

TRANSPORT FOR LONDON

BOARD

SUBJECT: COMMUNITY SAFETY PLAN FOR TRANSPORT AND TRAVELLING IN LONDON 2009/10

DATE: 29 JULY 2009

1 PURPOSE AND DECISION REQUIRED

- 1.1 The purpose of this report is to present TfL's Community Safety Plan for Transport and Travelling in London 2009/10 and to request the Board's approval for the publication of the report.
- 1.2 The report was considered by the Safety, Health and Environment Committee at its meeting on 22 July 2009. The Committee endorsed the report.

2 BACKGROUND

- 2.1 The Community Safety Plan (CSP) is produced by TfL in partnership with the Metropolitan Police (MPS), British Transport Police (BTP), and the City of London Police (CoLP). TfL's Community Safety, Enforcement and Policing Directorate (CSEP) leads on the development of the Plan.
- 2.2 TfL first published a Community Safety Plan in 2007/08 with the wide support of key stakeholders and the Board. It is a public statement of TfL's commitment to making all journeys in London safer, and feel safer. The 2009/10 Community Safety Plan builds on the successes of the last 12 months. Crime on the bus and Underground/DLR network is at the lowest level since recording began in 2004/5.
- 2.3 The development of a three year community safety strategy has been discussed with the Mayor's office in support of the emerging Mayor's Transport Strategy (MTS2). It is intended that a three year Community Safety Strategy will be developed in 2010/11 after the publication of the MTS2.
- 2.4 Key stakeholders within TfL (London Underground, London Rail, Surface, Group) and externally (MPS, BTP, CoLP, Greater London Authority and other key crime and disorder reduction partners) have been consulted on the draft.

3 COMMUNITY SAFETY PLAN 2009/10

- 3.1 The 2009/10 Plan confirms the vision and strategic priorities set out in the first annual plan. The four agreed strategic priorities are:
 - a) To improve the perception of safety and security on the transport system;
 - b) To reduce anti-social behaviour on the transport system;
 - c) To reduce crime on the transport system by focusing on priority crimes; and

- d) 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 CSP sets out a five pronged approach to make progress towards the strategic priorities:

- a) Enforcement of the law and transport regulations to tackle crime and anti-social behaviour;
- b) Education including work in schools, media and public awareness;
- c) Engagement, for example uniformed officers in local policing teams engaging with passengers and staff to fully understand and address their concerns;
- d) Environment including measures such as CCTV and lighting to help design out crime; and
- e) Continuous and rigorous evaluation to assess the impact of all activities and learn from what we do.

3.3 The CSP includes an activity 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.

4 CRIME AND DISORDER IMPLICATIONS

4.1 The CSP will make a direct contribution to improving community safety across London. The Plan builds on the work of TfL and its police partners to provide passengers and staff with a safe and secure transport environment. The CSP is a public statement of TfL's activities to fulfil the duty under section 17 of the Crime and Disorder Act 1998.

5 EQUALITY AND INCLUSION IMPLICATIONS

5.1 Reducing crime and anti-social behaviour, and increasing public perception of the safety and security improves accessibility to the transport system. Fear of crime is not evenly distributed across the population – women, 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 CSP will set out specific actions to reduce sexual assaults, address hate crime and make travelling safer for young people.

6 FINANCIAL IMPLICATIONS

6.1 All the financial commitments in the plan are covered within existing budgets as set out in the agreed TfL Business Plan for 2009/10. Updating and publishing the annual Community Safety Plan is a TfL Business Plan commitment and one made in a variety of public statements.

7 CONCLUSION AND NEXT STEPS

- 7.1 Once finalised, the CSP will be published on the TfL website and a small number of paper copies will be produced for use by key stakeholders.

8 RECOMMENDATION

- 8.1 The Board is asked to:

- (a) APPROVE the Community Safety Plan for Transport and Travelling in London 2009/10, subject to any comments it might have; and
- (b) DELEGATE authority to the Managing Director, Surface Transport, to finalise the report and make any further design or editorial changes to the report as may be required.

9 CONTACT

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**Community Safety Plan for Transport and Travelling in London 2009/10
Outline Draft**

Contents:

- 1. Introduction**
- 2. Context**
- 3. Selecting the priorities**
- 4. Objectives and performance indicators**
- 5. Performance review 2008/09**
- 6. Highlights**

Appendix A: Policing partners

Appendix B: Activity plan for 2009/10

Appendix C: Additional performance information

1. Introduction

The transport system in London is a low crime environment. The risk of becoming a victim of crime on the transport system is at its lowest since recording began five years ago on London Underground (LU), Docklands Light Railway (DLR) and London bus networks.¹

Despite this significant progress, crime and anti-social behaviour (ASB) and the perception of safety and security of all individuals using and working on the transport network remain of paramount importance to the Mayor, Transport for London (TfL) and its partners. It is also vitally important that current levels of overall crime remain low and are further reduced.

Since the Mayor of London, Boris Johnson, was elected in May 2008, he has implemented a range of initiatives through TfL to promote safer travel on London's transport system, including over 500 additional officers to patrol the system, the banning of alcohol consumption on public transport, a live CCTV trial on the bus network and the development of a scheme to allow individuals who have had their free travel concession withdrawn to earn it back through volunteering.

This community safety plan (CSP) for transport and travelling in London sets out the priorities, objectives, and key activities which have been agreed by the London Transport Community Safety Partnership (LTCSP) over 2009/10 to further improve safety and security on and around the transport system.

The LTCSP was established in recognition of the importance of partnership working amongst a number of the key strategic stakeholders dealing with crime and ASB on the transport system in London; British Transport Police (BTP), City of London Police (CoLP), Government Office for London (GoL), Greater London Authority (GLA), Metropolitan Police Service (MPS) and Transport for London (TfL). The roles and responsibilities of the policing agencies on the transport system, and the increasing

¹ In 2004 a robust process was established by TfL to measure the rates of crime on the London bus, London Underground and DLR networks, and set a baseline for future analysis.

links between the LTCSP and the London boroughs are discussed in greater detail in chapter 2.

The LTCSP's joint approach and commitment to further improving the safety and security of the transport network is illustrated in its shared vision:

“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 residents, visitors, tourists and commuters and to make the system accessible for Londoners who may not travel because of fear and anxiety about crime and anti-social behaviour.”²

This plan reports on the progress made since last year in achieving this vision, and sets out the priorities, objectives, and activities for the TfL and the LTCSP in 2009/10.

