

Police and Crime Committee – 8 October 2015**Transcript of Agenda Item 5 – Crime on Public Transport**

Joanne McCartney AM (Chair): Item 5 is our main item today, crime on public transport. Can I start by welcoming our invited guests and just thank you for coming here this morning? We will be having two sessions on crime on public transport and our next session will be in November when we will be inviting the British Transport Police (BTP), the Metropolitan Police Service (MPS), Transport for London (TfL) and other organisations that deliver the services and we will be putting questions to them. The information we gather today will be very helpful in enabling us to do that.

I am just going to introduce our guests very briefly. We have Dr Andrew Newton from the Applied Criminology Centre at the University of Huddersfield. Welcome, Andrew. I believe you have done lots of research on crime and its relationship with alcohol, violence, the night-time economy and public transport.

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): Correct.

Joanne McCartney AM (Chair): That will be very useful for today. We also have Sarah Green, who is Director and Campaigns Manager at the End Violence Against Women Coalition. We have Bryony Beynom, the Co-Director of Hollaback London, and Rachel Griffin from the Suzy Lamplugh Trust. Welcome today. Stephen Locke, Chair of London TravelWatch, welcome again, and Andrew Trotter, Director of Andrew Trotter Advisory. You have done work looking at crime on public transport and of course you were the Chief Constable of the BTP in a previous life. Welcome.

Andrew Trotter OBE QPM: That is right.

Joanne McCartney AM (Chair): I am going to start, if I can, just by asking some general questions to set the background to our topic today. Perhaps I could start with the two Andrews, if I may, but if anybody else feels they can add to our discussion, please just indicate.

Perhaps if I could start with you, Dr Newton, the Mayor's Transport Strategy targets improving the safety and security of all Londoners and those targets have already been met. Do you believe those targets were set at the right level or were they just a bit unambitious?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): It is important to look at the context and look at the fact that the levels are fairly low in the terms of the numbers per million passenger journeys. The targets that you set need to be (a) realistic and (b) achievable. If you overshoot the targets, it is probably better than setting them too high and not making them because I would assume year-on-year you would continue to reduce the targets and, if you make that, then that is a more positive message.

Andrew Trotter OBE QPM: The MPS will not stop because they have hit the target and the same goes for the BTP and the City of London Police, for that matter. No matter what the target is, obviously, they are going to keep pursuing that.

However, of course, the reported crime stats, as we all know, play only a part of that particular challenge and there are a lot of issues of unreported crime and general concerns about disorder, threats and all of those things that do not necessarily appear in the crime statistics but are things that are concerning many people who are using the system.

Stephen Locke (Chair, London TravelWatch): Could I just echo Andrew Trotter's comments there? London TravelWatch has not been able to do detailed research on the overall crime picture; our resources have not really permitted that. However, we have done work on the travelling environment and what people think about it based on in-depth group discussions carried out in the middle of 2013.

One of the overwhelming things that came from that was not fear of crime as such but fear of antisocial behaviour and the smaller-scale things that do not necessarily get reported at all and certainly do not appear in the statistics. One result of that is that not only is there this general angst about people being drunk or eating smelly food or throwing litter at each other on buses or whatever, but also quite a lot of people felt they would not be able to take certain journeys either at particular times or at all. There is a real detriment coming from those perceived issues of crime and antisocial behaviour even when the actual numbers are not that bad.

Rachel Griffin (Director, Suzy Lamplugh Trust): One of the points I wanted to make, picking up slightly on that is that one of the strategic targets in the Mayor's Strategy is:

"... a reduction in the proportion of Londoners who have significant concerns about crime and antisocial behaviour on public transport such that it deters them from using [public transport]."

I do not know whether there is a way of digging a little bit deeper and not just focusing on how many are deterred from using public transport. It is always worth bearing in mind that lots of people simply have no choice but to use public transport for a range of reasons. Shift-workers spring to mind as people who have very little choice overnight to use public transport. Is there a way of finding out what impact fear of crime and antisocial behaviour has on them regardless of whether they have the choice not to use it?

Joanne McCartney AM (Chair): That is interesting. I know we have a set of questions on fear of crime coming up shortly.

Can I then move on to ask all of you, we know that a large proportion of crime that happens on public transport is not reported; In your opinion, do the official statistics that we have reflect the true nature of crime on public transport? If they do not, how should we be measuring it? I do not know who wants to go first. Perhaps, Andrew, I could start with you again.

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): There are two measures of reporting it. There are the official recorded crime statistics for England and Wales and then there is the British Crime Survey¹, which looks to see the discrepancy between the two. You will always need to take both measures to give you a true picture. That is the first thing to say: you will need both the surveys of people's experiences on the transport system and the police reported crime statistics to give you a picture of what is happening.

Joanne McCartney AM (Chair): Does your research point to the nature and extent of crime on public transport that is different from the official statistics?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): The work I have done generally uses the official statistics to look at the nature and the spread of when and where crime happens on public transport systems.

¹ Following the meeting, Dr Newton (Applied Criminology Centre, University of Huddersfield) clarified that this is now known as "the Crime Survey for England and Wales (formerly British Crime Survey).

I guess what I will say is that these transport systems are not separate to the rest of the environment. We are not in a separate world. They do interact with what happens outside of the network. My research has definitely shown that systems that travel through higher-crime areas in general tend to experience more problems, for example. You cannot just tackle crime on the transport network while ignoring what happens at the station and near to the station. The Department for Transport talks about the 'whole-journey approach'. If the journey walking to the train station - which some do consider part of the transport journey but I know from one of the reports in the room that some people do not think of that as part of their transport journey - is enough to experience an incident and to put you off travelling, then that is an important part of the journey.

In terms of the true picture, you need to mix the surveys with the reported statistics to give you a balance. There will always be some types of crime reported better than others. For example, mobile phone theft - a bit like burglary - is reported because of the insurance implications and you need a crime number. Other incidents are less reported for various reasons, which I am sure we will talk about later. That is why you need a combination of the two.

Joanne McCartney AM (Chair): Does your research point to particular peak hours that crime happens or particular types of crime happening at certain times of the day?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): Transport systems have perhaps three environments that you need to consider. You need to consider getting to or from the system. You need to consider waiting at the system, which perhaps might be an interchange. Then you need to consider the environment when you are actually on the moving vehicle. All those three need to be examined in detail.

Peak times have particular problems for pickpocketing, sexual offences, etc, whereas at quieter times you have other problems like, for example, more violent assaults. You also have to think about where on the network it is. Places in the centre of the network have a different problem to those at the end of the network, for example, when you go home at the end of the day. The time and the place of these incidents and the type of crime also need to be teased out. That is quite an important thing to look at.

Joanne McCartney AM (Chair): Thank you. If I could just ask you about the sexual assaults in particular, you said that they happen at peak. One would perhaps think they are more likely to happen at night. Is that because it is a crowded environment?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): Sorry, I will retract that comment. The groping side of that offence tends to be more at peak, but other sexual offences not. Even if you use term 'sexual offences', you need to break it down by the type of offence and where it happened. That applies to all types of crime. Even, say, pickpocketing versus the physical theft of a phone would be different in terms of the situation. It is important to look at the type of crime individually and look at where and when it happens before you look at some action to prevent it.

Joanne McCartney AM (Chair): OK. Does anyone else want to add to that?

Stephen Locke (Chair, London TravelWatch): Yes, I do. I am not in a position to comment on the actual crime statistics, but we do know from our research at London TravelWatch that people are not encouraged - indeed, they are put off - from reporting antisocial behaviour because they think it simply is not going to be worth it and there might be a risk of retaliation.

We had a very interesting Board meeting in October 2014 with representatives of TfL and the MPS on this issue. One of the outcomes of that discussion was that much more should be done to encourage people to report serious antisocial behaviour because it is obviously a nuisance. At the moment the data is quite poor. Not only is it poor in aggregate; it is actually quite difficult to pinpoint where the problems of antisocial behaviour are greatest. They are typically, for example, when schools are coming home and there are large numbers of slightly rowdy schoolchildren on the bus or late at night when people are coming out of pubs. There are various peaks and the like, but there is very little known about it. That softer end of the problem is particularly hazy.

Bryony Beynom (Co-Director, Hollaback London): I would just add around looking at the British Crime Survey stats that they capture households over 16 and so you are immediately discounting a large chunk of people who are vulnerably housed or in looked-after care. Just as you mentioned around this issue of schoolchildren on buses, from a very, very young age they are experiencing what I call the 'softer end', the gateway crimes around groping and then moving through.

It is important to remind ourselves that the reasons for under-reporting when it comes to the sexual assaults do involve still a massive amount of stigma concerns. It is very gendered with that lack of confidence, embarrassment and fear of re-traumatisation as well. We need to be considering that.

Joanne McCartney AM (Chair): Thank you. Does anybody else want to add anything on this section?

Roger Evans AM: Yes. Andrew, you were talking about some of your crime statistics. There is a perception that crime is higher around main line railway stations than elsewhere. Is there any work that confirms that and the reasons behind it? Possibly not?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): I do not know of any studies that have been done that look specifically at crime on main line stations. Are you talking about those within London that connect to the main line and the Underground or those that are just explicitly only main line stations?

Roger Evans AM: It does appear to be main line stations. The interesting thing is you get it around railway terminals in London but you get it around suburban stations as well in the centres of towns in that the establishments that are close to those stations seem to require a much higher level of licensing and policing than the ones that are further away.

Mr Trotter?

Andrew Trotter OBE QPM: You are right, but that is because of the very nature of where the railway stations are: in the centres of towns, near places of public resort. You will have things like trouble at the taxi queues, for example, fights there. You will have thefts of bicycles, which will focus around those areas. The fact that they are in town centres quite frequently means that is where you have people coming and going a lot and that is where you are going to get higher levels of crime because of the very location in which those railway stations are; hence the need for the BTP and others, wherever that might be, to work very closely because, echoing Andrew's [Newton] point earlier, it is part of the whole community. It is not just an isolated area. If one were to look at the highest-crime railway stations, they are going to be the big terminals because that is where things are.

Also, railway stations themselves are increasingly places of public resort where there are shops and bars and things such as that and people are going there. That all attracts a lot more traffic.

Then you add to that the football crowds and things of that nature where you have large crowds of people, sometimes in drink - I am not just stereotyping football; there is rugby on at the moment of course as well - and you are going to get a degree of disorder that goes along with lots of people and lots of alcohol in crowded places.

Caroline Pidgeon MBE AM (Deputy Chair): Maybe, Andrew, you might help me with this. Looking at the crime figures we were given, trams seem to attract higher crime per million journeys than buses, the Underground, the Docklands Light Railway (DLR) and so on. Is there any particular reason for that that you are aware of?

Andrew Trotter OBE QPM: It is hard to pick that out, especially in London. When you look at where those trams go from, like the Croydon Tramlink, for example, around West Croydon is a very densely populated area with lots of people coming and going. It is not brilliantly designed around there and there are collisions of people coming there. You have a lot of closed-circuit television (CCTV) and so you get a lot of things getting reported and investigated, probably. Interestingly, they go into some areas that themselves have fairly high crime rates, but so do the buses. It is interesting to think about why that might be.

I have no evidence to support this but I am a user of London buses and there are many occasions, particularly late at night, when I think there are incidents that do not get reported. I do wonder sometimes whether there is something of a toleration of disorder on buses late at night that you do not get in the same way as you do on the Underground. London Underground (LU) ought to be congratulated for its staff development and all the things it has done to have a much more intrusive style of staff engagement with the public and it is an enclosed environment with CCTV and things such as that. Buses worry me more because it is a far less regulated environment and on occasion - and I can understand why - bus drivers are rather locking themselves in their cabs while interesting things are going on up on the top decks. It may be something to do with the staffing.

Caroline Pidgeon MBE AM (Deputy Chair): All right. Andrew, did you have anything to add on that?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): The buses and trams versus the Underground and the rail I understand because you are stopping more frequently in certain places. There is less control on the access and entrance to each of the buses. I can kind of see why levels on the buses and trams would be higher.

For the trams specifically, I wonder whether it is more a function of the fact that there are fewer services on the trams. When you blow up the numbers in terms of the number of users, the rates become slightly inflated just because of the fact that the tramway has fewer users than the whole bus system. The stats might be slightly inflated by the total population that use the trams. It might slightly influence the number there.

Caroline Pidgeon MBE AM (Deputy Chair): Thank you.

Joanne McCartney AM (Chair): Thank you. We are going to go on to talk about some of the particular issues you have already raised, but could I ask one other broad question? What are the key challenges in preventing crime on the public transport network in London? Is there anything that springs to mind as a major barrier or challenge to preventing crime?

