

TRANSPORT FOR LONDON

BOARD

SUBJECT: COMMUNITY SAFETY PLAN

DATE: 30 SEPTEMBER 2008

1 PURPOSE AND DECISION REQUIRED

This report provides a summary of the Community Safety Plan for Transport and Travelling in London 2008/09. It is presented to the Board for noting.

2 BACKGROUND

- 2.1 The Community Safety Plan for Transport and Travelling in London is a joint annual publication between TfL, British Transport Police (BTP), Metropolitan Police Service (MPS) and the City of London Police (COLP). 2008/09 is only the second year that a Plan has been produced. The Plan set out TfL and partners' vision, priorities and activities to increase community safety and security across the whole transport system, so that all journeys are safe and feel safe, free from the fear of crime and the anti-social behaviour and incivility that drives fear of crime.
- 2.2 The Community Safety Plan was considered by the Safety, Health and Environment Committee at its meeting on 16 September. The Committee recommended its submission to the Board.

3 SUMMARY OF THE 2008/09 COMMUNITY SAFETY PLAN

3.1 Strategic Priorities and Approach

The 2008/09 Plan confirms the vision and strategic priorities set out in the first annual plan. The four agreed strategic priorities are:

- To improve the perception of safety and security on the transport system
- To reduce anti-social behaviour on the transport system
- To reduce crime on the transport system by focusing on priority crimes
- To reduce the number of people killed or seriously injured on London's roads as a result of criminal or anti-social behaviour.

3.2 The Plan sets out a five pronged approach to make progress towards the strategic priorities:

- Enforcement of the law to tackle crime and anti-social behaviour.
- Education including work in schools, media and public awareness.

- Engagement, for example uniformed officers in local policing teams engaging with passengers and staff to fully understand and address their concerns.
- Environment including measures such as CCTV and lighting to help design out crime.
- Continuous and rigorous evaluation to assess the impact of all activities and learn from what we do.

3.3 The Plan supports the Mayor's vision and focus on tackling poor behaviour, incivilities and low-level crime - such as fare evasion and criminal damage, in order to drive out more serious crime. The Plan sets out how the Mayor's investment in increasing the number of uniformed police on the bus network, Overground rail and in cab enforcement will reduce crime and anti-social behaviour, provide public reassurance and increase public confidence in travelling around London.

Joint Action Plan for 2008/09

3.4 The Plan's main chapter is the 2008/09 Action Plan which outlines new and on-going activities. Responsibility for progressing these actions is shared between TfL, the MPS, BTP and CoLP and others through the strategic multi-agency London Transport Community Safety Partnership. Highlights from the 2008/09 Action Plan include:

- Setting up of a workplace violence unit by the MPS in partnership with TfL to tackle assaults on staff working on the bus network.
- Enforcing a ban on people drinking alcohol on Transport for London's services.
- Increasing the number of police officers to tackle illegal taxi touting and to crack down on sexual assaults by drivers.
- Developing the Together for London campaign to encourage considerate behaviour by all passengers.
- Increasing the number of MPS officers and Police Community Support Officers by 440 providing dedicated reassurance teams at transport hubs.
- Updating the TfL Streetscape guidance to fully incorporate designing out crime measures.
- Educating children across all London's secondary school about safe and considerate travel, the responsibilities that go with the ZIP oyster free travel concession and the penalties for not following TfL's behaviour code.
- Publishing information for the public mapping transport crime and anti-social behaviour across London.

Crime, disorder and anti-social behaviour on the London transport system

3.5 The Plan also includes a summary of the findings from a strategic assessment of community safety on the transport system completed in January 2008. Key findings include that the peak time for robbery on the bus system is between 3

and 5 pm. Violence peaks at 5pm and spikes again late at night. Criminal damage on the bus network is heavily skewed towards the outer London boroughs. There is little correlation between the pattern of crime on the transport system and public perception of safety, but there is a far stronger relationship between anti-social behaviour – such as drunkenness; passengers travelling in large groups, shouting, swearing and threatening – and poor confidence in the safety of travelling.

Performance in 2007/08

- 3.6 Over the last two years crime rates on both bus and London Underground/DLR have decreased. Crime is now at its lowest rate of 15 crimes per million passenger journeys. The biggest changes over the last year have been in the level of robbery (51 per cent reduction on LU/DLR; 32 per cent on bus and 57 per cent on London Overground) and criminal damage (30 per cent on LU/DLR and 24 per cent on bus).

4 CRIME AND DISORDER/ SUSTAINABILITY/ EQUALITIES / RISK MANAGEMENT IMPLICATIONS

Crime and Disorder

- 4.1 TfL is subject to section 17 of the Crime and Disorder Act 1998. This places a duty on public authorities to give due regard to the likely effect on crime, disorder, anti-social behaviour and substance misuse in the exercising of all its functions, and do all that it reasonably can to prevent crime and disorder. The Community Safety Plan is a public expression of TfL's activities to fulfil the requirement of section 17.

Sustainability

- 4.2 Poor perception of safety of the transport system, and concerns about cycle theft are two of the major impediment to people switching from private car use, to public transport, walking and cycling. The priorities and activities in the Community Safety Plan will contribute to modal shift and improve the quality of life of people travelling around the Capital.

Equalities

- 4.3 Reducing crime and anti-social behaviour, and increasing public perception of the safety and security improves accessibility to the transport system. Fear of crime and poor perception of safety is not evenly distributed across the population – women, people of ethnic minorities and older people are far more likely to avoid using public transport because of fear – so further exacerbating social exclusion. As well as general measures to reduce crime and anti-social behaviour, and improve perceptions, the Community Safety Plan sets out specific actions to reduce sexual assaults, address hate crime and make travelling safer for children.

5 RECOMMENDATION

- 5.1 The Board is asked to NOTE the 2008/09 Community Safety Plan for Transport and Travelling in London.

Community Safety Plan

for transport and travelling in London 2008/2009



**Foreword from Kit Malthouse
Deputy Mayor of London**

Travelling safely around London is of the utmost importance to Londoners. The Mayor is committed to taking a firm approach on all crime to improve safety and security on London's transport system.

Drinking alcohol on public transport in London has been banned since June 2008 sending an important message to Londoners that behaviour which passengers find intimidating will not be accepted.

Both the Metropolitan Police Service and British Transport Police have increased their visible presence on public transport. New teams dedicated entirely to policing bus hubs are providing enhanced safety for passengers and others passing through the transport hub; Operation Tyrol will roll-out from the initial three hubs during 2009. Since June young people have been using the Zip Oyster cards for free bus and tram travel and the Mayor's Payback London scheme will be introduced in 2009.

I am pleased that this year's Community Safety Plan for Transport and Travelling contains further actions to take forward safety on London's transport for passengers and staff, to strengthen action against illegal mini-cabs, increase enforcement action against fare evasion and against dangerous drivers of bicycles, motorbikes and cars.

As Deputy Mayor, I welcome this Plan which will benefit everyone who travels in London, whether on foot, by bike, vehicle or on public transport.



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Introduction from Peter Hendy
Commissioner for Transport for London

This is the second Community Safety Plan for the transport system in London and I am pleased to say it is published at a time when passenger numbers on the network are higher than they have ever been and the rate of crime on the network continues to fall.

I am also glad that for the first time this Plan has been produced in full partnership with the British Transport Police (BTP), City of London Police (CoLP) and Metropolitan Police Service (MPS). It is a further illustration of the collaboration, alignment and joint working between our organisations to make London's transport system even safer.

In 2007/8 Transport for London (TfL) and its partners delivered a number of initiatives that helped improve safety and security on the network. These initiatives strengthened by the efforts of our staff and key partners have delivered the lowest rate of crime on the network for four years. There was over a 10 per cent reduction in crime on the transport system in 2007/8 compared to the previous year.

Due to the investment TfL is making, with the support of the Mayor in policing there will be some 2,700 TfL funded uniformed officers dedicated to policing the transport system by June 2009. These officers are focused on maintaining the transport system as a low crime environment, and making it feel safer for all those who travel and work on it. These officers work closely with TfL's 600 revenue inspectors to promote positive behaviour; enhance safety and security; demonstrate visible control and tackle

the low level disorder and anti-social behaviour (ASB) that concern passengers.

I am committed to working with our partners to deliver the strategic priorities set out in this Plan and will ensure that the safety and security of the network remains a high priority for TfL. The transport system is a low crime environment, but we are not complacent. TfL will continue to strive with its partners to further reduce crime, ASB and fear of crime on and around the transport system to deliver the safest transport system in the world.





Introduction from Ian Johnston - Chief Constable of British Transport Police, Mike Bowron - Commissioner for the City of London Police and Sir Ian Blair - Commissioner for the Metropolitan Police Service

British Transport Police, City of London Police and the Metropolitan Police Service are pleased to be partners in publishing the 2008/09 Community Safety Plan for Transport and Travelling in London. Between us we are responsible for policing the buses, the London Underground and Docklands Light Railway, the overground rail network, all stations, roads, pavements and streets in the Capital. We share TfL's vision to create the safest transport system in the world, one that is both safe and feels safe for everyone.

The Plan underpins our strong partnership with each other and TfL to reduce crime, ASB and improve passenger safety. The Plan also sets out our shared priorities and describes the actions we will be taking this year. This is reflected in our joint planning, and review and deployment of resources.

We are proud of the significant achievements we have made in reducing the level of crime on the transport system, and we will continue to focus our efforts on the crimes that matter most to passengers and staff. We have started a renewed response to the carrying of knives and to tackling assaults on staff. This builds on our previous work focusing on personal safety and protecting property on the network. We are pleased to be part of recent TfL's recent initiatives to tackle nuisance from anti-social passengers and to improve perceptions of safety on all of the transport network.

The Plan refers to our individual policing plans and their contribution to reducing crime and disorder

and improving perceptions of safety on all of the transport network.

We recognise and welcome TfL's substantial investment in transport policing. Together we have already achieved reduction in crime and we will continue to build our partnership to further improve the travelling experience.

8 Vision and strategic priorities

Vision

British Transport Police (BTP), City of London Police (CoLP), the Metropolitan Police Service (MPS) and Transport for London (TfL) are striving to create the safest transport system and road network in the world. Our vision is to create a transport system that is safe, and feels safe for everyone – for our staff; for passengers on public transport; for people walking, cycling and driving; for visitors, tourists and commuters and above all to make the system accessible for Londoners who may not travel because of fear and anxiety about crime and ASB.

Fear of crime and poor perception of safety is not evenly distributed across the population – women, ethnic minorities and older people are far more likely to avoid public transport or choose not to travel because of fear – so further exacerbating social exclusion. Poor perception of the safety of the transport system is also one of the major impediments to people switching from private car use to public transport, walking and cycling.

Transport plays a vital role in London's economy and is fundamental to London's continued economic growth and development. By providing access to jobs and services, reducing social isolation and enabling participation in all that London has to offer, transport also plays an important role in reducing social inequality.



A key element of our vision is that we want everyone travelling in London to take responsibility for their own behaviour and be considerate to others; in an environment that is safe and well-managed; where crime and ASB is not tolerated and is acted on swiftly and effectively; and where the public has confidence in TfL and the police so that they report all incidents, provide intelligence and support investigations.

Crime and ASB carry substantial social and economic costs for TfL and for London. Through this Plan we strive to reduce the impact of crime and ASB on the reliability and efficiency of the transport system.

Priorities

To deliver this vision, TfL, BTP, MPS and CoLP have endorsed the following four strategic priorities¹. These priorities are inter-related and of equal importance:

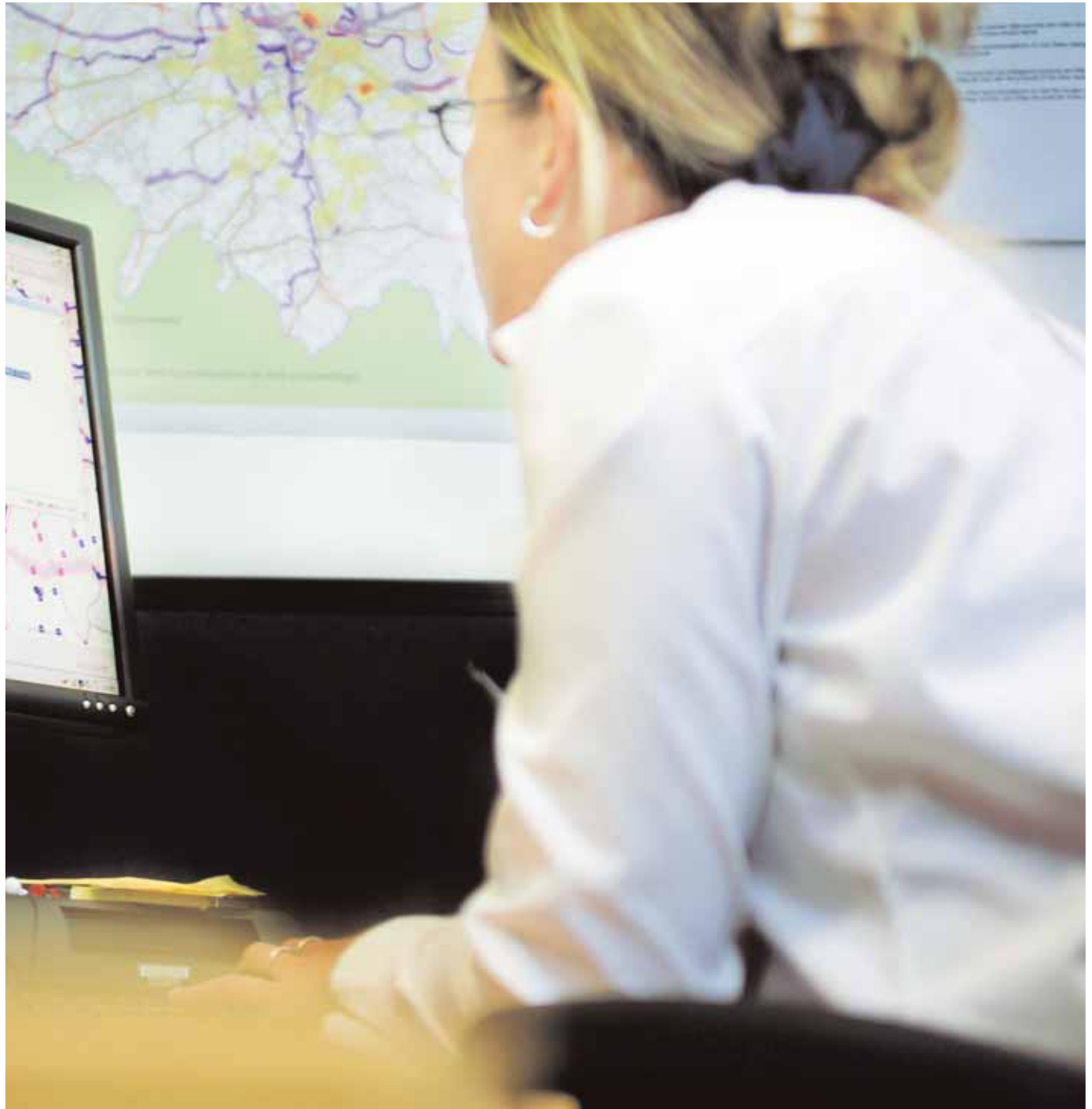
- Improve the perception of safety and security on the transport system
- Reduce ASB on the transport system
- Reduce crime on the transport system by focusing on priority crime
- Reduce the number of people killed or seriously injured in collisions resulting from criminal or ASB².

Approach

By tackling poor behaviour, incivilities and crimes such as fare evasion and criminal damage (which have traditionally been viewed as low level crime and disorder), we believe that serious crime can be driven out from the transport system. This approach is informed by Signal Crimes and Broken Windows theories (see Appendix A). We also believe that a focus on prevention combined with a holistic approach to solving problems on the transport system using a combination of the following elements will result in success:

- Enforcement of the law and transport regulations to tackle crime and ASB;
- Education including work with schools, marketing, media and public awareness to influence behaviour and change perception;
- Engagement, for example uniformed officers in neighbourhood policing teams engaging with school children to make their journeys to school safer or engaging with passengers and staff to fully understand their concerns;
- Environment, measures such as CCTV and lighting to help design out crime;
- Evaluation to assess and learn from all that we do.

Over the course of the year we will further build the evidence base to establish which measures and combination of measures have the greatest impact on peoples' feelings of safety and security by mode of travel, in order to maximise investment.





Delivering the strategic priorities

Developing our strategic partnership

BTP, CoLP, Crown Prosecutions Service (CPS), Greater London Authority (GLA), Government Office for London (GoL), London Councils, the MPS and TfL intend to develop the existing pan-London transport crime and disorder group into a strategic partnership that mirrors community safety partnerships at a borough level. This renewed strategic partnership will focus on community safety for the transport system and for everyone travelling in London, whether on foot, by bike, motor vehicle or on public transport. The need to strengthen partnership working was highlighted through the recently completed MPS Transport Operational Command Unit (TOCU) review. In a time of constrained resources and a demanding, constantly changing environment the need for all organisations to be working together to a common vision based on a shared understanding and responsibility and sharing priorities, resources and activities is paramount.