As the strategic authority for transport in London and a key funding provider of policing services on the transport system, TfL maintains a key role in the development and delivery of this plan. At the heart of the CSP is the effective and efficient deployment of over 2,500 uniformed officers funded, or partly funded, by TfL to police the transport system and the effective and efficient deployment of TfL's own uniformed staff in partnership with the policing agencies to provide a visible presence throughout the system. Deployment of these resources is also aligned with that of other police resources within the BTP, CoLP, and MPS in order to maintain maximise the benefits to the transport system and the wider London community.

² Defined in 2008

2. Context

2.1 The local context: what does the plan cover?

This plan sits within a wider framework of strategies and plans which aim to improve safety and security within London but is primarily focused on the TfL network. However, travel by its nature integrates a number of discrete transport networks that spread across and beyond traditional London boundaries. In addition, many journeys in London include different networks and transport modes and passengers often view the safety of their journey as a whole. This fact is fully recognised by TfL and its partners, and so the plan also takes into account the wider transport interfaces, which, while not directly managed by TfL, have a central role to play in promoting the safety and security of the travelling public.

TfL is responsible for the diverse modes which make up the integrated transport system in the capital, including the promotion of active modes, such as walking and cycling. TfL manages the 458 million annually operated kilometres of the bus network, runs the LU, DLR, London Overground Services and Croydon Tramlink systems, the London River Services, Victoria Coach Station and Woolwich Ferry. TfL is also responsible for the 580km red route network which covers the key strategic routes into London, and while only accounting for five per cent of the road network, carries over a third of the traffic in London. TfL also has regulatory responsibilities for taxis and private hire vehicles (PHVs).

TfL works with Network Rail and the Train Operating Companies (TOCs) that operate the franchised rail services and mainline stations in London. TfL and the TOCs are seeking to build on this relationship through the development of a community safety strategy from 2010/11. TfL also works extensively with the 32 London boroughs, and the City Corporation, fostering links with all statutory Crime and Disorder Reduction Partnerships/Community Safety Partnerships in London. The London boroughs are important partners in crime and ASB reduction, and have a key role to play in improving safety and security across the whole journey, door-to-door. In 2009/10 the links between the LTCSP activities and London boroughs will be enhanced and further opportunities for joint working and collaboration pursued.

2.2 Policy context: where does the plan fit?

What is a community safety plan?

Community safety plans were first introduced as a result of the duty under the Crime and Disorder Act 1998. This Act placed a statutory duty for identified Responsible Authorities³ to work with partners to reduce crime and ASB, through the development of community safety plans. London Boroughs are responsible authorities under the 1998 Act, and are required to develop a crime and disorder strategy as part of the associated duties.

The development of a CSP is not a statutory requirement. However, TfL and its partner agencies are committed to producing a document that clearly and publicly sets out our approach to crime and disorder on the network. The London borough Crime and Disorder Reduction Partnerships also have a key role to play in improving the safety and feelings of safety associated with travelling and TfL works closely with the boroughs to ensure activities are aligned and to improve safety and security across the whole journey, door to door.

It is proposed that this is the final year for the development of a stand-alone annual plan, and from 2010, a three-year community safety strategy will be developed to support the publication of the second Mayor's Transport Strategy (MTS).

Mayor's Transport Strategy

The second MTS is currently being developed, and is likely to be published in early 2010. This CSP has been developed in line with the current MTS Statement of Intent which sets out the six overarching themes;

- Supporting economic development and population growth
- Providing a better quality of life for all Londoners

³ Responsible Authorities are Police, Local Authorities, Police Authorities, Fire and Rescue Authorities, Local Health Boards in Wales, Primary Care Trusts (PCTs). (Information from: <http://www.crimereduction.homeoffice.gov.uk/regions/regions13.htm>)

- Ensuring the safety and security of Londoners
- Improving transport opportunities for all
- Tackling climate change
- Delivering the London 2012 Olympic and Paralympic Games⁴

The community safety strategy for transport and travelling to be developed in 2010 will be fully aligned with the MTS.

Policing plans

Each of the partner policing agencies on the LTCSP produces a policing plan⁵ that sets out the priorities which direct their activities over the course of the year, including their contribution to reducing crime and disorder and improving feelings of safety on the transport network. TfL has a close relationship with each of the policing agencies, and plays an active role in the consultation process on the policing plans. These plans have been fully considered in the development of the CSP, and while not replicated here, are an essential part of delivery against our shared vision and objectives.

2.3 Policing partners

The policing picture for London's transport system is complex and involves effective partnership working between TfL and London's three main policing agencies - BTP, CoLP and MPS. TfL's investment in transport policing services currently provides over 2,500 officers on the transport system. For a detailed summary of the responsibilities of each of the policing agencies, please see Appendix A.

⁴ <http://www.london.gov.uk/mayor/publications/2009/docs/transport-strategy.pdf>

⁵ Relevant plans can be found at:

BTP – www.btp.police.uk/PDF/9_LU%20Policing%20Plan.pdf

MPS – www.mpa.gov.uk/downloads/publications/policingplan2008-11.pdf

CoLP – www.cityoflondon.police.uk/NR/rdonlyres/6E008EFD-7356-448A-8FF5-D790FB941E64/0/WebPlanFinalv21.pdf

Managing performance and Compstat

The policing agencies work in partnership with TfL in accordance with rigorous performance management processes to ensure the most effective and efficient use of TfL and police resources on the transport system. Of particular note within this set of processes are the BTP Compstat and MPS Joint Tasking Action Group (JTAG) meetings.

Based on the successful model first introduced in New York, Compstat brings together TfL and the BTP to jointly discuss key issues on the LU and DLR networks, review progress and develop potential solutions. Compstat also provides continued monitoring and assessment of progress.

JTAG evolved from the Compstat model, and brings together key stakeholders (including local transport operators and local authorities) with an interest in safety on public transport at a borough level to review the work of each MPS Safer Transport Team based upon local priorities, problem solving activities and performance. The JTAG is the primary forum for ratifying and assessing local priorities and problem solving plans and the sharing of best practice in relation to crime, ASB and perception issues.

