

### Crime on public transport: Written evidence

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Joanne McCartney AM  
London Assembly  
City Hall  
The Queen's Walk  
London  
SE1 2AA

Mike Brown MVO  
Commissioner of Transport

Transport for London  
Windsor House  
42-50 Victoria Street  
London SW1H 0TL

Phone 0343 222 0000  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

22 September 2015

Dear Joanne

Thank you for your letter of 24 August where you notified us of your plans to undertake an investigation into our work to reduce crime on public transport. We are very pleased to take part in this and to provide the requested information for your investigation. Transport policing and crime reduction on our public transport system has been a tremendous success story and we are very proud of the achievements we have made to date.

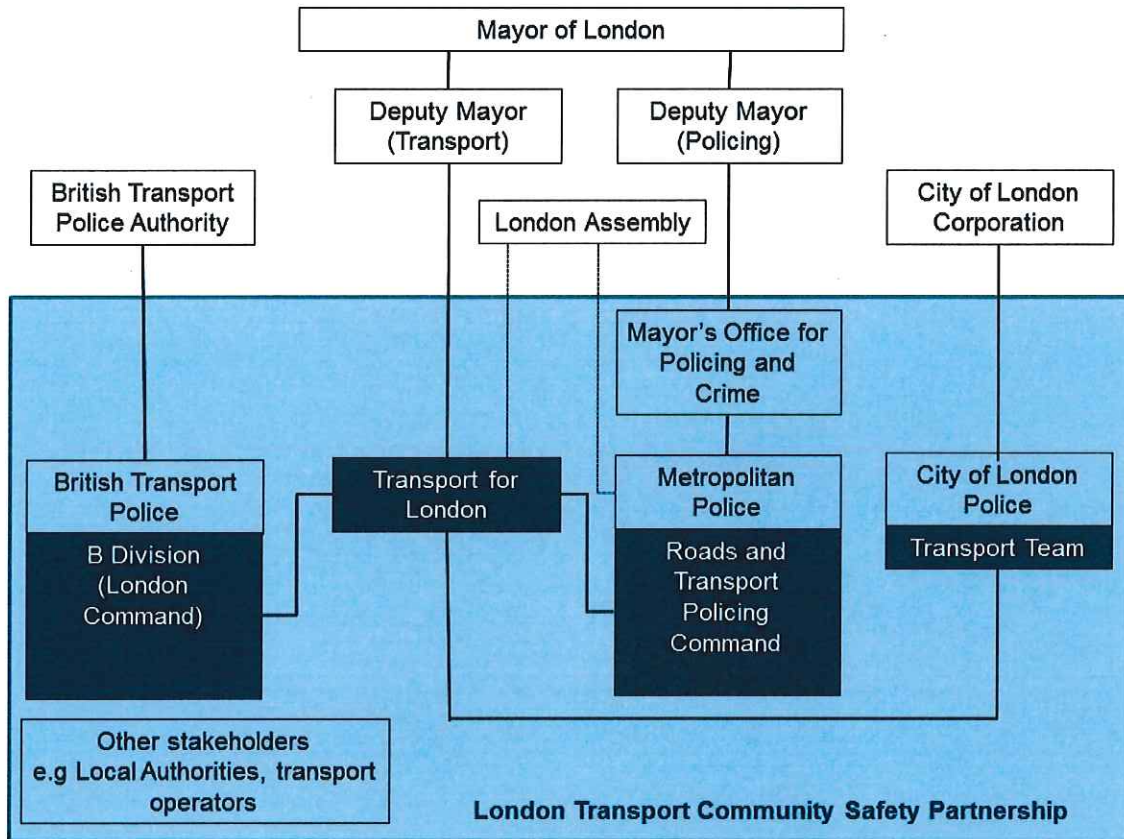
We operate a very safe and secure system and our customers have never been safer travelling on our system than they are today. Crime levels on TfL's public transport network, including both the volume of crime and rate of crime per million passenger journeys, are at a record low. Furthermore, our efforts to tackle transport crime through data-driven problem-solving approaches with our transport policing partners have been internationally recognised as being amongst the best in the world.


We are pleased to be able to share information on our activities with the Committee. I have enclosed a copy of 'The Right Direction' – our partnership strategy for improving transport safety, security and reliability in London which I think you will find very informative for the Committee's investigation. The strategy can be found on our website at <https://tfl.gov.uk/corporate/publications-and-reports/safety-and-security>

The information below has been provided in response to the Committee's specific questions. We look forward to expanding on this and discussing our work at the Committee meeting on 12 November.

**Section 1 - Details of the roles, responsibilities and lines of accountability of the bodies tackling crime on public transport in London**

Tackling crime on public transport in London is a shared responsibility between Transport for London (TfL), London’s policing agencies and a number of other partner organisations which are working together to improve the safety and security of the travelling public, staff and local communities. The diagram below shows the main bodies that have a role in tackling crime on public transport in London.



 Stakeholders with primary responsibility for improving transport safety and security

London Transport Community Safety Partnership

Key stakeholders which have a responsibility for and influence over crime and antisocial behaviour (ASB) on public transport are brought together in the London Transport Community Safety Partnership (LTCSP). The LTCSP was established in 2007/8 in recognition of the importance of partnership working between the numerous agencies and strategic stakeholders in the Capital to improve transport safety, security and reliability in London.

The partnership works collaboratively, both strategically and operationally, to develop its understanding of the issues that the transport system in London faces. The partnership agrees an overarching strategy and shared priorities to bring about a greater consistency across London in passenger experience, however or wherever you travel. The partnership supports the pooling of knowledge, better collaboration at a strategic and operational level and co-ordination of effort. Members of the LTCSP include TfL, the British Transport Police (BTP), City of London Police (CoLP), Metropolitan Police Service (MPS), Association of Train Operating Companies, Greater London Authority (Transport Team), London Councils, London TravelWatch, Mayor's Office for Policing and Crime (MOPAC), Network Rail, and London's main train operators.

### Transport for London

As the strategic authority for transport in London and key funding provider of policing services on the transport system, TfL has a central role in improving safety and security on public transport in London. We are ultimately responsible for safety and security on our network and work in partnership with the Police and a number of other organisations to deliver this. TfL's main lines of accountability are to the Mayor and the Deputy Mayor for Transport.

TfL's funding arrangements for transport policing services are summarised in Section 4.

### British Transport Police (BTP)

The BTP is the UK's national police force responsible for policing the rail network. The BTP is responsible for policing the London Underground (LU), Docklands Light Railway (DLR), Croydon Tramlink, London Overground (LO), TfL Rail Services (first stage of Crossrail) and the general national rail network in London. London's rail network is policed by BTP's B Division which is responsible for policing London and the South East, with support to TfL being provided primarily through the B Division's TfL sub-division which is responsible for policing LU and the DLR.

The British Transport Police Authority (BTPA), the independent body responsible for ensuring an efficient and effective BTP force for rail operators, their staff and passengers, oversees the police force, setting targets and allocating funding for its budget. TfL is and has been represented on the Authority since its inception. Its duties and functions are similar to those of the MOPAC or a police and crime commissioner in England and Wales. The BTP provides policing services to TfL under a Police Services Agreement with the BTPA.

TfL works in close partnership with the BTP and the BTPA to ensure the most effective delivery of transport policing across TfL's rail services as well as the rest of London's rail network. TfL's Rail and Underground Finance Director (Andrew Pollins) is an industry representative on the Authority.

The BTP's main lines of accountability are to the BTPA, Department for Transport and to TfL and other train operating companies for funded police services through Police Service Agreements with the BTPA.

#### City of London Police (CoLP)

The CoLP is specifically responsible for the safety and security of residents and significant numbers of commuters in the 'square mile' within London. We fund a Transport Team in the CoLP which works alongside the MPS and the BTP on transport policing priorities. CoLP provides enhanced policing services to TfL through a Special Services Agreement.

The City of London Corporation provides policing governance for CoLP. It is the Corporation's Court of Common Council (the main decision making body for the Corporation) which is defined as the police authority for the CoLP.

The CoLP's main lines of accountability are to the Corporation and to TfL for our funded police services.

#### Metropolitan Police Service

The MPS is responsible for policing London's roads and wider environment (outside the City of London). We are the majority funder of the MPS Roads and Transport Policing Command (RTPC) which is responsible for policing London's roads and surface transport network. Launched in 2014/15, the RTPC replaces the MPS Safer Transport Command and the MPS Traffic Operational Command Unit (Traffic OCU). The RTPC provides enhanced policing services to TfL through a Special Services Agreement. The MPS Borough Operational Command Units also have an important role to play in tackling crime and ASB on public transport.

The RTPC's main lines of accountability are to TfL for our funded transport policing services and to the MPS Commissioner, MOPAC, Deputy Mayor for Policing and the Mayor.

#### Other partners

There are a number of other organisations – public and private - that play a valuable part in improving the safety and security of public transport in London such as local authorities or private transport providers. These organisations have different lines of accountability, but their efforts are important in both reducing crime and ASB and improving perceptions and confidence to travel in London. The LTCSP plays a key part in the co-ordination of these efforts.

## **Section 2 - TfL's priorities, targets and indicators of success for reducing crime on public transport in London**

### Priorities

One of the Mayor's top priorities is to make London safer, and improving safety and security is one of the six goals in the Mayor's Transport Strategy (MTS) The Right Direction, produced by the LTCSP on behalf of the Mayor, sets out how we will meet those goals. This document sets out the strategic priorities for the partnership over the long term and provides a framework for setting specific areas of focus, targets and key performance indicators on an annual basis.

The LTCSP's objectives for improving transport safety, security and reliability are to:

- Reduce crime and ASB on public transport
- Reduce fear of crime and increase public confidence in the safety of travelling in London
- Improve the safety of London's roads by tackling collisions caused by criminal, illegal, and antisocial road user behaviour
- Improve cyclists' safety and security
- Reduce disruption and delay to journeys in London

Under each of these objectives, the LTSCP sets shared strategic priorities for the whole of London for three years. These are outlined in The Right Direction and summarised below.

The priorities for reducing crime and ASB and improving confidence to travel include:

- Increase safety of passengers at weekends and during evening hours
- Increase security of passengers' property – focusing especially on crime committed at bus stops and through bicycle-enabled snatches
- Increase measures against criminal damage, with a focus on preventing objects being thrown at trains and bus services
- Tackle sexual offences, reduce the risk of them taking place, engage the public in collectively preventing them from occurring, encourage a higher level of reporting, and protect and support victims
- Increase safety against antisocial behaviour, with a new focus on alcohol-related crime and disorder
- Increase measures against fare evasion through a unified approach to tackling fare evaders across the network
- Increase safety against touting and sexual offences involving bogus cabs
- Reduce levels of victimisation among people in their twenties
- Increase measures against crime and antisocial behaviour in Newham and central London boroughs, and late at night on Friday and Saturday

TfL and the main policing agencies on the LTCSP reflect these broad priorities in the annual business planning and priority setting cycle. TfL agrees transport policing priorities with the BTP (B division which includes the London Command), CoLP (Transport Team) and the MPS RTPC. These priorities also contribute towards their wider Force objectives. For example, the RTPC has six objectives (the 6Cs<sup>1</sup>) in its annual control strategy, which reflect the strategic framework agreed for transport community safety in London by the LTCSP, and contribute to wider MPS objectives and priorities. The RTPC's work makes a direct and important contribution to four of the MOPAC seven priority crimes (criminal damage, robbery, theft from a person and violence with injury).

### Targets and indicators

Crime on TfL's public transport networks is at its lowest level in over ten years with significant reductions seen in both the rate of crime per million passenger journeys and volume of crime. The rate of crime continues to fall with levels less than half of what they were in 2005/06 when crime on TfL's public transport system peaked. The volume of crime on LU/DLR and the bus network has fallen by 54 per cent between 2005/6 and 2014/15, a staggering reduction of 31,318 offences. TfL's significant investment in transport policing and commitment to improving safety and security through a data-driven, problem-solving approach has ensured the transport network remains a low crime and safe environment.

Performance measures and targets for reducing crime and fear of crime on public transport are included in the MTS and TfL's Business Plan. The MTS set expected outcomes for the safety and security goal by 2031:

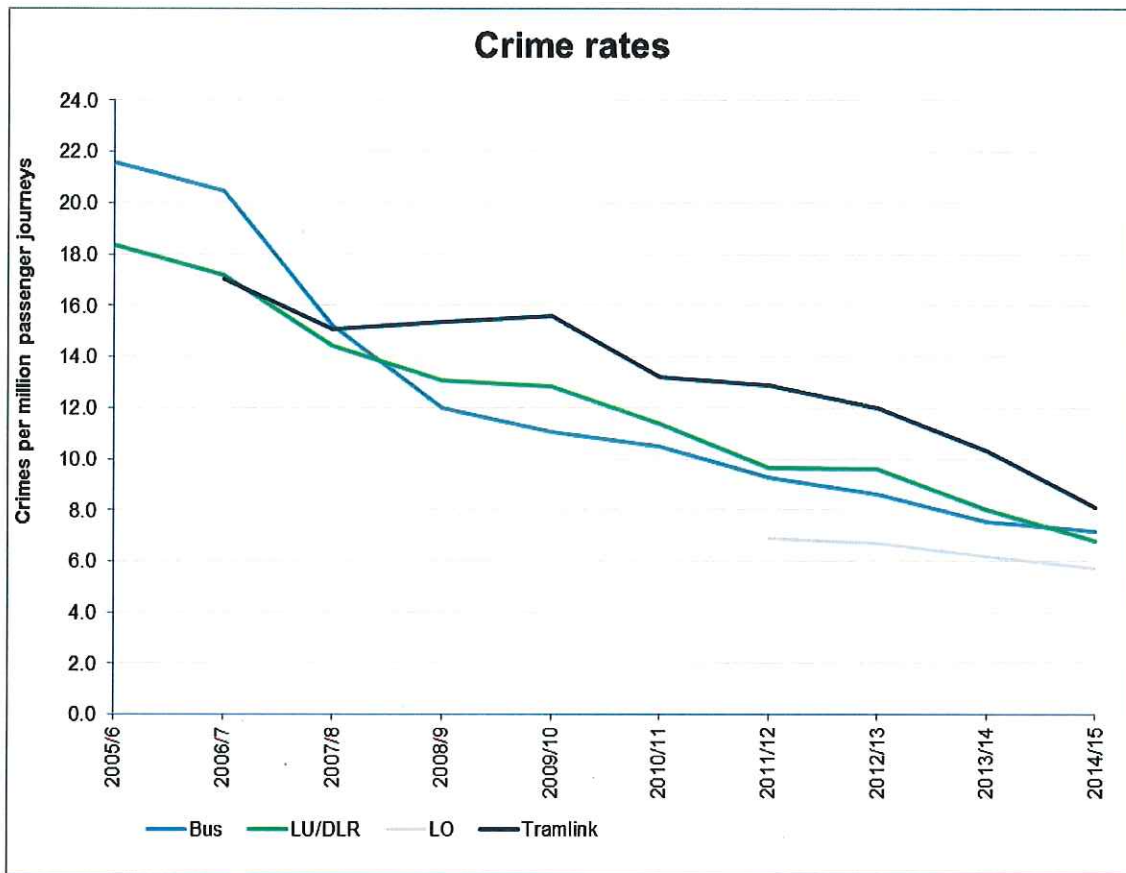
- Crime rates on London buses are expected to drop by 25 per cent to nine crimes per million passenger journeys. In 2014/15, there were 7.2 crimes per million passenger journeys on the bus network
- Crime rates on the LU/DLR network are expected to drop by 15 per cent to 11.1 crimes per million passenger journeys. In 2014/15, there were 6.8 crimes per million passenger journeys on LU/DLR

These MTS targets have been achieved 17 years ahead of the initial goal. Crimes have decreased, despite increases in passenger numbers. Chart 1 shows the rate of crime for the bus network, LU/DLR and Tramlink since 2005/6. It also shows the crime rate for LO from 2011/12 when reliable passenger journey data became available.

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<sup>1</sup> Crime, Collisions, Congestion, Cabs, Cycling and Confidence

**Chart 1**



The 2015/16 targets for the rate of crime on TfL's transport networks are included in the table below.

Indicator	2015/16 target
Buses - Rate of crime per million passenger journeys	7.2
LU/DLR - Rate of crime per million passenger journeys	6.8
LO - Rate of crime per million passenger journeys	7.5

We also monitor individual offence types with particular focus on priority crime types such as sexual offences, violence with injury and robbery, as well as perceptions of safety and security. This is covered in more detail in section 5.



### **Section 3 - Details of TfL's performance management systems relating to crime on public transport**

We have worked closely with our policing partners to develop a rigorous performance management framework for our partnership activities to improve safety and security on the transport system. This covers all transport policing activities undertaken to improve safety, security and reliability of the transport system and allows us to review performance and evaluate our activities against priorities such as reducing crime on public transport, improving cab safety and reducing congestion and network disruption. There is no doubt that this rigorous, robust and consistent approach to performance management has helped to deliver the significant and sustained reductions in crime on public transport.

The performance framework supports our strategic, tactical and operational problem-solving approaches across our wider safety and security objectives. The processes that support the framework that cover crime on public transport are well established, having been introduced initially in 2004.

These processes are based on American best practice for police performance management - the CompStat model - but have been adapted and developed for partnership transport policing activities in London. Our processes with the BTP, CoLP and MPS have been effective because of the following elements: a strong partnership focus (senior officer joint chairing of meetings, joint priority setting, shared accountability), intelligence led and data driven meetings and relentless follow up.

Our performance management processes:

- ensure the production of timely, accurate, and relevant information to support informed discussions about activities and their impact and to identify and respond to any emerging issues;
- provide assessment of performance against key performance indicators and priorities; and
- support partners in understanding and improving performance.

The performance meetings that are most relevant to the Committee's investigation are outlined below.

#### **BTP**

- Monthly CompStat meetings with the BTP to monitor and drive performance improvement. There is a separate meeting for each service group and a general one covering hub stations:
  - Circle, Hammersmith & City, Metropolitan and District
  - Jubilee, Northern and Piccadilly
  - Bakerloo, Central (and Waterloo & City) and Victoria
  - DLR
  - LO
  - Hub stations

## MPS RTPC

- Monthly TranStat meetings with the MPS – strategic level meetings focused on the RTPC’s performance against objectives including crime on the bus network. Senior police officers are held to account for delivery and performance improvement
- Joint Transport Action Group (JTAG) Problem Solving meetings that support and evaluate regional and borough level problem-solving activity, as well as review borough level performance against indicators. It is focused on the activity of 32 Borough based Safer Transport Teams and their performance against problem-solving plans for local priorities
- Cab Enforcement Problem-solving and Performance – this quarterly meeting reviews action taken by the RTPC, CoLP and TfL to improve the safety of travelling by cab

The LTCSP has an important role in overseeing and helping to deliver improvements in performance against partnership priorities and KPIs across the whole transport network. Performance is reviewed at a strategic level at the LTCSP’s quarterly meetings which are attended by senior level officers from each of the partner agencies.

There is also a number of senior level strategic and contractual meetings which review the performance of TfL funded policing services. These include the TfL/BTP Strategy and Coordination meeting, the Roads and Transport Policing Advisory Committee meeting and the City of London Contract Management meeting. Furthermore, all agencies also run their own performance management processes and meetings to monitor their own activity and performance against indicators and prepare submission of performance information to TfL.

### **Section 4 - Explanation and detail of how TfL funds transport policing in London – broken down over the past five years from 2010/11 to 2014/15**

We continue to invest significantly in contracted policing services from BTP, MPS and the CoLP, with a breakdown of funding provided in the table below:

	£m				
	2010/11	2011/12	2012/13	2013/14	2014/15
<b>BTP</b>	68.32	69.30	71.74	72.78	74.81
<b>MPS</b>	84.60	82.12	88.43	89.03	90.71
<b>CoLP</b>	1.17	1.14	1.20	1.20	1.20
<b>Grand Total</b>	<b>154.09</b>	<b>152.56</b>	<b>161.37</b>	<b>163.01</b>	<b>166.72</b>

The funding covers the full costs of BTP and CoLP policing teams dedicated to TfL's services and priorities. We note that you have requested details of officer numbers from our policing partners and so details will be provided as part of their submissions.

The MPS line in the above table includes TfL funding paid towards the RTPC and its predecessor the STC. The MPS itself also covers part of the overall costs of the RTPC, approximately 35 per cent of the total cost of the Command, which amounted to £49.77m in 2014/15. Prior to this the MPS also part funded the STC, contributing 20 per cent of the budget. Please note the figures in the table do not include our funding for MPS road safety related activity carried out by the Traffic OCU prior to the introduction of the RTPC or for the Traffic Criminal Justice Unit for safety camera enforcement.

TfL works closely with each organisation to set annual budgets and monitor expenditure, with this feeding into TfL's own periodic monitoring and quarterly forecasting processes. In year expenditure is supported by detailed backing information on charges provided by the police, variance analysis and verification processes.

#### **Section 5 - Details of how TfL measures confidence and fear of crime on public transport and associated data from 2010/11 to 2014/15 (including TfL's Safe and Secure Survey)**

Our efforts to improve the safety and security of travelling or working on TfL's public transport networks are not limited to reducing actual levels of crime. We want our customers and staff to not only be safe but to feel safe. Reducing the fear of crime and improving confidence to travel is a priority for us and for our policing partners.

While the chances of becoming a victim of crime when travelling in London remains low, and is now at its lowest level in over ten years, we know from our research that fear of crime and ASB can affect people's willingness to travel and can affect their choice of transport mode. Fear of crime and confidence can be influenced by many different factors including:

- Behaviour of and proximity to other passengers
- Familiarity of the area
- State of the environment
- Presence of 'capable guardians'
- Previous experience of crime
- Perception of the whole journey from door to door
- Wider social concerns and media reports

All of these contribute to feelings of safety and security. Fear of crime is also highly sensitive to location, time of day as well as an individual's age, gender and ethnicity.

While there is not a direct correlation between crime levels and perceptions we do know that our efforts to prevent and further reduce crime on the transport system will also contribute to improvements in perceptions and confidence in travelling in London. In particular visible policing, accessible transport staff and well maintained infrastructure can have a strong effect. Continuing research helps us to better understand and measure perceptions of safety and security and target our activities to improve them.

We monitor perceptions of safety and security through a number of indicators as part of our safety and security surveys and customer satisfaction surveys, as well as monitoring perceptions of transport safety and security through surveys undertaken by our police partners. The data from our research is summarised below.

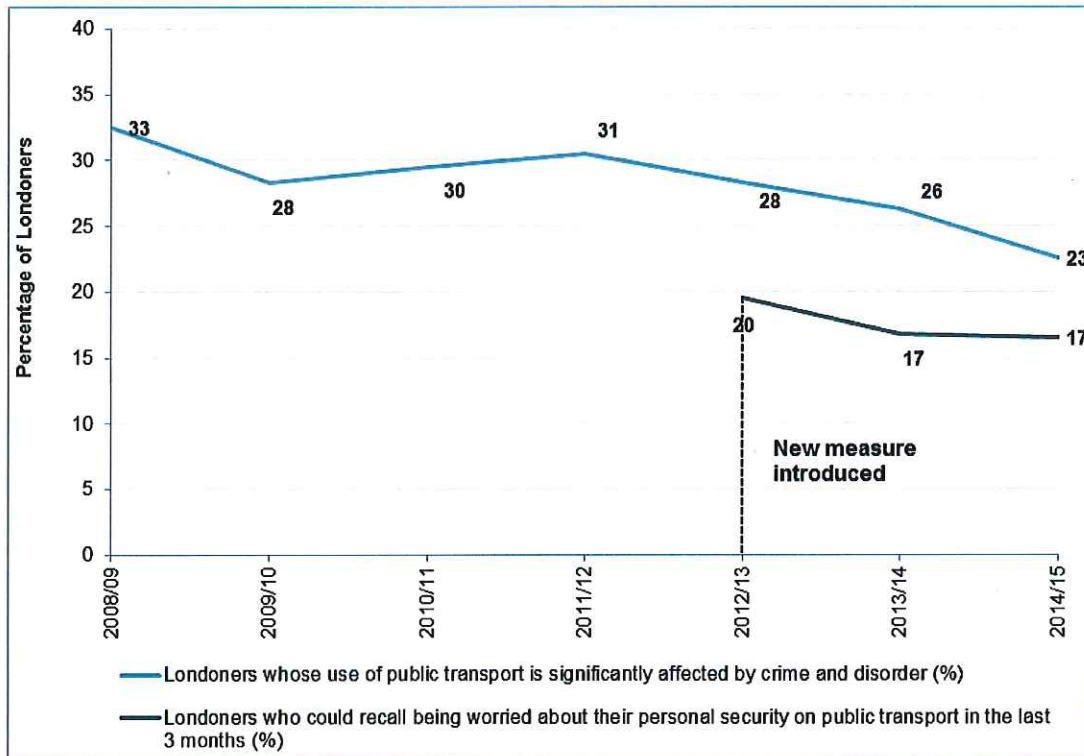
### Safety and Security Survey

Identifying, measuring and understanding fear of crime is complex and TfL has commissioned a bespoke quarterly safety and security telephone survey. This canvasses views from 1,000 Londoners (a random sample of both users and non users of public transport) to help monitor perceptions and better understand what is influencing those perceptions.

The survey measures a broad range of perceptions and we report on two main KPIs. The first is the proportion of Londoners who have significant concerns about crime and ASB on public transport, such that it deters them from using it. It is an aggregate measure of the percentage of Londoners that report how frequently their use of public transport (Buses / London Underground / National Rail by day and night) is affected 'a lot' by crime and ASB concerns. The results show a significant improvement from 35 per cent in Quarter 1 2008/9 when the research began to 21 per cent in Quarter 1 of 2015/16.

The safety and security survey was enhanced in line with the latest research on measuring fear of crime and new questions were added to help distinguish between more generalised anxiety while travelling (as measured by the KPI) and specific episodes of concern and worry. The new KPI measures the percentage of Londoners who can recall feeling worried about their personal security when using public transport in the last three months.

The average annual results for the two perception indicators are shown in the table below.



### Customer Satisfaction survey

We also monitor customer satisfaction with the safety and security of our services, both on the bus/train and at stops/stations as part of overall Customer Satisfaction Survey (CSS). The scores cover both operational safety/risk of accidents and criminal and anti-social behaviour. Our customers score safety and security very highly.

The CSS scores (score out of 100 – higher scores being better) are included in Appendix A.

### **Section 6 - Update on Project Guardian – including details of targets, outcomes and crime/reporting figures**

Project Guardian is an LTCSP initiative which was launched in July 2013 to tackle sexual offences on London’s public transport system. According to our safety and security surveys 15 per cent of women had experienced unwanted sexual behaviour and 90 per cent had not reported it to the police. The partnership has been working to increase confidence in reporting of sexual offences, reduce the risk of becoming a victim, challenge unwanted sexual behaviour and target offenders.

Project Guardian aims to increase the number of offences reported; increase the number of offences detected; and in the longer term reduce the overall prevalence of sex offences on the bus, LU/DLR and train networks.

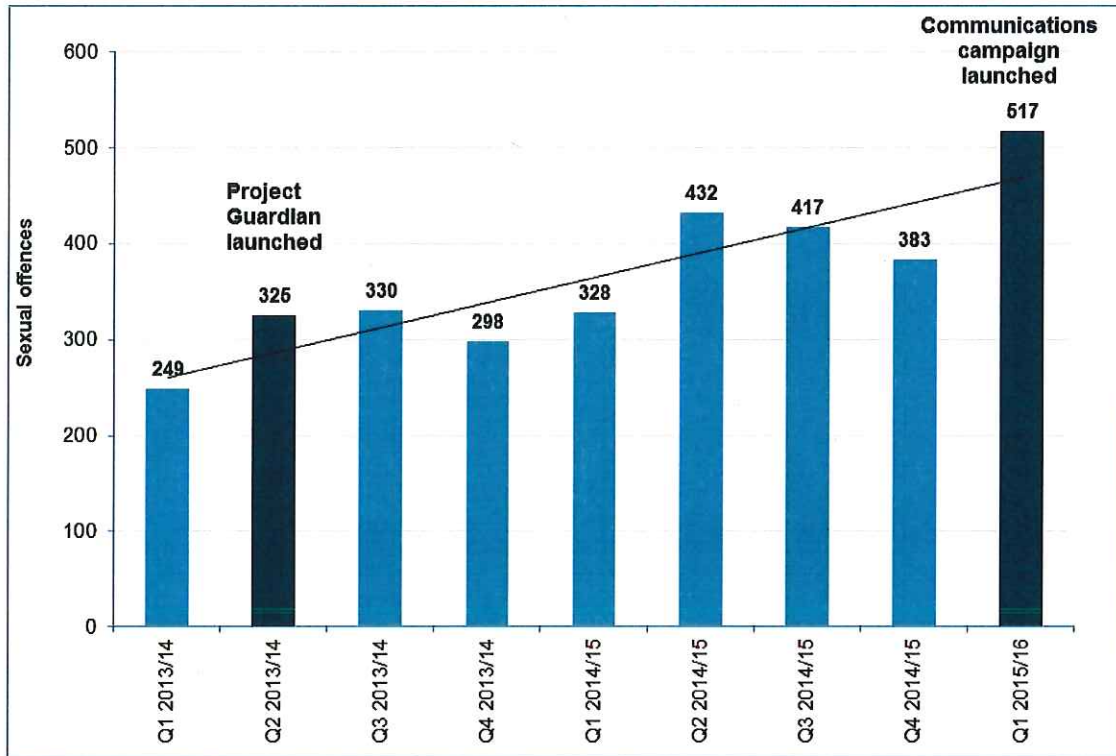
Project Guardian is a data driven approach that has been informed by learning from other cities including Boston and New York and detailed analysis of the issues on London's transport system. It has three main strands of activity – enhanced enforcement, improving victim support and communication and marketing activities. Enforcement activities have included targeted, multi-agency police operations, covert operations and regular weeks of action. Much effort has gone into detecting and apprehending offenders and bringing them to justice, and publicising those results to reassure the public how seriously we take these issues. Over 2,000 police and police community support officers and TfL revenue inspectors have been trained so they are better able to spot offender behaviour, take reports and provide enhanced victim care.

In an effort to improve support for victims and make it easier for them to report incidents or concerns, victims of unwanted sexual behaviour anywhere on the public transport system can report the incident to the police via the BTP's text message reporting service. The 61016 service allows the travelling public to report any behaviour that makes them feel uncomfortable on public transport in a discreet manner and guarantees they will get a reply. The BTP, on behalf of London's policing agencies, triages the reports that are made via this service and passes them to the appropriate police force for recording and investigation.

Communications activities are an integral part of any approach to tackle this type of behaviour in public places and this is true for Project Guardian. I know that you personally are a strong supporter of a communications campaign to tackle unwanted sexual behaviour on public transport. A lot of effort went into developing a campaign that is right for London's transport system. The campaign development was informed by extensive research to better understand the barriers and motivators to reporting sexual offences and the most effective way of reaching our target audience. As a result, a joint TfL and police communications campaign to encourage passengers to report any unwanted sexual behaviour on the transport network was launched in April of this year. The campaign uses a short film, primarily aimed at women aged between 16 and 34 which follows a woman's journey on the Tube in which she experiences escalating incidents of unwanted sexual behaviour with a clear call to action of 'report it to stop it' by texting 61016. Since its launch, the short film has had over 1.8m views on YouTube. It has received very positive feedback and wide public and political support.

In line with our expectations we have seen an increase in the number of sexual offences on public transport reported to the police since Project Guardian was launched. In 2014/15, reported sexual offences on public transport were 30 per cent higher than the previous year (358 additional offences). Targeted police activity and investigation also saw detections of these offences increase by 21 per cent over the same period. Since the campaign was launched in April we have seen a further 38 per cent increase in reported offences (194 additional offences) compared with the same period last year. A lot of effort is being put into the investigation of these offences to increase the number of offenders brought to justice.

Officers from the BTP, CoLP and MPS will stepping up Guardian enforcement and engagement activity during October and November.



**Section 7 - A summary of the work TfL has undertaken to prepare for the introduction of the Night Tube relating to crime and anti-social behaviour – including demand on policing and safeguards being put in place**

We have been working closely with the BTP and the RTPC on planning for the introduction of the Night Tube. The plans have been developed and agreed with the aim being that a person using or working on the Night Tube service should be no more likely to be a victim of crime or disorder than at any other time. The network is a very safe place during the day and our intention is that it will remain that way when all night running of the Tube on Fridays and Saturdays is introduced in the autumn.

Stations serving the Night Tube will be staffed at all times, backed by a significantly increased police presence, to ensure the transport network remains a low crime environment. In addition to this, there is an extensive CCTV network and staff and officers are connected to the LU and BTP control centres if any issues occur.

Over the course of 2014 the BTP and TfL undertook a comprehensive study of the policing requirements for Night Tube which has informed the BTP's policing strategy and our safety and security measures. The study looked at:

- Comparator data from other cities running similar services to Night Tube
- Crime and incident data relating to the night bus network and MPS data for the geographical areas surrounding Night Tube stations
- Local knowledge of local transport policing teams
- Size and geographical location of Night time economy centres
- Projected passenger numbers
- Complexity of station footprints
- Built environment
- Perception (fear of crime)
- Post 21:00 hours actual crime data; and
- Micro Study of Camden Town as a NTE centre

The policing strategy for the Night Tube is based largely on the delivery of a highly visible presence to provide reassurance and to deter/prevent anti-social behaviour and crime occurring. The key elements of the policing strategy include:

- Permanent presence at high priority stations;
- Regular reassurance visits to all other stations;
- On train patrols;
- Response capability to incidents;
- A mobile reserve to replace officers in the event they are taken away from their assigned posts e.g. have made an arrest; and
- Support services.

More than 100 additional Police officers and PCSOs will be initially deployed on the Night Tube network, in addition to the existing response policing capabilities. They will cover 144 stations that will be open throughout the night each weekend. This level of resource means that there will be more officers out for Night Tube than there is at 22:00 hours on a Friday night at present, despite Night Tube operating on half of the LU network. This represents a substantial uplift from the normal day time policing presence to ensure the safe running of Night Tube.

We have also been working closely with the MPS, through the RTPC on the planning for the Night Tube. Given that the BTP is responsible for policing the Night Tube network, there was no additional funding or allocation of officers in the MPS for this specific initiative.

The RTPC will support the rollout of Night Tube when it is launched in the autumn. Safer Transport Teams will provide enhanced policing around Night Tube stations as part of their operational deployments.



TfL and MPS crime analysts will also be monitoring the situation closely and RTPC resources will be mobilised to deal with any issues affecting the surface transport network. Deployments will be co-ordinated with BTP and the wider MPS as necessary. All relevant Borough Operational Command Units have been briefed by the RTPC and we have been assured that they have appropriate plans in place should any issues arise. I understand that the MPS will be providing information on their planning for Night Tube as part of their response to the Committee's investigation.

### **Section 8 - A summary of the key challenges TfL faces when responding to touting and illegal activity by the taxi and private hire trades**

We, with our police partners, have a track record of effective joint working to improve public safety when travelling by taxi and private hire. Over the last 12 years the usage of unbooked minicabs has fallen from 16 to one per cent. Through enforcement and compliance activity – whether that be through our own direct activities or through our partnership with the police – we aim to:

- Improve passenger safety;
- Tackle the illegal cab trade;
- Drive up the standards of compliance across the licensed trade; and
- Support the licensed and law-abiding taxi and private hire trades so they can operate effectively and deliver a high quality service to customers.

TfL and the Police face a number of challenges, summarised below, to achieve these goals.

- The continued risk of touting and unlawful plying for hire across London. This requires both high-visibility disruption and deterrent activity, plain clothes activity to catch and convict touts and illegal cabs, and proactive tactics to prevent illegal minicab activity in the first place. All activity needs to be supported by engagement and reassurance to demonstrate to the licensed trade that action is being taken, and to respond to their feedback. Recent successes include the launch of Operation Neon which aims to disrupt illegal minicab activity in hotspot locations in central London. The high visibility, multi-agency operation involving our enforcement and compliance officers, the RTPC and Local Authority parking attendants is proving to be effective in dealing with the issues identified through the trade, keeping roads and ranks clear so that the legitimate, law abiding trades can operate.
- Weak enforcement powers and sanctions to deal with touting, plying for hire and unlicensed drivers. The offence of plying for hire is poorly defined and understood. Magistrate courts often do not treat touting and unlawful plying with the severity of a serious crime that puts public safety at risk. Most often offenders are fined and Courts do not use the power to disqualify from driving or to seize the vehicle from the driver. Neither TfL nor the police have the power to seize vehicles used in touting, unlawful plying for hire or being used without having hire and reward insurance in

place. Stronger sanctions would strengthen the deterrent effect. We, working with the police, have a range of activity planned with London Magistrates to raise their awareness of the impact and risk of illegal cab activity. We will continue to lobby for greater enforcement powers and stronger sanctions for touting and unlawful plying for hire.

- Under-reporting of cab-related sexual offences. The prevention of cab - related sexual offences remains our top priority. The police receive around ten reports a month of cab-related sexual offences, and this number has remained fairly constant over the last few years. The greatest risk remains taking an unbooked minicab and we have been running communication campaigns as part of Safer Travel at Night to increase understanding of the 'rules' for a safer journey home, by taxi or private hire. We continue to work with the police to better understand the true level and nature of cab-related sexual offences as we have done through Project Guardian for unwanted sexual behaviour on public transport.
- Growth in internet based operators creating challenges for investigation and the risk of cyber crime. We have invested in investigative capability to help address this, but it remains difficult. Websites are often hosted outside of our jurisdiction and is often very difficult to identify who is committing an offence.
- Fraud and use of forged documents, such as fake taxi identifiers and badges, unlicensed drivers working in licensed vehicles and use of fake insurance documents. The extent of this problem is unknown as it usually only comes to light through proactive policing and enforcement activity. We have been running joint operations with the police, such as Operation Excalibur, to detect offences but these are resource intensive.
- The overall growth in licensed private hire vehicles creating a challenge for routine compliance activity, and for compliance officers numbers to keep up with growth. It is for this reason that we are doubling the number of TfL Taxi and Private Hire Compliance officers to 82 by early 2016 . This follows the the doubling of dedicated police cab enforcement officers to 68 since the Mayor came into office.
- Unsafe pedicabs are a public safety issue and can cause serious disruption to traffic in central London. The riders are not subject to the same strict background checks we undertake for taxi and private hire drivers and vehicles, and there is no regulation of fares. We, along with the Mayor, have long been seeking legislation to bring pedicabs within our regulatory framework and subject to our licensing regime. In the meantime, we continue to work with Westminster City Council and the MPS to run operations to tackle dangerous and antisocial behaviour by pedicab drivers.

- Competition for road space outside popular venues as London's night time economy grows, and around transport hubs such as King's Cross and Heathrow. This requires joint working between TfL, Police, airport authorities and local authorities to co-ordinate parking enforcement and keep traffic moving. TfL has worked successfully with LB Camden around King's Cross St Pancras and with Westminster City Council in the West End and Paddington. We are working with our partners to develop sustainable solutions to these problems by looking at options such as road redesign. In addition, we are developing and expanding the number of taxi ranks to support the trade and to better meet the needs of drivers and passengers. We have set out ambitious plans to expand the network of 500 taxi ranks that we have appointed, with £600,000 funding to increase the number of ranks by 20 per cent by 2020.

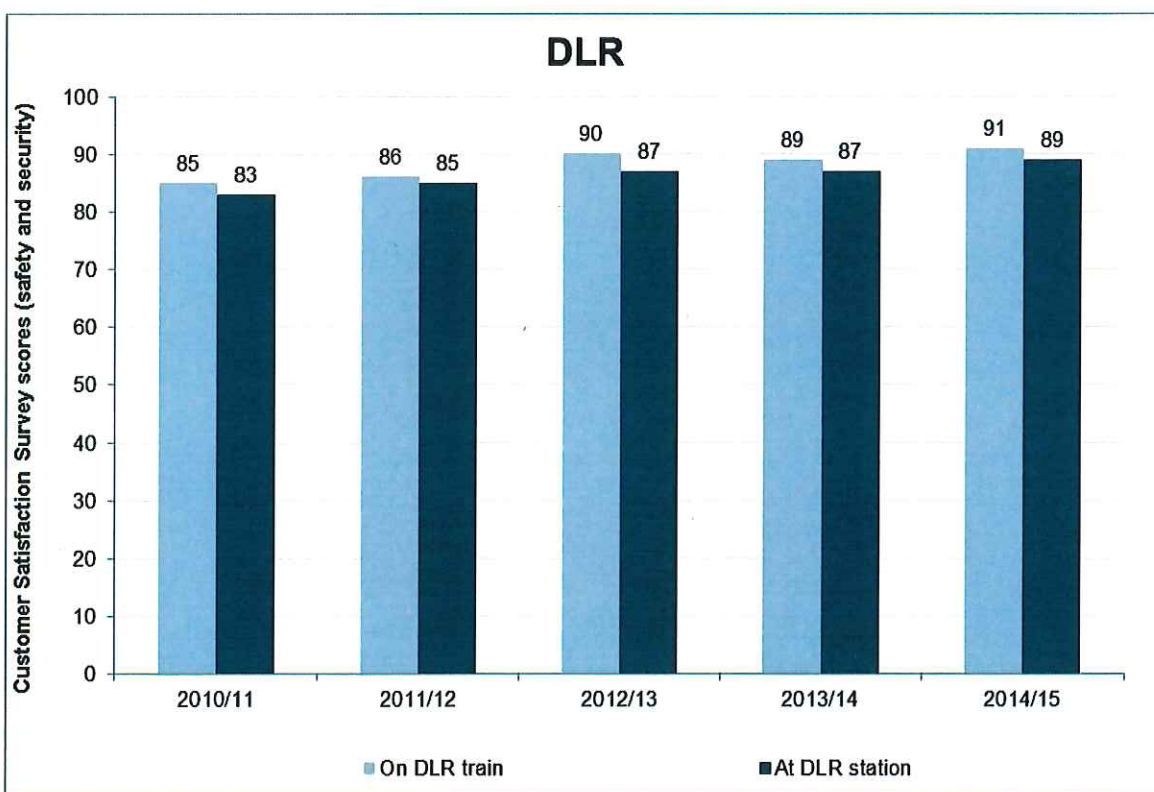
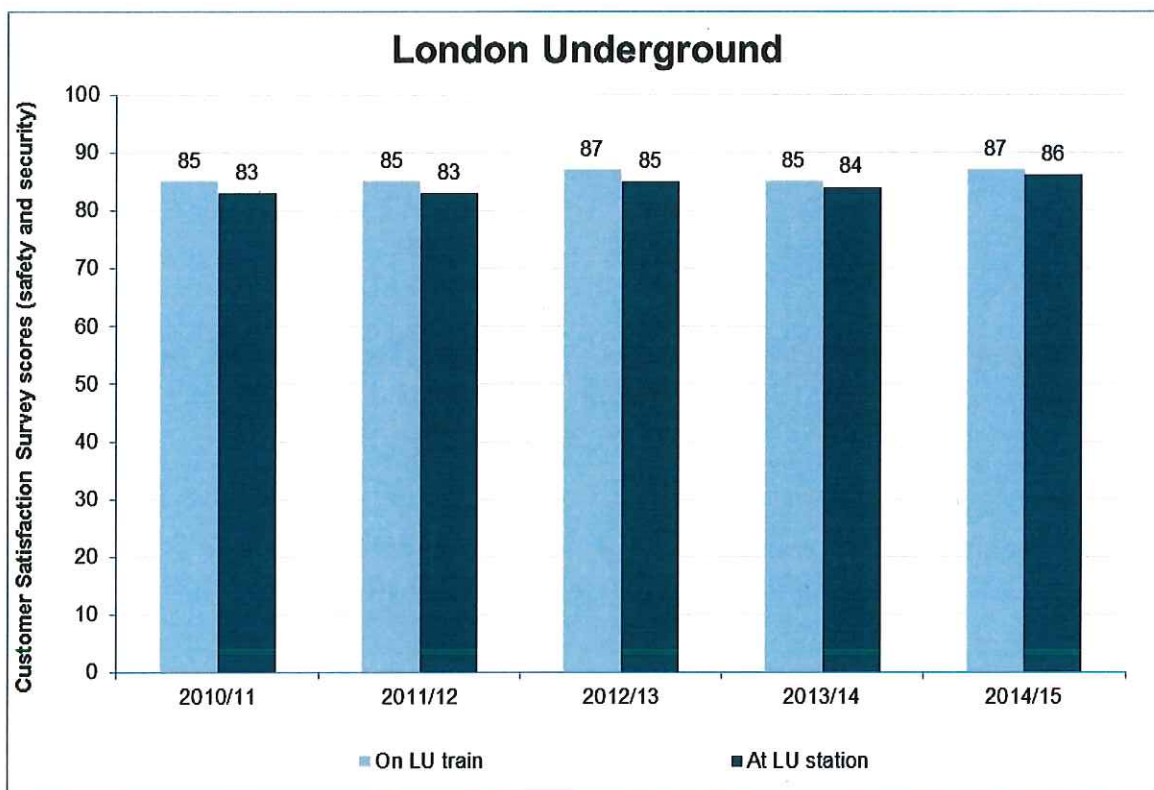
We look forward to discussing this in more detail on 12 November but would be happy to answer any further questions you may have in the meantime.

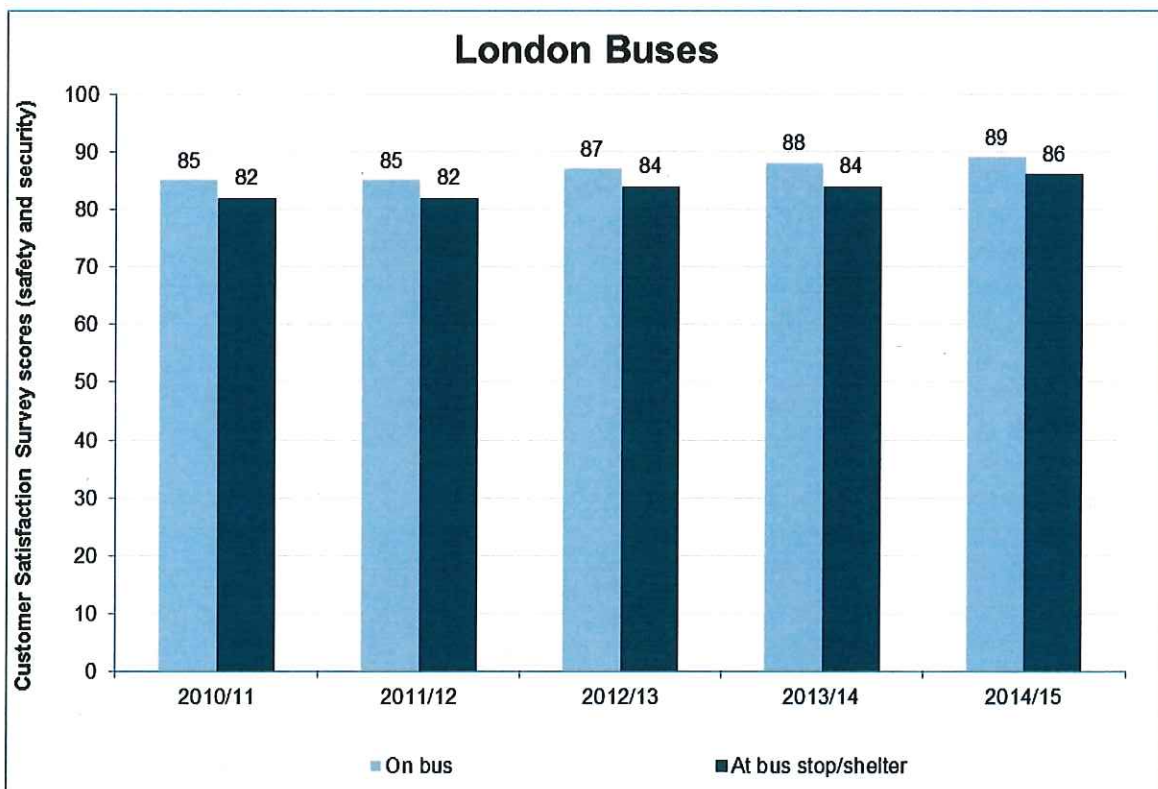
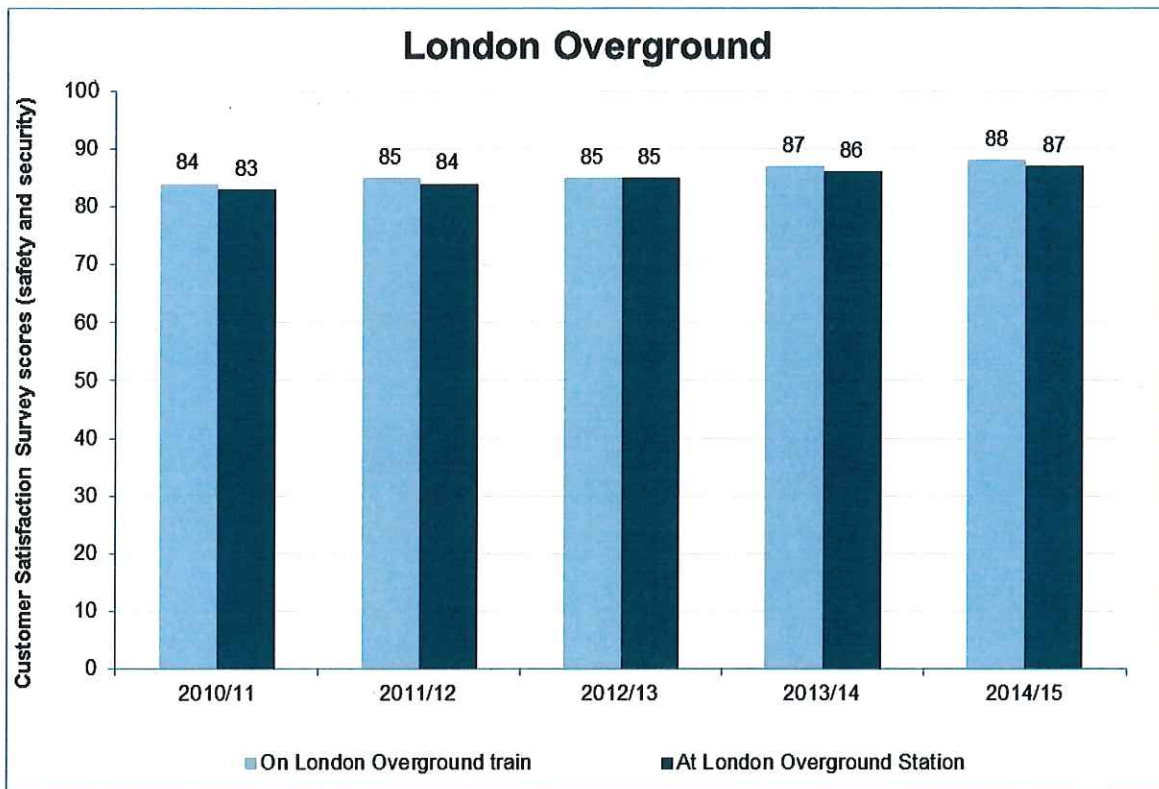
Yours sincerely

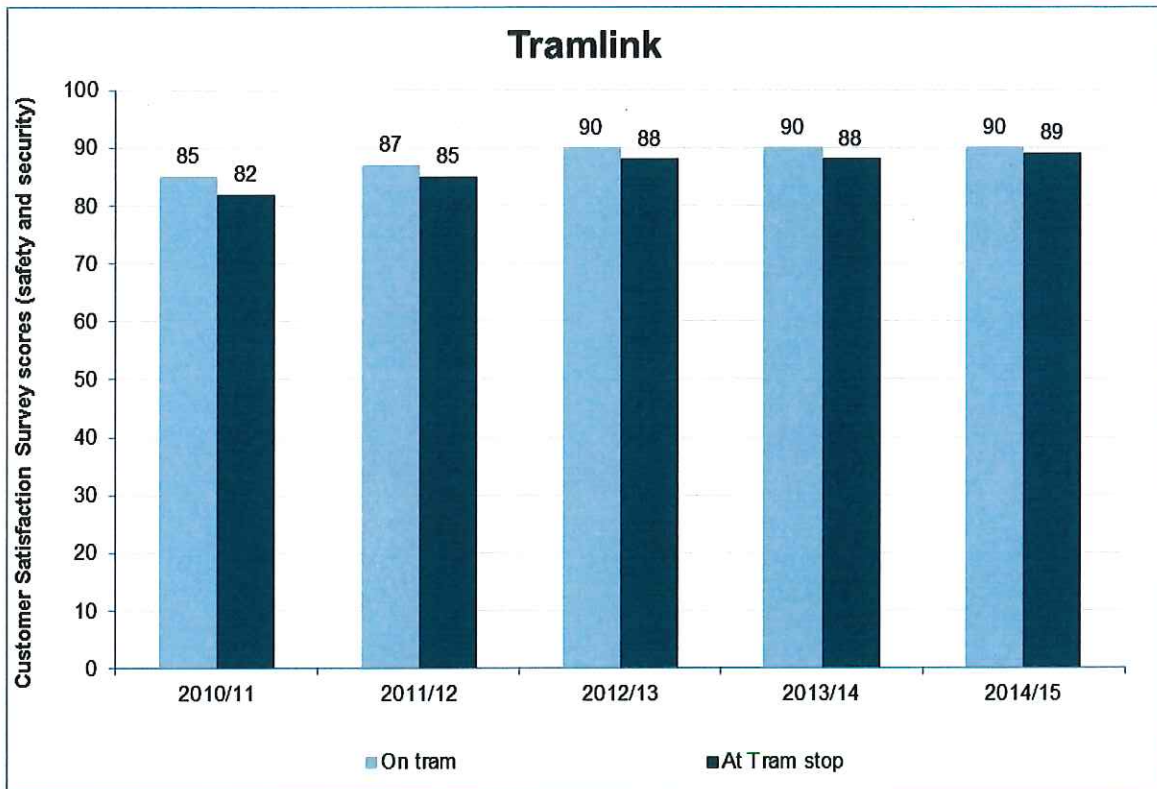


**Mike Brown MVO**

## Appendix – Customer Satisfaction Survey scores for safety and security







2 October 2015



Joanne McCartney AM  
Chair of Police & Crime Committee  
London Assembly  
City Hall  
The Queen's Walk  
London  
SE1 2AA

Dear Joanne

**Crime on public transport**

Thank you for your letter of 11 September in which you notified us of the Police & Crime Committee's investigation into crime on public transport in London.

British Transport Police (BTP) is pleased to have been invited to contribute to your review and information in response to the questions set out in your letter is provided in the attached document.

I welcome an opportunity to expand on this information and provide Committee members with further detail of BTP's role in reducing crime on public transport at your Committee meeting on 12 November. In the meantime if you would like any further information please do not hesitate to get in touch.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Paul Crowther', followed by a comma.

**Paul Crowther OBE**  
**Chief Constable**



# BRITISH TRANSPORT POLICE

**London Assembly**

**Police and Crime Committee**

***Crime on Public Transport***

**Submission by British Transport Police**

**2 October 2015**



## INTRODUCTION

BTP would like to thank the Committee for the opportunity to provide evidence on this important matter. The letter inviting the submission set out a number of specific areas for which the Committee has requested information and they are addressed below.

### **1 Details of British Transport Police structure, role and approach to tackling crime on public transport - and how this has changed over the past five years**

#### Specialist Role and Approach

- 1.1 British Transport Police (BTP) provides a national specialist railway policing service to passengers, rail operators and their staff across England, Scotland and Wales. Within London as well as the over ground railway, BTP also police the London Underground, Docklands Light Railway, Croydon Tramlink, and the Emirates AirLine.
- 1.2 As a specialist policing service, BTP has developed a unique culture and ethos that is highly valued by its stakeholders. BTP's Strategic Plan 2013-19 sets BTP ambitious challenges to reduce crime on the railway network by a further 20%, to reduce crime-related disruption on the network by a further 20% and to increase passenger confidence by 10%. The achievement of this strategy will be underpinned by a 'transport policing ethos'. This ethos has emerged through decades of specialist policing experience and encapsulates BTP's unique brand of policing.
- 1.3 The emergence of this ethos can be most clearly attributed to the specialist nature of transport policing that allows a deep and clear understanding of the context and requirement of the railway and its stakeholders. At the most senior level, organisational direction is set in consultation with stakeholders and organisational strategy is driven by the priorities of the railway industry, passengers and staff. This is possible because of BTP's singular role and a strong risk based approach founded on extensive use of analysis and evidence. It is enacted every day by officers through their specialist knowledge and experience of common threats.
- 1.4 The development of this ethos has ensured that BTP policing across Britain is sensitive to and fully supports the wider economic and social benefits of a railway that is safe, feels safe, and is reliable. It also complements the commercial requirements of the railway industry. Analysis has been carried out to establish the value of this ethos, specifically the discretionary, added-value services that BTP provides over and above those services for which it has statutory responsibility to provide as a police service. BTP is able to offer these through its specialist nature, function, focus and commercial awareness, whilst still meeting its statutory responsibilities.
- 1.5 An example of this approach is in respect of responding to fatalities, sadly an all too frequent occurrence on our railways. BTP are required to investigate to ascertain if a crime has been committed, identify the victim, report the circumstances to the coroner, as well as to support the family. There is also a wider responsibility to protect vulnerable people and to preserve life. However, BTP offers do much more than this, to help keep the railways

running while at the same time fulfilling those responsibilities. These include preventative analysis, body recovery strategies, categorisation processes, PIER (Prevention, Intelligence, Enforcement, Reassurance) plans that actively manage risk associated with vulnerable individuals, and engagement and agreements with the coroner's office. By virtue of the specialist training BTP officers receive to work in the dangerous live railway environment they are often able to allow railway operations to carry on around them while they work thus keeping the network running where possible. Other activities where specialist knowledge, experience and the transport policing ethos deliver better outcomes include cable theft, level crossing misuse, events policing, countering terrorism and protecting vulnerable people including missing and suicidal persons.

- 1.6 BTP is able to monetise the value that is provided to the rail industry through both the reduction of crime and also the unique risk-based approach to incident management. For example, when dealing with bomb threats and unattended items, BTP has dealt with over 10,000 threats to railway network over last ten years and not once recommended closure. Analysis carried out between April 2012 and March 2013 showed that other police forces had attended suspect packages on the railway 13 times and had recommended closure on each occasion (subsequent BTP intervention reversed those decisions).
- 1.7 Analysis of past station closures estimate an impact of around 33,320 delay minutes (£931k) for each central London closure. Other police forces also recommended closure of stations during 70% of the suspect package incidents when they attended, potentially creating expensive and highly inconvenient disruption to passengers.
- 1.8 Other examples of how the transport policing ethos is highly effective in keeping the railway running are fatality incidents where there are typically 50% more delay minutes on average when BTP are not the first responders. In respect of cable theft incidents, delay times when BTP is first on the scene are generally around one third that of other forces. When this data is extrapolated, it is clear that the provision of specialist policing for the railways saves the travelling public great inconvenience and saves the industry a significant amount of money.

#### Structure and Transformation

- 1.9 As stated above, BTP's 2013-19 Strategic Plan contains three key objectives. They are to:
  - Reduce crime by 20%
  - Reduce crime-related disruption by 20%; and
  - Increase passenger confidence by 10%.
- 1.10 This level of ambition has required BTP to develop a new operating model to reinforce its close relationship with industry. A transformational shift was required from the historic policing approach where most resource has been focused on enforcement, to a new approach in which resources are much more heavily focused stopping crime, problem solving, managing offenders and ensuring that our staff are able to 'first fix' – that they will do all they can

to resolve situations in the first instance and improve the experience for the public and the rail industry.