Andrew Trotter OBE QPM: The staffing is obviously a major issue. I can understand the reasons why people want to reduce staff costs and I can fully see that, but all the surveys that we have done - and with

partners as well – point to the things that you would understand about no staff, poor lighting and places feeling unloved and a bit dangerous, particularly when it comes to suburban railway stations when there is not really a great incentive to invest in these places, the footfall is not that great and for the private-sector owners there is not a great return on the investment from that security.

However, we have seen from the work we have done in car parks, for example, that footfall goes up when that place is well lit and staffed and people feel safe to go in there late at night. There is something about how we make these places feel better. Help points, signage and all of those things can make a difference to preventing crime.

Also, it is about people being reassured that something will happen. One of the things the BTP discovered was that people were contacting the BTP on Twitter to say, “I need help”. This was not something that was expected. We thought the social media would be putting messages out. You would find on a Sunday afternoon someone saying, “I’m on the train at Dartford. I’m being attacked”. Who on a Sunday afternoon is watching that Twitter feed and who is going to react to that? Again, my compliments to the BTP. It brought its social media platform within its control room and it introduced a text service, 61016, because people were saying, “I’m too frightened to pick the phone up. I’m not going to do that on a train. But I can text”.

Joanne McCartney AM (Chair): Silently text, yes.

Andrew Trotter OBE QPM: Yes. Twitter is not really a stable platform and we do not want people reporting crime on Twitter if they can avoid it. However, by bringing in a text service, it goes straight through to the control room and then the resources can be dispatched. That has been quite a success in getting through to all those things that people wanted to report but were too frightened to. There are an awful lot of other incidents out there – echoing something some people said earlier – that if people could report they would, but it is all over by the time they get off the bus and they just want to go home and get away from it. There is a lot more that can be done on reporting disorder on public transport.

Stephen Locke (Chair, London TravelWatch): There are three categories of measures. One, as Andy [Trotter] has just highlighted, is environmental quality. There is the issue of staffing and certainly London TravelWatch has argued very strongly that all stations should be staffed right through the time in which they are operating. There are issues of lighting and issues of CCTV that is actually operating as opposed to just standing there. Last but not least is the issue of gating of stations that are not currently gated, which quite materially increases both actual safety and concerns about safety. That of course is the norm on the Underground but is not the norm on National Rail stations within the London area.

The other thing I would add in terms of environmental quality is the ‘broken windows’ syndrome. In other words, signs of petty crime increase the chances of more of it. If broken windows are fixed rapidly and if graffiti is removed rapidly, that in turn reduces the risk of recurrence. That is well established and is a lesson that needs to be taken to heart everywhere. Therefore, there is environmental quality, which is the first cluster.

The second cluster is reassurance and I take Andy’s point about the ways of accessing the BTP, but I do wonder if the role of the BTP and the ability to contact them is as transparent as it could be. I suspect if you went out and asked large numbers of people how they would do it if they were on a bus, a train or the Underground that had crime on it, they would not actually know. They would not know the number and they would not even know where to find it. There are some issues there of making that readily accessible and easy.

The third category is in terms of incentives on transport operators. The incentives on TfL are pretty strong. I do not think the incentives on the National Rail services are as strong as they should be. For example, Network Rail has key performance indicators (KPIs) that relate to reliability, capacity and safety but not actually to environmental quality and we think they should. There are a number of areas where environmental quality has a direct bearing on crime and where Network Rail really needs the right system of incentives to produce the right results. I am told, for example, that when London Overground took over the West Anglia franchise and started cleaning out the stations, it found no less than 23 syringes at Enfield Town Station just lying around there that no one had dealt with. That tells its own tale: the incentives are not in place.

There is also a problem with the train operating companies, particularly those that serve a mixture of suburban stations and large stations outside London. The fact is that the train operators get far more credit for cleaning up, say, Ipswich than for cleaning up Cambridge Heath just because the numbers of people there will score it much better in their satisfaction ratings and the like. There are some issues of incentives, particularly in relation to the National Rail sector.

Joanne McCartney AM (Chair): That was very helpful. Thank you.

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): Very quickly, there are probably, I would say, five challenges. The first I have talked about is the nature of these different environments, the waiting, the walking.

The second is that you have a variety of people and targets. You have a number of staff on the system, you have passengers on the system and then you also have the infrastructure itself and you have to think about protecting all of these.

The third is the level of under-reporting, which we have talked about, "Nothing will be done. It is too difficult to report. Who do I report it to?"

The fourth is the fact that it is a very dynamic system and things change very quickly. Being proactive rather than reactive on a very quickly changing system is quite difficult to do.

The fifth is what I call 'capable guardians', someone or something in place that deters offenders from committing the offence. There is a literature around, again, capable guardians and reducing crime opportunities that I will not go into, but one of the things is about a person's willingness to intervene if they see something happening. It could be a low-level antisocial behaviour incident. When you are in an unfamiliar environment you are less likely to intervene and, on the transport network, people are often in unfamiliar places that they do not know. You need that level of capable guardianship on a transport network because you are taking people, not necessarily offenders but people who could serve to reassure people. That is not necessarily staff; it could be other passengers who may not say, "Hang on a minute. That is not appropriate behaviour", because they also do not know who the other people on the system are and they do not know where they are. There is that type of issue.

They are probably my five challenges for reducing crime on transport.

Rachel Griffin (Director, Suzy Lamplugh Trust): I was going to say something about the public's confidence in the capability of the capable guardians who are there. It relates back to the question about bus drivers behind their locked screens. As a personal safety charity, we understand all the reasons why staff as well as passengers want to feel safe, but knowing that something will be done about it and having the confidence to report has to rely on a victim of crime's belief that they will have a sympathetic, empathetic and

trained response. Something that was communicating that back to people who felt embarrassed, unsure or unconfident about reporting crime would also be quite valuable.

Roger Evans AM: Rachel, you started to talk a while ago about the fear of crime. What impact do you feel the fear of crime has on people's confidence to use public transport?

Rachel Griffin (Director, Suzy Lamplugh Trust): We have not done research into public transport *per se*, but we did some research a year or so ago with Neighbourhood Watch as part of a survey it was doing looking at the impact of all manner of public sector funding cuts. We inserted a question on street-lighting and the impact that that had on people's confidence. It was a very widely responded-to survey. Of the respondents, 40% said they considered going out less, 65% avoided unlit areas and 15% said they would rather take taxis than walk in less well-lit areas. That only tells us how people respond to street-lighting but it is a fair assumption that the underlying concern is about fear of crime when they cannot see where they are going. We know that fear of crime will have a real impact for those people. Others might have more evidence of the wider transport system.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Just before the last mayoral election in 2012, we did a survey of London adults, men and women, and we found a very significant difference between men's and women's fears in relation to the transport system in London. About 28% of women said that they were fearful of using the transport system at some point during day or night travel and about 15% of men. That was a very significant difference. Those people then talked about making different decisions because of that. Women would much more commonly say, "I just do not travel at night", or, "If I go out at night, I only go with somebody else or I arrange to be met", and so on. That kind of safety planning, which is routine in a lot of women's - and some men's - lives, is there and is significant.

It is one of those areas where, again, if you are talking about preventing crime in general, you often need to disaggregate men and women in the same way you need to disaggregate young people from old. Certainly schoolchildren are not simply a nuisance to other people on the bus; schoolgirls are commonly subject to lower-level sexual harassment. In national surveys and, indeed, international surveys of sexual harassment, universally, women have usually all experienced sexual harassment and all first experienced it as girls, when they were not adult women. Those schoolgirl journeys are very important.

Roger Evans AM: Are you saying that sexual harassment is the main feature in women's fear of using public transport?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): No. It is part of their decision-making about what it is safe to do. There is obviously a difference between 'sexual harassment' and 'sexual assault'. Commonly, women's fears about using the transport system would be related to a fear of an actual sexual assault, a more serious sexual assault, but they are on a continuum. If you commonly in your life experience lower-level sexual harassment, which is the intention of another person - a man - to give you attention that you do not want, there is some signal in that that at another time and on another occasion and perhaps with another person you might be assaulted. The messages that that gives and that women get used to from early on in life when they are girls are significant and important. That is why sexual harassment should never be trivialised or treated as a joke. It needs to be tackled in the same way that assaults are.

Roger Evans AM: What works when it comes to trying to reduce that fear?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Reducing the fear is different from reducing the prevalence and incidence.

Roger Evans AM: Absolutely, yes, but my questions are about the perception. There is quite a big section about prevalence later on, which I am trying not to trespass into.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Maybe we will come later to some more detail on Project Guardian and you are going to talk to those people next week too. It is probably the case that when the BTP and TfL together have made a really concerted effort on sexual harassment and sexual offences, the publicity that they have done around, for example, actual prosecutions and so on - and they have made a real thing about public relations on those prosecutions - and then the work they have done on encouraging reporting, addressing women through social media and other stuff to report sexual harassment as well as offences, is very significant in indicating to women travellers that this stuff is taken seriously and is not tolerated on the system.

However, I do not know of any measures yet that they show a reduction in fear. At the point when we did, frankly, a cheap YouGov survey, there was not even a lot of information available about women's fears.

Roger Evans AM: All right. It is perhaps too early to say that there is a tail of confidence that follows a major operation?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Probably. It needs measuring. I would like to know what the BTP already knows because it will be measuring.

Joanne McCartney AM (Chair): We will be asking that next time.

Roger Evans AM: Yes. Just more generally about fear of crime, Rachel, what other measures can we take that we know will reduce fear of crime for travellers using the Tube and the buses particularly?

Rachel Griffin (Director, Suzy Lamplugh Trust): In our experience, which is mostly drawn from work we do on lone-worker safety in the workplace - we do not measure it on a gender basis; maybe we should - and is in the context of people having confidence to be safe while they are working. Where we have gone into an organisation or to an employer and we have trained people to think about planning their journey, knowing their route home, knowing what they would do if they ended up somewhere they did not know and did not quite know how they were going to get back and those kinds of things, in that context, people tell us it really reduces their fear of crime and increases their confidence.

However, I would not like to extrapolate from that a very specific lone-worker setting out into answering questions about crime in general or even travelling that much and certainly not around things like sexual assault.

Roger Evans AM: Stephen, has London TravelWatch done work on reducing the fear of crime?

Stephen Locke (Chair, London TravelWatch): Not directly, but I addressed some of the issues earlier in terms of environmental quality, reassurance and incentives. It is a combination of all of those things.

What we did uncover was some qualitative data from our work in 2013 looking at both users and non-users of public transport and what they felt about it. Certainly some of the quotes from non-users were extremely evocative. For example, there was one person who said:

“Have you seen the type of people who use night buses? The last time I was on one I thought there was something on my head and it was the man sitting behind me playing with my hair. I have not been on a bus since.”

Obviously, you cannot build up statistics from that, but that gives a feel for the nature of the problem and the way in which the stories get around because people tell people about that kind of experience and, as a result, the perception mushrooms. There is a big qualitative problem. It is quite difficult to put numbers on.

Roger Evans AM: Bryony, you looked like you were going to contribute.

Bryony Beynom (Co-Director, Hollaback London): I was just starting to think about how those stories feed into perception and how it can be really difficult to put numbers on things. People living in a city, in their block, in their neighbourhood, in their community know which bus-stop is a problem; they know which train station they might get off at because it feels safer to them. A lot of the issues that we have mentioned from design to lighting at different stations, etc, they do feed into that.

However, there is also this real challenge of creating that environment that does not tolerate harassment, assault, crime or antisocial behaviour. A lot of that, which I can talk about more when we talk about Project Guardian, is around this three-step thing of name, blame and claim. Naming is acknowledging that this is a thing that is happening. Blaming is making it very clear that if that happens to you it is only the fault of the perpetrator, not something that you brought on yourself. That reduces that fear at least of reporting and then starting to feel that you are recovering and healing from that situation, whatever that might be. Then claiming is acknowledging that the BTP is going to take responsibility and take that report seriously. A lot of the training that has been done around that has really helped with the claiming aspect.

Roger Evans AM: Thank you. Rachel?

Rachel Griffin (Director, Suzy Lamplugh Trust): I would echo those factors that make people feel safe from a design point of view, definitely. Again, we go back to those questions about the training and presence of staff.

I understand there is also research to suggest that things like an increased presence of police officers and CCTV will not necessarily make all groups feel more confident. I understand there is research suggesting that some black and minority ethnic communities and people from the lesbian, gay, bisexual and transgender (LGBT) community may not always find an increased police presence or CCTV something that would increase their confidence and might in fact decrease it. It is just worth bearing in mind that it is not necessarily that one size fits all.