The Transport Community Safety Partnership for London (TCSP) is a voluntary partnership. It has no executive powers to hold agencies to account. It is a strategic partnership that shares an aspiration to create in London the safest transport system and road network in the world and working collaboratively to achieve this. Collectively it has an interest in improving performance across shared priorities.

The Partnership's activities include:

- Devising, developing, publishing, implementing, assessing progress and reviewing the annual Community Safety Plan
- Preparing an information sharing protocol, primarily for strategic analysis to inform policy making and decisions about the effective use of resources at the Partnership's disposal
- Producing a joint strategic assessment (at least on an annual basis) to identify emerging issues that may affect the safety of journeys across the different transport modes
- Ensuring activities are informed by community engagement and public consultation undertaken by partner agencies
- Coordinating communications, including media and marketing
- Undertaking an annual review of the partnership's composition
- Coordinating transport related community safety activities in London and ensure efficient and effective use of resources on the network
- Taking an overview of projects delivering improved community safety on London's transport network.

TfL's new duty under section 17 of the Crime and Disorder Act puts on a formal footing TfL's already significant commitment to playing its full role in preventing crime and ASB on the transport system

in London. In early summer 2008 TfL became subject to Section 115 of the Crime and Disorder Act (as revised by the Police and Justice Act 2006) so is able to share information with the police and other authorities, and vice-versa. In 2008/09 TfL will push to also be fully recognised as a responsible authority under the Crime and Disorder Act, given formal status to the strategic partnership that is being developed.

Developing our partnership with London boroughs

Over the next year, the TCSP aims to improve partnership working with the London boroughs, through their local strategic partnerships and community safety partnerships so that transport community safety is given a greater priority on boroughs' agendas. Fundamental to delivering this will be changes in the organisation of policing funded by TfL. The BTP in London will be implementing neighbourhood policing across the Underground network and the parts of the Overground network under TfL control. The MPS TOCU will also align its Crime and Disorder teams for the bus network with each of the 11 inner London boroughs, complementing the MPS Safer Transport Teams tackling fear of crime and ASB on the transport system in outer London. The CoLP will also give an increased focus to transport and travelling, put additional resources into road safety, reducing cab-related sexual and other offences, safer travel at night and safer travel on the bus network. TfL will also improve partnership working with boroughs to improve transport community safety at both a strategic level – through the provision of borough profiles (showing transport

crime and disorder issues in the borough) for local strategic analysis along with other data, research, analysis, expertise and resources; and at operational level through the participation in local problem solving activity.

Policy development and review

In addition to the work of the strategic partnership to oversee the implementation of this Plan the partnership will also review the following areas of policy and practice:

- Safeguarding children on the transport system in line with the Every Child Matters policy
- The policing of the transport system during major events
- Prosecutions policy for fare evasion and other relevant offences
- Communications to passengers on what to do if you are a victim/witness of crime and ASB.

There are also a number of organisational reviews planned to improve efficiency:

- BTP Thematic Review – looking at the operation of the three London areas and aspects of joint working with TfL
- MPS Traffic and Transport Policing Review – looking at structures of transport policing in the MPS to deliver an organisational solution that provides efficient and effective transport policing services for London

- TfL's review of operating costs – looking at expenditure on policing and enforcement across TfL to identify opportunities for efficiency improvements and savings.

‘The Transport Community Safety Partnership for London..shares an aspiration to create in London the safest transport system and road network in the world.’

‘TfL is statutorily subject to section 17 of the Crime and Disorder Act. This means that in everything TfL does, it is required by law to give full consideration to the prevention of crime, disorder and ASB’.

BTP, CoLP, MPS and TfL Joint Action Plan 2008/09

Enforcement

- Make journeys safer for children by tackling robbery and violent crime
- Establish a Work Place Violence Unit (WPVU) to tackle assaults on staff working on the bus network (including revenue protection staff, bus drivers, bus station and garage staff)
- TfL will support the MPS and BTP in continuing the use of knife arches and hand-held scanners at bus, train and Tube stations to reduce the risk of weapons enabled crime and signal a zero-tolerance of the carrying of bladed instruments on the transport system
- Enforce a ban on people drinking alcohol or carrying open containers of alcohol on the Tube, bus, Docklands Light Railway (DLR), London Overground, trams services and stations
- Reduce alcohol-related violence, disorder and ASB enabling people to travel home safely at night
- Reduce the risk of sexual assaults in illegal cabs and increase women’s safety through police targeting of sexual predators. Planned activities include taking the DNA samples of drivers engaged in illegal touting and seeking to change the law so unlawful plying for hire becomes a recordable offence
- Crackdown on illegal taxi touting in London by improved enforcement and increasing the number of Officers in the MPS TOCU and CoLP Cabs Unit
- Progress accrediting revenue protection officers and other appropriate TfL staff with community safety powers to improve their contribution to making London safer. This includes the power to require the names and addresses of a person acting in an anti-social manner
- Review the scope of Police Community Support Officers (PCSO)⁴ and Revenue Protection Inspectors’ powers on the public transport network so they are able to deal effectively with behaviour that makes other passengers feel unsafe
- Crackdown on fare evasion especially on articulated bus routes
- Introduce the PayBack London scheme so that young people aged 11 – 18 who breach the Behaviour Code have their Zip Oyster cards withdrawn and can earn back their free travel privileges through voluntary and community service
- Introduce compulsory validation of 11 – 15 travel Zip Oyster photocard from June 2008, and deploy revenue and police resources to enforce and deal with breaches of the Behaviour Code
- Undertake targeted enforcement in priority boroughs against road users without insurance; people driving a vehicle without an

MOT; drivers without a valid driving licence and drivers who have been disqualified

- Take enforcement action against road users who endanger road safety
- Challenge route crime including track-side graffiti
- Reduce trespass and prevent rail track deaths through the strategic reviews of three priority shared Network Rail/London Underground corridors, identifying vulnerable sections of perimeter, and working in partnership with Network Rail, BTP and Department of Transport (DfT) to upgrade them. The sections to be reviewed are – South Acton to Richmond/Chiswick (shared with District line); Queen's Park to Harrow and Wealdstone (shared with Bakerloo line) and Fenchurch Street to Upminster (shared with District line).

Education, communications and public information

- Deliver a new phase of the Safety and Citizenship programme to all secondary schools in London focusing on responsible and considerate travel
- Implement a communications strategy utilising different media and channels to improve passenger behaviour, shape public attitudes and expectations and improve public perception of the transport system
- Develop the Together for London campaign to encourage considerate behaviour by all passengers

- Generate greater publicity on successful prosecutions, including civil actions, for transport related crime for public reassurance and as a deterrent to potential offenders
- Support THINK! campaign to reduce dangerous driving
- Further develop the Safer Travel at Night campaign to encompass women's safety on all parts of the transport network as well as in illegal cabs
- Publish quarterly transport crime and ASB statistics bulletin detailing levels and trends by borough
- Continue the 'Share the Road' campaign to promote considerate behaviour by cyclists and other road users, through marketing, communications and enforcement.

Environment and designing out crime in the public realm

- The TfL Streetscape Guidance – a guide to everyone involved in the design and maintenance of London's main roads – will be revised during 2008 to incorporate designing out crime measures and ensure it is fully compliant with section 17
- Borough partnerships will issue planning guidance to all London boroughs under the LIPS programme so crime reduction measures are included in all station access scheme and town centre improvements
- A crime reduction survey will be carried out at all London Underground stations going

through the PPP Modernisation /Refurbishment programme and any recommendations are considered for implementation, at design stage

- Work with policing partners and local authorities to develop cycle awareness training and encourage greater walking and cycle use in London
- Undertake a trial of live CCTV monitoring on the bus network to assess potential impact on crime and benefits for community safety
- TfL will fully roll-out design standards to London Overground stations, including anti-vandal shelters, CCTV coverage, monitored Help Points, secure cycle parking and improvements to pedestrian access to stations. Every station is now staffed from first to last train. During 2008/09 policing and security arrangements for the East London line and London Overground extension into south London will be agreed
- The next phase of the programme of bus station upgrading includes design standards that promote natural surveillance, well-lit to enhance security of staff and passengers, and with clear information for passengers on where they can find a member of staff
- Continue to collaborate with Capital Standards partners to reduce environmental crime – such as litter, fly tipping, graffiti, fly posting and nuisance vehicles on London's roads and streets.

Engagement and public reassurance with our passengers, customers, staff and stakeholders

- Increase the number of MPS officers and PCSOs on the bus network by 440 to provide dedicated teams at transport hubs, delivering visible policing, public reassurance and challenging poor behaviour
- Establish local reassurance policing teams on the bus network in the eleven inner London boroughs currently not covered by STTs
- Roll-out new BTP neighbourhood policing programme through a re-grouping and re-focusing of London Underground teams and increasing policing at suburban stations through 50 additional neighbourhood police. For the first time this will mean that every London borough has at least one BTP neighbourhood team
- Provide free bus travel to community wardens on duty to give visible reassurance on the bus network through their participation in new TfL scheme
- Develop appropriate feedback mechanisms about crimes and ASB reported by bus drivers and other TfL staff
- Improve reporting processes and information to passengers about what to do if they witness/experience ASB, crime, inconsiderate behaviour etc, linked with the single non-emergency number pilots
- Establish a coherent approach across TfL and

its policing partners (BTP, CoLP and MPS) for capturing intelligence and information from staff and passengers on crime and ASB on the transport system

- Address under-reporting of hate crime and sexual offences amongst passengers through an engagement programme with community and representative umbrella organisations (e.g. GALOP for homophobic crime, learn from TRUE Vision used by West Midlands Police)
- Develop a full range of activities in support of the ACPO national community tensions programme and Home Office preventing extremism programme
- Work with the London Organising Committee for the Olympic Games, the Olympic Development Agency and our policing partners to learn lessons from the Beijing 2008 Games and continue to plan for the London 2012 Games.

Evaluation, intelligence, analysis and research

- Undertake work to establish consistent analysis of weapon enabled offences across BTP, MPS and CoLP
- Develop appropriate levels of information sharing between partner agencies and joint working in the intelligence area to further reduce crime and disorder on the transport system
- Undertake benchmarking to learn about

crime reduction and improving public perception and engagement from other world cities

- Explore methods to capture the extent of collisions caused by ‘anti-social’ driving (such as aggressive driving, driving ‘in a hurry’)
- Improve measurement of perception of safety and security, through the introduction of a quarterly omnibus survey of Londoners, commuters and visitors to the Capital
- Develop our analysis and understanding of perception and risk through interrogation of existing surveys such as the MPS Public Attitude Survey; Ofsted Tell Us Survey and British Crime Survey
- Establish a way of measuring the perceived safety and security of pedestrians and cyclists and valuing the business benefits derived from improvement in perceived safety and security by encouraging use of these modes
- Complete an analysis of youth victimisation and offending on the transport system
- Complete an analysis to determine the extent and impact of alcohol and drugs on the transport system
- Further develop horizon scanning process to manage future risks and opportunities
- Investigate the feasibility of producing crime and ASB maps on-line so passengers can assess the safety of the routes they take to travel through London

- Produce a problem and solution profile to establish the true extent of assaults against taxi and licensed minicab drivers
- Complete research into ‘what works’ against graffiti in order to inform the pan-modal response, and share and encourage effective practice between modes.

Further activity to mainstream section 17 throughout Transport for London

TfL is statutorily subject to section 17 of the Crime and Disorder Act. This means that in everything TfL does, it is required by law to give full consideration to the prevention of crime, disorder and ASB. One of the main ways that TfL can contribute to crime prevention is through adopting the principles of secure by design in all its developments. Some of the other ways that TfL is ‘mainstreaming’ crime and ASB prevention across all aspects of its business are described overleaf.

- The roll-out of the iBus scheme by 2009 will provide next stop and audio visual information to bus passengers. Better information to passengers can help to reassure and enable travellers to make informed choices about their journey. iBus also gives automatic vehicle location information allowing rapid police deployment
- The station upgrade programme on London Underground will provide real-time service information in all ticket halls; comprehensive coverage by recorded CCTV and all stations staffed during opening hours. This helps to

reassure passengers as it demonstrates that London Underground is well managed and controlled, and reduces anxiety about waiting times

- Planned line upgrades on London Underground will increase the reliability of services. By 2020 users will experience on average a train every two minutes at peak times and every three minutes off peak
- TfL and the bus operators are currently exploring ways of financially incentivising improvements in vehicle presentation and driving standards. This would include tackling criminal damage such as graffiti and window etching. These new areas of incentive would be in addition to those already in existence for reliability
- The programme of bus driver training for new and existing drivers will be further developed in the areas of conflict resolution and customer engagement
- Cycling Centre of Excellence (CCE) will continue to fund the development and implementation of more secure cycle parking at National Rail, Docklands Light Railway, London Underground and London Overground stations and monitor their impact, working closely with BTP and local crime prevention teams. The provision of CCTV within the vicinity of the cycle parking reduces the fear that cyclists have of bicycle theft and will discourage thieves from operating in the area. CCE will also publish a plan and agree standards for seamless and

safe, secure cycle/rail planning and provision and on-going management with a view to cycle interchanges being fully integrated into improvements planned for rail stations

- CCE and Design Against Crime Research Centre at St Martins College of Art and Design will launch a new range of anti-theft bike stands, the 'caMden collection', designed to make cyclists lock their bike more securely, thus reducing the risk of theft
- Implementation of the Customer Service Integration Programme will capture information on customers experience of travelling and provide an opportunity to inform passengers about safety on public transport
- Continue roll-out of programme of marshalled taxi ranks and private hire booking kiosks to reduce the risk of people using illegal cabs



18 Funding and Performance Management

At the start of 2008/09, TfL had a budget of around £140m per year for transport policing invested under contractual agreements - fully funding the BTP on London Underground and Docklands Light Railway; the dedicated MPS TOCU; funding enhanced policing on London Overground and other commuter rail services; in Traffic OCU and CoLP, and part funding the Safer Transport Teams (STTs) in the MPS. In addition, TfL also deploys over 300 Revenue Protection Inspectors working on the bus network, 200 Revenue Control Officers on London Underground and over 200 traffic enforcement staff.

In 2008/09 TfL's investment in policing services will fund:

- More than 1,200 uniformed officers in the MPS TOCU with responsibility for policing the bus, taxi, private hire and road system
- 440 uniformed officers in MPS Safer Transport Teams (STTs) providing visible policing and reassurance on the transport system in 21 outer London boroughs⁵ (jointly funded with the MPS and Home Office)
- More than 40 officers in MPS Traffic OCU working on road safety
- More than 700 BTP officers on London Underground and Docklands Light Railway

- 150 uniformed officers in the BTP on the London Overground, providing reassurance and rapid deployment to crime hotspots
- 15 officers in the CoLP working on road, cycle and taxi and private hire safety and dealing with crime and ASB on the transport system in the City
- Additional officers in three new hub teams in Newham, Haringey and Croydon, piloting new ways of working to tackle the behaviour that causes public the greatest concern in preparation for the roll-out of 440 additional officers from January 2009
- 34 additional officers to tackle cab-related sexual offences, touting and illegal cabs.

Given this substantial investment TfL works closely with its policing partners to ensure effective performance management. An innovative CompStat process based on US best practice has been operated with the BTP for the last three years providing a high degree of accountability and transparency. As part of the MPS STT initiative a new performance management meeting was set up in the early part of 2007 – Joint Transport Action Groups (JTAGs) based on learning from the Compstat process and the MPS Safer Neighbourhoods Programme joint action groups. These meetings bring together regional clusters of STT borough teams. Jointly chaired by MPS and TfL, each meeting reviews performance (crime and perception trends etc) and progress in addressing agreed priorities, drawn from consultation with the local community, including transport operators and staff. Each STT presents its

proposed priorities and activities, and their proposals are scrutinised by the MPS, TfL, BTP and other stakeholders such as the local Crime and Disorder Reduction Partnerships (CRDPs). The proposed priorities are based on analysis and local engagement. Best practice and learning is also shared between the teams at each JTAG meeting. This approach to performance management will be extended to the inner London boroughs as part of implementing the recommendations from the TOCU Review.