1.11 This approach was underpinned by a force restructure, carried out in 2013-14. The overarching priority for the new operating model was that it would provide BTP with the operational and organisational capacity to deliver the Strategic Plan objectives. It was agreed that the new structure would:

- Improve current performance and provide the capability to deliver the Strategic Plan objectives
- Provide adequate command resilience and operational grip
- Integrate BTP's policing service with railway service providers and ensure that BTP integrated into national and local structures
- Support the reduction of disruption on key mainline routes
- Optimise BTP's resource profile and deployment strategy to improve response, visibility and service to victims of crime
- Reduce BTP's unit cost
- Centralise transactional functions wherever possible and appropriate.

1.12 Through the rationalisation of structures 208 additional frontline police officer resources were distributed across 27 stations served by 22 Train Operating Companies. Six new police posts were also created at Rugby, Gatwick, Stevenage, Swindon, Luton and Manchester Victoria. Another key achievement of the restructure was the achievement of a far greater co-terminosity of BTP and railway operating boundaries, which has historically been key to successful operational performance, most obviously in the TfL area.

#### Structure within London

1.13 Since April 2014, BTP's B-Division has been responsible for delivering policing across London and the South East. B Division is divided into three Sub Divisions:

- Sub Division East responsible for delivering policing on mainline services north of the river Thames across London and the surrounding Home Counties.
- Sub Division TfL responsible for delivering policing on the London Underground, Docklands Light Railway and Emirates Airline.
- Sub Division South responsible for delivering policing on mainline service south of the river Thames across London and the South East Coast.

1.14 A summary of the B Division command structure can be found at Appendix A.

1.15 BTP's close links with its stakeholders in London ensures effective command and control arrangements. The Force Control Room London (FCRL) is situated at Transport for London's (TfL) Palestra House in Southwark. It is adjacent to the London Underground Control Centre (LUCC), and allows for effective interoperability; providing quick time communication and decision

making to tackle crime incidents, while balancing the needs of keeping London moving.

1.16 Additionally, B Division has access to other resources based within London who provide support to deal with crime on rail transport in London. These include:

- Counter Terrorism Support Unit (CTSU) who take the lead on CT issues and support B Division with a visible armed capability
- Specialist Response Unit (SRU), who provide quick time response and assessment of suspect items/devices which can assist in minimising disruption to the network
- Police dogs that provide general purpose capability as well as explosive 'sniffer' dogs.
- Crime reduction advisors who assist industry and other commercial bodies with protecting their assets on rail premises from crime and theft
- A Major Investigation Team, (MIT), to assist sub-divisions with more serious crimes and offences
- Scientific Support Unit (SSU) that provides services around forensic submissions and crime scene management
- Emergency Response Units which are crewed by police officers and TfL/Rail staff to assist with disruption incidents, such as fatalities.

#### Partnership working

1.17 Success in achieving crime reductions and tackling crime on London's rail network relies upon successful partnership working with industry as well as policing partners. B Division has a history of strategic partnerships with rail operators, the Metropolitan Police Service (MPS) and the City of London Police (CoLP). Examples of large scale events where this partnership is crucial to operational success include the policing and management of large scale passengers and crowds at New Year's Eve, the Notting Hill Carnival and sporting events such as the Rugby World Cup. Other more local London events such as the British Summertime Festival in Hyde Park regularly involve BTP working alongside partners such as the MPS, Westminster City Council and Royal Parks colleagues, ensuring the collectively delivery of a safe and secure experience for those visiting London.

1.18 The partnership approach to tackling crime also occurs with industry partners. A recent rise in offences occurring on late night trains, particularly on Fridays, resulted in the creation of Operation Stronghold where BTP works with in conjunction with railway partners across locations in London. The focus of the Operation is to target crime and anti-social behaviour on the railway, aiming to reduce violence and crimes, as well as staff assaults. This is critical in improving both passenger and staff confidence.

## **2 BTP's priorities, targets and indicators for success for reducing crime on public transport in London**

## National and Divisional Policing Plans

- 2.1 To support BTP's Strategic Plan objectives, BTP agrees a national Policing Plan with the British Transport Police Authority (BTPA) which sets out the force's annual operational targets. Sub Divisional Policing Plans are also agreed to address priorities at a more local level. These plans are carefully constructed and are informed by public consultation and engagement with railway industry, passenger representatives and other key stakeholders. There is a strong problem solving element to these targets, which reinforces a joint working ethos and shared endeavour to achieve improvements for passengers and staff. The table below contains the Divisional targets that B Division is working towards in 2015-16 as well as the targets that have been agreed for each Sub-Division.

<b>National Targets 2015/16</b>
<ul style="list-style-type: none"><li>• Reduce notifiable crime by at least three per cent</li><li>• Reduce violence against the person offences by at least ten per cent</li><li>• By working with partners, BTP will achieve at least a seven per cent reduction in total police-related lost minutes in 2015/16</li><li>• At least a 67.7 per cent confidence rating for rail staff measured by BTP's rail staff survey</li><li>• Increase passenger confidence at 20 stations with the lowest confidence ratings as measured by the NRPS</li><li>• Average days lost to sickness absence per employee</li><li>• to be less than 7.3 days.</li></ul>
<b>TfL Sub Divisional Targets</b>
<ul style="list-style-type: none"><li>• The number of notifiable crimes on London Underground and DLR to be no more than 6.8 crimes per million passenger journeys</li><li>• Reduce violence and aggression towards staff from 2014/15 end of year figure</li><li>• To carry out a minimum of 150 joint operations with the DLR</li><li>• Increase the number of positive policing outcomes around sexual offences by 20% in line with Project Guardian</li><li>• Trafalgar locations to achieve 80% visibility at identified hotspots as per default patrols.</li></ul>
<b>South Sub-Divisional Targets</b>
<ul style="list-style-type: none"><li>• Reduce bicycle offences by at least 10%</li><li>• To carry out a minimum of 15 problem solving plans (PSPs) to tackle trespass and fatality disruption</li><li>• To carry out a minimum of 16 PSPs at the lowest confidence stations identified from analysis of the National Rail Passenger Survey</li></ul>

<ul style="list-style-type: none"> <li>• Trafalgar locations to achieve 80 per cent visibility at identified hotspots as per default patrols</li> <li>• To carry out a total of 490 on-train patrols during Friday evenings.</li> </ul>
<b>East Sub Divisional Targets</b>
<ul style="list-style-type: none"> <li>• Reduce bicycle offences by at least 10%</li> <li>• To carry out a minimum of 20 problem solving plans (PSPs) to tackle trespass and fatality related disruption</li> <li>• To carry out a minimum of 23 PSPs at the lowest confidence stations identified from analysis of the National Rail Passenger Survey</li> <li>• Trafalgar locations to achieve 80% visibility at identified hotspots as per default patrols</li> <li>• To carry out a total of 588 on-train patrols during Friday evenings.</li> </ul>

### Efficiency Measures

- 2.2 BTP also measures its performance in relation to the metrics highlighted by the by Sir Roy McNulty as key indicators of efficiency. His report, which was published in May 2011, found that the UK rail industry overall was approximately 30% less efficient than the most efficient European comparators.
- 2.3 The report recommended that a long term target for the UK rail industry should be to improve efficiency and close the gap between its comparators. BTP's increased efficiency has also played a significant role in enabling the railway industry to meet the cost challenges set by the McNulty Report.
- 2.4 Of all the measures used in the McNulty Report the 'cost per passenger kilometre' metric was the most important. It was this measure that was used to make the recommendation that the UK rail industry should increase its efficiency by 30%. After remaining relatively stable between 2004-05 and 2008-09, BTP's cost per passenger kilometre is on target to decrease by 29.12% (0.38p to 0.28p) during the McNulty review period. BTP's cost per passenger kilometre is forecast to decrease by 39.5% over the 2013-19 Strategic Plan period.

### Suicide Prevention and Mental Health

- 2.5 A key current priority for BTP and B Division is dealing people in 'crisis' who access the railway with the intention taking their own lives. Suicide on the railway has both a human cost in terms of the tragic loss of life or life changing injuries which can be sustained and an economic cost in terms of the disruption such acts cause to the railway network.
- 2.6 The scale of this problem is significant. In 2014-15, 1334 people tried to take their own lives on the railway. 327 were killed and 72 survived with serious injury. 935 were physically prevented from taking their own lives by police (56%), rail staff (25%) and members of the public (14%). 289 calls were made to the Suicide Prevention Hot Line and BTP officers conducted 1773

detentions under S136 Mental Health Act or the Scottish equivalent. BTP also dealt with a further 3,570 Pre-Suicidal Incidents.

- 2.7 A suicide or any other fatality on the network is first and foremost a human tragedy and the primary focus of BTP will always be to seek to reduce such incidents and save life. From a secondary viewpoint it is also relevant to consider and seek to reduce the significant impact to the UK economy and the railway industry of such incidents. An academic study carried out in 2011 established that the average overall economic impact in England was £1.45m for each suicide. A suicidal event occurring on the national railway network will incur an average direct cost of £157k per event. 935 interventions meant lives were saved as detailed above but in addition these would potentially cost the economy as a whole £1.3bn and the industry £14.6m.
- 2.8 To seek to address and avert suicides on the railway BTP have established a dedicated Suicide Prevention and Mental Health (SPMH) Team. This is an operational unit that manages people in crisis to a point of sustained care. The aim is to save the lives of people who are vulnerable to suicide and reduce suicide related disruption.
- 2.9 The unit make up comprising of both police personnel and health care professionals. This allows the team to bring together professional medical support with frontline police responders. The team are responsible for organising multi-agency support for suicide prevention, mental health intervention and vulnerable person encounters across the rail network.
- 2.10 Every month the B-Division SPMH Team screen between 400-500 incidents involving potentially vulnerable people on the rail network resulting in an average of 60 intervention plans being created. Once an intervention plan is created a number of police and NHS actions are implemented which serve to protect vulnerable subjects. This process ensures the welfare and whereabouts of high risk individuals remains known until such time there is a collective consensus that their risk of harm has been reduced.
- 2.11 BTP takes its responsibility to protect vulnerable people very seriously. The SPMH team proactively seek to identify the most appropriate care and support for individuals in crisis focusing on the following areas:
  - co-ordinating access to NHS mental health provisions to ensure the right processes are in place to support vulnerable people from intervention into a managed care plan.
  - working with all partner agencies to be included in and support local Crisis Care Concordat declarations and action plans.
  - working with the rail industry to design out suicide risks within infrastructure.
  - improving officer training and awareness in relation to how to recognise the signs of people in crisis to deliver early intervention.

- Working with partner agencies and industry to raise awareness of vulnerable people amongst frontline rail staff promoting a consistent approach to dealing with people in crisis.

2.12 NHS staff are embedded with the BTP SPMH team in order to develop an integrated service with the following objectives:

- Actively reduce and prevent future railway suicides.
- Actively reduce and prevent incident on the rail network that result in disruption of the railway.
- Assess risks, classify incidents and decide appropriate and proportionate follow up actions.
- NHS staff provide the interface between health and social care agencies and BTP in order to ensure proportionate information is shared in order to achieve the best patient outcome.
- Reduce the time BTP staff spend related to the S136 Mental Health Act.
- Contact the health provider of every individual that comes to our attention.
- Jointly initiate the Suicide Prevention Plans for vulnerable people who come to our attention on the rail network.
- Proactive engagement for high risk persons and locations.
- Raise the profile of deaths and incidents on the rail network.

2.13 Through adopting a multi-agency approach and by establishing effective partnership working BTP frequently receive information and intelligence regarding vulnerable, suicidal people before they are able to access the network allowing for crucial intervention.

2.14 A recent example of such an intervention concerns a young woman who was fixated with a particular London station after her best friend took her own life there. The woman left a suicide note at her home address and made her way to the station with the intention of committing suicide. Whilst on route to the station she was stopped by BTP officers and detained for her own safety under section 136 of the Mental Health Act and taken to a place of safety. Following an assessment she was discharged into the care of her GP. The SPMH team contacted the GP concerned and were able to provide all the details surrounding the circumstances and background leading to the young woman seeking to take her own life. This assisted the GP in developing a suitable treatment plan and diagnosing the young woman with post-traumatic stress disorder. The SPMH team recorded all of the relevant intelligence and created a Suicide Prevention Plan for the woman which was assigned to a case worker to monitor and a vulnerable person briefing was sent out to local officers.



- 2.15 In addition to dealing with people in crisis BTP deal with a larger number of young people focusing on the commitment to safeguard the wellbeing of young and vulnerable people. Contact with young people perceived to be at risk is recorded on a bespoke form and shared on the national police database to ensure other agencies are aware of potential risks. Where there is a belief a young or vulnerable person may come to significant harm if immediate action is not taken BTP utilises its powers to take a young person into police protection and will work with social services and the local Home Office force in order to ensure the young person's welfare is taken care of and provisions are put in place to protect them.
- 2.16 Understanding the need to maintain the movement of the rail network has resulted in closer partnership working with London Underground, main line train operators and Network Rail. Specialist Emergency Intervention Units have been established on both the Underground and Mainline. These units are crewed with a BTP police officer and specialist industry staff. The units allow police and industry to arrive at the scene of an emergency quicker. They are able to utilise their individual specialist skills to deal with the situation and to restore network movement at the earliest opportunity.
- 2.17 This is further supported on the London Underground with the crewing of a BTP medic and a London Underground Network Incident Response Manager (NIRM). This unit is designed to get a specialist industry manager to the scene of an emergency at the earliest opportunity to enable better command and control between the police and industry and improve fast time decision making. The police medic is also utilised to tend to people taken unwell on the Underground network allowing urgent medical care to be given prior to the arrival of the Ambulance service and preventing potential delays to service.
- 2.18 As well as developing a specialist response to disruption BTP has also developed a proactive strategy to tackling volume crime on the rail network which can have a significant impact on victims. In particular theft of personal property, cycle crime and sexual assaults have been areas of focus for BTP with offenders drawn to the unique environment of the railway. In response BTP have established a number of specialist teams utilising a mixture of overt and covert tactics to tackle offenders supported by strong individual crime strategies. Operation Magnum (Theft), Operation Wiggins (Cycle) and Operation Guardian (Sexual) have all seen success in addressing their particular crime problem and have allowed BTP to develop a best practice approach to targeting these issues.

#### Project Guardian and the 'Report it to Stop it' Campaign.

- 2.19 Project Guardian was set up to tackle sexual assault and unwanted sexual behaviour on London public transport systems. The project aims to create a transport environment free from sexual harassment – with specific objectives to increase confidence and awareness to report, challenge all unwanted sexual behaviour and to target offenders. Project Guardian was launched in 2013.
- 2.20 The project was a partnership between Transport for London (TfL), the Metropolitan Police (MPS), British Transport Police (BTP) and the City of London Police.

- 2.21 The project was delivered with the support of key advisors which included:
- Everydaysexism project
  - Hollaback UK
  - End Violence Against Women
- 2.22 Project Guardian focused on encouraging victims to report crimes, alongside more proactive police enforcement and engagement. According to the TfL's safety and security survey, 1 in 7 female travellers aged 16 or over have experienced unwanted sexual behaviour in the past 12 months on London's public transport. Less than 5% of those victims go on to report to the Police.
- 2.23 The project has since further developed to become the 'Report it to stop it' campaign, which was launched within London in April and now has become a national campaign for BTP. This campaign again focuses upon improving reporting of sexual harassment and offences and is again supported by MPS and the City of London Police.
- 2.24 The campaign builds upon the principles of Project Guardian but uses social media and other publicity methods to increase individual awareness and encourage reporting. Activity includes:
- Awareness raising activity with officers at stations and on services engaging with passengers and handing out information cards.
  - A campaign film was launched on 13 April 2015. The short film is promoted through video on demand channels such as All4, Now TV and YouTube, primarily aimed at women aged between 16 and 35. Viewers are encouraged to interact with the film. So far the video produced in conjunction with Transport for London has been viewed over 1.8 million times on YouTube.
- 2.25 Additionally, BTP has enjoyed the support of the Department for Transport (DfT) and the Government Equalities Office (GEO), around this issue and has worked with both to achieve:
- The co-hosting with GEO of an event at BTP Headquarters in Camden which was attended by the Rail Minister Clare Perry MP, to publicise the BTP approach and seek views from stakeholders and interested parties on tackling sexual offending on public transport
  - BTP along with the DfT, commissioned a rapid evaluation assessment from Middlesex University to look for best practice in tackling sexual offending on public transport. This report was then discussed at an executive session chaired by the Rail Minister at DfT and attended by national and international bodies to look at ways to improve understanding and how best to reduce such behaviours.
- 2.26 Outcomes from the executive session include commencing work streams looking at:

- A campaign to promote more active engagement by passengers and bystanders – creating a sense of community cohesion and responsibility.
- Development of technological options to improve and enable a variety of simple reporting mechanisms – smart ‘phone ‘apps’ and cyber reporting
- Intelligence questioning and research debriefs with suspects to understand their psychological profile and the motivations of different offender type – currently forming part of a PhD student’s academic research sponsored by BTP.

### Football Policing

- 2.27 BTP has a nationwide responsibility for the movement of sports fans and those attending large scale concerts and other events. This has been a priority for BTP for many years and is underpinned by BTP’s ability to provide national ‘end-to-end’ policing of Britain’s railway network and by its commercial awareness of the operating environment. Hundreds of thousands of visitors enter in to and out of London every weekend. BTP’s integrated approach allows for the safe passage of persons using the railway and London Underground, minimal disruption to regular passengers and the local community and the preservation of public order and the protection of property.
- 2.28 Over recent years BTP has seen an increase in anti-social behaviour which impacts upon the lives of Londoners and visitors to London, who may use the same services to travel around the Capital. BTP recently held a football conference attended by colleagues from MPS and representatives of the football industry and transport providers to discuss the issue. The most significant outcome from the meeting, was the adoption of a new method of policing football, which is focussed upon lowering the tolerance level of what’s acceptable. The new approach is designed to tackle such behaviour and ‘re-set’ the tolerance level which includes using the most effective and appropriate use of police powers and legislation including the use of Criminal and Civil law, including injunctions.
- 2.29 BTP’s revised approach to the policing of, and intelligence gathering around, football-related disorder has also focused upon moving away from concentrating a high proportion of BTP resources on category 1 offenders – those well known to the police already and with a history of violence and anti-social behaviour associated with football matches.
- 2.30 Under the revised approach, more resources are be allocated to policing category 2 offenders – potential offenders who, whilst highly integrated with regard to their employment, family and societal responsibility status, when frequenting football games, can become involved in anti-social behaviour and lower level disorder.
- 2.31 To this end, BTP established the Football Coordination Unit within FHQ Specialist Operations to support the policing of football matches. The Unit engages in intelligence collection to assess the level of risk associated with different football events. The Unit operates in line with the BTP internal Manual of Guidance (MOG) on Football and Event Policing which follows the

College of Policing Authorised Professional Practice on policing football events. Based on the MOG and the intelligence collected the Unit grades each football event to one of the following BTP categories according to the known or anticipated risk of disorder. This takes into account anti-social behaviour, drunkenness and potential disruption.

- 2.32 In practical terms, and under the guidance of the Football Unit, BTP are now working alongside rail staff, assisting them and supporting them when rail companies decide not to allow drunken fans to travel: be it at departure points such as London Euston, or providing an intervention with a team of officers at locations away from the main hubs.
- 2.33 Every Saturday, BTP deploys a Chief Constable's Reserve of mobile police officers who are overseen by local command within London, who link into Train Operating Companies and London Underground regarding support to 'dry trains' and the monitoring of arrivals and departures of travelling serials as well as linking in with MPS around intelligence and supporter movements.
- 2.34 A practical example of these tactics occurred on the last Saturday in September. Operation Resolve had approximately 200 officers from London deployed to deal with football and tackling related issues, providing highly visible uniform resources as well as plain clothes officers.

### **3 How BTP in London is funded – broken down over the past five years from 2010/11 to 2014/15**

- 3.1 BTP's revenue budget is funded using a Cost Allocation Model. The revenue budget is set by the BTPA and charged to train and freight operators as well as Network Rail and Transport for London who hold statutory Police Service Agreements (PSA) with the BTPA. The methodology applied follows 18 stages that allocate a portion of the total agreed revenue budget to each PSA holder by using a number of proxy measures. Additionally, BTPA negotiates Enhanced Police Service Agreements (EPSA's) with industry partners where extra services are requested.
- 3.2 Within London, policing services are provided by payments made by TOCs to cover their operations within the Greater London geographic area, as well as payments received from Transport for London to cover London Underground, Docklands Light Railway and London Overground. The table below shows the operational budget allocated for whole of B Division over the last five years.

NB. B Division covers a wide geographical area of the south east of England as well as greater London.

<b>Financial Year</b>	<b>Total Budget</b>
2010/11	£89,207.950
2011/12	£90,451.620
2012/13	£88,975.410
2013/14	£91,785.220
2014/15	£88,144.180

#### 4 BTP officer numbers in London – broken down by unit and rank

##### Police Officer Numbers

4.1 The number of police officers within B Division by rank is as follows:

Rank	Number
Chief Superintendent	1
Superintendent	4
Chief Inspector	11
Inspector	60
Sergeant	232
Constable	1203
	<b>1511</b>
Police Community Support Officer	235

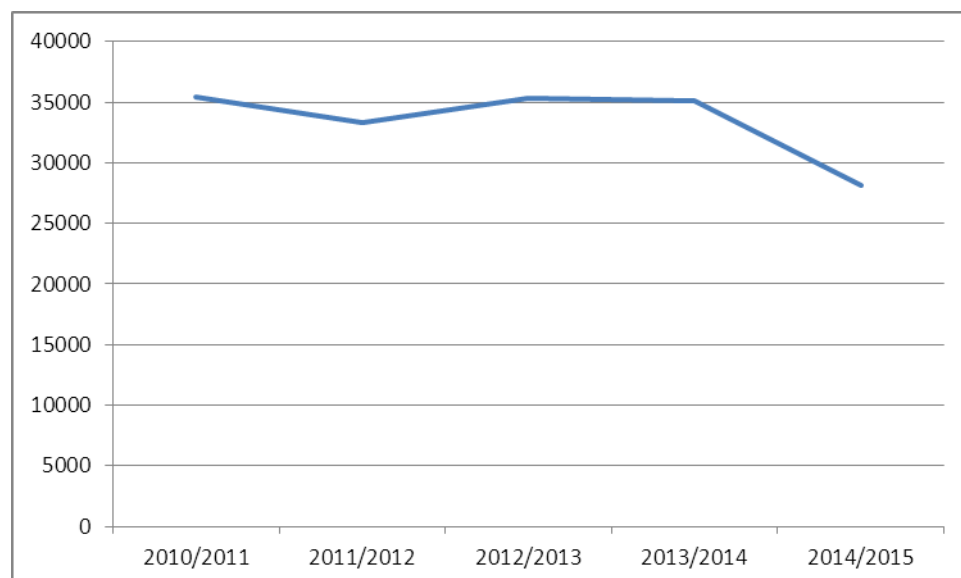
4.2 The table below shows the units these police officers are attached to:

Unit	Number
Custody	25
Divisional Command Team	17
Duty Management	1
Emergency Response Unit	14
Hi-Tech Crime	7
Operational Business Support	50
Operational Planning	11
Operational Support Unit	25
Police Medical Response	7
Relationship Management Team	1
Secondments to non-BTP	2
Sub Division East and Response	532
Sub Division South and Crime	577
TfL	242
<b>Total</b>	<b>1511</b>

## 5 Crime on public transport in London – by crime type, transport mode, time of incident, borough and offender profile

5.1 Overall crime within London has reduced by 20% since 2010. London is a very safe place to travel and there are now only 6.8 crimes per million passengers on the London Underground network.

Overall crime in London 2010-15



### Crime types - Theft

5.2 The main notifiable crime categories prevalent on the transport network in London include Theft of Passenger Property (TPP) and Violence against the Person. TPP accounts for 24% of all crime in London – but has declined by 32% since 2010/11. Operation Magnum was introduced in 2013 to combat this crime type on the London Underground, main London rail transport hubs and the London Overground rail network. Since the introduction of Operation Magnum there have been 3,181 less victims of TPP crime. Due to the success of the operation it has since been rolled out nationally across BTP.

5.3 Over the last three years there were 2099 offenders dealt with by BTP for TPP offences. TPP in London is largely committed by White offenders (59%) followed by Black offenders (19%). A greater proportion of offenders for theft related offences are male (86%) and aged below 18.

5.4 The proportion of juvenile offenders has seen a reduction over the last three years, with 108 in 2012-13, compared to 90 in 2014-15.

### Violence against the Person (VAP)

- 5.5 VAP offences have increased nationally and this is also reflected in. The increase of VAP offences on the transport network is largely attributed to a growth in passenger journeys and the result of a busier network. Crimes generally occur during rush hour periods and involve altercations between passengers. Serious assaults remain rare with only six incidents of Grievous Bodily Harm being recorded year to date.
- 5.6 In order to protect staff and passengers BTP are now running Operation Stronghold patrols every Thursday, Friday and Saturday. The Night Tube roster will also see an increased presence at these times and late at night throughout the week.
- 5.7 A TfL behaviour campaign has been rolled out which will include vinyls, posters, holograms and leaflets being used to increase awareness that this type of behaviour will not be tolerated. BTP are also focusing on the top 17 hotspots for violence within TfL to further deter and detect violent offences. These locations will have 2-3 officers deployed for the entire night shift and a further eight stations will also see increased coverage. A number of PCSOs will also patrol these locations until 2am, further increasing visibility.
- 5.8 All new Night Tube staff receive a conflict management input from a BTP Inspector. Senior BTP staff monitor each Staff Assault and work with Line Managers to ensure staff receive appropriate training and guidance in dealing with these issues if required.

### Sexual Offences

- 5.9 Sexual offences have increased by 31% within London. This is in line with the national trend in this area which has seen a 20% increase in sexual crime across England and Wales. The majority of these offences involve over-clothing touching or groping. Serious assaults remain rare.
- 5.10 There is a strong link between Operation Guardian and more recently the 'Report it to stop it' campaign (outlined in Section 2 of this submission) which encourage victims to report these types of crime, and the rise in recorded sexual offences. More stringent offender management processes are being put in place such as Sexual Offences Prevention Orders for convicted offenders and close monitoring of suspects on bail with tighter bail conditions being applied for.
- 5.11 The offender profile for sexual offence on the transport network in London is largely male aged between 25-35 years. 44% of these crimes were committed by White offenders, 23% by Asian offenders and 17% by Black offenders.

### Robbery

- 5.12 Robbery related offences have seen a significant reduction on the transport network in London, a 54% reduction since 2010-11. This reduction is also mirrored in the Weapons crime category which has seen a 41% reduction in the same period.

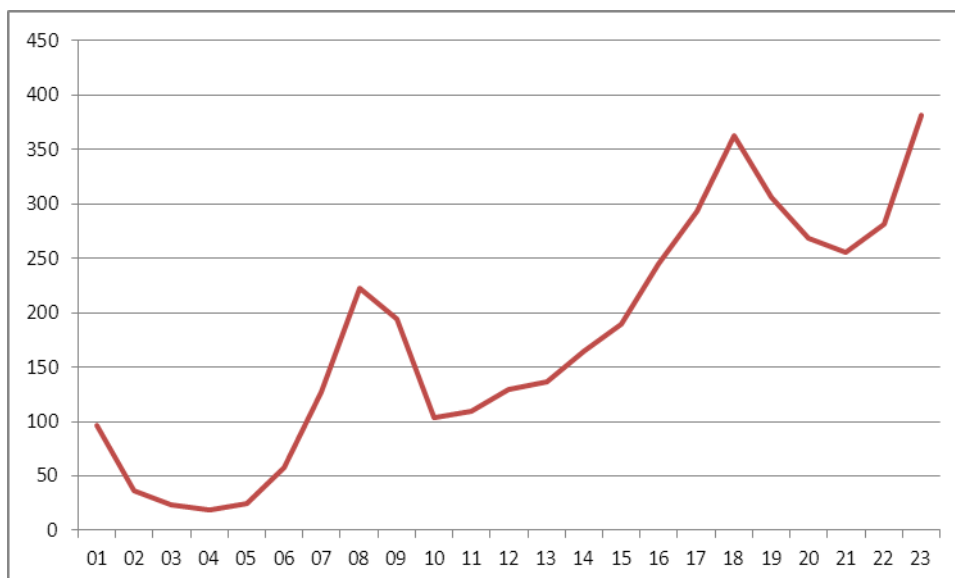
### Modes of Transport

- 5.13 The different modes of transport in London include London Underground, London Overground, DLR and Croydon Tramlink and overground rail. Combined, these methods of transport have seen a 20% reduction in crime since 2010-11. The largest proportion of offences are recorded on the Underground followed by the London Overground network:

	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015
Overground Rail	10391	10342	10795	10735	8969
TfL	16531	14729	15771	15652	11947
DLR	616	552	617	742	715
London Overground	522	640	767	777	416
Tramlink	1060	1202	1380	1592	1318

### Time of Incident

- 5.14 The below graph depicts the peak points for when crime occurs on London Transport. Crimes peak during the morning and evening rush hour periods, and again late at night. The visible policing that have been coordinated for Night Tube will ensure an increased presence late at night on the network



### London Borough Summary<sup>1</sup>

- 5.15 All London Boroughs have seen a reduction in overall notifiable crime on the railway when in comparison to five years ago, with the exception of Enfield and Newham which have a 2% and 11% increase respectively. Route crime

<sup>1</sup> See Appendix 2 for summary and detailed breakdown of Crime by Borough



on the Railway network in Enfield has increased, although numbers remain relatively low with 18 offences in the last year. This includes incidents such as malicious obstruction and damage to rolling stock. The increase in Newham is largely attributed to an increase in violence – particularly common assault

- 5.16 Additional information is provided as per Appendix 2 to show crime per London Borough.

## **6 Hub policing in London**

- 6.1 Hub Policing is focused on large rail stations with major national/urban interchanges with London Underground services, as well as significant bus stations or major bus routes in close proximity. The current locations for Hub policing are:

- London Victoria
- London Euston
- London Kings Cross and St Pancras
- London Liverpool Street
- London Bridge
- London Waterloo
- Stratford.

- 6.2 Officers deployed to Hub locations are partly funded by Train Operating Companies (TOCs) and TfL and are able to assist in the reduction of crime issues identified by these stakeholders.

- 6.3 Transport hubs are no longer simply for moving passengers by rail from one point to another. Major stations in London have developed into shopping and destination centres, and locations where the public spend time without necessarily intending to travel by train or tube. To ensure effective policing at Hub locations, a Neighbourhood Policing Model is adopted to provide dedicated teams to police the locations. The teams work closely with partners in industry and local MPS police resources when appropriate, to adopt a problem solving approach to Hub policing. This approach utilises joint meetings and local tasking meetings with Rail and TfL partners to set local priorities. Different methods are then used to tackle identified priorities such as:

- Shoplifting via Shopwatch
- Cycle Crime detection and prevention
- Theft of personal property
- Tackling violence against the public and transport staff.

### Hub Policing in practice

- 6.4 The Kings Cross/St Pancras Hub team provide an excellent example of the above concept. The Hub team is made up of Police officers and Police Community Support Officers (PCSO's) as well as being supported by volunteers who assist with promotional activity and engagement campaigns.
- 6.5 The hub sits centrally in a Community Safety Partnership encompassing Kings Cross, St Pancras International and Kings Cross St Pancras London Underground stations and their immediate environs. This partnership works collectively to deliver a number of key priorities, including counter terrorism, retail theft and cycle theft and safety. The Hub delivers this through strategic and tactical action plans, with all partners playing active roles. This has included live and tabletop counter terrorism exercises, joint problem solving plans, information sharing and joint policing operations. This collective approach to policing, enabled due to the formation of a Hub team, has seen Kings Cross and St Pancras station achieve high passenger and staff confidence ratings.
- 6.6 A key operational example of the benefit of Hub policing is the management of recent congestion as a result of Eurostar delays caused by the ongoing migrant situation in France. The close working relationships built as a consequence of Hub policing allowed for collective management of crowds to minimise the impact on the international stations. Proximity working allowed for rapid mobilisation and deployment of resources and established management links enabled effective strategic oversight of the incident. Routine planning and testing of plans to deal with incidents of this nature ensured public and industry confidence was maintained during this period.

## **7 Operation Trafalgar**

### Evidence Based Policing

- 7.1 BTP is at the forefront of Evidence Based Policing (EBP) and works closely with Cambridge University and Dr Barak Ariel from the Cambridge University's Institute of Criminology. Operation Trafalgar is a project which has embedded the core EBP principles of 'Targeting, Tracking and Testing' into BTP's force-wide patrolling strategy. As well as being the first police force in the UK to embed these techniques into a 'business as usual strategy', BTP have also will equipped all frontline officers with much more advanced skills in crime reduction, problem solving and engagement. This innovative project builds on the highly successful Operation Beck pilot on the London Underground network, which reduced crime by 21% and increased passenger confidence by 20% during a six-month trial period in 2011. Operation Trafalgar is based on the theory that if a capable guardian is present within a location where crime occurs, it will deter those committing crime. By applying 15 minute patrols, 4 times daily, to identified hotspots, research has shown that these hotspots cool and offending and calls for service reduce. Research also shows that crime doesn't displace but the benefits of the patrols are diffused more widely throughout the transport network

### Approach

- 7.2 BTP analysts have identified hotspots that contribute towards the majority of crime. For BTP, 50% of all crime occurs within 5% of stations so the identification of these locations can very effectively help to drive down crime. These hotspots are then shared with patrolling officers targeted 'beat' patrols are devised, based on five years of crime data. The patrols not only target high crime locations but also provide greater policing visibility, increasing confidence and ensuring officers are in the places they are most needed.
- 7.3 The aim is to reduce crime and disruption while also increasing confidence, and achieving the best possible value for money. The project has now been implemented across BTP, meaning all uniformed officers are patrolling on an evidence based patrol strategy. These patrols are regularly reviewed to ensure crime hotspots are effectively targeted and changes in the crime picture are considered. BTP's officers are also tracked to ensure they apply the correct amount of patrol time to the hotspot locations to maximise their impact.
- 7.4 Operation Trafalgar has not only given officers a new patrolling strategy but also looks to develop the skills they are able to use when on patrol. This ensures they are able to effectively problem solve, engage with the public, identify crime reduction opportunities and apply a 'first fix' approach at locations to deal with problems quickly and efficiently.
- 7.5 As well as crime reduction and problem solving, officers are also given enhanced communication skills training. This helps officers to more effectively communicate with the public and gives advice on empathy and the importance of language and body language. This means that BTP officers are not only patrolling in an evidence based way but are also professional and approachable when doing so, increasing public confidence.

#### Progress

- 7.6 Following successful implementation of the strategy across London, the Hub locations were analysed to see the impact since their launch in September 2014. Early analysis of performance indicates impressive results with crime reducing on average by 7.4% across the Hub locations.
- 7.7 The most impressive reduction has been seen at Euston which has seen a 25% reduction in all crime and an 8% reduction in calls for police service since evidence based patrols were introduced.

#### Future of Evidence Based Policing

- 7.8 The EBP strategy is now live across BTP and continues to develop in relation to the changes in crime and disruption across the capital and beyond. Confidence hotspots are being identified so that patrols within areas of low confidence can address specific issues and concerns. The use of more detailed disruption data from industry partners is also used to adapt the patrols and ensure that disruption hotspots are effectively targeted across London.
- 7.9 BTP is currently planning an evidence based review of whether offences against rail staff at hotspot locations can be reduced by the effective deployment of body worn video (BWV) and conflict avoidance training. Overseen by Cambridge University the methodology that will be used will be

assign a number of locations as a 'treatment' group and train staff in these locations in conflict avoidance and equip them with BWV. The impact of these measures will then be evaluated against a similar group of 'control' locations. These findings will then be used to inform future policy when considering how to best protect rail staff, increase their confidence and reduce offending. It is envisaged that this will be a three month trial commencing in January 2016 with the evaluation being completed for April.

## **8 A summary of the work undertaken by BTP to prepare for Night Tube**

8.1 The BTP response to policing the Night Tube has been devised and delivered through a phased project. Initially, over the course of 2014, a comprehensive study was undertaken by BTP of the policing requirement for Night Tube. This culminated in a business proposal to the Directors of London Underground to cover the cost of what is required to safely police the Night Tube Network.

8.2 As the provision of 24 hour running (other than New Year's Eve) is a new concept there was limited historical data upon which to estimate the future potential level of crime and disorder.

8.3 To address this intelligence gap, a large amount of analytical work was carried out by BTP working in conjunction with the Night Tube project team. The analysis took into account a number of data sources, including:

- Comparator data from other cities running similar services to Night Tube – which was led by TfL
- Officers sent to Stockholm to work with the Swedish Police and Rail Operator to observe and experience first-hand a comparator cities night tube and the challenges this presents.
- Crime and incident data from Night Buses and MPS data for the geographical areas surrounding Night Tube stations also got some data from CoLP
- The local knowledge of BTP Neighbourhood Policing Teams
- Size and geographical location of Night time economy centres
- Projected passenger numbers
- Complexity of station footprints
- The built environment
- Perception (fear of crime)
- Post 21:00 hours actual crime data was used to project potential crime levels during the night
- Micro Study of Camden Town as a night time economy centre.

- 8.4 In order to deliver a suitable policing solution, any service should predominantly be a highly visible presence to provide reassurance and to deter and prevent anti-social behaviour and crime occurring. There are six key elements to this:
1. Permanent presence at high priority stations
  2. Regular reassurance visits to all other stations
  3. Train patrols
  4. Response capability to incidents
  5. A mobile reserve
  6. Support Services.

#### Delivery

- 8.5 BTP currently maintain a 24 hour response capability across the whole of the network. The Night Tube resources are in addition to that existing capability. It is anticipated that the response capability will be increased by the officers on train patrol or, for larger incidents, the mobile reserve will be deployable at the discretion of the Night Tube Inspector.
- 8.6 All officers will be deployed utilising the principles of Operation Trafalgar – that is their deployment will be evidence based. This will be constantly reviewed whilst crime patterns develop.
- 8.7 A detailed deployment plan has been drawn up prior to the launch of Night Tube – however it should be noted that should circumstances occur at any location requiring an increased policing presence the resources funded by London Underground are sufficient to adapt to the matter arising.
- 8.8 A review process is planned to ensure ongoing operational needs are met and that resources can be redeployed where required. During the initial launch of Night Tube it will be dealt with as a police operation and BTP will have a Gold, Silver, Bronze structure in place to ensure BTP can respond to any issues. This review process will be twofold. An on-going review during the night to move resources as appropriate within the principles of the agreement and a weekly review to ensure the starting deployments are accurate.
- 8.9 BTP is in now in a position to successfully provide Night Tube Policing when the service is launched.

### **9 Details of the Resource and Demand Review**

- 9.1 BTP's Resource and Demand Review is currently in progress, and seeks to ensure BTP has the correct balance of resources against predicted demand across the whole organisation. It will also provide BTP with the flexibility to pool resources at times of extraordinary demand or during un-precedented incidents.

- 9.2 The first phase of the Demand Review has been completed with calls for service demand assessed and proposed numbers assigned to BTP locations. This baseline for demand will now be reviewed alongside assessment of other demand types, including events, patrolling and visibility requirements, Neighbourhood Policing, and counter terrorism work.
- 9.3 Much of BTP's demand can be considered variable in both location and timing, therefore BTP is exploring in detail how to maximise resources to achieve best value taking a range of approaches all based on evidence provided by a demand model. A layered assessment of demand, separating core from variable requirements, will mean that BTP will become more responsive to changing demand, without incurring additional expense. This approach will also allow for more involvement of stakeholders in how priorities and related resources are agreed, and will increase transparency in operational decision making.
- 9.4 This approach also seeks to draw differing operational approaches together to work more cohesively to improve management ratios and reduce other support costs. To support this, core rosters are being designed to move as many operational resources onto the same working pattern as possible. Initial options have been completed already and are ready for testing. Moving to a national core roster approach will mean that more resources are available for flexible deployment as needed; this will also spread the impact of short notice demand across the workforce.
- 9.5 A review of BTP Terms and Conditions is looking for ways to achieve more flexible working to suit both the business and employees. To enhance the flexibility and agility of BTP operational resourcing, options for alternative types of employment contracts are being examined, the aim being to identify ways in which the Force can target provision of resources to peak demand without incurring significant cost, even at short notice. Based on demand, the use and allocation of specialist resources is also being reviewed to ensure best value, and to guarantee that their placement provides resilience and support to a range of policing needs preventing silo and duplicate work.
- 9.6 Allocation of resourcing around demand will be reviewed against options for estate rationalisation, taking into account the benefits that will be achieved by the implementation of a mobile working solution. In this area BTP will be looking to ensure investment in property is focused on locations that provide maximum operational value, and that options for a more flexible estate are explored to provide an agile satellite workforce.
- 9.7 The next steps will be to apply operational experience and strategic assessment to these initial proposals to take account of geography and travel distances, policing priorities and specialist skill requirements, resilience and stakeholder needs. Work has also begun to look at the alignment of supporting strategies for Estates, ICT, Recruitment and Organisational Development to ensure that a coordinated and holistic approach can be taken to implementation that minimises cost to BTP and uncertainty for employees during the change process.
- 9.8 Final proposals will include short, medium and long term implementation plans, with reference to the wider economic and policing environment that BTP is operating in. Timescales for delivery will be dependent on the final proposals as approved by BTP's Chief Officer Group.

## **10 A summary of the findings of passenger and staff confidence surveys**

- 10.1 Improving passenger confidence is one of the key elements of the BTP Strategic Plan. National passenger confidence in BTP is measured by the National Rail Passenger Survey (NRPS). The NRPS is a bi-annual survey run by Transport Focus, which consults more than 50,000 passengers a year to provide a network-wide picture of passenger satisfaction with different aspects of rail travel. In London, BTP also is informed by TfL's Safety and Security Survey and Customer Satisfaction Survey.

#### National Rail Passenger Survey

- 10.2 BTP uses the combined ratings to two questions in the NRPS as a measure of passenger confidence. Respondents were asked to provide two ratings, on a 5-point scale from 'Very good' to 'Very poor', about their personal security at the station and about their personal security on the train. BTP passenger confidence rating reflects the percentage of respondents who rate either their at-station or on-train (or both) personal security positively as 'Very good' or 'Fairly good'.
- 10.3 Based on data from the latest wave of the NRPS (Spring 2015; 31,160 respondents), BTP passenger confidence is currently at 77.75%. This is a 0.65% improvement (or a 0.5 percentage point increase) from the 77.25% passenger confidence recorded in the NRPS Autumn 2014 wave, and exceeds our June 2015 confidence target of 77.50%. BTP's target is to achieve a passenger confidence level of 78.82% by June 2016 and of 82.72% by June 2019.
- 10.4 Passenger confidence in B division has improved by 0.48% from 75.36% in Autumn 2014 to 75.84% in Spring 2015. This increase is reflected in both the East and South subdivisions.

#### Safety and Security Survey

- 10.5 The Transport for London (TfL) Safety and Security Survey aims to gather data and report on Londoners' views and experiences of their security when travelling on the TfL network. Both the general worry and the recall of specific worry events measures have seen an improvement – a recorded downward trend – since 2012.
- 10.6 The majority of respondents reported that they are relatively unworried about their personal security when using public transport in London during 2014 with 87% to 89% feeling *A little bit worried* or *Not at all worried* about their personal security. This is an improvement from the average figures of 85% to 88% in 2012.

#### Customer Satisfaction Survey

- 10.7 TfL also measures passengers' feelings of personal security in their Customer Satisfaction Survey. Overall satisfaction with safety and security on London Underground improved both on train and at station in 2014-15 (87% and 86% respectively) from 2013/14 (85% and 84% respectively). Similarly, customer satisfaction with safety and security has also improved on DLR, London Overground and Tramlink with all modes of transport reporting over 85% satisfaction rates.

### BTP approach to improving confidence

- 10.8 The twenty lowest confidence stations were identified from the NRPS Autumn 2014. This included the following stations:
- Barking
  - Clapham Junction
  - Ealing Broadway
  - East Croydon
  - Finsbury Park
  - Hayes and Harlington
  - London Bridge
  - London Cannon Street
  - London Charing Cross
  - London Liverpool Street
  - London Victoria
  - Moorgate
  - Stratford
  - Tottenham Hale.
- 10.9 Each of these locations has a bespoke Problem Solving Plan in place to work with partners and stakeholders to improve levels of confidence.
- 10.10 In addition, BTP's Research and Development team have conducted surveys with rail staff in which the majority of respondents – 64.8% rated their personal security positively as either Very good or Good and BTP. This remains broadly in line with the previous year and puts BTP on track to achieve a 10% increase in Rail Staff confidence by June 2019. Alongside this, BTP Research and Development have run a wider public consultation to verify and support the findings of the NRPS and the Rail Staff Survey.
- 10.11 These surveys have broadly replicated the views of the NRPS and have allowed BTP to commence a publicity campaign to highlight what has been done in response to these surveys and provide feedback in a public facing way.
- 10.12 The delivery method has been the 'You said we did' campaign. The campaign was developed following the first large-scale BTP public consultation held in September 2014. The public consultation aimed to find out what matters most to those using the railway and London Underground network.
- 10.13 The campaign was launched in June 2015 to engage with the rail users and staff, allow officers to hear their opinions and concerns, and help raise awareness of what the organisation is doing to address the issues that matter most to rail users. The campaign focuses on a set of stations at one time across the country for a set period of time on a rolling basis. During the campaign period rail users and staff will see more officers at stations and on trains who will be able to let them know what BTP are doing to ensure their safety. As they interact with the public, officers are handing out A5 cards which ask the public to tell BTP what they could do to make them feel safer at their specific station. The A5 card also gives details of the various methods through which the public can contact BTP including Twitter and the BTP text service 61016.



- 10.14 Feedback from the campaign is still being collected. At the time of writing 3622 cards had been received and entered for analysis. Of this 3622 total, 2953 were from B Division.
- 10.15 B Division has set a number of compulsory tactics to be used at all Confidence locations. These are shown below with some real examples of where they have been used successfully:

#### Public Engagements

- 10.16 Regular BTP Station Surgeries where the local NPT are present to engage with passengers. The A5 'You said we did' cards are used here and officers actively seek opinions from passengers to tell us the issues they wish us to focus on.
- 10.17 An example of where this approach has taken place is Euston. BTP has used officers, police staff, cadets and also BTP volunteers to assist and obtained a large number of survey cards regarding 'You said we did' as well as delivering crime prevention advice regarding theft of passenger property and other crime types.

#### 'You said we Did'

- 10.18 B Division have promoted this media campaign across all confidence locations. Using the root cause analysis from the NRPS BTP have been able to focus operational activity towards the specific confidence issues raised by passengers. Feedback has been provided to passengers regarding the activity undertaken to address specific concerns via 'You said we did' media and social media BTP Twitter and Facebook.

#### Example – Operation Shepherd

- 10.19 General feedback from the national rail passenger survey showed passengers wanted to see more officers on late night trains. Operation Shepherd was put in place to address this which sees dedicated late night patrols every Friday on services leaving key London Stations.
- 10.20 The media team have been working closely with industry partner utilising their own social media to have actively promote the 'You said we did' message to reach as many passengers as possible. This is continually being developed by the media team.

#### Crime Reduction Advisor Surveys

- 10.21 Crime Reduction Officers (CROs) at BTP's Force Headquarters have made visits to low confidence locations prioritising those where passengers have stated there are environmental issues causing confidence concerns. The CROs work with the train operating company to seek to address environmental issues and encourage improvements.
- 10.22 For example, at Ealing Broadway CRO's and have met with the Crossrail Delivery and Security Managers to discuss designs at this location and others on the line. BTP views have been actively sought at an early stage, regarding security, in an effort to make the environment more secure when the works are complete.

Media/Other tactics

- 10.23 Floor Vinyls have been trialled in two of the main retail outlets at Liverpool Street & Euston to reduce incidents of Shoplifting (see below image)



- 10.24 These retail outlets (at these specific locations) have seen a reduction in Shoplifting since the introduction of the floor vinyls.
- 10.25 BTP are in discussions with TfL and other train operators to trial these at specific crime hotspots to reduce the following crimes and therefore increase confidence:
- Violence against the person (In busy locations where passenger behaviour is a root cause of offending – rush hour overcrowding at pinch points)

- Trespass (Use at end of platforms near gates to deter people Trespassing)
- Staff Assaults (Use in booking halls in front of gate lines, ticket machines where staff stand)
- Sexual Offences (Use on Platforms/Escalators)

10.26 Other approaches that BTP are using include Posters on train/stations, television screens on platforms/escalators and Hi-Vis covering of CCTV to highlight the police presence. Using the above tactics B Division has seen an overall increase in Passenger Confidence with some individual locations showing significant progress. For example, Ealing Broadway has shown an increased confidence score from 67.89% to 69.14%, Hayes and Harlington an increase from 65.88% to 72.55% and Charing Cross has seen an increase from 63.65% to 71.66%.



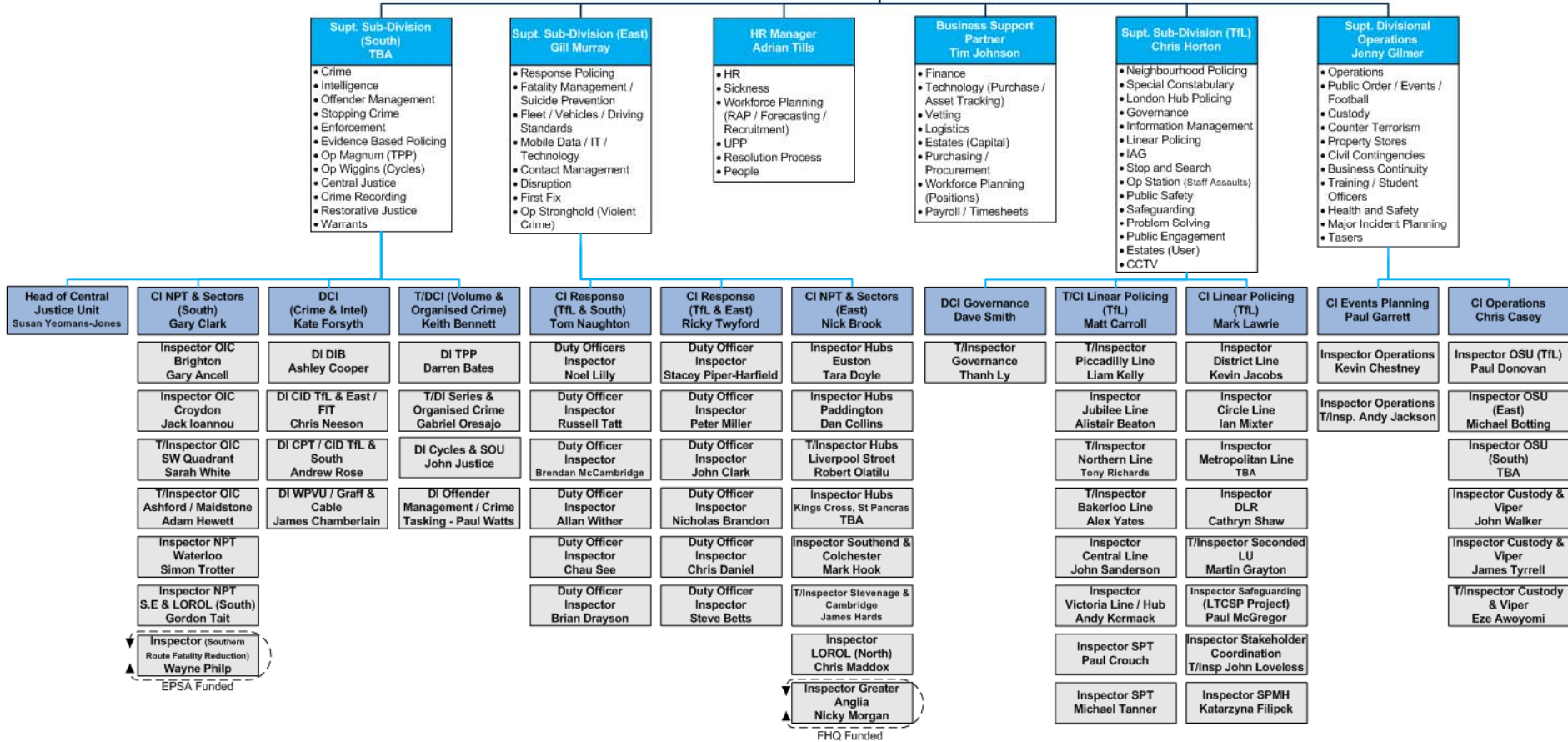
BRITISH  
TRANSPORT  
POLICE

11 June 2015  
OFFICIAL

# B Divisional Command Team Strategic Portfolios

**Divisional Commander**  
**T/Chief Supt Jason Bunyard**

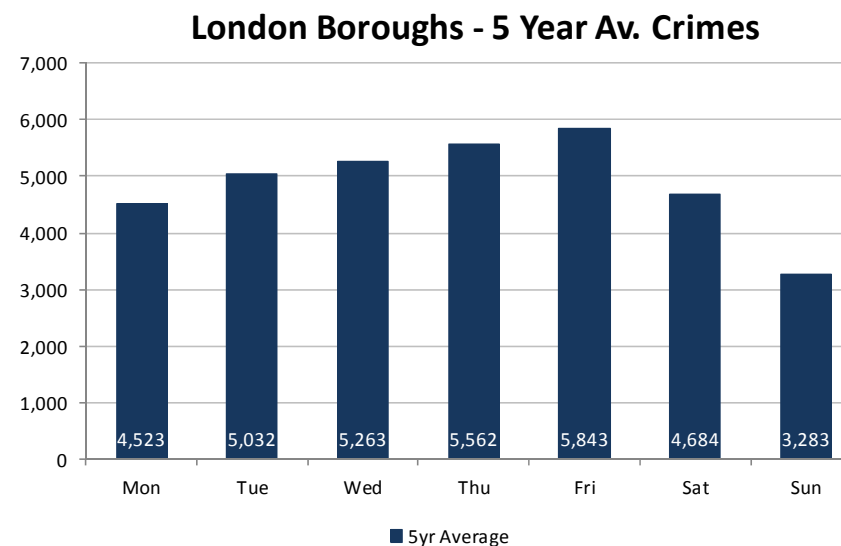
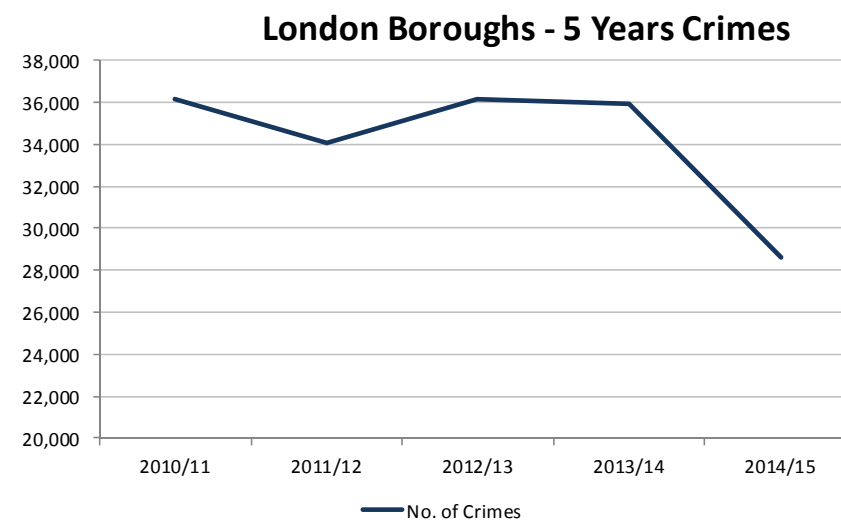
- Finance
- Media & Marketing
- Representative Groups (Internal / External)
- Stakeholder Management
- Strategic Planning
- Strategic Lead for Make the Difference



## APPENDIX B

London Boroughs	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	3,581	3,493	3,729	4,009	4,448	19,260	3,852
01B Weapons	259	163	155	171	152	900	180
02A Sex	488	563	524	669	870	3,114	623
03A Criminal Damage	553	485	428	473	441	2,380	476
03B Graffiti	1,178	727	694	760	721	4,080	816
04A Line of Route (Serious)	255	232	202	188	203	1,080	216
04B Line of Route (Less Serious)	1,519	1,476	1,282	1,179	1,118	6,574	1,315
05A Theft of Pass. Prop.	10,305	9,311	11,233	8,593	7,018	46,460	9,292
06A Motor Vehicle	344	363	230	218	157	1,312	262
06B Pedal Cycle	976	1,326	1,109	1,114	996	5,521	1,104
07A Robbery	438	407	347	258	201	1,651	330
08A Burglary & Theft Railway	1,729	1,363	1,433	1,504	1,438	7,467	1,493
08B Theft Cable & Plant	446	383	262	169	187	1,447	289
09A Public Order (Serious)	2,530	2,006	1,855	1,963	1,850	10,204	2,041
09B Public Order (Less Serious)	3,435	3,115	3,475	3,488	3,465	16,978	3,396
10A Fraud (Serious)	486	552	565	270	220	2,093	419
10B Fraud (Less Serious)	4,007	4,484	4,861	6,529	2,851	22,732	4,546
11A Drugs	1,843	1,805	1,486	1,870	899	7,903	1,581
12A Other (Serious)	302	230	278	265	223	1,298	260
12B Other (Less Serious)	1,477	1,594	1,977	2,249	1,193	8,490	1,698
<b>London Boroughs Total</b>	<b>36,151</b>	<b>34,078</b>	<b>36,125</b>	<b>35,939</b>	<b>28,651</b>	<b>170,944</b>	<b>34,189</b>

London Boroughs	5Yr Total	5Yr Average
Mon	22,613	4,523
Tue	25,161	5,032
Wed	26,316	5,263
Thu	27,808	5,562
Fri	29,215	5,843
Sat	23,418	4,684
Sun	16,413	3,283
<b>Total</b>	<b>170,940</b>	<b>34,188</b>