2.4 Approaches to criminal and ASB

Our approach to improving safety and security on the system is underpinned by the Signal Crimes and Broken Windows theories⁶, and an increasing focus on prevention and problem solving. These theories advocate the view that through tackling low level crime and disorder, more serious crime can be driven out of the system and that focusing on certain priority crimes can reduce fear of crime. As such, by tackling ASB and crimes such as fare evasion and criminal damage, the

⁶ Kelling, G, Wilson, J, (1982), Broken Windows: The Police and Neighbourhood Safety in *Atlantic Monthly* March 1982

Innes, M. and N. Fielding (2002) 'From community to communicative policing: 'signal crimes' and the problem of public reassurance' *Sociological Research Online* (7/2)

LTCSP is able to have a significant impact on maintaining and if possible further reducing the low levels of serious crime experienced on the transport network. This approach also has a positive impact on staff and passenger perceptions of safety and security, as it is these types of incivilities and “low level” crime and disorder, as well as environmental damage, which can have a significantly negative impact on people’s feelings of safety on the transport network, which in turn impacts on their travel choices, potentially deterring them from using public transport options. This can greatly affect Londoners’ quality of life and lead to increasing congestion and vehicle emissions.

All of our activities are predicated on the prevention of crime and disorder on the transport system and are undertaken within a framework of problem-solving. The problem-solving approach focuses on identifying key issues, understanding why the incidents contributing to these issues are happening and identifying sustainable ways to prevent the problems from re-occurring. All of these activities are supported by robust intelligence gathering, analysis and mapping, and are managed through rigorous performance management and evaluation.

This approach underpins the Neighbourhood Policing model on the transport system which has been adopted by each of the police forces that contribute to this plan. Resources are focused on tackling the priorities identified by the communities in which they are situated using a problem solving approach reinforced by providing a visible reassurance policing presence.

2.5 Value for Money

TfL and its partners are committed to delivering a transport policing service for London that both provides value for money for Londoners and delivers an environment that is free from ASB, crime and fear of crime. In a time of constrained resources and a constantly changing and demanding environment, the need for all organisations to be working together in a cost effective way to meet common priorities is paramount.

To this end TfL will continue to work with partners to deliver efficient and effective transport policing services that are appropriate for the safety and security needs of the system and that make the most effective use of the wider police family and other agencies that have community safety responsibility in London.

In recent years TfL and its partners have striven to achieve efficiency improvements in the delivery of transport policing services. We are currently implementing revised transport policing structures for London that are focused on both improving service delivery to the community and value for money. We will continue to ensure that we have the most efficient structure for transport policing to meet the future needs of London and includes the right balance of uniformed officers (the officer mix)⁷. As part of this TfL will encourage further collaboration, joint working and sharing of resources in order to provide a transport policing service that is fit for purpose and targeted on local priorities and the prevention of crime and disorder, as well as sustaining and if possible further reducing the current low levels of crime throughout the system.

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⁷ This will determine the appropriate balance between police officers, PCSOs and other uniformed staff.

3. Selecting the priorities

The CSP is evidence-based, and informed by the results of the annual Strategic Assessment of crime, disorder and fear of crime patterns undertaken by TfL in conjunction with TfL's policing partners. This process ensures that resources are used in the most efficient and effective way to address areas of concern on the network, with due regard to the local and national agendas.

The Strategic Assessment (led by TfL and sponsored by the LTCSP) provides a thorough analysis of real and perceived issues affecting community safety on London's transport system. To build this comprehensive picture of actual crime and ASB and the perceptions of crime and ASB on the network, the Strategic Assessment uses a range of data from TfL, and partners, (including BTP, CoLP, and MPS), consultation with stakeholders and passenger surveys. Information from the 12 months between November 2007 and October 2008 was used to ensure that the most current data informed the direction of the CSP, in terms of priorities, activities, and areas of focus for the plan.

This year, the Strategic Assessment has identified that the four strategic priorities in the CSP 2008/09 remain appropriate to guide activity within this plan:

- 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 crime⁸
- Reduce the number of people killed or seriously injured in collisions on London's roads resulting from criminal or anti-social behaviour (ASB).

It is important that the Strategic Assessment and our priorities are read in the context of the sustained reductions in crime that have been achieved by TfL and its partners over the past three years and the current low levels of crime we see on the system.

The next few pages provide a summary of the analysis conducted as part of the Strategic Assessment, and illustrate how it has informed our selection of priorities, and the resultant work plan.

⁸ Priority crimes are identified as: violent crime (staff assault, sexual offences, robbery and violence against the person), hate crime, criminal damage, taxi touting (illegal cabs) and theft.

3.1 Strategic assessment key findings

Ensuring priorities are on track

The Strategic Assessment has highlighted the challenge of tackling perceptions which vary both by the mode travelled and individual involved, which frequently outweigh actual risk, and which are often heavily influenced by the media and external events. Despite statistically significant improvements in 2008 in feelings of safety while travelling and the positive impact of the alcohol ban, research continues to show that concerns over ASB remain the second largest barrier to public transport use by the community (after overcrowded services), a fear which is heightened after dark.

The most common reason given for not feeling safe while waiting for a bus or train is concern about the local area. This highlights the importance of the Neighbourhood Policing structure we have developed and enhancing our work with boroughs, local communities and wider neighbourhood policing teams to improve levels and feelings of safety and security across the whole journey.

Analysis shows that recorded crime and ASB on the transport system has continued to fall and the likelihood of being a victim of crime on the transport system is at its lowest since consistent recording began five years ago.

Journeys on public transport have been increasing steadily over the past few years. The bus and LU networks carry 6.4m and 3.5m passengers per week day respectively. Against this background of passenger growth, crime rates have fallen again this year to a new low. In 2008/9 there were 12.1 crimes per million bus passenger journeys and 13.1 crimes per million LU passenger journeys, (down from 15.2 and 14.4 respectively in 2007/08). This reduction is coupled with improving passenger feelings of safety and security while travelling on the network.

However, the transport system by its very nature continues to provide opportunities for crime to be committed. Each mode displays different characteristics which in turn present different opportunities for crime and ASB. Interchanges, where the location

is the common factor across the modes, have been identified as key locations where crime and ASB are most likely to occur and have heavily influenced the distribution of the new police teams dedicated to transport 'hubs' which have recently been funded by the Mayor.

The geographical profile of transport crime and ASB is also influenced by opportunity, in particular that posed by diverse passenger demographics. The profile of crime and ASB types is also changing. For example, the likelihood of becoming a victim of robbery on the transport system is decreasing, with reports down by over a third on both bus and rail networks. This is particularly reassuring as these reductions follow from decreases the previous year.

Conversely, recorded sexual offences, with the exception of the more serious sexual offence types, are on the rise. These types of crime have been considered under-reported for some time, and considerable efforts have been made to encourage reporting and increase the confidence of victims to notify police. The rises relate to indecent exposure and less serious sexual offences which may be reflective of an increase in public confidence in reporting and an increase in passenger numbers.