Performance indicators 2008/09

Improve the perception of safety and security on the transport system

- Improve the passenger perception of safety, measured through the annual and quarterly Safety and Security Survey combined with the scores from the Customer Satisfaction Survey of Safety and Security at Stations, Stops and on the Network on the 2007/08 baseline

Reduce ASB on the transport system

- Reduce ASB on the transport system, measured against the ASB Index being introduced in 2008/09

Reduce crime on the transport system by focusing on priority crime

- Maintain the 2007/08 crime rate per million passenger journeys⁶
- Reduce the level and rate of serious violent assaults (murder and attempted murder, manslaughter, GBH, ABH) on public transport
- Undertake activity to reduce the level of weapon-enabled, gun and knife-related crime on public transport; monitor the level over the year and measure progress through increase in detection rates and activities such as search arches
- Reduce robbery on public transport

- Reduce rate of serious sexual violence (rape, serious sexual assault) on public transport
- Reduce the level of cab-related sexual offences
- Increase the sanction detection rate for hate crime
- Reduce the number of incidents where staff on London Underground and the Docklands Light Railways experience assault or abuse
- Increase the number of successful prosecutions for assaults against staff working on the buses
- Reduce level of fraud and persistent fare evasion⁷
- Reduce rate of theft (passenger property) on public transport
- Reduce bicycle theft across London
- Increase detection rate and judicial disposal for criminal damage (including graffiti) on 2007/08 baseline on public transport
- Monitor the number and rate of victims aged 18 years and under on the transport system and in 2008/9 establish a true figure for victimisation by addressing under-reporting
- Achieve 75 per cent Secure Stations accreditations on London Underground, London Overground and Docklands Light Railway
- Reduce disruption to the transport system caused by crime and ASB - in particular trespass⁸



- Work with our partners to minimise the risk to the transport system of terrorist action and other catastrophic incidents and increase resilience.

Reduce the number of people killed or seriously injured in collisions resulting from criminal or ASB

- Contribute to reducing the number of collisions where people killed and seriously injured on London's roads through enforcement activity on:
 - Dangerous driving – including driving while using a mobile phone; driving without wearing a seatbelt; driving a vehicle in a dangerous condition; driving a vehicle in a dangerous position)
 - Inconsiderate driving
 - Speeding
 - Driving while disqualified
 - Drink and drug driving
 - Driving without insurance
 - Driving without a licence
 - Driving without an MOT
- Increase judicial disposals for driving without insurance; driving without a licence; driving without an MOT; drink and drug driving; driving while disqualified.



What do we know about crime, anti-social behaviour and perceptions of safety on the transport system?

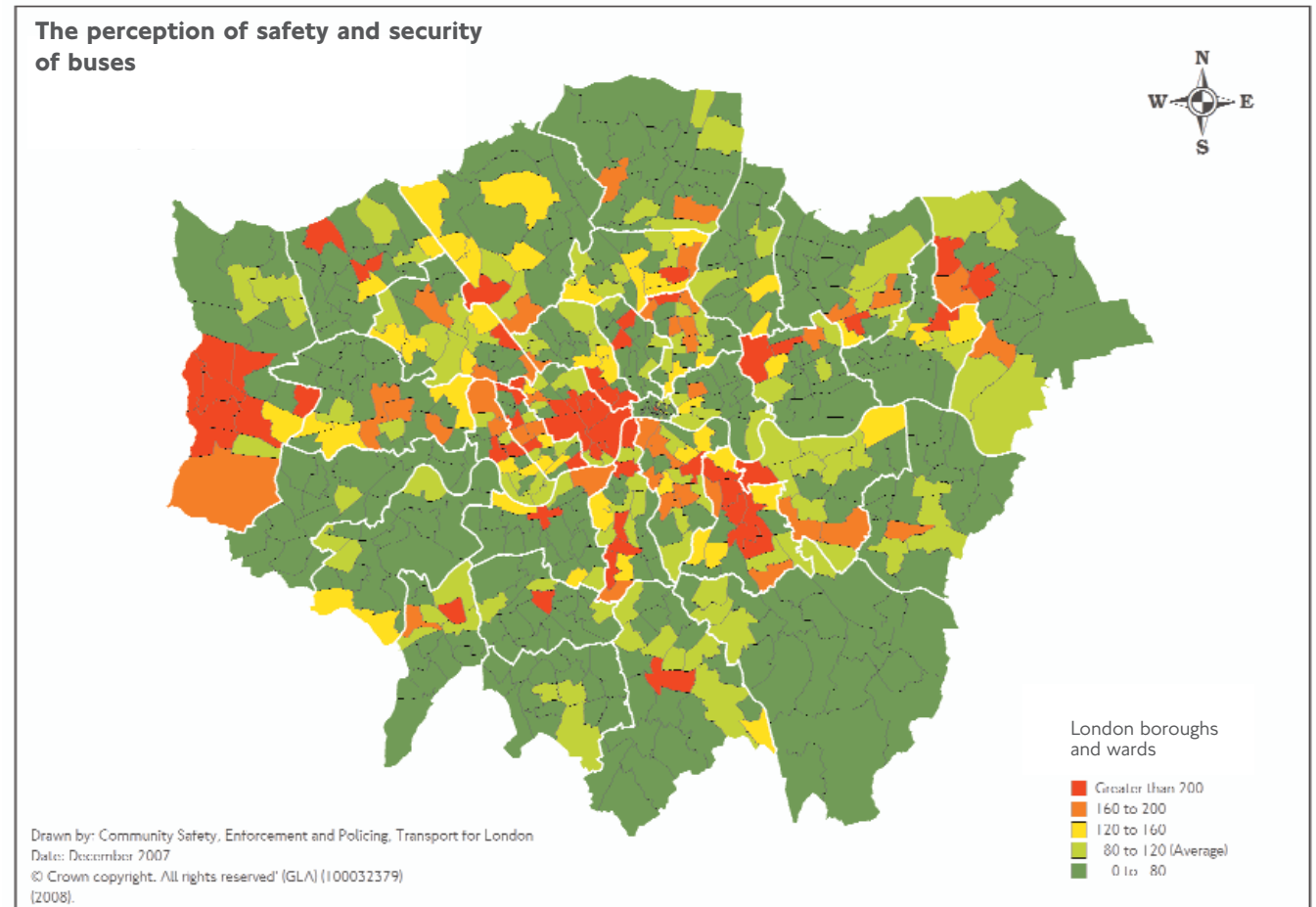
Introduction

For the first time TfL has produced a strategic assessment of crime and ASB on London's transport system. The strategic assessment provides an analysis of overall trends and patterns of crime and ASB on and around London's transport system, and was produced in consultation with the BTP and MPS. This section of the plan draws on some of the key findings from the strategic assessment, along with the results of TfL's annual survey into Londoners' views on safety and security when travelling in the Capital, to illustrate what we know about crime, ASB and perceptions when travelling. It provides an explanation to the choice of priorities and activities described in the first section of this Plan.

The strategic assessment uses a new method to map crime, ASB and perceptions, called a Composite Index. The index allows for a range of data to be mapped and analysed together, capturing change over time as well as volume within every ward. This allows TfL to build a rich picture of the locations across London's transport system that are susceptible to crime, ASB and poor public perception of safety. Within the Composite Index, 100 represents an average ward (the base). An index score of 200 in one ward means it is twice as susceptible to crime, ASB or poor perceptions than an average London ward. All base measures are normalised as a rate or

proportion. Information on passenger journeys by route within a ward is not collected, so the denominator is an appropriate total for comparison, e.g. all Driver Incident Reports for any sub-set of Driver Incident Reports; all bus crime for any sub-set of bus crimes. The following pages show the index scores represented geographically using thematic maps (see Appendix).

Perception on the buses has been assessed based on a combination of passengers and resident surveys to identify vulnerable locations (see Appendix). These are highlighted in the map below (index scores over 200). This insight helps to inform our Policing Partners reassurance activity on London's bus network.



The Heathrow Villages ward in the Borough of Hillingdon is one of the largest wards in the Greater London area. When this ward is coloured thematically, it artificially gives the impression of being worse than other wards because of its size.



The 2007 survey of 'Safety and security when travelling around London'⁹ found that the majority of people feel safe when travelling around London during the day. 93 per cent of those surveyed said they felt safe while walking around London, with 94 per cent reporting feeling safe when travelling by bus, 96 per cent by Tube, 96 per cent by train, and 95 per cent by Docklands Light Railway. As with previous years, for all modes men are more likely to say they feel very safe than women, likewise those in a higher social group and those from a white ethnic group are more likely to say they feel very safe. Full-time workers and younger people are also more likely to say that they feel very safe.

After dark the overall number of Londoners feeling very safe drops dramatically for all modes. The biggest drop from day-time levels is for walking, which is seen as safe by 62 per cent of people surveyed. 74 per cent of people surveyed feel safe on a bus after dark, 85 per cent feel safe on the Tube, 82 per cent feel safe on a train, and 94 per cent feel safe on the Docklands Light Railway after dark.

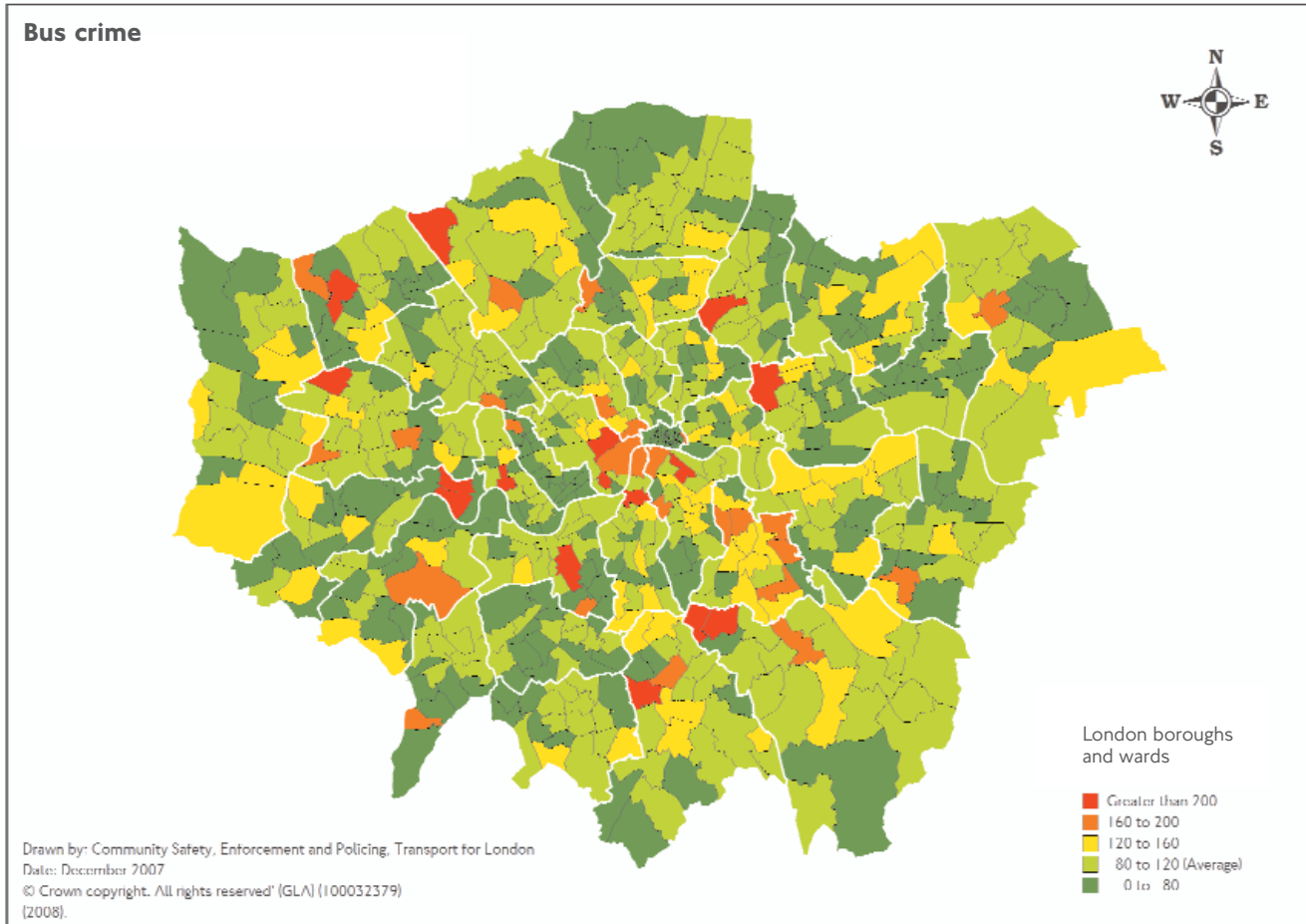
Those taking part in the survey were asked what worried them most when travelling on public transport. The most frequently mentioned concern was the threatening behaviour of other passengers (25 per cent), closely followed by concerns about large groups of schools children/youths (19 per cent) and drunken passengers (15 per cent). Both large groups of youths and drunken passengers are declining as reasons to worry.

Those who are regular or frequent users are more likely to cite concerns than light users. Frequent users of the buses are most concerned about large groups of youths, and frequent users of the Tube are most concerned about bomb scares. All users, regardless of mode, express concern about drunken and threatening behaviour.

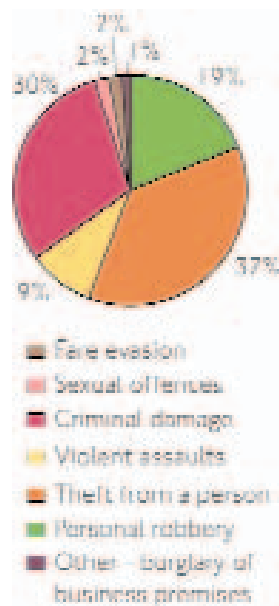
This annual survey supplements the regular Customer Satisfaction Surveys carried out for all TfL modes. TfL, MPS and BTP will introduce a new quarterly omnibus survey of all Londoners, commuters and visitors covering perception, anxiety/fear reasons, ASB and public confidence for transport. A baseline for the perception across different groups will then be established for 2008/09 to measure against in future years.

Crime on the transport system

Crime on the transport system is at the lowest rate since recording began four years ago. TfL, BTP, MPS, CoLP and partners will work to drive down crime and maintain a very low rate of crime and victimisation. We will continue to monitor the rate of crime for all modes (currently 15 crimes per million passenger journeys on the bus network and 14 crimes per million passenger journeys on London Underground and Docklands Light Railway). However we anticipate that certain categories of crime reported will increase significantly over the coming twelve months as we undertake new activities to encourage the reporting of under-reported crime types, such as assaults on London Buses staff, and sexual offences and continue to focus on criminal damage to the transport system. This will have an impact on the overall crime rate.



The Heathrow Villages ward in the Borough of Hillingdon is one of the largest wards in the Greater London area. When this ward is coloured thematically, it artificially gives the impression of being worse than other wards because of its size.