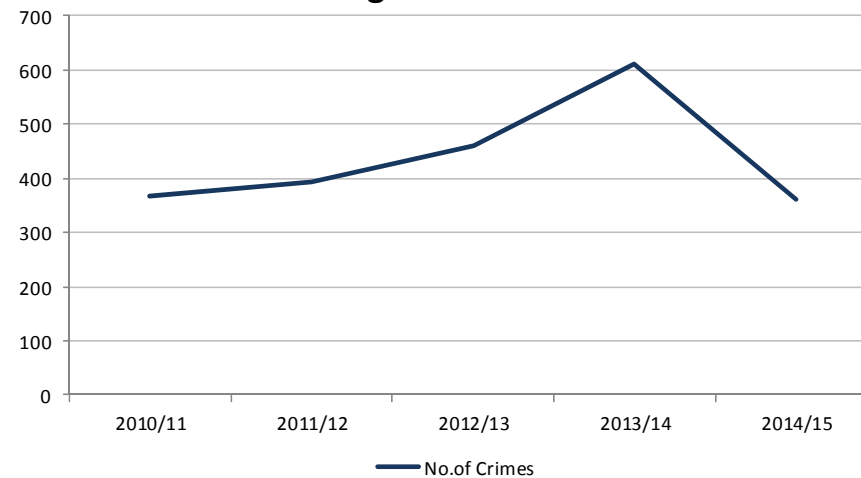


## APPENDIX B

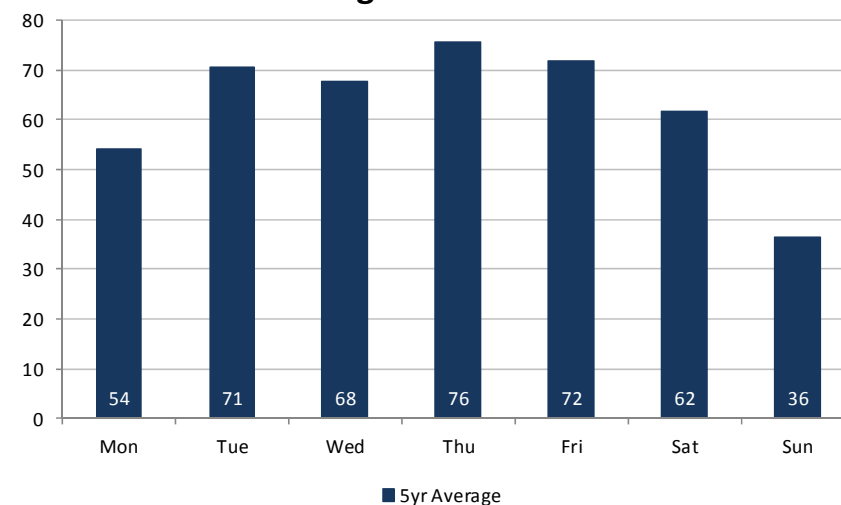
Barking	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	33	50	70	68	57	278	56
01B Weapons	1	7	3	2	1	14	3
02A Sex	3	1	4	8	10	26	5
03A Criminal Damage	8	6	13	10	9	46	9
03B Graffiti	31	11	10	13	10	75	15
04A Line of Route (Serious)	22	3	8	6	4	43	9
04B Line of Route (Less Serious)	42	20	19	23	21	125	25
05A Theft of Pass. Prop.	35	39	80	39	45	238	48
06A Motor Vehicle	2	1				3	1
06B Pedal Cycle	3	4	5	4	2	18	4
07A Robbery	5	6	5	1	5	22	4
08A Burglary & Theft Railway	6	6	9	5	2	28	6
08B Theft Cable & Plant	9	18	7	3	5	42	8
09A Public Order (Serious)	19	32	17	36	32	136	27
09B Public Order (Less Serious)	59	44	36	58	40	237	47
10A Fraud (Serious)	10	9	3	4	6	32	6
10B Fraud (Less Serious)	48	77	117	251	78	571	114
11A Drugs	24	48	41	69	25	207	41
12A Other (Serious)	2	5	2	3	4	16	3
12B Other (Less Serious)	5	5	11	8	4	33	7
<b>Barking Total</b>	<b>367</b>	<b>392</b>	<b>460</b>	<b>611</b>	<b>360</b>	<b>2,190</b>	<b>438</b>

Barking	5Yr Total	5Yr Average
Mon	270	54
Tue	353	71
Wed	339	68
Thu	378	76
Fri	359	72
Sat	309	62
Sun	182	36
<b>Total</b>	<b>2,190</b>	<b>438</b>

### Barking - 5 Years Crimes



### Barking - 5 Year Av. Crimes

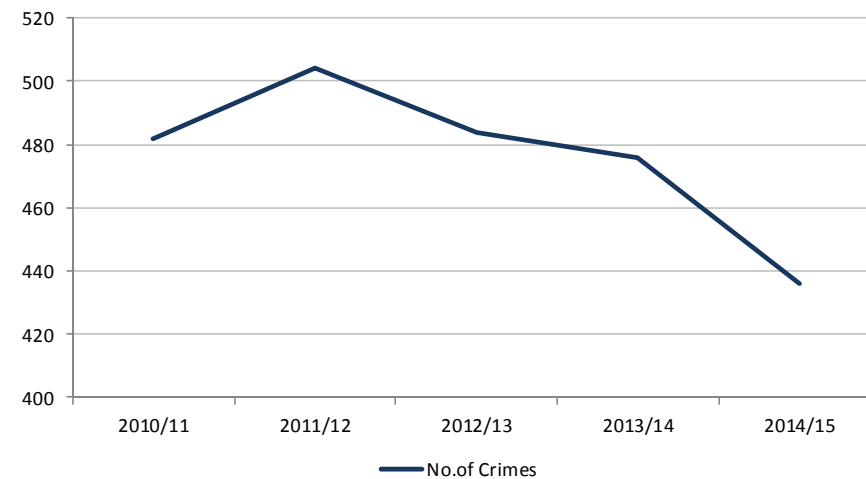


## APPENDIX B

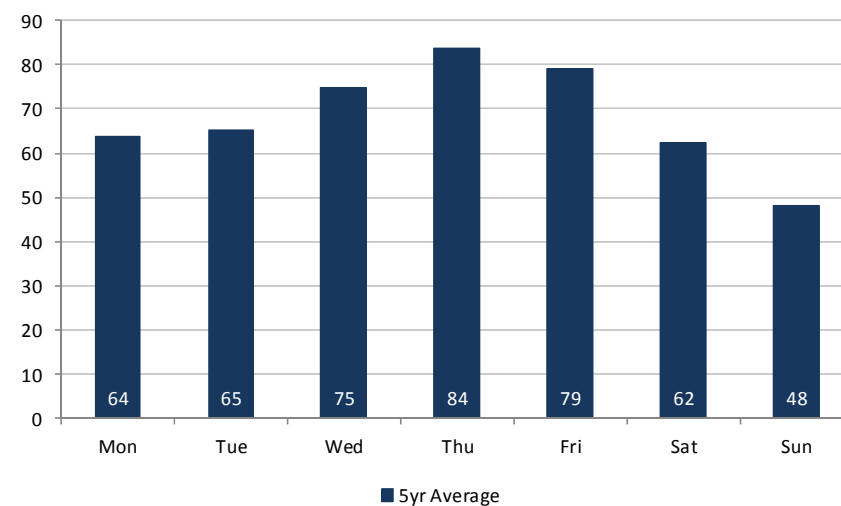
Barnet	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	48	52	54	37	47	238	48
01B Weapons		1	4	1		6	1
02A Sex	9	8	2	10	15	44	9
03A Criminal Damage	17	27	19	19	6	88	18
03B Graffiti	36	26	46	34	26	168	34
04A Line of Route (Serious)	10	9	7	2	4	32	6
04B Line of Route (Less Serious)	24	40	33	14	29	140	28
05A Theft of Pass. Prop.	99	94	96	129	76	494	99
06A Motor Vehicle	9	9	9	7	5	39	8
06B Pedal Cycle	25	29	16	16	32	118	24
07A Robbery	10	8	7	2	5	32	6
08A Burglary & Theft Railway	22	10	7	2	7	48	10
08B Theft Cable & Plant	17	9	10	7	11	54	11
09A Public Order (Serious)	42	35	33	26	28	164	33
09B Public Order (Less Serious)	49	57	56	52	82	296	59
10A Fraud (Serious)	2	3	6	3		14	3
10B Fraud (Less Serious)	31	54	42	44	33	204	41
11A Drugs	9	14	14	7	10	54	11
12A Other (Serious)	6	1	1	4	1	13	3
12B Other (Less Serious)	17	18	22	60	19	136	27
<b>Barnet Total</b>	<b>482</b>	<b>504</b>	<b>484</b>	<b>476</b>	<b>436</b>	<b>2,382</b>	<b>476</b>

Barnet	5Yr Total	5Yr Average
Mon	318	64
Tue	326	65
Wed	373	75
Thu	419	84
Fri	395	79
Sat	311	62
Sun	240	48
<b>Total</b>	<b>2,382</b>	<b>476</b>

### Barnet - 5 Years Crimes



### Barnet - 5 Year Av. Crimes

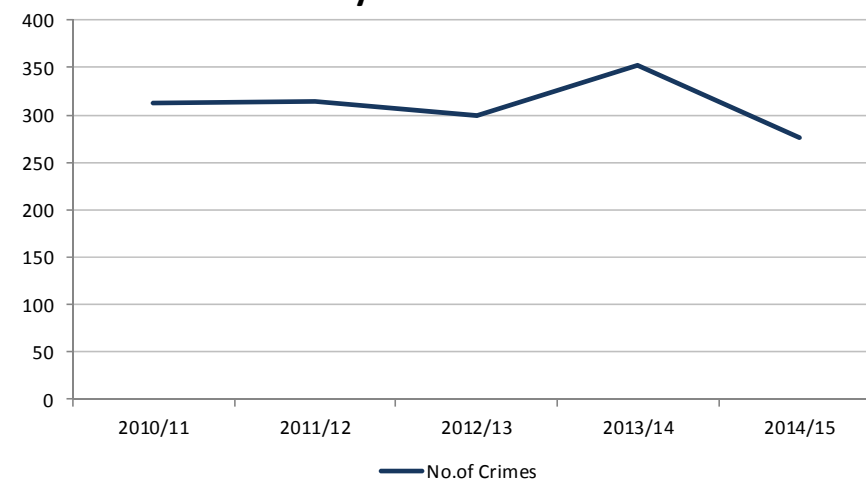


## APPENDIX B

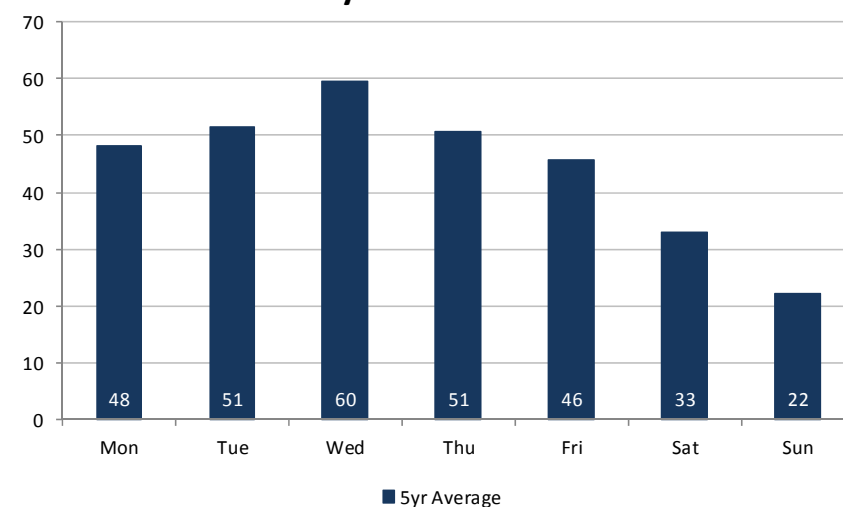
Bexley	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	23	23	19	30	29	124	25
01B Weapons	2	3	1			6	1
02A Sex	5	1	4	1	4	15	3
03A Criminal Damage	9	9	5	12	10	45	9
03B Graffiti	7	11	5	8	15	46	9
04A Line of Route (Serious)	4	2	1	4	5	16	3
04B Line of Route (Less Serious)	30	26	15	27	16	114	23
05A Theft of Pass. Prop.	33	27	31	33	33	157	31
06A Motor Vehicle	19	8	15	14	5	61	12
06B Pedal Cycle	46	62	71	76	53	308	62
07A Robbery	4	10	8	4	4	30	6
08A Burglary & Theft Railway	24	34	11	9	2	80	16
08B Theft Cable & Plant	5	4	3	2	4	18	4
09A Public Order (Serious)	13	5	10	12	19	59	12
09B Public Order (Less Serious)	10	13	12	25	22	82	16
10A Fraud (Serious)			1		2	3	1
10B Fraud (Less Serious)	36	42	59	69	24	230	46
11A Drugs	32	27	23	16	18	116	23
12A Other (Serious)	5	2	1	3	3	14	3
12B Other (Less Serious)	5	6	4	7	8	30	6
<b>Bexley Total</b>	<b>312</b>	<b>315</b>	<b>299</b>	<b>352</b>	<b>276</b>	<b>1,554</b>	<b>311</b>

Bexley	5Yr Total	5Yr Average
Mon	241	48
Tue	257	51
Wed	298	60
Thu	254	51
Fri	228	46
Sat	165	33
Sun	111	22
<b>Total</b>	<b>1,554</b>	<b>311</b>

### Bexley - 5 Years Crimes



### Bexley - 5 Year Av. Crimes

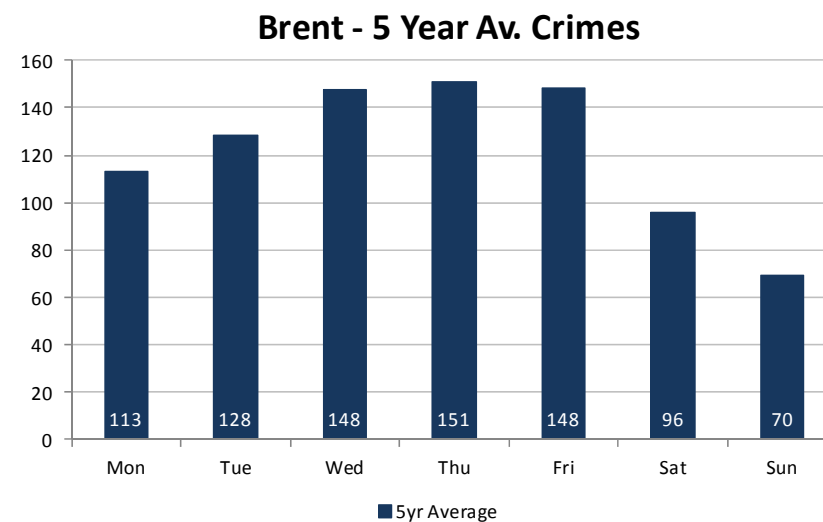
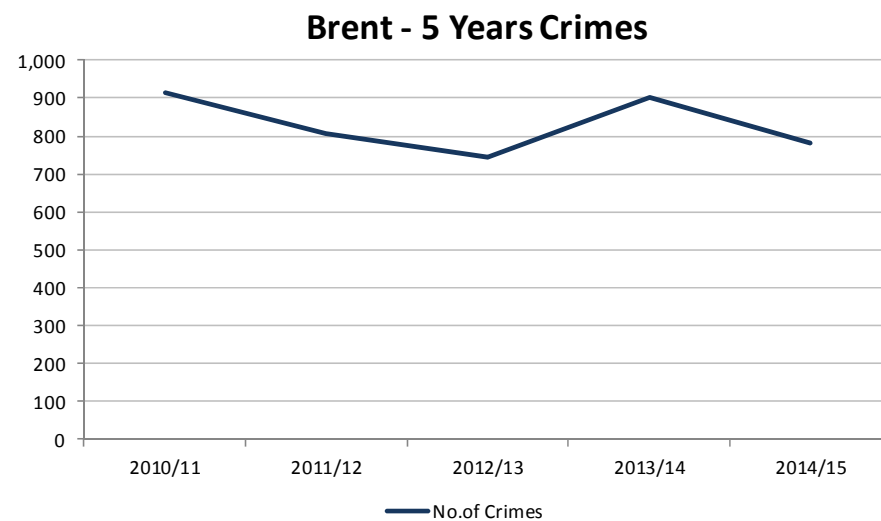




## APPENDIX B

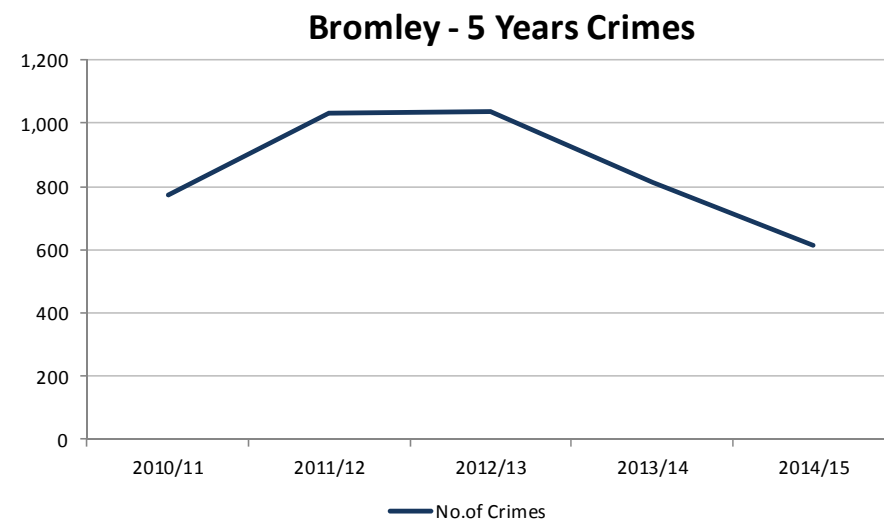
Brent	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	88	85	102	112	116	503	101
01B Weapons	7	3		4	1	15	3
02A Sex	13	9	12	11	18	63	13
03A Criminal Damage	34	24	14	21	16	109	22
03B Graffiti	91	56	42	52	47	288	58
04A Line of Route (Serious)	11	3	5	9	9	37	7
04B Line of Route (Less Serious)	55	52	49	57	69	282	56
05A Theft of Pass. Prop.	105	101	128	122	100	556	111
06A Motor Vehicle	13	11	5	4	2	35	7
06B Pedal Cycle	15	26	22	15	18	96	19
07A Robbery	30	14	15	5	4	68	14
08A Burglary & Theft Railway	30	24	14	5	17	90	18
08B Theft Cable & Plant	28	29	9	6	10	82	16
09A Public Order (Serious)	86	57	60	64	54	321	64
09B Public Order (Less Serious)	120	94	85	107	125	531	106
10A Fraud (Serious)	3	10	6	9	4	32	6
10B Fraud (Less Serious)	77	111	114	225	112	639	128
11A Drugs	72	62	45	34	27	240	48
12A Other (Serious)	9	9	2	4	8	32	6
12B Other (Less Serious)	27	26	14	34	23	124	25
<b>Brent Total</b>	<b>914</b>	<b>806</b>	<b>743</b>	<b>900</b>	<b>780</b>	<b>4,143</b>	<b>829</b>

Bromley	5Yr Total	5Yr Average
Mon	567	113
Tue	641	128
Wed	738	148
Thu	756	151
Fri	741	148
Sat	478	96
Sun	348	70
<b>Total</b>	<b>4,269</b>	<b>854</b>

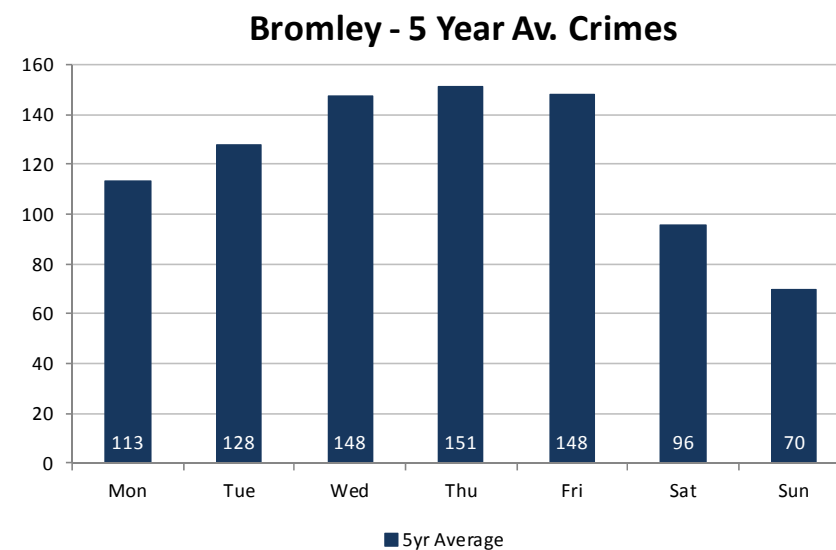


## APPENDIX B

Bromley	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	80	70	51	72	82	355	71
01B Weapons	6	10	5	1	3	25	5
02A Sex	5	21	8	18	21	73	15
03A Criminal Damage	17	15	16	17	16	81	16
03B Graffiti	27	10	19	26	25	107	21
04A Line of Route (Serious)	8	12	3	1	1	25	5
04B Line of Route (Less Serious)	43	57	44	32	38	214	43
05A Theft of Pass. Prop.	75	81	105	82	79	422	84
06A Motor Vehicle	39	27	17	13	20	116	23
06B Pedal Cycle	63	137	90	83	68	441	88
07A Robbery	15	16	35	16	7	89	18
08A Burglary & Theft Railway	21	14	32	7	9	83	17
08B Theft Cable & Plant	12	9	5	3	2	31	6
09A Public Order (Serious)	75	64	35	45	46	265	53
09B Public Order (Less Serious)	32	80	59	45	69	285	57
10A Fraud (Serious)	4	6	5	2	2	19	4
10B Fraud (Less Serious)	153	284	351	225	59	1,072	214
11A Drugs	77	91	113	57	21	359	72
12A Other (Serious)	5	9	10	5	3	32	6
12B Other (Less Serious)	19	21	33	61	41	175	35
<b>Bromley Total</b>	<b>776</b>	<b>1,034</b>	<b>1,036</b>	<b>811</b>	<b>612</b>	<b>4,269</b>	<b>854</b>



Bromley	5Yr Total	5Yr Average
Mon	567	113
Tue	641	128
Wed	738	148
Thu	756	151
Fri	741	148
Sat	478	96
Sun	348	70
<b>Total</b>	<b>4,143</b>	<b>829</b>

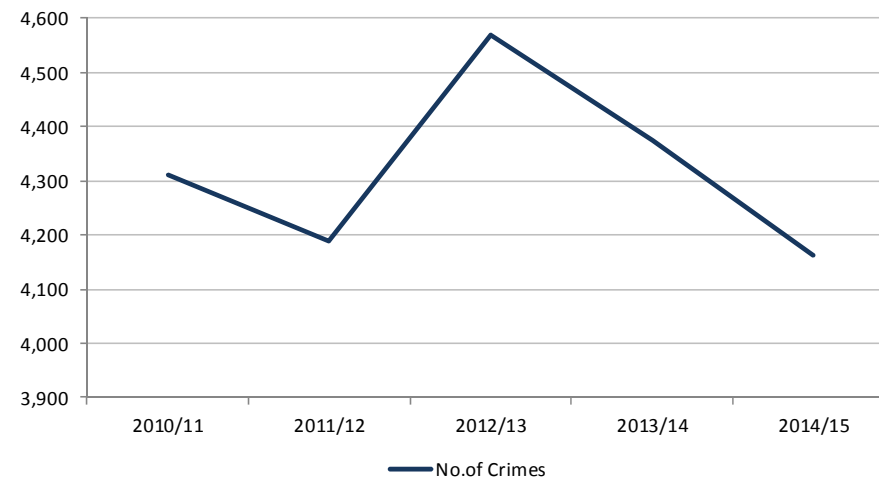


## APPENDIX B

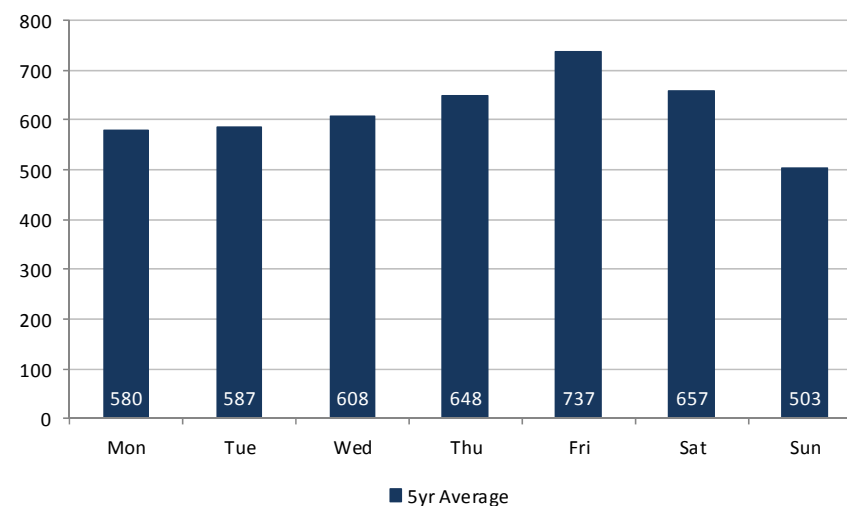
Camden	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	357	439	458	487	590	2,331	466
01B Weapons	90	34	35	39	37	235	47
02A Sex	53	73	71	81	107	385	77
03A Criminal Damage	37	38	24	39	38	176	35
03B Graffiti	42	29	25	29	16	141	28
04A Line of Route (Serious)	6	6	7	11	12	42	8
04B Line of Route (Less Serious)	55	83	59	50	60	307	61
05A Theft of Pass. Prop.	1,998	1,692	2,003	1,567	1,326	8,586	1,717
06A Motor Vehicle	6	8	2	13	9	38	8
06B Pedal Cycle	92	72	36	51	51	302	60
07A Robbery	20	3	7	10	12	52	10
08A Burglary & Theft Railway	329	323	371	410	574	2,007	401
08B Theft Cable & Plant	47	33	21	12	23	136	27
09A Public Order (Serious)	231	264	245	273	234	1,247	249
09B Public Order (Less Serious)	353	393	452	424	431	2,053	411
10A Fraud (Serious)	77	130	140	48	81	476	95
10B Fraud (Less Serious)	194	260	293	417	298	1,462	292
11A Drugs	110	147	136	219	104	716	143
12A Other (Serious)	30	39	37	33	41	180	36
12B Other (Less Serious)	183	122	146	161	120	732	146
<b>Camden Total</b>	<b>4,310</b>	<b>4,188</b>	<b>4,568</b>	<b>4,374</b>	<b>4,164</b>	<b>21,604</b>	<b>4,321</b>

Camden	5Yr Total	5Yr Average
Mon	2,902	580
Tue	2,934	587
Wed	3,041	608
Thu	3,242	648
Fri	3,685	737
Sat	3,285	657
Sun	2,515	503
<b>Total</b>	<b>21,604</b>	<b>4,321</b>

### Camden - 5 Years Crimes



### Camden - 5 Year Av. Crimes

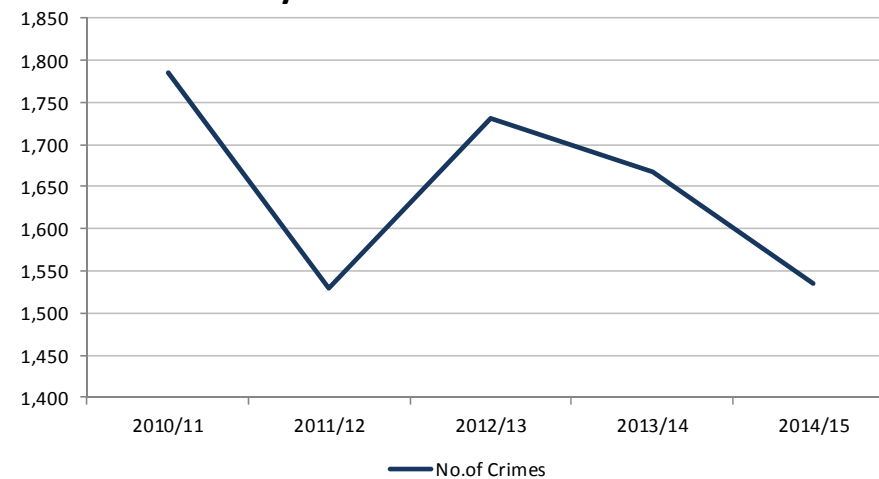


## APPENDIX B

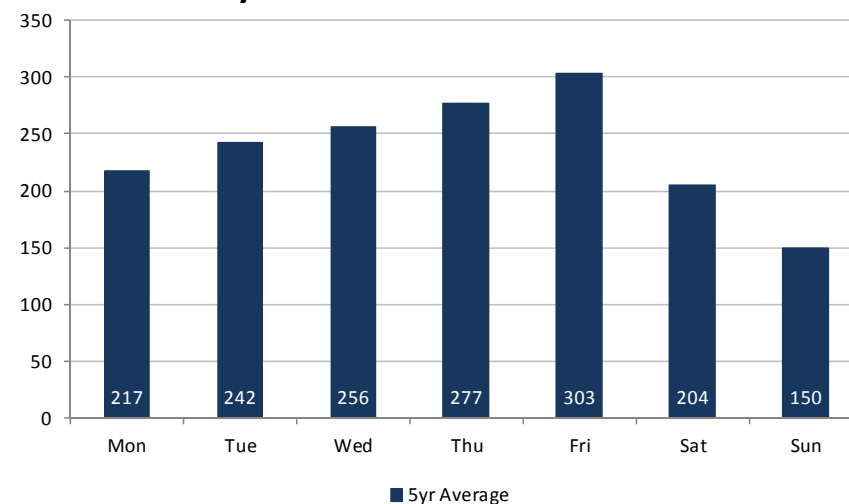
City of London	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	235	187	205	235	260	1,122	224
01B Weapons	6	5	7	8	8	34	7
02A Sex	43	44	67	70	82	306	61
03A Criminal Damage	22	21	15	11	20	89	18
03B Graffiti	14	15	9	7	19	64	13
04A Line of Route (Serious)	9	7	8	7	12	43	9
04B Line of Route (Less Serious)	26	19	20	10	25	100	20
05A Theft of Pass. Prop.	731	666	787	596	478	3,258	652
06A Motor Vehicle	1	1		3	1	6	1
06B Pedal Cycle	26	33	37	40	30	166	33
07A Robbery	13	5	8	4	3	33	7
08A Burglary & Theft Railway	123	79	105	131	115	553	111
08B Theft Cable & Plant	13	12	8	7	8	48	10
09A Public Order (Serious)	142	97	89	89	91	508	102
09B Public Order (Less Serious)	168	166	169	219	220	942	188
10A Fraud (Serious)	53	54	49	14	14	184	37
10B Fraud (Less Serious)	86	61	72	97	67	383	77
11A Drugs	36	28	30	58	41	193	39
12A Other (Serious)	9	7	9	18	10	53	11
12B Other (Less Serious)	30	23	37	43	31	164	33
<b>City of London Total</b>	<b>1,786</b>	<b>1,530</b>	<b>1,731</b>	<b>1,667</b>	<b>1,535</b>	<b>8,249</b>	<b>1,650</b>

City of London	5Yr Total	5Yr Average
Mon	1,087	217
Tue	1,210	242
Wed	1,280	256
Thu	1,386	277
Fri	1,513	303
Sat	1,022	204
Sun	751	150
<b>Total</b>	<b>8,249</b>	<b>1,650</b>

### City of London - 5 Years Crimes

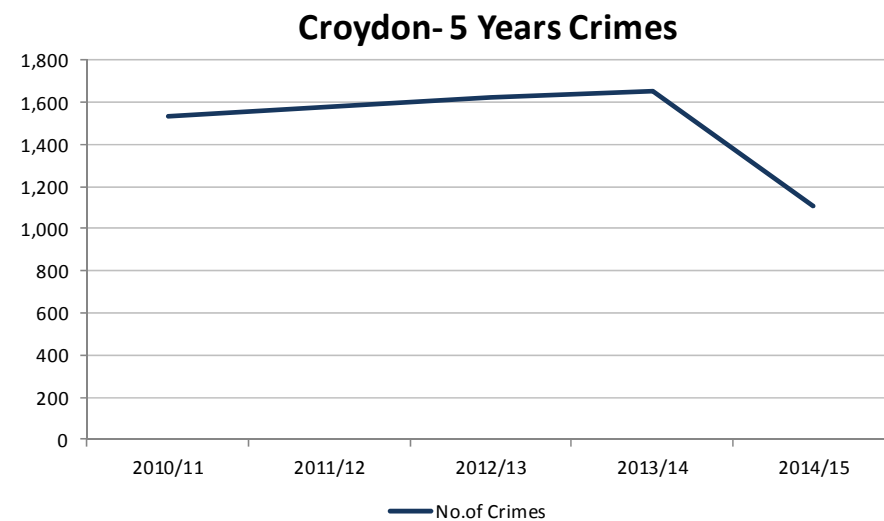


### City of London - 5 Year Av. Crimes

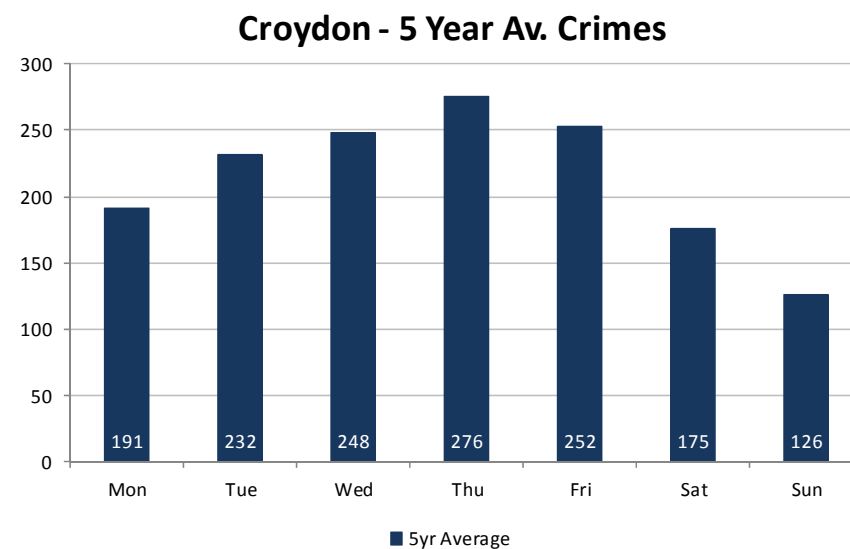


## APPENDIX B

Croydon	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	152	164	149	163	170	798	160
01B Weapons	12	6	13	8	8	47	9
02A Sex	24	17	9	12	26	88	18
03A Criminal Damage	42	46	24	28	29	169	34
03B Graffiti	23	11	20	26	10	90	18
04A Line of Route (Serious)	30	39	28	25	28	150	30
04B Line of Route (Less Serious)	50	52	59	54	39	254	51
05A Theft of Pass. Prop.	173	148	196	156	113	786	157
06A Motor Vehicle	8	10	6	6	5	35	7
06B Pedal Cycle	38	53	31	50	38	210	42
07A Robbery	30	44	25	27	21	147	29
08A Burglary & Theft Railway	26	11	14	32	23	106	21
08B Theft Cable & Plant	9	8	27	12	4	60	12
09A Public Order (Serious)	135	105	79	87	89	495	99
09B Public Order (Less Serious)	117	130	141	141	123	652	130
10A Fraud (Serious)	29	18	16	2	4	69	14
10B Fraud (Less Serious)	482	576	624	653	277	2,612	522
11A Drugs	119	94	102	113	46	474	95
12A Other (Serious)	14	9	8	12	13	56	11
12B Other (Less Serious)	23	35	54	47	41	200	40
<b>Croydon Total</b>	<b>1,536</b>	<b>1,576</b>	<b>1,625</b>	<b>1,654</b>	<b>1,107</b>	<b>7,498</b>	<b>1,500</b>



Croydon	5Yr Total	5Yr Average
Mon	954	191
Tue	1,159	232
Wed	1,240	248
Thu	1,378	276
Fri	1,262	252
Sat	876	175
Sun	629	126
<b>Total</b>	<b>8,249</b>	<b>1,650</b>

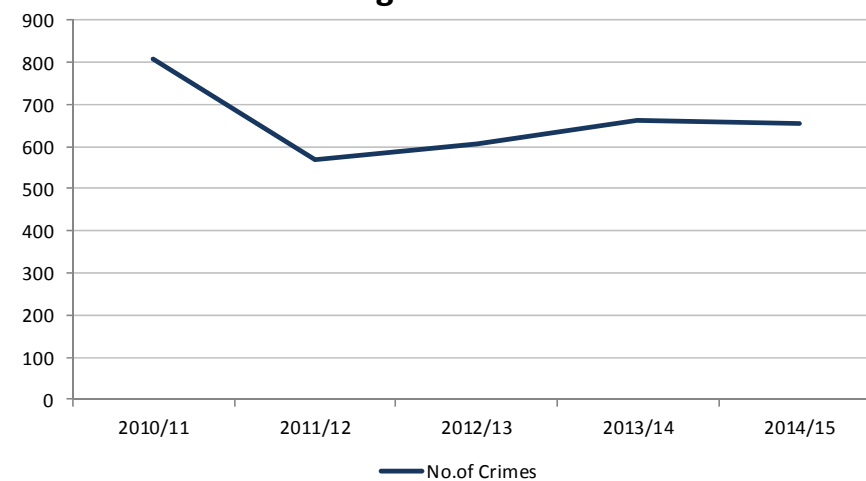


## APPENDIX B

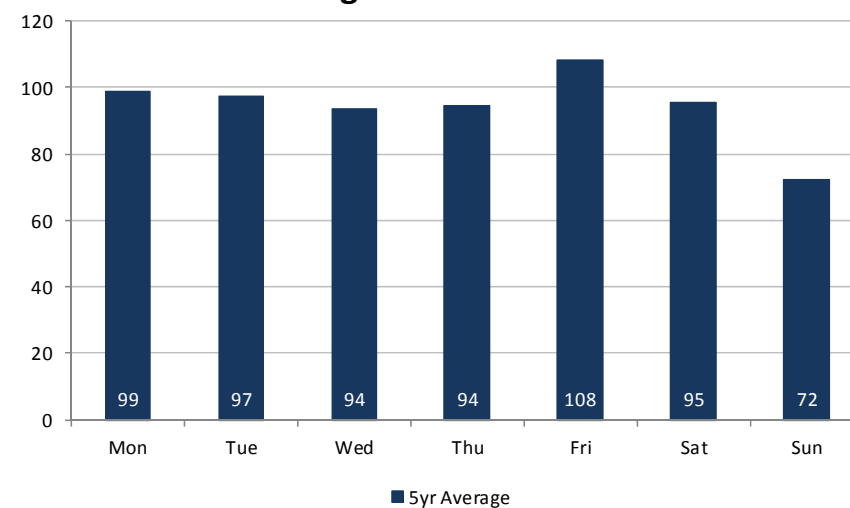
Ealing	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	80	64	86	98	100	428	86
01B Weapons		2		3	3	8	2
02A Sex	9	12	10	9	13	53	11
03A Criminal Damage	21	17	18	25	26	107	21
03B Graffiti	91	46	36	37	57	267	53
04A Line of Route (Serious)	14	8	13	9	7	51	10
04B Line of Route (Less Serious)	65	51	50	37	42	245	49
05A Theft of Pass. Prop.	139	119	141	125	120	644	129
06A Motor Vehicle	1	4	6	5	2	18	4
06B Pedal Cycle	32	32	33	22	27	146	29
07A Robbery	21	8	3	9	3	44	9
08A Burglary & Theft Railway	16	7	6	5	6	40	8
08B Theft Cable & Plant	18	15	7	8	10	58	12
09A Public Order (Serious)	53	25	39	42	42	201	40
09B Public Order (Less Serious)	102	62	77	63	92	396	79
10A Fraud (Serious)	1	5	5	8	2	21	4
10B Fraud (Less Serious)	51	37	44	69	29	230	46
11A Drugs	39	27	6	30	13	115	23
12A Other (Serious)	5	2	8	3	6	24	5
12B Other (Less Serious)	50	25	20	55	54	204	41
<b>Ealing Total</b>	<b>808</b>	<b>568</b>	<b>608</b>	<b>662</b>	<b>654</b>	<b>3,300</b>	<b>660</b>

Ealing	5Yr Total	5Yr Average
Mon	494	99
Tue	487	97
Wed	468	94
Thu	472	94
Fri	541	108
Sat	477	95
Sun	361	72
<b>Total</b>	<b>3,300</b>	<b>660</b>

### Ealing - 5 Years Crimes



### Ealing - 5 Year Av. Crimes

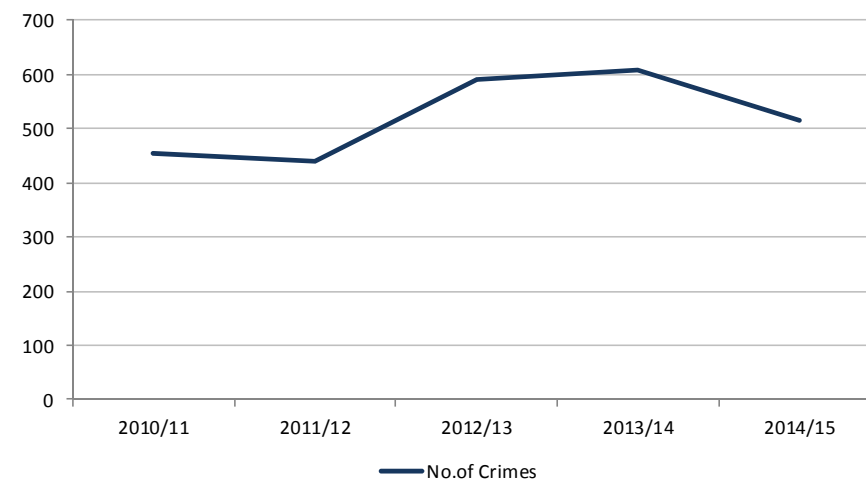


## APPENDIX B

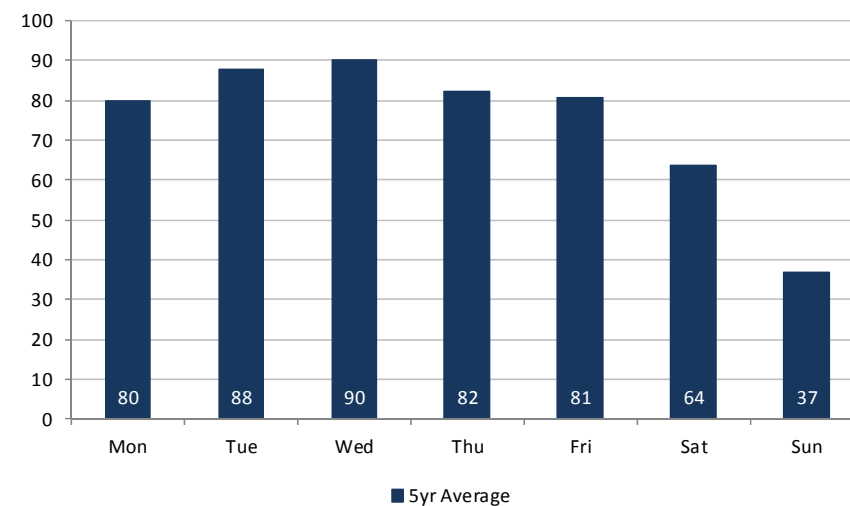
Enfield	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	38	35	52	40	52	217	43
01B Weapons	2	2	1	2		7	1
02A Sex	6	6	5	3	5	25	5
03A Criminal Damage	28	10	17	23	22	100	20
03B Graffiti	29	14	14	23	29	109	22
04A Line of Route (Serious)	5	13	15	6	18	57	11
04B Line of Route (Less Serious)	68	41	41	38	45	233	47
05A Theft of Pass. Prop.	60	47	70	80	66	323	65
06A Motor Vehicle	11	12	9	7	5	44	9
06B Pedal Cycle	14	28	12	18	18	90	18
07A Robbery	26	14	8	6	3	57	11
08A Burglary & Theft Railway	12	8	22	82	12	136	27
08B Theft Cable & Plant	7	18	8	4	4	41	8
09A Public Order (Serious)	15	17	24	26	26	108	22
09B Public Order (Less Serious)	32	33	44	36	48	193	39
10A Fraud (Serious)	3	8	2	3	3	19	4
10B Fraud (Less Serious)	12	18	22	23	17	92	18
11A Drugs	14	12	16	19	4	65	13
12A Other (Serious)	4	9	17	10	13	53	11
12B Other (Less Serious)	68	94	191	159	126	638	128
<b>Enfield Total</b>	<b>454</b>	<b>439</b>	<b>590</b>	<b>608</b>	<b>516</b>	<b>2,607</b>	<b>521</b>

Enfield	5Yr Total	5Yr Average
Mon	399	80
Tue	440	88
Wed	450	90
Thu	412	82
Fri	403	81
Sat	319	64
Sun	184	37
<b>Total</b>	<b>2,607</b>	<b>521</b>

### Enfield - 5 Years Crimes



### Enfield - 5 Year Av. Crimes

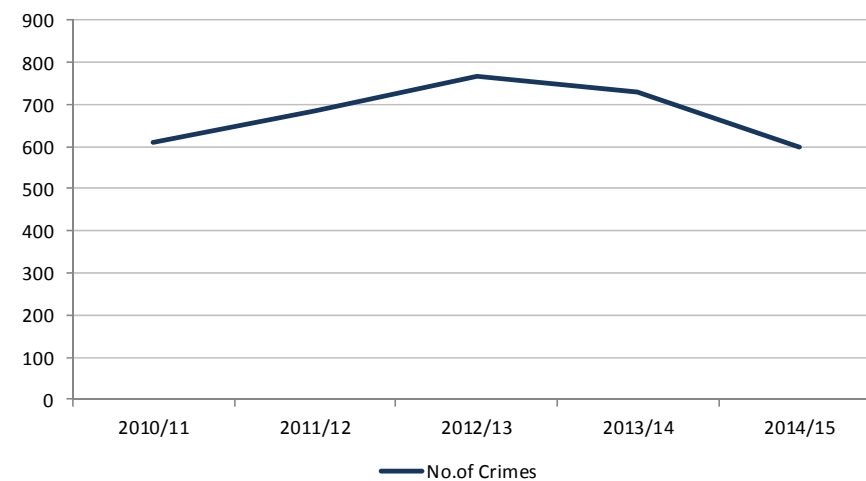


## APPENDIX B

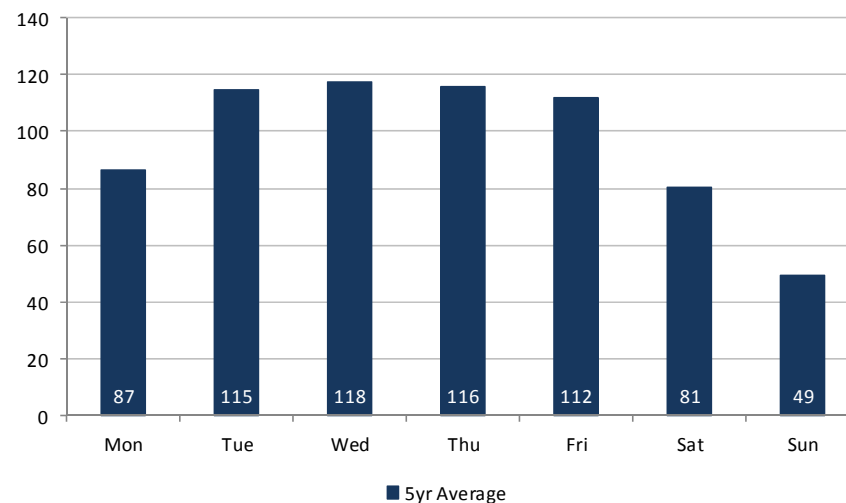
Greenwich	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	76	64	76	60	96	372	74
01B Weapons	3	3	4	1	7	18	4
02A Sex	8	10	9	7	18	52	10
03A Criminal Damage	7	17	11	10	14	59	12
03B Graffiti	10	9	13	6	12	50	10
04A Line of Route (Serious)	4	5	4	8	3	24	5
04B Line of Route (Less Serious)	31	31	29	27	33	151	30
05A Theft of Pass. Prop.	109	97	113	119	93	531	106
06A Motor Vehicle	44	35	16	21	28	144	29
06B Pedal Cycle	25	43	33	27	24	152	30
07A Robbery	11	15	14	6	17	63	13
08A Burglary & Theft Railway	22	13	11	11	22	79	16
08B Theft Cable & Plant	5	5	8	2	3	23	5
09A Public Order (Serious)	46	38	29	30	39	182	36
09B Public Order (Less Serious)	34	38	50	34	48	204	41
10A Fraud (Serious)	3	5	5	8	1	22	4
10B Fraud (Less Serious)	78	174	240	230	68	790	158
11A Drugs	65	56	76	61	32	290	58
12A Other (Serious)	6	5	3	6	4	24	5
12B Other (Less Serious)	22	20	23	55	35	155	31
<b>Greenwich Total</b>	<b>609</b>	<b>683</b>	<b>767</b>	<b>729</b>	<b>597</b>	<b>3,385</b>	<b>677</b>

Greenwich	5Yr Total	5Yr Average
Mon	433	87
Tue	574	115
Wed	588	118
Thu	580	116
Fri	560	112
Sat	403	81
Sun	247	49
<b>Total</b>	<b>3,385</b>	<b>677</b>

### Greenwich - 5 Years Crimes



### Greenwich - 5 Year Av. Crimes



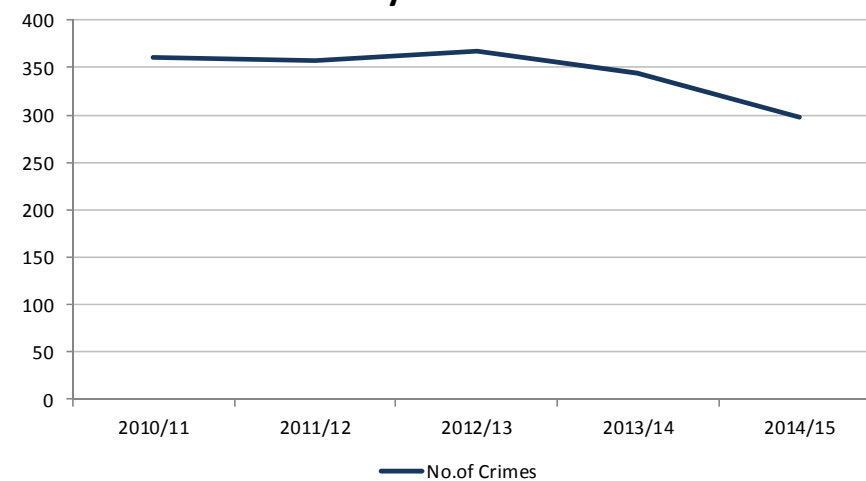


## APPENDIX B

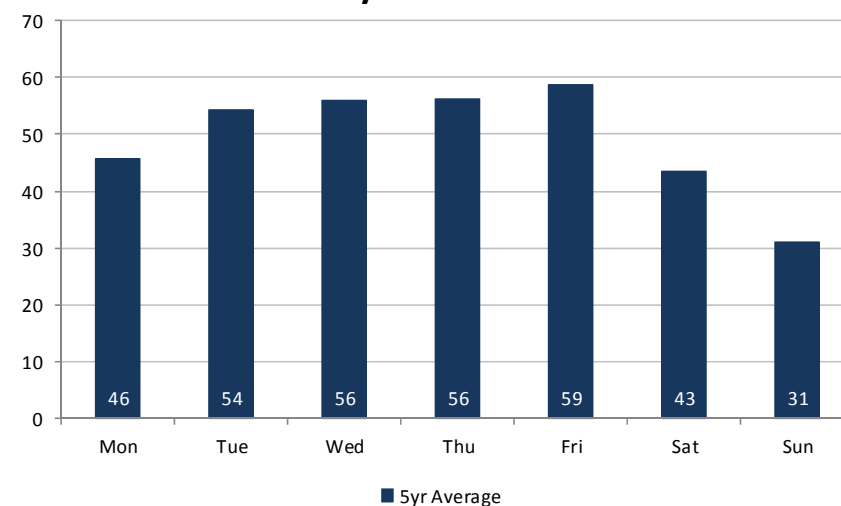
Hackney	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	37	54	54	50	55	250	50
01B Weapons	8	3		3	1	15	3
02A Sex	1	6	5	2	10	24	5
03A Criminal Damage	8	6	8	5	10	37	7
03B Graffiti	29	15	9	25	16	94	19
04A Line of Route (Serious)	2	1	1	1	1	6	1
04B Line of Route (Less Serious)	27	26	20	19	19	111	22
05A Theft of Pass. Prop.	61	68	66	69	47	311	62
06A Motor Vehicle		3		1	1	5	1
06B Pedal Cycle	7	31	52	18	25	133	27
07A Robbery	11	15	10	4	1	41	8
08A Burglary & Theft Railway	9	6	25	45	11	96	19
08B Theft Cable & Plant	22	14	1	3	4	44	9
09A Public Order (Serious)	20	27	29	22	19	117	23
09B Public Order (Less Serious)	38	32	41	30	49	190	38
10A Fraud (Serious)	8	6	5	1		20	4
10B Fraud (Less Serious)	13	21	20	19	16	89	18
11A Drugs	53	18	16	22	6	115	23
12A Other (Serious)	2	1	3	2	2	10	2
12B Other (Less Serious)	4	5	2	3	5	19	4
<b>Hackney Total</b>	<b>360</b>	<b>358</b>	<b>367</b>	<b>344</b>	<b>298</b>	<b>1,727</b>	<b>345</b>

Hackney	5Yr Total	5Yr Average
Mon	229	46
Tue	272	54
Wed	280	56
Thu	281	56
Fri	293	59
Sat	217	43
Sun	155	31
<b>Total</b>	<b>1,727</b>	<b>345</b>

### Hackney - 5 Years Crimes



### Hackney - 5 Year Av. Crimes

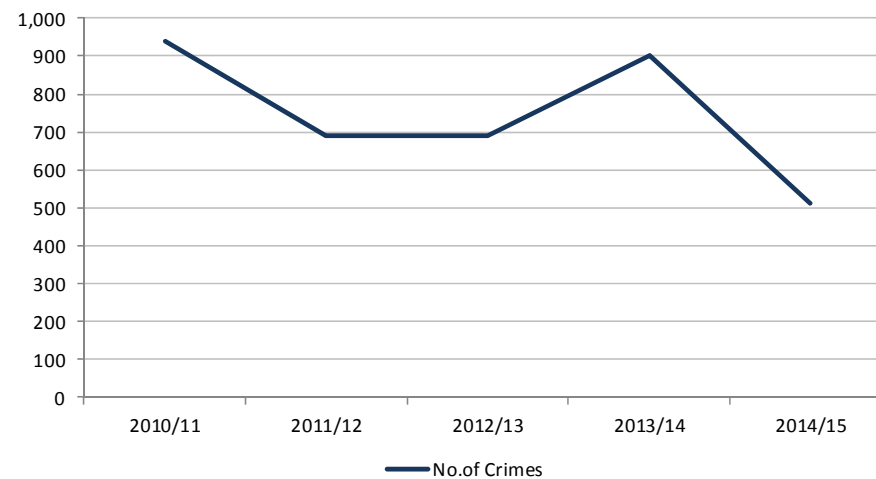


## APPENDIX B

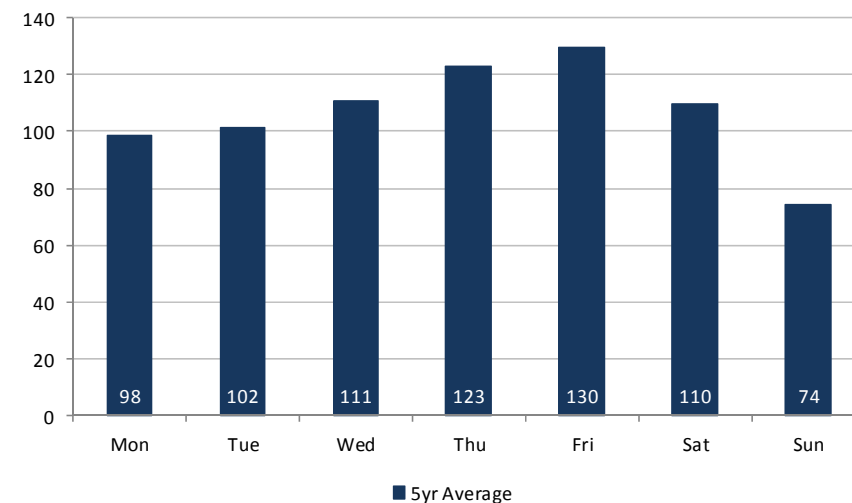
Hammersmith	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	86	84	70	97	70	407	81
01B Weapons	9	5	1	1	1	17	3
02A Sex	14	8	12	13	14	61	12
03A Criminal Damage	21	8	10	5	1	45	9
03B Graffiti	96	51	47	33	32	259	52
04A Line of Route (Serious)	7	4	4	1	3	19	4
04B Line of Route (Less Serious)	29	21	25	12	20	107	21
05A Theft of Pass. Prop.	205	173	209	183	162	932	186
06A Motor Vehicle	1	1		3		5	1
06B Pedal Cycle		2	1	1		4	1
07A Robbery	6	8	12	3	2	31	6
08A Burglary & Theft Railway	14	11	15	9	2	51	10
08B Theft Cable & Plant	5	5	1	2	5	18	4
09A Public Order (Serious)	87	43	40	31	37	238	48
09B Public Order (Less Serious)	131	95	77	144	73	520	104
10A Fraud (Serious)	12	18	11	9	2	52	10
10B Fraud (Less Serious)	109	83	127	277	68	664	133
11A Drugs	87	61	20	62	7	237	47
12A Other (Serious)	5	3	4	5	6	23	5
12B Other (Less Serious)	17	7	6	11	6	47	9
<b>Hammersmith Total</b>	<b>941</b>	<b>691</b>	<b>692</b>	<b>902</b>	<b>511</b>	<b>3,737</b>	<b>747</b>

Hammersmith	5Yr Total	5Yr Average
Mon	492	98
Tue	508	102
Wed	554	111
Thu	615	123
Fri	649	130
Sat	549	110
Sun	370	74
<b>Total</b>	<b>3,737</b>	<b>747</b>