Roger Evans AM: That is quite counterintuitive, is it not? What is the reason that people gave for responding in that way?

Rachel Griffin (Director, Suzy Lamplugh Trust): The reasons are not that well understood but it has been suggested that it might relate to a lack of trust between some communities and the police relating to, probably, stop-and-search and that kind of thing.

Joanne McCartney AM (Chair): Dr Newton, did you want to come in?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): Yes. There are some quite big discrepancies between the reality of crime and fear of crime. We need to look at the users and there

are certainly a number of groups who feel more vulnerable on the network: the elderly, females, young people, disabled people and the LGBT community that you have just talked about.

I was reminded when somebody mentioned the people who have to use transport for their work. There are some studies in the United States that call these people 'transit captives'. I do not particularly like the term but there are some studies out in terms of the fact that people have to rely on transport to get somewhere even if they do not want to. These groups definitely need looking at.

People tend to be more fearful in the waiting environment, although there are differences between day and night and different modes of transport. You cannot just look at putting an intervention in place that broadly looks at one group because it is how they are travelling and where on the journey they feel most unsafe, for example.

Finally, I did a recent study and it was only a small sample of students and so it is really student perceptions and is not about London. It was interesting to look at a number of measures like lighting, staffing, timing information, environmental design, visibility, whether a station is clean and well-kept, police presence and staff presence in general. For all of these measures, if they were introduced, females would feel more reassured than males, which was interesting, except for police presence. That was the only one where statistically males were more reassured than females. That might be to do with the nature of the crime they feel vulnerable towards or the fact of their bravado, but they think the police will work. Visible staff and the better lighting came out. The lower things that came out were the design and the clean, well-kept environment. They did fall lower down the list. I am not saying they are not important.

Therefore, there are different levels that affect different groups and so it is important not to sweep in and say, "This must work to reduce fear of crime. We will use that on public transport". It might impact on some groups and some places on the network but not across all and so it is important to tease out some of these differences.

Stephen Locke (Chair, London TravelWatch): I have one other, if I may. London TravelWatch's sister organisation, Transport Focus, carries out the National Rail Passenger Survey, as you know. That includes within it people's level of satisfaction with personal security at particular stations and on board trains. Obviously, that deals only with the rail sector, but there is some quite interesting data there that is disaggregated in relation to the London area.

What that shows is that between 2002 and 2014 general feelings of personal security at stations in the London area went up from around 50% to just under 70% and so there has been an improvement over 12 years, but there is still a 30% gap and it is quite a large one. Meanwhile, personal security on board trains rose from just under 60% over that period to about 75%.

Therefore, there is an improvement but there are still some quite big gaps and quite large numbers of people who are feeling dissatisfied about security for one reason or another. That of course is across all members of the public travelling at all times of day.

Jennette Arnold OBE AM: Coming back to Sarah, in terms of what works in reducing fear, we have heard about the design and we have heard about what all-hours services could do. We have not heard anything about women's empowerment. Why do I say this? I was just saying to my colleague that last week a man sitting next to me decided to harass me. I used choice words and he left the Northern Line. This was in the afternoon. I am a 60-year-old woman and I feel empowered to do that.

It just strikes me that a couple of years back when there was more work around women's empowerment and young women's empowerment and women taking control, that sort of fear was not being escalated as it is now. I may be wrong, but what is your feeling about the issue to do with women and how they can be empowered? The issue is not just about reporting. A lot of women do not report because they feel they have dealt with it but they know that they will need that again.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Totally. Like Andrew has said, we are talking about, for women, from this point of view, sexual violence and sexual harassment in lots of public places. This is not just related to the transport system. The answer, I suppose, is that as a society and a culture, in our families, communities and schools in particular - which is a massive thing - all women's organisations are certainly on the same bandwagon about saying that we have to have compulsory sex and relationships education in schools so that we get through some of these myths and ideas about abuse and about who brings it on, who provokes it, whose fault it is and so on. That is one area where you would see that.

That is relevant here because certainly I want to talk later about the Mayor's separate Violence Against Women and Girls Strategy, which is a really important and in most places a really excellent Strategy that is starting to have some commitment towards good prevention work and towards good schools work. Therefore, I absolutely agree with you.

Of course, women's empowerment and messages and learning that it is never a victim's fault need to be there, but it must not be there at the expense of not doing work directly with potential perpetrators about where the responsibilities lies, as my colleagues have already said. You did not say that, but sexual harassment stories are in the media quite often because they are quite good vox-pop, "What do you think of this? Let us have a phone-in", types of stories. You usually get Edwina Currie² volunteering herself and saying, "I do not know what all the fuss is about. I just stick my stiletto into the man's foot and it is really not a problem. Women, just deal with it". That is really unhelpful because it is saying it is trivial, it is saying it does not matter and it is saying, "If it makes you feel bad and makes you feel policed, then it is really on you", and that is in the wrong place. Therefore, I totally agree with you, but we still have to have work that tackles perpetrators, which is what Project Guardian has set out to do.

Jennette Arnold OBE AM: Thanks.

Bryony Beynom (Co-Director, Hollaback London): If I can very quickly add to that just around the prevention and young women's empowerment specifically, through South London Rape Crisis I delivered the Mayor's Office for Policing and Crime (MOPAC) funded sessions in all the different boroughs. We do one six-week session and that is funded for one school in each borough. If we could get to every school in every borough, if we could get young people to sit down together and have a conversation about what their social norms are and start to see how quickly that can shift, then it is really achievable and does make a difference.

Darren Johnson AM: We are looking at now the effectiveness in terms of tackling crime on public transport. If I can turn first to Stephen [Locke] and to Andrew, how effective would you say the key agencies such as TfL and the police are when responding to crime on public transport in London?

Andrew Trotter OBE QPM: There is one story, which is around crime coming down other than sexual offences, which are going up, but that is only just part of that story. There is a real willingness on behalf of all the agencies in London and there is a genuine desire to make public transport safer.

² Edwina Currie is a writer, Broadcaster, Politician and Celebrity Speaker

Darren Johnson AM: Compared to, say, ten years ago, has that ambition improved and that enthusiasm?

Andrew Trotter OBE QPM: Definitely in London. I would contrast it to other parts of the country, to be frank. I would say that in London there is a definite desire and a lot of that has come from the structures within London, the coherence around policing and drawing the different agencies together.

I did touch upon LU staff earlier and it is almost a revolution in staffing that has almost gone unnoticed with the quality, the intervention, the ownership of the platforms and the stations and the gating that has been talked about. All of those have made the Underground a far better place to be than it was some years ago. It is much tougher with the buses. It is less good on the Overground.

Again, it is back to, as was touched on earlier, the incentives for people. If we can start putting incentives in there that drive the commercial imperative to say that we are going to drive down crime or particular types of crime, it means getting back to the evidence and making sure that people are confident to report. There is absolutely no room for any sort of complacency at all on this. There is an awful lot to be done against a backdrop of the really tough austerity measures that are going through all agencies at the moment.

Darren Johnson AM: Stephen, your perspective from TravelWatch?

Stephen Locke (Chair, London TravelWatch): I endorse Andy's [Trotter] comments and the actual numbers are quite clearly improving. That is, of course, against a background of crime falling more generally across society and so you cannot necessarily say that the agencies are the only bodies that have achieved that. Nonetheless, give credit where it is due. Certainly in relation to the Underground and to the gating of stations on the London Overground, for example, there have been some quite material improvements. Similarly, improving the travelling environment, removing graffiti fast, making sure that light fittings are repaired when they are broken and all of those minor things really do help - we know that - very substantially to decrease both actual crime and antisocial behaviour and the fear of it. I agree with Andy, though: there is still much more of a challenge on the buses.

Darren Johnson AM: Is that the non-Overground/National Rail stations as well?

Stephen Locke (Chair, London TravelWatch): Yes, the non-Overground/National Rail. We have already touched on the whole question of incentives and TfL, of course, does not have a role in that. The BTP does, but does not control all aspects of National Rail services or anything like it and so is having to deal with the kit that it has and the railway services as they are currently run. However, the experience of TfL and indeed the improvements that have been brought about on London Overground in contrast with what was there before have demonstrated what a difference the right kind of incentives and the right kind of ownership can deliver in those areas.

On the buses, as I say, whatever TfL has done, there is still a long way to go, particularly in training bus drivers to know where to draw the line and how to deal with antisocial behaviour of all various kinds because it is still a problem.

Darren Johnson AM: On this general question of effectiveness, the Suzy Lamplugh Trust or End Violence Against Women --

Rachel Griffin (Director, Suzy Lamplugh Trust): Yes, we welcome initiatives like the Project Guardian campaign, *Report it to stop it*. We think that is definitely a step in the right direction. It is giving the very clear message that someone is listening to what you are reporting.

We also, for the most part, welcome initiatives like Safer Travel at Night. I know you have questions later on about taxis and minicabs, but the poster campaigns - and some of the posters are better than others - on the whole play a very valuable role in letting women know what the risks are - and they are very real and very unpleasant - and about the problem of illegal minicabs. That works best when - as I think it has been - it is coupled with focused enforcement activities on the perpetrators as well. How to communicate that might be one of the challenges that we would like to see TfL try to meet.

Darren Johnson AM: Bryony and Sarah, do you have anything to add?

Bryony Beynom (Co-Director, Hollaback London): Especially around that efficacy question, you mentioned the posters. I absolutely feel that Project Guardian really needs to refresh and look again at its communications piece. There is this real barrier to getting the message out there further because it has not yet taken the step to actually getting it on the network. If you watch that YouTube video, which over a million people have, then think about how many people use the network and who do not know about it, do not know about the text number and would never think, "I could use that text number if I experience sexual assault on the network". The *Report it to stop it* video is brilliant, but that message has to get on the network where the crime is happening.

Darren Johnson AM: It has to penetrate much deeper?

Bryony Beynom (Co-Director, Hollaback London): Yes, it would make a huge difference.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): I would support that. Most women's organisations really did not like the minicab adverts and they have now been withdrawn. TfL has acknowledged that it made a mistake and it should not have run those ads and it will not do them again.

Darren Johnson AM: Does TfL consult with organisations such as yours ahead of an awareness campaign going out?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): It has done for Project Guardian and it had women's organisations and other experts in at the beginning and did really good development work. We have been - no conflicts of interest - a kind of unpaid advisor at the beginning and have remained a critical friend. If it was rubbish, we would say we thought it was rubbish or it was bad.

I was referring more to the illegal minicabs advertising campaign. The content of that was horrible and TfL has said it will not do such advertising again. Actually, it is very transport-relevant. It is part of the modal switch and all of that.

Darren Johnson AM: Yes, we are going to come on to taxis as well anyway. Andrew, have you add anything to add to this on effectiveness?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): In terms of crime on transport, London is probably one of the better-served cities in the world, I would say. If you look at London compared to the rest of the United Kingdom, the bus network is not protected at all outside of London. TfL

has its Enforcement and On-Street Operations (EOS) and it works. There are good operations between the MPS, the City of London Police, the BTP and TfL. That is a really good example of joined-up working.

However, you want to continue to improve and so I guess there are a number of things. One is how they are going to tackle these elements of under-reporting. One is in terms of how they are going to continue these joined-up operations and, in particular, I would agree they need to be extended to the bus and the tram networks because they are probably more difficult to do and probably where more of the problems are.

Another is how they are going to move towards an evidence-based approach to what they do, which goes beyond the experience-based knowledge of police officers and transport staff in terms of what really does work. It is a general challenge. Are they going to evaluate the initiatives they have done to add to the evidence about what works? It sounds like Project Guardian is a really good example. Has that worked? What has its impact been? I have not seen much come out about that. It is moving towards that evidence base. How are they going to evaluate the impact of the operations and the changes they have put in place to see what works and what they can continue to do that works?

Darren Johnson AM: Thank you. Can I ask now about how important technology is, CCTV and so on? Should there be more CCTV across the network? Do we over-rely on it? Do we not use it properly? What are your views? We will start with Andrew here.

Andrew Trotter OBE QPM: CCTV has been absolutely vital, particularly on the Underground and increasingly at Main Line stations. Quite clearly, people continue to commit offences, particularly people in drink and violent people, even under the very lens of the camera. However, there is some proactive work going on in real-time intervening crime and, also very importantly, in the post-event investigation.

Darren Johnson AM: Is CCTV more important as a deterrent or as an evidence base for prosecution later?

