about the legal or policy basis which justifies TfL’s ‘outsourcing’ of Bus Crashes *entirely* to the Bus Companies involved.

To me it looks like a Conflict of Interest that cannot be reconciled with the core principles of the Mayor’s ‘ambitious’ Vision Zero Programme, let alone the core principles of justice in a democratic and law-abiding country.

7. Weak Evidential Basis for Bus Crash ‘Investigations’

Given that *we know* the bus crash ‘investigations’ to which your Panellists were referring are really in-house exercises wholly-overseen and completely within the control of the TfL Bus Contractor involved in the crash, I would urge you and Committee Members to keep those facts in mind and perhaps ask the Panellists to provide further evidence to underpin some of the assertions they made to the Committee, eg.

“bus companies are very proactive in assisting the police”

“they will usually voluntarily share their footage that they have from the bus itself with the police”

“There is more collaboration between bus companies and the police than there is with a normal car road user”

“they [Bus Contractors] are not reluctant in sharing that footage. It is usually, I have to say, quite comprehensive because, as we have all seen, they are at the front, on the side, at the back, and internally as well, so it is usually very helpful”

While all that the Panellists stated on investigations certainly does not reflect my experience, there's plenty of evidence on the public record which calls those assertions into question too, namely—

8. Bus CCTV Evidence by the Bus Contractors and is only held for a short time and is owned and controlled by them.

In 2017, in asking Question [2017/2019](#) (“Communicating the CCTV retention period on public transport”) your colleague Siân Berry helpfully made the Mayor of London reveal that the retention time for Bus CCTV “on buses” is “between four and ten days depending on the type of bus and hard drive installed”.

Not only do Bus Contractors hold CCTV evidence for a very short time, but, in contrast to other transport modes (e.g., air), all CCTV evidence is [owned and controlled by the Bus Operators](#).

I think you might agree with me that TfL permitting the Bus Operators involved in a crash to own and control a key source of evidence is a Conflict of Interest. The fact that these same Bus Operators are then *gifted* by TfL with the task of investigating such incidents only creates more doubtful conditions for any just outcome.

C. Suggestions for Further Work:

Why are TfL's Bus Contractors allowed to Own and Control CCTV Evidence?

The information contained in any UK airplane's Black Box is owned by the Civil Aviation Authority and not the airline. With the significant advances in telecommunication and Cloud storage, I believe there is absolutely no excuse for TfL to have allowed its Bus Operators to restrict CCTV evidence to a few days of data stored in a bus-based hard drive. I am convinced that this primitive arrangement has been allowed to persist *because* it obstructs the kind of *bona fide* crash investigations that we see in the UK Rail, Air and Maritime industries.

Can the Police and Crime Committee find out what percentage of Bus Crash Investigations in which the Metropolitan Police were involved *did not have CCTV provided* by the Bus Operator? It would be useful to know what reasons the Metropolitan Police and/or Bus Operator provided for the disappearance of the CCTV Evidence.

Why does TfL allow such a primitive Bus CCTV System to exist at all?

Can the Police and Crime Committee find out from TfL what credible reasons it can provide for allowing outdated and criminally-negligent (in my opinion) Bus CCTV arrangement with Bus Contractors to persist for so long?

9. TfL has years of Evidence of its Buses speeding which has not been shared with the the Police

As evidenced in some recent Mayor's Questions from Neil Garratt AM, we know that TfL knows its Bus Contractors' Drivers are speeding.