Theft from the person is decreasing across all modes, albeit at a faster rate on the bus network, however passengers are still more likely to become the victim of theft while travelling than any other crime (1 in 196 thousand bus passenger journeys and 1 in 162 thousand LU journeys).

Although, the number of people killed and seriously injured (KSI) on London's roads fell by seven percent in 2008 compared with 2007 according to annual road casualty statistics, incidents involving criminality and/or ASB remain an important issue. Initial analysis around the levels of KSIs which cite contributory factors⁹ relating to criminal or illegal driving found that 8.0 per cent of all citations from KSIs in 2008 related to criminal or illegal road use, compared to 6.6 per cent in 2005. In addition, 5.7 per

⁹ Contributory factors refer to factors which are relevant to a collision, as recorded by the police via the STATS19 national reporting system. Contributory factors are subjective and reflect the reporting officer's opinion at the time of reporting and may not be the result of extensive investigation. Factors are indicated as very likely or possible, and up to six can be assigned to one incident. A total of 11 contributory factors have been highlighted as criminal or illegal.

cent of all citations for KSIs involving injury to a pedal cyclist in 2008 relate to criminal or illegal road use.

Despite a noteworthy reduction in overall recorded crime on the transport system, the constantly changing picture of criminality on the transport system, the development of local hotspots and the impact of crime and ASB on victims, perceived safety and choice of travel mean it is essential to maintain an intelligence-led focus on reducing crime and ASB on London's transport system. In this way TfL and its partners can ensure that policing resources are properly targeted and that services can be delivered in the more efficient and effective way.

Areas of focus

While the Strategic Assessment reconfirmed the four broad priorities, there was also recognition of the need for a more nuanced response to the findings of the Strategic Assessment in the CSP. Analysis has shown that some types of passengers are more susceptible to crime, ASB, and fear of crime, on the transport system than others and this varies by crime type. For this reason the plan has identified four areas of activity (identified below) which will receive a particular focus. Our activities in these focus areas in conjunction with associated activities as listed in Appendix B will help deliver against the four strategic priorities of the plan as set out earlier.

i) Young people

Robberies on the bus and rail network are predominantly targeted towards young people under 18 in the period after school between 14:00 and 19:00 hours, with disproportionate victimisation evident for 14 -15 year old males. This is a particular issue for the bus network which carries the majority of young people regularly travelling on the public transport system in London¹⁰.

Young people are also more likely to offend in groups than older suspects and are mostly suspected of criminal damage, robbery or violence. There is also an

¹⁰ TfL figures show that in 2007/8 the London bus network accounted for just over 25% of journeys to school by 5-16 year olds, while a similar percentage travelled by car and just over 40% walked or cycled. Robbery involving young people is less of an issue on the LU/DLR networks as they carry fewer under 18 and very few robberies are committed (1 per 8.5 million passengers). In 2008/9 there were 136 robberies on the entire network and approximately 26% of the victims were under 18.

emerging trend in under 18 suspects of hate crime, and 14 - 15 year old males are disproportionately targeted for violence.

Not enough is yet known about the pressures faced by young people while using public transport, nor their perceptions of safety, or motivations for offending, yet they make up a significant proportion of passenger journeys and are susceptible to crime and ASB. Given the importance of public transport to young people in London and the disproportionate levels of victimisation this continues to be an important area of focus for 2009/10. The work that the LTCSP undertakes over the course of 2009/10 will be closely coordinated with the Mayor's Time for Action: Equipping Young People for the Future and Preventing Violence.

ii) Women

Concerns over safety and security are typically higher amongst women. It is therefore important that the safety of women continues to be an area of heightened focus for TfL and its partners throughout 2009/10 to reassure women, minimise violence and other crime against women while travelling and build on the success of the Safer Travel at Night initiative. In support of this area of focus the Mayor has funded 34 additional officers focusing on cab enforcement issues in London.

While the likelihood of being a victim of sexual assault on the transport system is very low in London, women are more vulnerable to this type of crime, in particular those between the ages of 14 and 15 years. Women over 70 years of age are disproportionately targeted for theft on both the bus and LU networks.

iii) Alcohol

It is planned that more work is undertaken around alcohol-related criminal and ASB as this continues to be an important area of focus for TfL and its policing partners. Although, the successful introduction of the alcohol ban on the network is dealing with many of the issues relating to consumption of alcohol, there remains an undercurrent of alcohol driven crime and ASB. The effect of alcohol on the transport system is difficult to quantify but it is evident that witnessing people drinking alcohol and drunkenness can heighten the fears of passengers and staff. Alcohol also contributes to disorderly, aggressive and sometimes violent behaviour and can

increase the chance of victimisation. Approximately one quarter of bus-related disturbances and violence, and BTP recorded disturbances are identified as having alcohol as an aggravating factor.¹¹

iv) Cycling

Levels of cycling have increased in London since 2000, and this trend is set to continue with the planned initiatives for cycling in London as well as the cycle-hire scheme to be implemented in 2010. Further promotion of cycling across the capital is a key mayoral priority, and safety and security issues are increasingly important given the fact that theft and collisions involving cyclists remain an issue and are likely to rise as the numbers of cyclists increase.

3.3 Looking forward: challenges

The Strategic Assessment also details the current and future external challenges to further improving community safety on London's transport network, a summary of which is provided below. These challenges have been considered during the activity planning stages to make sure that the LTCSP takes the right steps to mitigate the anticipated impacts.

Economic climate

It was officially announced in early 2009 that the UK economy was in recession.¹² Against this background, there is a risk of increasing levels of crime both in London as a whole and on the transport system, which could also lead to increasing fear of crime. The changing economic climate could also lead to a fall in the number of people travelling which would impact on the crime rate and the perceived risk to passengers.

Olympics

The Olympic and Paralympic Games in Summer 2012 will bring significant numbers of visitors to London, the majority of whom will use the transport system to access the Games and wider facilities of London. All the key stakeholders are now involved

¹¹ These figures are dependent on using a key word search to extract relevant crime reports.

¹² <http://www.bankofengland.co.uk/publications/speeches/2009/speech378.pdf>

in developing plans to maximise safety and security during the Games and minimise opportunities for crime and ASB.