Andrew Trotter OBE QPM: It does not deter some people. Even the presence of a police officer does not deter some people and they continue to commit offences, particularly, as I say, in drink. However, it certainly is a great aid to investigation. The work that the BTP has done - with Network Rail, to be fair here, and TfL - to sync all those systems into their control room in Victoria has made a really big difference to gathering evidence packages very quickly, taking the need to go and get tapes out of systems. Let us not forget that after 7/7 [7 July 2005 terrorist attack], one of the reasons the systems were not working on 21/7 [21 July 2005 failed terrorist attack] is because the hard drives had been taken away for analysis after the bombings. That was a major lesson and the technology has been improved with major investment from many partners in that and it can only improve.

Radio communications should not be underestimated. Another outcome from those horrors was an improvement to the radio communications in the Underground. At the moment, under the current system that is in there, you can talk to any emergency service anywhere in the Underground. That is a major improvement. That has to be thought through in the next iteration of communications underground, which will probably move on to fourth generation (4G) and things such as that. The importance of being able to communicate for staff and, ultimately, hopefully, for passengers will make those a lot safer than they were.

These are very expensive and there are big bills attached to these things in a very old system, but a constant review of that technology will play a major part in it.

Darren Johnson AM: Then you mentioned earlier the importance of visible staffing on stations and how we had seen improvements certainly on the Underground network. What impact does that have on crime levels and patterns of crime on public transport?

Andrew Trotter OBE QPM: Andrew [Newton] mentioned the evidence base, which is absolutely right. One thing the BTP is doing is a lot of work on evidence-based policing. It seems fairly obvious, but we know that if we put a person in a certain place at a certain time - we can prove this - crime not only goes down at that time but goes down for a period around that. We are introducing what may have been introduced some 100 years ago: putting people in posts in high-crime areas to deter crime.

However, we have already touched on London Overground, but there we have an amazing natural experiment. What was it like before and what is it like now? I used to look out of my window at Camden Town at the old system. It was crime-ridden, it was free because no one ever paid and it linked up the major crime hotspots of North London. If you look at it now, it really has been absolutely transformed by staffing, new rolling stock, a new attitude from the staff and dedicated policing. Again, it was not without cost but there is something that, if you want to look at where investment pays off and has transformed the lives of people using that system throughout London now, is a real example of what can happen if you invest in the right people and technology.

Darren Johnson AM: Expansion of the Overground network has clear crime objectives fulfilled as well as transport objectives.

Caroline Pidgeon MBE AM (Deputy Chair): Hear, hear!

Darren Johnson AM: That is a useful point that we can be making as we continue to lobby on that.

Jennette Arnold OBE AM: It is the design and everything as well.

Stephen Locke (Chair, London TravelWatch): It is all a subset, really, of quality of service, is it not? A high quality of service should go with low crime and all of the other things. Certainly we have been arguing very strongly for the Overground model to be extended wherever practical.

The only point I would add to what Andy [Trotter] has just said - and Andy knows much more about this than we do - is that there are low-tech solutions as well. In particular, much better-quality lighting is hugely appreciated, is very much noticed and has an enormous effect on people's general perception and wellbeing, as it were. It can also help to reduce pockets of crime because we know that that is more likely to happen in dark and sinister corners.

Darren Johnson AM: On issues of both staffing and technology, do any of the other guests wish to say something?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Yes. Specifically, you have asked about CCTV. Again, we might come to it more later but Project Guardian has involved a significant CCTV element, which is really interesting. It has done other stuff around training for lots of frontline people. They specifically retrained the CCTV operators to look for people who commit sexual offences by going through with them what their *modus operandi* is, then later on going through the repeat offenders and making sure they were able to detect them, looking for the way they behave and for what they will do and at what times and how they operate. They found they were able to produce a really good evidence base, which has contributed to prosecutions.

Also, they have produced information that is of great interest to academics in this area and that shows how intentional this behaviour is. The evidence that has been gathered through the CCTV rooms there shows that the offenders who commit sexual assaults on the transport system often enter the system in order to commit those offences. They will often move around the system through a carriage, a station or whatever, having a look at a few potential victims, to find somebody to target. They are known repeat offenders; they are deeply recidivist offenders. That is already known for other forms of sexual violence as a whole around the world, but it is a really interesting highlighting of that.

That work with the CCTV operators was an intelligent thing to think of doing at the beginning of Project Guardian. They could have just left it at the obvious, "Let us just tell the station staff to believe and to reassure women who report", but they thought from the beginning, "We have the eye. We can have a look at the way these people behave".

Darren Johnson AM: Obviously, there is a training element that goes with that.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Yes, because before, I understand, they were mainly monitoring for pickpockets or for other behaviour. That is the point, is it not? You will find that again in other areas of sexual violence. That set of workers was not looking particularly for sexual offences. They were retrained to do so.

Darren Johnson AM: That is really useful. Andrew, did you have anything else?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): In terms of CCTV, I agree absolutely in terms of its evidential purposes for prosecution. It can have a deterrent factor on crime, but it tends to work better in closed systems rather than open systems. For example, CCTV in car parks is quite effective because it is quite a regulated system. Public transport on the whole is fairly regulated in terms of being a controlled space, but again the camera is only part of it and it needs some action. It needs to be monitored and there needs to be a response to the CCTV. If there is no response to the CCTV, it is not going to have much of an impact. That was just a general point about CCTV because you asked about whether we should expand it.

In terms of technology, something to think about is that introducing technology into a system can have unintended crime consequences. Years ago, when they first introduced payment coins into the system, people made these slugs of foil that were actually fake money, put them in and had free entry. I think they made 10-pence coins into 50-pence coins with foil. When you introduce technology into a system, it can have an implication.

The reason I mentioned that is that as you introduce Wi-Fi, for example, into the transport network, are more people going to be having their mobile phones out and using the Wi-Fi? People will very quickly know who has the latest phone. People are going to actually show their phones to possible offenders. I am not saying it will be a consequence, but you need to think carefully about introducing technology because there may be unintended consequences of doing so. Things like that are important.

The third thing is the visible staffing. Visible staffing is a really important thing for reducing crime on transport. In the study I did on pickpocketing on the Underground, it has been coming down but it was about 50% of the crime on the Underground. Although it has been reducing, it is a big problem on the Underground system. On the rail system, pickpocketing is about 30% and so there is something unique to the Underground.

I looked at a number of factors at stations that might influence pickpocketing. I looked at the depth of the stations, the number of platforms, whether there was lift access, the staffing levels, lots of different factors, and then theft in the general environment. These factors were all modelled in combination and so it was not one factor on its own. It was a combination.

The things that increased the risk of pickpocketing were those that encouraged congestion like stations with more lifts and waiting rooms. I always found it counterintuitive but, if passengers are congested into fewer platforms, it will actually increase their risk of pickpocketing. Those that TfL class as 'tourist stations' were at higher risk. Those that had more accessibility in and around the station also had a higher risk with more exit and entry points and more places to get and get out quickly without being detected.

The ones that reduced the risk were the impacts of the presence of people, those that had personal validators, those with higher staffing levels and those that had some nearby domestic buildings, which might be to do with land use and people going into the stations. I did not get CCTV to put into this model and so I cannot comment on CCTV and pickpocketing, but these factors were in combination. The one that did come out to me that was quite clear was that the visibility of the staffing levels did have an impact on pickpocketing but in combination with all the other factors I mentioned. That is the important thing with this study: you cannot just do that on its own. There is something about the visibility that is very important.

Darren Johnson AM: That was helpful. Thank you very much. Thank you, Chair.

Joanne McCartney AM (Chair): Can I just clarify something from Stephen, if I may? I know that Transport for All, which deals with mobility and disabled access to the public transport network, has said that TfL cutting the ticket office staff, while intending to get more staff on the platforms, they have found that has not happened and they are having more difficulty getting people to assist them. I am just wondering whether you have had any complaints at London TravelWatch that the level of staffing has actually gone down at stations rather than gone up.

Stephen Locke (Chair, London TravelWatch): If that were the case, we would be very concerned because one of the clear reassurances that was given by TfL when the Fit for the Future policy project was started off was that those ticket office would be moved into the places where they could be serving the public directly and that there would be a more visible staff presence as a result of that.

Caroline Pidgeon MBE AM (Deputy Chair): Absolutely.

Stephen Locke (Chair, London TravelWatch): Our understanding, at least from the early research that TfL has carried out based on mystery shopping and also some surveys, is that that is working quite well. However, if there are stories that it is not and that in particular the reassurances that have been provided to the public are not actually being followed through, then that would be a matter of very serious concern. Transport for All, I am sure, has good data to back that up and it would be very interesting to know more about it.

Joanne McCartney AM (Chair): Yes. We will have to ask that at our next meeting as well.

Andrew Dismore AM: If I can just come back to the pickpocketing issue, I just wondered if there has been any work done on who are particularly likely to be victims of pickpocketing. I know, for example, having with my wife been pickpocketed four times on the Athens transport system over many years, that they tend in Athens, for example, to particularly target tourists. Does that happen in London or is there any pattern to it?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): I do not have the data on who the victims were and I know in terms of where it was happening, when it was happening and the features of the stations. I wonder whether, as the BTP, you would get any?

Andrew Trotter OBE QPM: The BTP will have an analysis of who are more likely to be victims. I do not have that to hand at the moment and so it would be best if you asked them when they are here. However, it is the sort of places that Andrew [Newton] has already talked about where we do have lots of tourists, where people are relaxed, less vigilant and a bit more trusting. That would probably happen in any city in the world. People are more likely to take their phone out. We did notice, for example, that there is a pattern as people leave Underground stations because they have been wanting to make a call or text and are then getting pickpocketed as they leave or there is sometimes just a straightforward snatch from them in the streets.

On the point about the new phones, there is often talk about a Christmas peak in crime, but there is often a post-Christmas peak in crime when people have their new stuff. That is a period in January when there is often a rise as there is more of the latest technology around. That will be a feature as we go into the future, not only from proper crime but also from false reporting as well as some people report the loss of a phone in order to go and get the next item that comes along as well. At one stage, our estimate and the insurance industry's estimate was that a fairly large number are false reports on particularly mobile phone thefts.

Rachel Griffin (Director, Suzy Lamplugh Trust): Can I just draw out further the point about the technology? The risk around technology is not just about the fact that we have all become accustomed to carrying around high-value goods with us on the transport system. It is also the fact that our phones and our mobile devices open us up to a lot more risk than a lot of us appreciate.

There was a hideous case reported relatively recently of someone who was cyber-flashed while commuting because somebody had identified them. I do not even know how it works but someone in the same carriage had managed, I guess via Bluetooth, to flash her an image of a part of himself that was absolutely horrible. We run the National Stalking Helpline and we hear a lot of stories from people who say that they have been tracked or traced through their mobile device. We are just generally not as aware as we could be about that.

I do not know whether that is a trend that might lead to more cyber-related or technology-related crimes being reported on the transport network but, as there is more access to Wi-Fi in those stations, it is a likely risk.

Jennette Arnold OBE AM: We have some specific questions about unwanted sexual behaviour. Andy [Trotter], can I start with you? We have been talking about this for some years, have we not? I just want to put on record my thanks and I am sure other people's thanks for the work that you did at the BTP when you absolutely accepted that this was an issue to be dealt with and started that work off.

Andrew Trotter OBE QPM: Your intervention was one of those things that started off a lot of the focus on that particular issue at the meeting that we had.

Jennette Arnold OBE AM: I love that. We can have a love-in.

Andrew Trotter OBE QPM: It was, when we met at the BTP headquarters.

Jennette Arnold OBE AM: Chair, it was with the impact of the Assembly, but can I just say briefly? It was like when we came to you with the evidence that young people and women generally were being harassed across the transport system. You were a bit sceptical and then you went out and asked your staff if any of the

women had experienced it and hands went up. That really then was a turning point for you. Thank you and we now know that others have built on that work.

We are a global city. Let us just put this into context. To what extent is unwanted sexual behaviour on public transport a bigger problem in London than other major cities? Andrew, do you have any ideas and if anyone else can pitch in?

Andrew Trotter OBE QPM: I am not sure I am the best qualified for this. Maybe others are.

Jennette Arnold OBE AM: OK. Does anybody have any idea? Yes, Sarah?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): In general, the measuring of sexual harassment, in particular the behaviours that are not criminal offences, is not good. There is not a national survey for us. There are not comparable international surveys where we could look at similar countries. There is not good surveying of other regions in Britain that we know about. Again, we did a YouGov survey, the most respectable kind of survey you can do for the least money, in 2012. That was the first of its kind. There was not a prevalence figure for London at that point. It is very difficult to say. Once you are in a crime category, there are all the recorded crime statistics for the different levels of sexual offences and they are very important, but it is not the same.

