



Department  
for Transport

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**Lord Hendy of Richmond Hill**  
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Dear Elly,

Thank you for your letter of 25 March, to the Home Office about legal protections for transport workers and the London Assembly Transport Committee's concerns following its evidence on violence and aggression faced by transport staff. Your letter has been transferred to this Department, and I am replying as the Minister for Rail.

The Government is clear that abuse or assault of any public-facing worker is unacceptable. Public transport workers play a vital role in keeping the network operating safely and we are committed to ensuring that they feel safe and are safe at work. We also saw the heroic efforts of rail staff during the shocking knife-crime incident on a train in November, which meant that further harm was avoided and undoubtedly saved lives. Please be assured that my Department is taking this issue seriously.

As you mention, public transport workers already have extensive legal protection in the Offences Against the Person Act 1861 which also covers more serious violence such as actual bodily harm (ABH) and grievous bodily harm (GBH), and courts must already consider offences against public facing workers as an aggravating factor under the Police Crime and Sentencing Act 2022.

We consider that this legislation is sufficient and that it would be more effective to focus efforts on practical interventions to make workers to feel safe. This includes encouraging greater use of Body Worn Video (BWV) by rail staff, which was academically proven in a 2019 trial to reduce violence against BWV-wearing staff at railway stations by 47%.

On buses, through the Bus Services Act 2025, we are mandating training for staff working in the bus industry, including drivers and those who deal directly with the travelling public, on how to recognise and respond to incidents of crime and anti-social behaviour on public transport. We intend to make clear that training will require a person to take steps to prevent crime or anti-social behaviour only where it is safe to do so.

As you will be aware, the British Transport Police (BTP) are the dedicated police service for the railway and London Underground, and their unique position enables them to provide additional reassurance to rail staff that they are there to protect them and work quickly to arrest offenders. The British Transport Police Authority recently agreed a budget increase over the next three years that will see an additional 180 officers across the force in Network Policing roles.

Where a worker suffers violence or abuse at work it is essential that they report it to police so it can be investigated, but also so we have an accurate picture of the scale of this problem. It is taken seriously by the BTP on the railway and Home Office police forces elsewhere on the transport system.

Thank you for raising this important issue with me. I hope this response is helpful.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Peter Hendy', written over a faint, light blue circular watermark.

**Peter, Lord Hendy of Richmond Hill**

**MINISTER OF STATE FOR RAIL**