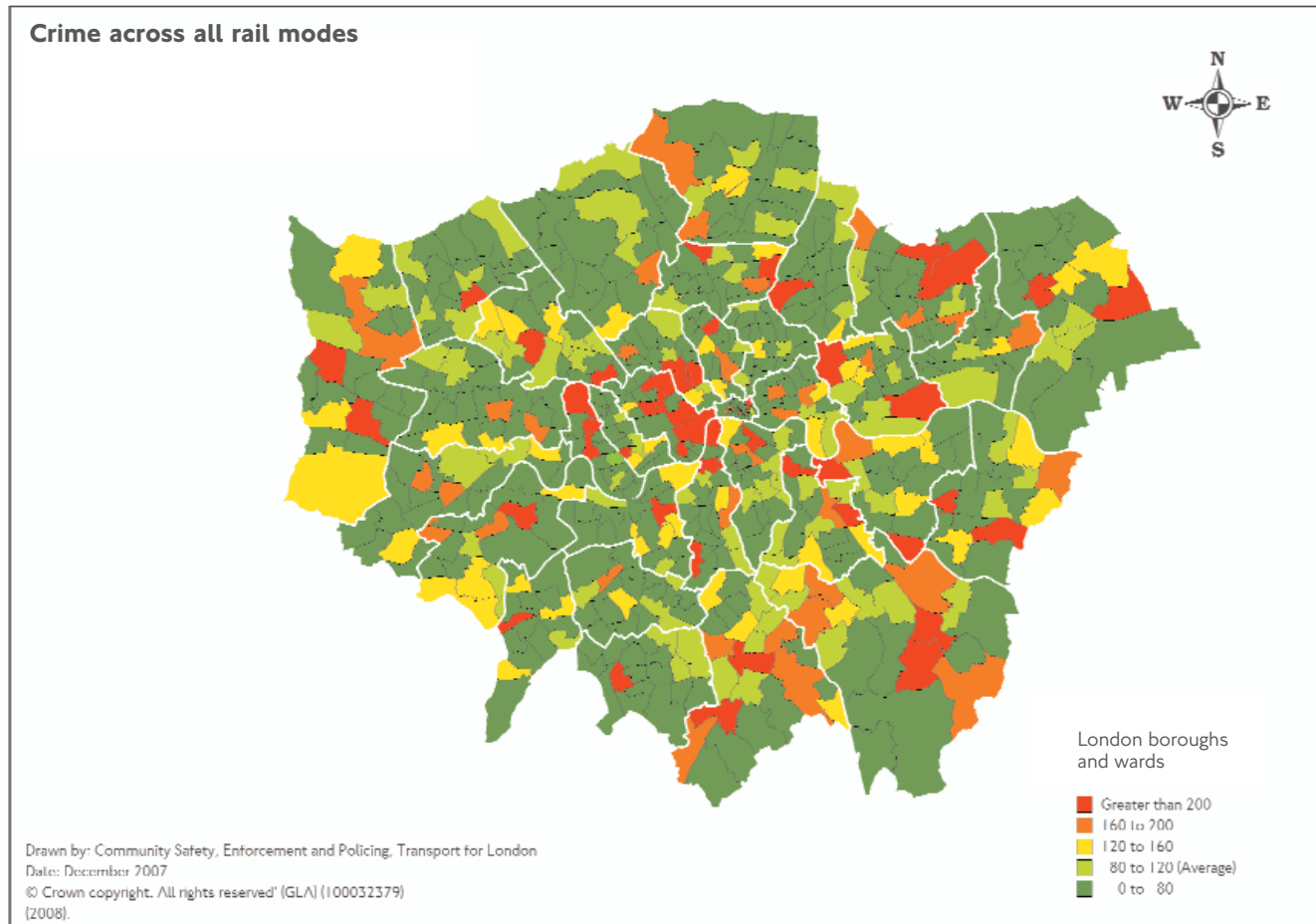
Bus-related allegations 2006/2007

Types of crime and ASB on the transport system¹⁰

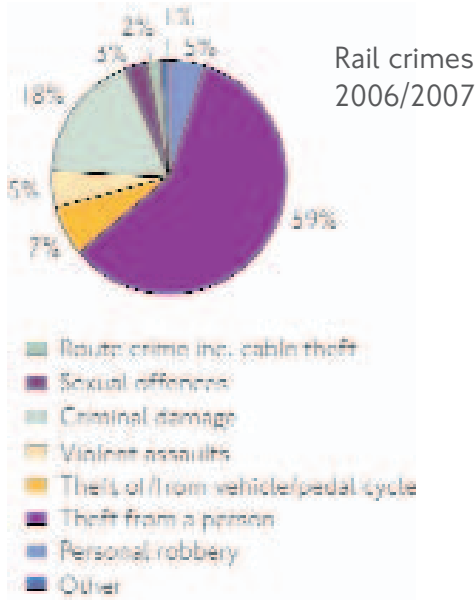
Different modes of transport have different crime profiles. In terms of volumes, the rail network is more susceptible to theft offences, whereas the bus network is more prone to robbery and criminal damage.

Interchanges are commonly the locations suffering the highest levels of crime on both the bus and rail network, in particular Waterloo, Victoria, Kings Cross and St Pancras stations. Secondary interchanges for crime are Liverpool Street and Stratford.

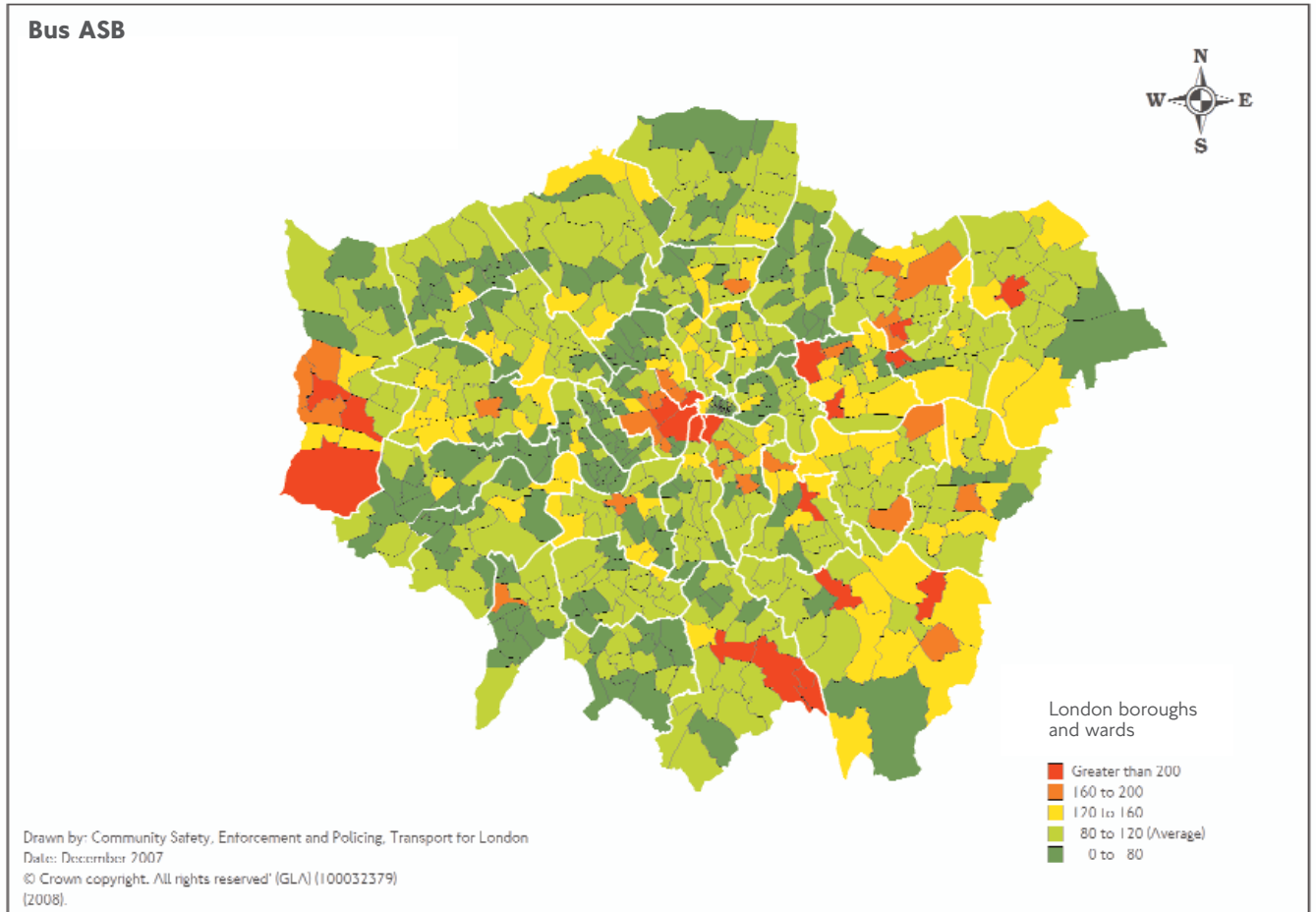
Weapons are rarely used to commit crime on the transport system. Any local increases in recorded weapons offences have largely been as a



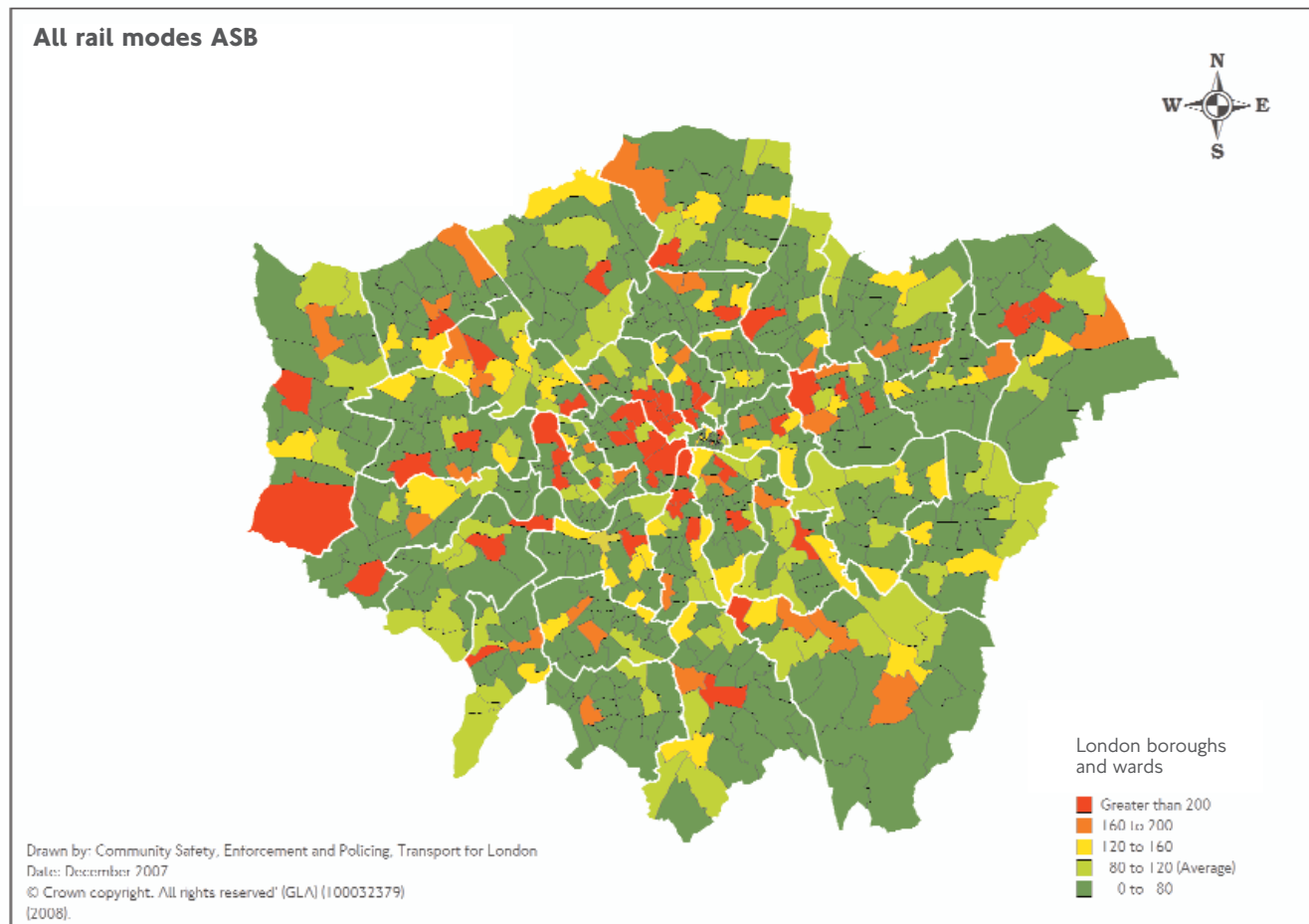
The Heathrow Villages ward in the Borough of Hillingdon is one of the largest wards in the Greater London area. When this ward is coloured thematically, it artificially gives the impression of being worse than other wards because of its size.



consequence of the proactive use of search arches and other search tactics to detect weapons carried by those intending to travel on the transport system. A concerning finding however is the previously unidentified link with criminal damage. Sharp objects are being used for etching/scratching and therefore potentially dangerous articles are being carried which could be used as a weapon in some circumstances. Etching is more of a problem in boroughs such as Bromley which are currently less susceptible to weapons-related offences and therefore less likely to receive tactical deployments for detecting weapons. 57 per cent of the weapon-related offences on the bus network are robberies, compared with 25 per cent on the rail network, which has a significantly higher proportion of possession offences.

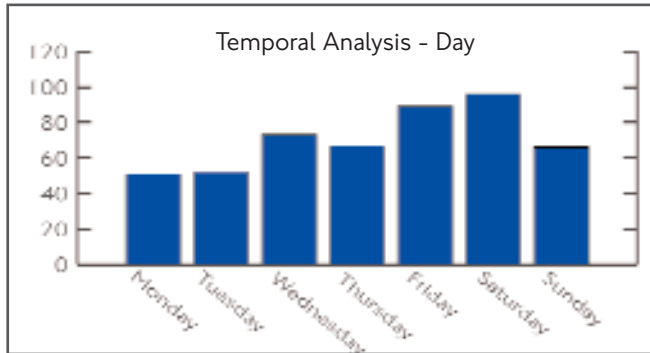


The Heathrow Villages ward in the Borough of Hillingdon is one of the largest wards in the Greater London area. When this ward is coloured thematically, it artificially gives the impression of being worse than other wards because of its size.

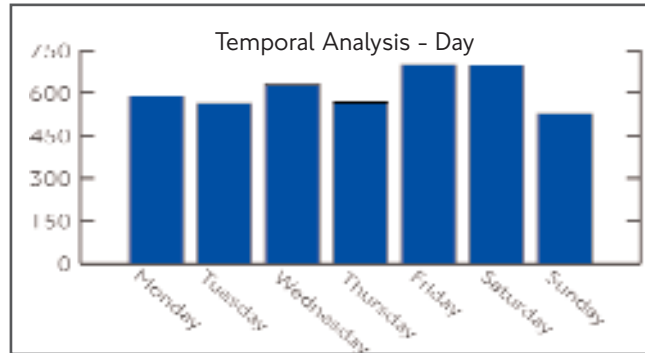


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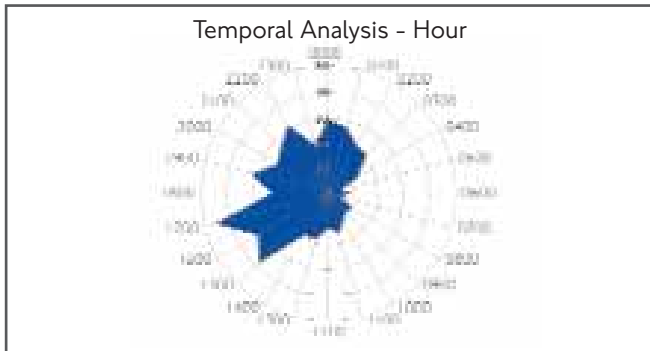
The pattern for serious violent crime and robbery on the bus system



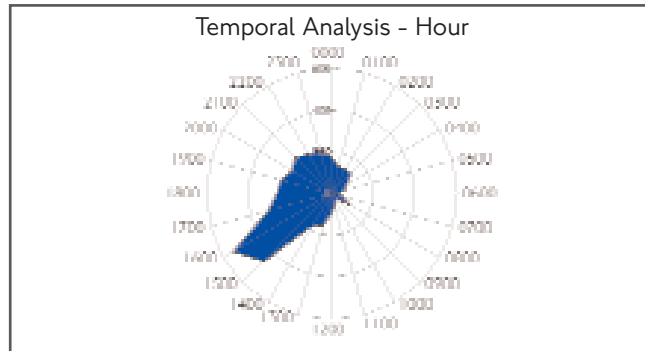
Serious violent crime



Robbery



Serious violent crime



Robbery

The strategic assessment also contains information on the times of crime on the transport system. The charts above show the pattern for serious violent crime and robbery on the bus system. The top-left chart clearly indicates that the peak time for robbery is school travel time, explaining the focus on reducing youth victimisation in this year's plan.

Robberies on the bus network are predominantly targeted at school aged children after school. More than half involve two or more suspects, typically youths. Analysis shows that those under the age of 18 are disproportionately more likely to be a victim of personal robbery on the transport network, than other ages of passengers. Given the profile of passengers, those aged 65 or over are

less likely to become victims of robbery. The likelihood of being a victim of robbery on the transport system is decreasing. Robberies on buses have seen an annual decrease of 25 per cent and those on the rail network have reduced by 40 per cent consistently across all rail modes within Greater London. This is particularly noteworthy given the 6.3 per cent increase in bus patronage, 16.8 per cent increase in under 16 bus passengers and 7.5 per cent rise in London Underground and Docklands Light Railway patronage during the same period.

Sexual offences are most commonly directed towards female passengers, but there is little correlation in location between those on the bus and rail network. Serious sexual offences on the rail network are decreasing, and the most common offence type is indecent exposure, which itself has decreased 43 per cent annually between 2006 and 2007. Cab-related sexual offences also continue to decrease. Seven per cent of sexual offences involving cabs are committed at the 'approach' location and offences are more commonly committed on journeys heading away from central London, rather than those travelling into the inner boroughs. Temporally, cab-related sexual offences occur over the weekends between midnight and 4am, whereas those on the bus and rail network peak during the morning and evening rush hours. However, under-reporting of sexual offences is still considered to be a barrier to understanding the true extent of sexual victimisation and TfL will work with partners to encourage reporting of such offences.