It is also a reminder to us that a lot of sexual harassment behaviour is not criminal and so there is not the usual sanction for it. Again, not to go back to Project Guardian too early, but from early on in our meetings with the BTP and TfL they indicated that they knew this and were willing to look at any other creative ways they could of dealing with it. They were willing, for example, to use railway bylaws where there was not a proper criminal sanction, which was thoughtful and a good thing.

Does that answer your question? There are not good measures.

Jennette Arnold OBE AM: Yes. As a global city, we have to ask that question because sometimes we can look at other models and look at other solutions that have come out of other cities, but we do find ourselves most times in London that we are at the front end and other cities have not addressed this issue yet.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): I do not see any reason why it would be worse here than anywhere else.

Jennette Arnold OBE AM: All right. Bryony?

Bryony Beynom (Co-Director, Hollaback London): I can speak slightly to the global aspect, less around the statistics for the same reasons, but more the different interventions that happen in different global cities. Cities all up and down the east coast of the US have their own bespoke interventions that they have created and we have done a lot of work through Project Guardian, sitting together with those people, bringing them all into the same room and asking, "What has worked and what has not worked in your campaigns? How can that feed into what we do in London?" New York has had a really big influence on that particularly.

Jennette Arnold OBE AM: From the work that I have done, I remember that New York's transit system was quite open and made the statement and said, "This is not acceptable. Report it and we will deal with the perpetrator". We have never been able to get that open statement on our system.

Bryony Beynom (Co-Director, Hollaback London): Not yet.

Jennette Arnold OBE AM: We are working towards that?

Bryony Beynom (Co-Director, Hollaback London): Yes. We are definitely lobbying and trying with whatever small amount of influence we have that we can do that. In New York they have shown that it does not increase the fear of it happening because for a lot of people it is the reality. New York is similar to London with a very low incidence of car ownership. There is not often a choice of, "I will just jump in the car instead because I am a little bit concerned", and they are getting on the train anyway. Yes, there are posters there and they bring the fact into public conversation. The poster says, "A crowded train is no excuse for an improper touch", and is accepted as something that is there, just the same as, "Look after your phone", and, "Look after your wallet". It is just another safety message and it should be brought into line with that.

Jennette Arnold OBE AM: Yes. That is something that we can discuss to bring out in our report because we have long lobbied for that and we have always been told it is going to frighten the children and the horses.

Rachel Griffin (Director, Suzy Lamplugh Trust): Can I just add to that? I would really echo that. Letting people know that there is something that can be done about a problem, in our experience, never increases fear but always increases confidence. I would just really echo that that rebuff is incorrect.

Joanne McCartney AM (Chair): I had a briefing last year on this and TfL did tell me that it had done this first phase, like you said, with the YouTube video aimed at 16-to-25-year-olds and there were going to be subsequent videos. TfL did intimate to me that its own research had said that women who had been victims of harassment did not want to be reminded of it by posters

Bryony Beynom (Co-Director, Hollaback London): Yes, the findings came in a few different ways. We helped develop the questions that were asked as well. There were a few people within the focus groups who said, "Oh, if I saw that sort of thing", but 'that sort of thing' was an example of a US-based campaign with an American context and a distinct cultural way of talking about things. They said, "I would feel worried about talking to my daughter about that". Unfortunately, that piece of data from one of the surveys has been extrapolated, I feel, in a way that has actually damaged the campaign.

Jennette Arnold OBE AM: We just have to stay on the case. To Sarah and Bryony, how much is the increase in reports of sexual assault down to an increase in crime or increase in confidence to report? This is the answer that we get from the police service. What is your view on this?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Across the board, for sexual violence and sexual offences, if you do not know, sexual offences are massively under-reported among crime types, which any criminologist would confirm. For rape specifically, in England and Wales, it is estimated from the Crime Survey that between 10% and 15% of rapes are ever reported to the police and so you are dealing with a specific crime type that is really under-reported. Therefore, unlike a lot of other crimes where there is no shame and no particular social or cultural problem in dealing with it or talking to the police about it, this is an area of crime where usually leaders, chief constables and certainly the Mayor, as he is leading the Violence Against Women and Girls Strategy, are seeking to increase reports.

It is annoying when journalists sometimes misrepresent that. We frequently get calls saying, "There is a massive growth in this. Does it mean there is more of it happening?" It is usually so unlikely. If you have an increase in reporting, it probably is significant and we should look at what was successful there in generating the confidence to report.

A lot of women's organisations have commented a lot over the past two or three years - since around 2012/13 when we have had everything from the Jimmy Savile revelations³ to the big sets of prosecutions of groups of older men for sexually exploiting young girls - that we have perhaps a certain change in consciousness going on about sexual violence and about who does it, why they do it, how they target and why victims are reluctant to report. Certainly the Savile revelations have led to a better public understanding of the reluctance to report because previously people would look on and say, "Why do you not just go and talk to the police? It is obvious".

The big cultural change that is arguably happening is part of the design and monitoring of sexual violence reporting in London. When you are looking at sexual offences on the transport system and sexual harassment, certainly you have to take into account that we are in a time when feelings about this behaviour are changing. Anything you can do to increase confidence in reporting is good. You should consult with experts on how to do that rather than coming up with the old taxi campaigns. Look at what the messages to the perpetrators need to be because it is very common, for example, in police advertising around sexual violence to use what people would call a victim-blaming message or just to target women and to say, "Stay with your mates. Do not drink too much", etc. If you were looking at it truly objectively as a crime type and at who does it, the small minority of men who do it but who do it again and again, it is a known deeply recidivist offence. It is known even that most of the men who are serial rapists have usually committed their first offence before the age of 21. When we know that, what are we doing telling half the population to behave? Why are we not scientifically targeting the problem people? Again, that is the other important part here: that we need to really look at the people who are doing the behaviour.

Jennette Arnold OBE AM: Bryony, did you have anything to add to what Sarah just said?

Bryony Beynom (Co-Director, Hollaback London): I would echo that entirely. I would add to that the communications piece generally around when we are getting those messages out there and, if we are going to create that environment that does not tolerate harassment, sexual assault or any kind of sexual violence, that we are very much sending a message directed at people who are likely to experience that violence that we are not saying anything to them about ways to avoid it. Even the phrase 'likely to become a victim' is so passive. We need to always be engaging with who is doing this and why they are doing this. That is why I like this very simple message they put out on the subway in New York. It is very much addressed at the person; there is no excuse for that behaviour. That is a good place to start from.

Joanne McCartney AM (Chair): Can I just ask a question for clarity? It is something we come up against every year when we have new crime figures, whether it is sexual offence or domestic violence. Figures always go up and the response is always, "That is because we are better and women conform now and they report". Often that answer can mask that there might be an increase in the offending as well.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Now we have massive reporting of historic assaults for sexual violence across the board; that is contributory, certainly.

Joanne McCartney AM (Chair): Yes, but, for example, we had a 32% increase in sexual offences reported in the past year. Has there been any work done as to whether that is due wholly to increased reporting or whether it is an increasing trend?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): What is that 32%? Is that London?

³ Allegations of sexual abuse made against Jimmy Savile under Operation Yewtree.

Joanne McCartney AM (Chair): That is London.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): I do not know. I would imagine it is highly related to Project Guardian because it has been so significant in intervention.

Andrew Trotter OBE QPM: It is a really good question because there is a tendency, sometimes, for police chiefs to claim success when crime goes down and then, when crime goes up, they say it is because of increased reporting. Clearly, police reporting does matter because it is back to the point of the massive under-reporting of these crimes in the past. It is a really good point about at what stage we say this is actually going up and until we get a baseline that we can agree and reflect because under-reporting is so vast. I do not know when we will ever get to a point where we can say we think we are getting most of these crimes because of the under-reporting. All of the research that colleagues have done points to this under-reporting. For the moment, our public position ought to be that we want more reporting; please do so.

The point was raised earlier about journalists. I remember answering *Leading Britain's Conversation* on this increase on sex crime. It is very unfortunate reporting, the point about failures, because the crime had gone up. It can never be a failure. We want people to report these things. People should have confidence that they can come forward and report and that is a great part of Project Guardian. It is something of a cliché but there is so much more to do on this and we should be welcoming the fact that people are coming forward.

Joanne McCartney AM (Chair): The reason I ask is we have seen violent crime coming down over the last decade but it is now rising again. It just strikes me that if there is an increase in violence in society, it may spill over into other types of violence such as sexual assaults and it could be hiding. It is all too easy to sometimes say it is about increased reporting rather than that no one has done any significant work. It is not just recently. It is going historically back.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): You could ask them next week, maybe. TfL does have the equivalent of the England and Wales Crime Survey. It has an internal survey each year. It is not public, which is interesting. For example, it has really worrying stuff in it about girls and girls making school journeys.

Joanne McCartney AM (Chair): Yes, we could ask about that. Sorry, Jennette.

Jennette Arnold OBE AM: No, that is fine, Chair, because it is an area we should explore. Let me just ask a question of Andrew.

It clearly is not a problem because we should be looking at data about increased reporting and we should be able to then see trends in increased reporting over the years. What that does not deal with is, as the Chair said, our understanding about the increase in terms of the crime itself. What data should be gathered about that? Is it about when it is prosecuted? Is that where we should be measuring? Do you see what I mean? We just keep going round this circle. It is quite right for the Chief of Police to say, "Yes, there has been an increase. We want people to report". As we have just discussed, it does not deal with the question about answering for us about the increase in the actual activity and what is done about that.

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): If we focus back on Project Guardian specifically because it was such a high-profile campaign and thinking back to some of the major burglary initiatives that were done previously, when you have such a high-profile campaign to target a

particular type of crime, you would always expect this increase and then you should see a subsequent decrease, which is too early to know. I was not surprised by this increase because you would expect to see it.

Next year, you should also expect to see the level of under-recording of this come more in line because, as you are recording it better, they should come in more in line with each other. That should be the picture because you should see the level of under-recording come down at the same time. If you are not seeing that level of under-recording come down, then perhaps you are seeing a real increase. It would also be interesting to see what happens in 12 months' time with the sexual violence, whether it stays the same or whether it continues to increase, and what happens to crime outside the transport network. It generally mirrors what happens to crime in society anyway and, if it is not mirroring what is happening in society, that is also an issue.

Jennette Arnold OBE AM: Thank you for that because that speaks to us all needing more analysis and, if you like, speaking later rather than early by just jumping on one bit of the data, does it not?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): Absolutely.

Jennette Arnold OBE AM: OK. I just have a question and I will stay with you, Andrew. You have talked a lot about the challenges in preventing and responding to unwanted sexual behaviour on public transport. Do you have anything else to add that you have not said? We can capture it now specifically but you have said a lot. Do you have anything else to add?

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): I would have said that this is probably not my area and I have not had so much work on the sexual violence side of it. There are a lot of people who have done more in this area than I have.

Jennette Arnold OBE AM: OK.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Is it about what the most effective measures for preventing sexual offending on the transport system are?

Jennette Arnold OBE AM: Yes.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): There is a real summary and I think Bryony [Beynom] knows it better than I do, but certainly when we did our survey and asked women in London what they wanted, they gave answers that we have talked about a lot today around more visible staff and better lighting, transport staff as well as policing. Some experts say that design is really important and the fashionable nature of tinted windows and high-backed chairs and stuff is not very helpful for creating an environment where some of this behaviour might be more conducive.

What Project Guardian has done is a step beyond just the regular public perception and desire. They have done training with the frontline workers, with the transport staff and with transport police staff, which is specific training around sexual violence and sexual harassment, which is the stuff that has to be around what it constitutes and what kind of behaviour it is. This is going through different kinds of offences and different kinds of behaviour and then going through that basic but very important stuff that police all over the country have run for very many years and are getting much better at around believing the victim and not immediately responding with something which is questioning, "Are you really sure that is what happened? Might you have kind of provoked that yourself?" That initial response to a report around a sexual offending is really important. There has been training for that throughout the transport system with police and transport staff.

The CCTV staff training that I already mentioned is really important and likely to be very significant here. Then, strategy-wise, we have all just talked about this now. The setting of targets around this has to be about increasing reporting. It cannot be about aiming from the beginning to bring down prevalence; that is very significant. That is throughout the Violence Against Women and Girls Strategy. That is all about increasing reporting of these different offences.