### Hammersmith - 5 Years Crimes

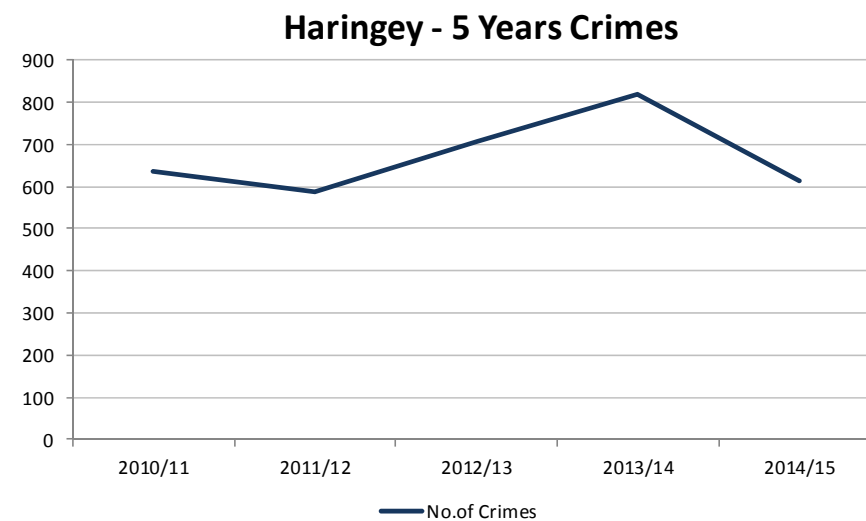


### Hammersmith - 5 Year Av. Crimes

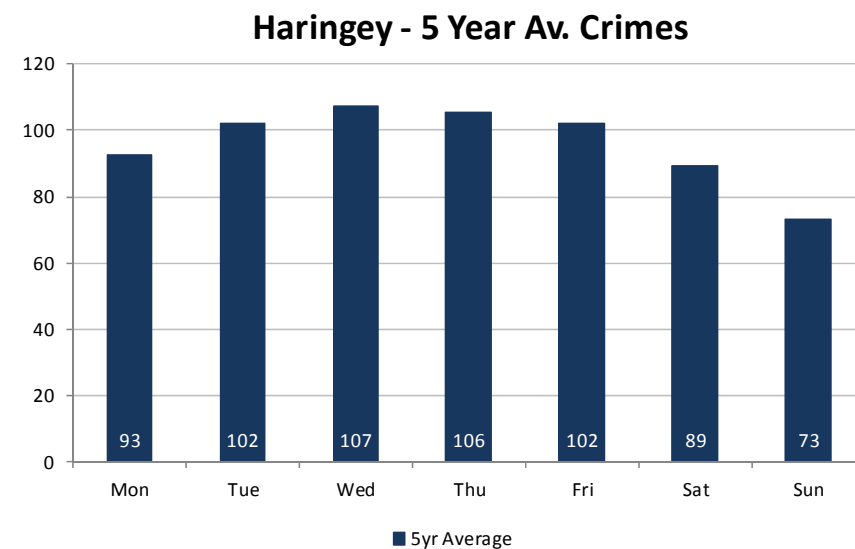


## APPENDIX B

Haringey	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	70	74	83	89	89	405	81
01B Weapons	2	4	1	3	2	12	2
02A Sex	9	3	9	14	16	51	10
03A Criminal Damage	16	12	11	11	18	68	14
03B Graffiti	90	35	37	37	31	230	46
04A Line of Route (Serious)	4	1	4	9	2	20	4
04B Line of Route (Less Serious)	42	51	46	23	42	204	41
05A Theft of Pass. Prop.	122	95	160	145	102	624	125
06A Motor Vehicle	2	2		3	1	8	2
06B Pedal Cycle	8	16	17	26	20	87	17
07A Robbery	15	16	8	8	4	51	10
08A Burglary & Theft Railway	25	22	18	29	11	105	21
08B Theft Cable & Plant	8	10	12	6	7	43	9
09A Public Order (Serious)	49	53	46	52	47	247	49
09B Public Order (Less Serious)	54	67	90	102	100	413	83
10A Fraud (Serious)	5	9	11	7	1	33	7
10B Fraud (Less Serious)	36	57	88	124	51	356	71
11A Drugs	18	17	19	60	33	147	29
12A Other (Serious)	5	3	3	10	6	27	5
12B Other (Less Serious)	56	39	44	62	31	232	46
<b>Haringey Total</b>	<b>636</b>	<b>586</b>	<b>707</b>	<b>820</b>	<b>614</b>	<b>3,363</b>	<b>673</b>



Haringey	5Yr Total	5Yr Average
Mon	464	93
Tue	511	102
Wed	537	107
Thu	528	106
Fri	510	102
Sat	447	89
Sun	366	73
<b>Total</b>	<b>3,363</b>	<b>673</b>

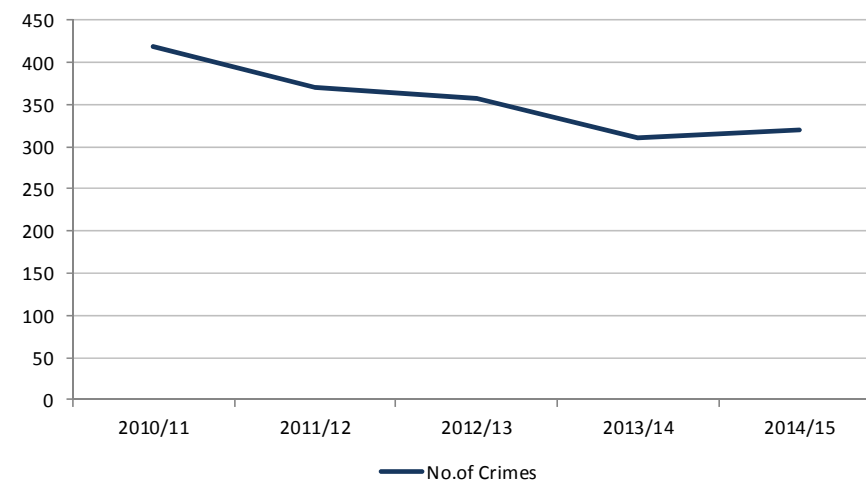


## APPENDIX B

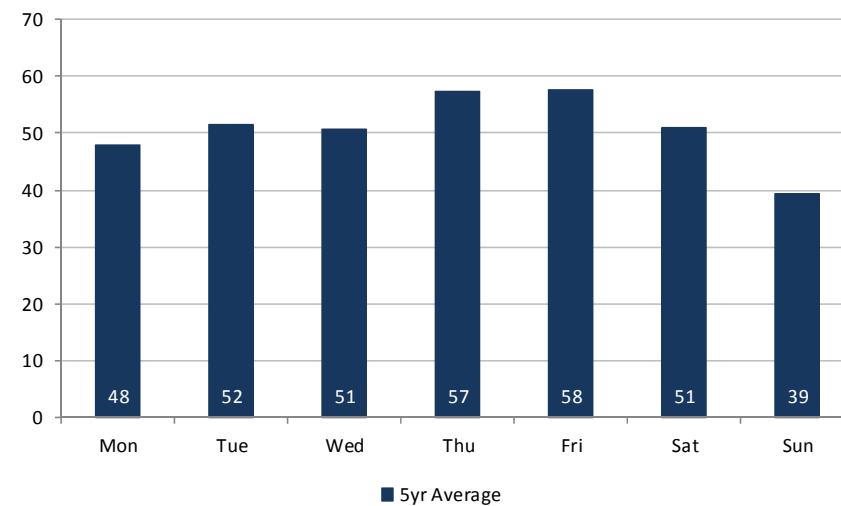
Harrow	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	40	45	38	33	63	219	44
01B Weapons	2		1		2	5	1
02A Sex	10	5	5	10	10	40	8
03A Criminal Damage	20	11	13	9	16	69	14
03B Graffiti	31	37	37	28	18	151	30
04A Line of Route (Serious)	1	10	5	3	6	25	5
04B Line of Route (Less Serious)	30	19	20	27	25	121	24
05A Theft of Pass. Prop.	41	40	39	41	35	196	39
06A Motor Vehicle	10	7	10	1	2	30	6
06B Pedal Cycle	12	19	18	7	20	76	15
07A Robbery	4	7	3	1	2	17	3
08A Burglary & Theft Railway	3	3	8		2	16	3
08B Theft Cable & Plant	8	13	10	2	3	36	7
09A Public Order (Serious)	39	22	19	30	28	138	28
09B Public Order (Less Serious)	73	54	52	32	43	254	51
10A Fraud (Serious)	4	8	1	3		16	3
10B Fraud (Less Serious)	42	41	28	29	19	159	32
11A Drugs	37	21	10	7	13	88	18
12A Other (Serious)	1		2	1	1	5	1
12B Other (Less Serious)	11	9	39	46	11	116	23
<b>Harrow Total</b>	<b>419</b>	<b>371</b>	<b>358</b>	<b>310</b>	<b>319</b>	<b>1,777</b>	<b>355</b>

Harrow	5Yr Total	5Yr Average
Mon	239	48
Tue	258	52
Wed	253	51
Thu	287	57
Fri	288	58
Sat	255	51
Sun	197	39
<b>Total</b>	<b>1,777</b>	<b>355</b>

### Harrow - 5 Years Crimes



### Harrow - 5 Year Av. Crimes

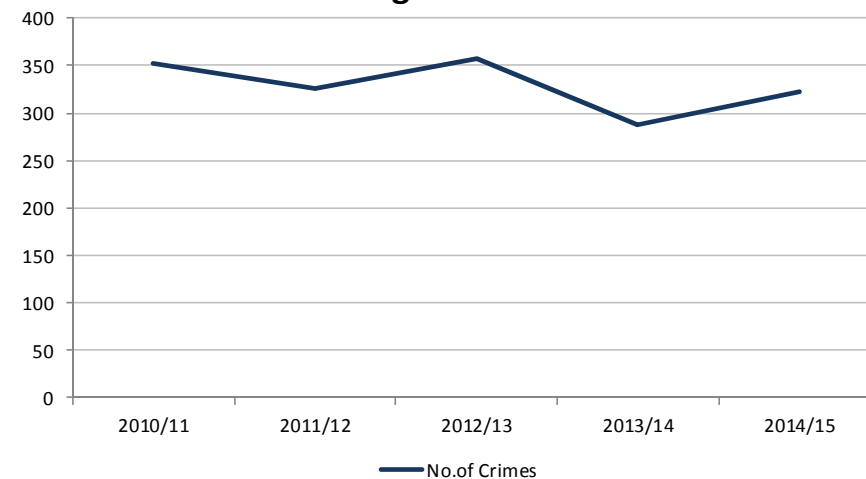


## APPENDIX B

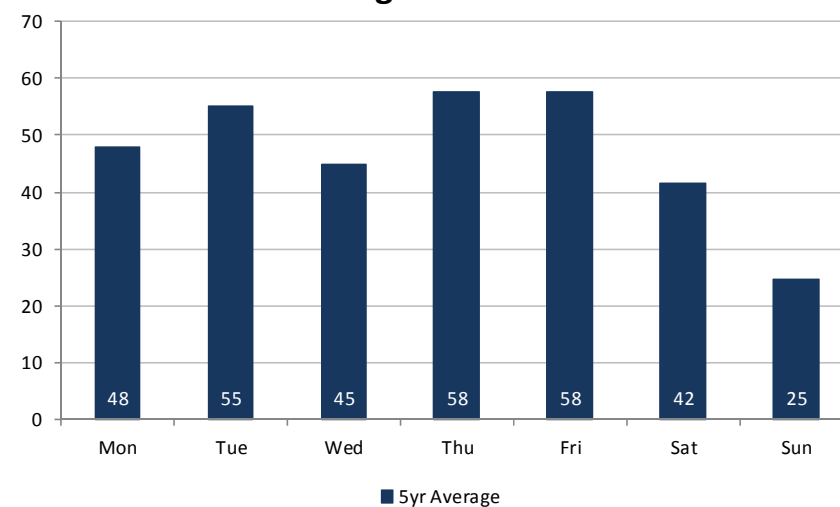
Hadvering	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	35	25	57	43	63	223	45
01B Weapons	1	1	1	1	2	6	1
02A Sex	6	4	8	11	7	36	7
03A Criminal Damage	8	7	9	10	4	38	8
03B Graffiti	25	14	17	20	20	96	19
04A Line of Route (Serious)	1	3	5	3	8	20	4
04B Line of Route (Less Serious)	50	17	31	31	22	151	30
05A Theft of Pass. Prop.	42	47	43	34	36	202	40
06A Motor Vehicle	11	13	14	12	15	65	13
06B Pedal Cycle	53	84	43	31	27	238	48
07A Robbery	4	6	4	7	1	22	4
08A Burglary & Theft Railway	6	4	7	4	6	27	5
08B Theft Cable & Plant	12	16	5	5	6	44	9
09A Public Order (Serious)	27	18	21	18	26	110	22
09B Public Order (Less Serious)	31	19	34	28	44	156	31
10A Fraud (Serious)	3	4	6		1	14	3
10B Fraud (Less Serious)	20	12	24	17	15	88	18
11A Drugs	7	12	7	5	3	34	7
12A Other (Serious)	7	5	4	2	2	20	4
12B Other (Less Serious)	4	15	17	5	15	56	11
<b>Hadvering Total</b>	<b>353</b>	<b>326</b>	<b>357</b>	<b>287</b>	<b>323</b>	<b>1,646</b>	<b>329</b>

Hadvering	5Yr Total	5Yr Average
Mon	239	48
Tue	275	55
Wed	224	45
Thu	288	58
Fri	288	58
Sat	208	42
Sun	124	25
<b>Total</b>	<b>1,646</b>	<b>329</b>

### Hadvering- 5 Years Crimes



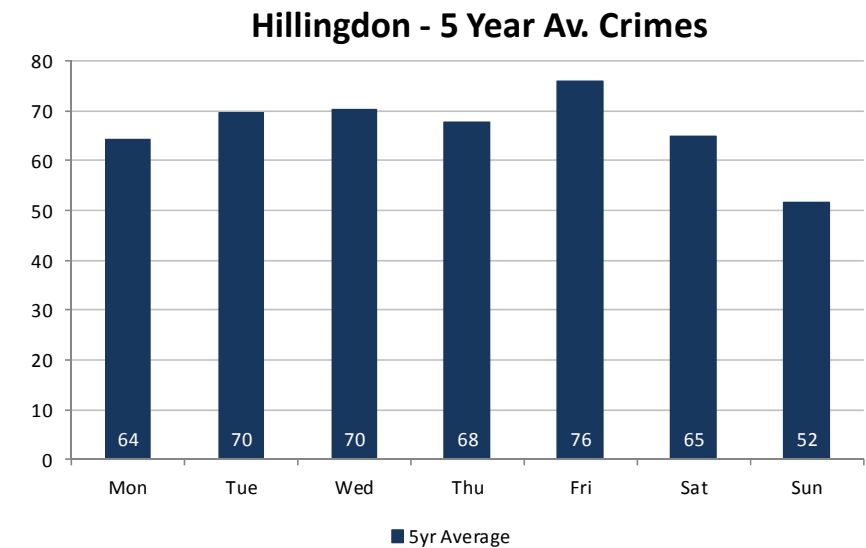
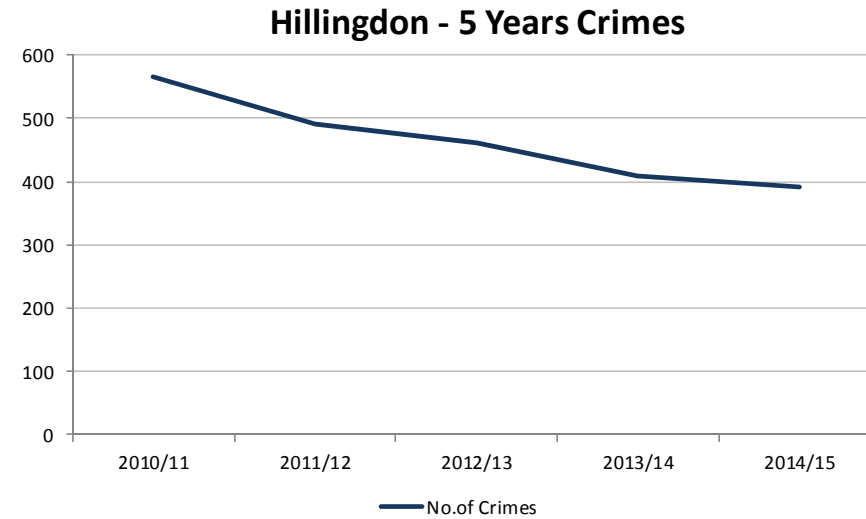
### Hadvering - 5 Year Av. Crimes



**APPENDIX B**

Hillingdon	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	50	49	30	45	49	223	45
01B Weapons			1	1		2	0
02A Sex	5	10	5	6	13	39	8
03A Criminal Damage	14	20	15	16	18	83	17
03B Graffiti	41	46	28	24	30	169	34
04A Line of Route (Serious)	11	6	9	6	5	37	7
04B Line of Route (Less Serious)	27	24	21	23	16	111	22
05A Theft of Pass. Prop.	113	105	131	102	85	536	107
06A Motor Vehicle	14	39	10	21	3	87	17
06B Pedal Cycle	34	32	61	46	45	218	44
07A Robbery	7	6	11	5	4	33	7
08A Burglary & Theft Railway	9	14	10	3	8	44	9
08B Theft Cable & Plant	16	19	7	5	7	54	11
09A Public Order (Serious)	35	22	21	21	20	119	24
09B Public Order (Less Serious)	86	47	54	35	48	270	54
10A Fraud (Serious)	3	4	7	4	3	21	4
10B Fraud (Less Serious)	45	16	23	32	22	138	28
11A Drugs	30	17	5	8	3	63	13
12A Other (Serious)	11	5	3	2	3	24	5
12B Other (Less Serious)	14	11	10	5	10	50	10
<b>Hillingdon Total</b>	<b>565</b>	<b>492</b>	<b>462</b>	<b>410</b>	<b>392</b>	<b>2,321</b>	<b>464</b>

Hillingdon	5Yr Total	5Yr Average
Mon	322	64
Tue	348	70
Wed	351	70
Thu	338	68
Fri	379	76
Sat	325	65
Sun	258	52
<b>Total</b>	<b>2,321</b>	<b>464</b>

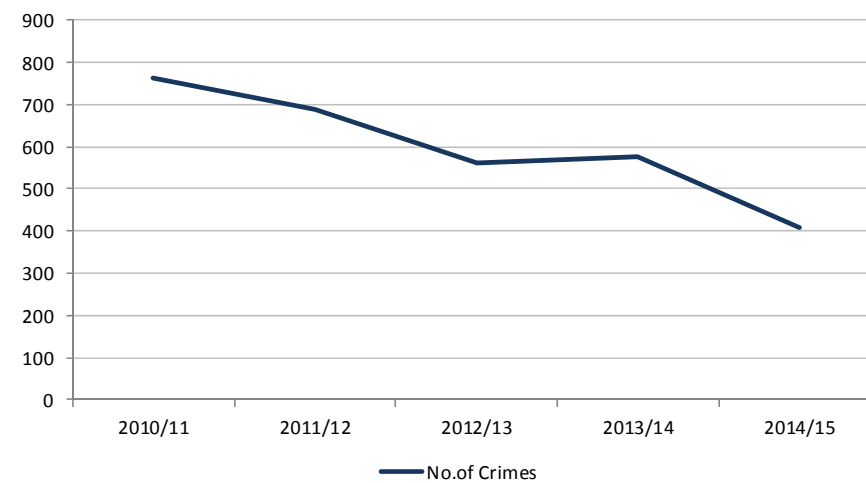


## APPENDIX B

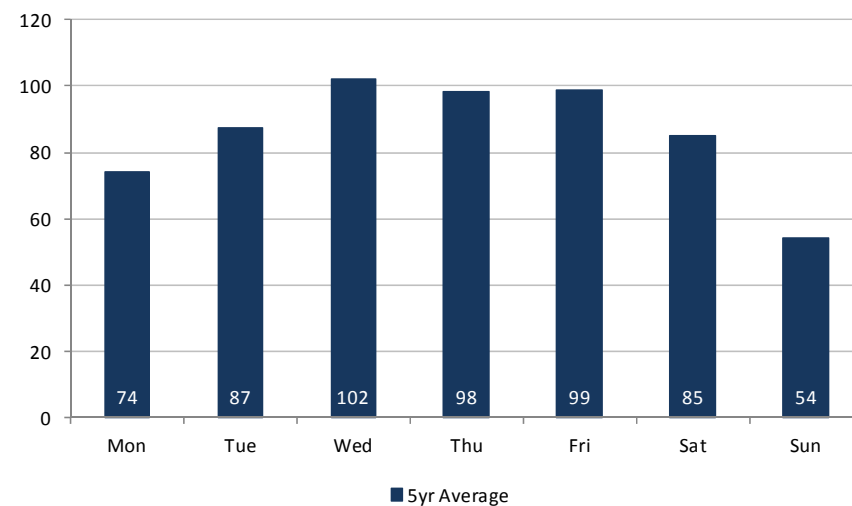
Hounslow	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	37	43	37	48	44	209	42
01B Weapons	2	2	1	1		6	1
02A Sex	7	6	7	8	7	35	7
03A Criminal Damage	13	11	6	9	9	48	10
03B Graffiti	9	5	5	3	5	27	5
04A Line of Route (Serious)	5	12	5	3	4	29	6
04B Line of Route (Less Serious)	207	158	90	105	43	603	121
05A Theft of Pass. Prop.	71	88	78	68	49	354	71
06A Motor Vehicle	18	15	12	9	5	59	12
06B Pedal Cycle	54	53	55	29	54	245	49
07A Robbery	12	7	1	8	4	32	6
08A Burglary & Theft Railway	15	4	10	4	1	34	7
08B Theft Cable & Plant	9	4	7	3	2	25	5
09A Public Order (Serious)	49	50	37	42	30	208	42
09B Public Order (Less Serious)	74	48	50	54	69	295	59
10A Fraud (Serious)	1	5	4	2	1	13	3
10B Fraud (Less Serious)	74	96	79	97	39	385	77
11A Drugs	35	18	26	14	9	102	20
12A Other (Serious)	1	6	5	4	1	17	3
12B Other (Less Serious)	71	58	45	64	33	271	54
<b>Hounslow Total</b>	<b>764</b>	<b>689</b>	<b>560</b>	<b>575</b>	<b>409</b>	<b>2,997</b>	<b>599</b>

Hounslow	5Yr Total	5Yr Average
Mon	371	74
Tue	436	87
Wed	510	102
Thu	492	98
Fri	493	99
Sat	424	85
Sun	271	54
<b>Total</b>	<b>2,997</b>	<b>599</b>

### Hounslow - 5 Years Crimes



### Hounslow - 5 Year Av. Crimes

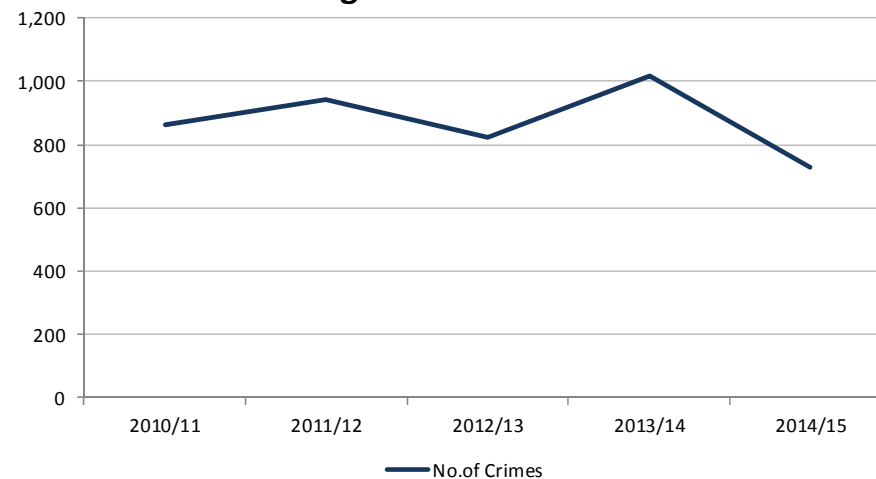


## APPENDIX B

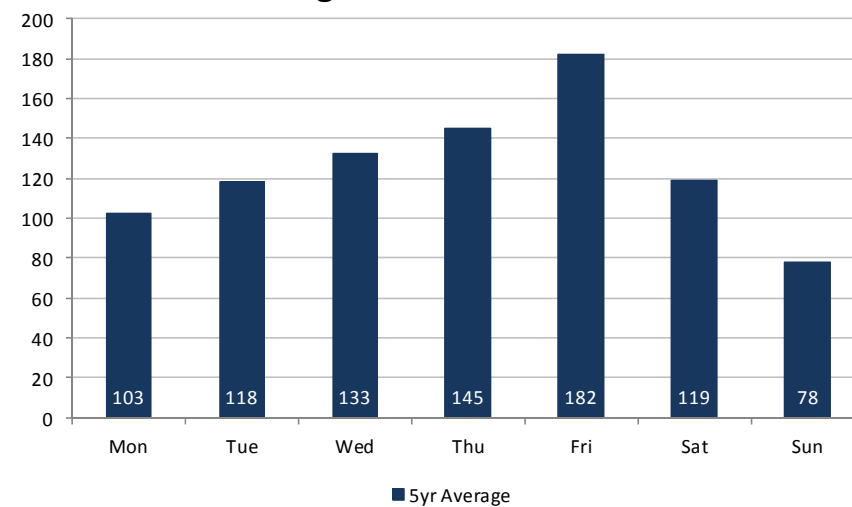
Islington	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	124	113	110	139	144	630	126
01B Weapons	5	5	4	6	6	26	5
02A Sex	23	11	14	43	39	130	26
03A Criminal Damage	8	10	7	15	6	46	9
03B Graffiti	16	7	4	11	5	43	9
04A Line of Route (Serious)	2	3	3	2	8	18	4
04B Line of Route (Less Serious)	19	36	27	24	26	132	26
05A Theft of Pass. Prop.	286	258	325	288	215	1,372	274
06A Motor Vehicle		1	1	2	1	5	1
06B Pedal Cycle	2	1	3	2	3	11	2
07A Robbery	12	6	4	6	6	34	7
08A Burglary & Theft Railway	18	11	1	11	5	46	9
08B Theft Cable & Plant	18	7	5	6	5	41	8
09A Public Order (Serious)	69	77	65	68	49	328	66
09B Public Order (Less Serious)	94	103	105	160	99	561	112
10A Fraud (Serious)	6	10	12	7	5	40	8
10B Fraud (Less Serious)	89	97	78	111	58	433	87
11A Drugs	50	164	34	84	25	357	71
12A Other (Serious)	3	5	1	1	3	13	3
12B Other (Less Serious)	21	20	20	33	22	116	23
<b>Islington Total</b>	<b>865</b>	<b>945</b>	<b>823</b>	<b>1,019</b>	<b>730</b>	<b>4,382</b>	<b>876</b>

Islington	5Yr Total	5Yr Average
Mon	513	103
Tue	590	118
Wed	663	133
Thu	725	145
Fri	909	182
Sat	594	119
Sun	388	78
<b>Total</b>	<b>4,382</b>	<b>876</b>

### Islington - 5 Years Crimes



### Islington - 5 Year Av. Crimes

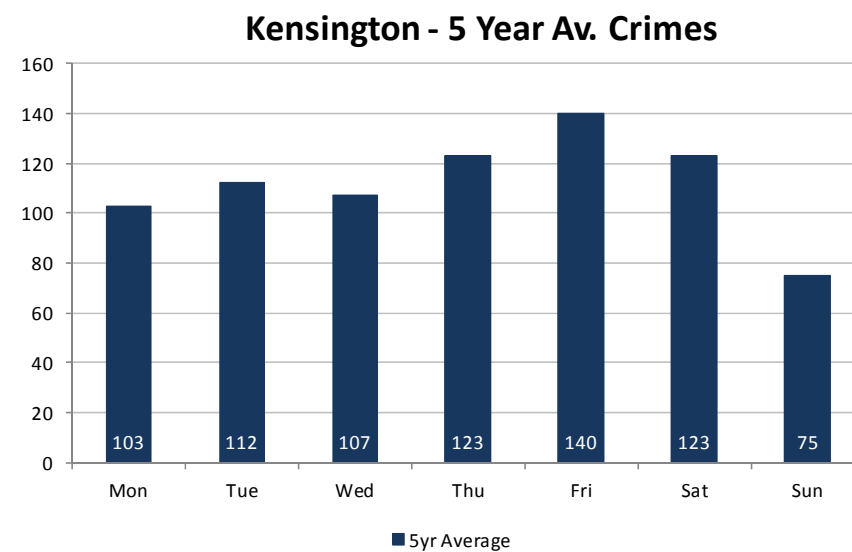
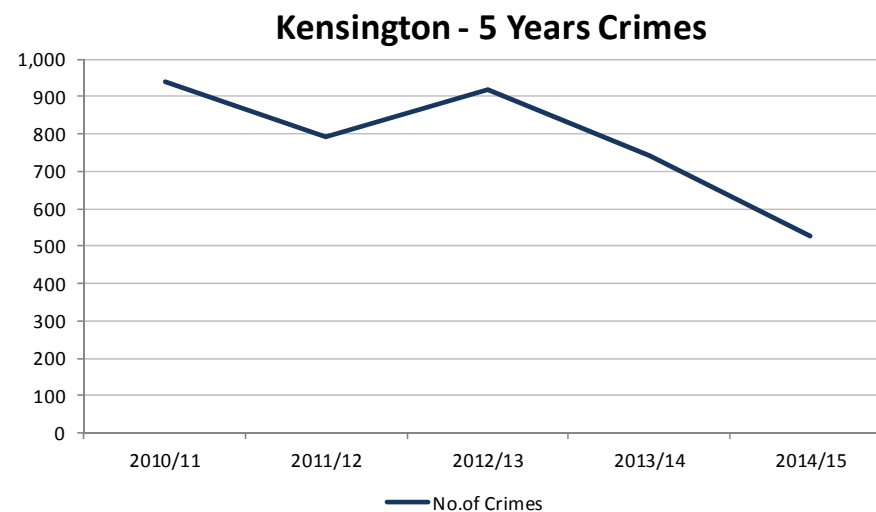




## APPENDIX B

Kensington	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	86	76	77	100	82	421	84
01B Weapons	2	2	2	2	1	9	2
02A Sex	9	9	14	19	20	71	14
03A Criminal Damage	6	2	8	10	2	28	6
03B Graffiti	16	8	8	8	9	49	10
04A Line of Route (Serious)	3	1	3	3	1	11	2
04B Line of Route (Less Serious)	15	14	8	5	12	54	11
05A Theft of Pass. Prop.	415	437	578	268	235	1,933	387
06B Pedal Cycle	1	3	2	1	1	8	2
07A Robbery	1	3		3	2	9	2
08A Burglary & Theft Railway	11	8	4	5	4	32	6
08B Theft Cable & Plant	3	4	5	1		13	3
09A Public Order (Serious)	59	48	36	38	27	208	42
09B Public Order (Less Serious)	130	82	86	172	62	532	106
10A Fraud (Serious)	8	10	15	8	10	51	10
10B Fraud (Less Serious)	69	36	40	70	42	257	51
11A Drugs	89	37	25	20	5	176	35
12A Other (Serious)	3	4	6	2	3	18	4
12B Other (Less Serious)	14	7	2	5	8	36	7
<b>Kensington Total</b>	<b>940</b>	<b>791</b>	<b>919</b>	<b>740</b>	<b>526</b>	<b>3,916</b>	<b>783</b>

Kensington	5Yr Total	5Yr Average
Mon	513	103
Tue	561	112
Wed	537	107
Thu	614	123
Fri	701	140
Sat	616	123
Sun	374	75
<b>Total</b>	<b>3,916</b>	<b>783</b>

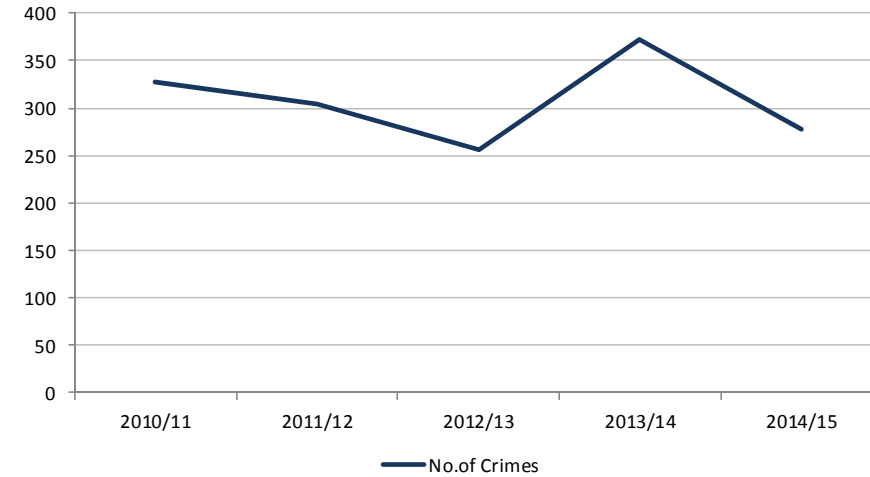


## APPENDIX B

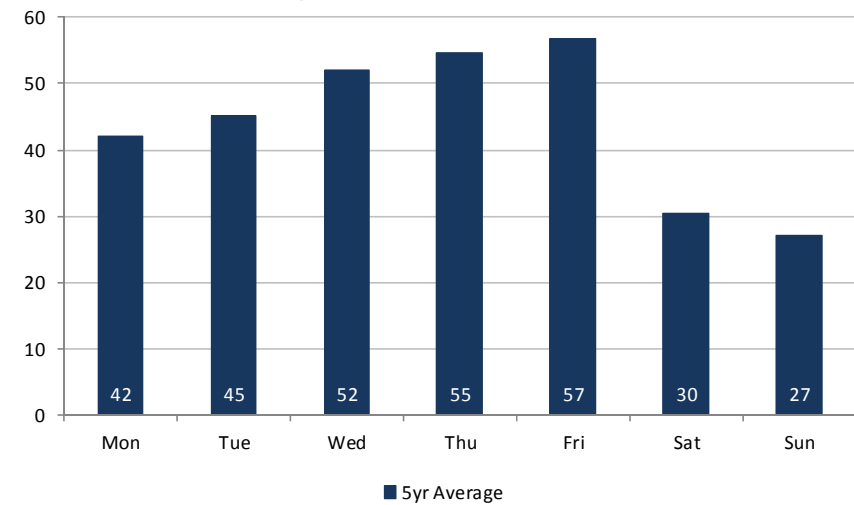
Kingston	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	32	36	30	47	42	187	37
01B Weapons	2	1		1		4	1
02A Sex	7	6	4	2	6	25	5
03A Criminal Damage	12	9	4	8	7	40	8
03B Graffiti	15	7	6	6	7	41	8
04A Line of Route (Serious)	3	5	2	3	2	15	3
04B Line of Route (Less Serious)	34	22	20	23	23	122	24
05A Theft of Pass. Prop.	43	40	36	36	30	185	37
06A Motor Vehicle	2	5	1	6	6	20	4
06B Pedal Cycle	34	75	48	79	33	269	54
07A Robbery	2	1	4	1	1	9	2
08A Burglary & Theft Railway	6	1	4	13	16	40	8
08B Theft Cable & Plant	2		1	1	6	10	2
09A Public Order (Serious)	23	13	12	21	19	88	18
09B Public Order (Less Serious)	7	21	30	29	50	137	27
10A Fraud (Serious)	3		12	4		19	4
10B Fraud (Less Serious)	71	42	30	64	14	221	44
11A Drugs	9	12	5	20	7	53	11
12A Other (Serious)	6	1	2	4		13	3
12B Other (Less Serious)	14	8	6	5	8	41	8
<b>Kingston Total</b>	<b>327</b>	<b>305</b>	<b>257</b>	<b>373</b>	<b>277</b>	<b>1,539</b>	<b>308</b>

Kingston	5Yr Total	5Yr Average
Mon	210	42
Tue	225	45
Wed	260	52
Thu	273	55
Fri	284	57
Sat	152	30
Sun	135	27
<b>Total</b>	<b>1,539</b>	<b>308</b>

### Kingston - 5 Years Crimes



### Kingston - 5 Year Av. Crimes

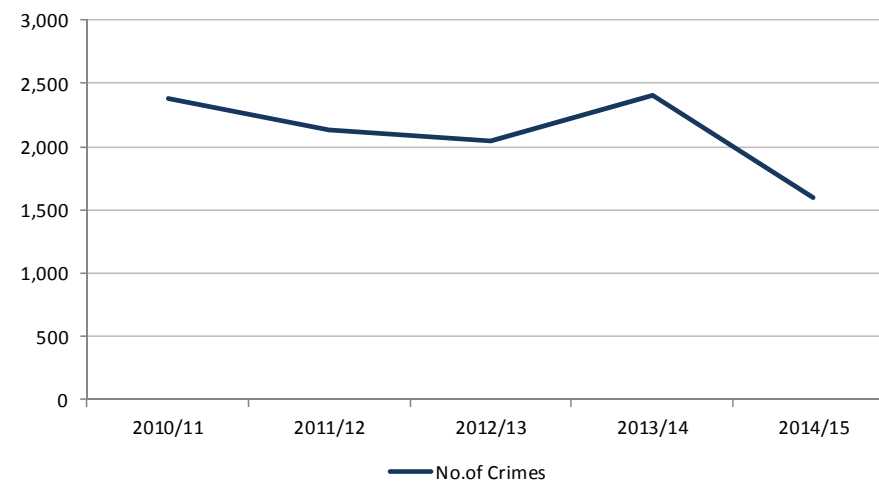


## APPENDIX B

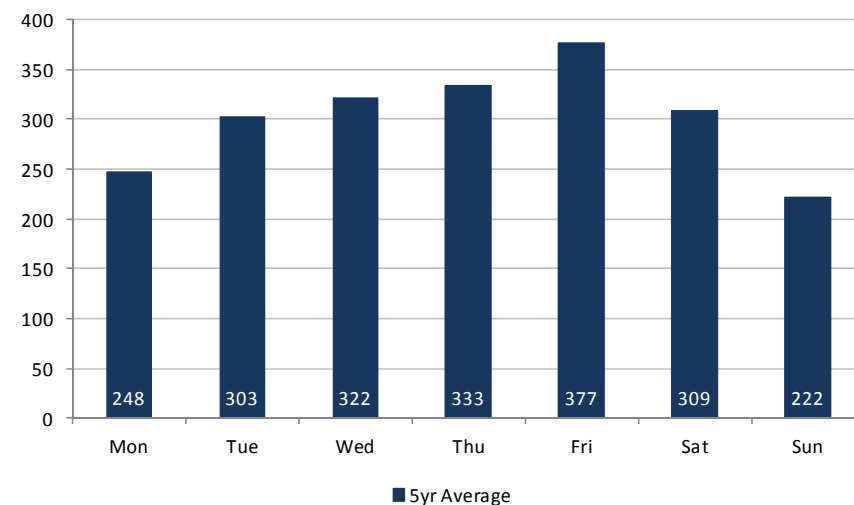
Lambeth	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	224	219	221	228	246	1,138	228
01B Weapons	13	7	5	17	11	53	11
02A Sex	25	45	22	32	44	168	34
03A Criminal Damage	18	14	10	18	24	84	17
03B Graffiti	27	16	10	15	24	92	18
04A Line of Route (Serious)	6	3	3	5	1	18	4
04B Line of Route (Less Serious)	49	48	57	46	40	240	48
05A Theft of Pass. Prop.	624	530	562	521	406	2,643	529
06A Motor Vehicle	17	13	9	3	6	48	10
06B Pedal Cycle	38	38	37	40	45	198	40
07A Robbery	18	42	15	11	14	100	20
08A Burglary & Theft Railway	160	144	216	203	112	835	167
08B Theft Cable & Plant	9	13	9	12	5	48	10
09A Public Order (Serious)	179	114	121	98	104	616	123
09B Public Order (Less Serious)	329	222	215	262	202	1,230	246
10A Fraud (Serious)	24	24	22	9	4	83	17
10B Fraud (Less Serious)	289	386	367	610	199	1,851	370
11A Drugs	181	189	74	157	62	663	133
12A Other (Serious)	24	15	12	27	14	92	18
12B Other (Less Serious)	130	55	56	87	36	364	73
<b>Lambeth Total</b>	<b>2,384</b>	<b>2,137</b>	<b>2,043</b>	<b>2,401</b>	<b>1,599</b>	<b>10,564</b>	<b>2,113</b>

Lambeth	5Yr Total	5Yr Average
Mon	1,238	248
Tue	1,513	303
Wed	1,609	322
Thu	1,667	333
Fri	1,884	377
Sat	1,545	309
Sun	1,108	222
<b>Total</b>	<b>10,564</b>	<b>2,113</b>

### Lambeth - 5 Years Crimes

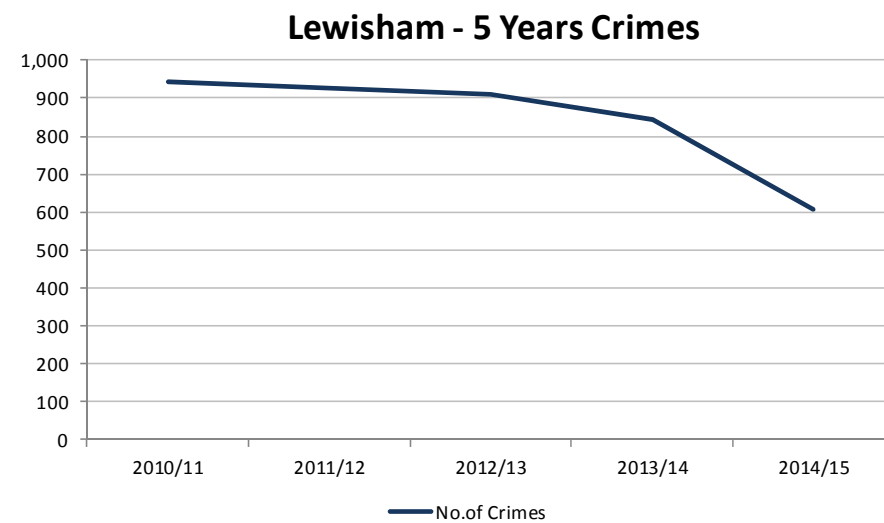


### Lambeth - 5 Year Av. Crimes

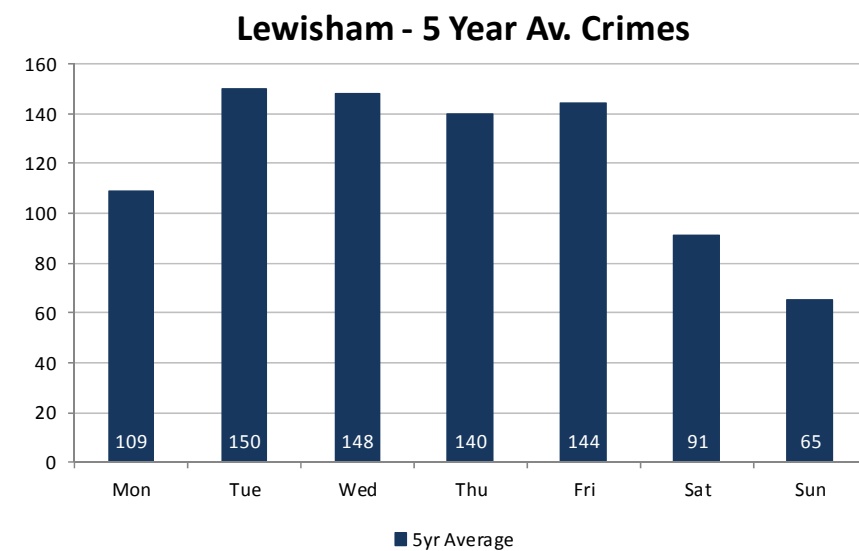


## APPENDIX B

Lewisham	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	67	72	68	81	88	376	75
01B Weapons	9	4	9	3	1	26	5
02A Sex	8	17	8	10	15	58	12
03A Criminal Damage	12	10	13	16	17	68	14
03B Graffiti	58	26	38	62	53	237	47
04A Line of Route (Serious)	8	9	4	4	3	28	6
04B Line of Route (Less Serious)	71	56	47	39	52	265	53
05A Theft of Pass. Prop.	112	142	140	115	91	600	120
06A Motor Vehicle	7	6			1	14	3
06B Pedal Cycle	50	46	41	29	30	196	39
07A Robbery	23	50	25	22	7	127	25
08A Burglary & Theft Railway	17	25	29	35	14	120	24
08B Theft Cable & Plant	26	15	7	8	10	66	13
09A Public Order (Serious)	59	29	37	48	39	212	42
09B Public Order (Less Serious)	41	41	66	59	63	270	54
10A Fraud (Serious)	6	11	8	3	5	33	7
10B Fraud (Less Serious)	216	261	293	230	72	1,072	214
11A Drugs	128	73	59	56	22	338	68
12A Other (Serious)	18	9	4	7	7	45	9
12B Other (Less Serious)	9	24	14	18	19	84	17
<b>Lewisham Total</b>	<b>945</b>	<b>926</b>	<b>910</b>	<b>845</b>	<b>609</b>	<b>4,235</b>	<b>847</b>



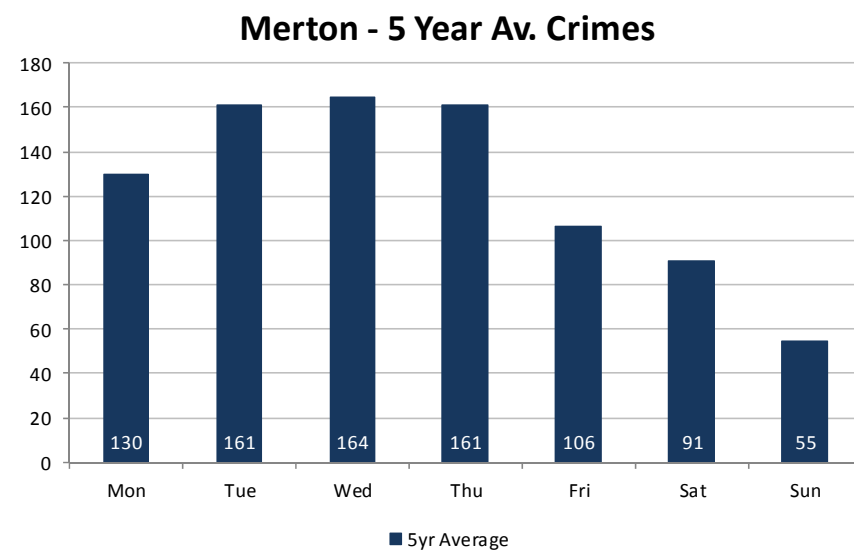
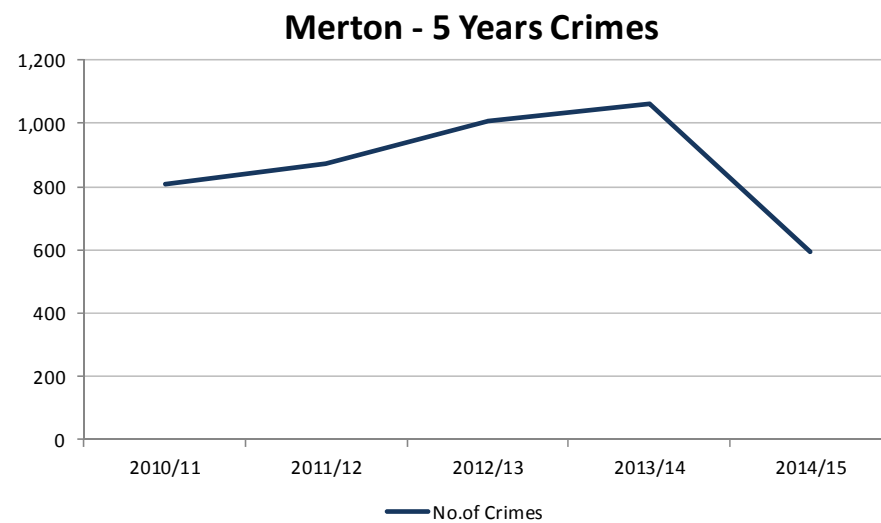
Lewisham	5Yr Total	5Yr Average
Mon	545	109
Tue	750	150
Wed	740	148
Thu	698	140
Fri	722	144
Sat	455	91
Sun	325	65
<b>Total</b>	<b>4,235</b>	<b>847</b>



## APPENDIX B

Merton	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	51	44	62	66	87	310	62
01B Weapons	8	6	1	2		17	3
02A Sex	11	12	11	12	12	58	12
03A Criminal Damage	15	12	9	15	9	60	12
03B Graffiti	22	11	10	11	22	76	15
04A Line of Route (Serious)	13	10	8	12	7	50	10
04B Line of Route (Less Serious)	64	79	45	54	25	267	53
05A Theft of Pass. Prop.	86	67	109	74	85	421	84
06A Motor Vehicle	1	3	3	3	3	13	3
06B Pedal Cycle	26	49	27	23	24	149	30
07A Robbery	8	8	12	10	3	41	8
08A Burglary & Theft Railway	11	6	4	5	6	32	6
08B Theft Cable & Plant	8	4	8	3	2	25	5
09A Public Order (Serious)	32	34	28	28	23	145	29
09B Public Order (Less Serious)	45	33	63	42	94	277	55
10A Fraud (Serious)	4	2	2	2	1	11	2
10B Fraud (Less Serious)	116	69	67	98	46	396	79
11A Drugs	20	31	18	21	17	107	21
12A Other (Serious)	22	2	4	2	4	34	7
12B Other (Less Serious)	243	391	515	579	122	1,850	370
<b>Merton Total</b>	<b>806</b>	<b>873</b>	<b>1,006</b>	<b>1,062</b>	<b>592</b>	<b>4,339</b>	<b>868</b>

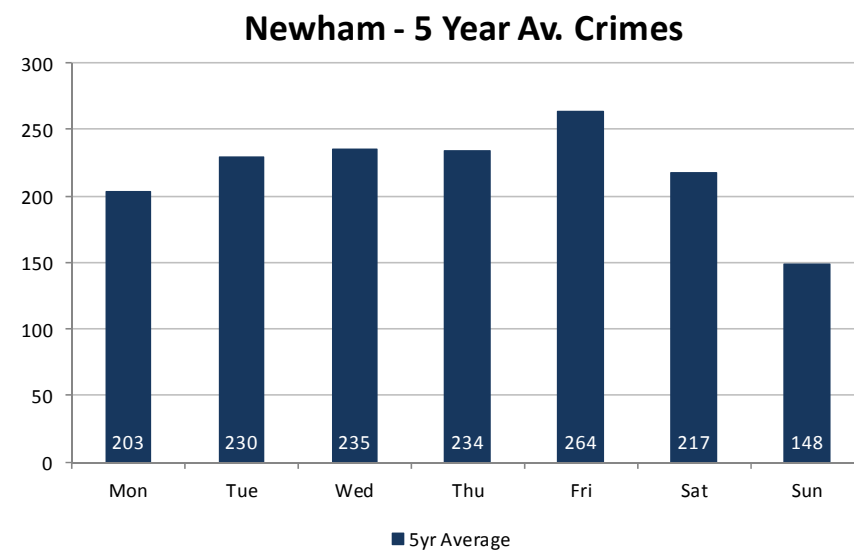
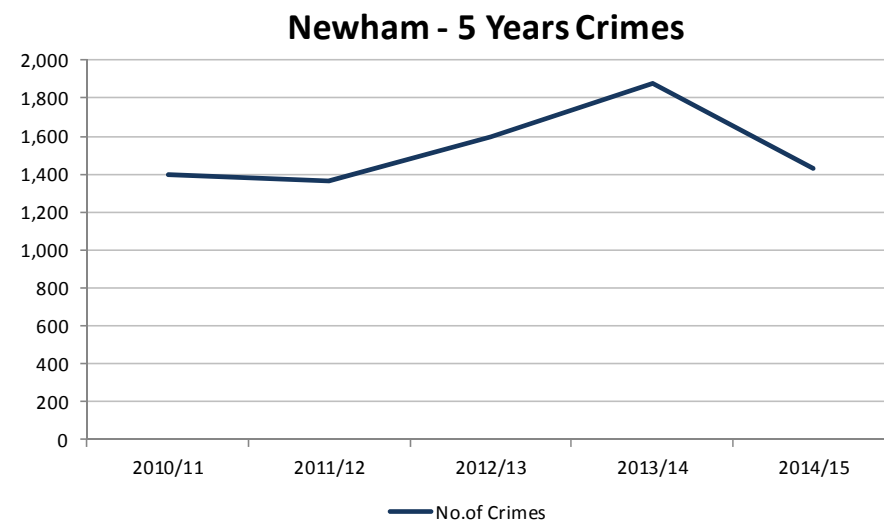
Merton	5Yr Total	5Yr Average
Mon	650	130
Tue	804	161
Wed	821	164
Thu	806	161
Fri	530	106
Sat	454	91
Sun	274	55
<b>Total</b>	<b>4,339</b>	<b>868</b>



## APPENDIX B

Newham	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	152	153	205	225	255	990	198
01B Weapons	9	12	10	10	14	55	11
02A Sex	19	19	16	32	38	124	25
03A Criminal Damage	17	27	21	26	18	109	22
03B Graffiti	33	16	15	13	29	106	21
04A Line of Route (Serious)	13	16	8	8	9	54	11
04B Line of Route (Less Serious)	58	92	64	79	85	378	76
05A Theft of Pass. Prop.	248	211	440	342	279	1,520	304
06A Motor Vehicle	6	2	1	5	3	17	3
06B Pedal Cycle	8	18	17	28	43	114	23
07A Robbery	26	16	16	7	15	80	16
08A Burglary & Theft Railway	28	28	15	16	6	93	19
08B Theft Cable & Plant	39	16	10	6	7	78	16
09A Public Order (Serious)	85	75	90	106	91	447	89
09B Public Order (Less Serious)	242	166	198	163	154	923	185
10A Fraud (Serious)	38	60	44	33	8	183	37
10B Fraud (Less Serious)	284	299	276	552	268	1,679	336
11A Drugs	66	109	109	174	73	531	106
12A Other (Serious)	6	5	28	15	10	64	13
12B Other (Less Serious)	16	20	16	36	26	114	23
<b>Newham Total</b>	<b>1,393</b>	<b>1,360</b>	<b>1,599</b>	<b>1,876</b>	<b>1,431</b>	<b>7,659</b>	<b>1,532</b>

Newham	5Yr Total	5Yr Average
Mon	1,017	203
Tue	1,149	230
Wed	1,175	235
Thu	1,171	234
Fri	1,320	264
Sat	1,085	217
Sun	742	148
<b>Total</b>	<b>7,659</b>	<b>1,532</b>

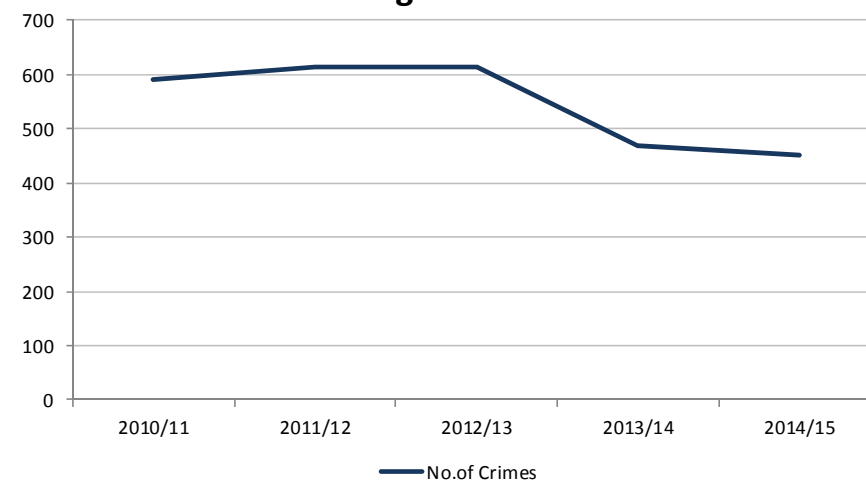


## APPENDIX B

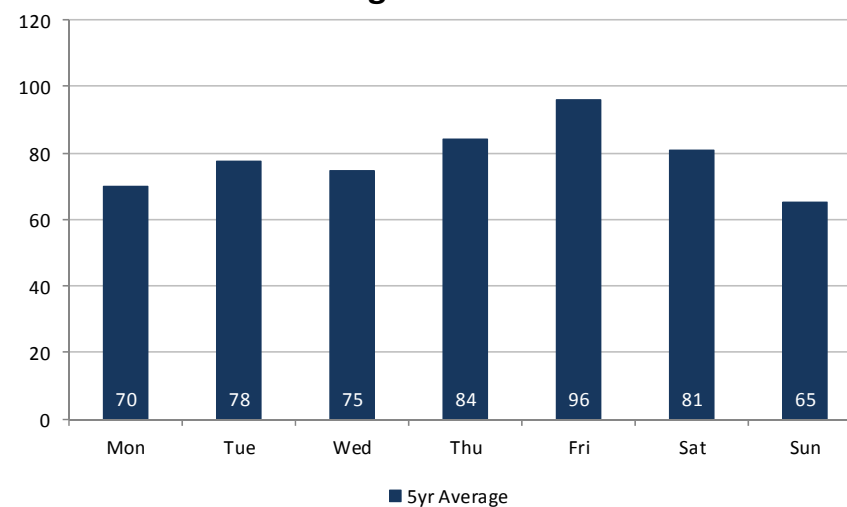
Redbridge	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	57	69	73	68	78	345	69
01B Weapons	4	2	2	1		9	2
02A Sex	10	9	9	5	13	46	9
03A Criminal Damage	15	11	11	11	11	59	12
03B Graffiti	91	61	62	52	31	297	59
04A Line of Route (Serious)	9	8	7	6	5	35	7
04B Line of Route (Less Serious)	29	38	29	31	15	142	28
05A Theft of Pass. Prop.	79	93	105	61	77	415	83
06A Motor Vehicle	43	46	39	31	3	162	32
06B Pedal Cycle	33	27	27	35	27	149	30
07A Robbery	11	10	12	7	6	46	9
08A Burglary & Theft Railway	8	17	11	5	9	50	10
08B Theft Cable & Plant	13	28	15	1	7	64	13
09A Public Order (Serious)	42	28	41	21	48	180	36
09B Public Order (Less Serious)	48	75	77	37	58	295	59
10A Fraud (Serious)	7	3	4	8	3	25	5
10B Fraud (Less Serious)	69	49	52	44	24	238	48
11A Drugs	11	13	12	11	16	63	13
12A Other (Serious)	1	7	5	2	2	17	3
12B Other (Less Serious)	11	19	21	33	19	103	21
<b>Redbridge Total</b>	<b>591</b>	<b>613</b>	<b>614</b>	<b>470</b>	<b>452</b>	<b>2,740</b>	<b>548</b>

Redbridge	5yr Total	5Yr Average
Mon	350	70
Tue	388	78
Wed	373	75
Thu	420	84
Fri	481	96
Sat	403	81
Sun	325	65
<b>Total</b>	<b>2,740</b>	<b>548</b>