Hate crime remains a key concern for a transport system which strives to be socially inclusive. The recorded profile of hate crimes on the bus and rail network is similar. Racial and religious aggravation remains the most frequently recorded type of hate crime, and offences are predominantly harassment or common assault. There is a correlation between hate crime and assaults on staff on the rail network, but MPS data is unreliable for the bus network. The data captured by TfL demonstrates an 11 per cent annual increase in assaults on staff to nearly 2,000 offences in 2006/07. The vast majority (93 per cent) involve bus drivers, with six per cent against Revenue Protection Inspectors. At least one in four staff assaults involve spitting; an offence which despite being comparatively minor generates significant detection opportunities through the use of spittle kits. BTP has seen a seven per cent decrease in assaults on staff between 2006 and 2007, to 1,290 offences, 29 per cent of which are racially aggravated. Some hotspot locations for BTP staff assaults are shared with those on the bus network, particularly in Westminster and Stratford.

Criminal damage on the bus network is heavily skewed towards the outer London boroughs, particularly those in the south east and north east. Such offences are predominantly committed by those under 18 years towards the end of the week, during the late afternoon/evening, and at least 40 per cent of criminal damage on the buses involves throwing objects at buses, which can result in window breakage. Academic theories which suggest that the motivation for such offending includes both boredom and social

expectation can be supported through evidence of both group activity and repeat offending. Criminal damage and robbery is commonly linked with under 18s, and further analysis shows strong links with groups offending. Bromley has the highest volume of criminal damage offences involving an under 16 suspect.

Analysis of cross modal offending in London, suggests that seven per cent of accused persons have received a judicial disposal for offences on more than one rail mode. Nearly a quarter of BTP's repeat offenders have committed offences on more than one rail mode. The degree of cross modal offending extends from those who have committed travel fraud offences on two modes, to organised groups of criminals who predominantly focus on one mode, and only occasionally engage in criminal activity on another rail mode. In a three year period, nearly 600 individuals have been accused or are suspected of committing offences on both the bus and rail network in London, collectively responsible for nearly 4000 offences.

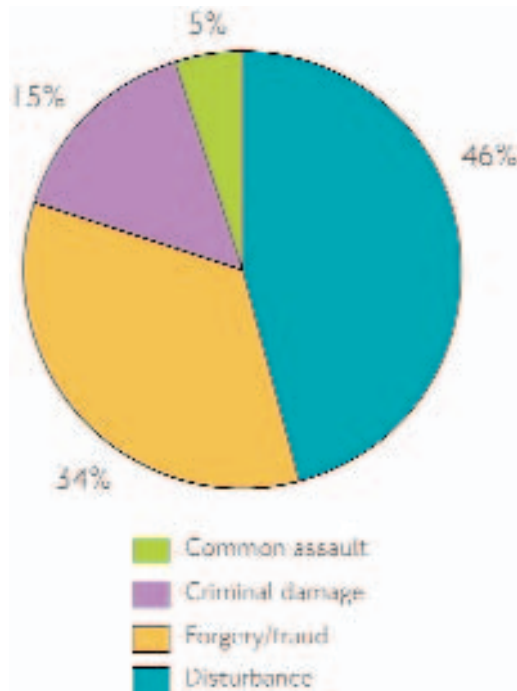
ASB on the transport system

Findings from the annual survey show that although overcrowding is the biggest deterrent amongst Londoners to public transport usage, ASB ranks a close second, being mentioned by over half the people surveyed. 92 per cent of Londoners surveyed had witnessed one or more forms of ASB on public transport in the previous 12 months. Most Londoners had witnessed many incidents of ASB ranging from the annoying (playing music at a volume everyone can hear

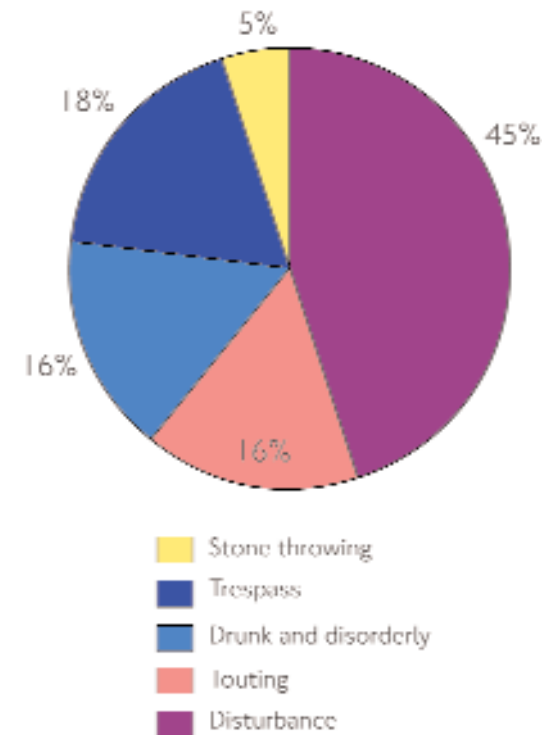
experienced by 71 per cent of Londoners) to the threatening (people shouting/swearing at the driver or other passengers). All ASBs are more commonly experienced on the bus network than on the Tube or trains. So, unsurprisingly, two-thirds of Londoners want efforts to reduce ASB focused on the bus network.

There is a closer correlation between the areas vulnerable to ASB and poor perceptions of safety and security, than between recorded crime and poor perception. The impact of youth behaviour on both drivers and passengers is starting to become clearer for the bus network. A negative perception of youth behaviour by a number of bus drivers corresponds with increasing customer complaints for failure to stop and failure to pick up, and the distinction between behavioural and capacity concerns are often blurred.

Bus Driver Incident Reports
2006/2007



Rail ASB (NSPIS)
2006/2007



These pie charts are not comparable. London Buses and BTP count and categorise ASB differently. During 2008/09 TfL will standardise the counting and recording of ASB through the ASB Index across all modes.



Challenges ahead for community safety on the transport system

Future growth of London - population

In the next ten years the population of London is expected to reach the eight million mark according to both GLA and Office of National Statistics (ONS) projections.¹¹ However, the rate of population growth in inner London boroughs is likely to be double that of outer London.¹² The fastest growing boroughs over the next ten to fifteen years are Tower Hamlets, Newham, and Barking & Dagenham.¹³ The uneven spread of population growth will put greater pressure on the transport infrastructure in inner, particularly east London boroughs and impact on crime and ASB.

Future growth of London - demography

Proportionally most age groups will remain static over the next 20 years as part of the overall population. However, those in the 45-64 age bracket are likely to increase by four per cent whilst those aged between 16-29 will decline by 2.7 per cent between 2006-2026 according to GLA projections.¹⁴ By 2026, 39 per cent of London's population is projected to be from a black and minority ethnic group compared with 33 per cent in 2006, whilst the White population will drop proportionally.¹⁵ Both age and ethnicity are known to influence the perception of risk and fear of crime.

Future growth of London - economy

Announcing the Bank of England's quarterly Inflation Report in May 2008, Mervyn King predicted that Britain's economy would be

“travelling along a bumpy road” over the next two years.¹⁶ Growth is likely to falter at one per cent in the year to the first quarter of 2009 and consumer-price inflation is set to rise in 2008. The result: a squeeze on living standards caused by a rise in commodity prices. Real take-home pay is projected to rise by less than one per cent a year over the next two years.¹⁷ GLA borough employment predictions suggest that economic activity will increase but not evenly across London.¹⁸ The largest percentage economic growth for 2004-16 is estimated to be in Tower Hamlets (44 per cent), Newham (28 per cent) and Hammersmith & Fulham (26 per cent). The City of Westminster will remain the key employment area with 666,000 jobs by 2016. However, the combined population and employment growth in east London will put enormous demand on the transport network. The declining labour market demand for low skilled individuals is also likely to present problems.¹⁹ A growing population and a shortage of low skilled jobs could, as a recent Prince's Trust report stated, 'increase the incentive to engage in economically-motivated crime'.²⁰

A report from the Institute for Public Policy Research (IPPR) suggests that the flow of economic migrants from Eastern Europe to Britain may already have stopped.²¹ It estimated that about one million migrant workers had come to the UK from 2004 accession countries, but that around half of this group had already left the UK. The number of new migrants entering the country is slowing with 17 per cent fewer worker registrations in the second half of 2007 than during the same period of 2006. It seems likely

that with economic conditions improving in Poland and other accession countries the UK's faltering economy will be less able to attract and retain a skilled Eastern European workforce.

Public transport in London

There is predicted to be a rise of at least 27 per cent in the daily number of journeys made on public transport by 2026.²² The largest percentage growth will be on the London Bus network with a 35 per cent increase in journeys.

Transport mode	2006	2026 (inc PPP and Crossrail)	change	%change
Tube	1,226,804	1,446,543	219,739	18
DLR and Tram	78,885	104,638	25,753	33
Rail	584,655	783,134	198,479	34
Bus	780,546	1,051,555	271,009	35

Table showing predicted change in the volume of passenger numbers during 0700-1000 hours.

Growth in cycling and walking

There are expected to be an extra 60,000 daily journeys into London by walking or cycling by 2016.²³ Walking and cycling provide a realistic alternative to car and bus travel and both are environmentally friendly modes of transport. The effective promotion of cycling and walking depends on creating attractive urban environments that are conducive to these modes of travel, by reducing the perceived and actual risk of being a victim of crime when using these modes. The number of cyclists killed and

seriously injured on the roads rose by 15 per cent on 2007/08, the only category of road users to see an increase. The main threat, both real and perceived, to cyclists is sharing road space with Heavy Goods Vehicles.²⁴

Climate change

It is estimated that a 10-20 per cent reduction in transport emissions can be achieved by modal shift if public transport, walking and cycling are made more attractive.²⁵ ASB is a major barrier to public transport use. Reducing ASB and improving public confidence in the transport system is therefore fundamental to achieving this modal shift and environmental target.

Comprehensive Spending Review 2007

The 2007 Comprehensive Spending Review has given TfL a 10-year funding settlement of £39bn.²⁶ It is a settlement for all of TfL and covers the Crossrail project, the PPP, Olympic obligations and the rest of TfL's operations. Beyond the TfL settlement, the Government's high level output statement (HLOS) for the national rail network commits £7 billion to the growth of Overground rail in London, with infrastructure improvements, train and platform lengthening on the main rail commuter routes coming into London, and increased frequency, train and platform lengthening and new infrastructure on the orbital routes. However, whilst the settlement increases TfL's grant and borrowing capacity for the Crossrail project and the PPP-related enhancements to London Underground, it constrains the funding available to the remainder of London Underground and other parts of TfL.



32 Expansion of the bus network to match London's growth is at risk. The capacity results from the growth in rail from HLOS will not be felt until 2016. The financial picture will put pressure on budgets and funding for policing and community safety activity.

2012 Games

The Olympic Delivery Authority aim is that 100 per cent of spectators will get to the Games by public transport, cycle or on foot. An estimated 800,000 spectators are expected to use public transport to travel to the 2012 Olympic Games on the busiest day of competition.²⁷ High passenger volumes during the Games will put enormous pressure on the transport network and present crime opportunities from terrorism and public order to theft. Some 50,000 Games family members will also require transport on any one day for training, competition or recreational purposes.²⁸ The Olympic Road Network will link all the Olympic venues and traffic lanes will be reserved for Games vehicles on the busiest sections. There may be increased disruption on other routes as a result. TfL is committed to an active spectator programme and a legacy of a much improved walking and cycling environment particularly in the east London areas due to be regenerated by the Games.

Role of transport in new Public Service Agreement (PSA) indicators, the National CSP and London Local Area Agreements (LAAs)

In July 2007 the Government published 'Cutting Crime: A New Partnership 2008-11' setting the

overarching strategic framework for crime and community safety. A new set of Public Service Agreements (PSAs) and National Community Safety Plan (CSP) followed. The key focus of the public service agreements is violent crime, ASB and young people. Local partners will establish priorities for improvement in their Local Area Agreements (LAAs). This framework and the new performance indicators to support it will drive the local strategic partnerships in the 33 London boroughs, for both local authorities and the MPS. The London borough of Camden has requested TfL's partnership in its local area agreement in the pursuit of two objectives: reducing the rate of serious violent crime and dealing with local concerns about ASB and crime in the local council and police.

Terrorist threat and operational security

The Joint Terrorism Analysis Centre (JTAC) has assessed the current threat level from international terrorism to be severe.³¹ This means that future terrorist attacks are still highly likely, but no longer thought to be imminent. In this situation the challenge for TfL is to strike a balance between protecting people from horrific events like those of 7 July 2005 and the 2004 Atocha station bombings and running an efficient and reliable service. However, terrorism is not the only threat that London faces. Natural disasters such as flooding of the scale seen in summer 2007 and the spread of avian flu also pose serious threats.³² TfL and its partners' role is to manage existing and potential new threats to the transport network by exposing vulnerabilities and



overcoming them by instituting new practices and technologies.

Mayoral priorities

Safety and security on London's transport system is at the forefront of the new Mayor's agenda. One of his first initiatives was to ban the consumption and carrying of open containers of alcohol on the transport system. He has also pledged to increase uniformed presence on public transport, particularly buses and to tackle touting and illegal cabs. By June 2009 an additional 440 officers will be policing the bus network. Other new schemes include a trial of live CCTV monitoring; Payback London which discourages incivility on public transport by restoring free travel privileges to young people only after they have participated in community service, and the recruitment of 50 new BTP officers for the suburban Overground network.



Safer Transport Teams

Policing on London's transport system received a major boost during 2007/8 with the introduction of Safer Transport Teams (STTs) in 21 outer London boroughs. The first teams were deployed in March 2007 with the roll-out complete by July 2007. There are now over 440 additional officers tackling local community safety priorities on and around the public transport system in outer London. Feedback from passengers, operators and other stakeholders during the first year of operation has been extremely positive and the early results are promising.

STTs provide a dedicated problem solving resource that is capable of addressing persistent ASB and disorder problems, and through visible policing and engagement, improve the perception of safety across the transport system. Teams use innovative approaches to identify and to respond to local issues. This has helped them and their partners to create local and sustainable interventions.

The **Havering STT** has set up fortnightly surgeries in bus garages across the borough to better understand the nature of the problems being experienced on the bus network and to feedback their progress to drivers.

The **Barking and Dagenham STT** undertook a joint operation with the BTP to reduce the number of people carrying knives and other weapons on and around the local railway network. Over 300 people

passed through a specialised metal detector leading to four arrests, including one for possession of an imitation firearm.

The **Hillingdon STT** has been undertaking a programme of school visits in the borough with TfL's Safety and Citizenship Team to educate young people about the dangers and consequences of acting irresponsibly or anti-socially on the transport network. The link with local schools has had a significant impact on the behaviour of students on the transport network after school.

The **Bexley STT** has undertaken a series of 'top deck' briefings on buses to ensure that passengers understand the role of STTs and how to contact them and to reassure passengers that the team is there to address their concerns.

The **Greenwich STT** uses flash-cards with the pictures of suspects for criminal damage as part of their on bus patrols. Passengers have assisted in the identification of vandals and are helping to bring perpetrators to justice.

Section 17 Crime & Disorder Act

TfL adopted the principles of section 17³³ – the requirement on public authorities to do all they reasonably can to prevent crime, disorder and ASB in the delivery of their main stream activities – in 2006. Section 17 became a statutory duty on TfL in February 2008. During the last year TfL has incorporated crime prevention measures in to many new projects and initiatives. One example is Mobile Ticketing, combining a mobile phone,





Oyster card and credit card into one handset. Transys, the provider, initiated a trial to evaluate how effective mobile ticketing would be on the transport network and undertook a pilot with 500 people. In the planning stage for this pilot the potential for an increase in robberies, fraud and theft of the handsets were assessed and consideration given to steps to mitigate the risk, such as:

- Fitting the handsets an immobiliser so if the handset was reported lost or stolen all of its functions (Oyster, credit card and phone) could be disabled remotely
- Limiting branding on the handset so they looked like an ordinary phone, making them less covetable
- Personal safety advice was given to everyone participating in the pilot.

Operation Goldfinger

MPS TOCU ran a series of successful operations targeting ASB by young people on the bus network. The operations, named Operation Goldfinger, coincided with return to school dates and Halloween and Bonfire nights which have traditionally seen increase in crime and ASB on the bus network. The Goldfinger initiative was a partnership with Safer Transport and Safer Neighbourhoods Teams, BTP and TfL's Revenue Inspectors across London. The series of operations contributed to an 11 per cent reduction in bus-related crime in the first half of 2007/8 compared with same period in 2006/7 and a 19 per cent reduction in incidents believed to involve one or more under 16s suspects.