Then, finally, these messages, we believe, should be the next part of this work around zero-tolerance of the behaviour rather than telling women what to do and would be effective. TfL is minded to get there. They are the different messages you see: staff training, intelligence staff training, thinking of all workers, smart target-setting and some really good communications work.

Jennette Arnold OBE AM: OK, but let us just stay with the communications work because we have heard that clearly you are unhappy with a poorly thought-out campaign and TfL has accepted that. Are you working with them now to influence its next piece of work to enable it to be improved?

Bryony Beynom (Co-Director, Hollaback London): I can speak to that a little bit. For clarity there, with the ill-thought-out campaign, we were talking specifically about the taxicab stuff. I would definitely say the communications work around Project Guardian has reached a really good point and now it is time to move it forward from just the internet and just targeted specifically at 18 to 35-year old women. Potential perpetrators need to see that video as well. I am trying to continue to keep up; that is unpaid consultative work and so we are, wherever possible, moving forward to try to talk to them about where they need to go next with this. How can we get it so that the limited amount of information that is there around 61016 [text service], for example, can get much further and really be embedded as a thing so that when I go out and speak to young people, I can tell them as part of workshops, "OK, save this number in your phone"? I would not have to do that if it was on the buses just underneath where it says 'pickpocket'. There is that element of frustration.

In the last meeting I had with TfL communications, I was told the message might be a bit too complex for women and that it should be less than nine words. There is this element of needing to make sure there is no discrepancy if we are talking about the posters that have the poem about taking a bottle of water with you or not having your music too loud. This message should be normalised that it is not OK, that kind of behaviour, in the same way. There is this slight squeamishness almost to just engage with it, but it is really happening and we can very easily take this really well designed, really well thought-out, really non-victim-blaming work that has been done around the *Report it to stop it* video and extrapolate that to simple, old-school posters on the buses and on the networks.

One other thing about the training is that the bus contractors - Abellio, etc, all the different ones - have not received the training. When you were talking about someone sitting in their box, my concern is that they have not yet received that training. That is something that could be a very practical thing that could be done as soon as possible.

Jennette Arnold OBE AM: To stay with that, why have they not received that training? Is it because they can block it and say, "To train our staff, it is X number of pounds and that money is not in the contract, which is our commercial base to work on"?

Bryony Beynom (Co-Director, Hollaback London): Yes, as I understand it.

Jennette Arnold OBE AM: Is it something like that from the commercial aspect?

Bryony Beynom (Co-Director, Hollaback London): As I understand it, from the last update I received at least, it was that there had been a real difficulty in convincing those contractors to pull their staff in to have this session just because of the amount of staff, hours, shifts, etc. That process might have been started now and I imagine it is a question you can ask in more detail to the people who are delivering it. That is what I have been told, yes.

Jennette Arnold OBE AM: It is something we can follow up because, if you require an organisation to do something and you put it in the contract, then you would expect that contract compliance. If it is not in the contract and you want an additional activity that costs something, then it is not going to be done, is it?

Bryony Beynom (Co-Director, Hollaback London): No.

Jennette Arnold OBE AM: You do not know; you have not had a chance to look at the contracts?

Bryony Beynom (Co-Director, Hollaback London): Me, personally? No. I do not do that kind of thing. I wish I could but there are some questions.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): It is really important because I said a bit sweepingly that the frontline transport staff have all done it. I have not been involved for a year or more than a year. I had forgotten about the buses because they were a problem at the beginning. They were not going to co-operate. I am disappointed to hear that they still have not. It is definitely a massive strategic question for you next week.

Jennette Arnold OBE AM: Yes. Stephen, is that part of your role?

Stephen Locke (Chair, London TravelWatch): It is not directly part of our role but obviously we are concerned with the quality of service on buses and the many complaints that come about bus drivers. That is a very large area, bus driver behaviour.

I just want to say it is really quite a challenge because the turnover of bus drivers is quite high in London. It is a very stressful and difficult job. The bus companies have to cast their nets wide in order to recruit new staff. Any training initiatives need to be properly embedded and need to be then repeated and there for the long term. It is not just a one-off activity. It is quite a significant one to resource but I would not disagree at all that it is extremely important.

Jennette Arnold OBE AM: Through our work as the Assembly, we have seen that this sort of thing can change if everybody is on the same page. The transport operators have no regard for young children on buses. They have no regard for taking children home after school because the contracts are so basic. It is the campaigning that then means there is discussion between the bus operators and TfL to enable these contracts to provide that - if you like - space where staff can receive this in their inductions. For instance, have you looked at staff inductions and why is it not there?

Stephen Locke (Chair, London TravelWatch): We have not been able to deal with that. We have not had the resource to, but I agree with you entirely. It is a matter of getting the contracts right and ensuring they specify all the things that matter to passengers and to all passengers.

We are very lucky in London that TfL does have a level of control over bus services which is not replicated elsewhere in the country. It should be leading the pack on this sort of thing and it is up to it to identify what

measures within its various contracts for the operators would deal with this problem. It is a question you should put to TfL, though.

Jennette Arnold OBE AM: It is also up to them to respond to Londoners and if we are picking up that this is a gap.

Stephen Locke (Chair, London TravelWatch): Yes, absolutely.

Jennette Arnold OBE AM: Would you agree with me that it is reasonable that this is an important area and impacts on the quality of lives of women - possibly 51% of the population - and that this should be part of the minimum induction?

Stephen Locke (Chair, London TravelWatch): Certainly to the extent that our postbag reflects problems with bus driver behaviour. It is clearly very important to sort that issue out. I would say some of our qualitative research backs that up, too. There are plenty of examples of people who have been on buses when there has been a problem but the driver simply has not responded and they felt isolated as a result. That needs to change.

Jennette Arnold OBE AM: OK, thank you for that. Lastly, Bryony, I do not know whether it was you who talked about evaluation, but somebody did. Do we know whether Project Guardian has evaluation factored in and, if so, when that will be?

Bryony Beynom (Co-Director, Hollaback London): I think they do. Ricky Twyford [Inspector, BTP], the person who is overseeing all of this work who goes out and does all of the outreach as well, is the person who has all of the details on that information. I wish I had access to it. Sadly, I do not. I imagine they would not put something like this in place without the evaluation. I know the communications work has been evaluated and they have the figures about how many people have seen it. Obviously, there are the increased figures in terms of reporting as well.

Jennette Arnold OBE AM: You would expect evaluation to be part of it?

Bryony Beynom (Co-Director, Hollaback London): I hope so, yes.

Jennette Arnold OBE AM: We can go and ask that question and get an answer to that.

Joanne McCartney AM (Chair): Bryony, I was just wondering if you have any initial feedback from Project Guardian.

Bryony Beynom (Co-Director, Hollaback London): I speak frankly that I felt a certain amount of reticence going into the initial meeting to discuss this issue. I was not sure what kind of attitudes I was going to meet and I was really pleasantly surprised. Clearly, there is a level of research and also just genuine care for what was going on in the system and how they could work to change that. With the amount of training hours that went in with the frontline staff, wherever it was possible, it is a shame that more Londoners do not know that has been done. There is a lot on this issue and the silent benefits that we do not realise. When crime is not happening and we do feel safe, we do not think, "I feel quite safe". It is the lack of fear that sometimes we do not realise.

In that sense, Project Guardian thus far has been really successful. Always when we are met with, "We cannot do posters yet. We cannot do this. We cannot do that", the response to that is, "It is a long-term project. It is

a really long-term strategy". Given the levels of sexual assaults and sexual violence happening on the network, since my first meeting with the BTP, the amount of times I have been assaulted on public transport, how many more are OK in terms of strategically? How many more unreported violations are permissible? I would hope that soon we can move this on and say, "OK, let us break through the threshold of the concerns around fear, the income retention and that sort of thing. Let us break through that and start to have the conversations publicly on the network where we can deal with it".

Joanne McCartney AM (Chair): OK, thank you.

Caroline Pidgeon MBE AM (Deputy Chair): I just wanted to pick up on this. Part of the Project Guardian work is the BTP text number you have mentioned. Do you have any evidence of whether this is working and whether there is an increase in reporting because people think it is easier to use the text messaging service?

Bryony Beynom (Co-Director, Hollaback London): Personally, anecdotally, yes. I have seen some of the stats again from Ricky [Twyford], interestingly, linking into this thing around how people's first-response pathway or their reporting pathway might be by Twitter. Then the BTP, having brought that in-house, is moving through saying, "You can text us. You have tweeted us. Now you can text", and slowly build it up in a really gentle, empathic way to having the conversation and then meeting with an officer. I have certainly heard of it working and they have done some really great partnership work as well with platforms like Everyday Sexism. It is really all about starting from a position of what reporting pathways people feel comfortable using and how we can adapt those to get the information and then have the necessarily more hardnosed, detailed conversations about what happened, where were you touched, where was it and all of those things.

Certainly I have heard of it being successful; it is not well known enough that you can use that. There are posters that are around how generally you can report, but you have to be so specific to say, "If you are sexually assaulted or if any of these things happen to you, this number is also for you", because people do not acknowledge it as a crime or that it is wrong. There are plenty of adult women, let alone young women, who do not realise that being groped or grabbed is sexual assault and is criminal behaviour.

Caroline Pidgeon MBE AM (Deputy Chair): What about witnesses who might be in a train carriage or something and see something? Are they encouraged to use this number and has there been an increase that you are aware of?

Bryony Beynom (Co-Director, Hollaback London): Yes, absolutely. Again, I do not know about stats increase-wise but third-party reporting is definitely something that can be used around that. That links to what Andrew [Newton] was saying about bystander intervention and encouraging everybody within a space that is an enclosed public space to take an equal responsibility for what is happening to the person next to them and what is happened to the person opposite. That is how you create the culture change.

Caroline Pidgeon MBE AM (Deputy Chair): Yes, interesting. On the new technology, mobile phones, Wi-Fi and all the other things, Rachel, you touched on cyber flashing and I had read that terrible case. Also, there have been cases of people using their phones to film up women's skirts on escalators and so on. Do you think the increase in technology and also, for example, Wi-Fi being rolled out on the Underground network could actually see an increase in other sorts of sexual offences on the network?

Rachel Griffin (Director, Suzy Lamplugh Trust): Yes. As I say, we run the National Stalking Helpline, if I can use that to illustrate the point. People ask if stalking is on the increase and I say that I am not sure there is much evidence that there are more stalkers but they are just so many more ways to stalk people now than

there used to be. It is an awful lot easier. You do not have to go and post a letter into a letterbox. You can sit from the comfort of your sofa and harass as many people as you want to. The short answer is yes but that is the long explanation for why.

Caroline Pidgeon MBE AM (Deputy Chair): Bryony or Sarah [Green], do you have anything to add on that?

Bryony BeynomBeynom (Co-Director, Hollaback London): I would just add around the Wi-Fi thing that you do not need Wi-Fi to take a picture up someone's skirt.

Caroline Pidgeon MBE AM (Deputy Chair): No, of course.

Bryony Beynom (Co-Director, Hollaback London): It is that element that someone might post it after. In a practical sense, it is again, particularly with the phone stuff around the bystander intervention, if something looks a little bit odd or a bit off that we feel confident enough to say, "Excuse me, what are you doing?" because the person to whom that is happening is much less likely to say that directly. If you have someone else doing it, like a third party, it is really powerful.

Caroline Pidgeon MBE AM (Deputy Chair): OK, thank you. I want to move on to taxi touting and safety in taxis and the private hire industry. Rachel, perhaps I could start with you. How effective do you think action is to try to tackle illegal activity in the taxi and private hire trade?

Rachel Griffin (Director, Suzy Lamplugh Trust): I will let TfL give you its stats when you see it next week. As I say, we have been on the whole pleased with the two-pronged approach TfL has taken to the minicab question both targeting enforcement on illegal touting and also raising awareness of the risks.

It is really important that I am clear on what our position is on the role of awareness campaigns around the dangers of illegal minicabs. The Suzy Lamplugh Trust campaigned back in the 1990s with the introduction of licensing for private hire vehicles in London. Before that, there was none. We also worked last year to encourage the Government to drop a clause in the Deregulation Bill which would have lessened the requirements for minicabs outside of London.

It is really important - picking up on the point about targeting prolific sexual offenders and those who might choose certain parts of the transport system as their chosen *modus operandi* - that for some, posing as an illegal minicab driver is exactly that. From our point of view, we certainly do not want to tell them what to do and there are better ways sometimes of getting the message across than some of the images that have been used in the past by certain campaigns, but we have all have a right to know what those risks are. It is agreed for sexual offenders that, until they are no more and their behaviour is no more, we all have the right to know what those risks are. That is why we encourage and support overall the principles of the Safer Travel at Night campaign.

