MAYOR OF LONDON

Elly Baker AM
Chair of the London Assembly Transport
Committee
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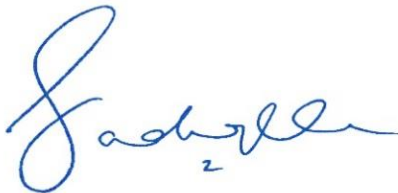
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Dear Elly,

Thank you to the London Assembly Transport Committee for sending me the conclusions and recommendations of its investigation into personal security issues on London's transport network.

Please find responses to the recommendations in the annex below.

Yours sincerely,

Sadiq Khan
Mayor of London

MAYOR OF LONDON

Annex

Mayor of London's response to the recommendations
of the London Assembly Transport Committee's investigation into personal
security on London's transport network

Recommendation 1

TfL should continue to work with London TravelWatch, the Rail Delivery Group, the Met and BTP to ensure that there is consistent messaging throughout all active bystander campaigns to reduce the potential for confusion among passengers.

The Mayor recognises the importance of having clear customer messaging for the bystander campaigns. The Mayor is confident that Transport for London (TfL) will continue to work closely with partner organisations on its security campaigns to ensure that messaging is impactful and aligned wherever necessary.

TfL works closely with its policing partners and the Rail Delivery Group on security issues. This includes partnership working on tackling sexual harassment on public transport, and the respective communications teams meet regularly to align messaging wherever it is needed. TfL also worked with London TravelWatch and other organisations in the development of the current bystander campaign and will liaise with them and others on any future campaigns.

Recommendation 2

TfL should implement a 'one-stop shop' for reporting incidents and concerns on public transport in London. This should include working with the BTP and Met Police to agree a common reporting strategy to include all transport modes, including buses through the same app or web portal, as well as offline options. TfL should ensure this is clearly communicated, including through the use of QR codes for easy download, and also appropriately integrated within the TfL Go App and website.

The Mayor understands the importance of making it easy and quick for customers to report incidents on TfL's network. While TfL and its policing partners have introduced several improvements over recent years, including the British Transport Police's (BTP) Railway Guardian app, TfL has plans to develop a reporting tool that allows customers to report to TfL and/or the police more simply and have this included in travel journey apps such as TfL Go. This action was announced in TfL's Equity in Motion plan, which was published in February 2024.

Recommendaton 3

TfL should undertake in-depth analysis of the relationship between staffing levels, crime incidents and customer perceptions of safety to evaluate changes over the past five years. This analysis should be published and shared with the Committee by September 2024.

The safety of customers and staff remains TfL's top priority, and TfL has committed to ensuring that all stations will continue to be staffed from the first train until the last train. Staff are on hand at all times for travel advice, assistance, and on-demand Turn Up and Go support.

TfL representatives explained to the Committee that it would not be possible to draw any conclusions about the correlation between staffing changes and crime levels over the last five years given that there are so many factors influencing crime. The most notable impact on crime levels over this time was the pandemic, which saw crime levels temporarily plummet. The increases seen in some crime types, such as acquisitive crime, including theft and robbery, reflect London-wide and national trends.

TfL works closely with its policing partners to monitor and tackle crime across the TfL network, and TfL has shared BTP-recorded crime data with the Committee. Any changes to staffing levels have been designed with safety in mind and meet relevant safety and regulatory requirements. As with any change, they have been through a rigorous safety assurance process to ensure the safety of TfL staff and customers at all times.

Recommendation 4
TfL should ensure a complete and up-to-date archive of the new "Six-month Crime and Anti-Social Behaviour (ASB) Reports" is kept in the "Safety & Security" section of the TfL website alongside the previous "TfL Crime and Antisocial Behaviour Bulletins".

The Mayor has asked TfL to publish the six-monthly crime and antisocial behaviour reports alongside previous crime bulletins. This will be done as part of TfL's upgrade to safety and security information on its website planned for this year.

Recommendation 5
TfL should implement the planned interactive dashboard by September 2024 to allow Londoners to access and understand the latest crime data on the transport network. This should be tested with Londoners to make sure it is easy to use, comprehensive and prominent in an appropriate part of the TfL website.

The Mayor has asked TfL to consider the launch of the dashboard as part of its upgrade to the safety and security information on its website. This work is currently ongoing.

Recommendation 6
TfL, the Met Police and BTP should continue to encourage diverse employment on the frontline. To support this, the Committee recommends that TfL, the Met Police and BTP carry out a review of how their policies to encourage diverse employment to frontline positions are working, and share with the Committee an action plan for how each organisation will increase diversity to frontline positions by July 2024.

The Mayor believes it is vitally important that TfL's workforce represents the city it serves. TfL is committed to ensuring that it attracts, develops, retains and learns from the widest, most diverse pool of talent that London has to offer. TfL is committed to its mission to deliver an inclusive culture for all of its people, where leadership, values, and ways of working work for everyone and include everyone.

The Mayor has asked TfL to work with policing partners to ensure they are encouraging diverse employment and to update the Committee on this in due course.

> ### Recommendation 7
> Recognising the varying perceptions of Police amongst some communities, the Mayor should ensure that TfL continues to show leadership in engaging and consulting with community and representative groups so policies and support around personal security are codesigned with organisations, communities, and representative groups.

Equity in Motion sets out TfL's aspiration to build a high-engagement culture to encourage more public conversation about the future of transport, streets, and neighbourhoods.

The Mayor is assured that engagement is a core part of TfL's approach to improving the safety and security of transport and travel in London. Engagement with stakeholders, large and small, is an essential part of this. TfL's engagement is led directly by TfL in collaboration with its policing partners.

In particular, TfL continues to focus on reaching under-represented groups. A key priority for TfL's Stakeholder Advocacy and Engagement team in 2024 is to continue to increase the diversity of stakeholders it engages with, to ensure it has strong representation across all protected characteristic groups, to establish healthy long-term relationships with communities, to generate confidence and trust, and to ensure everyone has a say in issues that concern them.

> ### Recommendation 8
> The Mayor and TfL should develop an accessible online reporting portal for passengers to identify locations where they currently feel unsafe. This could be used to implement interventions to increase safety in these areas, with feedback provided to users for accountability on actions taken in response.

There are already apps that enable members of the public to report this information, including the Met's StreetSafe app. Rather than developing a new app, TfL's focus is on ensuring that it utilises the information from existing apps in order to improve the safety of the transport network and promoting the ways that customers can report issues.

> ### Recommendation 9
> The Mayor should ensure that CCTV retention periods across the TfL network are increased to 31 days as soon as practicable, and accelerate the roll out of 4G and 5G coverage across the whole network to aid real-time reporting. The Mayor should write to the Committee by April 2024 about current status and the detailed timeline for reaching these goals. Once TfL has achieved 31 days retention, this should be widely communicated to customers including on visible posters.

TfL has agreed a retention standard for any new TfL-owned CCTV systems (mainly on the London Underground). The CCTV retention period will be increased as systems are replaced. Due to Department for Transport guidance, TfL is unable to make CCTV retention times publicly available.

Uninterrupted 4G and 5G mobile coverage will be rolled out to all underground station ticket halls, platforms, and tunnels on the Tube and Elizabeth line networks; most (around 80 per cent) will be connected by the end of 2024.