### Redbridge - 5 Years Crimes

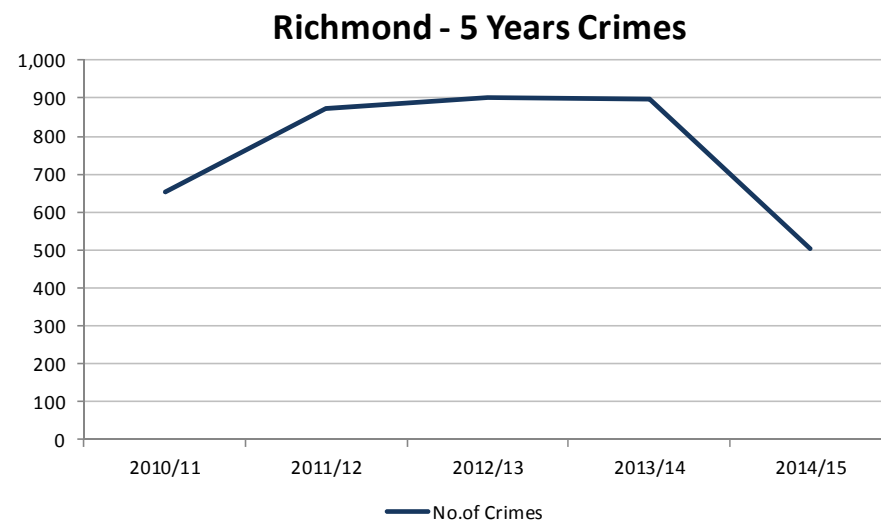


### Redbridge - 5 Year Av. Crimes

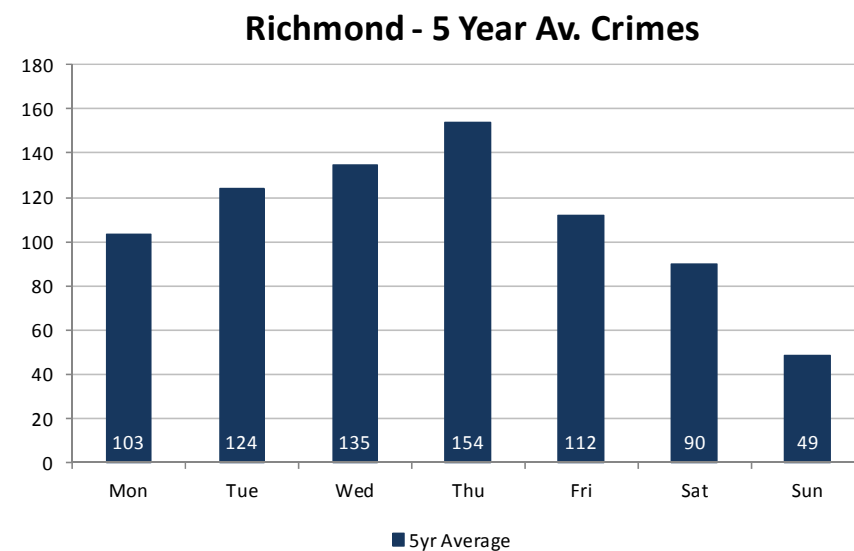


## APPENDIX B

Richmond	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	43	42	54	52	50	241	48
01B Weapons	2	2	1	3		8	2
02A Sex	3	4	5	3	7	22	4
03A Criminal Damage	8	5	11	4	1	29	6
03B Graffiti	23	10	13	10	12	68	14
04A Line of Route (Serious)	6	5	5	6	4	26	5
04B Line of Route (Less Serious)	52	65	81	60	25	283	57
05A Theft of Pass. Prop.	41	56	61	62	47	267	53
06A Motor Vehicle	4	4	9	2	3	22	4
06B Pedal Cycle	101	126	124	134	91	576	115
07A Robbery	1	1	2	3		7	1
08A Burglary & Theft Railway	10	12	7	23	7	59	12
08B Theft Cable & Plant	5	8	5	1	3	22	4
09A Public Order (Serious)	37	34	26	21	19	137	27
09B Public Order (Less Serious)	30	26	40	40	53	189	38
10A Fraud (Serious)	10	3	41	3		57	11
10B Fraud (Less Serious)	67	102	70	124	39	402	80
11A Drugs	19	49	34	12	5	119	24
12A Other (Serious)	8	12	9	6	6	41	8
12B Other (Less Serious)	184	306	305	330	133	1,258	252
<b>Richmond Total</b>	<b>654</b>	<b>872</b>	<b>903</b>	<b>899</b>	<b>505</b>	<b>3,833</b>	<b>767</b>



Richmond	5Yr Total	5Yr Average
Mon	517	103
Tue	620	124
Wed	673	135
Thu	770	154
Fri	560	112
Sat	450	90
Sun	243	49
<b>Total</b>	<b>3,833</b>	<b>767</b>



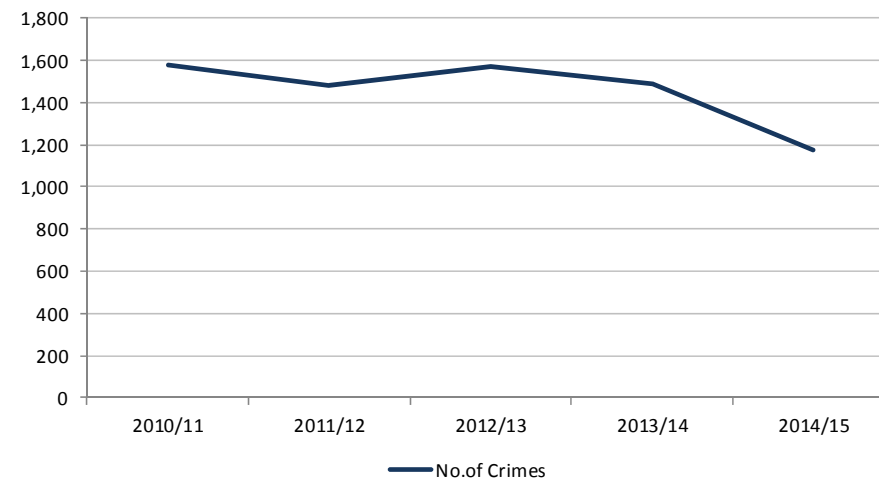


## APPENDIX B

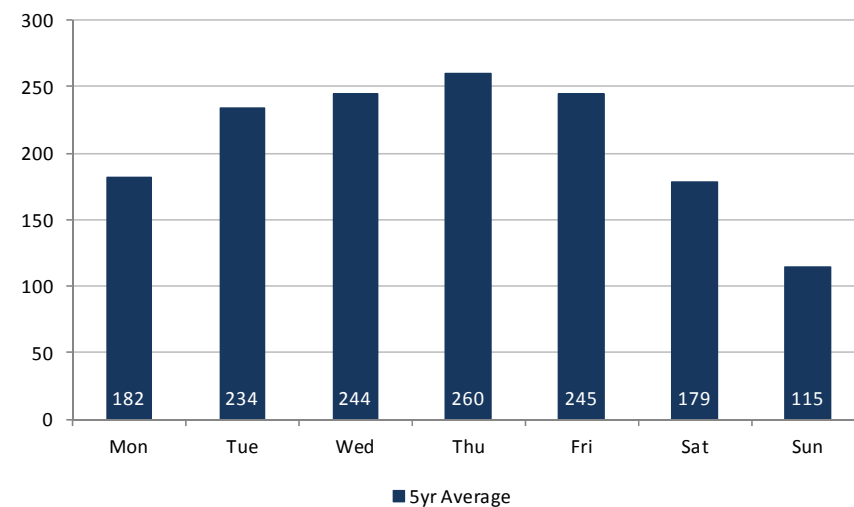
Southwark	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	151	163	176	202	204	896	179
01B Weapons	12	4	3	9	8	36	7
02A Sex	23	30	22	42	39	156	31
03A Criminal Damage	10	13	13	10	7	53	11
03B Graffiti	29	23	10	35	23	120	24
04A Line of Route (Serious)	5	3	3	7	10	28	6
04B Line of Route (Less Serious)	32	26	35	29	37	159	32
05A Theft of Pass. Prop.	410	372	438	341	267	1,828	366
06A Motor Vehicle	2	2	2	1	1	8	2
06B Pedal Cycle	14	21	16	15	39	105	21
07A Robbery	26	16	29	21	7	99	20
08A Burglary & Theft Railway	110	67	60	40	28	305	61
08B Theft Cable & Plant	7	11	9	7	5	39	8
09A Public Order (Serious)	129	87	87	97	73	473	95
09B Public Order (Less Serious)	165	130	153	124	150	722	144
10A Fraud (Serious)	37	20	14	11	11	93	19
10B Fraud (Less Serious)	279	391	378	357	188	1,593	319
11A Drugs	90	69	78	112	57	406	81
12A Other (Serious)	14	9	13	11	8	55	11
12B Other (Less Serious)	33	25	29	20	14	121	24
<b>Southwark Total</b>	<b>1,578</b>	<b>1,482</b>	<b>1,568</b>	<b>1,491</b>	<b>1,176</b>	<b>7,295</b>	<b>1,459</b>

Southwark	5Yr Total	5Yr Average
Mon	912	182
Tue	1,169	234
Wed	1,222	244
Thu	1,300	260
Fri	1,225	245
Sat	894	179
Sun	573	115
<b>Total</b>	<b>7,295</b>	<b>1,459</b>

### Southwark - 5 Years Crimes



### Southwark - 5 Year Av. Crimes

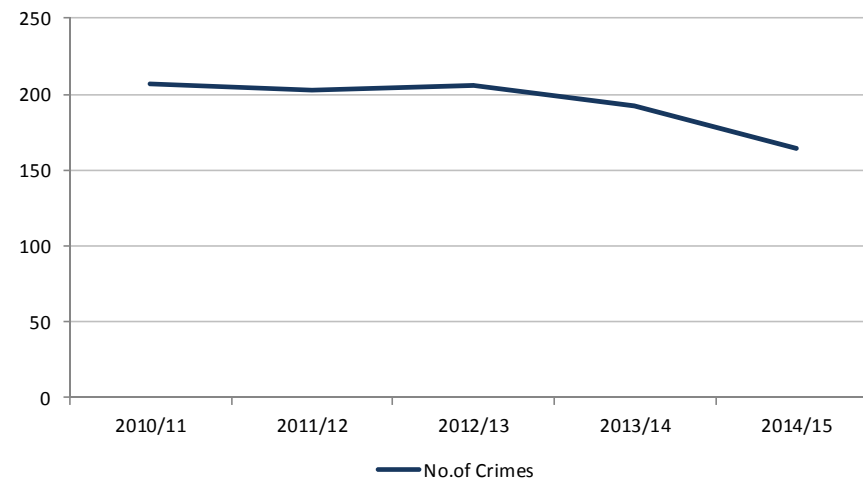


APPENDIX B

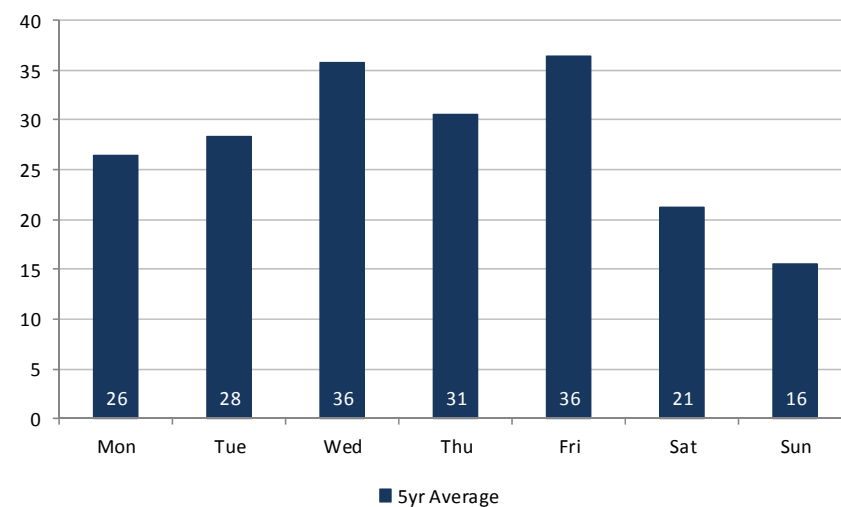
Sutton	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	19	15	17	27	15	93	19
01B Weapons	2		1			3	1
02A Sex	3		5	2	2	12	2
03A Criminal Damage	3	2	2	3	3	13	3
03B Graffiti	6	11	11	6	2	36	7
04A Line of Route (Serious)	2		1	2	3	8	2
04B Line of Route (Less Serious)	17	8	11	6	7	49	10
05A Theft of Pass. Prop.	21	21	27	21	18	108	22
06A Motor Vehicle	2	2	5	1	2	12	2
06B Pedal Cycle	15	34	26	33	28	136	27
07A Robbery	4	1	1	1	1	8	2
08A Burglary & Theft Railway	5	4	7	6	13	35	7
08B Theft Cable & Plant	4	2	1	4		11	2
09A Public Order (Serious)	21	22	10	6	7	66	13
09B Public Order (Less Serious)	11	18	17	11	27	84	17
10A Fraud (Serious)	1		3	1		5	1
10B Fraud (Less Serious)	51	48	46	50	18	213	43
11A Drugs	14	12	8	8	10	52	10
12A Other (Serious)	2	1	1		2	6	1
12B Other (Less Serious)	4	2	6	4	6	22	4
<b>Sutton Total</b>	<b>207</b>	<b>203</b>	<b>206</b>	<b>192</b>	<b>164</b>	<b>972</b>	<b>194</b>

Sutton	5Yr Total	5Yr Average
Mon	132	26
Tue	142	28
Wed	179	36
Thu	153	31
Fri	182	36
Sat	106	21
Sun	78	16
<b>Total</b>	<b>972</b>	<b>194</b>

Sutton - 5 Years Crimes



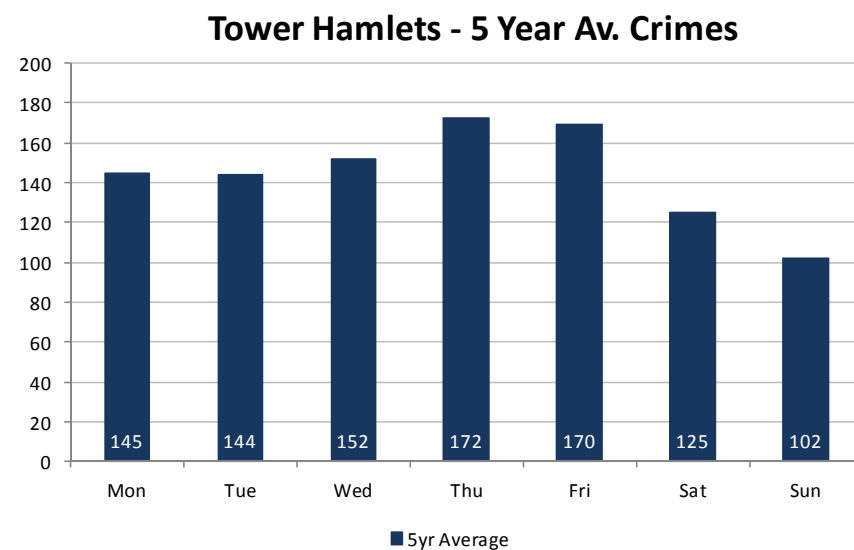
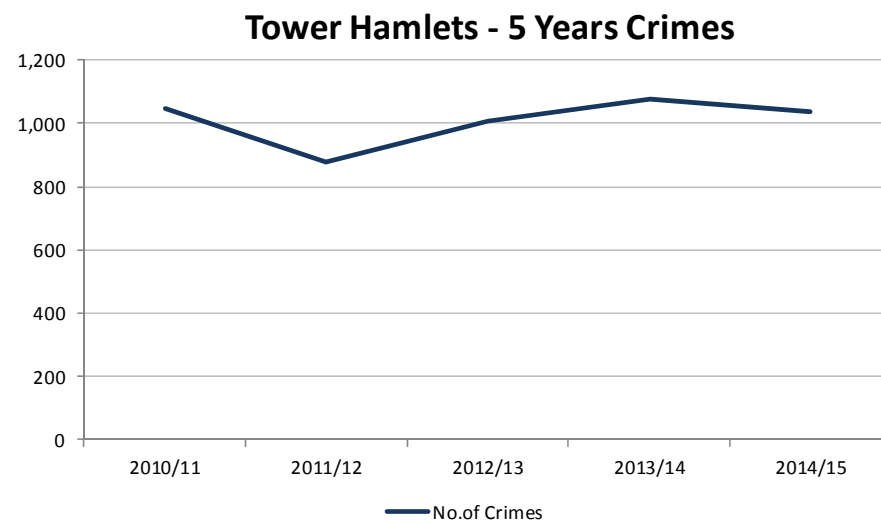
Sutton - 5 Year Av. Crimes



## APPENDIX B

Tower Hamlets	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	135	127	143	134	176	715	143
01B Weapons	6	2	3	6	6	23	5
02A Sex	9	18	23	31	57	138	28
03A Criminal Damage	15	10	11	23	15	74	15
03B Graffiti	45	24	22	24	30	145	29
04A Line of Route (Serious)	13	7	8	6	5	39	8
04B Line of Route (Less Serious)	54	50	34	44	56	238	48
05A Theft of Pass. Prop.	284	240	309	262	245	1,340	268
06A Motor Vehicle	8	3	2	1	2	16	3
06B Pedal Cycle	6	14	24	31	14	89	18
07A Robbery	17	16	9	7	5	54	11
08A Burglary & Theft Railway	47	22	51	42	49	211	42
08B Theft Cable & Plant	22	8	7	5	3	45	9
09A Public Order (Serious)	100	59	59	76	83	377	75
09B Public Order (Less Serious)	124	85	113	73	116	511	102
10A Fraud (Serious)	11	5	6	6	3	31	6
10B Fraud (Less Serious)	65	102	100	196	101	564	113
11A Drugs	58	68	67	87	53	333	67
12A Other (Serious)	15	4	6	7	7	39	8
12B Other (Less Serious)	15	15	12	15	13	70	14
<b>Tower Hamlets Total</b>	<b>1,049</b>	<b>879</b>	<b>1,009</b>	<b>1,076</b>	<b>1,039</b>	<b>5,052</b>	<b>1,010</b>

Tower Hamlets	5Yr Total	5Yr Average
Mon	726	145
Tue	722	144
Wed	758	152
Thu	862	172
Fri	848	170
Sat	626	125
Sun	510	102
<b>Total</b>	<b>5,052</b>	<b>1,010</b>

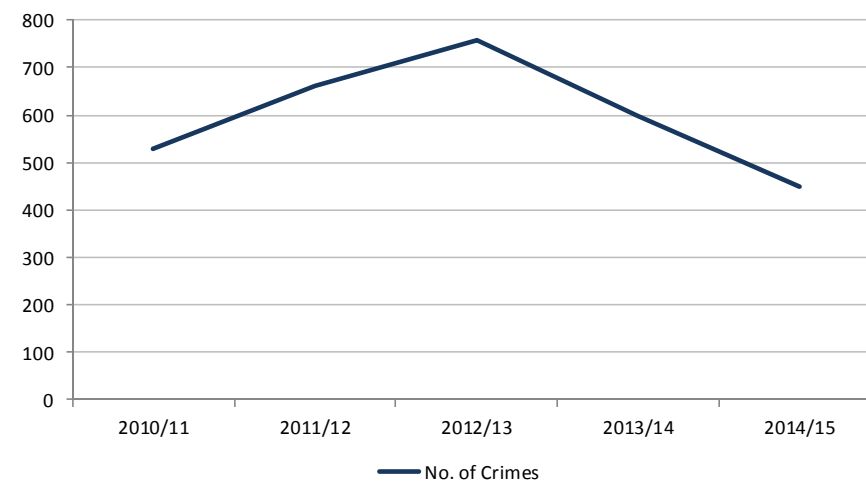


## APPENDIX B

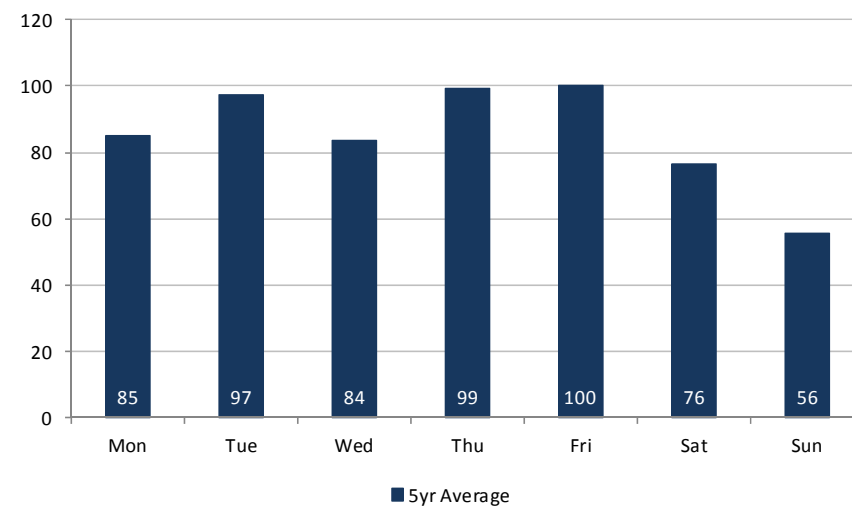
Waltham Forest	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	63	68	74	73	72	350	70
01B Weapons	3	3	2	3	3	14	3
02A Sex	9	9	7	12	19	56	11
03A Criminal Damage	4	7	6	7	6	30	6
03B Graffiti	27	28	34	30	12	131	26
04A Line of Route (Serious)	4	8	3	1	2	18	4
04B Line of Route (Less Serious)	31	57	40	29	25	182	36
05A Theft of Pass. Prop.	100	89	147	109	75	520	104
06A Motor Vehicle	18	53	14	15	7	107	21
06B Pedal Cycle	39	47	25	17	21	149	30
07A Robbery	20	11	9	6	5	51	10
08A Burglary & Theft Railway	8	5	7	3	6	29	6
08B Theft Cable & Plant	6	10	2	4	5	27	5
09A Public Order (Serious)	55	49	49	29	45	227	45
09B Public Order (Less Serious)	54	69	87	50	55	315	63
10A Fraud (Serious)	15	8	13	5	3	44	9
10B Fraud (Less Serious)	37	48	61	91	44	281	56
11A Drugs	20	21	31	42	16	130	26
12A Other (Serious)	3	5	4	4	2	18	4
12B Other (Less Serious)	12	65	142	67	25	311	62
<b>Waltham Forest Total</b>	<b>528</b>	<b>660</b>	<b>757</b>	<b>597</b>	<b>448</b>	<b>2,990</b>	<b>598</b>

Waltham Forest	5Yr Total	5Yr Average
Mon	426	85
Tue	487	97
Wed	419	84
Thu	496	99
Fri	501	100
Sat	382	76
Sun	279	56
<b>Total</b>	<b>2,990</b>	<b>598</b>

### Waltham Forest - 5 Years Crimes

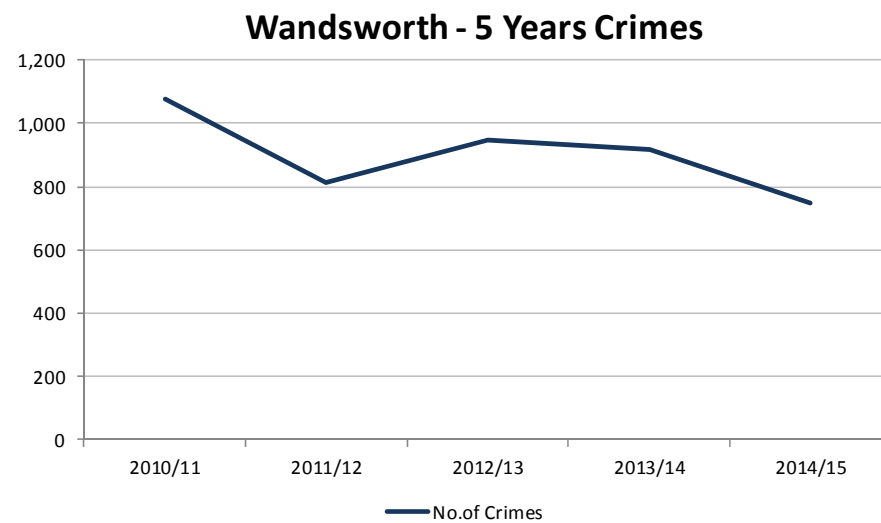


### Waltham Forest - 5 Year Av. Crimes

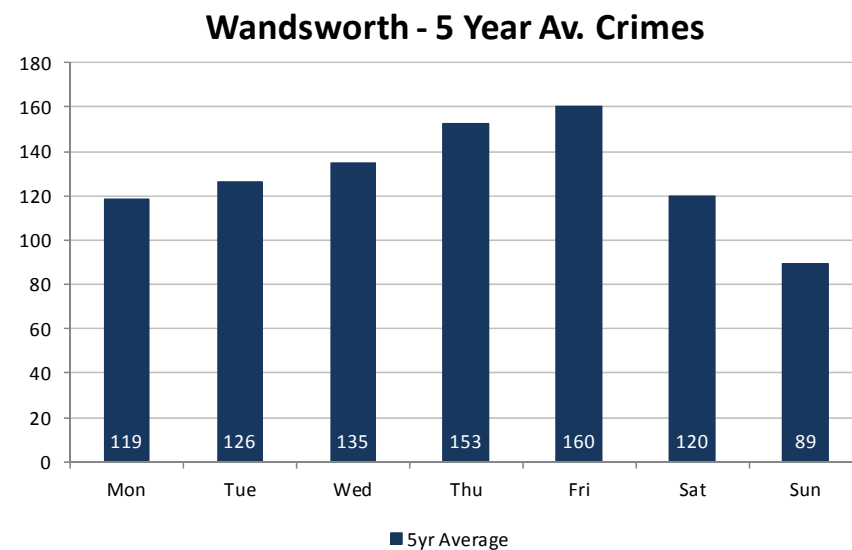


## APPENDIX B

Wandsworth	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	136	117	127	132	151	663	133
01B Weapons	6	5	12	7	7	37	7
02A Sex	8	10	15	14	23	70	14
03A Criminal Damage	17	10	7	6	8	48	10
03B Graffiti	18	13	11	23	25	90	18
04A Line of Route (Serious)	6	3	6	1	3	19	4
04B Line of Route (Less Serious)	47	42	49	47	38	223	45
05A Theft of Pass. Prop.	212	186	256	235	182	1,071	214
06A Motor Vehicle		4	3		2	9	2
06B Pedal Cycle	26	24	20	28	20	118	24
07A Robbery	10	8	9	3	7	37	7
08A Burglary & Theft Railway	18	11	9	6	13	57	11
08B Theft Cable & Plant	6	6	7	3	1	23	5
09A Public Order (Serious)	104	50	50	55	55	314	63
09B Public Order (Less Serious)	71	76	76	87	118	428	86
10A Fraud (Serious)	11	8	16	6	5	46	9
10B Fraud (Less Serious)	252	180	165	189	60	846	169
11A Drugs	82	41	91	52	14	280	56
12A Other (Serious)	25	7	4	2	3	41	8
12B Other (Less Serious)	23	13	15	23	14	88	18
<b>Wandsworth Total</b>	<b>1,078</b>	<b>814</b>	<b>948</b>	<b>919</b>	<b>749</b>	<b>4,508</b>	<b>902</b>



Wandsworth	5Yr Total	5Yr Average
Mon	593	119
Tue	632	126
Wed	674	135
Thu	764	153
Fri	800	160
Sat	600	120
Sun	445	89
<b>Total</b>	<b>4,508</b>	<b>902</b>

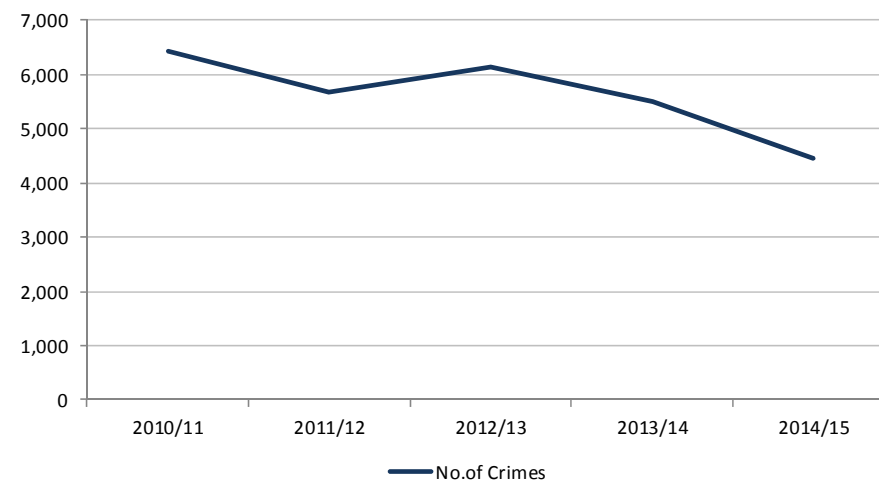


## APPENDIX B

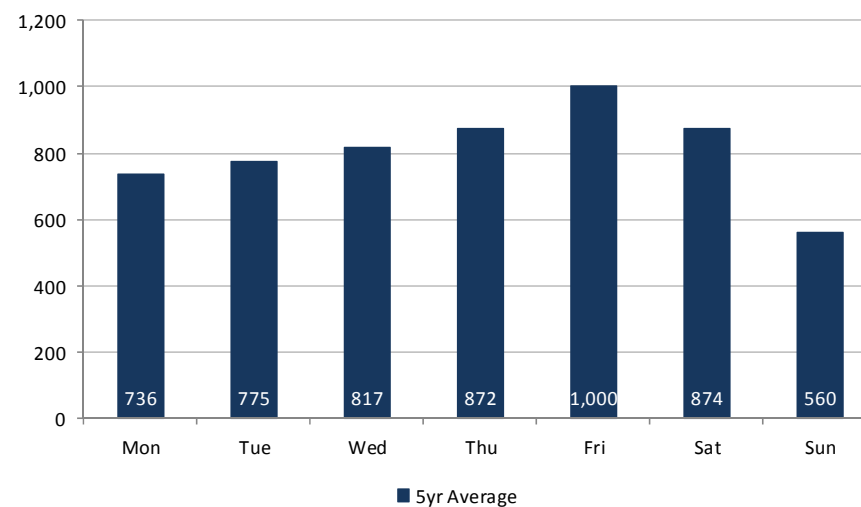
Westminster	2010/11	2011/12	2012/13	2013/14	2014/15	5Yr Total	5Yr Average
01A Violence	676	572	601	628	726	3,203	641
01B Weapons	23	17	21	22	19	102	20
02A Sex	91	120	97	116	140	564	113
03A Criminal Damage	51	38	47	21	25	182	36
03B Graffiti	30	25	21	23	19	118	24
04A Line of Route (Serious)	8	7	6	8	8	37	7
04B Line of Route (Less Serious)	46	55	64	54	48	267	53
05A Theft of Pass. Prop.	3,132	2,842	3,224	2,168	1,721	13,087	2,617
06A Motor Vehicle	25	13	10	5	8	61	12
06B Pedal Cycle	36	47	39	59	25	206	41
07A Robbery	15	10	16	24	20	85	17
08A Burglary & Theft Railway	560	409	313	298	320	1,900	380
08B Theft Cable & Plant	28	10	15	15	10	78	16
09A Public Order (Serious)	373	313	271	305	261	1,523	305
09B Public Order (Less Serious)	481	496	570	550	438	2,535	507
10A Fraud (Serious)	84	86	70	37	35	312	62
10B Fraud (Less Serious)	466	354	471	845	386	2,522	504
11A Drugs	142	147	136	153	102	680	136
12A Other (Serious)	25	24	57	48	25	179	36
12B Other (Less Serious)	122	85	100	108	115	530	106
<b>Westminster Total</b>	<b>6,414</b>	<b>5,670</b>	<b>6,149</b>	<b>5,487</b>	<b>4,451</b>	<b>28,171</b>	<b>5,634</b>

Westminster	5Yr Total	5Yr Average
Mon	3,682	736
Tue	3,875	775
Wed	4,087	817
Thu	4,362	872
Fri	4,998	1,000
Sat	4,369	874
Sun	2,798	560
<b>Total</b>	<b>28,171</b>	<b>5,634</b>

### Westminster - 5 Years Crimes



### Westminster - 5 Year Av. Crimes



## **London Assembly Enquiry: Crime on Public Transport**

### **Further Information**

#### **Data on the breakdown of violence against the person incidents, by month for the past five years, across London boroughs**

Data has been retrieved from BTP's crime system using violence against the person (VAP) offences recorded between 01/01/2010 and 31/03/2015. These were crimes which occurred within London, using the force boundaries of Metropolitan and City of London Police.

BTP recorded 19,334 VAP offences during these five years in London. There has been a 24% increase from 3,609 crimes in 2010/11 to 4,459 crimes in 2014/15. A annual breakdown by borough for the last five years is attached as Appendix 1 and Appendix 2 provides data for each borough by month for the same time period.

Common assault is the most common crime type within this group, accounting for 48% of total offences. As stated in BTP's previous evidence submission the growth in this type of crime is largely attributed to a growth in passenger journeys and the result of a busier network. Crimes generally occur during rush hour periods and involve altercations between passengers. Serious assaults remain rare with only six incidents of Grievous Bodily Harm being recorded year to date.

In order to protect staff and passengers BTP are now running Operation Stronghold patrols every Thursday, Friday and Saturday. The Night Tube roster will also see an increased presence at these times and late at night throughout the week.

A TfL behaviour campaign has been rolled out which will include vinyls, posters, holograms and leaflets being used to increase awareness that this type of behaviour will not be tolerated. BTP are also focusing on the top 17 hotspots for violence within TfL to further deter and detect violent offences. These locations will have 2-3 officers deployed for the entire night shift and a further eight stations will also see increased coverage. A number of PCSOs will also patrol these locations until 2am, further increasing visibility.

All new Night Tube staff receive a conflict management input from a BTP Inspector. Senior BTP staff monitor each Staff Assault and work with Line Managers to ensure staff receive appropriate training and guidance in dealing with these issues if required.

**BTPs trial with a number of train operators to look at body-worn video deployed with their staff, particularly at barrier lines/on some of the long-route carriers – and BTPs use of body worn video.**

**Body Worn Video within BTP**

BTP's Body Worn Video project was launched on Tuesday 12 May 2015, with 328 officers using the cameras across 17 police stations across the rail network. These stations are Victoria, Waterloo, London Bridge, Euston, St Pancras, Liverpool Street, Camden Road, Leeds, Liverpool, Warrington, Grimsby, York, Birmingham, Manchester, Leicester, Glasgow Central and Edinburgh.

Numerous formally evaluated articles and academic reports within specific police magazines over the past 1-2 years have demonstrated the significant increase in the political, public and police commentary and interest in the use of Body Worn Video (BWV).

The early benefits claimed by trial forces contain common themes that support the argument for the increased usage of BWV within policing. The early benefits can be summarised as follows:

- Increase in officer confidence when patrolling with BWV
- Increase in public confidence
- Capture of 'best evidence' to secure a prosecution
- Increase in the number of early anticipated guilty pleas
- Reduction in officer abstraction through court appearances
- Reduction in public complaints
- Reduction in crime.

The introduction of BWV within BTP will create a more effective workforce able to engage and intervene in day-to-day situations in a more confident manner. Officers will capture best evidence, which will support a first fix approach to resolving situations, as well as supporting speedier and more successful judicial outcomes. This approach will not only increase public confidence through quicker judicial outcomes, it will also support an increase in the visibility of officers and PCSOs who will be more confident to patrol key locations on their own supported by this corroborative technology.

Operation Resolve is BTP's approach to the policing of football related disorder. It is in response to increase levels of concerns from the public and our partners around unacceptable behaviour that takes place at stations, hubs and principally on trains. This is a long-term operation that supports the 20:20:10 strategy and will be substantially enhanced by the use of BWV. BWV will be invaluable in capturing evidence on busy trains in situations where officers are unable to directly intervene with every person involved in an incident of anti-social behaviour or disorder. This will also ensure that BTP is not placing officers at unnecessary risk where they are vastly outnumbered in a close tactical environment. Footage of behaviour can be reviewed and used to effect early arrests and convictions. These can be subject of high profile media releases, complying with proper control and protocols, which will serve to reassure the public and deter future acts of criminality. It is



further anticipated that the footage will be shared lawfully with football clubs, in support of civil bans and with the Football Association to highlight the magnitude of the current problem from an evidence-based perspective.

The capture of best evidence for an incident is not solely for the purpose of detecting crime; it can also support the investigation of complaints. The greater transparency that BWV affords BTP should help reinforce professional behaviour and thereby reduce the likelihood of challenge. It may conversely, through increased public confidence, lead to an increase in complaints. However the time spent investigating them is likely to reduce and in time the lessons learnt from such investigations and outcomes, whether they support the complaint or not, will serve to have an impact on both officer and public behaviour.

BWV will also provide a facility for supervisors to actively review the interactions that their staff have on a daily basis and ensure that best practice and organisational learning is shared. One such example will be through scrutiny panels in Stop and Search where independent members will see actual encounters and be able to advise based on the evidence provided.

It is therefore anticipated that there will be many elements of BTP's policing approach that that will be enhanced from the use of BWV and some examples are listed below.

#### Capturing best evidence and safeguarding staff and passengers

- Recording first complaints in safeguarding incidents such as domestic abuse/ sexual assault
- Recording injuries following assault
- Recording admissions/ significant statements
- Recording criminal damage
- Recording encounters of people with mental illness/ assisting in follow-up health assessments.
- Supporting community resolutions as a first fix
- Supporting Codes E (interviewing of suspects) and G (necessity test for arrest) of PACE .

#### Professionalism with regards to the use of force

- Arrests
- Stop and Search
- Section 18 house searches/ warrants
- Community resolutions – capture of evidence

#### Public order policing

- Football
- Major events
- Counter terrorism
- Low level anti-social behaviour
- Dispersal warnings

- Withdrawal of implied permission notices (WIP)

It is expected that these benefits will contribute to an increased level of confidence amongst the public, rail passengers and staff as well as leading to more confident and empowered frontline officers.

#### Body Worn Video deployed to rail staff

BTP is currently scoping an evidence-based approach to protecting staff in high risk locations and in high risk roles through the provision of body worn video. Rail staff and officials are assaulted around 5,000 times per year across the UK rail network resulting in personal harm and distress as well as days lost through sickness and injury. Analysis of staff and locations shows that there are repeat victims of assault and also that there are hotspot locations where these types of assault take place more than others. The highest risk locations are at station gatelines and the highest risk roles are revenue staff and staff who are deployed at public access points.

The purpose of this trial will be to prove or disprove that in the highest risk locations the risk of criminal offences against staff can be reduced by the effective deployment of BWV coupled with conflict avoidance training.

The methodology is currently being designed in collaboration with Cambridge University. BTP have written to a number of Train Operating Companies who have been identified as owning, or operating in, the top 100 staff assault hotspots. A possible methodology would be to randomly assign half of the highest risk rail staff and locations as a treatment group with the other half of staff and locations as a control group. All staff in the treatment locations would receive conflict avoidance training as well as being equipped with BWV whilst they are at work. The study would measure criminal offences against staff at treatment and control locations and make recommendations for further use of these methods if significant reductions are evidenced.

It is anticipated that the trial will be implemented in early 2016, once the consultation process and analysis has been completed and proposals agreed.

## **Details of the deployment/hotspot pilot with South West Trains**

Operation Trafalgar is the project that has introduced and embedded Evidence Based Policing (EBP) as the business as usual method of deployment for uniformed resources in BTP. Working closely with Cambridge University it was initially rolled out across London and the South East in 2014 with the remainder of England and Wales following, and finally Scotland in October 2015.

The overarching aim is to reduce crime and disruption, enhance visibility, and increase confidence whilst adding value to policing. Deploying resources into hotspot locations at specific times and regular intervals is proven to reduce crime and calls for service.

The successful Operation Beck London Underground evidence-based patrol pilot significantly reduced crime and calls for service by 21% in test locations. This methodology has been tested and proven by over 30 police forces internationally. BTP, working with the University of Cambridge to guide the approach to this new policing technique, are the first Force to adopt Evidence Based Policing as a business as usual patrolling strategy.

BTP have developed Operation Trafalgar using evidence based policing principles. More than half the crime incidents recorded by BTP are concentrated in less than 5% of hotspot locations – a consistent finding now commonly referred to as “the law of concentration of crime in place”. Tackling these hotspots with directed and focused patrols can permanently reduce crime. For Operation Trafalgar, hotspots are targeted for 15 minutes, approximately 4 times a shift. Whilst at these hotspots BTP officers are equipped with the problem solving skills and tools to provide long term crime reduction techniques.

Whilst BTP have been developing evidence-based policing for some years, currently there is very little rigorous research on the railway industry’s involvement in this area. The work South West Trains (SWT) is completing in this area with their Rail Community Officers (RCOs) is extremely innovative and pioneering.

SWT are using a combination of BTP (crime) and SWT (disruption and confidence) data. This data has been provided to Cambridge University who have carried out analysis and provided hotspot reports.

Working with Cambridgeshire University brings prestige to SWT, as they are known world-wide for their impartial scientific excellence. This joint work can be used in future activity and demonstrates to their passengers that SWT take their wider responsibilities such as corporate social responsibility seriously. This deployment strategy will also demonstrate value for money while delivering enhanced visibility by placing resources in the right place at the right time.

With SWT’s Corporate Responsibility strategy focusing on their people, safety and security, this project is placing them as an active part of the community, and will hopefully exceed the expectations of their passengers.

The project provides complimentary resilience for both BTP and SWT. The hotspot targeting will drive down crime and whilst doing so, reassure the travelling public and improve their confidence. A bespoke training package has been designed and will be provided to the RCOs by Future Vision, placing the emphasis on positive interactions with customers and long-term problem solving. Disruption hotspots will also be targeted and a high visibility

presence at these locations will prevent and deter trespass incidents and also utilise the RCO's 'Managing Suicidal Contacts' training to protect vulnerable people. SWT will deploy their RCOs via taskings from the BTP early turn duty Sergeant.

The project will support SWT's recent £65m investment to provide additional and refurbished carriages to provide a focus on crime reduction and specifically target crimes that impact financially on SWT such as vandalism. With the Network Rail Alliance securing £3.7m to improve facilities for bike users in the near future, a constant analysis of hotspots will be carried out to ensure new hotspots do not develop within the changing environment. To provide this analysis SWT are funding an analyst embedded within BTP's Performance and Analysis team.

The RCOs are already a deployable resource for BTP, and they work closely with our officers on the South SubDivision. This project will enhance this joint working and help to keep rail transport systems running, make the railway more safe and secure, deliver value for money through continuous improvement and promote confidence in the use of the railways.

**Appendix 1 - BTP's Violence against the person offences by London Borough**

Borough	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	Grand Total	Proportion	5 year change
Barking	33	50	70	68	57	278	1%	73%
Barnet	48	52	54	38	47	239	1%	-2%
Bexley	23	23	19	30	29	124	1%	26%
Brent	88	85	102	113	116	504	3%	32%
Bromley	80	70	51	72	82	355	2%	3%
Camden	382	443	463	495	594	2377	12%	55%
City of London	236	187	206	235	262	1126	6%	11%
Croydon	152	164	149	163	170	798	4%	12%
Ealing	80	64	86	98	100	428	2%	25%
Enfield	38	35	52	40	52	217	1%	37%
Greenwich	76	64	76	60	96	372	2%	26%
Hackney	37	54	54	50	55	250	1%	49%
Hammersmith	87	84	70	97	70	408	2%	-20%
Haringey	70	74	83	89	89	405	2%	27%
Harrow	40	45	38	33	63	219	1%	58%
Havering	35	26	57	43	63	224	1%	80%
Hillingdon	50	49	30	45	49	223	1%	-2%
Hounslow	37	43	37	48	44	209	1%	19%
Islington	124	114	111	139	145	633	3%	17%
Kensington	86	76	77	100	82	421	2%	-5%
Kingston	32	36	30	47	42	187	1%	31%
Lambeth	224	219	221	230	247	1141	6%	10%
Lewisham	67	72	68	81	88	376	2%	31%
Merton	51	44	62	66	87	310	2%	71%
Newham	152	154	205	225	256	992	5%	68%
Redbridge	57	69	73	68	78	345	2%	37%
Richmond	43	42	54	53	50	242	1%	16%
Southwark	151	164	176	203	204	898	5%	35%
Sutton	19	15	17	27	15	93	0%	-21%
Tower Hamlets	135	127	144	135	176	717	4%	30%
Waltham Forest	63	68	74	74	72	351	2%	14%
Wandsworth	136	117	127	132	151	663	3%	11%
Westminster	677	573	601	630	728	3209	17%	8%
<b>Total</b>	<b>3609</b>	<b>3502</b>	<b>3737</b>	<b>4027</b>	<b>4459</b>	<b>19334</b>	<b>100%</b>	<b>24%</b>



<b>Freedom of Information Act Document</b>		
Protective Marking: Restricted	Publication (Y):	
Title: GLA Call for evidence - A scrutiny of crime on public transport in London		
Summary: Metropolitan Police Service response to call for evidence from scrutiny panel of the GLA Policing and Crime Committee		
Branch / OCU: MPS Roads and Transport Policing Command (RTPC)		
Date created: 22-9-2015	Review date: 21-9-16	Version: 1
Author: Detective Chief Superintendent Paul Rickett - OCU Commander RTPC		

## **Greater London Authority Police and Crime Committee**

### **Scrutiny of Crime on Public Transport**

#### **Metropolitan Police Service submission - 12th November 2015**

## **Introduction**

The primary responsibility for crime reduction and detection across London's surface transport network excluding those areas policed by the British Transport Police (BTP) and City of London Police (CoLP) rests with the Roads and Transport Policing Command (RTPC) of the Metropolitan Police Service (MPS). This is in addition to its responsibilities for casualty reduction, improved road safety and increasing passenger confidence.

The command was created in December 2014 following a number of service modernisation initiatives under the MetChange programme. It brought together the officers and staff that previously formed the Safer Transport Command (STC) with MPS Traffic OCU who previously had responsibility for elements of road space management, including the investigation of collisions that resulted in victims losing their lives, or suffering serious and often life changing injuries on London's road network.

This report will respond to each element of the detail requested by the committee, set out in the Chair's letter to MPS Commissioner, Sir Bernard Hogan-Howe dated 24th August 2015.

### **1. Details of the Met's structure, role and approach to tackling crime on public transport – and how this has changed over the past five years**

#### **Reassurance and crime prevention**

From 2002 until 2014 the Metropolitan Police's Safer Transport Command (STC) and local boroughs undertook policing of surface public transport system. With the Traffic Command responsible for Roads Policing.

Since 2014 the RTPC has taken responsibility for public transport policing in London and roads policing. The RTPC tackles crime on the surface public transport in a number of ways. Firstly by preventing crime through high visibility patrols in hot-spot and other locations/routes, secondly through joint problem-solving activity with partner agencies, MPS boroughs and service providers, and thirdly through reactive investigation of offences.

Prior to the formation of the Roads Transport Policing Command (RTPC) Local Safer Transport Teams worked on each borough patrolling the local bus routes and transport hubs. However the borough by borough allocation basis in which they were deployed, with separate hub teams meant that every borough had resources allocated the same, regardless of demand, this meant that some areas with hubs had more resources than much busier boroughs without hubs. To address this imbalance, the MPS changed their approach when designing the RTPC and resources have now been geographically allocated to the 31 Safer Transport Teams (Hammersmith and Fulham and Kensington and Chelsea are a joint team) based on the three year crime and ASB analysis provided by Transport for London.



## **Local Safer Transport Teams**

These teams work in each borough, patrolling the local bus routes and transport hubs, by now working under one command this means that the resource can flex, moving to accommodate emerging crime patterns and trends.

## **Investigation**

In terms of reactive investigation of bus-related crime, little has changed with the advent of the RTPC from the process under the STC. There have, however, been significant increases in demand in certain areas of reactivity, for example sexual offence investigation, violence offences and requests for digital evidence recovery (CCTV, Oyster data etc).

Recognising this, the MPS changed their approach when designing the new RTPC and addressed these issues by creating a command that investigated all bus related crime not in the remit of other specialist units. Local TP boroughs are no longer responsible for the investigations of surface transport related crime.

This approach enables a greater overview of offending on the public transport network and allows them to provide a more holistic approach to tackling it. The RTPC structure uses four strands to deliver its crime strategy (this excludes the small investigative remit of the Safer Transport Teams).

## **Specialist and Complex Investigations**

Responsible for the investigation of fatal and life changing collisions on the road network, there are currently on average 2590 number of these collisions per year. Whilst all do not require extensive investigation the 150 fatal collisions requires the same investigation as a homicide, these are complex and resource intensive.

## **Reactive Investigations**

This unit is responsible for the investigation of the following offences on the surface transport network:

- Theft from person (14/15 saw 4,200 offences, down from 7,600 in 09/10).
- Arson and low level sexual assaults.
- Assaults against staff \*

N.B\* Low level assaults, criminal damage and public order offences are dealt with by the local Safer Transport Team (STT).

## **Proactive Investigations**

Tackles organised criminal networks operating on the surface transport. Undertakes proactive operations targeting high risk sexual offenders. Street based operations by a team of specially trained officers (dip squad) around theft person offences committed on the surface transport network.

## **Desktop Investigations**

A 'one stop shop' for the provision of CCTV and travel data (e.g. Oyster cards). Over 80% of all Oyster Card enquires and 77% of CCTV requests are successful. This significantly increases the investigative capability of RTPC officers in relation to surface public transport related crime and derives considerable efficiency gains for other investigative commands within the MPS and other law enforcement agencies (Counter-terrorism and other major investigations).

This is increasingly requested; in 2009 there were a total of 1,192 CCTV & Personal data requests, by 2014 there were 13,274.

Since desktop investigations was set up, over 40,000 requests have been made by police investigators, of which over 77% has proved capable of being successfully retrieved.

### **Suspect Identification figures:**

In the year ending March 31st 2015 Desktop Investigations circulated 2,421 unknown suspect images by email to relevant police officers. The main offences are broken down as follows;

Sex Offender Circulations 415 suspects 259 identifications (63% ID rate)  
Robbery suspect Circulations 321 suspects 207 identifications (65% ID rate)  
Assault (GBH - Common) 496 suspect circulations 233 identifications (47% ID rate).

Public Order Offences Circulations 115 suspects 60 identifications (52% ID rate).  
Criminal Damage Circulations 259 suspects 115 identifications (44% ID rate).  
Theft Circulations 665 suspects 279 identifications (42% ID rate).

The total for these and a few miscellaneous others overall equated to 2,421 suspects circulated and 1,112 suspects identified (overall ID rate of 50%). Added to this, the team assisted with Murders and High Risk Mispers

Moving forward - CCTV is being sent via "Cloud" in a trial to the unit by two of the 16 bus operators. This is hopefully to be expanded to all companies by end of 2016 dependant upon funding.

## **Current Performance**

Using a joint problem solving approach with Transport for London, the ability to engineer out crime problems, engage with the public to offer crime prevention techniques which is supported by a strong performance management approach the MPS and TfL partnership has seen a crime reduction of 56% on the bus network since 2005/6. However, more work is needed to ensure this does not rise.

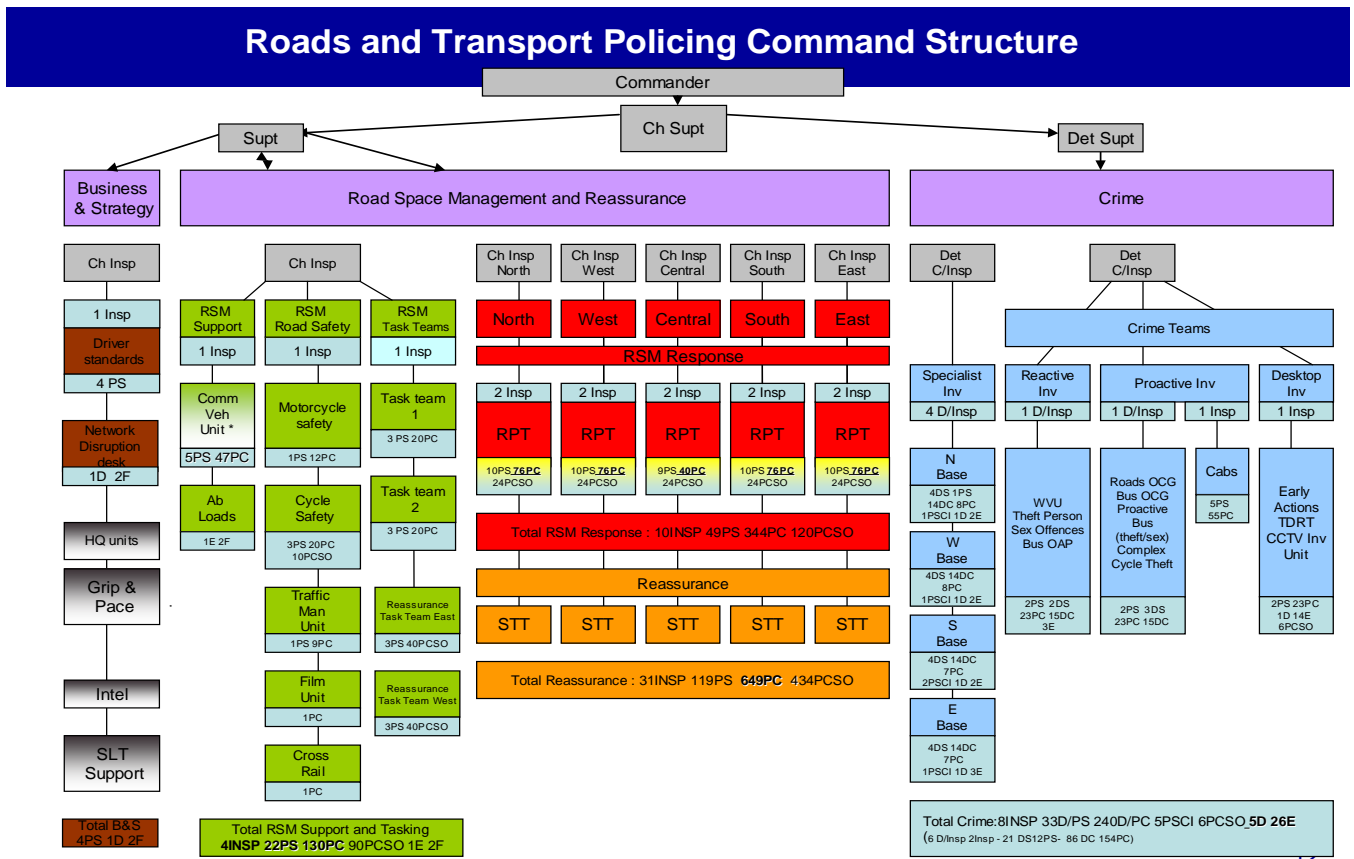
The Mayoral target of 11 crimes per million passenger journeys has already been achieved with only 7.2 per million in 2014/15.

## Future Challenges.

London's growing population and demographic change will undoubtedly bring new challenges in public transport. With surface transport usage increasing, a growth in excess of 7% in bus journeys per year will be seen by 2021.

In addition the planned night tube, cross rail and London Overground extensions will potentially create new demand. Whilst the RTPC was designed to flex and respond to demand effectively, current and future financial challenges to the MPS funding stream mean that this may be a significant challenge.

Figure 1: RTPC Organisation structure at September 2015



## 2. The Met's priorities, targets and indicators of success for reducing crime on public transport

The MPS RTPC is jointly funded through a Special Services Agreement (SSA) with Transport for London (TfL), details of which are contained later in this submission. As part of that agreement, the RTPC and TfL have agreed a joint Control Strategy informed by an annual joint Strategic Assessment. The current control strategy is known as 'the 6 C's'. They include:

- **Crime** (with specific reference to Personal Robbery, Violence with Injury, Criminal damage and Theft from the Person), 4 of the MOPAC 7.
- **Collisions** - achieving a 50% reduction in road users in the MPS area being killed or seriously injured in road traffic collisions N.B the original target of 40% by 2020 was achieved earlier this year resulting in the Mayor stretching the target further.
- **Cabs** - TfL resource the Cabs Enforcement Unit (CEU). The MPS predominantly focus on criminality concerned with the cab industry, whilst TfL provide the regulatory function, although some operations are mutually supportive in this regard.
- **Cycles** - The RTPC is responsible for the investigation of all cycle theft that occurs in the public domain, i.e. typically not from within a locked building or secure area for example.
- **Congestion** - with the extent of infrastructure works taking place across London, Tell and RTPC work together to reduce and mitigate planned and unplanned obstructions to the road network.
- **Confidence** - Joint agreement to increase the confidence of the public across the surface transport network. This is complementary to the work the MPS undertakes arising from the Public Attitude Survey (PAS).

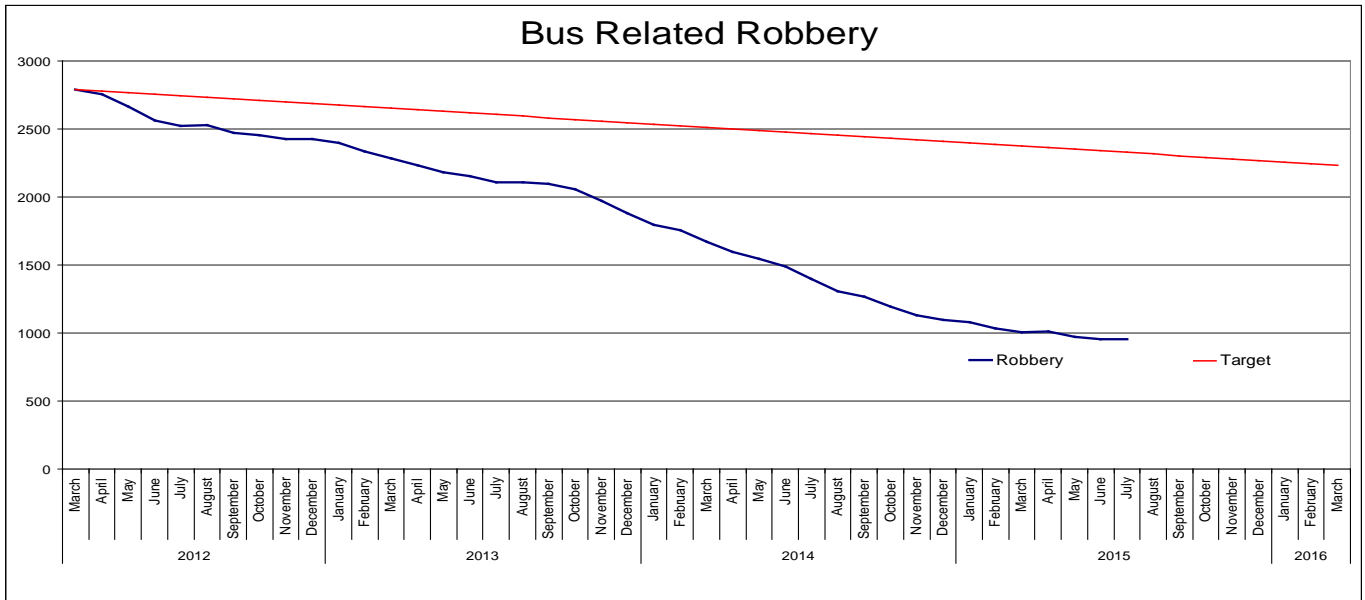
### **Targets and indicators**

The RTPC has the same targets in terms of the MOPAC 4 as the rest of the MPS. The RTPC reviews progress against these targets regularly and adjusts annual objectives to ensure progress. Performance in all categories exceeds the target of a 20% reduction in all except VWI (see graphs below).