In terms of minicabs themselves, we need more enforcement, definitely. When we know that there is an increasing number of private hire drivers coming into London - which on the whole is probably, in principle, a good thing because we know we have a problem with demand and supply - making sure the enforcement levels meet the increase in drivers and cars is absolutely critical.

We also have a concern that in the clause we fought for last year for the rest of England and Wales there is a bit of a loophole that could be tightened up in London, which is that somebody who is not the licensed driver does have the ability to legally drive a black cab or minicab in London. Our position on that is that we would

like to see that tightened up in London to make it in line with the rest of the country. I know that when TfL responded to the Law Commission consultation on taxis and private hire vehicles in 2012, TfL did say it has a persistent problem with touts saying that this is just for leisure use. We would like to see that tightened up.

A lot more clarity and awareness about what makes a minicab illegal or legal would be very helpful. There is still quite a lot of confusion among the general public about what you can hail and what you cannot hail. That confusion is only set to grow in light of technological developments. Technological developments can be incredibly helpful in terms of personal safety but there is also a downside that the public may be more confused about what is and is not safe. Legislation, beyond the powers of the Assembly, needs to keep up with the growth in technology.

Caroline Pidgeon MBE AM (Deputy Chair): At the moment there is the consultation from TfL on its regulations of the private hire industry, trying to tighten up a few of these loopholes. Is that something you would be supportive of?

Rachel Griffin (Director, Suzy Lamplugh Trust): Overall, we would welcome it because, for organisations like ours, we want to be able to give very clear messages. We are asked very regularly what the safe way to take a minicab is, what safe cabs are and what are not. From our perspective, the more clear we can be about that message and the clearer it is to a member of the public when they are tired and cold and want to go home how to do so safely, the better.

Caroline Pidgeon MBE AM (Deputy Chair): It came out in our survey of passengers that they were not easily able to identify particularly a private hire vehicle and whether it was licensed. I am quite concerned about this loophole. We need to pick that up if it is in London. If I have a licensed private hire car, anyone can drive it.

Rachel Griffin (Director, Suzy Lamplugh Trust): If it is for leisure use. My interpretation of it is that it is an interpretation of the 1998 Act that has been taken by TfL and it is time to challenge it.

Caroline Pidgeon MBE AM (Deputy Chair): I could drive the family car, which is also licensed for private hire [to someone else in the family], and be out there touting, but then that would be illegal.

Rachel Griffin (Director, Suzy Lamplugh Trust): Yes, but the concern is that if a member of the public hailed your vehicle and you were an unsavoury driver or not a fit-and-proper person and you were touting, your excuse could simply be, "This is just for leisure use". It would be quite difficult to prove.

Caroline Pidgeon MBE AM (Deputy Chair): There are real issues around whether drivers are properly licensed and there are delays with the checks, but there are real issues that people, as it were, sweat the asset and one person has a licence and then the rest of the family use it throughout the day. That is a big issue.

What else do you think could be done to try to tackle illegal activity? You said you want to see an increase in some of the enforcement in line with the increase in vehicles that are licensed and individuals. Is there anything else particularly that you think could be done?

Rachel Griffin (Director, Suzy Lamplugh Trust): There are suggestions around clearer signage so that it is a lot clearer to members of the public which are and which are not legal and licensed vehicles. A lot of this could be improved by much more clarity about what is and is not a safe vehicle to get into.

Caroline Pidgeon MBE AM (Deputy Chair): OK. Thank you for that. Given that there are ten incidents a month reported that are cab-related sexual offences - we do not know whether it is taxi or private hire and I am sure that is just, as we said, a small number of those that actually occur - communication campaigns are critical around this. We have talked a little bit around this. Sarah and Bryony [Beynom], what lessons can we learn so far, do you think, from Project Guardian? What other communication campaigns do you think are needed so that we can understand the level of cab-related sexual offences?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): Shall we start, first of all, with the problem with some of the victim-blaming taxi campaigns?

Caroline Pidgeon MBE AM (Deputy Chair): Yes, certainly.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): We probably do hold a different view about it, which is fine. TfL for a long time supported those victim-blaming taxi advertisements, which were, "Do not take illegal minicabs because something horrific will happen to you". We have all seen them because it was a very expensive campaign: a set of several advertisements with women's mouths and voices screaming, "This and that will happen to you"; the whole set. They have run for several years and TfL has now dropped them. That is after talking to women's groups for some time about the problem with them.

There are two main problems with those advertisements, so that you know and so that it is on record. First of all, the message that is in them, which is that women should not get in those cabs because there are some sex offenders touting as drivers, feels like a common sense message. That goes across the board with sexual violence. That feeling like common sense is based on a feeling that some sexual violence is inevitable; it is just going to happen and women have to take safety measures. In fact, those posters and that poster campaign, which had a lot of money invested in it - and at the same time we are talking about squeamishness around sexual harassment still - never was evidenced and never was shown to reduce those offences. In fact, when TfL later on conducted focus groups and some research, it found that it had increased fears, it had significantly increased fear and it had given out the implication that licensed cabs are safe and they are not always safe. Sometimes sex offenders use those cabs as well.

Secondly, something that TfL had not appreciated but took on board from women's groups was that if you have a massive advertising campaign like that in a public space with a very bold message that says, "This might happen to you and you will have chosen to take that cab and so it will be partly your fault", to a large public, which includes many survivors of sexual violence - there are an estimated 3,000 rapes in London every year, an estimated 85,000 in England and Wales - that message is being seen by lots of survivors of rape, mostly women and some men, who still have going around in their heads for weeks, months and years afterwards, "Is what happened to me partly my fault? Should I not have done what I did that night? What has led to that?" Just the act of putting that in public space was the wrong thing to do and TfL finally conceded that and will not run a communications campaign like that again. It is important to set that straight and to make sure it is understood.

Caroline Pidgeon MBE AM (Deputy Chair): That is helpful, yes.

Sarah Green (Director and Campaigns Manager, End Violence Against Women): These things are commonly taken as common sense but they are not if you unpick them and if you know anything about sexual violence. They are in great contrast to the proposed Project Guardian messaging.

Bryony Beynom (Co-Director, Hollaback London): Yes, massively so. I would echo all of that, absolutely. When I spoke earlier about my reticence, it was perhaps a concern that we might inadvertently end up echoing some of those problems. Coming from quite a different standpoint and being unafraid to say, “We will believe you” - which, from a crime and criminal justice system place, is a difficult thing to say for certain police officers that I have worked with - and to have that culture of belief or culture of not aggressively questioning in the first instance really helps.

All of the messaging thus far that I have seen around the TfL work with Project Guardian and the communications is absolutely on-point from a women’s sector or feminist perspective and from an understanding that sexual violence is gendered. It is 85,000 women to 10,000 men. That is the statistic. We need to be thinking about that sort of thing when we are looking at how these campaigns are created. Absolutely, the learning and the research that TfL would have put in for the Project Guardian communications piece needs to be echoed and transferred across to any future work that is done around cabs and minicabs, as well as potentially some work with the private hire industry and with all of those different partners, to have an honest conversation about perpetrator tactics, what is going on there and why that is seen as permissible.

Caroline Pidgeon MBE AM (Deputy Chair): That is helpful, thanks. Does anybody else want to add anything?

Stephen Locke (Chair, London TravelWatch): Just briefly. I have two comments, if I may. Number one: London TravelWatch has not been able to study this issue in detail, although we will be considering the TfL consultation and responding in due course, but it does strike me on the basis of my experience in regulation and in a number of other sectors, particularly communication and financial services, that this is essentially an enforcement, not an awareness issue. Getting members of the public to do your enforcement for you is not the right way around where you have key issues of safety at stake. The only way, really, to deal with this kind of problem is to ensure that it is not worth providing illegal touted or unsafe minicabs in any circumstances and the penalties are sufficiently high to discourage people from trying it. I do not think you will ever get the public to do your policing for you in that sector.

The second comment I was going to make is that there are some issues in relation to black taxis as well in this area. Although there are different levels of public assurance in the black taxi sector, there have been issues in relation to driver behaviour and London TravelWatch has argued strongly for some time that more needs to be done to clarify the driver’s number and to give a photograph of the driver, together with details of how to complain about a black cab. At the moment, there is a very hard-to-read notice at the side of the cab, which is almost completely illegible in the dark and which many people would assume is some sort of lost bylaw. It is not beyond the wit of us all to find a clearer way of signalling that so that, in the event of problems, people can make an easy complaint.

Caroline Pidgeon MBE AM (Deputy Chair): That was one of the recommendations in our taxi report. That is helpful. Thank you.

Joanne McCartney AM (Chair): I remember a couple of years ago that there was quite a big publicity campaign about getting women to take photos of the driver when they got into the back of a cab or a taxi and then to send it somewhere. Is technology or a campaign like that useful or not?

Bryony Beynom (Co-Director, Hollaback London): I was thinking about Uber while you were talking and the massive increase in that and that, as standard, you get an image of your driver; but at the same time I have also heard of women experiencing harassment and sexual assault from Uber drivers. There is this element that

their full name is in front of you on a screen and yet this behaviour continues. There is limited efficacy there, potentially.

Rachel Griffin (Director, Suzy Lamplugh Trust): There are a couple of things. Technology can be incredibly helpful. The fact of the matter is that whenever we get into a car with someone we do not know and the door is locked, we are all vulnerable. Technology can be incredibly helpful, whether it is the kind of technology that Uber is using, letting you know in advance that this is your driver and this is the car and those GPS tracking techniques that are shared safely can be very useful. Or it is simply taking a picture of the licence plate, texting it to somebody and making sure the driver knows that you did it. They are all tactics that we can employ, whichever our gender.

The second thing I would add is that I completely understand and agree that you are going to lose people if what you are saying to people is, "This is your fault". That is clearly counterproductive as well as offensive. However, this should not be a question of either/or. We very quickly often get into arguments about how you either do this or you do this and, while risks exist, I would like you all to hear the message from my organisation that we have a duty to let people know about those risks but we have to do so appropriately.

Joanne McCartney AM (Chair): Thank you. We are going to move on to our final section now about the 24-hour city in London.

Andrew Dismore AM: The starting question is about what the MPS say. The MPS says the Night Tube will have no detrimental effect on offending or victimisation levels. We will start at this end. Do you agree?

Andrew Trotter OBE QPM: Not necessarily, but then the MPS is not policing the Tube; it is the BTP and they will speak for themselves when you see them. My take on it is that it is a great thing for London to service that 24-hour city but all my experience to do with anything where you have a lot of people around late at night, particularly when there is a lot of drink around, is that there will be incidents.

The changes in the licensing laws, whether we agreed with them or not, changed the way that town and city centres operate. We were promised the café society, if you remember, but what we have in fact is an extension of drinking throughout the night and that extension of drinking throughout the night has brought us violence throughout the night. Policing resources and ambulance resources have all had to spread through the night to deal with fights starting at 6.00am outside nightclubs. This is not something we would have had to deal with some years ago. There was that big peak at 10.30pm to 11.00pm with loads of fights. That was the major time. Now it is throughout the night.

There will be incidents, without a doubt. It is a good thing for London that London can get on the move. Night buses are not always the nicest thing in the world to get on; I would much prefer to use the Tube late at night than I would a bus.

In all of this there are, as mentioned earlier, a lot of people who have to use public transport. We have not touched upon - and we may come back to it at some stage - people with learning difficulties or physical difficulties who have to use public transport and who themselves are intimidated by it, worried by it and frightened by it but they have no other choice but to use it. I would encourage, in your deliberations, that this is something else that needs a look at. There are plenty of people from the charity sector who can provide lots of information about the difficulties that people face using public transport and, in particular, using buses. They seem to be extremely difficult for anyone who is in any way infirm to use at the moment with the interesting driving style that many of them seem to have.

Back to your point, it will be a challenge. The BTP will have to gear up to deal with that challenge and it will stretch the resources, but the partnership with TfL, LU and the BTP is a very healthy one. It is a very strong one and they are very good partners to work with.

Stephen Locke (Chair, London TravelWatch): From the passenger perspective, any risks that might be there - and I am sure there are some - are not a reason not to proceed. We are very clear that there is a passenger demand for a Night Tube and that there are many people who need night transport not just for leisure purposes but because of shift working and all sorts of other things of that kind. It is an issue where we need to expect the public authorities to respond to passenger needs rather than to say that those needs should not be met.