Terrorism and major incidents

The terrorist threat is ever present within London. TfL and its policing partners are working together to reduce the likelihood and impact of major incidents. TfL's overall approach to community safety including a visible police and staff presence, designing out crime, and passenger engagement by front line staff all serve to support activities to prevent terrorism. The threats posed by natural disasters, such as flooding or the spread of pandemics like swine flu, are also identified and monitored. TfL and its partners work closely together to manage these threats, as well as developing emergency response and contingency plans.

4. Objectives and performance indicators

Based on the findings of the Strategic Assessment, a set of objectives has been agreed to ensure that our resources are targeted towards key community safety priorities. These objectives provide a framework for the development of the activity plan for this year as shown in Appendix B. The objectives will be closely monitored over the course of 2009/10 enabling us to manage the progress the LTCSP is making in meeting our objectives.

Key performance indicators

- Proportion of people for whom concerns over crime/ASB affect the frequency of their public transport use (either on bus, tube or train, during the day or at night)
- Composite ASB Index measuring police and TfL recorded incidents of ASB (upon bus, LU or DLR) against a baseline value
- Recorded crimes per million passenger journeys – bus network
- Recorded crimes per million passenger journeys – LU and DLR network
- Reduction in the number of people killed or seriously injured in collisions on London's roads resulting from criminal or ASB

Objectives for areas of greater focus

Young people

- To reduce the number of young victims of robbery and violence on the transport system
- To reduce the number of young offenders of robbery, violence, criminal damage, and ASB on the transport system

Women

- To reduce the number of female victims, in particular young victims, of sexual offences on London's transport system
- To improve women's feelings of safety while travelling in London, especially when travelling at night

- To reduce the number of cab-related sexual offences against women

Alcohol

- To improve passenger perception and experience of safety through the reduction of alcohol related ASB
- Further reduce alcohol related violent offences

Cycling

- To reduce cycle theft in public places¹³
- Raise awareness of ways to address road safety issues on the transport network, specifically targeting the increasing numbers of new cyclists

Additional objectives

- To reduce the number of elderly victims of theft on London's transport system
- Improve confidence in travelling through better engagement with passengers, and with and by staff and police
- To maintain low levels and reduce incidents of graffiti and other criminal damage in hot spot locations on transport infrastructure
- To minimise risk of staff assaults, and in particular reduce repeat victimisation
- To reduce ticket irregularities and fare evasion by effective deployment of resources
- To increase the detection rate of hate crime committed against passengers and staff across the network

Performance management

TfL and its partners are responsible for the strategic direction of the CSP, and will review performance against its objectives quarterly through the LTCSP to ensure that progress is being made. This activity will be supported by the current well established performance management processes between TfL and the police

¹³ In this context, the definition of public places refers to designated cycle parking spaces.

(Compstat and JTAG) and a recently established sub group of the LTCSP - the Delivery Management Group.

5. Performance review 2008/09

Over the course of 2008/09 significant progress has been made against the performance indicators set in last year's Plan, reducing the crime rate to its lowest level in five years.

The table below provides a high level summary of the progress that has been made against each of the objectives from the 2008/09 plan, using a red, amber, green coding system.

Green: progress against the performance indicator
 Amber: maintenance of 2007/08 levels
 Red: desired progress not reached

Priority	2008/09 CSP Performance Objective	CSP Indicator	RAG Status
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 (CSS) of Safety and Security at Stations, Stops and on the network on the 2007/08 baseline.	CSS Personal Safety and Security – while travelling on bus	GREEN
		CSS Personal Safety and Security – while waiting at bus stop/shelter	AMBER
		CSS Personal Safety and Security – while travelling on LU train	GREEN

Priority	2008/09 CSP Performance Objective	CSP Indicator	RAG Status
		CSS Personal Safety & Security – while waiting at LU station	GREEN
Reduce ASB on the transport system	Reduce ASB on the transport system, measured against the ASB Index being introduced in 2008/09.	Driver Incident reports (DIRs) of ASB on the bus network	GREEN
Reduce crime on the transport system by focussing on priority crime	Maintain the 2007/08 crime rate per million passenger journeys	Recorded crimes per million passenger journeys - bus network	GREEN
		Recorded crimes per million passenger journeys - LU & DLR network	GREEN
	Reduce the level and rate of serious violent assaults (murder and attempted murder, manslaughter, GBH, ABH) on public transport.	Volume of serious violent assaults upon bus and LU/DLR	GREEN
		Rate per million passenger journeys of serious violent assaults upon bus and LU/DLR	GREEN

Priority	2008/09 CSP Performance Objective	CSP Indicator	RAG Status
	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	Low volumes of weapon offences were recorded on public transport in London. The future use of knife arch operations and levels of weapon offences will continue to be evaluated in light of operational objectives.	
	Reduce robbery on public transport	Volume of robberies upon bus and LU/DLR	GREEN
		Rate per million passenger journeys of robberies upon bus and LU/DLR	GREEN
	Reduce rate of serious sexual violence (rape, serious sexual assault) on public transport	The data here is based on rape offences only (on LUL, DLR and Bus Network).	AMBER
	Reduce the level of cab-related sexual offences		GREEN
	Increase the detection rate for hate crime		GREEN
	Reduce the number of incidents where staff on LU and the Docklands Light Railways experience assault or abuse		GREEN
	Increase the number of successful prosecutions for assaults against staff working on the buses		GREEN

Priority	2008/09 CSP Performance Objective	CSP Indicator	RAG Status
	Reduce level of fraud and persistent fare evasion	Level of irregularity on one-person-operated (OPO) routes (12 month rolling average)	GREEN
		Level of irregularity on open-boarding routes (12 month rolling average)	GREEN
	Reduce rate of theft (passenger property) on public transport		GREEN
	Reduce bicycle theft across London		RED
	Increase detection rate and judicial disposal for criminal damage (including graffiti) on 2007/08 baseline on public transport		RED
	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	Volume of victims aged 18 years and under (bus network only)	GREEN
		Rate of victims per million passenger journeys (bus network only)	GREEN
	Achieve 75 per cent Secure Stations accreditations on LU, London Overground and Docklands Light Railway	All eligible London Overground stations have been accredited under this scheme.	
	Reduce disruption to the transport system caused by crime and ASB - in particular trespass	Bus service withdrawals FYTD 07/08 to 08/09	GREEN

Priority	2008/09 CSP Performance Objective	CSP Indicator	RAG Status
		LU lost customer hours as a result of crime and ASB where trespass is a factor	GREEN
	Work with our partners to minimise the risk to the transport system of terrorist action and other catastrophic incidents and increase resilience.	TfL and its partners are working closely to minimise the likelihood and impact of terrorist action against the transport system.	
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 (KSI) on London's roads through enforcement activity on: dangerous driving	KSI collisions involving a hit and run	GREEN
		KSI collision 'disobeying rules of the road'	GREEN
	increase judicial disposals for driving without insurance; driving without a licence; driving without an MOT; drink and drug driving; driving while disqualified	Fixed Penalty Notices (FPNs) for dangerous driving	GREEN

While the overall the picture is very positive, there are three areas in which the LTCSP did not reach the desired levels of progress. These are discussed in more detail below.