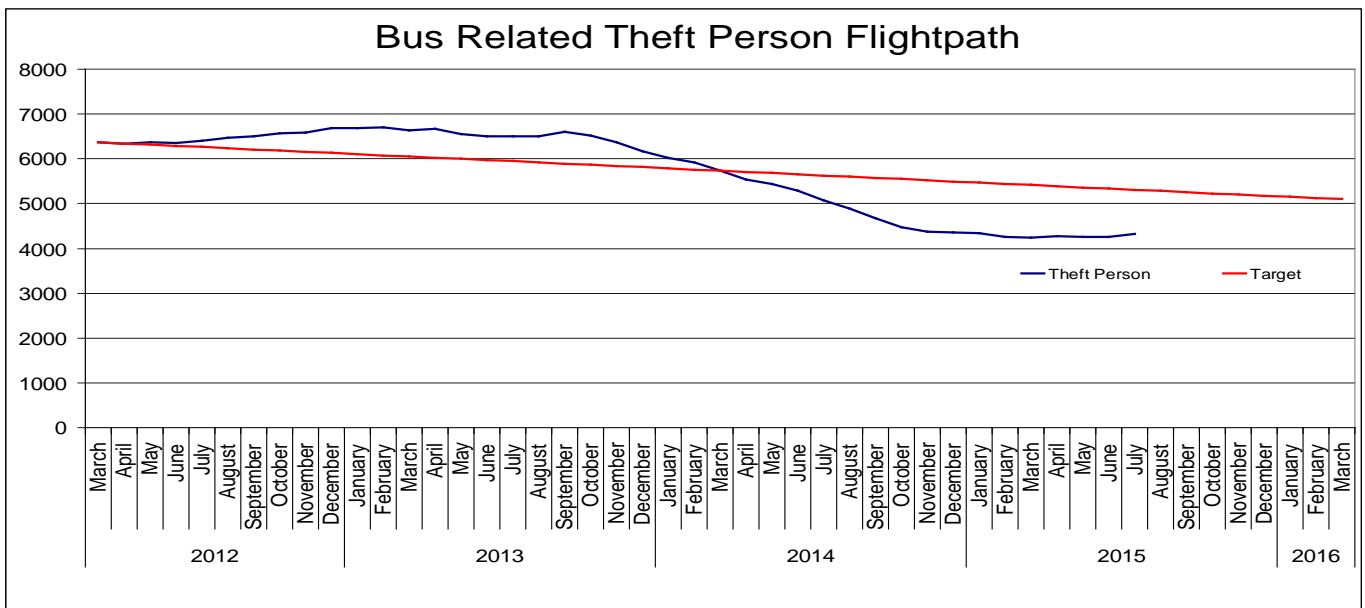
RTPC have seen a 51.8% increase in sexual offences since the baseline year of 2011/12 based on the rolling 12-month position as at July 2015. This is seen as a positive indicator through a highly publicized and sustained campaign under Project Guardian to increase and improve the confidence of victims and witnesses to report these offences.

RTPC and Tell also use the wider crime classification of Violence Against the Person (VAP) as this captures lower level, but higher volume offences against and between passengers and staff which have a disproportionate effect on feelings of safety and security bus users and staff.

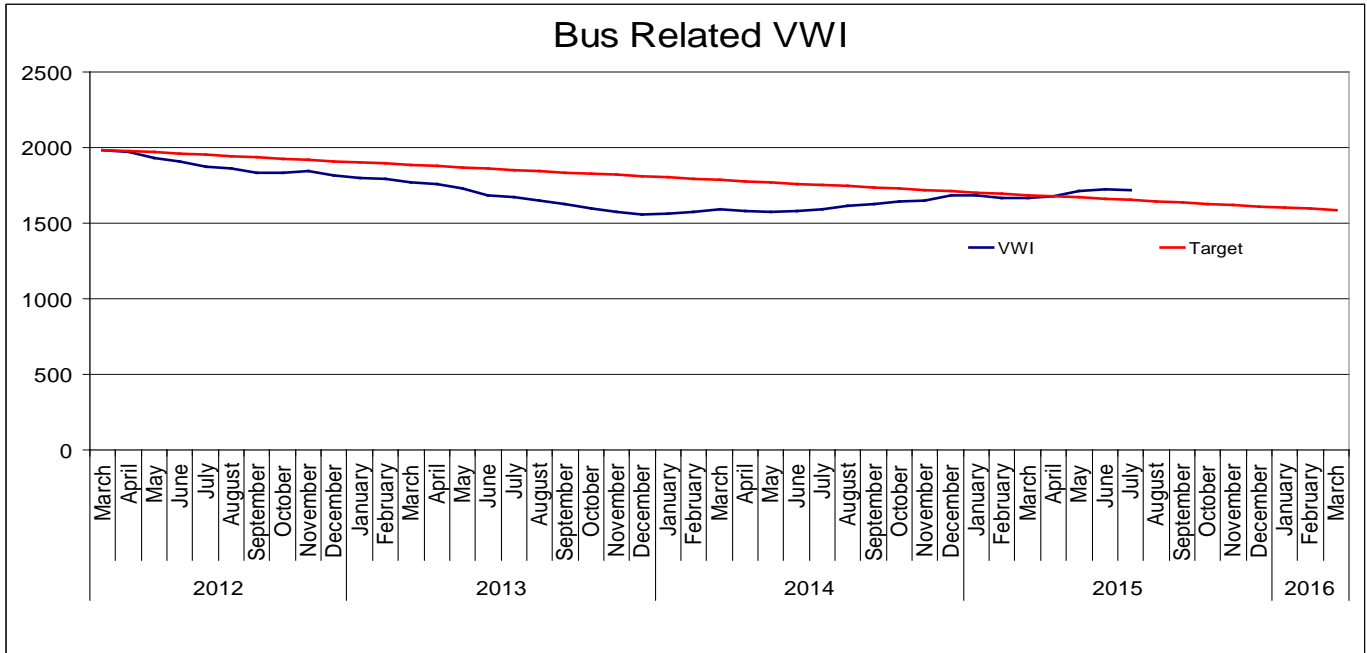
## RTPC crime performance summary against MOPAC baseline year



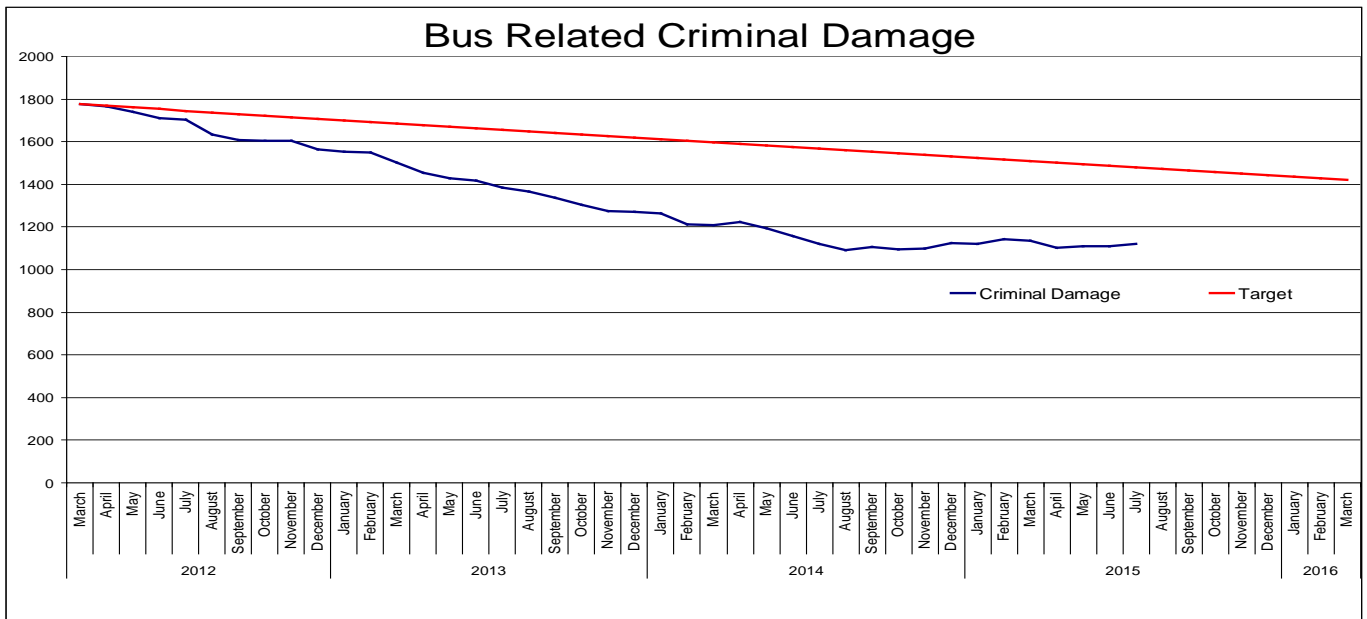
**Baseline: 2791**  
**Target: 2232**  
**R 12 as at July 2015: 955**  
**% against Baseline: -65.8%**



**Baseline: 6370**  
**Target: 5097**  
**R12 as at July 2015: 4332**  
**% against Baseline: -32.0%**

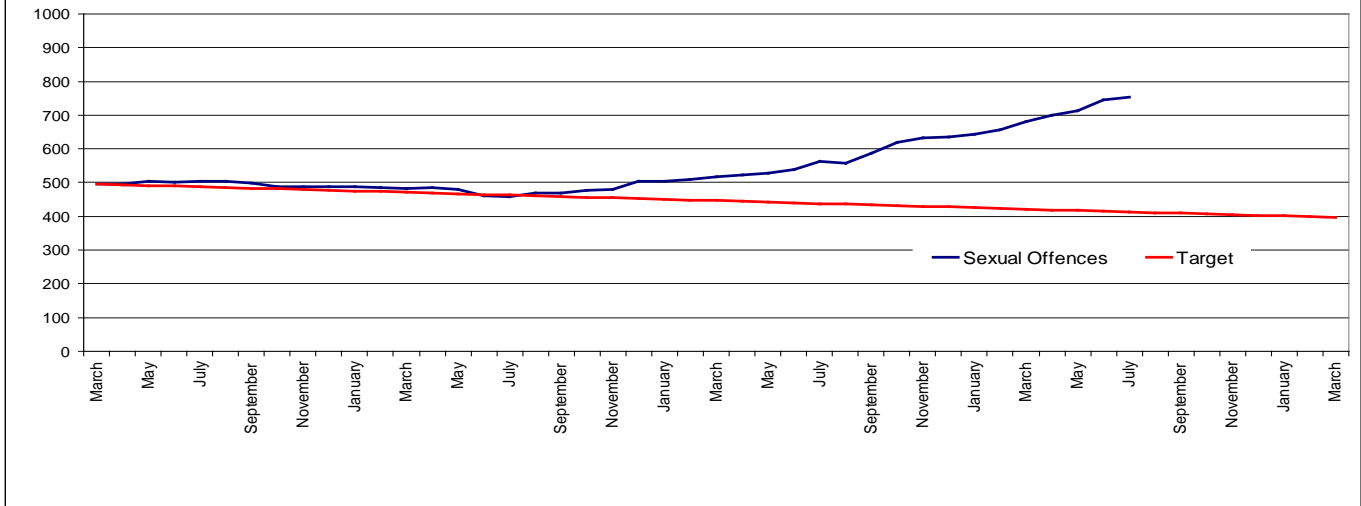


Baseline - 1985  
 Target - 1586  
 R12 as at July 2015 - 1716  
 % against Baseline: -13.6%



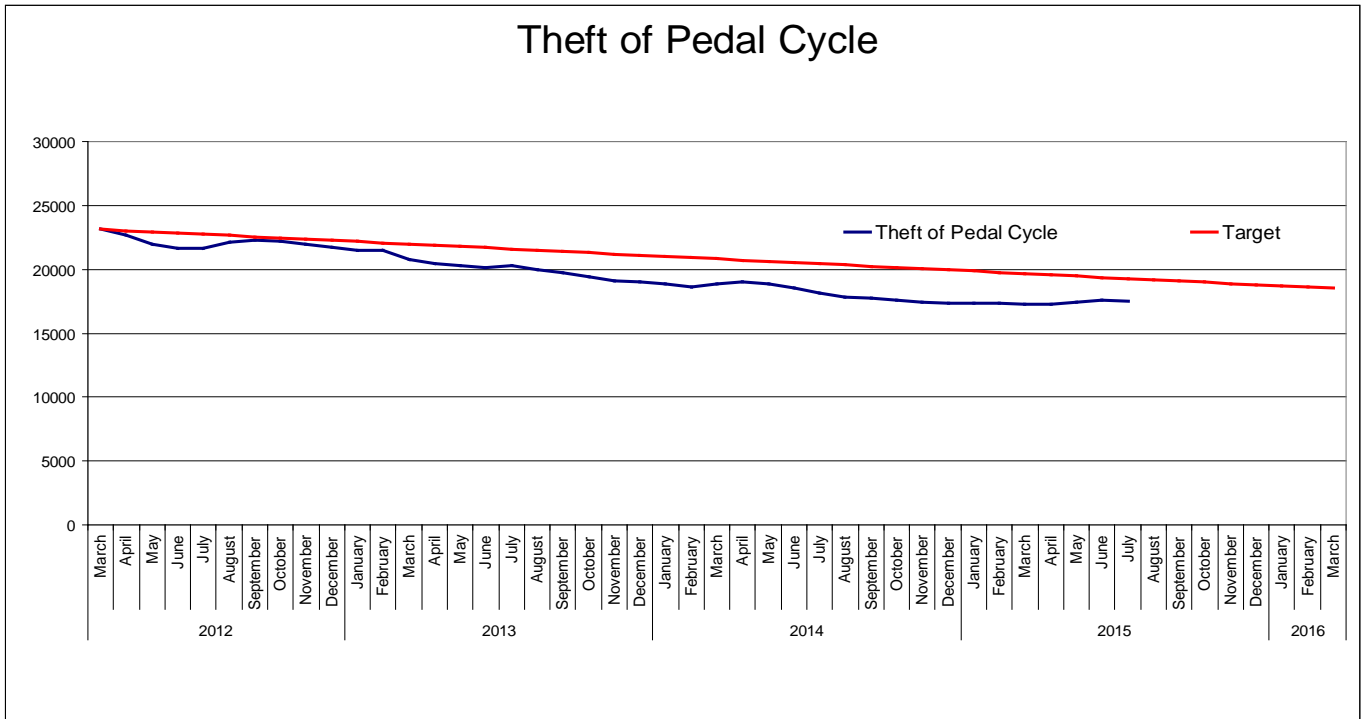
Baseline: 1775  
 Target: 1418  
 R12 as at July 2015: 1120  
 % against Baseline: -36.9%

### Bus Related Sexual Offences



Baseline: 496  
 Target: 397  
 R 12 as at July 2015: 753  
 % against Baseline: +51.8%

### Theft of Pedal Cycle

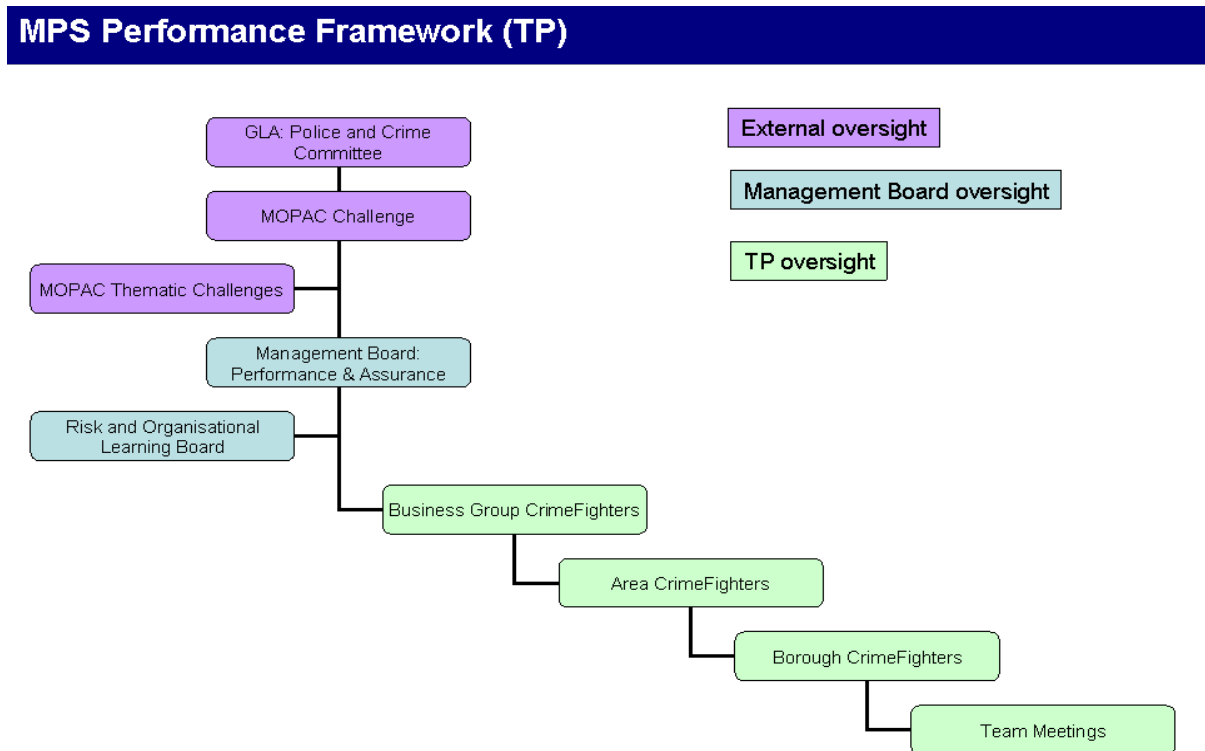


Baseline: 23133  
 Target: 18507  
 R 12 as at July 2015: 17468  
 % against Baseline: -24.5%

### 3. Details of the Met's performance management systems relating to crime on public transport (including Transat, JTAG, and RATPC)

The RTPC sits with the Territorial Policing (TP) Business Group of the MPS. As such RTPC sits within the same performance management framework as the rest of TP (B)OCUs. Please see schematic below

Figure 2: Performance Governance Framework



The RTPC OCU Commander (or deputy if unavailable) attends the TP Monthly Crimefighters meeting and is held to account by TP Chief Officers for delivery on agreed targets and priorities.

In addition, there is a framework within the RTPC to manage strategic stakeholder management, including contract management and compliance, (RTPC Accountability Committee), a joint tactical problem-solving forum at team/borough level (JTAG), and a monthly performance meeting replicating borough performance management (TranStat). This meeting is chaired jointly by RTPC OCU Commander and Director of Enforcement On Street (EOS) from TfL and take place monthly.

As part of TP, the RTPC utilises the National Intelligence Model (NIM) to provide regular oversight and accountability for productivity in terms of deployment of resources against emerging and new demand.



There is also a multi-agency forum, the London Transport Community Safety Partnership (LTCSP) which, though non-statutory, seeks to replicate a borough-based strategic crime reduction partnership. It is a strategic level group designed to set future direction of travel across key transport agencies and stakeholders, as well as gain support for new initiatives. This group meets quarterly and MPS, BTP, TfL, CoLP, providers, user groups and special interest groups are represented at a senior level.

#### **4. Explanation and detail of how transport policing is funded in the Met – broken down over the past five years from 2010/11 to 2014/15**

Over the past five years, transport policing in the form of the Safer Transport Command (STC), and latterly the Roads and Transport Policing Command (RTPC) has been jointly funded by the MPS and TfL through a Special Service Agreement (SSA) under Section 25 of the Police Act, 1996. Within this arrangement, TfL pay the MPS for the level of additional services they request from the MPS to deliver policing on London’s surface transport network. The MPS makes a contribution representative of the level of transport policing which would be provided from the core grant if the SSA did not exist.

The MPS charges TfL the actual costs incurred against their funding provision each year, and this is closely monitored and reported on throughout the year with monthly invoice meetings and quarterly forecasts.

In 2014/15, the funding arrangement shifted to include the MPS provision for Traffic policing, as this area of operation was merged with the STC to form the RTPC. TfL’s funding has remained in place, but the increased baseline for the MPS’ contribution (with the addition of Traffic) meant that the overall split of budgeted costs changed from 80:20 (TfL: MPS) to 65:35.

The following table shows the funding provision for transport policing for the last five years, divided between the MPS and TfL:

Financial Year		MPS funding for transport policing (£M)	TfL funding for transport policing (£M)	Total funding for transport policing (£M)
<b>2010/11</b>	<b>STC</b>	£20.5	£84.6	<b>£105.1</b>
<b>2011/12</b>	<b>STC</b>	£22.8	£82.1	<b>£104.9</b>
<b>2012/13</b>	<b>STC</b>	£22.6	£88.4	<b>£111.0</b>
<b>2013/14</b>	<b>STC</b>	£22.3	£89.0	<b>£111.3</b>
<b>2014/15</b>	<b>RTPC</b>	£43.3	£90.7	<b>£134.0</b>

Note: The above table shows funding provision for transport policing, defined here as the services provided by the dedicated Command under the SSA (i.e. STC for years 2010/11 - 2013/14 and RTPC in 2014/15). The four years of STC funding therefore do not include elements of Traffic policing which TfL funded separately until the formation of the RTPC - Cycle and Motorcycle Safety Teams and the Commercial Vehicle Unit. None of the years include the funding provision made by TfL into Safety Camera Enforcement, provided outside the STC/RTPC by Met Prosecutions (£3M per annum).

The MPS funding for 2014/15 does not include costs for support elements which do not sit within RTPC's structure or budget and have been centralised (e.g. Command and Control).

#### **5. RTPC police officers numbers – broken down by unit and rank over the past five years from 2010/11 to 2014/15**

In December 2014, the Roads and Transport Policing Command (RTPC) was launched, following a transition from the former structures of Safer Transport Command (STC) and the MPS Traffic Command. For this reason, reporting unit and rank breakdowns across the five year period does not deliver comparable data as units have been re-shaped, functions merged and Traffic based teams have been brought into the fold of transport policing.

In April 2014, STC establishment contained 1,178 police officer posts; by December 2014, the RTPC establishment target was 1,658 police officers - an increase of 480 police officers on the baseline. Traffic Command had previously contained approximately 600 (check??) police officer posts. Both STC and Traffic were rationalised to deliver efficiencies under the restructure (e.g. where functions were duplicated across the two Commands). Pooled Investigations Units were also created to deliver across the full range of crime types on a flexible basis according to demand, rather than maintaining multiple fixed asset investigation teams for different crimes. A number of posts were also centralised within the MPS under other change projects, so these no longer feature on the RTPC baseline (e.g. Intelligence and Command and Control).

In order to demonstrate the changes in structure for the delivery of transport policing as STC and then as RTPC, the following tables show a 'before and after' breakdown of functions and police officers:

### STC Police Officer Breakdown (April 2014)

Unit Function / Rank	Cmdr	Ch Supt	Supt	Ch Insp	Insp	PS	PC	Total
Senior Leadership Team	1	1	1	5		2		10
Cabs Enforcement Unit					1	6	41	48
Roads Policing Teams					4	32	74	110
Safer Transport Teams					24	119	648	791
Tasking Teams					3	9	63	75
Cycle Team					1	3	12	16
Control Room (MetroComm - STC)					1	5	10	16
Intelligence Unit					0	0	0	0
Business Support					1			1
CCTV Investigation Unit					1	1	11	13
Transport Data Retrieval Team						1	2	3
Crime Squad					1	1	8	10
Sexual Offences Team						1	8	9
Dip Squad						5	28	33
Proceeds of Crime Act (POCA) Unit						1	3	4
Joint Investigation Team					1	1	8	10
Film Unit						0	1	1
Training						1	1	2
Professional Standards Unit					1	2		3
ODSU					2	1	2	5
Tasking Unit					1	1	2	4
Operational Support						2	0	2
Workplace Violence						1	10	11
Crossrail Liaison							1	1
<b>Total Police Officers (posts)</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>42</b>	<b>195</b>	<b>933</b>	<b>1178</b>

### RTPC Police Officer Breakdown (December 2014)

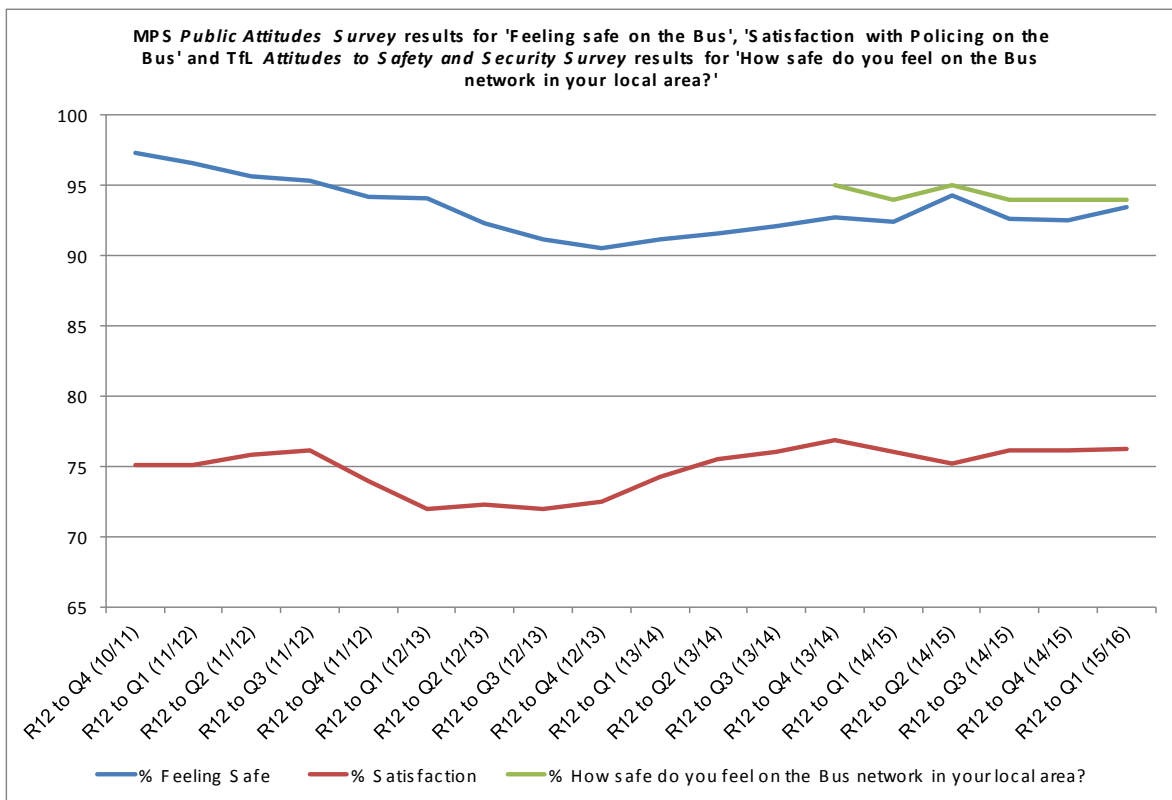
Unit Function / Rank	Cmdr	Ch Supt	Supt	Ch Insp	Insp	PS	PC	Total
SLT	1	1	2	9				13
STTs					31	119	642	792
Roads Policing Teams					10	50	350	410
Road Safety & Support Management					2			2
Cycle Safety Team						3	20	23
Cycle (Security) Task Force						2	14	16
Commercial Vehicle Unit						5	47	52
Motorcycle Safety Team						1	12	13
Task Teams					2	12	40	54
Workplace Violence Unit						1	11	12
Cabs Enforcement Unit					1	5	55	61
Specialist Investigations Unit					4	17	86	107
Proactive Investigations					1	3	24	28
Reactive Investigations					1	3	27	31
Desktop Investigations					1	2	23	26
Traffic Management Unit						1	9	10
Network Disruption Desk (police staff)								0
Business and Strategy					1	4		5
Film Unit							1	1
Cross Rail							1	1
Ab Loads (police staff)								0
Compliance Unit							1	1
<b>Total Police Officers (posts)</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>54</b>	<b>228</b>	<b>1363</b>	<b>1658</b>

**6. Breakdown of crime on public transport for the past five years – by crime type, time of incident, bus route, borough and victim profile from 2010/11 to 2014/15**

**This section is confidential as it contains details of current tactical deployment areas and other material used to inform tasking of covert as well as overt policing operations.**

**7. Measures of confidence in travelling and associated data from 2010/11 to 2014/15**

The RTPC works closely with TfL in responding to the results of the Customer Satisfaction Survey. The MPS also has a number of questions within the public Attitude Survey (PAS) which provides data on perceptions of safety when travelling on the public transport network. This data are utilised within previously described performance management framework for targeted interventions as appropriate.



## **8. A summary of the work the Met has undertaken to prepare for the introduction of the night tube – including demand on policing and safeguards being put in place**

The RTPC commissioned an impact assessment from the MPS Intelligence Unit (SCO36) which, along with the British Transport Police (BTP) and TfL Impact Assessments, has informed the MPS response to Night Tube.

The key findings of this assessment are as follows:

- TfL assessment that no change to Night Time Economy TfL customer base
- Potential displacement of passenger traffic away from night buses onto the night tube
- Potential reduction in bus crime and ASB due to change in passenger usage. To mitigate potential risk at outer stations, TfL has placed additional requirements on bus operators to support 'last miles home' in key locations, as well as work with cab trade regarding capacity at busier new outer hubs.
- BTP review and assessment of crime and resourcing of 24/7 metro's in New York, Chicago and 7 European cities.
- MPS SCO36 assessed the below stations as being potentially significant due to existing 'daytime' demand and being significant multi-modal hub locations.
  - Walthamstow Central
  - Stratford
  - Brixton
  - Hammersmith
  - Camden Borough - Due to volume of night tube stations but in particular Camden Town Station

MPS Management board has been briefed on implications, risks and opportunities re Night Tube. To assist MPS Borough colleagues, each local Safer Transport Team, irrespective of whether they actually have Night Tube running through there BOCU or not, have a designated Night Tube Officer who is responsible for working with the local BOCU's and ensuring local Senior Leadership Teams are fully informed.

As part of the Night Tube policing plan, the following are key points to address or mitigate risk, crime and ASB associated with Night Tube.

- TfL are due to have at least twenty buses on standby for the first 3 weekends, to respond to demands along the tube network in case of a service failure.

- 100 BTP officers and 20 PCSO's on duty each night across network
- British Transport Police will have their Emergency Response Units available to deal with issues on the tube network from a person on the track to a broken rail.
- TfL are working with Thames Outreach to train their station staff, so that they can advise and assist rough sleepers and homeless on the tube network.
- Engagement & emergency preparedness between partners including LFB and LAS.
- RTPC participation in BTP Night Tube Gold Group
- MPS Command Structure for when Night Tube commences will include an on-duty member of SLT as MPS Pan London 'Silver', fully engaged with BTP Command Team.
- Co-ordinated RTPC policing plan for the highlighted MPS priority stations and BTP 'Red' Stations – Camden Town, London Bridge, North Greenwich, Vauxhall, Brixton, Waterloo, Oxford Circus, Leicester Sq, Piccadilly Circus, Charing Cross, Victoria, Hammersmith
- RTPC 'Cab Enforcement Unit' will be deploying on every night of Night Tube with the capacity to flex across London, should incidents of Taxi Touting increase or emerge at outer London locations.
- RTPC is part a Gold Group process with partner agencies to review, identify and respond to any changing demand following implementation. The group will meet weekly in the opening weeks.

The MPS RTPC has ensured that it provides a dedicated night duty police team at each of the 'Risk' stations highlighted above as identified by SCO36 as well as Night Duty teams deployed to each of the BOCU's with BTP 'Red' stations. These officers will be briefed to work in partnership with both local officers and BTP to mitigate risk, crime and Anti Social Behaviour.

### **Opportunities and challenges going forward**

End of line stations could see a rise of particular incidents, particularly alcohol-related disturbances and Taxi Touting. TfL are working with providers to encourage increased private and ply for hire capacity at outer London locations so that passengers have increased access to safe transport for 'the last mile home' to complement the additional facility night tube provides.

A risk is that the fear of crime may increase on the Transport network which includes hubs; however there is also a perception that with greater numbers of passengers travelling in large numbers this fear will be mitigated and may in fact result in improved confidence for passengers.

There are also potential economic benefits for London resulting from improved workforce access to key locations throughout the night, although early implementation is confined to Friday and Saturday nights only. For example, the Heart of London Business Alliance (HOLBA) which represents businesses in the heart of the West End assess that some 40% of all London's entertainment industry workforce are employed within the City of Westminster.

### **Summary**

TfL's current position, shared by BTP, is that New Year's Eve has already shown that a properly managed plan between surface and underground policing provides no significant additional risk in terms of increased crime and disorder to the travelling public. SCO36 have produced an intelligence-based assessment, which builds on the previous studies by TfL, which has evidence from international comparator studies.

In broad terms, the current assessment is that the night tube will have no detrimental effect on offending or victimisation levels, and evidence exists to suggest that additional transport capacity may reduce crime through an increase in safe and reliable egress options for workers and consumers alike.

However, MPS RTPC and BOCU resources have been reviewed and are, at this stage, believed to be proportionate and sufficient to deal with any change to crime patterns or ASB resulting from the introduction of Night Tube. A 'Gold' Group will review demand weekly in order to identify any significant response in demand both on the surface and underground network so that changes in service provision can be implanted as quickly as possible.

A summary of the key challenges the Met faces when responding to touting and illegal activity by the taxi and private hire trades are:

- The Cab Enforcement unit (CEU) is based within the Roads Transport Policing Command (RTPC). It is a dedicated unit consisting of 61 officers and has responsibility for investigation crimes and offences pertinent to the taxi and private hire trade across London. The unit works in partnership with Transport for London (TfL) and deploys resources on both day and night shifts throughout the year. Day shift work involves private hire operator inspections and compliance checks on Taxi and private hire drivers. Night shift work involves deploying plain clothes officers in areas identified to combat touting minicabs. On average the unit generates 50 arrests per month.
- A small number of these officers are dedicated to investigating all cab related sexual offences and issues of fraud within the trade. Throughout the year at significant times the CEU runs operations which (1) target sexual offences and (2) highlights the risk of getting into un-booked minicabs and targets offenders.
- Operation STAN (Safer travel at night) sees the CEU utilising other command to deploy more officers in a decoy role to identify illegal activity.



## **Key challenges**

### **1. Courts:**

Currently the Courts do not see touting in the severity it should be seen as. More often than not if a driver is found guilty at Court the penalty is normally a fine. The Courts have powers to order disqualification from driving and also to seize the vehicle of the offender. These two sanctions are more severe than a fine but would perhaps deter touting. The levy of a fine does not necessarily discourage the offender continuing to carry on their illegal touting.

### **2. Passenger engagement:**

The CEU in partnership with TfL continuously work to highlight to the travelling public the dangers of getting into un-booked minicabs, part of Operation Stan is directed at passenger engagement for this very reason. However despite the work being undertaken there is still a high percentage of offences where the passenger has travelled in un-booked minicabs.

### **3. Under reporting of cab related sexual offences:**

It is difficult to accurately ascertain the level of under reporting of crimes committed by offenders within the TPH industry. However based on limited information both TfL and the CEU have it suggests that under reporting does exist. Research by TfL on the London Underground system indicates that sexual offences against women and girls may be under reported by as much as 90%. Work is continuing around assessing the level of under reporting and the reason as to why passengers do not report. Equally work is taking place to ensure that private hire operators are taking complaints seriously and are notifying the appropriate licensing authority. As part of the PH review TfL is looking at options for complaints about private hire operations and drivers being made directly to TfL.

### **4. Outcomes and Successes:**

The unit serves as a deterrent to prevent illegal cab activity. The approach to tackle the problem is intelligence led. The problem is far more greatly recognised where victims are being identified and approached to report matters they would otherwise not do so. This is being addressed through the increase in TfL compliance officers.

## Consultation Response

### Response to London Assembly Call for Evidence on Crime on Public Transport

Date: 7 October 2015

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Name: Gordon Deuchars  
Email: [gdeuchars@ageuklondon.org.uk](mailto:gdeuchars@ageuklondon.org.uk)

Age UK London  
1<sup>st</sup> Floor, 21 St Georges Road  
London SE1 6ES  
T 020 7820 6770  
E [general@ageuklondon.org.uk](mailto:general@ageuklondon.org.uk)  
[www.ageuk.org.uk/london](http://www.ageuk.org.uk/london)

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We very much appreciate the opportunity to input into the Police and Crime Committee's investigation into crime on public transport. We will concentrate on some of the questions which the Chair asked in her call for evidence:

- **To what extent is crime, anti-social behaviour and fear of crime a problem on public transport in London? What evidence is there to support this?**

We have for a long time been made aware of concerns felt by some older people about crime and especially, anti-social behaviour on public transport. Fear of crime, especially outside the home and after dark, is also an issue for many older people and this shades into concerns that are specifically about crime or anti-social behaviour on public transport.

Our knowledge of these concerns comes mainly from numerous individual comments received over a number of years. We are aware of some survey evidence collected by Transport for London which confirms that the concerns exist and are not confined to a small minority of people:

<https://tfl.gov.uk/cdn/static/cms/documents/understanding-the-travel-needs-of-london-diverse-communities.pdf> In particular, the following were cited by older people among various barriers to using public transport:

Anti-social behaviour, 34%  
Fear of crime getting to the bus/train, 24%  
Fear of crime on the bus/train: 20%

This research found that 50% of the older respondents (aged 65+) did not feel worried about their safety when using public transport, and the majority of the remainder felt "a little bit worried" with 9% reporting higher levels of worry. It is hard to know exactly how to interpret this, but taken together these figures suggest that fear of crime and antisocial behaviour and worry about personal safety on public transport are not marginal among older Londoners.

- **What are the key concerns of passengers relating to crime, anti-social behaviour and fear of crime on public transport in London?**

Many concerns felt by older people are similar to those of younger or middle-aged adults. One which is more specific to older people is the frequently expressed wish not to travel on buses late in the afternoon when large numbers of teenage schoolchildren are likely to be on their way home. Part of the problem for the older person is that the bus may be very crowded, but worry about the children's behaviour is often expressed too. Older people with a degree of frailty or mobility

impairment are less likely to be able to cope with rowdy behaviour in a crowded bus, even if the behaviour may not necessarily be malicious.

- **How does crime, anti-social behaviour and fear of crime affect use of public transport in London?**

The TfL research referred to found that 42% of older people said that concern about crime or anti-social behaviour affected their public transport use, combining day and night and all modes of transport. For each mode of transport, the proportion of older people whose transport use was affected rose after dark.

For any older person who was deterred to a significant extent from using public transport, this would be a risk factor for social isolation and loneliness.

Many older people whenever possible plan their public transport journeys to start and finish between the end of the morning rush hour and the beginning of the “home from school” period. Partly this is to avoid overcrowding, but we are certain that concern about antisocial behaviour plays a part too.

We and other organisations who run events and activities for older people, find that attendance is usually best if the event is between mid-morning and mid afternoon. There may be a number of reasons for this, but feedback is clear that worry about the journey home is part of the equation.

We are certain that many older people are missing out on opportunities which London offers because they restrict their public transport use in this way.

- **What are the main challenges to preventing and responding to crime on public transport in London?**

One challenge in our view is that fear of crime and anti-social behaviour may become quite ingrained in an individual, and may not be reduced by evidence of how (un)likely that person is to be a victim. Negative media stories do not help. We are aware that Transport for London already try to create good news stories about public transport, and feel that this is an important part of a response.

**London Assembly Police & Crime Committee Submission**

**Crime & Security on Govia Thameslink Railway**

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## 1. Introduction

Govia Thameslink Railway (GTR) was originally formed on the 14th September 2014; on the 27th July 2015 it merged with the Southern franchise to form the UK's largest Train Operating Company. We employ around 6700 personnel, operate 229 stations and operate 22% of the country's rail services and have over 3200 services each weekday. We are predominately a commuter railway, operating a mixture of driver-only services and trains staffed by Train Guards.

In responding to this request for submissions it should be noted that our geography spans beyond the London area and that our submission reflects initiatives that are or have been introduced company wide and therefore is not restricted to the London area.

Like for many Train Operating Companies, cycle crime and theft of passenger property are the two most prolific types of crime. Reducing crime on our network is deemed one of our key priorities and as such, we invest heavily in crime prevention initiatives. Within our organisation we have established a team of managers, who are dedicated to reducing crime and increasing passenger confidence. To support them, we have a GTR Crime & Security Analyst, who reviews data and feeds back on any emerging trends. We aim to improve passenger satisfaction as measured by the annual Passenger Experience Measure and are looking to achieve an increase of 8% over the course of the franchise.

Whilst we are a relatively new business, we look to build on the success of previous Southern and First Capital Connect franchises; developing further some of the initiatives started by these, as well as introducing some new ones. GTR's approach to crime reduction is based around prevention, and tackling the fear of crime. Throughout the course of this franchise, we will implement a number of initiatives to improve customer confidence and the reduce crime.

## 2. Sexual Offences

In 2014 the Transport Minister Claire Perry wrote to a number of Train Operators asking for feedback on what action TOCs are taking to reduce the rising number of offences. Following this request GTR established the Sexual Offences Review (SOR). The SOR meeting is a bi monthly minuted meeting attended by representatives from London Midland, Govia Thameslink Railway, South Eastern and the British Transport Police.

Purpose:

- To review all reported sexually offences that have occurred at LM/GTR/SE stations or on LM/GTR/SE trains.
- To identify any trends or design factors which may have contributed to the likelihood of the offence occurring.

- To initiate any identified corrective action which may reduce the likelihood of a repeat.
- To influence the deployment of BTP and Complementary Policing for customer reassurance.
- To support the BTP in securing the successful prosecution of offenders

The SOR enables us to keep up to date with incidents reported to the Police and to support them in reducing the likelihood of repeat offences. Since the commencement of SOR we have undertaken extensive research into sexual offences on the GTR network and have successfully identified key times and days when these types of offences are most likely to occur.

We have also introduced first to last train staffing at a number of stations across the network, which goes a long way to reassuring customers and reducing the likelihood of something happening. Further details on this, is covered in section 10.

Finally another key initiative associated with sexual offences is Operation Guardian, a Police led initiative designed to encourage victims of sexual offences to come forward and report them to the Police. This Operation has been live for some months and is thought by many to be a key driver for the apparent increase in reported sexual offences.

### **3. Community Engagement**

We are aware of the benefits from community engagement and the lessons we can learn from each other. Recognising this, we take an active role at various policing community forums, the London Transport Community Partnership and a variety of industry forums, such as Route Crime and Community Safety Partnership Groups. We use these forums to identify good practice and share transferrable lessons.

### **4. Crime & Security Railshows**

A significant amount of crime committed is opportunistic; a proportion of which could be avoided through higher awareness. Crime & Security Railshows are an excellent vehicle for educating customers and improving their perception of personal security. GTR holds a minimum of two Crime & Security Railshows, every four weeks, at key, high-footfall stations. The purpose of these is to continually educate customers on avoidance of becoming a victim of crime and being more alert to security risks. We also use these to promote use of the BTP text service as well as high profile Policing operations such as Operation Guardian.





*Crime & Security Railshow at London Blackfriars on 2nd October 2015:*

## **5. Secure Stations & Park Mark**

GTR is an advocate of both the DfT Secure Stations scheme and Park Mark awards. We recognise the value that these endorsements bring in the provision of a secure environment; whilst noting they are not an advertisement for “the perfect world”, they do set a standard which can help in reducing crime.

GTR is aiming to maintain and improve its Secure Station accreditation throughout the life of the franchise and is also looking to secure more Park Mark accreditation.

## **6. Reducing Employee Assaults**

Reducing employee assaults has always been a high priority and will always be a key commitment for GTR. Within this and previous franchises, we have focused significant energy into reducing staff assaults and have been active in adopting new initiatives. We have already produced a new Violence at Work policy, which will be the driver for reducing employee assaults.

We have also embraced Conflict Management tools such as SWeRve & SWeRve 2; building these into our Conflict Resolution training. We are an advocate of Passenger Awareness Monitors at gated stations and where these have been installed, we have seen positive reductions in the number of employees assaulted. We will be installing more of these at a further thirty seven stations throughout the course of the franchise.

## **7. Improving CCTV**

CCTV has proven itself to be a valuable tool in both capturing and preventing crime on our network. We currently have in excess of 11000 cameras across our stations and trains and are processing in the region of 474 CCTV download requests per period from stakeholders.

Having a system this size does present challenges in maintenance support and maximising the productivity of the system; we want to ensure that camera positioning and image quality is delivered to best effect. We also employ a dedicated CCTV team to support the British Transport Police in securing CCTV data.

Over the coming years, we will be investing further in additional CCTV to enhance what we already have and to ensure that the system is maintained to the appropriate standard.

Finally, we have explored the use of Body Worn CCTV and will be issuing these to our Complementary Policing team; Rail Enforcement Officers.

## **8. Promoting a security culture**

A modern railway operation faces many challenges in today's society; one of them being the threat of terrorist acts. We put significant emphasis on employee vigilance and alertness, working closely with colleagues at DfT Transport Security and the BTP, to reduce the likelihood of this occurring. To oversee this, we have appointed a Security Manager, whose remit is dedicated to security compliance and promoting a security-conscious culture throughout our workforce.

Employees based at Category A & B stations receive formal training in Security Awareness, which includes the application of the 'HOT' protocol; recognising suspicious behaviour and responding to such incidents. We also recognise the value of Project Griffin a Police led training event aimed at raising awareness within industry employees around counter terrorism measures. A large number of GTR employees have already attended this training and our long term plans are for all employees based at Category A & B stations to attend this. Finally, we carry out our own, in-house Security Compliance audits; all of which is designed to encourage a culture of vigilance within our workforce.

## **9. Complementary Policing**

GTR has recently gained RSAS accreditation, enabling us to recruit our own, in-house Complementary Policing team. We are in the process of recruiting twenty two Rail Enforcement Officers, whose remit will be to provide a reassuring presence on trains and at stations; deterring low level crime and disorder. Added to the existing thirty two Rail Neighbourhood Officers inherited from the Southern franchise; this will give us a team of fifty four Complementary Policing Officers.

Although having a Complementary Policing team is a great resource, there is always the need for additional Police Officers. To facilitate this, GTR is sponsoring twenty of its employees to become British Transport Police Special Constables, who will commit to working a minimum of two days every month as Police Officers. As an incentive, GTR is giving paid release to attend the twenty seven days training required and will give paid release for one day, every month.

## 10. Visible employees

One of our key commitments is the introduction of first-to-last train staffing at stations where the footfall exceeds one million. GTR has already commenced this with first-to-last train staffing now present at the following stations:

Flitwick	Leagrave	Finsbury Park
Harpenden	Radlett	Hatfield
Elstree & Borehamwood	Mill Hill Broadway	Hertford North
Cricklewood	West Hampstead	Highbury & Islington
Kentish Town	St Neots	Hitchin
Loughborough Junction	Nunhead	Huntingdon
Denmark Hill	Alexandra Palace	Letchworth
Hornsey	Harringay	Moorgate
Palmers Green	Winchmore Hill	New Barnet
Enfield Chase	Gordon Hill	Old St
Tooting	Essex Rd	Potters Bar
Royston	Stevenage	Welwyn Garden City
Bedford	Luton	Luton Airport
St Albans	St Pancras	Farringdon
City TL	Blackfriars	Elephant & Castle

Having this in place will provide reassurance to customers and reduce the likelihood of crime and disorder on our stations.

Another scheme we have adopted is Rail Pastors. This is a new and innovative scheme, designed to identify vulnerable people at and around our stations. The scheme targets Cricklewood, Mill Hill Broadway, Hendon, Alexandra Palace, New Barnet, Oakleigh Park and New Southgate. Rail Pastors

offer a discreet and supportive service to people in need, as well as providing a reassuring presence. Looking forward it is our intention to expand this scheme to other areas on our network and we are currently looking at establishing a team in the Wimbledon/Merton area.



*Rail Pastors on duty at Mill Hill Broadway  
25th September 2015*

Finally, GTR also funds contracted security personnel to support its employees and customers at specific hot spot locations subject to disorderly behaviour.

## **11. Introduction of night tube and impact on over ground rail**

It is widely recognised that the introduction of the night tube will do a lot to promote the night time economy and will reap dividends for the leisure industry. It does however attract some concern from within the industry, into how it will be Policed and especially where the Policing resources will come from to manage this.

The night tube will almost certainly increase the likelihood of rail staff encountering passengers who might be intoxicated or confrontational and aggressive. Opportunistic crime is also more likely with passengers being less attentive regarding their personal belongings. How this is to be managed is currently subject to discussion and the British Transport Police are in dialogue with the industry to explain this issue.

## **12. Conclusion**

We face many challenges in providing a safe and secure environment for our customers.

Through our partnerships and close collaboration with the Industry we are determined to reducing crime and gradually deliver an even better and safer railway.



The National Union of Rail, Maritime and Transport Workers represents around 80,000 individuals working in the transport sector – this includes thousands of people working in London transport.

We welcome the London Assembly conducting an inquiry into crime on public transport - and we are pleased to submit the following in response to your request for views and written evidence.

**What are the roles, responsibilities and lines of accountability of the bodies preventing and responding to crime on public transport in London? AND**

**How are the key agencies working together to respond to crime on public transport in London?**

Addressing crime on the transport system falls within the jurisdiction of the British Transport Police (rather than the Metropolitan Police/ City of London Police forces).

However, a significant amount of crime occurs near stations and involves passengers recently disembarked off transport services – eg passengers departing stations who are unfamiliar with the neighbourhoods into which they've arrived.

We are concerned that cuts to the budgets of the BTP and Met/ City Police will negatively impact on the way in which those organisations share information about criminals operating across jurisdictions (eg where criminals identify targets within stations, but attack them off transport infrastructure).

We are also concerned that reduced Police numbers – especially at weekends when numerous demands are made of officers – will lead to a breakdown in the way that the BTP and Met/ City Police interact.

The speed of police response to incidences is obviously critical to deterring criminality and apprehending culprits. Systems which experience low levels of crime, locate rapid response teams within stations and pro-actively identify criminals – this is the model that is needed for the Night Tube.<sup>1</sup>

<sup>1</sup> On Hong Kong's MTR Mass Transit Rail system, police usually respond to an emergency in 90 seconds (three minutes if there isn't a police presence within the station).

## How do levels of crime on public transport differ across London?

In terms of the locations where we can expect crime to peak, this is in places where there are sufficient numbers of targets for criminals, but not an excess of potential witnesses and people who will intervene.<sup>2</sup> The ebb and flow of passengers through an under-staffed station at night, intermittently provides optimal conditions for crime.

Once the Night Tube is up and running, people will wait prolonged periods for what is intended to be an infrequent service. This period of waiting around, as with the current Night Bus service, will give criminals plenty of time to identify the vulnerable (eg people disorientated due to excessive alcohol consumption).

In terms of the prevalence of crime on the transport system, around 5% of passengers have been threatened with violence and 4% have been the victim of theft – which given that millions use the network is a massive number of victims of crime.<sup>3</sup> In terms of which are currently the most common types of crime on the Underground system, international data confirms that violence and theft form substantial components.<sup>4</sup>

Violent crimes are concentrated at night<sup>5</sup>. Weekends also unsurprisingly involve a spike in criminality<sup>6</sup>. So the operation of the weekend Night Tube will likely funnel elevated levels of crime onto the transport system.

Central London stations on the Night Tube will be staffed, however, crime rates are disproportionately high (ie per head of population) elsewhere – ie at more peripheral stations<sup>7</sup>. This is partly because stations in less central areas may involve passengers walking routes which are more easily predicted by criminals or the station layout may involve more outdoor spaces (that is to say, areas with poorer CCTV coverage).

<sup>2</sup> “As the intensity of use increases, the number of potential victims available increases sufficiently to attract the attention of potential offenders, but people are not sufficiently numerous to provide witnesses. This situation is called the “critical intensity zone,” and is the situation in which most street crimes are theorized to take place. When the intensity of use is very high, the level of activity is high enough to create a number of witnesses adequate to deter the potential offender.” (Shlomo Angel’s theory, summarized by Susan Wilcox) [http://economics.uoregon.edu/wp-content/uploads/sites/4/2014/07/Zukerman\\_Criminal-Activity-and-Transit\\_2014.pdf](http://economics.uoregon.edu/wp-content/uploads/sites/4/2014/07/Zukerman_Criminal-Activity-and-Transit_2014.pdf)

<sup>3</sup> Easton and Smith - 1990s passenger study in England and Wales  
Section 2 of [http://eprints.hud.ac.uk/19462/1/Newton\\_Crime\\_and\\_PT\\_Final.pdf](http://eprints.hud.ac.uk/19462/1/Newton_Crime_and_PT_Final.pdf)

<sup>4</sup> A 2013 study of crime on the Stockholm Subway found that criminality on the network comprised of the following: drug-related incidents (17%), assault (16%), pickpocketing (12%) and violence against officials (12%). Page 7 of [http://www.ne.su.se/polopoly\\_fs/1.153803.1383222572!/menu/standard/file/EJResubmission.pdf](http://www.ne.su.se/polopoly_fs/1.153803.1383222572!/menu/standard/file/EJResubmission.pdf)

<sup>5</sup> Passengers on New York’s subway are most likely to experience crime between 2am and 4am  
<http://www.nydailynews.com/new-york/nyc-crime/daily-news-analysis-reveals-crime-rankings-city-subway-system-article-1.1836918>

<sup>6</sup> “Crime Clusters and Safety in Underground Stations” by Adriaan Cornelis Uittenbogaard  
[https://www.kth.se/polopoly\\_fs/1.465381!/PHDthesisKTH\\_ACUittenbogaard\\_Crime-Feb2014.pdf](https://www.kth.se/polopoly_fs/1.465381!/PHDthesisKTH_ACUittenbogaard_Crime-Feb2014.pdf)

<sup>7</sup> In Stockholm, the risk of crime (occurrence per thousand passengers per day) was found to be higher at peripheral stations and end-stations.

In terms of where in a station crime occurs, a significant proportion occurs<sup>8</sup> at the heart of the station – ie on the platforms. Regrettably TfL is preparing to press ahead with reducing staff across the board - with a skeleton staff at peripheral stations and staff absent from platforms.

<sup>8</sup> In Los Angeles about 20% of the most serious types of crime were found to have occurred on station platforms. Page 149 of "Protection Against Transit Crime" by UCLA Urban Planning Dept <http://www.uctc.net/papers/725.pdf>



## What specific challenges are there in reducing crime on the public transport network?

Potential offenders are more likely to seize an opportunity to commit crime if they believe that no one is in control.<sup>9</sup> Such a situation is most easily and effectively countered by having a uniformed staff presence.<sup>10</sup>

This is because the prospect of being witnessed or accosted committing a crime by a competent person in authority, obviously reduces the attractiveness of committing a crime.<sup>11</sup> This was established in recent studies of crime on the Stockholm<sup>12</sup> and Dutch transport systems<sup>13</sup>.

We are therefore concerned that the low staffing levels envisaged by TfL and the plans to further reduce headcount, will render passengers on the network (and Night Tube in particular) more vulnerable to suffering at the hands of criminals.

TfL's proposal to have members of staff lone working throughout a Friday and Saturday night (the peak period for crime) is also alarming. Having so few staff members on duty, coupled with periods of low passenger footfall, will encourage criminality – including against staff.<sup>14</sup>

In terms of public perception of the safety of using transport, having low staffing levels, causes concern to passengers<sup>15</sup> and may deter usage, especially by more vulnerable groups.

A significant portion of violence against staff and passengers is committed by people with mental health problems. In other words by people who are perhaps temporarily less responsive to threats of repercussions, or who may even wish to suffer repercussions.

<sup>9</sup> Page 142 of "Protection Against Transit Crime" by UCLA Urban Planning Dept  
<http://www.uctc.net/papers/725.pdf>

<sup>10</sup> *Perceptions of safety from crime on public transport*. Crime Concern and Transport and Travel Research for DETR (1997)

<sup>11</sup> Mayhew, P. (1981). "Crime in public View: Surveillance and Crime Prevention," in P.J. Brantingham and P.L. Brantingham (Eds.) *Environmental Criminology*, Beverly Hills: Sage Publications.

<sup>12</sup> [https://www.kth.se/polopoly\\_fs/1.465381!/PHDthesisKTH\\_ACUittenbogaard\\_Crime-Feb2014.pdf](https://www.kth.se/polopoly_fs/1.465381!/PHDthesisKTH_ACUittenbogaard_Crime-Feb2014.pdf)

<sup>13</sup> Van Andel, H. (1989). Crime Prevention That Works: The Care of Public Transport in the Netherlands. *British Journal of Criminology* 29 (1) 47-56 <http://bjc.oxfordjournals.org/content/29/1/47.short>

<sup>14</sup> A 1970s Home Office study (by Mayhew) "concluded that a lack of supervision was an important factor in the occurrence of vandalism and graffiti, supporting the idea that a lack of guardianship or place management on the transport network acts a contributory factor to criminal damage".  
[http://eprints.hud.ac.uk/19462/1/Newton\\_Crime\\_and\\_PT\\_Final.pdf](http://eprints.hud.ac.uk/19462/1/Newton_Crime_and_PT_Final.pdf)

<sup>15</sup> Communities and Local Government report 2007;  
Crime Concern report 2004  
<http://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/pgr/crime/ps/perceptions/researchfindings>

We have seen no evidence that TfL's new minimal staffing models coupled with deteriorating police response times, would adequately protect someone from a sustained attack by a violent person not subject to the usual methods of dissuasion.

In terms of taxis, enforcement is at such a low level and prosecutions so rare (mostly linked to Heathrow Airport infractions as the police presence is high and the officers active at that location) as to be no deterrent to illegal private car behaviour.

Intervention by authorities outside of London, such as by Birmingham City Council, is much more effective and should be matched in the capital. This will not just help ameliorate crime, but a more mature attitude to tackling crime associated with minicabs, may also help ease community tensions arising from the behaviour of rogue drivers.

**What work has been undertaken to reduce crime against staff working on the public transport network? AND**

**What work has been done to prepare for the introduction of the night tube relating to crime and antisocial behaviour – including demand on policing and the safeguards being put in place?**

The use of CCTV does limit, to some extent, criminality on the transport network. However, TfL has grown excessively reliant on this method of discouraging crime. Specifically, there remain groups prone to criminality who are persistent in their activities, having learnt that poor quality images derived from CCTV coupled with inadequate policing (ie low levels of detection and prosecution) pose little threat to them.

More must be done to reassure the public that there will be adequate staffing on the Night Tube and that other supporting measures to protect vulnerable users of the late night system will be taken. TfL's published documents on the Night Tube have not so far adequately addressed the public's growing concerns.

Fear of suffering crime among those using public transport in the evenings or at night (let alone overnight) is already elevated.<sup>16</sup> 60% of women admit to feeling unsafe waiting at train stations with 61% reporting feeling unsafe at underground stations after dark.<sup>17</sup>

Even though official statistics do not show very high levels of crime on the transport system, such data is flawed and does not accurately represent the level of crime occurring on the network.<sup>18</sup> This is because people who witness crime during a journey are frequently unwilling to delay their trip by reporting the incidents - assuming that they could even locate an appropriate person to whom to report the crime.

In the UK and London in particular, there is also a low level of confidence in the ability of the police to process complaints and apprehend offenders. This obviously further depresses the recording of crime and the efficient identification and treatment of offenders.

<sup>16</sup> Crime Concern report and TTR 1997; Crime Concern report 2004  
<http://webarchive.nationalarchives.gov.uk/http://www.dft.gov.uk/pgr/crime/ps/perceptions/researchfindings>;  
"Experiences and perceptions of anti-social behaviour and crime on public transport" by Department for Transport, 18 September 2008

<sup>17</sup> UK national household survey 2002; Crime Concern report 2004

<sup>18</sup> The UK government acknowledges that "a large proportion of crime on public transport is not reported" (DETR, 1998)

As it stands, due to high fear of crime on the network, the operator suffers an ongoing loss of revenue with more socially disconnected passengers reacting by avoiding journeys or using less efficient modes of transport.<sup>19</sup>

Groups who feel particularly vulnerable on public transport include ethnic minorities, disabled people and the elderly.<sup>20</sup> Given the protected status of some of these groups, TfL falls under a particular obligation to take steps to more adequately address passengers' concerns. This should be done ahead of the introduction of the Night Tube, rather than on TfL's more usual "let's see how it goes" basis.