ZIP IT Campaign

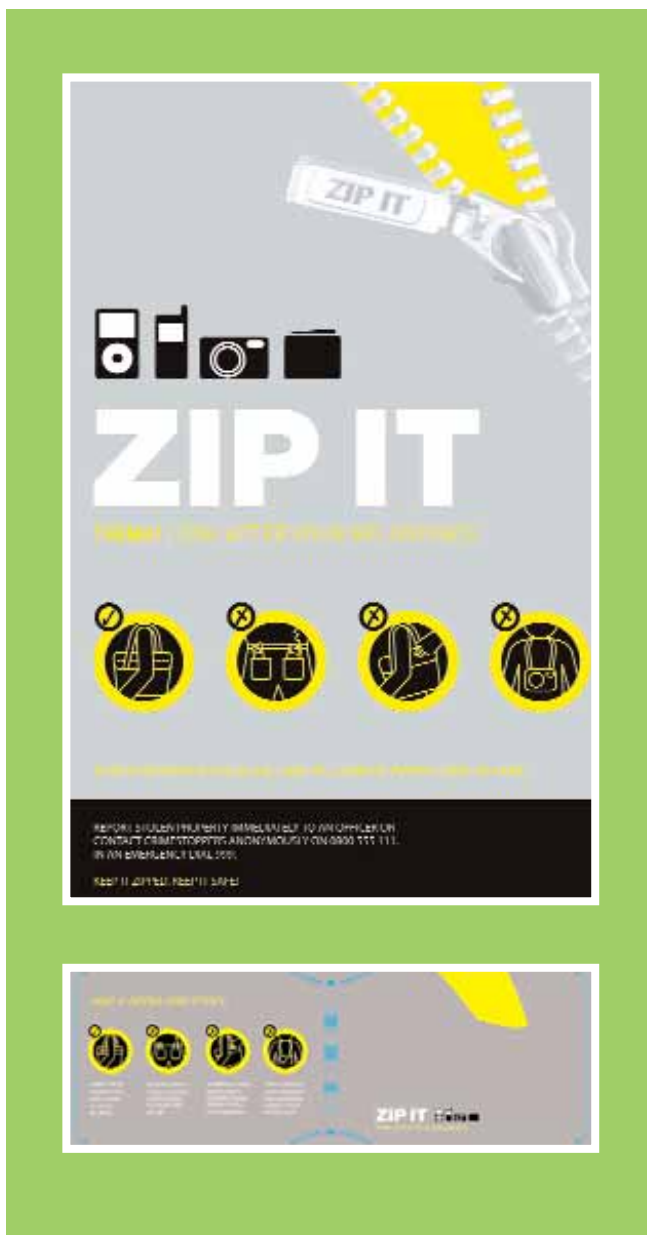
The ZIP IT campaign was launched in November 2007 to target theft of passenger property during the busy festive season. This was the first joined up, pan-London initiative between BTP, TfL, MPS STTs and MPS TOCU, and the CoLP.

ZIP IT was a media communications campaign designed to support the policing response to theft. ZIP IT provided officers with the tools to engage the public and raise awareness of the simple measures people can take to protect their property and themselves so therefore significantly reducing the risk of victimisation.

ZIP IT support materials included:

- Oyster card holders: With nearly two billion passenger journeys on public transport each year, these were a useful and retainable tool effective for engaging with passengers and conveying theft prevention messages
- Posters: displayed throughout London Underground network
- End of car panels: displayed on Tube carriages in end of car panels
- Dot-matrix messages: on all dot-matrix indicator bus stops in Camden and Westminster
- Metro article: detailing the ZIP IT campaign in Metro newspaper.

- 36 The feedback from both officers and members of the public was extremely positive. Further campaigns and operations are planned for 2008/09 to address seasonal crime trends.



TOCU Review

The MPS TOCU was set up in 2002 and comprises over 1,200 uniformed officers including police, PCSOs and traffic wardens providing dedicated policing to tackle crime and disorder on the bus network; help improve the flow of buses and traffic on red routes, work to reduce traffic congestion, and take enforcement action against unlicensed taxi and private hire vehicles and touting. TOCU has made over 30,000 arrests in the last five years.

Under the Special Services Agreement (SSA) that set up the TOCU in 2002 there was a requirement for a fundamental review to be undertaken in 2007/08.

The review concluded that the TOCU has performed well against its main objectives with performance improvement being particularly pronounced in the first two to three years. Nevertheless change is required to equip the TOCU for the future. The demand on public transport is growing and the bus network faces particular challenges over the next five years. Four key recommendations for change came out of the review, for implementation from April 2008:

- The TOCU will move away from a corridor (ie bus route) based approach to a structure geographically aligned to the London boroughs. There will be greater integration between the TOCU and the STTs. TOCU will set up inner London reassurance teams along the lines of the STTs already operating in 21 outer London boroughs. This will provide neighbourhood style policing teams to public

transport in all London boroughs. The TOCU will continue to tackle bus related crime, ASB and network disruption on a London-wide basis and will move towards using multi-functional teams where possible

- The TOCU will set up a specialist workplace violence function for dealing with assaults committed against bus staff and bus enforcement revenue staff
- TOCU Cab Unit activity will be refocused in order to respond to the changing pattern of touting in London and to further reduce the number of sexual offences perpetrated by individuals in this changing environment
- The TOCU will enhance its work on tackling congestion on London's main roads by introducing a Fast Roads Response team to deal with collisions and minor incidents and problem solve congestion issues and continuing its Red Route parking enforcement activity.

Other recommendations include:

- Enhancing night time and weekend support
- Closer working with bus garages, operators and other stakeholders
- Closer working and collaboration with STTs and the BTP on shared issues (such as interchanges)
- Reorganising parking enforcement to better balance resources between camera and on-street enforcement in a high compliance

environment, whilst recognising the important broader role that uniformed police staff have in terms of traffic management and reassurance

- A further refocus of intelligence and analysis activities towards collaboration and joint working (including other stakeholders such as the BTP) while retaining the specialist policing requirements of the TOCU

The broader organisational implications for the MPS arising from the review are being addressed as part of an MPS-led organisational review of the transport and traffic MPS units due which will be completed during 2008.

London Overground

The new London Overground concession went live on 11 November 2007, with full TfL funded policing support from the BTP London North Area providing a high level of visible policing during the morning peak and late turn periods at all key stations for the first few weeks of operation. Additional support was also provided by the relevant Safer Transport Teams (STTs).

Where the London Overground interchanges with London Underground stations the latter now manages the stations – eg the Bakerloo line stations on the Euston to Watford line, Highbury and Islington, Blackhorse Road etc. In response to these new responsibilities, the BTP London Underground Area (L Area) organised a very successful operation – Operation Gain - with high visibility, revenue and ASB focused activity.

Despite challenges brought about by new ticketing arrangements, the introduction of a new workforce with staffing on all stations and increased revenue protection, crime levels have remained low. London Overground is due to extend via the East London line into south London from 2009 and discussions will commence in 2008/09 on the policing and security arrangements for this.

London Underground Workplace Violence Unit (WVU)

The last 12 months has seen the WVU consolidate its operation since its inception in Sept 2006. The

seconded staff from London Underground have become very proficient in the role of evidence-gatherers. This role involves compiling detailed, evidentially sound and procedurally correct witness statements from victims and witnesses. It takes time to become a good statement taker and this has been achieved.

A CCTV suite has been established in the Unit. This is resourced by two London Underground staff who underwent comprehensive external training. Their remit is to review CCTV footage of incidents, produce stills and convert raw footage



38 into composite format, which provides a jury with the best evidence available from the CCTV system.

An enhanced repeat victim strategy has been implemented which embraces the partnership approach. There are staged interventions with repeat victims of staff assault and there is involvement by the individual, their line manager, WVU and the Police Crime Reduction Officer. The incidents are explored and a range of options are looked at to reduce the likelihood of further assaults taking place.

Several Workplace Violence workshops were held at London Underground station groups across the network. The remit was to promote best practice in conflict avoidance / resolution, namely how to stay safe and the primary steps to take if a member of staff is assaulted in terms of evidence collection and welfare.

BusTag

MPS TOCU's dedicated CCTV investigation unit, Operation BusTag, continued to be highly effective in tackling on-bus criminal damage and other bus-related crime in 2007/8. Operation BusTag which works in partnership with TfL, Bus Operating Companies and other units within the MPS is helping to ensure the most effective use of on-bus CCTV to reduce bus-related crime and bring perpetrators to justice. Over 980 suspects were identified and arrested as a result of BusTag investigations in 2007/8 bringing the total number of criminal damage detections to over 2,600 since the unit was set up in November 2004. BusTag

activities have contributed an overall improvement in vehicle presentation and reduced levels of etching and graffiti on London's buses. The latest independent Mystery Traveller Survey conducted in August 2007 shows a six per cent improvement for graffiti on buses compared with January 2005. Operation BusTag, with the support of TfL's CCTV team, also provided valuable support to the investigation of crimes both on and off the bus network over the year.

Promoting considerate behaviour

TfL launched its Together for London Considerate Travel campaign in early 2008 in a further effort to address inconsiderate and disrespectful behaviour that affects staff and the travelling experience of others. The campaign aims to promote positive and tolerant behaviour on the public transport system leading to a greater degree of awareness, understanding and ultimately a change in behavioural norms. The campaign adds to TfL's and partners' activities to improve the travelling experience in London.

The campaign carries the Together for London pledge – 'A little thought from each of us. A big difference for all of us.' The campaign elements include a short cinema film and posters on buses and at Tube stations, using examples of inconsiderate behaviour to highlight the annoyance or discomfort caused to others.

Walking and cycling

Walking and cycling are increasingly important modes to TfL, to help manage travel demand and contribute to the overall targets for CO₂ reduction



in London. TfL invests in improvements to the public realm on its road network and on borough roads, so contributing to improved safety and security. TfL's walking team is working to remove subways and footbridges and replace with at-grade crossings. For example, a project at St Dunstan's Hill (A217) in Cheam replaced a poorly lit, graffiti'd subway with an at-grade crossing. The Walking team also works to improve the uptake of walking as a mode in general. Through promotions and streetscape improvements it is hoped to encourage people to take up walking. In turn, this increases the number of people on the streets and improves public safety through increased surveillance and activity.

Safer Travel at Night campaign

The Safer Travel at Night campaign continues and in 2007/08 saw increased advertising and awareness raising activity throughout the year instead of just around December. The campaign, primarily targeted at women, highlights the risks of using illegal cabs. The activities include the promotion of the CABWISE service which, along with FINDARIDE and TfL's Travel Information Centre provides information on licensed mini-cab and taxi services 24 hours a day. Several late night marshalled taxi and private hire schemes have been established in areas busy with late night economies with the aim of making passengers and drivers safer. This was supported by proactive enforcement activity undertaken by the TOCU Cabs Unit to tackle taxi touting and the associated risks for the travelling public.



Tackling bike theft

Cycle theft (and fear of cycle theft) is the second biggest barrier to increased cycle use.³⁴ The Metropolitan Police Service Crime Statistics indicate that at least 15,000 bikes are reported stolen each year and for each bike reported stolen (according to the 2005/6 British Crime Survey) a further four bikes are stolen but not reported. Since the year 2000, there has been a steady increase in cycle theft to a peak in September 2005 (c.22,000 bikes stolen for the year 2005/6). Since then action taken by TfL, the police, stakeholders and cyclists themselves has resulted in a reduction in cycle theft, coincident with a continuing increase in cycle use.

TfL is working closely with the London Borough of Camden, community safety teams and the bikeoff project at the Design Against Crime Research Centre at Central Saint Martins College of Art to develop the 'tools' to tackle to cycle theft. Tips on safer, more effective locking practices have been widely disseminated. Trials of the innovative CaMden cycle stands have been completed and demonstrate a measurable improvement in locking practice. In addition London cyclists have been actively encouraged to register their bikes with the national property register – Immobilise which both prevents theft, and makes it possible to reunite owners with stolen cycles.

Bus and London Underground / Docklands Light Railway crime rates

The chart below shows the rate of total recorded offences against passenger journeys made upon the London bus network, London Underground network and Docklands Light Railway. Both London Underground and Docklands Light Railway figures are recorded together as these are investigated by the same BTP division, 'L Area'.

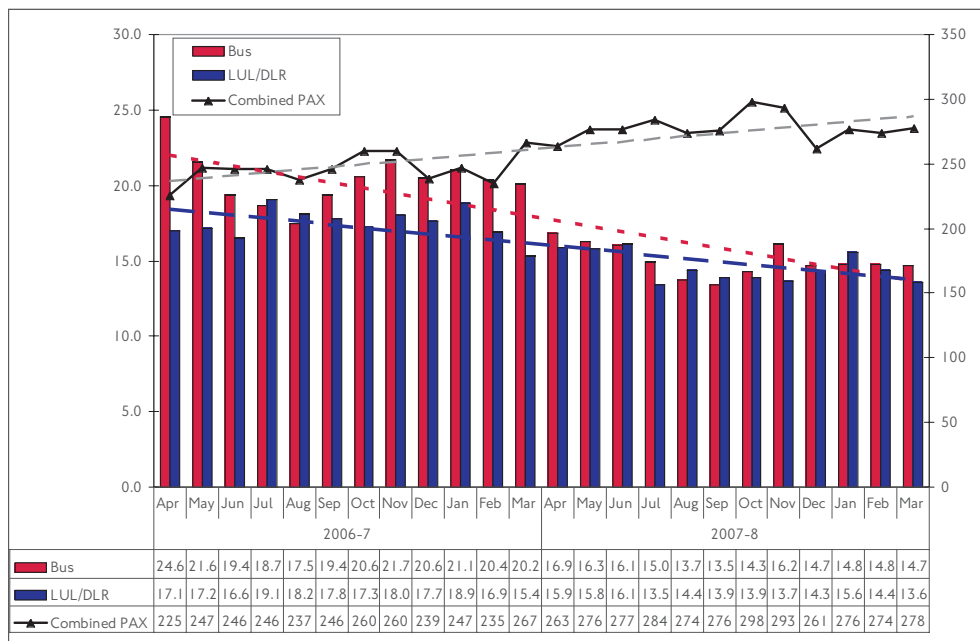
Over the last two financial years crime rates on both bus³⁴ and London Underground/Docklands Light Railway networks have decreased. In 2006/07 the monthly average crime rate on the bus was 21 crimes per million passenger journeys (CPMPJ), and on London Underground/Docklands

Light Railway was 18 per million passenger journeys. During 2007/08 these average rates had both fallen to 15 CPMPJ.

Anti-social behaviour index

The ASB index is a new measure being devised by CSEP to more effectively monitor levels of ASB upon the London transport network from 2008/09 onwards. A range of datasets recorded by our policing partners and TfL will be incorporated into the index using the framework within the London ASB Strategy 2005-2008³⁵ which includes the following three main forms of ASB:

1. Interpersonal / malicious ASB (behaviour directed against specific individuals or groups that causes harassment, alarm or distress);





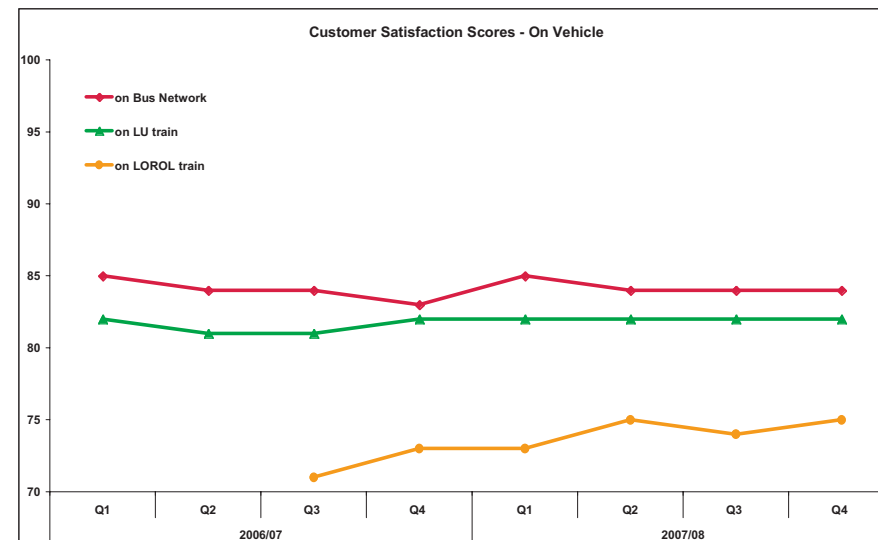
2. Environmental ASB (behaviour that – deliberately or through carelessness – degrades the local environment such as graffiti and littering); and
3. ASB restricting access to public space (threatening or physically obstructive behaviours that stop people using public spaces).