CSS personal safety and security – while waiting at bus stop/shelter

Satisfaction with the safety of the transport network as measured by the CSS has improved overall, however, the feelings of safety and security while waiting at a bus stop/shelter has remained stable at 81 points between 2007/08 and 2008/09. In

order to gain a clearer impression of feelings of safety while on the transport network, TfL is now undertaking a focused safety and security survey. This will provide a more detailed understanding of feelings of safety and security on the network, and enable a more targeted use of resources to deal with these issues.

Bicycle theft across London

The increase in cycle theft has taken place in the context of increased cycle use. This plan identifies the issue as an area of greater focus and includes specific activities to impact on the levels of cycle theft across London.

Reduce the rate of serious sexual violence on public transport

This measure is based on rape offences only and remains amber as there has only been a small reduction in the rate of rape offences per million passenger journeys. Crime figures from the MPS show that the number of bus-related rape offences, albeit very low, remained unchanged in 2008/9 despite a three per cent increase in passenger numbers. There have been no reported rape offences on LU/DLR in the last two years.

Women's safety has been identified as an area of greater focus in this year's plan.

Increase detection rate and judicial disposal for criminal damage (including graffiti) on 2007/08 baseline on public transport

There has been a decrease in the detection rate for criminal damage offences on both the bus and LU/DLR networks. However, this is in the context of a substantial reduction in recorded criminal damage on both networks. TfL and its policing partners will continue to undertake a range of activities around this issue to sustain the reductions and improve detection.

6. 2008/09 highlights

The successes detailed in chapter five are a result of a range of activities supported by the substantial investment by TfL, the intelligence led deployment of resources, effective partnership, problem solving and performance management of activities. There are a number of areas which have been particularly significant, and these are detailed below.

Workplace Violence Unit

Following the successful establishment of a Workplace Violence Unit (WVU) within LU in 2006, a similar Unit has been developed specifically for front line bus staff. The Bus WVU was established in January 2009 as a partnership between TfL, MPS, and bus operators. The multi-agency staffed team is dedicated to supporting the investigation and prosecution of assaults on all operational staff working on London's bus network and improving the standards of support for victims. The WVU will also be taking preventative action, taking steps to minimise risk of staff assaults from occurring. The WVU is already gaining early successes and has been well received by staff. In the first six months of operation, the Unit led or assisted in the investigation of 145 assaults on bus staff; over 50 perpetrators have already been brought to justice.

Policing on London Overground

Enhanced policing on the London Overground during its first full year of operation has continued to play a large part in delivering a low crime environment. Passenger perception of safety and security as measured by the CSS has improved over the year, such that at the end of 2008/9 on station perception had increased significantly to reach similar levels to LU and London buses (when TfL took over responsibility for the network this had been some 10 points lower). An ambitious programme to attain Secure Station Scheme Accreditation at all LO stations was completed during the year, ahead of schedule. TfL, the train operator and BTP are currently working in partnership to implement a change in the mix of uniformed officers on the London Overground network during 2009/10 including a pilot of the use of Travel Safe Officers (TSOs) to ensure that the service is delivered in the most effective and efficient way possible.

Enhancing safety at transport hubs

In May 2008, the Mayor announced he was doubling the strength of Safer Transport Teams and that the 440 additional officers were being used to enhance STTs and establish 32 Hub Teams as part of the STT structure. The Hub Teams are tackling local crime and disorder priorities on and around the transport network identified through local intelligence and community engagement. The activities of these teams (all 32 were rolled out by June 2009) have made an important contribution to the overall reductions in transport crime and disorder highlighted in this document.

British Transport Police: Neighbourhood policing and an additional 50 Officers

The BTP50 initiative was launched in January 2009 in Bromley. TfL will be investing more than £6m over the next two years to fund the additional 50 officers on the suburban rail network as part of the Mayor's commitment to clamp down on low-level crime and disorder at outer London rail stations.

The teams provide neighbourhood style policing coverage at over 100 of the highest priority stations and routes in terms of crime and disorder in the outer London boroughs. This activity has been integrated with the new neighbourhood policing structure on London Underground which was rolled out in June 2008 and has contributed to the reductions in transport crime seen on the system.

Zip scheme

A new ZIP Oyster photocard was introduced for all young people aged over 11 wishing to qualify for free bus travel in June last year. The ZIP scheme requires young people to sign up to the TfL Behaviour Code, as part of the free travel concession, which has a structured set of sanctions including permanent withdrawal of the concession depending on the level of misbehaviour. The new scheme which is much simpler for drivers and TfL staff to enforce has contributed to a reduction in youth-related crime and ASB, and the levels of fare evasion on the network. Proactive revenue operations regularly run in conjunction with local STTs and other police units has helped to improve behaviour on the bus network and drive down crime and ASB.

City of London Police and road safety

Over 2008/09 a number of highly successful operations have been undertaken to tackle issues of safety and security in the City. One example of this is Operation Typhoon which was developed by the City of London Police to address concerns raised by cyclists and motorists regarding the use of the road. The main aim of the operation was to enforce traffic laws in order to improve road safety in the City.

Combined with an increased enforcement activity, Operation Atrium was developed to raise awareness of how to share the road safely. This operation specifically targeted cycling communities and businesses within the City of London. This scheme has proved to be very successful and is now set to be rolled out by the MPS in Westminster.

Criminal damage reduction

TfL and its partners have undertaken a range of activities in 2008/9 to deal with criminal damage and through this the impact it has on service reliability and passenger perception. LU chairs a successful partnership group that drive strategic responses to this issue. Over 2008/9 the effects of vandalism on train services have seen a progressive reduction couple with improved CSS scores for personal security on trains and at stations.

Significant work has also been undertaken on the bus network to reduce vandalism and graffiti through the Etch 2 initiative to encourage reporting of criminal damage and the use of CCTV evidence packs to identify perpetrators. This work has resulted in 36 per cent reduction in criminal damage on the bus network compared to the previous year.