<sup>19</sup> "Anti-Social behaviour on buses" by Granville and Campbell-Jack, 2005  
<http://www.gov.scot/Publications/2005/03/20782/53859>

<sup>20</sup> Smith, M.J. & Cornish, D.B. (eds) (2006). *Secure and Tranquil Travel: Preventing Crime and Disorder on Public Transport*. London: UCL Jill Dando Institute of Crime Science  
<https://www.ucl.ac.uk/scs/downloads/research-reports/violence-public-transport>

## How is technology being used to prevent crime on public transport in London?

Passenger alarms assist in speeding up notification of criminality to the operator. They should be installed not on platforms (as is the case now) where staff should be present, but between the platforms and gatelines where staff may be less evident. This system of a series of passenger alarms in less staffed areas has been adopted by Hong Kong's MTR mass transit railway.

Motion responsive lighting and curved corner mirrors (which do not distort images) could also be better used to cheaply and environmentally efficiently help passengers navigate the network with more confidence.

Though CCTV has been installed throughout the network, it is not in itself a sufficient deterrent for some of the most dangerous and anti-social behaviour.

Specifically, people committing crimes in the heat of the moment, such as assault, are less sensitive to the prospect of having their actions recorded by CCTV.<sup>21</sup> This is partly due to alcohol consumption - a particular feature of all night weekend transport operation - and partly inherent to the emotional nature of engaging in violence. (A study evaluating the impact on crime of the introduction of CCTV across San Francisco, found that the levels of violent crime were unaffected by the introduction of cameras).<sup>22</sup>

And while CCTV has reduced some of the crimes occurring on the transport network, this has not led to a reduction of all types of crime across London. Meaning that some types of crime have simply been displaced to areas surrounding transport nodes. (It is estimated that 15% of crimes have been displaced to the area surrounding stations where cameras are not used).<sup>23</sup>

The prevalence of high value electronic gadgets, many of which can now be used to wave and pay for travel at gatelines, remain attractive to thieves. Robbery, especially of high-tech equipment continues throughout the night<sup>24</sup>. We are especially concerned that the i-pads that Tube staff are required to carry will make staff a target.

<sup>21</sup> "The Effects of Surveillance Cameras on Crime: Evidence from the Stockholm Subway" by Mickael Priks [http://www.ne.su.se/polopoly\\_fs/1.153803.1383222572!/menu/standard/file/EJResubmission.pdf](http://www.ne.su.se/polopoly_fs/1.153803.1383222572!/menu/standard/file/EJResubmission.pdf)

<sup>22</sup> King, Jennifer, Mulligan, Deirdre K. and Raphael, Steven (2008), "The San Francisco Community Safety Camera Program: An Evaluation of the Effectiveness of San Francisco's Community Safety Cameras", CITRIS Report, University of California, Berkeley.

<sup>23</sup> "The Effects of Surveillance Cameras on Crime: Evidence from the Stockholm Subway" by Mickael Priks Page 2 of [http://www.ne.su.se/polopoly\\_fs/1.153803.1383222572!/menu/standard/file/EJResubmission.pdf](http://www.ne.su.se/polopoly_fs/1.153803.1383222572!/menu/standard/file/EJResubmission.pdf)

<sup>24</sup> <http://www.nbcchicago.com/investigations/Data-Shows-Which-CTA-Stations-Are-Most-Dangerous-242874801.html>

## What more can be done to prevent crime on public transport in London?

Well-lit designated safe passenger zones could be established on platforms. These would have the effect of causing vulnerable passengers to stay together and not be too thinly spread along a platform. This is the system operated in Sydney - with the zones marketed as “nightsafe areas”.

This makes it easier to identify people who are loitering without the primary intention of taking a train. Other networks do not permit retail outlets to operate at night on the transport for the same reason.<sup>25</sup> Unfortunately TfL’s decision to convert ticket offices into retail outlets undermines the adoption of such a strategy in London.

It has also been suggested that silent alarms (rather than the audible ring tone generated by the large circular white information points currently in place in the UK) could be made available to passengers. However, any alarm needs to prompt a rapid response from TfL or police, otherwise such a system is ineffective and will fall into disrepute.<sup>26</sup>

To encourage respectful behaviour and confidence that the network is well-managed, trains and stations should be kept clean throughout the night. Research from Washington’s transport system shows the importance of removing litter as well as graffiti and damaged items promptly.<sup>27</sup>

The current round of cuts to cleaning staff means that this is not feasible. We are particularly concerned about how the station will be safely mopped without posing a slip hazard to Night Tube passengers and the likely accidents and arguments that may result between staff and passengers rushing for the infrequent night service.

On other late night systems, staff are more numerous and their presence and influence is more apparent. On the Washington Metro, every station level has a uniformed member of staff, with staff also posted at kiosks at platform entrances. Furthermore, where a passenger is behaving inappropriately or engaged in anti-social behaviour, the public address system is used to notify them that they are being observed and that their conduct is unacceptable.

Rather than use full-length trains on the Night Tube, it may be appropriate to use slightly shorter trains. This is in order to avoid passengers being isolated and more vulnerable to anti-social behaviour. This occurs in Sydney (late night trains are staffed, have just two carriages and only stop in well-lit parts of the station) and in Washington (trains are shortened from eight cars to four).

<sup>25</sup> For example, on the Washington metro commercial activity is restricted – with only outlets selling tickets and newspapers being permitted.

<sup>26</sup> “Anti-Social behaviour on buses” by Granville and Campbell-Jack, 2005

<http://www.gov.scot/Publications/2005/03/20782/53859>

and

Home Office 2003 <http://www.cph.org.uk/wp-content/uploads/2012/08/alcohol-in-transport-issues-and-interventions.pdf>

<sup>27</sup> “Safe transport: Security by design on the Washington Metro” by La Vigne, 1996

[http://www.popcenter.org/library/crimeprevention/volume\\_06/05\\_nancy.pdf](http://www.popcenter.org/library/crimeprevention/volume_06/05_nancy.pdf)

Other design modifications that may be worthy of further consideration include ones to enable staff to walk through the carriages more easily. Also, features to enable viewing down a carriage and beyond into the next one. Both of these have been adopted by Hong Kong's MTR mass transit railway.

In terms of reporting crime, members of the public often indicate that they find the process bureaucratic, that they receive no feedback on reports that they have made or that their reports are not pursued (with reasons given for dropping investigations being unconvincing). It would be desirable if passengers could submit a crime report via a more speedy process (such as a mobile phone app) with alerts received when certain stages in the investigation have been reached.<sup>28</sup>

In terms of taxis, the Met needs a larger dedicated team, more familiar with regulations governing the trade. But above all, Transport for London needs to arrange for a statutory definition of "plying for hire" to be introduced into Parliament. TfL agrees that a statutory definition is necessary<sup>29</sup> and it has the power to arrange this – having done the same on numerous other topics.

**National Union of Rail, Maritime and Transport Workers**  
Chalton Street, NW1 1JD

October 2015

<sup>28</sup> "Crime Clusters and Safety in Underground Stations" by Adriaan Cornelis Uittenbogaard  
Page 30 of [https://www.kth.se/polopoly\\_fs/1.465381!/PHDthesisKTH\\_ACUittenbogaard\\_Crime-Feb2014.pdf](https://www.kth.se/polopoly_fs/1.465381!/PHDthesisKTH_ACUittenbogaard_Crime-Feb2014.pdf)

<sup>29</sup> "Provisional Taxi and Private Hire Strategy 2015" by Transport for London  
Page 30 of <http://content.tfl.gov.uk/taxi-and-private-hire-strategy2.pdf>

Joanne McCartney AM  
Chair of the Police and Crime Committee  
London Assembly  
City Hall  
The Queen's Walk  
London SE1 2AA

Dear Ms McCartney,

### **Assembly Scrutiny on Crime and Anti-Social Behaviour on Public Transport**

London TravelWatch is the statutory body representing transport users in and around London. Thank you for your letter of 16 September 2015 inviting us to comment on crime on public transport as part of your scrutiny investigation.

Limited resources mean that our organisation has not been able to give this specific issue a high priority in our business and research plans. This means that we are not in a position to respond in detail to all the Assembly's questions. However we are able to provide a general perspective, drawing on some of our research projects (notably on the travelling environment) and our involvement in many different fora and from many sources of evidence.

In particular, in 2013 we published our own qualitative research looking at 'The London Travelling Environment' from the perspective of transport users. I have included a copy for your information. The chapter on personal security starts at page 13.

In the light of this research, our Board had a very useful discussion of problems on buses at its October 2014 meeting, with representatives of Transport for London, the Metropolitan Police and Stagecoach. We are also one of the partners of the 'London Transport Community Safety Partnership (LTCSP), an industry partnership that leads on implementing 'The Right Direction', the Mayor's three-year strategy to improve transport safety and security in London. We are consulted by the British Transport Police regarding their annual policing plan and meet regularly with their chief officers.

I would like to highlight the following general conclusions from our work in this area.

1. It is important to differentiate between crime and anti-social behaviour. Media reporting often does not make this distinction clear, and public perceptions can be confused as a result. Although crime can be life changing for those that do most passengers don't experience it on the public transport network. The various policing agencies report crime as very low and generally declining. The latest statistics reported by TfL are that there were 7 crimes per million passenger journeys. However, anti-social behaviour seems to be much more common (it is often not reported) and it can be a real deterrent to using public transport. It was a universal concern of participants in the research that we commissioned. The issue is recognised across all modes and covers a multitude of issues, for example: noise; young men whom have drunk too much; spitting at bus stops; litter

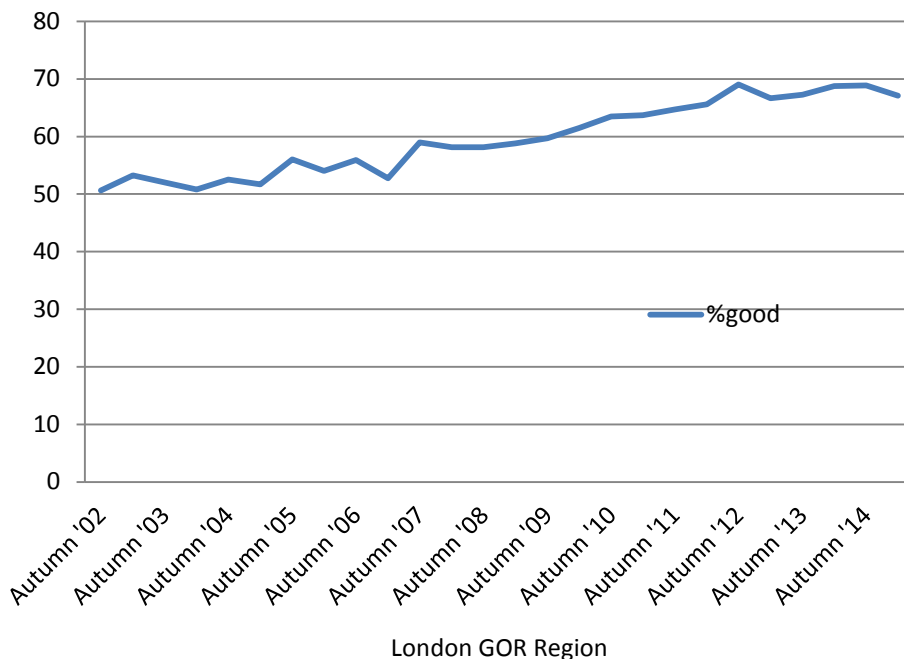


on buses and graffiti (though this was recognised to have reduced). The research is reported in the report enclosed (see especially pages x-y).

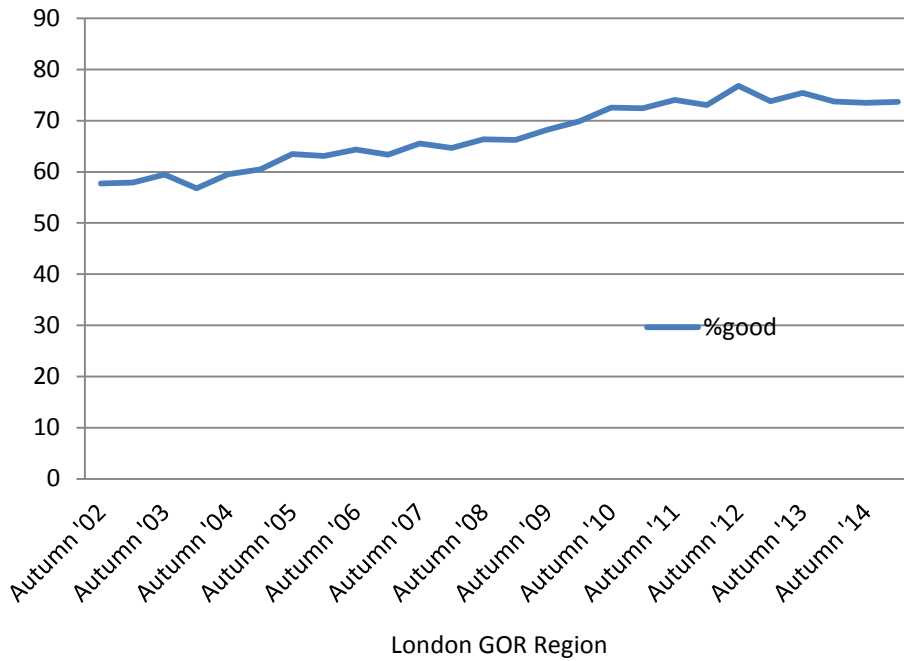
One problem which we highlighted at our October 2014 Board meeting is that many passengers assume that it is not worth reporting anti-social behaviour because they doubt that the authorities are interested or that action will be taken. As a result data about anti-social behaviour is very limited and unreliable. At our meeting, TfL and the Metropolitan Police made it clear that they are very interested in receiving reports of anti-social behaviour, and undertook to consider ways to get this message across more clearly.

2. The Assembly will receive the statistics of crime and anti-social behaviour from the various companies and agencies involved in the LTSCP and so we won't reproduce them in our submission. However, our sister body, Transport Focus, conduct a survey of passengers – the National Rail Passengers Survey - twice a year. This includes a question on personal security at the station and on board the train. The graphs below demonstrate that passengers' satisfaction with personal security is increasing on board the train and at stations in London and London and the South East.

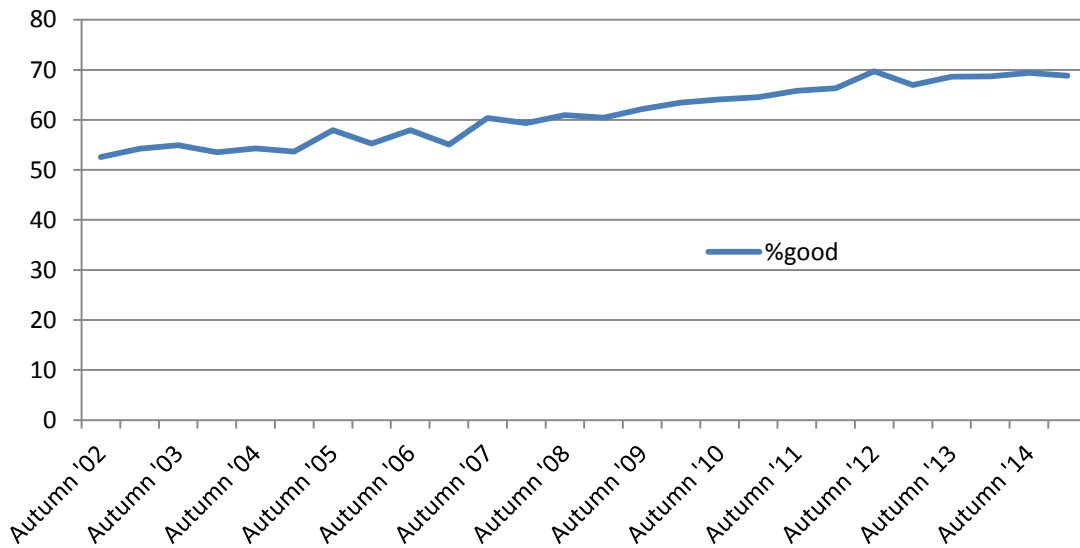
### Your personal security whilst using that station (London)



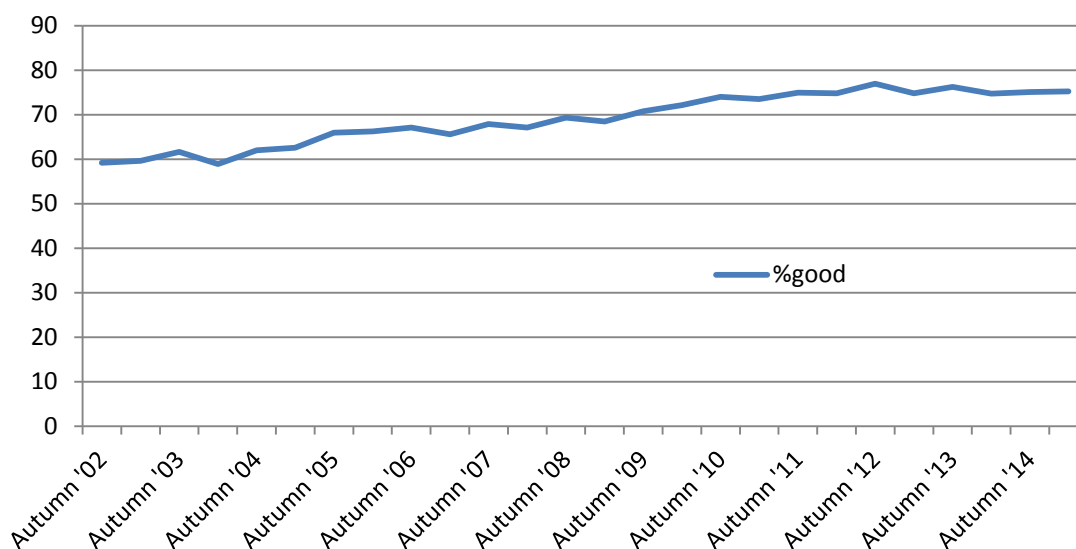
### Your personal security whilst on board the train (London)



### Your personal security whilst using the station (London and South East)



### Your personal security whilst on board the train (London and South East)



3. Beyond actual reported crime and anti-social behaviour is the issue of perception. Dark and dingy stations, and bus stops and shelters that are covered in graffiti or are poorly maintained and unstaffed, can at least potentially attract crime and do materially increase the fear of crime. Open access stations (without ticket gates) allow non-passengers onto the network (which also mean the industry loses fare revenue), provide an uncontrolled opportunity for anti-social behaviour, especially where stations are unstaffed. Press reporting of incidents that associate crime with proximity to bus stops and Underground stations - even when there is no association, bar adjacency - also increases the perception that crime and anti-social behaviour is more prevalent than it actually is. In turn, this perception problem causes real detriment if it encourages users to take longer or more expensive journeys than they otherwise would, or not to travel at all.

4. Conversely if stops and stations have CCTV, good lighting and staff then passengers find this reassuring. This is one of a number of reasons that London TravelWatch supports the staffing of stations from the first until the last train and the use of CCTV at all stations. That said passengers are sceptical that CCTV is being monitored in real time and believe it to only be useful for the detection of crime. These issues are particularly important for passengers that are infrequent users of the rail network and at interchanges with which they are unfamiliar.

5. London TravelWatch was supportive of the British Transport Police initiative to implement safer neighbourhood policing at stations and we hoped that this would mean liaison with the Met's neighbourhood policing teams. It was a disappointment that this initiative ceased.

6. Recognising the 'Broken Window Syndrome' London TravelWatch has made the case for improving the local environmental quality (litter, graffiti etc) of London's stations and their environs. We have been successful in so far as Network Rail now deal much more effectively with track-bed litter than they had done in the past. However, there is more to do on local environmental quality. Whilst the DfT, ORR and the BTP agree with us, there is not a substantive enough Network Rail budget to maintain the rail network as we would wish. We have argued that one of the high level outputs (HLOS) that Network Rail has to achieve should be 'local environmental quality'.

I hope these observations are helpful, and London TravelWatch looks forward to participation in the Assembly's hearing on this issue, which we understand has now been fixed for 8 October.

Yours sincerely

Stephen Locke  
Chair



Adrian Leppard QPM MBA  
Commissioner

Joanne McCartney AM  
Chair of the Police and Crime Committee  
London Assembly  
City Hall  
The Queen's Walk  
London, SE1 2AA

**Direct line**                      **Direct fax**  
0207 601 2001

**Your ref:**                      **Our ref:**

20<sup>th</sup> October 2015

Dear Ms McCartney,

Thank you for your letter of 29<sup>th</sup> September in which you notified us of your investigation into crime on public transport in London. Although crime on public transport in the City of London is low, we are very pleased to provide the requested information, which details the work we undertake in partnership with TfL to make public transport safer.

The information below has been provided in response to the Committee's specific questions. We look forward to expanding on this and discussing our work at the Committee meeting on 12 November.

**1) Details of the City of London Police's structure, role and approach to tackling crime on public transport – and how this has changed over the past five years, including Safer Transport Operations Team.**

The City of London Corporation provides policing governance for the CoLP. In 2009 the CoLP entered into a Special Services Agreement with TfL to provide enhanced policing services. Between 2009 and April 2015 TfL provided funding to the CoLP for delivery of the enhanced services.

The Special Services Agreement (SSA) details a number of objectives and KPIs that the CoLP dedicates the funded resources to. S4.2 of the SSA states:

*The City will deploy the number of Special Services Personnel from each of the respective Policing Directorates or CoLP Personnel hours equivalent to as set out below from within the CoLP all under the operational control of the relevant Chief Superintendent.*

**City of London Police HQ**

**Address** 4<sup>th</sup> Floor, Guildhall Yard East, London EC2V 5AE  
**Telephone** +44 (0) 20 7601 2222 **Textphone** +44 (0) 20 7601 2906  
**www.cityoflondon.police.uk**

*Uniformed Policing Directorate:*

- *1 Inspector, 2 Sergeant and 10 Constables*
- *1 civilian support officer*
- *1 sergeant and 6 Constables (allocated to cab enforcement duties within the Special Services where practicable)*

The Special Services are defined as: (for the purposes of this report S4 which relates to safety camera enforcement has been omitted).

*The City shall be responsible for the delivery of the Special Services outlined below in order to achieve the Objectives set out in Schedule Two (A) and Key Performance Indicators in Schedule Two (B). The main priority deliverables include but not limited to:*

***Safer Travel at Night***

- *Supporting safer travel at night through action to promote women's safety and reduce sexual offences in cabs, tackle taxi touting and illegal cabs plying for hire and enforcement of the licensed taxi and minicab regulations.*
- *Combating alcohol-fuelled anti-social behaviour, disorder and violence so that people can get home safely from a night out in the City – around transport hubs and clubs.*

***Cycle Safety and Security***

- *Promoting the safety of cyclists and pedestrians through various approaches including education and enforcement and;*
- *Adopting a partnership approach to improving road safety, working closely with TfL and raising awareness of its road safety and road user behaviour messaging. Working with businesses, the transport and vehicle industry, cycle support groups and the public, including riders, drivers and pedestrians.*
- *Adopting an experimental approach to pilot innovative methods for improving cycle and road safety.*
- *Promoting the security of cycles by working closely with TfL and other agencies to reduce theft of cycles and attending Cycle Security Working Group.*

***Road Safety and Smoothing Traffic Flow***

- *Using Automatic Number Plate Recognition (ANPR) camera system and other operational tools to deny use of the roads to drivers who are not in accordance with national and ANPR Guidelines.*
- *Supporting the smoothing of traffic flow to reduce congestion and improve road safety through enforcement and education campaigns.*
- *Respond to Crossrail and other City developments which may impact on Road/Cycle Safety and Congestion.*

Schedule 2 details the objectives and Schedule 3 details the KPIs.

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## Management of the Special Services

The monitoring of the effectiveness of the SSA is managed through bi monthly meetings attended by operational leads where activity and performance is scrutinised to ensure that performance is maintained at an acceptable level. Strategic leads are not present at all the meetings but it is agreed that they will attend at 6 monthly intervals. Operational leads are present at each meeting.

## Structure

The CoLP have created a small planning and operational team within the Uniformed Policing Directorate, called the Safer Transport Operations Team (STOT) overseen by a Inspector, which is responsible for ensuring that the objectives and the KPIs within the SSA are delivered. This team consists of two police sergeants and two police constables, who plan, co-ordinate and ensure delivery of the special services. The team also works closely with other areas of the force to co-ordinate activity across all operational teams and ensures continued delivery alongside events such as public order, demonstrations and strike action involving or impacting on the transport network.

This process allows the CoLP to flex accordingly to deliver the planned activity and this enables specific assets such as crime, public order or road safety to be delivered, dependent upon the agreed planned activity.

This is also the case for the enhanced policing work relating to taxis and private hire vehicles. One officer within the STOT undertakes the day to day running of the business area and planning of the operations / activities whilst the required activity (taxi touting operations or compliance checks etc) is undertaken from different areas across the force, matching the skill sets to the activity.

### **2) City of London Police priorities and outcomes/indicators of success for reducing crime on public transport.**

Due to the low volume of crime on public transport in the City, reducing crime on public transport is not a specific priority. However the force has a priority to tackle victim based crime, including crimes of violence and all acquisitive crime, with the desired outcome that crime levels in the City of London remain low.

### **3) Explanation and detail of how the City of London Police's work to prevent crime on public transport is funded – broken down over the past five years from 2010/11 to 2014/15.**

	£m				
	2010/11	2011/12	2012/13	2013/14	2014/15
<b>TfL funding</b>	1.17	1.14	1.20	1.20	1.20

Further detail on the Safer Transport Operations Team and delivery of TfL funded Special Services is contained in the response to question one. However, it should be recognised that other funded resources are continually deployed across the Force in support of tackling crime on public transport.

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**www**.cityoflondon.police.uk

**4) City of London Police numbers tackling crime on public transport – broken down by unit and rank over the past five years from 2010/11 to 2014/15.**

TfL provides funding for enhanced policing on the roads and surface transport network in the City of London. Please see the response to question one for detail on the numbers and ranks funded by the Special Services Agreement.

**5) Breakdown of crime on public transport for the past five years in the City of London – by crime type, transport mode, time of incident and victim profile from 2010/11 to 2014/15.**

Please see the data presented in appendix one. This relates specifically to crime on buses and at bus stops as the BTP collates crime data on the over-ground and London Underground network.

**6) How City of London Police engage with bus and train operating companies, and other partners, to prevent crime on public transport.**

CoLP is an active partner of the London Transport Community Safety Partnership (LTCSP) which brings together key stakeholders which have a role in reducing crime on public transport. The LTCSP helps to coordinate the partners' strategic responses to issues that are identified as a priority for transport and travelling in London such as sexual offences and safeguarding of children and vulnerable adults on the transport system. London TravelWatch, the Association of Train Operating Companies and Train Operating Companies are key members of the LTCSP.

On a day to day basis liaison with bus operating companies serving the City is done through TfL or the MPS. MPS Safer Transport Teams have established relationships with the bus operators and bus garages through a single point of contact process in their boroughs and this is the primary channel for police liaison with bus operator staff. There are no bus garages in the City. The CoLP works closely with the MPS and BTP on cross border issues or any issues affecting the City of London Police.

**7) A summary of the work City of London Police has undertaken for the introduction of the night tube – including demand and safeguards put in place.**

A potential impact assessment of the night tube service has been carried out by the Force Intelligence Bureau to understand the potential impact the night time tube could have on crime in the City of London. Due to the increased means of transporting people away from the area and the likely reduction in people waiting around for taxis, there is potential for a positive impact on crime from the increased service. We will monitor the impact carefully on introduction and be prepared to react to any changes in demand as necessary. Daily monitoring of the impact and any issues caused by increased demand will take place at the Daily Management Meeting. A full review of the impact on demand has been recommended for six weeks after the introduction of the service.

**8) A summary of the key challenges the City of London faces when responding to taxi and illegal activity by the taxi and private hire trades**

The City of London (COL) has over the past ten years seen a significant increase in the number of licensed night time economy (NTE) and entertainment venues. These venues are comprised of Public Houses, Night Clubs and Special Event locations hosting Corporate Events. As a consequence this has led to an increase in Hackney Carriages and Private Hire vehicles used to service this NTE.

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There are almost 800 licensed premises within the City, a substantial increase on the number 10 years ago, and following the 2003 Licensing Act there has been a substantial increase in premises that open post midnight. Weekend opening of licensed establishments has also increased in the City in recent years. Unfortunately, over the same period violent crime has increased in line with the rise seen nationally, partly due to the night-time economy and issues associated with excess alcohol consumption. This aspect has resulted in an increase in policing demands and challenges which have been addressed by the introduction of Operation Regina (Taxi & PHV enforcement) and Operation Port (taxi touting). Such an increase in the number of Hackney Carriage vehicles (taxis) and private hire vehicles operating in the City requires additional policing resource, co-ordinated by the Safer Transport Operations Team (STOT). This is to ensure that compliance and enforcement checks can be carried out to identify offenders such as taxi touts, non compliant vehicles and high risk individuals using unlicensed vehicles. The City of London Police STOT have stopped and examined some 5500 taxi and private hire vehicles.

Key challenges in responding to illegal activity are detailed below:

**Lack of police powers of vehicle seizure especially for cars used in the act of committing touting offences.**

Police have powers under Sec 165 Road Traffic Act 1988 to seize vehicles driven without a licence or which have no policy of motor insurance. If a driver is processed for a touting offence, s/he is reported for having no hire & reward category upon his insurance policy, but there still remains third party cover. However, there is no specific police power to seize vehicles used in the commission of a touting offence. Such a power would aid the police by immediately removing the offending vehicle from the touting vicinity and prevent re-offending. A further decision would need to be made to either dispose or allow collection of vehicles pending seizure payment.

**Incapacity of Taxi and Private Hire (TPH) enforcement officers and police officers engaged on joint operations to issue any kind of "penalty notice" to offenders on behalf of TFL.**

(Transport for London Act 2008, Part 3 – London Cabs & PHVs – gave powers for FPNs for common offences) such as licensed drivers failing to wear HC or PCO badges when in the course of their employment. Currently, TPH just issue an "advice letter" to the driver advising them of the regulations for offences committed. If a penalty notice function was undertaken there would be more incentive for drivers to abide by basic regulations fearing a financial penalty for non compliance. In turn this would create a revenue stream to assist in the cost of operating this function.

City of London Police (COLP) has undertaken 105 Policing Operations in connection with taxi & PHV enforcement, with multi agency partners - Taxi & Private Hire Directorate (TFL), DWP and MPS. (Data 2014-2015)

**Proprietors / Garages that supply Hackney Carriages for renting by licensed HC drivers, often fail on mechanical defects, when examined by Police or TPH teams, during on street compliance checks. Examples: fail to complete 2<sup>nd</sup> MOT, bald tyres, unfit Payment meters.**

A power by TPH or police to remove the Hackney Carriage license plate (on the rear of the vehicle) when an offence is detected would render the taxi unfit for usage until the defect(s) are repaired. This would require the garage to submit taxis for re-plating and ensure repairs or defects are rectified, before allowing it to be used. This would enhance public safety for passengers being carried, and reduce unfit taxis being rented to licensed drivers.

(COLP data for 2014-15 showed a non compliance rate of 8.5% for PHV, which has increased to 27.9% 2015-16. Non-compliance rate of HCs for 15.2% in 2014-15, which has increased to 32% 2015-16).

**City of London Police HQ**

**Address** 4<sup>th</sup> Floor, Guildhall Yard East, London EC2V 5AE

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**Many vehicles licensed as PHVs have “blacked out or tinted rear windows”.**

This in effect makes the rear TPH vehicle identity disc unreadable by Police / Enforcement officers and difficult for the public to differentiate between licensed and unlicensed vehicles. A new external vehicle identifier for the rear of the vehicle would eradicate this issue, and promote public safety. An outright ban on manufactured fitted tinted windows would not be possible as there would be insufficient numbers of vehicles on the market to use for PH work.

**Police officers are unable to check via “open source” website on Hackney Carriage vehicles or drivers whilst at the roadside or without TPH personnel.**

Officers are currently able to check on line Private Hire vehicles and drivers, to ascertain licence details and expiry of both whilst on the street, via ([tph.tfl.gov.uk/TfL/lg2/TPHLicensing](http://tph.tfl.gov.uk/TfL/lg2/TPHLicensing).)

Officers are unable to check any details of Hackney Carriage drivers without direct contact with TPH officers. Taxi drivers ID badges worn fail to have any details apart from a number, unlike PHV drivers who have a photograph, name and expiry date upon their ID badges.

**Limited support from Local Authority Parking Services especially during NTE period and no vehicle removal facilities being available.**

There has been an increase in vehicles parking near to licensed night time venues. A proportion of these are unlicensed vehicles whose drivers are suspected of involvement in touting activities. If greater parking enforcement was undertaken this would remove lone vehicles parking in these areas. It would also reduce the numbers of Licensed PHV waiting nearby premises where there are waiting restrictions.

In order to finance this proposal a removal fee payable by the vehicle owner could be imposed by the Local Authority.

**9) A summary of the findings from passenger and staff confidence surveys**

Reducing the fear of crime on public transport and improving confidence to travel is a priority that we share with TfL, the MPS and the BTP and other partners of the London Transport Community Safety Partnership.

The safety and security research commissioned by TfL monitors Londoners' perceptions of safety and security on public transport and whilst CoLP surveys confidence and satisfaction in our policing, we do not provide a breakdown for transport crime due to our low numbers. The safety and security survey, commissioned by TfL, sees 1,000 Londoners interviewed every quarter to monitor perceptions of safety and security on public transport. The two key performance indicators from the survey include:

- Proportion of Londoners who have significant concerns about crime and ASB on public transport, such that it deters them from using it – currently at 21 per cent.
- Percentage of Londoners who can recall feeling worried about their personal security when using public transport in the last three months – currently at 17 per cent.

I understand that TfL has provided more detail on the survey methodology and results which show an improvement over recent years.

Please do not hesitate to contact us if further detail or information is required.

Yours sincerely



**City of London Police HQ**

**Address** 4<sup>th</sup> Floor, Guildhall Yard East, London EC2V 5AE

**Telephone** +44 (0) 20 7601 2222 **Textphone** +44 (0) 20 7601 2906

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# Crimes on Public Transport (Buses/Bus Stops) (October 2015)

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<b>Compiled by:</b>	Sona Patel
<b>Requested by:</b>	Helen Isaac
<b>Department:</b>	PIU
<b>Directorate:</b>	I&I

## General Bus Crime Data Breakdown

The data is based on Unifi database as of 12/10/2015.

The data has been extracted based on the following criteria

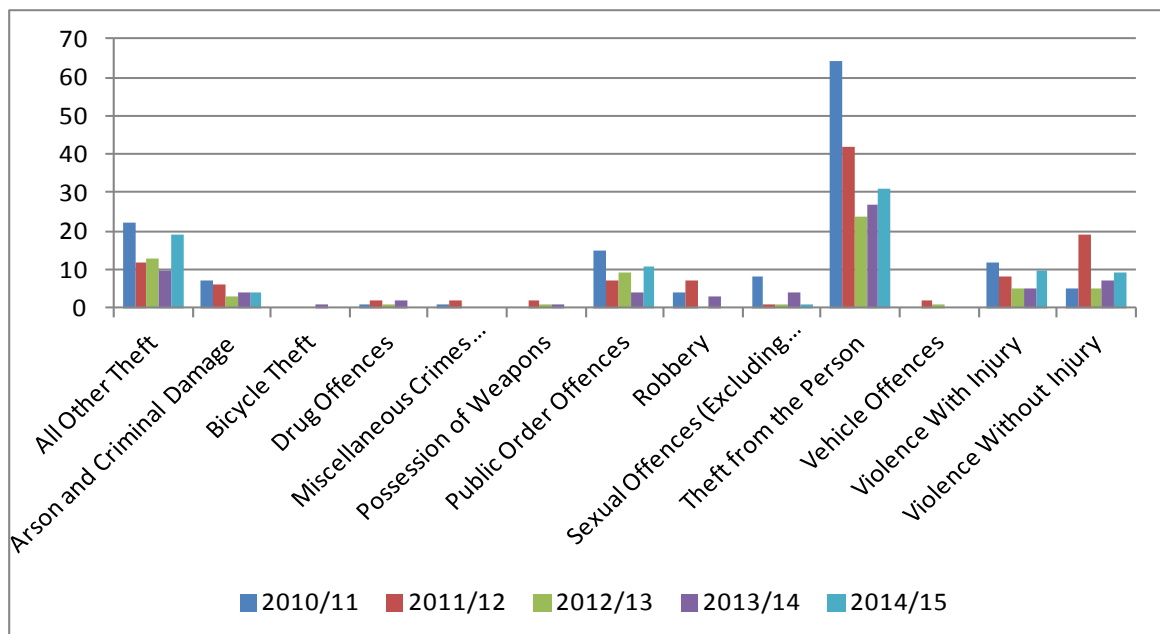
- Crime records created between Financial Year (FY) 2010/11 – 2014/15
- No crimes have been excluded
- Countable crimes
- Offences committed on bus/near a bus stop

Please note that there were 465 crimes records brought back based on the above condition which includes TFL buses, Terravision and other Coach companies.

Based on the number of offences recorded there was a decline in the number of offences between FY 2010/11 – 2013/14 with an increase in FY 2014/15.

HMIC Offence Group Yearly Bus Crime Data						
HMIC Group Desc	2010/11	2011/12	2012/13	2013/14	2014/15	Grand Total
All Other Theft	22	12	13	10	19	76
Arson and Criminal Damage	7	6	3	4	4	24
Bicycle Theft				1		1
Drug Offences	1	2	1	2		6
Miscellaneous Crimes Against Society	1	2				3
Possession of Weapons		2	1	1		4
Public Order Offences	15	7	9	4	11	46
Robbery	4	7		3		14
Sexual Offences (Excluding Rape)	8	1	1	4	1	15
Theft from the Person	64	42	24	27	31	188
Vehicle Offences		2	1			3
Violence With Injury	12	8	5	5	10	40
Violence Without Injury	5	19	5	7	9	45
Grand Total	139	110	63	68	85	465

Table 1: showing the HMIC group offence breakdown per FY.

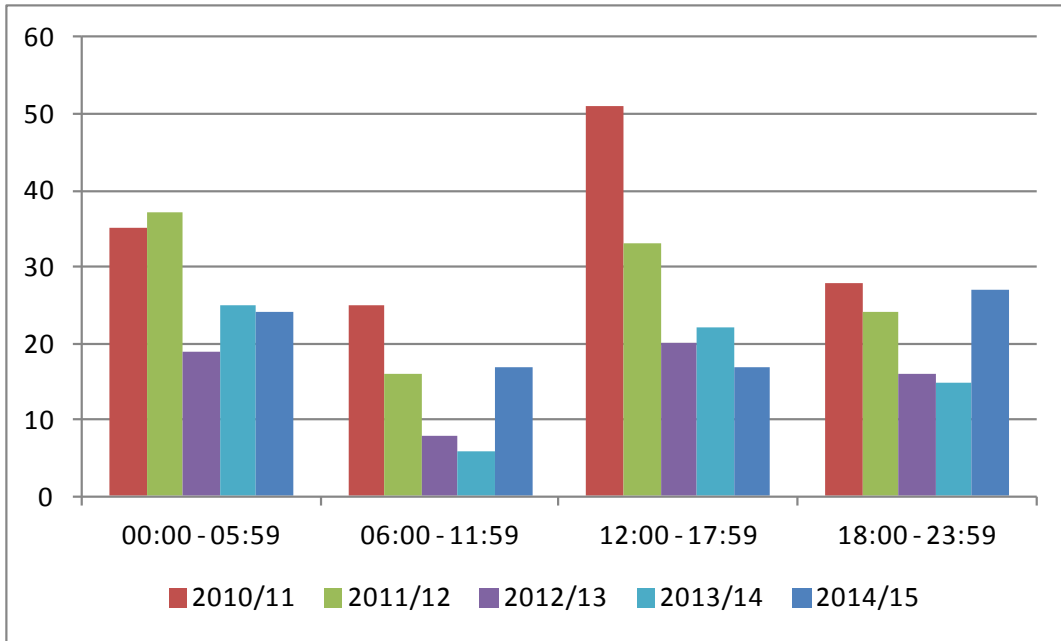


Graph 1: Presentation based on Table 1 data.

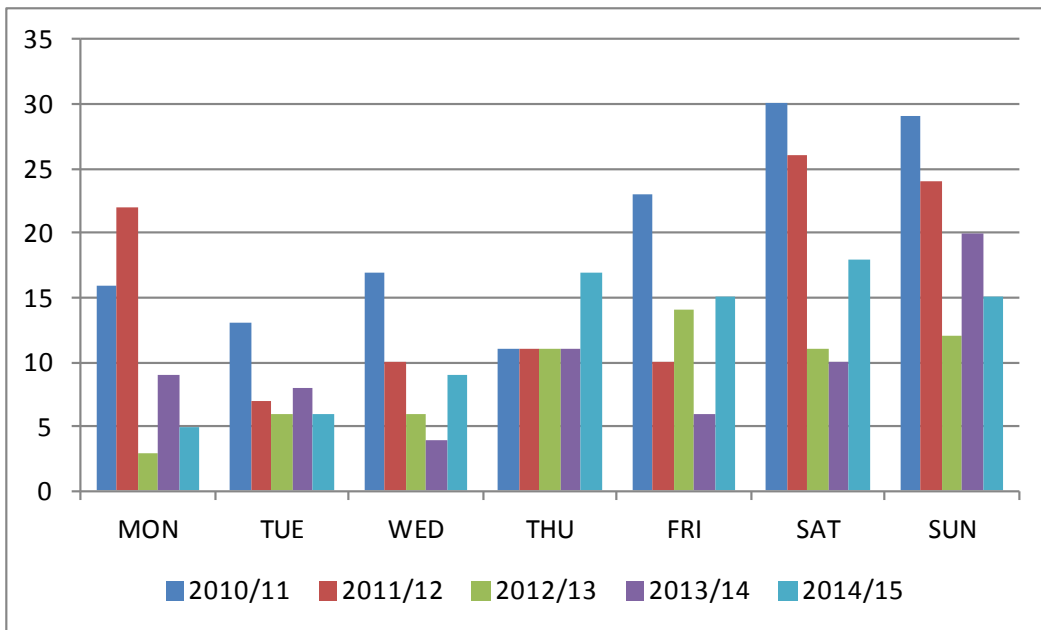
The offence day/time is based of the offence start time as per unifi record.

Offence Day/Time Group per Financial year							
OFFENCE DAY	Time Group	2010/11	2011/12	2012/13	2013/14	2014/15	Grand Total
MON	00:00 - 05:59	5	8		2	1	16
	06:00 - 11:59	4	4			2	10
	12:00 - 17:59	6	5	2	5		18
	18:00 - 23:59	1	5	1	2	2	11
TUE	00:00 - 05:59		1		2		3
	06:00 - 11:59	3	2		2	3	10
	12:00 - 17:59	7	4	4	3		18
	18:00 - 23:59	3		2	1	3	9
WED	00:00 - 05:59			1	1		2
	06:00 - 11:59	5	5	1		4	15
	12:00 - 17:59	8	2	3	2	1	16
	18:00 - 23:59	4	3	1	1	4	13
THU	00:00 - 05:59	1	1	1	2	2	7
	06:00 - 11:59	3	4	3	2	3	15
	12:00 - 17:59	3	4	3	5	3	18
	18:00 - 23:59	4	2	4	2	9	21
FRI	00:00 - 05:59	3	2	5	1	4	15
	06:00 - 11:59	4		2		2	8
	12:00 - 17:59	10	6	2	2	5	25
	18:00 - 23:59	6	2	5	3	4	20
SAT	00:00 - 05:59	10	13	5	5	7	40
	06:00 - 11:59	2		1	1	1	5
	12:00 - 17:59	11	7	4	1	7	30
	18:00 - 23:59	7	6	1	3	3	20
SUN	00:00 - 05:59	16	12	7	12	10	57
	06:00 - 11:59	4	1	1	1	2	9
	12:00 - 17:59	6	5	2	4	1	18
	18:00 - 23:59	3	6	2	3	2	16
Grand Total		139	110	63	68	85	465

Table 2: showing the offence day/time group FY year breakdown of Bus Crimes based of offence start date of offence.



Graph 2: Showing the Time Group Breakdown per Financial Year.



Graph 3: Showing the weekday Breakdown per Financial Year.

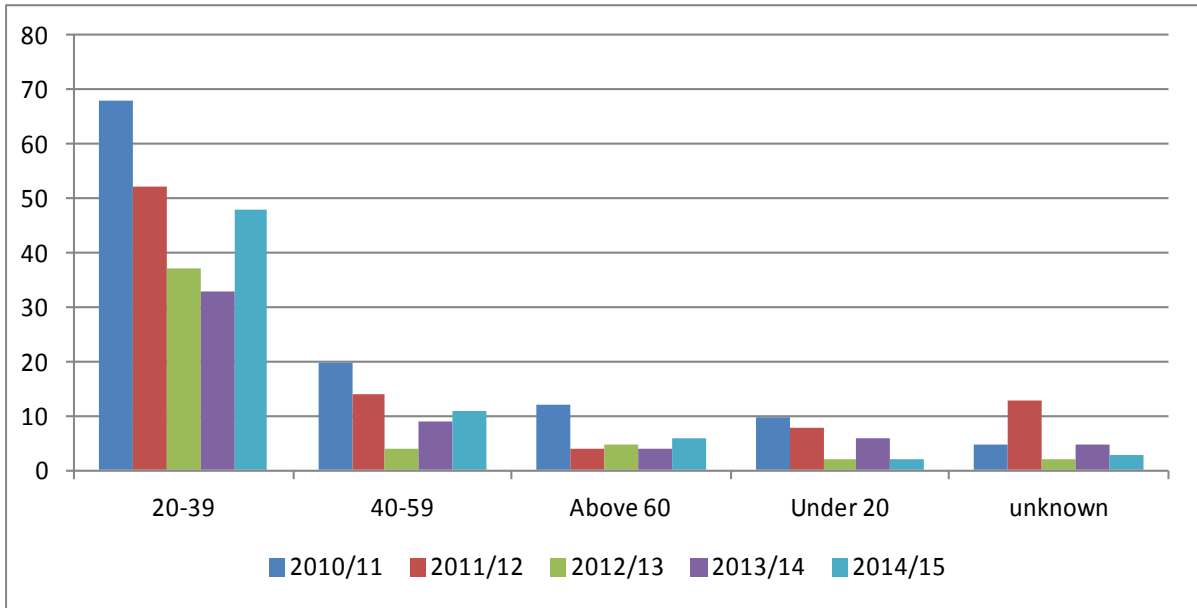
### Victim Data Breakdown:

Based on the 382 crime records there are 383 Victims recorded against them (based on Violent and Acquisitive Victim based Crimes only).

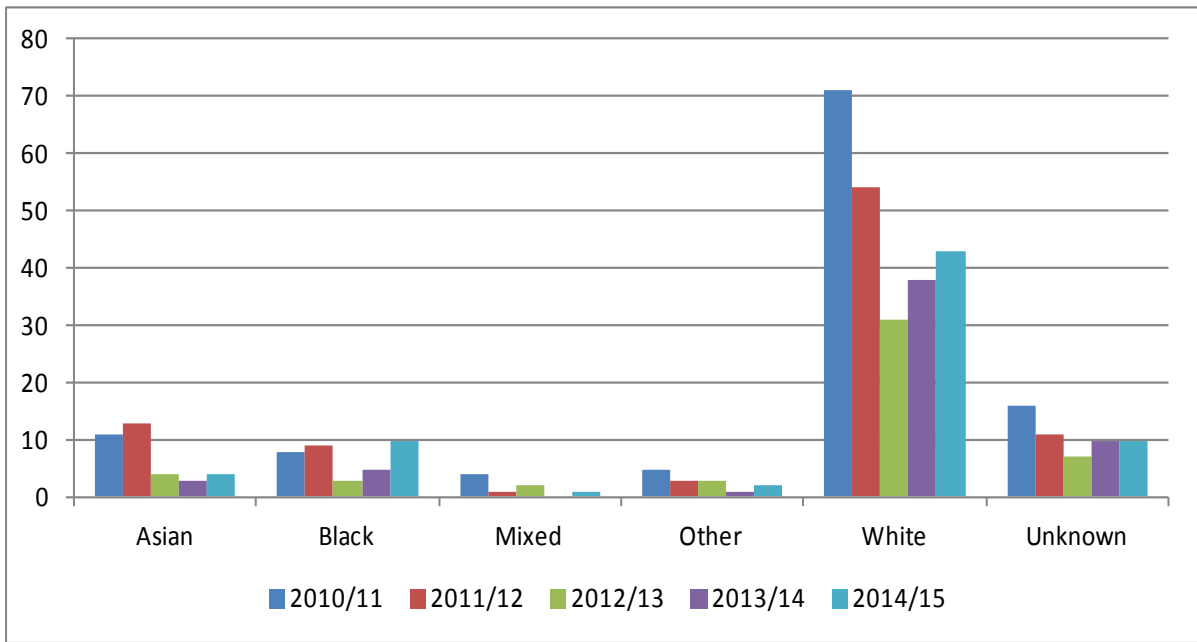
- Higher number of victims are aged between 20-39 (please see graph 4).
- Gender data varies year to year (please see graph 6).
- Table 4 shows the gender breakdown by the HMIC offence group.

Victim Breakdown per Financial Year								
Ethnicity	GENDER	Age Group	2010/11	2011/12	2012/13	2013/14	2014/15	Grand Total
Asian	FEMALE	20-39	2	2	1	1	3	9
		40-59	1		1			2
		Under 20				1		1
	MALE	20-39	5	9	2		1	17
		40-59		2				2
		Above 60	1					1
Under 20		2			1		3	
Black	FEMALE	20-39	1	4		1	1	7
		40-59	2		1	1	1	5
		Above 60			1		1	2
		Under 20	2	1	1			4
		unknown		1				1
	MALE	20-39	1	1		1	3	6
		40-59	1	1		2	4	8
Under 20		1	1				2	
Mixed	FEMALE	20-39	3	1	2			6
	MALE	20-39	1				1	2
Other	FEMALE	20-39	3	1	1	1	2	8
		Above 60	1					1
		unknown		1				1
	MALE	20-39	1		2			3
Above 60			1				1	
White	FEMALE	20-39	25	12	15	10	17	79
		40-59	5	3	2	1	1	12
		Above 60	6	2	1	3	1	13
		Under 20	3	2	1	3	1	10
		unknown	1	4		1	1	7
	MALE	20-39	16	12	9	15	16	68
		40-59	8	8		3	2	21
		Above 60	4	1	3	1	3	12
		Under 20	1	3		1	1	6
		unknown	2	6				8
UNKNOWN	20-39		1				1	
Unknown	FEMALE	20-39	4	4	4	2	1	15
		40-59	3					3
		Under 20		1				1
		unknown			1	2	1	4
	MALE	20-39	6	5	1	2	3	17
		40-59				2	3	5
		Above 60					1	1
		Under 20	1					1
		unknown				1	1	2
	UNKNOWN	unknown	2	1	1	1		5
Grand Total			115	91	50	57	70	383

Table 3: showing the Victim Breakdown per Financial year.

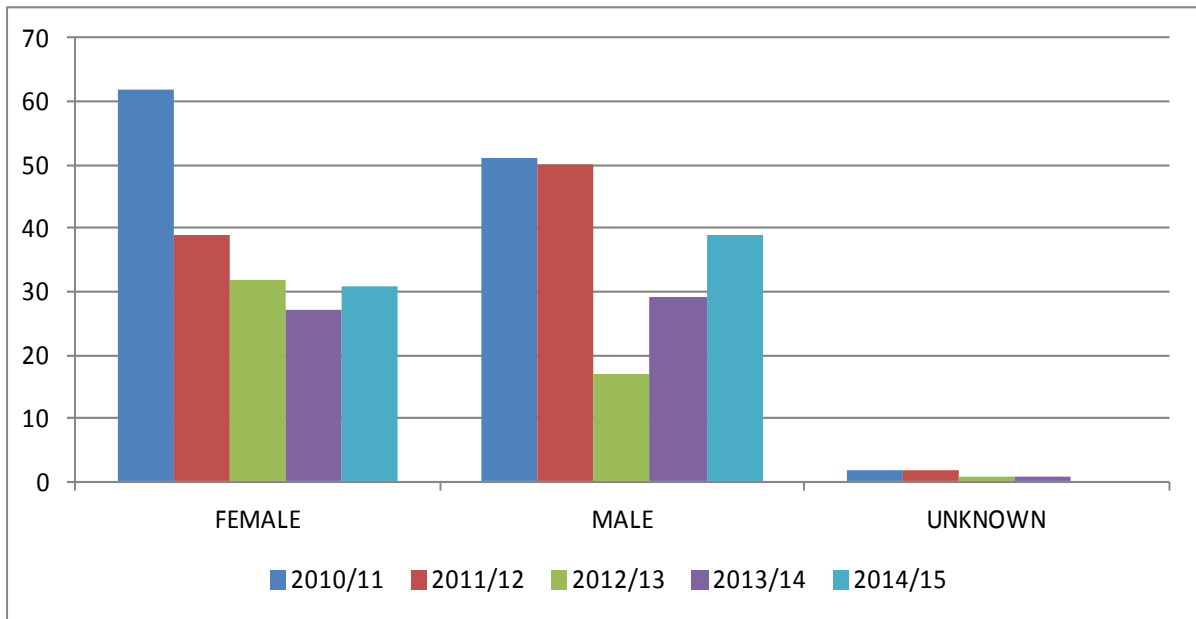


Graph 4: Showing the Age group breakdown per FY.



Graph 5: Showing the Ethnicity breakdown per FY.





Graph 6: Showing the Gender breakdown per FY.

HMIC Offence breakdown by Victim per Financial Year							
Ethnicity	GENDER	2010/11	2011/12	2012/13	2013/14	2014/15	Grand Total
FEMALE	All Other Theft	12	6	11	4	10	43
	Robbery	1			1		2
	Sexual Offences (Excluding Rape)	7	1	1	3	1	13
	Theft from the Person	38	23	15	15	14	105
	Vehicle Offences			1			1
	Violence With Injury	3	4	2	1	3	13
	Violence Without Injury	1	5	2	3	3	14
MALE	All Other Theft	10	6	1	6	9	32
	Bicycle Theft				1		1
	Robbery	3	7		2		12
	Sexual Offences (Excluding Rape)				1		1
	Theft from the Person	26	18	9	12	17	82
	Vehicle Offences		2	1			3
	Violence With Injury	8	4	3	4	7	26
Violence Without Injury	4	13	3	3	6	29	
UNKNOWN	All Other Theft			1			1
	Sexual Offences (Excluding Rape)	1					1
	Theft from the Person		1				1
	Violence With Injury	1					1
	Violence Without Injury		1		1		2
Grand Total		115	91	50	57	70	383

Table 4: Gender breakdown by the HMIC offence group

Submission from Transport Focus.

I write further to the letter from Joanne McCartney, Chair of the Police and Crime Committee, seeking views on how crime can be reduced on public transport and passenger safety improved in London. Our colleagues at London Travel Watch take the lead with LOROL as it operates wholly within the London area. However we do monitor passenger satisfaction with LOROL passengers as part of the National Rail Passenger Survey (NRPS). The NRPS asks a number of basic questions relating to passenger's perceptions of personal security on the railway, and we have previously published a policy document drawing upon these, which has been referenced by the Department for Transport in a number of its franchising tenders, as reference material for bidders. This can be found on our website [here](#).

In respect of the last wave of NRPS (Spring 2015) I have attached data relating to the most appropriate questions, for the Committee's information. When focusing on LOROL (run under a concession agreement with TfL) the main points to note are:

- As with wider national rail services passenger satisfaction with personal security at the station is lower than it is on-board trains. On LOROL 68% of passengers are satisfied with personal security on the station, 78% on the train. These are broadly on a par with the London and South East sector averages (1% lower for stations, 3% higher for trains). Although still relatively high, in contrast with previous year's passenger satisfaction with these two journey attributes on LOROL has dipped when compared to the previous year. Since spring 2014 passenger satisfaction with personal security at the station has dropped from 76% to 68%, whilst on the train it has dipped from 81% to 78%.
- When asked whether they have had cause to worry or be made to feel uncomfortable during their journey as a result of the behaviour of others, 12% of LOROL passengers tell us that they have. This compares to a London and Southeast average of 9%. We know that such feelings are slightly higher in London and the Southeast than in other parts of the country. When asked why they felt worried/uncomfortable most LOROL passengers attributed this to lower level anti-social behaviour (music being played too loud, and feet on seats) followed by rowdy behaviour and other passengers under the influence of alcohol/drugs. This is generally in line with the views of other passengers in other parts of the country; though the numbers may vary, the order is generally the same.
- When asked a slightly different question in autumn 2014, relating to their experience in the last six months, as opposed to the journey they were making, 13% of LOROL passengers said that they had reason to be worried for their personal security. This was 11% for the London and Southeast sector. When asked why, most passengers on LOROL (as with the rest of the rail network) attributed this to the anti-social behaviour of other passengers and a lack of staff (be that on train or at the station).
- In previous years (the last being autumn 2013) the NRPS has asked passengers whether their concerns about security have prevented them from travelling by train. Around 4% said that they had either not made a trip or altered their journey because of such concerns. However the sample size was not robust enough to look at this in greater detail e.g. by operator. It is important to note that as NRPS only surveys those actually

making a journey it does not capture those that do not travel by rail at all because of concerns over personal security, or avoid it for other reasons.

We trust that the attached information will be of use to the Committee, and we would happily field any additional queries on the survey data that we collect. Unfortunately, the questions that we ask passengers are unlikely to shed any light on the success or otherwise of Project Guardian but are conscious that the recent increase in reported sexual assaults would suggest that BTP's recent campaign has encouraged more victims to report their experiences, which can only be a positive thing as the industry and BTP work together to reduce this type of crime.

Yours sincerely

**Dan Taylor**  
**Policy and Insight Advisor**  
Transport Focus ([London Office](#))

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NATIONAL RAIL PASSENGER SURVEY

Col percents 24 Sep 2015

C702. Rating of station where train was boarded...Your personal security whilst using that station

Base : All respondents with an opinion  
Spring 2015

	Train Operating Company Group		
	Total	London and South East operators	Long distance operators
<i>Sample size</i>	24658	15569	5075
Very good	26	23	34
Fairly good	45	46	44
Neither good nor poor	25	26	20
Fairly poor	3	3	1
Very poor	1	1	0
NET: Good	71	69	78
NET: Poor	5	5	2

Col percents 24 Sep 2015

C703. Rating of train...Your personal security whilst on board the train

Base : All respondents with an opinion  
Spring 2015

	Train Operating Company Group		
	Total	London and South East operators	Long distance operators
<i>Sample size</i>	26056	16303	5491
Very good	30	27	41
Fairly good	48	48	45
Neither good nor poor	19	21	12
Fairly poor	2	3	1
Very poor	1	1	0
NET: Good	78	75	86
NET: Poor	3	4	1

#page

NATIONAL RAIL PASSENGER SURVEY

Col percents 24 Sep 2015

C2804. Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

Base : All respondents  
Spring 2015

	Train Operating Company Group		
	Total	London and South East operators	Long distance operators
Yes	9	9	7
No	88	88	91

NATIONAL RAIL PASSENGER SURVEY

Col percents 24 Sep 2015

C2805. Which of the following were the reason(s) for this?