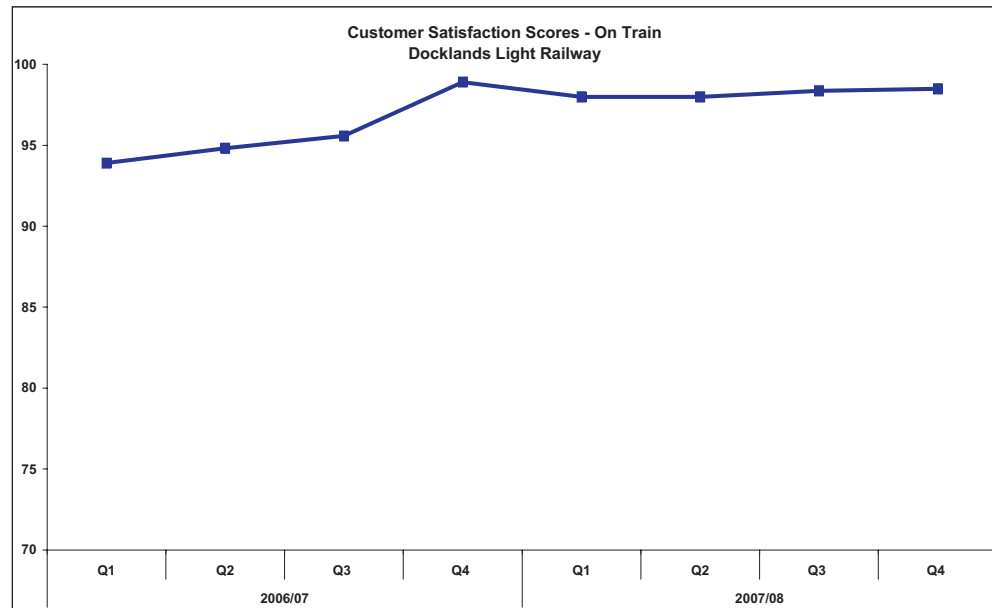
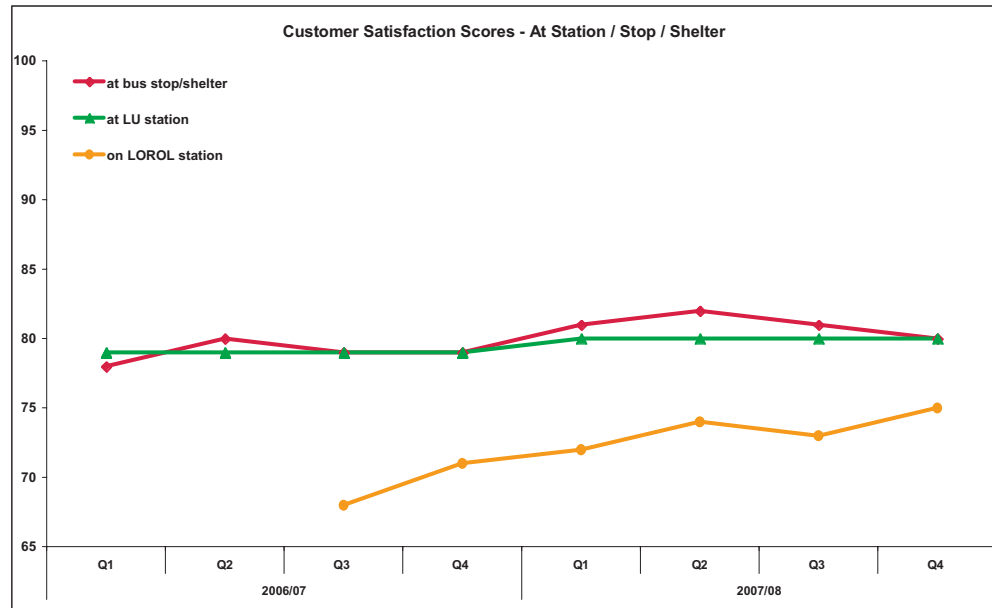
Adopting this framework ensures consistency with other crime reduction parties within London as the GLA-based London Analyst Support Site (LASS), uses these categories for collecting and referencing ASB data from multiple partners and agencies. The resulting calculated index values will enable comparisons and trends to be viewed on a quarterly basis by borough, by mode and by type of ASB.

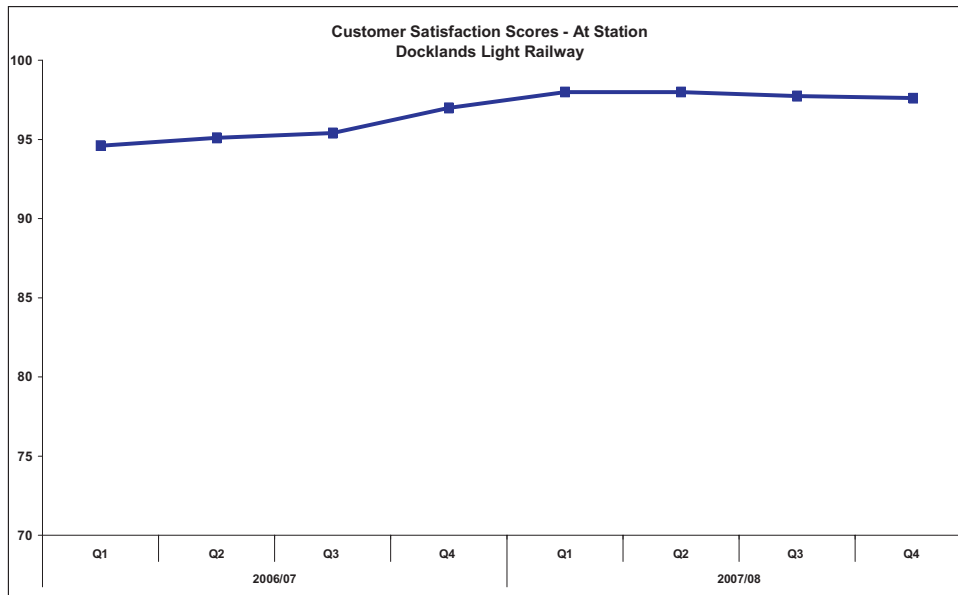
Customer perceptions of safety and security

Through market research, TfL monitors people's views of different aspects of using TfL's transport system including perceptions of safety and security. The results are presented as a score out of 100 with higher scores reflecting more positive perceptions of safety and security. The tables below show two scores for each mode of transport – one score for perception of safety and security on the vehicle and the other for stations and stops.

The scores for buses, London Underground and London Overground are shown on the same graphs as the research is carried out by TfL using a consistent methodology. However, the figures for the Docklands Light Railway are provided by the franchisee – Serco - and use a different methodology meaning that direct comparison with the other modes is not possible.







Satisfaction has increased on both Docklands Light Railway and London Overground. On the Docklands Light Railway the growing deployment of BTP officers with the additional Travel Safe Officers appears to have had a positive impact on scores for passenger perception of safety and security. Other factors such as the use of CCTV and better lighting in and around stations will have contributed to this result. On the London Overground trains the introduction of TfL-funded BTP Neighbourhood Policing Officers plus the commencement of TfL management of the franchise will hopefully continue to have a positive impact upon perceptions of safety and security. Perceptions upon both London Underground and the bus network have remained relatively stable over the past two years; however perceptions at bus stops/shelters increased during the first half of 2007/08 which could be reflective of the

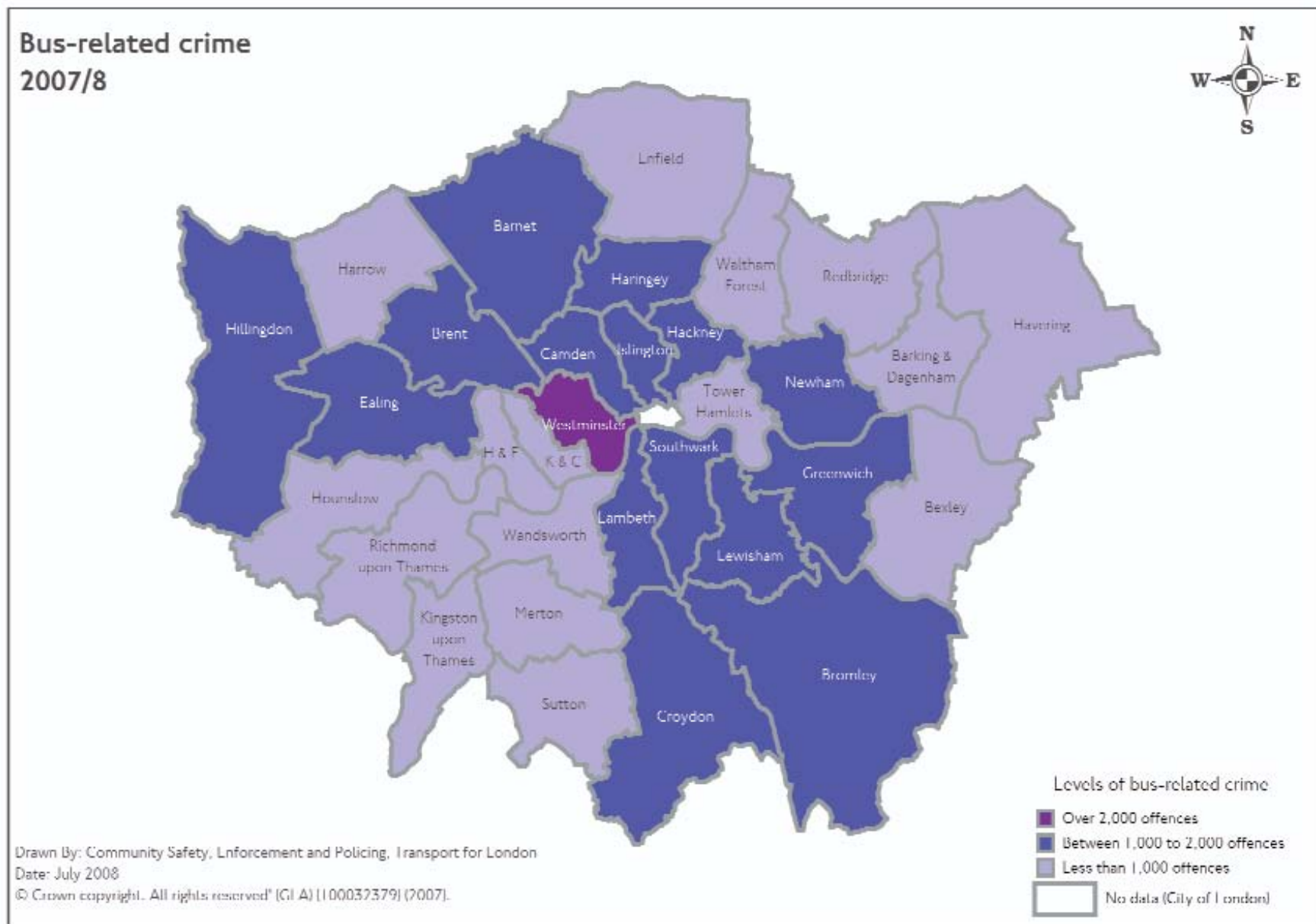
introduction of Safer Transport Teams. To gain a deeper understanding of perception TfL plans to introduce a quarterly omnibus survey in 2008/09.

Bus-related crime volume by borough

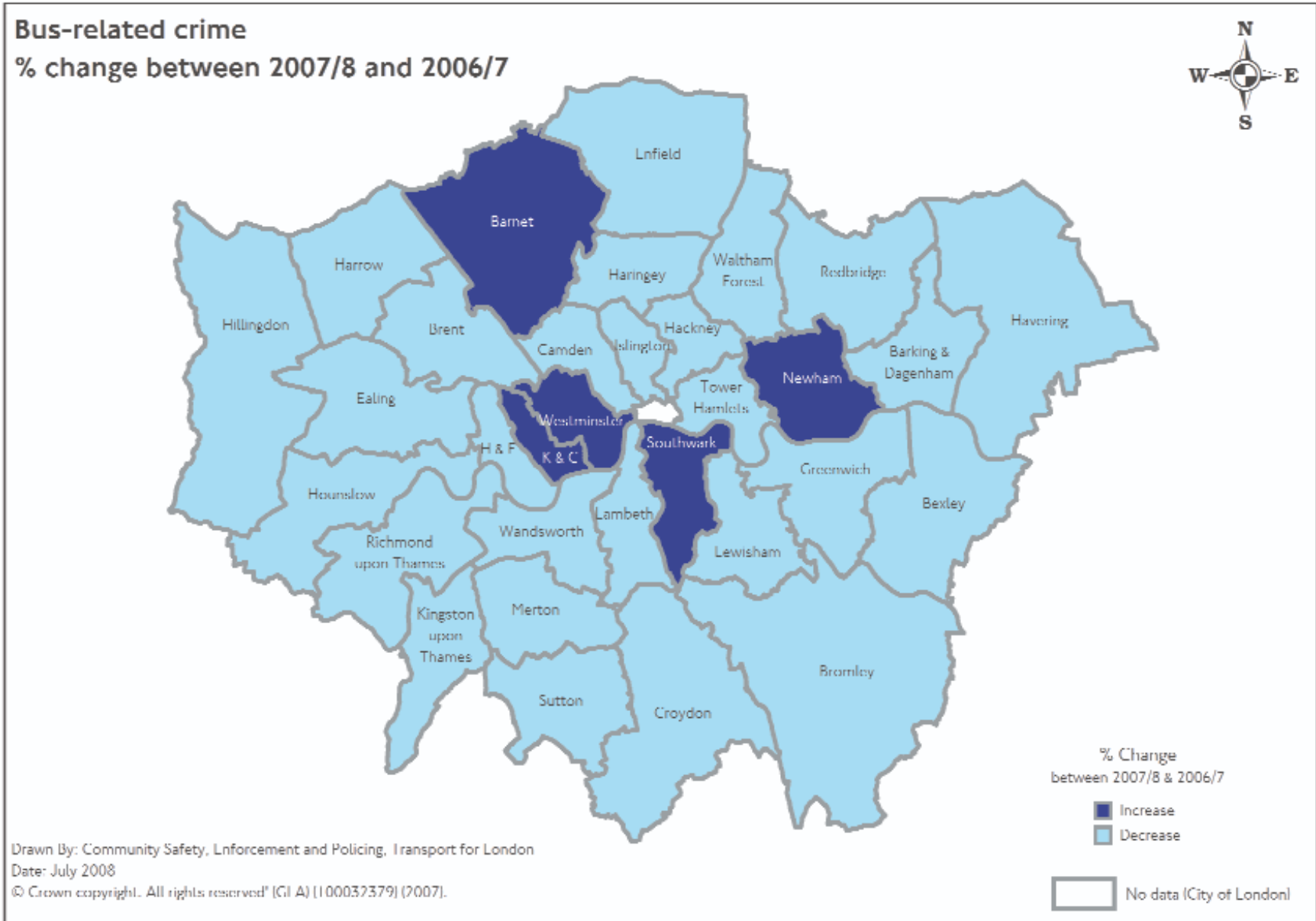
Map 1 page 44 shows the breakdown of MPS bus-related crime by borough for 2007/8. The darker shades of purple show the boroughs with the highest number of recorded bus-related crimes. The map has not been adjusted for passenger numbers by borough as this data is not collected. Please note that the map below does not include data for the City of London; this is policed by the CoLP which is a separate police force from the MPS.

Map 2 page 45 shows the percentage change in the levels of bus-related crime between 2006/7 and 2007/8.





It is not possible to create similar maps of BTP recorded crime for London Underground, Docklands Light Railway or the London Overground. The exact location of crimes upon the rail network is unknown due to some victims identifying the offence at the end of their journey which was undertaken across more than one borough.



The lighter blue boroughs have seen reductions in crime. The boroughs shaded in the darkest blue have seen an increase in levels of crime.

46 Key Offences³⁷

The table below shows the changes between 2006/07 and 2007/08 for key offences upon the transport modes of London Underground, Docklands Light Railway, Buses and London Overground.

Offence	LU/DLR			Bus			London Overground		
	06/07	07/08	% Change	06/07	07/08	% Change	06/07	07/08	% Change
VAP	2,562	2,306	-10	8,281	8,400	1.4	93	82	-11.8
Robbery	399	192	-51.9	6,214	4,241	-31.8	47	20	-57.4
Sexual Offences	399	342	-14.3	481	494	2.7	11	8	-27.3
Hate	593	528	-11	-	-	-	27	21	-22.2
Criminal Damage	2,746	1,933	-29.6	7,710	5,837	-24.3	32	35	9.4
Theft	7,980	7,481	-6.3	14,623	12,692	-13.2	100	86	-14

Collisions resulting in personal injury³⁸

A total of 23,210 road traffic collisions occurring on the public highway and resulting in personal injury were reported to the Metropolitan and City Police within Greater London during 2007. These collisions resulted in 222 fatalities, 3562 serious injuries and 24,577 slight injuries. More information can be found on this topic through TfL's road safety reports www.tfl.gov.uk/roadsafetyreports.

Collisions involving hit and run

In 2007, 435 collisions resulting in casualties being killed or seriously injured involved a hit and run (failure to stop) vehicle. This represents a four per cent reduction on 2006.