Appendix A: Policing agency responsibilities

British Transport Police

The British Transport Police is the national police force for the railways in the UK. The BTP is responsible for policing LU, DLR, Croydon Tramlink and overground rail network in London. London is served by three BTP Divisions: BTP L Area, funded by TfL, is the dedicated policing unit for the Tube and DLR; London North Area covers overground rail and stations in north London and beyond (as far as East Anglia); London South Area covers overground stations and rail in south London, Croydon Tramlink and the south east of England. TfL funds 146 BTP officers including 27 PCSOs in the London North and London South areas to provide enhanced policing of TfL's London Overground service and other priority areas of the suburban rail network.

Metropolitan Police Service

The MPS is responsible for policing London's roads and wider environment (outside of the City of London). In 2008/9 there were a number of different policing units within the MPS that were responsible for policing the surface transport in some way including the Transport Operational Command Unit (TOCU), Safer Transport and Hub Teams and the Traffic Operational Command Unit (Traffic OCU). A programme of work is currently underway to rationalise this structure, improve service delivery and provide the most efficient and effective transport policing structure for London.

The new Safer Transport organisation in the MPS incorporates TOCU, the STTs and Hub Teams into a single structure and will be fully implemented in March 2010.

The TOCU, fully funded by TfL, provides additional police support to London's buses, licensed taxis and private hire vehicles and to help reduce congestion and bus flow issues and enforce red route parking restrictions.

TOCU works closely with 21 STTs working in outer London boroughs and the 32 Hub Teams being rolled out to priority locations across London. These teams, jointly funded by TfL and the MPS provide a visible policing and reassurance presence on the transport system. These local teams work alongside and with the support of

Safer Neighbourhood Teams and other local policing resources. As part of the new structure every London borough will have an STT.

The Traffic OCU is a specialist unit in committed to reducing the number of traffic related deaths, injuries and crimes on London's road. The Unit, along with TOCU, plays a major role in traffic management and reducing congestion.

City of London Police

City of London Police is specifically responsible for the safety and security of the residents and the significant number of commuters in the 'square mile' within London. During 2009/10, CoLP will focus on promoting safer travel at night and tackling illegal cabs and crime and ASB on the bus network, as well as promoting road safety.

Appendix B: Activity plan 2009/10

Activity plan

This Activity Plan provides a high level summary of the key activities the LTCSP will undertake across the course of 2009/10 to deliver on our identified priorities and objectives discussed in chapter four. The information presented here under the five Es supplements the detail which is provided within the individual Policing plans, and the TfL business plan.

- **Enforcement** of the law and transport regulations to tackle crime and ASB.
- **Education** to influence behaviour and change perceptions.
- **Engagement** with communities across London to identify and address local concerns.
- **Environment** measures such as CCTV and lighting to help design out crime.
- **Evaluation** to assess and learn from all the activities, to ensure that the most efficient use of resources is made.

Enforcement

1. TfL and the MPS will develop a new transport policing structure to deliver more efficient and effective 'Safer Transport' activities on London's transport system (as part of the new MPS transport policing structure every borough in London will have a Safer Transport Team)
2. Target policing resources, including anti-theft squads, to apprehend prolific offenders on the transport network
3. Increase partnership working between policing teams, and local authorities to target enforcement activities around alcohol related issues affecting the transport system, in particular late night travel issues in town centre areas
4. Undertake a programme of joint high visibility operations involving partner agencies to deal with crime and disorder on and around the transport system (delivered as part of the Operation Tranquil programme)
5. Target and investigate sexual offenders operating as cab drivers through the TOCU's recently established Cab Enforcement Sexual Offences Team

6. Work with partner agencies to increase detections of sexual offences
7. Enhance the intelligence led tactical tasking process for revenue protection officers on the bus network and target activity to deal with repeat and cross-modal fare evaders and improve joint operations with the police
8. Undertake appropriate enforcement activity in relation to antisocial use of the road
9. Develop good practices and processes to integrate cycling into the enforcement regime, and promote cycle safety
10. Develop enforcement activities to support the implementation and operation of the cycle highways and cycle hire scheme.
11. TfL will work with local transport policing teams and key stakeholders to implement a structured package of interventions including acceptable behaviour contracts (ABC), anti-social behaviour orders (ASBO) and other restorative/diversionary solutions
12. Continue to enforce the TfL behaviour code and develop the free travel concession withdrawal process to allow individuals to earn back the concession through structured volunteering activities
13. TfL and the BTP will work to further develop the neighbourhood policing model on the LU and DLR system and enhance community engagement and collaboration as part of this process
14. Work with licensing authorities and participate in Responsible Management schemes to influence decisions on the licensing of premises that impact on the transport system
15. Enhance powers to deal with alcohol related issues through TfL byelaws and regulations amendments to regulations and working practices as appropriate (including alcohol related issues)

Education, communication and public information

16. Improve reporting processes and information to passengers about what to do if they witness/experience ASB
17. Deliver focused crime prevention advice and safer travel information to address passenger concerns

18. Deliver anti-theft campaigns (including 'Zip it') to those passenger groups identified as being disproportionately at risk of theft
19. Continue to build on the activities undertaken by the TfL Road Safety Unit and initiatives such as Bikesafe and Scootersafe
20. Increase publicity and awareness around successful prosecutions of staff assaults
21. Provide targeted cycle security advice
22. Enhance joint working between the TfL Safety and Citizenship Team and Safer Transport Teams to raise awareness and encourage reporting of crime and disorder issues by young people
23. Work with CDRPs to deliver joint education and communication projects to deal with transport crime and disorder issues
24. Continue the multimedia Safe Travel at Night campaign to raise awareness of the dangers of using illegal cabs
25. Encourage reporting of sexual offences and hate crime, and investigate opportunities for TfL and policing teams to raise awareness of issues
26. Continuation of pan-London campaigns to raise driver awareness of cyclists and encourage cyclists to behave more safely.