Base : All respondents who were worried or felt uncomfortable during their journey  
Spring 2015

	Train Operating Company Group		
	Total	London and South East operators	Long distance operators
<i>Sample size</i>	2280	1549	433
Passengers drinking/under the influence of alcohol	31	29	35
Passengers taking/under the influence of drugs	7	7	4
Abusive or threatening behaviour	14	15	7
Rowdy behaviour	35	33	37
Feet on seats	43	46	23
Music being played loudly	37	40	23
Smoking	4	4	3
Graffiti or vandalism	2	2	1
Other	27	27	34

NATIONAL RAIL PASSENGER SURVEY

Col percents 24 Sep 2015

C705. Whether had cause to worry about personal security in the last six months whilst making a train journey

Base : All respondents  
Autumn 2014

	Train Operating Company Group		
	Total	London and South East operators	Long distance operators
<i>Sample size</i>	27812	17540	6160
Yes	10	11	6
No	88	87	92

NATIONAL RAIL PASSENGER SURVEY

Col percents 24 Sep 2015

C706. Reason for worry about personal security

Base : All who have had cause to worry about personal safety whilst making a train journey  
Autumn 2014

	Train Operating Company Group		
	Total	London and South East operators	Long distance operators
<i>Sample size</i>	2428	1651	409
<b>AT THE STATION</b>			
Lack of station staff	41	43	30
Lack of Police Officers	26	27	17
Lack of other passengers	15	17	10
Poor on-station lighting	14	15	10
Lack of information	14	15	12
Anti-social behaviour by other people on station	61	62	54
Saw actual vandalism or violence on the station	8	9	5
Fear of terrorism	9	9	13
Other on the station	10	11	10
<b>ON THE TRAIN</b>			

Lack of on-train staff	49	51	31
Lack of Police Officers	24	24	13
Lack of other passengers	16	17	12
Poor train lighting	4	4	2
Lack of information	12	13	7
Anti-social behaviour by other people on train	74	74	72
Saw actual vandalism or violence on the train	9	9	8
Fear of terrorism	8	8	10
Other on the train	10	10	13

Group	
Regional operators	London Overground

4014      1063

33      27  
 41      40  
 20      28  
 3      3  
 2      1

74      68  
 6      4

Abellio Greater Anglia	Abellio Greater Anglia	c2c
------------------------	------------------------	-----

1890      1890      876

20      20      26  
 43      43      47  
 30      30      23  
 5      5      4  
 2      2      1

63      63      73  
 6      6      5

Group	
Regional operators	London Overground

4262      1109

35      32  
 47      47  
 15      17  
 1      3  
 1      1

82      78  
 2      4

Abellio Greater Anglia	Abellio Greater Anglia	c2c
------------------------	------------------------	-----

1955      1955      909

22      22      31  
 45      45      45  
 26      26      20  
 4      4      3  
 2      2      2

68      68      75  
 6      6      4



Group	
Regional operators	London Overground
6	12
90	83

Abellio Greater Anglia		Abellio Greater Anglia c2c	
12	12	13	13
85	85	83	83

Group	
Regional operators	London Overground
298	155
40	24
9	7
13	17
47	26
34	33
24	52
3	2
2	2
22	30

Abellio Greater Anglia		Abellio Greater Anglia c2c	
219	219	125	125
33	33	37	37
11	11	8	8
20	20	13	13
40	40	45	45
57	57	48	48
37	37	54	54
6	6	2	2
3	3	3	3
26	26	24	24

Group	
Regional operators	London Overground

4112      1195

9          13  
88        83

Abellio Greater Anglia	c2c	Chiltern Railways
------------------------	-----	-------------------

2226      1075      1157

13        14        4  
85        84        94

Group	
Regional operators	London Overground

368      154

36        56  
22        30  
11        15  
11        28  
8         13  
  
60        70  
  
8         11  
4         10  
11        7

Abellio Greater Anglia	c2c	Chiltern Railways*
------------------------	-----	--------------------

244      140

53        31  
37        17  
20        9  
14        11  
  
18        13  
  
64        52  
9         12  
8         10  
8         11

43	57		
27	25	60	47
11	18	37	24
3	7	20	11
7	10	7	-
74	78	14	12
10	11	77	67
5	7	9	13
10	7	5	7
		10	8



\* Too few pas

Chiltern Railways	Govia Thameslink Railways	First Great Western	London Midland	South West Trains	Southeastern	Southern
938	1499	2654	1039	1891	1600	2119
35	24	28	23	22	21	19
47	46	46	47	48	47	49
17	24	24	24	26	28	27
1	3	2	4	4	3	3
0	2	0	2	1	1	2
82	70	74	70	69	67	68
1	6	2	6	5	5	5

Chiltern Railways	Govia Thameslink Railways	First Great Western	London Midland	South West Trains	Southeastern	Southern
983	1550	2783	1095	1985	1669	2265
40	21	31	29	30	24	26
47	48	49	48	50	47	50
11	27	17	18	18	24	21
1	3	2	3	2	3	2
0	2	1	2	1	2	1
88	68	80	77	80	71	76
2	5	2	5	2	5	3

Chiltern Railways	Govia Thameslink Railways	First Great Western	London Midland	South West Trains	Southeastern	Southern
5	9	7	8	8	12	8
93	88	90	90	90	86	90

Chiltern Railways*	Govia Thameslink Railways	First Great Western	London Midland	South West Trains	Southeastern	Southern
	149	230	92	154	196	170
	21	32	30	36	33	22
	6	6	10	7	8	5
	22	9	10	12	16	8
	28	40	36	28	36	29
	46	27	59	50	49	46
	38	29	31	37	41	39
	6	1	4	4	3	3
	2	-	4	0	4	2
	33	31	21	27	23	26

\* Too few passengers answered this question to provide a robust sample

Govia Thameslink Railways	First Great Western	London Midland	South West Trains	Southeastern	Southern
1552	3006	1257	2127	1706	2239
9	7	10	10	13	10
89	90	87	89	85	88

Govia Thameslink Railways	First Great Western	London Midland	South West Trains	Southeastern	Southern
151	195	123	181	210	207
42	37	39	35	40	40
30	22	22	24	22	30
21	11	15	19	15	17
19	12	17	10	10	16
18	14	11	13	14	17
56	59	50	56	67	66
4	4	1	4	12	13
10	9	10	8	12	7
9	14	15	16	8	9

52	39	41	48	53	49
25	15	19	20	23	24
24	10	15	20	17	14
2	1	1	2	3	6
16	10	15	12	15	11
65	73	62	74	75	77
6	6	4	11	13	7
10	8	9	10	8	7
7	10	13	16	8	7

sengers answered this question to provide a robust sample

	Government Region			
	East Midlands	East Of England	London	North East
	7	9	10	5
	91	88	87	90

	Did other passengers' behaviour give you		
	National	London and South East operators	Long distance operators
Passengers drinking/under the influence of alcohol	31	29	35
Passengers taking/under the influence of drugs	7	7	4
Abusive or threatening behaviour	14	15	7
Rowdy behaviour	35	33	37
Feet on seats	43	46	23
Music being played loudly	37	40	23
Smoking	4	4	3
Graffiti or vandalism	2	2	1
Other	27	27	34

\* Too few passengers answered this question to provide a robust sample



North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber
7	5	8	8	9	8	6
90	92	90	89	85	89	91

cause to worry or make you feel uncomfortable during your journey?

Regional operators	East Of England	London	North East*	North West	Scotland	South East	South West	Wales*
40	25	30		30	42	27	34	
9	4	8		7	6	5	6	
13	20	14		15	6	14	8	
47	35	31		39	41	36	40	
34	43	47		42	16	42	33	
24	49	41		24	21	34	28	
3	5	4		5	1	1	2	
2	4	2		2	-	1	0	
22	27	29		25	32	24	26	

West Midlands	Yorks & Humber
33	39
8	7
10	11
38	53
50	27
29	34
4	1
3	-
23	21



**Transport for London**  
Enforcement & On-Street  
Operations

14 December 2015

Palestra  
9<sup>th</sup> floor  
197 Blackfriars Road  
London SE1 8NJ

Dear Joanne

[www.tfl.gov.uk](http://www.tfl.gov.uk)

Thank you for your letter of 24 November.

We were grateful for the opportunity to take part in the meeting on 12 November and answer the Police and Crime Committee's questions on our work to reduce crime on public transport in London; work that we are immensely proud of. I hope that it was clear to you that we, along with our policing partners and other members of the London Transport Community Safety Partnership (LTCSP), are committed to improving the safety and security of public transport in London.

We are pleased to provide the additional information you have requested for the Committee's investigation into crime on public transport. The information below has been provided in response to agreed actions from the meeting and a separate request for additional information from Janette Roker.

### A breakdown by borough of perception of crime on public transport

A table providing a borough breakdown of results (rolling 12 months) for our two key perception / confidence measures for Quarter 2, 2015/16 is included in the appendix. The indicators are:

- percentage of respondents that report how frequently their use of public transport (Buses / London Underground / National Rail by day and night) is affected 'a lot' by crime and antisocial behaviour concerns
- percentage of respondents who can recall feeling worried about their personal security when using public transport in the last three months

Please note that the borough breakdown is based on the borough which the respondent lives in.

### Details and results of a control trial carried out with Cambridge University on crime prevention at bus stops

As part of our commitment to evidence based policing we have undertaken a randomised control trial with Cambridge University to assess the impact of directed patrols on crime at bus stops.

The trial involved the identification of 'hotspot' bus stops on the network and randomly assigning either 'treatment' or 'control' to them for a six month period. The treatment groups received additional policing presence for 15 minutes, three times a day, five days a week. The control group continued to receive normal policing deployments.

The experiment has provided some useful insight into the policing of the bus network and the predictability of patrols. While the final report is yet to be published, the provisional findings suggest that the unpredictability of police presence is likely to be more effective in reducing crime at and around bus stops than scheduled police patrols where offenders can systematically and accurately predict the temporal and spatial pattern of long-term targeting at a single location.

The report will be published by Cambridge University in due course.

### Evaluation of Project Guardian

Project Guardian is a priority project for the LTCSP and ongoing monitoring and evaluation is built into this. The evaluation incorporates police data, safety and security research, equality group research and campaign evaluation. These are all being monitored on an ongoing basis – to help assess the impact and inform future activity.

Our work to tackle unwanted sexual behaviour (USB) on the transport system is a long term commitment. It is too early to evaluate whether Guardian has been effective in achieving our overall aims. This is why it is important for us to evaluate the impact of the different phases of the project. At this point in time our key focus is on increasing reporting to close the underreporting gap and get a better understanding of the true level of USB on the transport system. This will help to target our policing and enforcement activity more effectively.

The results achieved in the first six months of the "Report it to stop it" campaign suggest that the communications strategy has been successful in achieving its aim to increase reporting. Based on the evaluation and monitoring to date we know that Project Guardian activity is proving to be effective in raising awareness and encouraging women to report issues.

Snapshot of key results to date:

- You Tube video views: 2.5m
- Paid-for social, video views: 1m
- Campaign recognition: 29% of target audience (April - July)
- Intention to report: 67% (of people who recognised the campaign claimed that they would report an experience of USB if it happened to them)
- Increase in reporting: 33% April – September 2015 compared with same period last year

- Increase in arrests: 29% April – September 2015 compared with same period last year

There has been a steady increase in reporting since Project Guardian was launched in July 2013 and our activity to tackle sexual offences was enhanced. There has been an even greater increase since 'Report it to stop it' was launched in April 2015 - a 33% increase in reports since April this year which builds on a 30% increase seen last year. This is not a coincidence but a result of the hard work – the engagement and multi-media communications activity, the increased policing and enforcement activity – we have undertaken with the police to tackle this issue. There has been a significant and planned change in our approach and the impact in increased reports in sexual offences was expected as part of this.

Project Guardian was recognised as best practice in the rapid evidence assessment in 'What Works' in Reducing Sexual Harassment and Sexual Offences on Public Transport Nationally and Internationally: A Rapid Evidence Assessment. A copy of the assessment can be found at

[http://www.mdx.ac.uk/\\_data/assets/pdf\\_file/0008/221984/What-Works-in-Reducing-Sexual-Harassment-and-Sexual-Offences-on-Public-Transport-Nationally-and-Internationally.pdf](http://www.mdx.ac.uk/_data/assets/pdf_file/0008/221984/What-Works-in-Reducing-Sexual-Harassment-and-Sexual-Offences-on-Public-Transport-Nationally-and-Internationally.pdf)

Project Guardian continues to receive very positive feedback and wide public and political support.

#### Academic work on confidence and fear of crime

We are committed to delivering effective prevention, policing and enforcement activities to improve the safety and security of travelling in London. To this end, we work in close partnership with academics to both inform and help evaluate our activities. One example is our work with the University College London (UCL) around confidence and fear of crime.

As we have mentioned previously our efforts to improve the safety and security of travelling or working on TfL's public transport networks are not limited to reducing actual levels of crime. We want our customers and staff to not only be safe but to feel safe. Reducing the fear of crime and improving confidence to travel is a priority for us and for our policing partners.

Fear of crime and the correlation of fear with actual crime is complex and statistical analysis has shown that there is not a direct link between the two. Fear of crime is not simply based on the amount of crime taking place but influenced by many other factors which often results in what is often described as a fear/crime paradox. The gap between the perception and reality of crime is not isolated to public transport but is also experienced in the wider community. A useful tool for analysing and categorising fear of crime used by TfL and the MPS Roads and Transport Policing Command is the Fear of Crime Matrix which was developed by the Home Office.

We closely monitor academic and practitioner work on confidence and fear of crime to learn from best practice and what works in improving confidence and how this can be applied to a mass transport system. We have a strong partnership with UCL which has provided valuable support and guidance on our efforts to better understand, measure and respond to fear of crime issues. This has included support for the route 25 fear of crime project (more detail below), as well as some developing work on the measurement of fear of crime (including a planned international review of fear of crime / confidence surveys in partnership with the Royal Institute of Technology in Stockholm) and creating a problem-solving toolkit for improving confidence.

In 2014 we ran a project to improve confidence and perceptions of safety and security on the route 25; one of London's busiest bus routes. Results from passenger surveys were used to target activity at those groups that who were categorised as being 'worried' when travelling on the route 25. The work with UCL helped to identify priority areas along the route by mapping perception issues along with crime reports and driver incident reports for antisocial behaviour. The project involved the RTPC, Local Authorities, bus operators, London Transport Museum and the local community and through a combination of engagement and enforcement activity it improved confidence of passengers on the route and provided an evidence base for effective measures to reduce fear of crime. The results showed that a high visibility presence as well as balancing enforcement activity with visible engagement, not just from the police but from other enforcement officers, helped to reduce fear of crime and increase confidence.

Continuing research and our work with academics helps us to better understand and measure perceptions of safety and security and target our activities to improve them.

#### Bus driver training (including Project Guardian awareness raising)

We will be embarking on a two year training project, due to begin in April 2016, which will cover all 24,700 bus drivers as well as garage supervisors and support staff. As part of the training, it is our intention that USB (as well as other crime, antisocial behaviour and safeguarding issues), conflict resolution and passenger management are incorporated into the training.

We recognise that bus drivers have a very important role to play in helping to tackle USB on the bus network. In many cases they will be the first person to be made aware of an incident, the first point of contact for reporting, and we want them to be able to deal with the issue appropriately.

We have engaged with drivers on the work being done to tackle sexual offences on London's public transport system – informing them of the purpose and aim of the campaign (to increase passenger confidence to report sexual offences) and advising them to call code red if a passenger reports USB.

There have been regular briefings through the standard bus driver communications channels, briefings to the Bus Operator Forum and posters sent to bus garages for bus driver awareness. A number of bus operators not only drew attention to the film on their garage plasma screens and their company intranets but also included a

section within their refresher training that every UK driver receives (generally seven hours each year). In addition, the Safer Transport Teams have actively engaged with bus staff on these issues.

The job is far from done and we continue to engage with bus operators and drivers on these important issues.

#### Body worn video trial (buses)

We are currently undertaking a six month trial of body worn video (BWV) cameras with Revenue Protection Inspectors (RPIs) on the bus network. The trial is part of our commitment to evidence based policing and enforcement; using evidence to assess what works.

The purpose of the trial is to establish whether BWV cameras can be used as an effective tool in helping to reduce staff assaults. By assessing the impact of BWV with RPIs, TfL will be able to make an informed assessment as to whether there are any safety benefits for rolling BWV out more widely.

We are conducting the controlled trial experiment with the support of Cambridge University. The experiment is assessing the effect of RPIs wearing BWV cameras, and whether staff are less likely to be assaulted in the treatment group (staff with cameras) compared with the control group (staff without cameras). There are around 100 RPIs involved in the trial which will run until April 2016.

As the purpose of the trial is to measure any deterrent effect from wearing the cameras, there is a strict recording policy which requires the inspectors to only record footage if they feel threatened or at risk of assault. This helps to minimise risks to passenger and staff privacy. There are a number of controls in place around storage and viewing of footage to ensure that data protection requirements are met.

Since the start of the trial, four incidents of assault have been captured by the cameras and this is being used as evidence in the investigations.

The LTCSP is undertaking an audit of the use of BWV across the different partnership agencies to share learning and best practice around equipment, use and processes.

#### Targeted cab enforcement activity

Our aim is to improve taxi and private hire compliance and undermine illegal and cab activity. We achieve this through intelligence-led enforcement and compliance action and ensure it is focussed on issues that pose the greatest safety risk to the travelling public. As I mentioned at the Police and Crime Committee meeting we are increasingly taking much more of a risk based approach which is helping us target our activities more effectively.

On-street enforcement and compliance activity is an essential part of our approach. Working with the police we are increasingly using high visibility road-side enforcement tactics to identify and detect those that pose the greatest risk to the travelling public. One notable example is Operation Neon which has seen TfL enforcement and police officers deployed to priority locations based on intelligence. An issue of concern for us was those vehicles that drove away when a Neon officer approached. We have introduced police vehicle stop tactics to intercept the vehicles and undertake checks on these drivers.

Furthermore and without wanting to divulge information on police tactics, targeted vehicle stops are now an important tactic in Operation Safer Travel at Night, along with plain clothes police activity in hotspot locations.

I hope that you find this information helpful and if you require anything further please do get in touch. We look forward to receiving your report in due course.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Steve Burton', with a stylized, sweeping flourish extending to the right.

Steve Burton  
**Director, Enforcement and On-Street Operations**



Appendix – Borough breakdown of safety and security research results

<b>Borough</b>	<b>% concerned about crime and ASB 'a lot'</b>	<b>% worried about their personal security when using public transport in the last three months</b>
Barking & Dagenham	27%	18%
Barnet	16%	12%
Bexley	18%	16%
Brent	23%	15%
Bromley	13%	15%
Camden	9%	11%
City of Westminster	12%	14%
Croydon	22%	20%
Ealing	23%	17%
Enfield	19%	16%
Greenwich	17%	16%
Hackney	19%	20%
Hammersmith & Fulham	11%	12%
Haringey	20%	17%
Harrow	19%	13%
Havering	16%	18%
Hillingdon	17%	12%
Hounslow	20%	12%
Islington	12%	13%
Kensington & Chelsea	10%	11%
Kingston-upon-Thames	9%	11%
Lambeth	16%	16%
Lewisham	17%	15%
Merton	13%	14%
Newham	25%	18%
Redbridge	21%	18%
Richmond-upon-Thames	9%	12%
Southwark	16%	17%
Sutton	15%	11%
Tower Hamlets	18%	14%
Waltham Forest	22%	18%
Wandsworth	12%	14%

Submission from c2crail.

Please see below our bullet pointed views:-

- What are the roles, responsibilities and lines of accountability of the bodies preventing and responding to crime on public transport in London? **For the rail industry, the importance of Policing the Rail Network falls under the British Transport Police. Suggest visiting their website for further information on the information you require from them - though presume you are in contact with them as a matter of course.**
- How are the key agencies working together to respond to crime on public transport in London? **We work with BTP, Metropolitan, City of London police forces. We have diverse and effective lines of communication and participate in localised events to target crime. Recently for example we have liaised with the Met Police and Barking council to remove benches linked to crime outside stations.**
- How do levels of crime on public transport differ across London? **We only manage our own crime, and are unaware of levels for other organisations, apart from those we link with regularly.**
- What specific challenges are there in reducing crime on the public transport network? **Immigration, terrorism threat, increasing passenger numbers, cybercrime.**
- What work has been undertaken to reduce crime against staff working on the public transport network? **Greater deterrent through court penalties for offences. Staff Assaults Working Groups. Increased staff training.**
- What impact has Project Guardian had on encouraging reporting of unwanted sexual behaviour and reducing sexual offences on public transport? **Big impact on improving reports. I do not think the issue is getting bigger, I think it is now better reported.**
- What work has been done to prepare for the introduction of the night tube relating to crime and antisocial behaviour – including demand on policing and the safeguards being put in place? **We have had little interaction with LUL on this. This is an area that could be improved.**
- What are the key challenges the Met faces when responding to touting and illegal activity by the taxi and private hire trades? **Possible for taxi ranks at stations to be affected. We do not see this much, but it is one to consider.**
- How is technology being used to prevent crime on public transport in London? **Body Worn Video being consulted for staff.**
- What more can be done to prevent crime on public transport in London? **Increased budgets for Policing and front line crime reduction.**

Regards

Iain

Iain Palmer

Revenue Protection and Security Manager



**#makethedifference**

**An outline communications proposal to support  
tackling violence on the GTR network**

**Prepared by BTP's Media & Marketing Department**

## **Context**

Notifiable crime in London has decreased by 46% across Transport for London and Network Rail during the past 10 years to 20,156 recorded crimes in 2014-15. Non-notifiable crime has also decreased in the last 10 years by 52% to 8,671 crimes recorded in 2014-15.

During the last decade

- Robbery has fallen by 85%, from 1,358 to 201 crimes.
- Theft of passenger property has fallen by 58%, from 16,888 to 7,034 crimes.
- Criminal Damage (including Graffiti) has fallen by 63%, from 3,195 to 1,185 crimes.
- Burglary and theft from the railway has fallen by 40%, from 2,389 to 1,440 crimes.
- Theft of cable and plant has fallen by 60%, from 442 to 189 crimes.

However, violence-related offences are on the increase. The latest figures (26 October 2015) show that there have been 3,861 offences of this nature, an increase of 565 on the same period on the previous year.

Most of these offences are low level incidents, often arising at peak passenger times, on trains and on platforms and mainly involve pushing, shoving and verbal abuse among passengers, and also towards members of staff. For many of those involved, this type of behaviour has been described as being out of character, an unexpected burst of anger induced by the particular circumstances of the moment.

British Transport Police (BTP) and Govia Thameslink Railway Ltd (GTR) are working together to find ways of reducing the number of these types of incidents. This proposal looks at how communications can help.

## **Informing the approach**

To inform the approach BTP consulted The Behavioural Insights Team (BIT) to seek advice on how best to tackle the issue. The Behavioural Insights Team - often referred to as the 'Nudge Unit' - applies insights from academic research in behavioural economics and psychology to public policy and services – enabling people to make 'better choices for themselves'. They started life as a unit within 10 Downing Street, advising the Prime Minister and are now a social purpose company jointly owned by the Government, Nesta (an innovation charity) and their employees. Based in London, Sydney and New York, BIT are a small team of academics specialising in behavioural sciences, economics, and psychology and randomised controlled trial design.

In their initial advice BIT stressed that it is important to understand the factors which underpin behaviours:

- **Fast vs slow thinking:** The human mind is commonly described as having two systems when making decisions – one that is fast, automated and unconscious and one that is slow, controlled and conscious. Violent actions are typically fast, instinctive, emotional responses to situations. We need to encourage people to engage in slow thinking rather than fast.
- **Avoiding ambiguity:** We are naturally wired to avoid ambiguity and seek certainty and consistency. We prefer to stick to what we already know in times of confusion and uncertainty, making us prone to status quo bias
- **Personalisation:** We are more likely to respond to something that is novel or attractive. Personalisation is an effective way of getting individuals to pay attention to a message
- **Comparing self to others:** We use other people's behaviour as a cue for what is acceptable and desirable, particularly in public settings. Highlighting how other people are behaving at key moments can increase the likelihood that people then act in accordance with the majority

When passengers resort to low level violence on the rail network, it is often out of character and typically an instinctive, automatic response (fast thinking). In order to encourage people to engage in slow thinking rather than fast thinking, it is vital to communicate to people in the moment of the behaviour. Therefore, in the case of violence on the rail network, we need to communicate with them at those times in those places where the incidents take place such as on trains and at stations.

The BIT provided some recommendations for GTR themselves to consider in relation to announcements and station announcements. Full details can be found in the attachment: "Initial reflections – Reducing low-level violence on public transport" but include:

- Reduce uncertainty and improve expectations about train overcrowding
- Choose the right messenger to deliver information during peak periods
- Emphasise social norms and pro-social behaviour at key moments
- Provide commuters with alternative options to avoid overcrowding
- Modify the physical environment to try to calm people down

## **Campaign research**

To gauge what techniques would be most suitable in order to communicate effectively with passengers, focus groups were spoken to with regards to their views on announcements on the rail network. The groups were made from 44 people in total, from London and Leeds and were mixed ages and of an even gender split.

Key findings from the groups were:

- For those travelling the same route often they acknowledge they are on autopilot and often don't notice anything
- Almost all said audio announcements had more impact than posters however many said they often did not hear them due to wearing headphones particularly in London – younger group members said audio announcements should be loud enough to be heard over headphones
- The groups liked the idea of using techniques to attract attention, such as a child's voice or saying 'attention please' at the start of an announcement
- All liked trusted voices
- They like familiar logos such as the police or Mayor of London as they give confidence
- And they felt official logos are better than commercial ie Train Operating Companies

## **Campaign proposal – #makethedifference**

### **Phase one**

Grounded in the theory that people want to be seen to be carrying out the social norm when it comes to behaviour, this campaign seeks to highlight real life instances where people have been considerate and kind to other passengers. This is to encourage the idea that good behaviour on the railway is the social norm, and that by not acting in a kind and considerate manner, people are making themselves the minority.

Using social media as the communications channel, the concept is based on the Metro newspaper's daily 'Good Deed Feed' feature. Using the passengers and rail staff to source content, the campaign portrays people who carry out these acts of kindness to fellow passengers as 'making a difference' and would centre around a message of thanks from the person who has been on the receiving end of the behaviour. The campaign is adaptable as it can show different groups of people, such as rail staff, as making a difference too.

We would then continue to generate discussion on social media about where people have encountered people making a difference and signpost them to a micro site, such as Tumblr, which features the examples and explains more about the campaign. Examples such as:

*“A big thank you to the red-haired woman who stopped to check to see I was OK after she saw me crying on the train after receiving some bad news. Your considerate thoughts were much appreciated”.*

*“Thank you to the kind lady who stopped to ask if I was ok when I slipped and fell off the train.”*

We will explore whether the Metro would be willing to support the campaign, given that it is based on a similar concept to their ‘Good deed feed’. In the past they have had the feature sponsored by other organisations, so the opportunity to do this and further promote the campaign is available.

## **Phase two**

As a second phase to the social media photos and stories sourced from the public, we also have the option of complementing the campaign with a short video which can be used to illustrate the kinds of positive behaviours that can make a difference. The video would show a scenario whereby a passenger encounters a series of difficult and frustrating incidents in their day which have the potential to act as a catalyst for them to react negatively and display violent behaviour. However, the video ends with them “making the difference” by carrying out a kind deed to a fellow passenger. This phase would need professional products and therefore financial support. GTR and BTP are looking into where that may come from.

## **Next steps**

GTR have committed to developing a strategy looking at on-train and at station announcements, engaging with their employees to develop best practice. In support of this activity BTP’s Media & Marketing team, with the assistance of GTR’s communications department, is developing further and initiating phase one of the social media campaign.

## **Timeline**

For the first phase of the social media **#makethedifference** campaign, we are working towards a launch date of **Tuesday 1 December 2015**, building on the festive ‘season of good will’.



BRITISH  
TRANSPORT  
POLICE

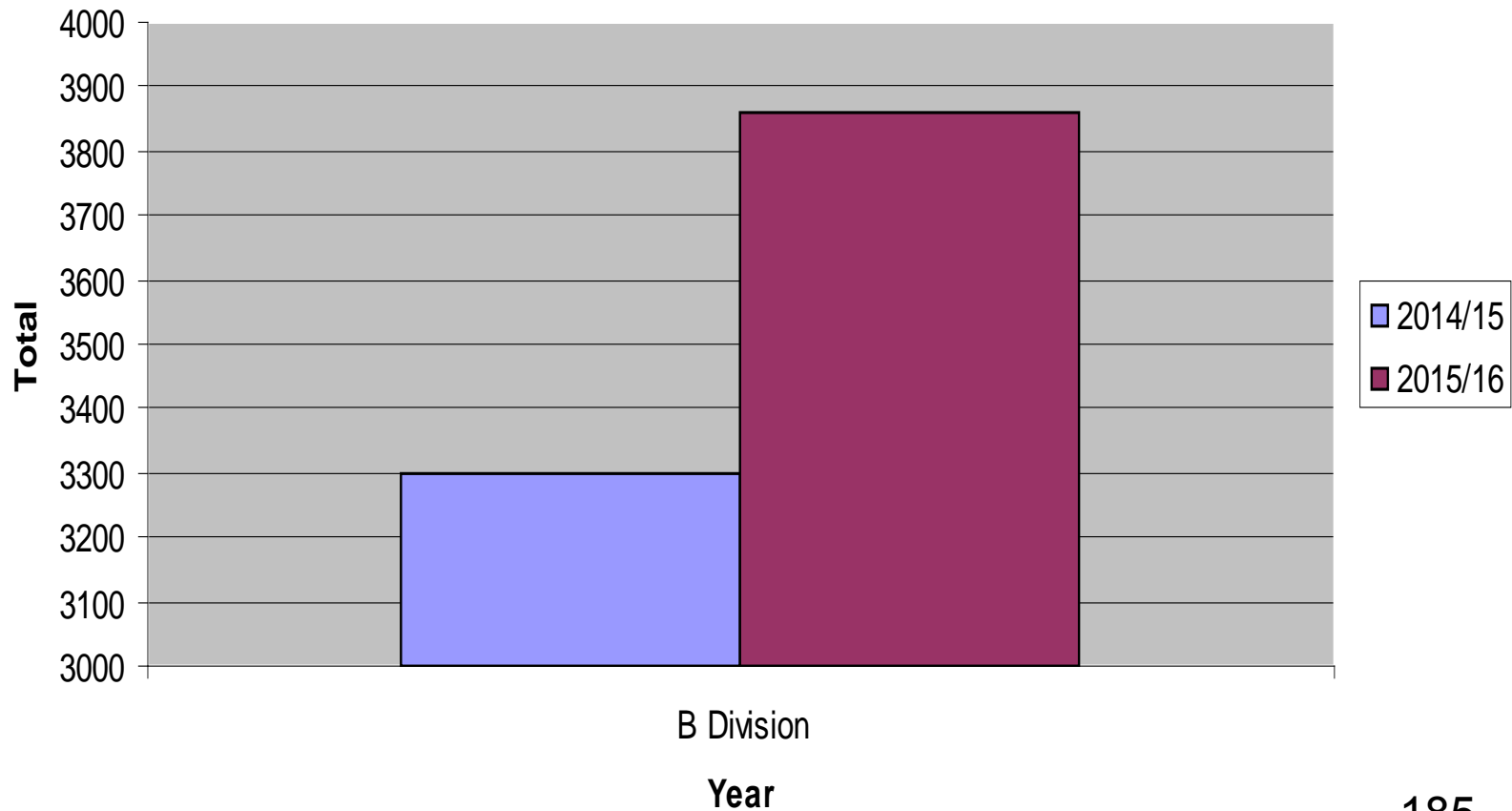
# #MakeTheDifference

Proposals to prevent violence on the GTR network  
November 2015



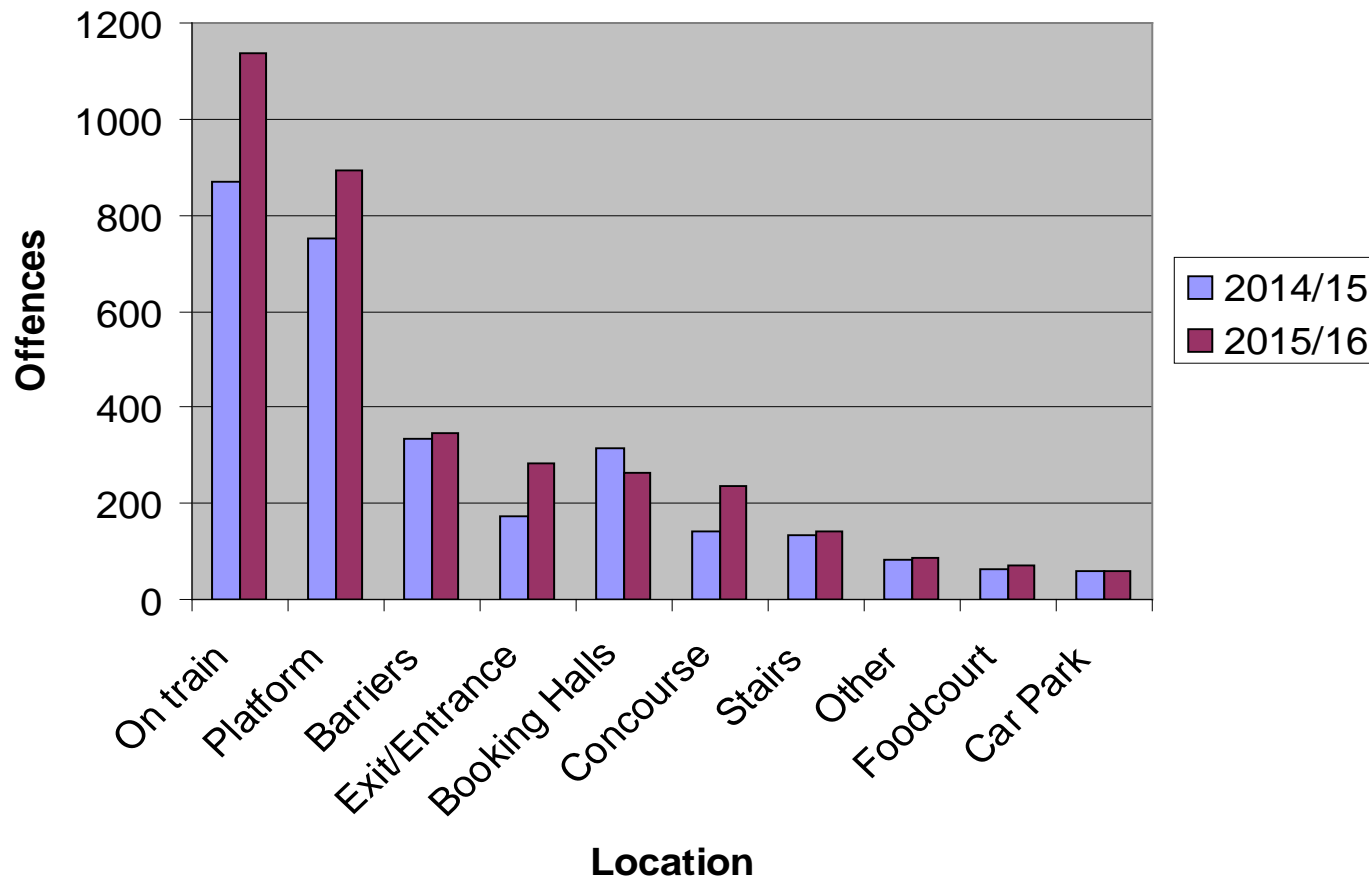
# Violence: problem profile

## Violence offences on B Division

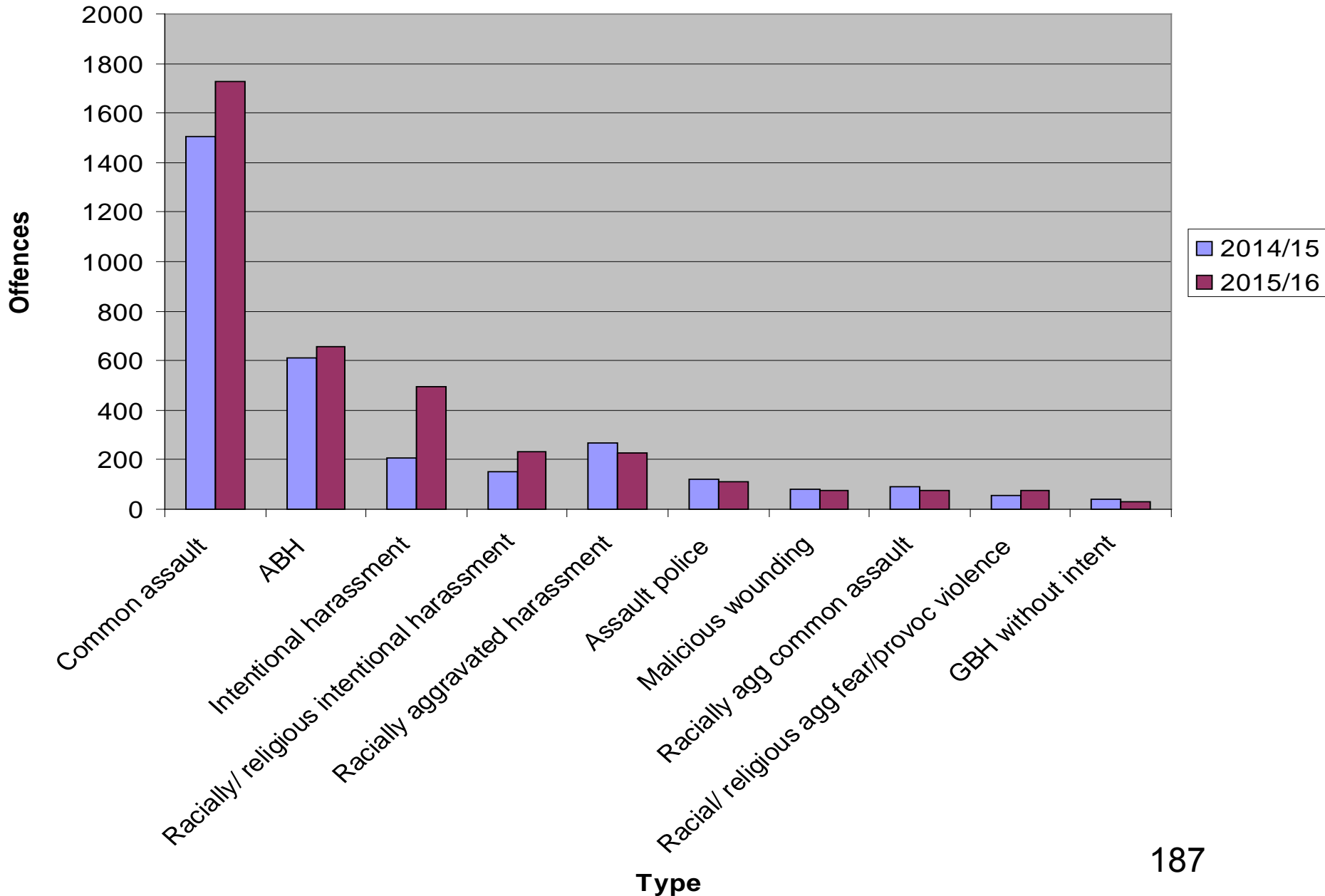


# Violence: problem profile

## Violence locations - comparison



# Violence - crime types



# Changing behaviour

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- Behavioural Insights Team
- Fast vs slow thinking
- Avoiding ambiguity
- Personalisation
- Comparing self to others



# Recommendations

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- Reduce uncertainty and improve expectations about peak passengers numbers

*We are expecting the next station will be very busy*

*After the train leaves London Bridge, in six minutes time, we expect the train will be less busy*

# Recommendations

---

- Choose the right messenger to deliver information during peak periods

<https://www.youtube.com/watch?v=vcTLHXyh0Fs>

<https://www.youtube.com/watch?v=ZH8lX5fwoS0>

# Recommendations

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- Emphasise social norms and pro-social behaviour at key moments

*Thank you for  
allowing passengers  
off the train*

# Recommendations

---

- Provide commuters with alternative options to avoid overcrowding

*There is another train to  
London Kings Cross from this  
platform in two minutes*



# Recommendations

- Modify the physical environment to try to calm people down



# Recommendations

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- Break waiting time down into smaller chunks
- Make the delay more social by encouraging engagement
- Provide clearer choice architecture to commuters when delays occur
- Present interesting information to commuters during delays

# Campaign research

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- Same routes – autopilot
- Audio announcements had more impact than posters
- Preference of familiar logos such as the police or Mayor of London
- All liked trusted voices. They felt official logos are better than commercial ie TOCs
- Campaigns about the railway to be relevant to trains

# Campaign proposal

- Support the implementation of the recommendations by GTR with a social media campaign
- Work together to deliver the campaign, aimed at commuters
- Aim is to reduce violence offences on the rail network


# Campaign: Key messages

- You can make the difference by being kind and considerate to fellow passengers
- It's easy to be kind and make the difference in someone's day
- Being kind to others makes you feel good – a win win situation

# #MakeTheDifference

- Based on real experiences, similar feel to the Metro good deed feed

## GOOD DEED FEED



**Save a life  
Give blood**

**WE need new donors  
from all blood groups –  
As, Os and Bs.  
HELP us fill the gaps.**

THANK you to the people who  
looked after me after I fell in  
Ormskirk on Friday. No real  
harm done. **Clumsy Runner**

TO the two Scottish ladies  
travelling from Manchester  
to Benidorm, thank you for

assisting us in getting four  
cases and two pushchairs up  
the hill to the hotel after our  
youngest was sick on the  
coach. **Michael, Southport**

THANKS to the passengers  
and staff at Stagecoach in  
Newcastle who recovered my  
wallet after I dropped it on the  
8.10am bus on Monday.  
**Lawrence,  
Newcastle upon Tyne**

THANK you to the girl with the  
short blonde hair at the Field  
Day festival for lifting me on to

her shoulders to get a better  
view of FKA Twigs – legend!  
**Nesh, London**

THANK you to Muksh and staff  
at Canada Water who went to  
untold trouble to retrieve my  
grandson's bunny after he  
dropped it on the track while  
boarding last week. You made  
a four-year-old very happy.  
**Sharon, Kent**

*Start your text with the word DEED  
followed by your comment, name  
and where you live to 65400.  
Standard network charge applies*

**GIVING BLOOD IS THE ULTIMATE GOOD DEED**  
Do something amazing and book an appointment at [blood.co.uk](http://blood.co.uk)

# Social media



16:41 63%

Tell us what matters to you

BRITISH TRANSPORT POLICE

**BTP** @BTP

We are British Transport Police. Don't report crime here; #TextBTP on 61016, call 0800 40 50 40, or 999 in an emergency.

Policing Britain's railways [BrTr.PI/BTPsocial](#)

480 FOLLOWING 72.9K FOLLOWERS

Tweets Media Favourites

BTP retweeted

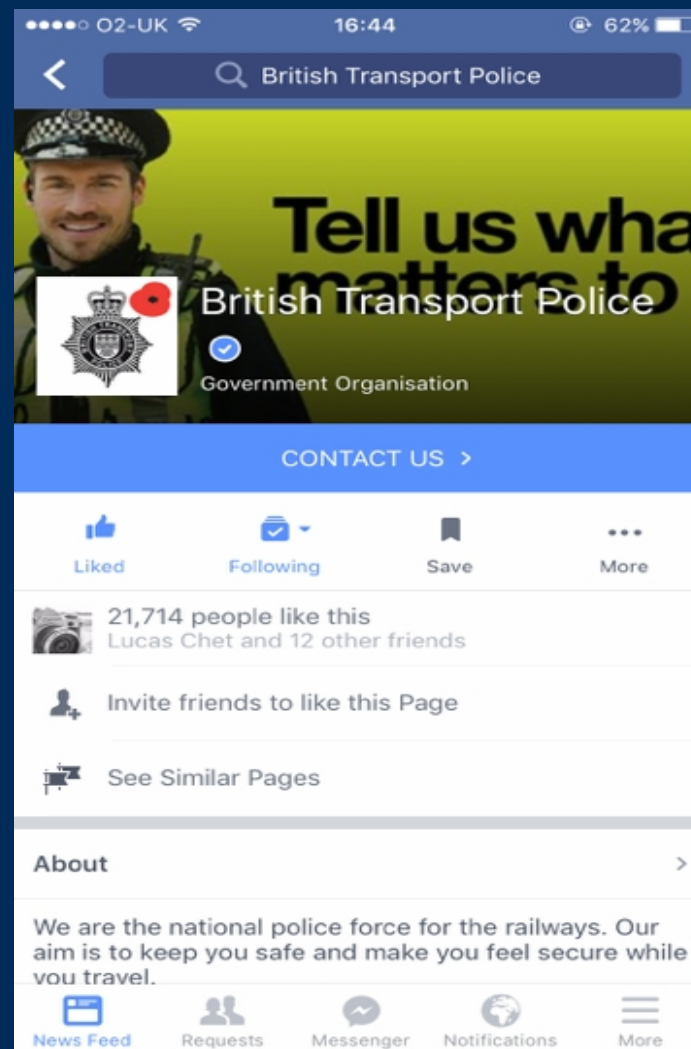
**BTP West Yorkshire** @BTPWestYorks 13m

After an incident in Leeds involving the overhead cables Leeds Station is still operational however some lines may still be affected

in reply to @SPADtrap

**BTP** @BTP 2h

Home Notifications Messages Me



16:44 62%

British Transport Police

Tell us what matters to you

British Transport Police

Government Organisation

CONTACT US >

Liked Following Save More

21,714 people like this  
Lucas Chet and 12 other friends

Invite friends to like this Page

See Similar Pages

About >

We are the national police force for the railways. Our aim is to keep you safe and make you feel secure while you travel.

News Feed Requests Messenger Notifications More

Encourage passengers to tweet us their experiences where someone has made a difference

#MakeTheDifference



The image shows a screenshot of a Twitter profile for Luke Chetwynd (@flukieluke). The profile header includes a search icon, a share icon, a profile picture of Luke, a settings gear icon, a follow button, and an "Edit profile" button. The profile name is "Luke Chetwynd" with the handle "@flukieluke" below it. The location is listed as "Waltham Forest, London". The profile shows "30 FOLLOWING" and "14 FOLLOWERS". Below the profile information are three tabs: "Tweets", "Media", and "Favourites". A tweet from Luke Chetwynd (@flukieluke) is displayed, dated "36s" ago. The tweet text reads: "A massive thanks to Joe for carrying my luggage up the stairs at #Bank this morning. What a guy! #makethedifference". Below the text is a photo of two men smiling; the man on the left is giving a thumbs up. At the bottom of the tweet are icons for reply, retweet, and favorite, followed by the number "200".

**LUKESION** 🔍 📄

 ⚙️ 👤 [Edit profile](#)

**Luke Chetwynd**  
@flukieluke

📍 Waltham Forest, London

30 FOLLOWING 14 FOLLOWERS

Tweets Media Favourites

 **Luke Chetwynd** @flukieluke 36s

A massive thanks to Joe for carrying my luggage up the stairs at #Bank this morning. What a guy!  
#makethedifference



↩️ ↻ ★ 200





david @platformbtplan · 3m

Thanks to Kim for showing me to magical platform 9 + 3/4 #KingsCross . Made this Texan's day! #makethedifference



Also highlight  
the positive  
actions of rail  
staff

# Tumblr site

August 2015

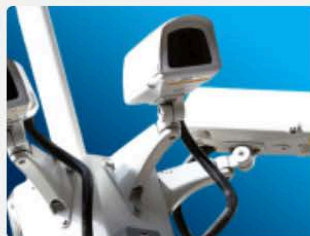
World class  
specialists  
helping  
the nation's  
travelling  
public get  
home  
every day  
safe, secure  
and on time.

Transport policing ethos



Our 20:20:10 objective  
By 2019 we will deliver  
value for money and

Travel  
with  
pride  
#WeStandTogether



Our budget

We have agreed an overall  
net budget of £265.927  
million for 2015/16 with the  
British Transport Police

2014/15

was the eleventh year  
in succession that crime  
has fallen on Britain's railway

Over those eleven years

Robbery decreased 86%  
(2,232 offences)

Theft of property down 61%  
(19,110 offences)

Motor vehicle and cycle crime  
down 39%  
(4,607 offences)

Line of route offences fell 73%  
(3,007 offences)

Railway delays caused  
by cable theft reduced 87%  
since 2008/9 (245,480 minutes)

Pride in our professionalism



Our challenges



Taking care of the vulnerable



323

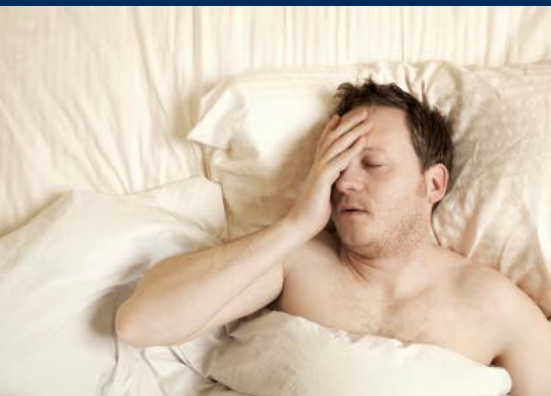
police community  
support officers



text BRITISH  
TRANSPORT  
POLICE  
61016

Man drunk  
causing trouble  
at Plainfields Station

# Video – second phase



# Evaluation

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- Feedback from the public – number of submissions for the campaign
- Tone and extent of media coverage
- Views, likes and shares of the content
- Number of violence offences on B Division for the campaign period compared to the same period in the year before

# Next steps

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- Consider which recommendations can be taken forward from the Behavioural Insights Team
- Agree on campaign approach and begin content creation
- Decide on whether to use video or not

# Contact

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Allison Potter-Drake, Head of Media and Marketing

E: [allison.potter-drake@btp.pnn.police.uk](mailto:allison.potter-drake@btp.pnn.police.uk)

T: 0207 521 6354

Lucy Jones, B Division Campaigns Manager

E: [lucy.jones@btp.pnn.police.uk](mailto:lucy.jones@btp.pnn.police.uk)

T: 0207 027 6415

Jo Hall, National Campaigns Manager

E: [joanne.hall@btp.pnn.police.uk](mailto:joanne.hall@btp.pnn.police.uk)

T: 0207 830 8866

## Reducing low-level violence on public transport

*Initial reflections from the Behavioural Insights Team (BIT) – October 2015*

The British Transport Police (BTP) has observed a recent rise in low-level violence in the context of a crowded London public transport system, exacerbated in times of occasional disruption.

Low-level violence and antisocial behaviour is a key cause of disruption on the public transport network.<sup>1</sup> Rail users also believe that tackling antisocial behaviour on public transport should be the main priority of the BTP.<sup>2</sup>

Following an initial meeting between BTP and BIT, this note outlines initial reflections on how behavioural insights might be applied to tackle low level violence and antisocial behaviour on public transport.

It is important to state that these initial reflections are illustrative of concepts that, in theory, may be applicable to the problem at hand. BIT's approach to designing interventions is to first conduct comprehensive field work, observing the precise context in which humans behave, before recommending any particular option.

### Relevant behavioural factors

Before turning to potential options, it is worth briefly noting several behavioural factors that are likely to be relevant to the situation discussed here.

- The human mind is commonly described as having two systems when making decisions – one that is fast, automated, and unconscious, and one that is slow, controlled, and conscious. Violent actions are typically fast, instinctive, emotional responses to specific situations.<sup>3</sup> To reduce the potential for impulsive responses, particularly in stressful situations, we need to explore ways to reduce tension and prompt people to engage in slower, more deliberative decision-making.<sup>4</sup>
- We are naturally wired to avoid ambiguity and seek certainty and consistency.<sup>5</sup> Unexpected situations bring new risks and uncertainties which can be unsettling. We prefer to stick to what we already know in times of confusion or uncertainty, making us prone to status quo bias.<sup>6</sup>

<sup>1</sup> For instance, there were 794 cases of anti-social behaviour recorded in 2014-15.

<sup>2</sup> British Transport Police – 'You said, we did', Tackling the issues that matter most to rail users', [www.btp.police.uk/advice\\_and\\_information/our\\_campaigns/you\\_said\\_we\\_did.aspx](http://www.btp.police.uk/advice_and_information/our_campaigns/you_said_we_did.aspx)

<sup>3</sup> Heller S, et al. (2014) Thinking, Fast and Slow? Some Field Experiments to Reduce Crime and Dropout in Chicago, NBER Working Paper No. 21178.

<sup>4</sup> Kahneman D (2011) *Thinking, fast and slow*. Macmillan: New York.

<sup>5</sup> Hedden T & Gabrieli J (2006) 'The ebb and flow of attention in the Human Brain', *Natural Neuroscience*, 9.

<sup>6</sup> Samuelson W & Zeckhauser R (1988) 'Status quo bias in decision making', *Journal of Risk and Uncertainty*, 1, 7-59.

- We are more likely to respond to stimuli (such as announcements) that seems novel or attractive. Personalisation is an effective way of getting individuals to pay attention to a message, by using names or places that have particular significance for us.<sup>7</sup>
- We use other people's behaviour as a cue for what is acceptable and desirable, particularly in public settings. Highlighting descriptive norms – how other people are behaving – at key moments can increase the likelihood that people then act in accordance with the majority.

### Potential options

Potential options are divided into those relevant to an overcrowded train setting, and those relevant to disrupted train services:

#### *Tackling low-level violence on crowded trains*

1. **Reduce uncertainty and improve expectations about train overcrowding.** People may feel more in control if they know what is going to happen or have a clear expectation of a future situation. Operators could provide information in advance to commuters about likely periods of overcrowding (e.g. we are expecting the next station will be very busy) and provide information about when overcrowding will likely ease (e.g. after London Bridge, in six minutes, we expect it will be less busy).
2. **Choose the right messenger to deliver information during peak periods.** Our response to information depends greatly on the reactions we have to the source of that information. We suggest exploring options to use the driver (as a figure of authority similar to an airline pilot) to deliver more messages during peak periods. Alternatively, using a humorous messenger may help to reduce tension. In general, commuters are more likely to listen to more spontaneous, tailored information as it seems more novel and tailored to their circumstances.
3. **Emphasise social norms and pro-social behaviour at key moments.** Operators could communicate subtle messages about how most people behave during crowded periods, encouraging others to do the same. For example, saying that most people keep an eye out for those around them and make way to allow people off the train can communicate a positive social norm. General messages about the number of people who safely and happily commute each day on a particular route could also be worth testing.
4. **Provide commuters with alternative options to avoid overcrowding.** Providing people with choices (and thus control) at key moments could decrease feelings of

<sup>7</sup> Newman R (2005) 'The cocktail party effect in infants revisited: Listening to one's name in noise'. *Developmental Psychology*, 41(2): 352–362.



uncertainty and unease. Delivering messages to commuters about available options when they arrive at a station, and in the minutes before a crowded train arrives (e.g. there is another train in two minutes) could help people plan their response and engage in more considered, slow decision-making.

5. **Modify the physical environment to try to calm people down.** The ambience of the physical environment can also affect the ways in which people feel, act and think. Studies from the Netherlands have shown how scent, music and colours in railway stations can affect human behaviour. For instance, soft music, cool colours and a low level of lighting are linked to better perceptions of the station environment and more appropriate behaviour.

### *Tackling low-level violence on delayed trains*

1. **Breaking waiting time down into smaller chunks** to influence time perception and increase levels of certainty. By providing more regular updates at smaller intervals (e.g. two minutes), commuters may feel that they remain in control of the travel process. Ongoing provision of transparent real-time updates (even if relating to small process steps which might seem trivial) can be useful.
2. **Make the delay more social by encouraging people to engage with fellow commuters:** Prompt people to talk to each other to make the journey more pleasurable and affect the perception of waiting time. The guard or driver could ask people to talk to the person next to them about where they are going, or other delays they have experienced. There are studies that demonstrate that when people are having a good experience, their perceptions of time speed up.<sup>8</sup> Talking to strangers in public transportation settings rather than sitting in silence has also been shown to boost happiness.<sup>9</sup>
3. **Provide clearer choice architecture to commuters when delays occur.** Present clearer choices to passengers about their available options when delays occur (i.e. take an alternative route, wait for the next crowded train, or have a relaxing coffee/drink while the congestion clears). This can prompt people to make active choices (rather than stick with the status quo and wait on a crowded platform) and could improve perceptions of control of the situation.
4. **Provide interesting information to commuters during delays.** Using drivers or guards to provide interesting information during delays could help people to focus their attention on the new facts and not the unpleasant experience of waiting.

<sup>8</sup> Van Hagen M (2011), 'Waiting Experience at Train Stations', available at [http://doc.utwente.nl/80061/1/thesis\\_M\\_van\\_Hagen.pdf%20](http://doc.utwente.nl/80061/1/thesis_M_van_Hagen.pdf%20).

<sup>9</sup> Epley N & Schroeder J (2014) 'Mistakenly seeking solitude', *Journal of Experimental Psychology: General*, 143(5): 1980-1999.

Interesting information or statistics about the current station/area that the train is stopped at (or the public transport network in general) could be provided.

5. **Anchor evaluation of the delay to potential worse experiences.** Commuters are likely to assess their delay in comparison to an on-time journey. By delivering messages that refer to very bad delays (though not on the same line or even necessarily in the UK), commuters may then evaluate their short delay in comparison to other worse delays.
6. **Provide a positive experience at the end of a delayed journey:** We are more likely to remember things that happen at the end of an experience than those at the start. Providing a small gift (e.g. chocolate or water) or nice interaction at the end of a disrupted journey could assist in making commuters focus on the final positive experience instead of the previous delay.



**From:** [Henrietta.Doyle](#)  
**To:** [Janette.Roker](#)  
**Subject:** FW: People with Learning Difficulties - re crime on public transport  
**Date:** 08 December 2015 16:39:30

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Dear Janette,

Please find comments from Andrew Lee, Director of People First Advocacy an organisation run by people with learning difficulties regarding crime on public transport.

Kind regards,

Henrietta

**From:** Andrew Lee [mailto:peoplefirstltd@gmail.com]  
**Sent:** 08 December 2015 16:30

Hi Henrietta,

Here are my thoughts.

How bus drivers speak to disabled people

The public not giving up there seat when it is obvious they need a seat, an accident needs to happen before people realise

Discriminatory language on public transport, a lot of it doesn't get reported because we have grown up with it, even if we do try and report it, which we have in some cases nothing seems to happen after the report

Trying to report a hate crime, people do not know how to report it e.g. the reference number of the train or bus.

People are not able to remember registration plates and reference numbers

Even if people with learning difficulties have the confidence to report hate crimes, nothing happens afterwards so people think that there is no point in reporting it.

Crime statistics are unreliable when it comes to disability

hate crime on public transport a lot of work needs to be done in getting the police to take hate incidents and hate crime seriously as well as making it easy for people with learning difficulties to report hate crime.

In the same way that there is a healthy eating campaign there needs to be an education campaign about disability hate crime.

People that commit disability hate crime against disabled people think that they are above the law and that they are not committing a hate incident or a hate crime.

Depending on the time of the day, there may not be people around to report it to.

A national programme for police officers – disability hate crime needs to be a national training programme

Because of disability hate crime on transport people with learning difficulties will often not go out when it is dark or at night, or when school children get out of school.

Thanks,

Andrew

**People First (Self Advocacy)**

336 Brixton Road, London. SW9 7AA

Tel. 020 7274 5484

[www.peoplefirstltd.com](http://www.peoplefirstltd.com)



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