	2005	2006	2007
KSI collisions involving a hit and run	415	452	435

Table: Number of collisions involving a hit and run vehicle and resulting in KSI casualties

Collisions associated with drivers disobeying the rules of the road

For each collision, contributory factors are recorded, indicating what might have contributed to the collision. However, this information has to be interpreted with great caution, as they are subjectively coded and not based on detailed investigation. The data indicates that in 2007, 1481 killed or seriously injured collisions were recorded with at least one contributory factor associated with disobeying the rules of the road.





Table: Number of collisions recorded with one or several of the following contributory factors (driving aggressively, driving carelessly, driving in a hurry, disobeying an automatic traffic signal, disobeying a double white line, disobeying a pedestrian crossing, overshooting a junction, exceeding the speed limit, travelling too fast for conditions, sudden braking) and resulting in KSI casualties.

	2005	2006	2007
KSI collisions 'disobeying the rules of the road'	1629	1974	1481

Findings from London's seatbelt and mobile phone survey in 2007 indicate improvements since 2006. Full details can be found at www.tfl.gov.uk/roadsafetyreports.

MPS Arrests and Fixed Penalty Notices (FPNs)

The MPS is committed to reducing the number of traffic related deaths, injuries and crimes on London's roads and through their activities arrest drivers committing offences upon the road and issues FPNs for lesser offences.

Arrests

The table below shows the volume of arrests between 2005 to 2007 relating to road safety. Drink driving is the highest volume offence, followed by disqualified driving, then no insurance and death by dangerous and careless driving; this pattern has been repeated across the last three calendar years. The levels of offending have not changed vastly from 2006 to 2007 with overall road safety-related arrests falling by 3.5 per cent.

Offence	2005		2006		2007		% Change 2006 to 2007
	Count	%	Count	%	Count	%	
Drink driving	18,544	78.6	18,969	72	18,253	71.8	-3.8
Death by dangerous and careless driving	51	0.2	76	0.3	80	0.3	5.3
Disqualified driving	4,587	19.4	4,594	17.4	4,296	16.9	-6.5
No insurance	403	1.7	2,718	10.3	2,794	11	2.8
Total	23,585	100	26,357	100	25,423	100	-3.5

FPN offence	2005		2006		2007		% change 2006 to 2007
	Count	&%	Count	%	Count	%	
Driving not in accordance with a licence	7,059	13.7	8,729	16.2	9,299	14.7	6.5
Speeding offences	12,926	25.1	11,927	22.1	11,453	18.1	-4.0
Failing to wear a seat belt (includes child no seat belt)	13,809	26.8	10,994	20.4	13,049	20.6	18.7
Mobile phone offences	17,737	34.4	22,374	41.4	29,464	46.6	31.7
Total	51,531	100	54,024	100	63,265	100	17.1

The table above shows the volume of FPNs between 2005 to 2007 relating to road safety.

FPNs

The overall volume of FPNs issued has increased by 17.1 per cent from 2006 to 2007, with the bulk of this increase largely due to increased FPNs being issued for mobile phone offences (31.7 per cent increase) and failing to wear a seat belt (18.7 per cent increase).

Cycle theft

17 per cent of cyclists are victims of bike theft and over a fifth of all bike theft nationwide occur in London. It is estimated that around 80,000 bikes may actually be stolen; the majority go unreported to the police. Bike theft is most prevalent in inner London with Islington, Westminster and Camden topping the list. However over the last two years the number of reported bike thefts has fallen from 21,236 in 2005/06 to 16,745 in 2007/08. Given the context

of a corresponding increase in the number of people cycling in London, this improvement can be attributed to the joint cycle theft initiatives between TfL, London boroughs and the police.



¹ The fourth priority – reduce the number of people killed or seriously injured in collisions resulting from criminal or ASB has been amended at the request of the MPS, from 2007/08. In 2007/08 the strategic priority was to reduce the number of collisions caused by criminal and ASB

² TfL has also published a ten year Road Safety Plan (2001 – 2011), setting out what must be done to create safer streets for people through changing the street environment, improving enforcement and implementing education to change road user behaviour. The Plan sets targets for casualty reduction to be achieved by 2010

³ For a description of the TOCU review please refer to page 30 'Achievements of 2007/08' section

⁴ Currently BTP and MPS PCSOs have different powers. BTP PCSOs have full powers including powers to issue fixed penalty notices, penalty notices for disorder (for ASB such as playing music to the annoyance of others) and powers to detain persons

⁵ The 21 outer London boroughs with dedicated safer transport teams of 21 officers are Barking and Dagenham, Barnet, Bexley, Brent, Bromley, Croydon, Ealing, Enfield, Greenwich, Haringey, Harrow, Havering, Hounslow, Hillingdon, Kingston-upon-Thames, Merton, Newham, Redbridge, Richmond-upon-Thames, Sutton, Waltham Forest

⁶ The creation of a workplace violence unit for London Buses, alongside the drive to increase confidence for reporting certain types of crime is likely to result in an increase in the level of reported crime in 2008/09 compared to 2007/08. Therefore the target is to maintain the rate on 2007/08 rather than reduce

⁷ With the introduction of compulsory validation of Oyster cards for 11 – 15 year olds from June 2008, and targeted RPI deployment against routes popular with children, to support this initiative and reduce ASB then the level of

recorded ticket irregularities is expected to increase significantly over the next 12 months

⁸ Measured on the bus system by the number of service withdrawals; London Underground/Dockland Light Railway by service delays and disruption

⁹ Safety and security when travelling around London – Synovate November 2007

¹⁰ For strategic assessment purpose TfL uses crime allegations rather than final classification

¹¹ (2018, 8,011,147) GLA 2006 Round Population Projections and (2019, 8,076,700) ONS Revised 2004-based Sub national population projections

¹² Comparison of population growth rate between inner and outer boroughs, GLA 2006 Round Population Projections

¹³ Tower Hamlets (41 per cent), Newham (33 per cent), and Barking & Dagenham (31 per cent). Southwark and Greenwich trail behind with 21 per cent. GLA 2006 Round Population Projections

¹⁴ GLA 2006 round HLP High Demographic Projections Source: GLA 2007, 'Borough and Sub-regional Demographic profiles 2007', page 88 <http://www.london.gov.uk/gla/publications/factsandfigures/DMAG-Briefing-2007-13.pdf>

¹⁵ GLA 2006 Round Ethnic Group Projections - RLP High

¹⁶ Inflation Report, Bank of England, May 2008

¹⁷ See 'A flimsy fight back', The Economist, 15 May 2008

¹⁸ Economic activity will increase in London by 12 per cent between actual 2004 levels and projected figures for 2016 Source: GLA 2007, 'Borough and Sub-regional Demographic Profiles 2007', page 88 <http://www.london.gov.uk/gla/publications/factsandfigures/DMAG-Briefing-2007-13.pdf>

¹⁹ Leith Review (2006), http://www.hm-treasury.gov.uk/independent_reviews/leitch_review/review_leitch_index.cfm

²⁰ 'The Cost of Exclusion: Counting the cost of youth disadvantage in the UK', (2007) Prince's Trust, page 31. <http://www.princes-trust.org.uk/Main%20Site%20v2/headline%20news/whats%20in%20your%20region/CoE%20cost%20of%20youth%20crime.asp>

²¹ 'Beyond Naturalisation: citizenship policy in an age of super mobility', Institute for Public Policy Research, March 2008

²² Transport 2025 Vision (Nov 2006) Scenario Results, Public Transport Boards 2006 to 2026, TfL Group Planning and Policy Unit, November 2006

²³ Passenger Boarding Projections 2006-16, TfL Group Planning and Policy Unit, 2007

²⁴ Transport 2025: Transport vision for a growing world city, pp. 97-103. <http://source.tfl/pdfs/T2025-new.pdf>

²⁵ Climate Change Action Plan (2007), page 134 http://www.london.gov.uk/mayor/environment/climatechange/docs/ccap_fullreport.pdf

²⁶ http://www.hm-treasury.gov.uk/spending_review/spend_csr07/spend_csr07_index.cfm

²⁷ Summary Transport Plan for the London 2012 Olympic and Paralympic Games (October 2007), Olympic Delivery Authority, page 6 <http://www.london2012.com/documents/oda-transport/tp-first-edition/tp-summary.pdf>

²⁸ *ibid.*

²⁹ <http://www.homeoffice.gov.uk/documents/crime-strategy-07/crime-strategy-07?view=Binary>

³⁰ 'Vision for cutting crime 2008-11 and key Public Service Agreements: What you need to know' (2008), Home Office. <http://www.crimereduction.homeoffice.gov.uk/crimereduction020a.pdf> ; Community Safety Plan (2008) <http://www.crimereduction.homeoffice.gov.uk/activecommunities/activecommunities088.pdf>

³¹ JTAC threat assessment

³² <http://www.londonprepared.gov.uk/>

³³ Section 17 of the 1998 Crime and Disorder Act was amended by the 2006 Police and Justice Act to broaden the requirement to include anti-social behaviour, substance misuse and behaviour that adversely affects the environment

³⁴ 'Cycle Theft in Great Britain' K Bryan-Brown and T Savill 1997 shows that 17% of cyclists had suffered a bicycle theft in the past three years, of these 24% no longer cycle at all, 66% cycle less often.

³⁵ Please see the glossary for a definition of bus-related crime

³⁶ The London Anti-Social Behaviour Strategy 2005-2008, Greater London Authority, 2005 http://www.london.gov.uk/mayor/crime/antisocial_behav.jsp

³⁷ Hate crime offences reported to the MPS for the bus network is currently unavailable; it is anticipated to be available for future reports

³⁸ The data provided is for personal injury road traffic collisions that occurred on the public highway that were reported to the police in accordance with the Stats 19 national reporting system.

Appendix A Glossary of terms

ASB - Anti-social behaviour is any behaviour that is likely to cause alarm, harassment or distress. Behaviour that may be easily ignored on the street can be anti-social and intimidating within the confines of public transport. ASB includes swearing; shouting; hostility towards other passengers; large dominant groups; littering; playing music out loud.

Broken Windows theory - George L Kelling and James Q Wilson first developed the theory that 'just as the broken window left unattended is a sign that nobody cares and leads to more broken windows, disorderly behaviour and conditions left unattended are signs that nobody cares, leading to fear of crime, more serious crime and urban decay'. This theory suggests that tackling minor misdemeanours and low-level crimes - such as graffiti - deters further petty crime and ASB, and prevents more serious crime. 'Broken windows' was the basis of the policing strategy used by Chief William Bratton on the New York transit system in the early 1990s. It resulted in dramatic improvements in both overall crime rates as well as passenger and staff confidence.

Bus-related crimes - Data to define a crime as bus related is retrieved from the MPS crime reporting system by using a specific query to retrieve the word 'bus' by searching various fields and by retrieving various transport related flags and venue codes. This query was developed for intelligence purposes, and as a result it can include non-bus related crimes, for example taxi touting. Some caution is therefore required with interpretation of

the accuracy of the data; due to the fact that it is a comprehensive search. However, when the source data has been previously quality checked it has been found that over 90 per cent of the crimes retrieved directly involved the bus network including crimes around bus stops. All the figures for bus related crime are not an exact count but the best estimate using a complex query to interrogate the crime reporting system and to provide a consistent set of management information figures for bus related crime across the MPS.

Horizon Scanning - Horizon Scanning is the identification of future trends, developments and events, in our external environment that are liable to affect our business. Knowledge of such issues helps to manage risks and opportunities (futures thinking) and develop effective responses.

Section 17 - Section 17 of the Crime and Disorder Act 1998 places a duty on designated authorities in exercising their various functions to give due regard to the likely effect on crime and disorder and do all that it reasonably can to prevent crime and disorder. This duty was extended by the Police and Justice Act 2006 to include giving due regard to anti-social and other behaviour adversely affecting the local environment as well as the misuse of drugs in their area.

Signal Crimes theory - Martin Innes and Nigel Fielding's research on signal crimes (2002) builds on elements of the Broken Windows theory and provides the basis of the neighbourhood policing programmes. Signal crime theory suggests that certain incidents have a disproportionate impact

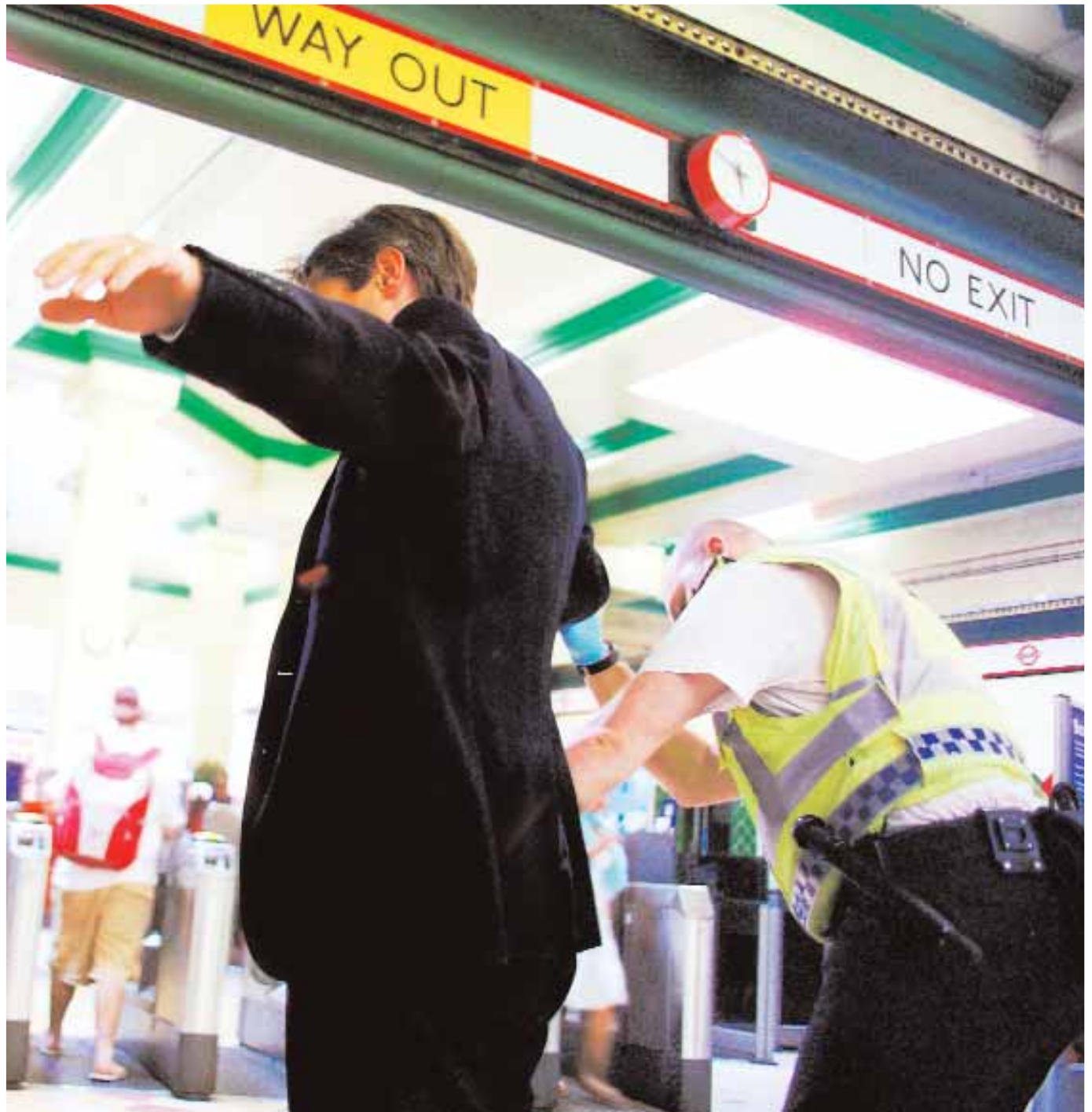
on peoples' perception of risk and sense of security, and that they may alter their behaviour as a result. Innes' research highlights the role of the media in exacerbating fear of crime. This is particularly relevant to TfL as the perception of risk and fear of crime acts a barrier for many people in using the transport system.

Thematic maps - Some wards are much larger than others, so their colours can dominate a thematic map. For example, Heathrow Villages ward in the Borough of Hillingdon is one of the largest wards in the Greater London area. When this ward is coloured thematically, it can artificially give the impression of being much better or worse than other wards because of its size.

Transport system - All means of travelling around London that TfL has some responsibility for, or significant influence over, including London Underground, bus network, London Overground, Dockland Light Railway, Transport for London's Road Network or Red Route, the strategic road network, taxis and licensed private hire trade and trams.

Vulnerable location - A vulnerable location is one which, on the basis of all the measures contained within the Composite Index (as discussed in the introduction on page 21), scores more than 200 and can therefore be considered more at risk. The Composite Index fuses together numerous relevant data sources to allow us to highlight geographic areas of risk and susceptibility.

For more information on the strategic assessment email intel@tfl.gov.uk





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