October 2023 - Question [2023/3652](#) *Bus Speeding Data*

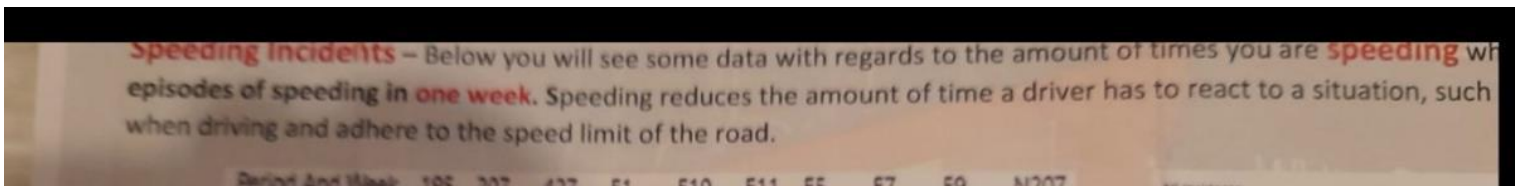
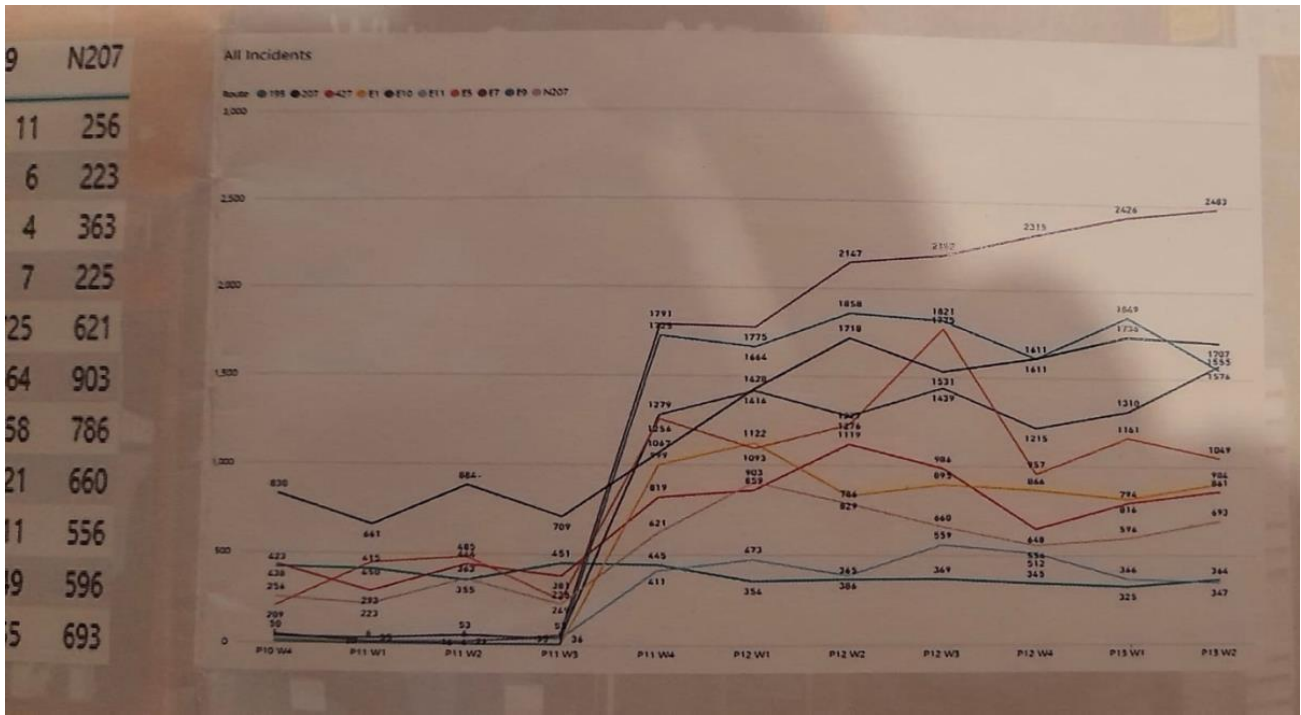
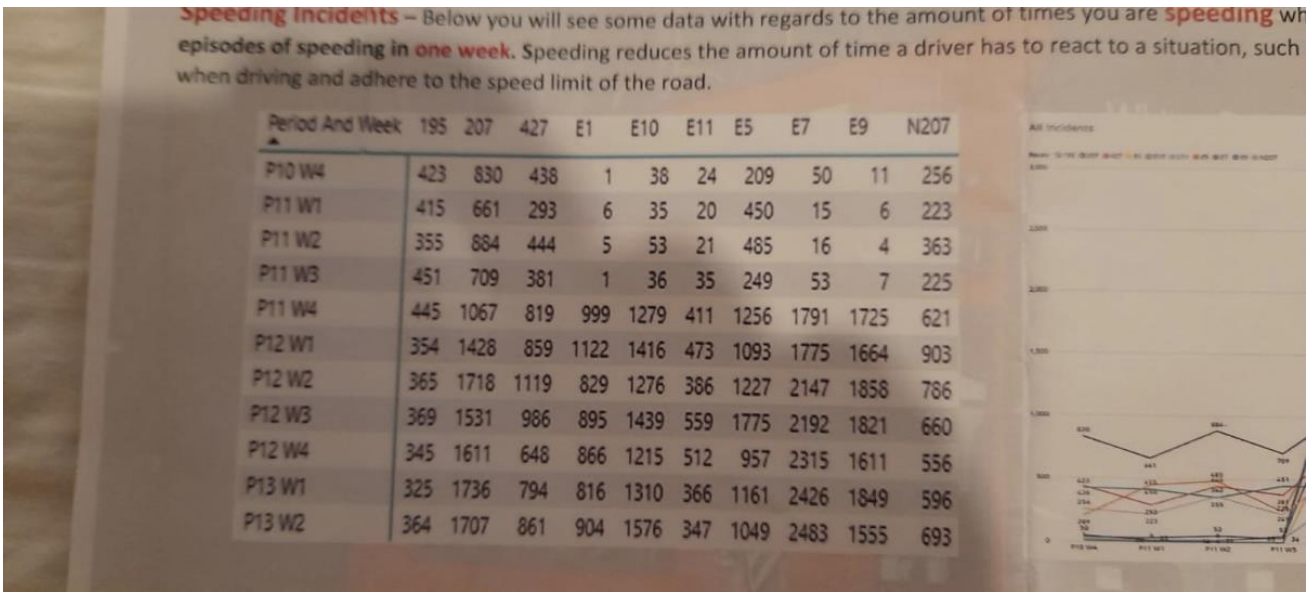
“I was recently provided with bus speeding data that, allegedly, TfL collects and sells to bus operators which showed one bus route with an average of over 400 speeding incidents per week over a 10 week period. This number was not a one-off: other bus routes operated by the same bus contractor showed speeding incidents of 1000 per week over the same period, with the 10 bus routes in the sample I saw averaging 2000 speeding incidents per week for a total of over 20,000 speeding incidents over the 10 week period across the 10 routes. If one bus operator is committing over 20,000 TfL-recorded speeding incidents in a 10 week period, I can only assume that speeding by London Buses is systemic across London’s 675 TfL bus routes.”