The main need is going to be to learn rapidly from the introduction of the Night Tube when it happens so that resources can be deployed rapidly and flexibly as the situation requires. At the moment, I do not think we quite know how it is going to pan out. There is already a demand there because we have seen the effect of ridership figures on night buses. There may be quite a lot of hidden demand beyond that in terms of journeys that are not made at all at the moment. There may be a different kind of public travelling. We just do not know and the important thing will be to learn by doing as soon as the introduction is made.

Andrew Dismore AM: What about safety for women? Is this an improvement, a detriment or neutral?

Bryony Beynom (Co-Director, Hollaback London): From my perspective, thinking about this, we need to also consider the parts of London that the Night Tube will not be served by and, when people get off at those terminus points, how there will be a flashpoint of people then all cramming on to night buses or waiting around for the night bus, which will still be as irregular, as overcrowded, as dangerous and so on. It is a grave concern, particularly around staffing levels. I immediately think about conversations with TfL staff on stations who even at 11.00pm have experienced sexual harassment from passengers and who are already isolated within where they are on the station but are going to be increasingly so.

I have done a little bit of work with Drinkaware, the alcohol awareness charity, and it has put together some quite relevant research about drunken nights out and the degree to which alcohol is an aggravating factor in sexual offences, particularly thinking about city centre areas. That might be worth looking into when you are talking to TfL about it. I hope that with the potential extension of some of the communications work around Project Guardian - I sound like a broken record - it may help to mitigate some of the concerns around the Night Tube, but I do worry about seeing how it goes and seeing what happens. I would like to see a little bit more of strategic thinking before it happens and all those impacts come into play.

Rachel Griffin (Director, Suzy Lamplugh Trust): From our perspective, in principle we are very keen because the more affordable, safe and managed options there are, the less demand there will be for less-safe options. We have talked a lot about illegal minicabs. I would broadly agree particularly with the point about what happens when you get to your terminus of that Tube line. Will the infrastructure be in place to make sure that the buses that pick you up are actually running frequently enough that it does not become a hotspot for touts? Staffing levels are going to be incredibly important. There are things to think about but, on the whole, we support it.

Also, looking at this from a personal safety at work point of view, one of the things that we said to TfL when it first talked to us about both - I am going off the point, sorry - closing the ticket offices and introducing the Night Tube was that if you are taking staff out of what might feel like a safe environment, more training and support about lone working, particularly if it is at night, is absolutely critical.

Andrew Dismore AM: You mentioned the question of terminuses. At a terminus, you are probably going to get more people getting off. One of the concerns I have is the intermediate stations towards the end of the line where you may only have a handful or two or three people getting off. They are talking about having 100 police officers staffing 144 stations and then you have the question of isolated TfL staff as well. Is that going to be enough to provide safety for those people when they get off at the station? In most of these stations - certainly on the Northern line - there are no cab ranks, there are no minicab offices and they are not on the night bus routes. How are people going to get home?

Joanne McCartney AM (Chair): That is a question for TfL next week.

Bryony Beynom (Co-Director, Hollaback London): Yes, definitely. I share your concern, absolutely.

Andrew Trotter OBE QPM: Yes. It sounds rather trite to say, "Plan your journey", but you only have to look at what happens on New Year's Eve when people have no thought about how they are going to get back. You find people marooned all over London in various states of inebriation asking, "How do I get to Ealing?" It never fails to amaze me that there is no thought as to how they are going to get back with the sheer distance as well as any risk that may be involved.

BTP will have to answer the questions on whether it thinks it has enough to deal with this. There is a certain inevitability with this. I have played back alcohol quite a bit today and I do come back to it. It is a major aggravating factor in so many crimes and we seem to exist on a sea of alcohol in the evening. This is going to be very tough not just for the police but for the staff as well as for passengers and we will have to see how this one goes. There has to be - it has already been touched on - a strategic approach. I am sure the thinking must have gone on with everybody involved with this but I have real concerns about all of those issues.

I still say that any more transport we can provide is excellent because anyone who has tried to get a black cab knows it is very difficult and it is expensive. There is no end of people hailing who just cannot get a cab and anything that can help that situation has to be welcome.

Andrew Dismore AM: Do you think New Year's Eve might be a useful starting point or reference point about what happens with all-night transport?

Andrew Trotter OBE QPM: I used to work with the media for the MPS on New Year's Eve and I used to have to say nice things about it. I do not any more. I have retired! If anyone goes to central London with a lot of drunk strangers and thinks this is a fun night out, I am really surprised. Then you look at the queues of people to go home. There are huge queues to get back. People do not usually do it twice. This is not necessarily a fun night out.

We talked about training CCTV operators to look at sexual assaults. There were a lot of sexual assaults on New Year's Eve happening right in the middle of the crowd. We had to bring in all sorts of measures, including those little stands they would put police officers on in the crowd, which sounds a bit low-tech. You look at it on camera and you would need a trained operator to tell you, "That is what is happening". It was right in front of your eyes but you could not see it. It is a risky night out and I am not a fan of it at all. People have to think carefully about whether they want to be in that situation.

Andrew Dismore AM: In terms of people getting home, because you have all-night transport on New Year's Eve, is that an object lesson or a reference point - never mind all the trouble at Trafalgar Square - for what may happen with the Night Tube?

Andrew Trotter OBE QPM: People have to take their own responsibility for planning what they are going to do. They have to think their way through on this one. It is a limited service that is being offered. It is a good thing but the responsibility lies with individuals to plan how they are going to get back and not get themselves marooned. The end of the line is often where we find the drunks who have fallen asleep not only on the Tube but at Brighton or Hastings or anywhere else for that matter. It is a regular occurrence that people will drink so much they will fall asleep, be woken up at the other end and have a very expensive cab ride home every weekend night. Sorry, was there a comment?

Darren Johnson AM: I was just saying there are a lot of people who have not experienced New Year's Eve in central London once and so that is probably why the numbers continue.

Andrew Trotter OBE QPM: Yes.

Stephen Locke (Chair, London TravelWatch): Can I just add something in relation to the relationship between the Night Tube and the night buses? One concern we have raised at London TravelWatch is that the introduction of the Night Tube should not lead to any reduction in night bus services below the level of Sunday to Thursday. In other words, they should be at least at the same level that you would get during the rest of the week so that people who want to use night buses in future on Fridays and Saturdays should be able to do so. As far as I can remember - and I do not have all the details in my head - the TfL plans accommodate that principle but it is worth holding them to that because plans can change. There would be a risk if the night bus service was significantly reduced on Fridays and Saturdays and therefore ended up serving certain people a lot less well, particularly if they live some way from a Tube station. There are some knock-on effects between the two.

Andrew Dismore AM: Certainly on some of the night bus lines that serve parts of High Barnet and so on - Golders Green as well - there are plans to reduce the frequency of the service.

Stephen Locke (Chair, London TravelWatch): They are reducing them on Friday and Saturday but not below the level of Sunday to Thursday. Nonetheless, there are some issues there; you are right.

Andrew Dismore AM: Certainly I have made representations at the TfL consultation on that. A mirror image of this is the drunks getting off the train and the impact on people who live nearby. I have had lots of complaints as it is about people throwing up and vandalising front gates, gardens and what-have-you as they go home. How is that going to be policed? Do you think that is part of the impact of the Night Tube? Again, there is the question of the safety of people walking home.

Andrew Trotter OBE QPM: This is an issue and anyone who lives near a railway station or any other terminus will testify to the debris, damage and other detritus that is often left as people are on their home; for that matter, people who live near difficult licensed premises will often say the same thing. You can track how long it takes people to eat a fast-food takeaway by the amount of litter that is spread along the road. That will be part of that. I do not want to sound like a complete party-pooper but this will be an issue for people to think about. The noise late at night and into the early hours of the morning may be a new factor for people who live near those places. There is no doubt about that.

Andrew Dismore AM: Presumably the burden of policing will fall on the Borough Command Units in the boroughs.

Andrew Trotter OBE QPM: Yes.

Andrew Dismore AM: We all know they have all been cut as it is.

Joanne McCartney AM (Chair): Dr Newton wants to come in as well.

Dr Andrew Newton (Applied Criminology Centre, University of Huddersfield): There are a lot of what-ifs at the moment and so I would like to talk about what happened with the changes to the licensing and the night-time economy. Because I was part of teams that evaluated the impact of the Licensing Act, I can talk in terms of exactly what happened. There was a lot of worry about this 24-hour drinking city. We had five case study areas and we looked at changes to violence, criminal damage, sexual offences and disorder both at premises and near to premises.

The thing to remember is that, although you changed the licensing hours, there was no overall increase in the amount of crime there was. What did happen was that there was a slight displacement to later in the evening and you have talked about the changes to the policing there and the resources. Your numbers have not gone up but the time of the problem has got slightly later. The Home Office commissioned quite a lot of research into this. In the five case study areas, we found most places had up to an hour of an extension. The problem shifted about an hour later, which was unsurprising. The average change nationally was 23 minutes. People around the country can drink for 23 minutes longer; hence there is not a shift. That was something that happened and the change was a shift to later in the evening.

Now you are talking new hours of operation on the Night Tube and reduced hours of operation on the bus network. You are talking about something that might change what I would call discretionary routine activities, the things that people choose to do as opposed to the things that people have to do. Routine activities do influence crime: where you are, where you go, when you are there and so on.

Will the Night Tube have an effect on crime on the service itself? Will it have an impact on crime near the station? If so, how far away from the station does that happen? At the same time as this, where you are reducing services on the bus, does the contrary happen? Is crime going down where you are not having these night buses? These are things that need to be looked at. Will it have an impact on perceptions of safety? Would people feel safer using the Night Tube than a night bus, for example? That will also vary by different types of crime. It is really important that this is looked after. Will premises look to change their hours? Will there be a change in the hours that premises, not just pubs and clubs but also kebab shops Will they look to change it and apply for extended hours? Will all the local authorities in these areas suddenly have an influx of applications for extensions? Will it impact on businesses that are currently served by the night bus where they have less demand and are struggling to stay open? These are all questions. There needs to be a lot of close monitoring and there needs to be some concerted evaluation of this. I am looking to talk to TfL, MOPAC and the BTP to try to get a really robust study of what might happen as a part of this. That is probably what I would like to say in terms of that.

There is this idea of whether it will change people's travel behaviour. Because of the size of the change, it inevitably will. What impact that will have on crime, on people's perceptions of crime and how you police and monitor that is a really important issue that should be addressed.

Joanne McCartney AM (Chair): We will be asking those questions about how they are going to monitor this and what evaluation they are doing when we see them next month. Andrew, did you finish your questions?

Andrew Dismore AM: Sarah, you have not contributed on this. Is there anything you would like to add to what anyone else has said?

Sarah Green (Director and Campaigns Manager, End Violence Against Women): No. My colleagues have said it, yes. Thank you.

Joanne McCartney AM (Chair): OK. Lovely. We have come to the end of our questions. Is there anything you think we have not asked you that we should have asked you? If you cannot think of it now, we would be delighted to receive anything in writing after the meeting.

Andrew Dismore AM: Andy [Trotter] made a very important point about disabled people, particularly on the buses.

Joanne McCartney AM (Chair): Yes. We have in fact, I believe, written and asked for evidence from Transport for All but they did not feel they could particularly --

Janette Roker (Scrutiny Manager): They said it was not a speciality issue for them.

Joanne McCartney AM (Chair): Yes, but we could ask.

Andrew Trotter OBE QPM: Mencap has done a fair bit of work on this and has some stats on concerns about people using public transport in all sorts of ways. It is a new role I have and so I have a particular interest in this in the National Health Service. It is an area that would repay some attention.

Joanne McCartney AM (Chair): Thank you for that. We will chase that up and we will certainly ask questions about it at the next meeting we have.

Stephen Locke (Chair, London TravelWatch): Can I just flag up one point that has not arisen in the discussion? That is that crime has an impact not just on the victims of crime but on the public more generally. A lot of crime is quite disruptive. If you are talking about trespass on the railway, for example, or incidents that cause a particular station or bus route to be closed, it has a disruptive knock-on effect on everybody else. It is worth considering in your deliberations not just the direct victims but the indirect victims as well.

Jennette Arnold OBE AM: Yes. The larger impact.

Stephen Locke (Chair, London TravelWatch): There is quite a knock-on effect.

Joanne McCartney AM (Chair): Yes, we have focused specifically on passengers at this, but we will certainly be asking about staff safety at the next meeting as well.

Can I thank you all for attending today? It has been very informative and we have lots of issues that we now need to raise with these service providers. Thank you. Again, if there is anything you think we have missed, please let us know.