Environment and designing out crime in the public realm

27. Implement the rapid repair and cleaning of damaged transport infrastructure and vehicles
28. Further develop CCTV systems and technology to improve the investigation, detection and prevention of crime and develop a supporting TfL CCTV strategy in line with National CCTV recommendations
29. Encourage and participate in the establishment of marshalled taxi ranks
30. Ensure that safety and security issues are considered and incorporated in the development of the cycle hire and cycle highway schemes
31. Develop and implement secure cycle parking provision around the transport system
32. Work with local authorities to deliver opportunities for improving the safety and security of urban areas as part of strategic road schemes

33. Introduce improved safety and security features on new tube rolling stock as rolled out from 2010
34. Enhance safety and security provisions including CCTV, help points and staffing on London Overground stations

Engagement

35. Improve partnership working with CDRPs on crime prevention/reduction issues affecting TfL services and modes
36. Develop a full range of activities in support of the ACPO national community tensions programme and Home Office preventing extremism programme
37. Work with the London Organising Committee for the Olympic Games, the Olympic Development Agency and our policing partners to continue to plan for the London 2012 Games.
38. Deliver a programme of Community Engagement and associated local targeted marketing and communications
39. Raise staff and passenger awareness of key safety and security initiatives as they are implemented
40. Engage with young people and schools to improve intelligence-gathering, encourage reporting of crime and ASB, and identify and understand motivations for offending
41. Implement an enhanced IT system to capture community, passenger and staff intelligence to identify and respond to transport crime and disorder concerns

Evaluation, intelligence, analysis and research

42. Work with the police to improve the recording of crime and ASB to better capture the influence of alcohol on these offences
43. Further refine our definition of ASB in relation to road users in order to better understand the extent of the problem on London's Road
44. Undertake a programme of analysis and evaluation to better understand and target key crime and disorder issues on the transport system including women's safety, cycle theft, fear of crime and criminal damage
45. Improve intelligence and information sharing with internal and external partners

46. Evaluate the potential use of live CCTV on the bus network to investigate, detect and prevent crime

47. Pilot and evaluate the use of travel safe officers on the London Overground network

Appendix C: Detailed performance data

This Appendix provides greater information on the performance data, detailed in the performance summary in chapter five.

ASB index

A composite index is being developed by TfL to more effectively monitor levels of ASB on the London transport network. This Index brings together a range of datasets to give a more accurate impression of levels of ASB.

Criminal damage

The Home Office defines criminal damage as “crimes where a person intentionally or recklessly destroys or causes permanent damage to another person's property. It includes arson, graffiti, and damage to vehicles and houses. It affects households, vehicles, commercial premises and public areas.”¹⁴

Customer satisfaction survey

This is a survey which is undertaken by TfL on a continual basis. The survey asks our passengers about a range of elements factors about the transport network, for example, their feelings of safety and security at the bus stop/shelter, and their overall satisfaction with the journey they have just completed. These measures are compiled on a quarterly basis and compared with previous results to ensure that the LTCSP can monitor the overall satisfaction of our customers.

Dangerous driving

Dangerous driving includes: driving not in accordance with a license, speeding offences, failing to wear a seat belt, mobile phone offences, driving a vehicle in a dangerous condition, and driving without an MOT.

14

<http://www.crimereduction.homeoffice.gov.uk/criminaldamage/cd%20facts%20and%20figures.htm#definition>

Driver incident reports (DIR)

A DIR is a call from a driver of a London bus to Centre Comm (London Buses' emergency command and control centre) via the on-bus radio system. Drivers use DIRs to request a response including an emergency response or to report an incident or issue. These reports are used in the analysis of key areas of concern on the bus network.

Hate crime

The Home Office defines hate crime as: "Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate"¹⁵

London Underground (LU) lost customer hours as a result of crime and ASB where trespass is a factor

Lost customer hours does not relate to the number of incidents recorded, but rather the impact on passengers. As such, this measure is sensitive to where and when the incidents take place, and the number of passengers affected.

Passenger journey

A passenger journey is classed as a trip on one mode. Interchanges between buses classed as different journeys, but interchanges between London Underground lines are classed as one journey.

Robbery

The Home Office refers to the Theft Act 1968 to define robbery as: A person is guilty of robbery if he steals, and immediately before or at the time of doing so, and in order to do so, he uses force on any person, or puts or seeks to put any person in fear of being then and there subjected to force¹⁶

The above differs to snatch theft where they may be an element of force involved (just enough to snatch the property away) and victim are often aware of the incident.

¹⁵ <http://www.homeoffice.gov.uk/crime-victims/reducing-crime/hate-crime/>

¹⁶ <http://www.crimereduction.homeoffice.gov.uk/robbery/robbery006.htm>

Snatch theft offences are included with theft from the person offences where there is no use of threat or force to the victim, only to the property.

Sanction detection (Judicial Disposal)

Her Majesty's Inspectorate of Constabulary defines the Sanction Detection Rate as: "Offences that are detected by way of charge, summons, caution, fixed penalty for disorder or offences admitted on a signed 'taken into consideration' schedule."¹⁷

Secure stations

The Secure stations scheme is operated by the Department for Transport to improve the safety and security of rail stations. Each station must meet (to the satisfaction of the assessing officer) the following four criteria:

- Design: the station must be judged to adhere to crime prevention and reduction standards, as well as providing reassurance to passengers
- Station management: this includes the reporting of, and responding to incidents, crime prevention activities and communication with passengers
- Crime statistics
- Passenger perception: passengers themselves should feel secure within the station.

For more information on the Secure Stations Scheme please see:

www.dft.gov.uk/pgr/crime/sss/whatisthesecestationscheme

Transport network

The full transport network has been defined earlier; however, crime data is not available for the entire network. As such, the information presented in the performance section focuses primarily on the bus, LU, and DLR networks unless otherwise stated.

¹⁷ <http://inspectorates.homeoffice.gov.uk/hmic/glossary.html/>

Glossary of Terms

ASB – Anti-social behaviour

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 crime – 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.

BTP – British Transport Police

CCTV – Closed Circuit Television

CDRP – Crime and Disorder Reduction Partnerships

CoLP – City of London Police

DfT – Department for Transport

DLR – Docklands Light Railway

GLA – Greater London Authority

GoL – Government Office for London

LTCSP – London Transport Community Safety Partnership

LU – London Underground

MPA – Metropolitan Police Authority

MPS – Metropolitan Police Service

PCSOs – Police Community Support Officers

Section 17 – Section 17 of the Crime and Disorder Act 1998 places a duty on designated authorities that 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 programme. 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 as a barrier for many people in using the transport system.

STAN – Safer Travel at Night is an on-going campaign involving the Greater London Authority, Metropolitan Police Service and TfL which aims to get people home safely at night by public transport, black cab, or licensed minicab.

STTs – Safer Transport Teams in the MPS

Transport System – All means of travelling around London that TfL has some responsibility for, or significant influence over, including London Underground, bus network, VCS, Woolwich Ferry, London Overground, Docklands Light Railway, Transport for London's Road Network ("Red Routes"), the strategic road network, taxis and licensed private hire trade, and trams.