“Will you commit TfL to publishing this bus speeding data on their website for all London bus routes on a weekly basis so that Londoners can (a) scrutinise this dangerous behaviour; (b) identify the bus operators and routes posing the greatest danger from speeding; and (c) hold both TfL and the bus operators to account?”

Through my extensive network of London Bus Drivers who are concerned about safety, I’ve managed to acquire some of the data set to which Neil Garratt refers—

Police investigation of serious injury collisions – written evidence, March 2024

March 2024



If you consider this un-public data—which shows a rate of 20,000 speeding incidents over a 10 week period on 10 bus routes as an average—so 200 times per Week per Bus Route—and then multiply that weekly average by the number of London Bus Routes (675) and weeks in a year (52), you get the incredible possibility that there are over 7 million incidents (7,0200,000) of TfL Buses speeding in any given year.

In his response to Question 2023/3652, the Mayor revealed that Neil Garratt’s data was indeed valid, but undermined its significance and TfL’s willingness to make it public.

“The figures you are referring to are a data export from Transport for London’s (TfL’s) Speed Compliance Tool, which enables TfL to analyse data from the iBus system fitted to every bus. Bus operators have access to the Speed Compliance Tool, but TfL does not charge for this access and has never done so.

There are known issues with the quality of the data that the Speed Compliance Tool accesses and therefore TfL and bus operators only use it as a general guide. Where possible, TfL encourages operators to use other data sources, for example their own telematics systems, to validate results from the Speed Compliance Tool.

The source data is from the iBus system which continually records speed, with a data refresh every 24 hours. The dataset is therefore extremely large. For this reason and the data quality issues outlined above, it is not appropriate or feasible to publish this data on a regular basis.”

So, as a general guide, I think it is reasonable for the Police and Crime Committee to assume that TfL *has years of evidence* that its Bus Contractors Drivers speed at *least 7 million times a year* to meet [their Contracted](#) Bus Headway Targets.

The Mayor was *even less helpful* with Neil Garratt’s two follow-up questions on TfL’s Speed Compliance Tool—i.e, from the Mayor’s Responses to:

November 2023 - Question [2023/4111](#) *Vision Zero: Speed Compliance Tool Data and KSI Incidents*, we learned that ‘ In any incident where someone is killed or hospitalised by a bus’....’Transport for London (TfL) does not automatically supply [Speed Compliance Tool] information to the Metropolitan Police.’

November 2023 - [Question 2023/4112](#) *Vision Zero: Speed Compliance Tool Data and KSI Incidents (2)*, we learned that even though ‘TfL’s ‘Bus Safety Dashboard’ showed since May 2016 that 62 people had been killed and 2651 hospitalised from bus collisions, data from the speed compliance tool was not used in any of these 2713 individual incident investigations ‘given known limitations and inaccuracies in the dataset.’

But in this Training Video recently published by one of TfL's largest Bus Contractors, it would seem that speeding is a common occurrence even if I'm told—in direct contrast to what the Bus Company Officer states in the video—TfL's Speed Compliance Tool has been around since 2018. Extrapolating from the statement made by the Bus Contractor Official in the Training Video, if one multiplies "1472 incidents of speeding in November 2023" by 12 months and then by 675 London Bus Routes, that suggests there may be nearly 12 million (11,923,200 exactly) speeding incidents across London's Bus Network in a year.

D. Suggestions for Further Work

The fact that TfL has years of its Bus Contractors' speeding incidents on file should be of interest to the Police and Crime Committee.

Certainly, this question comes to mind: How many of these *millions* of incidents of Buses speeding annually *that TfL knows about but keeps secret* are connected to the *tens of thousands* of incidents of Buses Crashing and the *thousands* of incidents of Buses Crashing and Killing and/or Injuring someone that TfL publishes data about on its website?

Does the Metropolitan Police know about the existence of this Speed Compliance Tool Data? If so, why does it not request this data for every Bus Crash Collision KSI it might investigate?

If the Police and Crime Committee ever decides to scrutinise the issues I've raised here in this letter, I will be pleased to sit on a panel with other experts. And if I'm invited, I can assure the Committee that any statement I make to its members will be supported by evidence.

In any case, please feel free to consider this letter as evidence submitted for the Committee's scrutiny of Police Investigation of Serious Injury Collisions.

Yours sincerely,

[personal information redacted for publication]