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Dear Elly,

Thank you for your letter of 1 April regarding assaults on transport workers in London following the London Assembly's meeting on 24 February 2026. Thank you for granting an extension for my response to the questions raised and agreeing to publish these letters following the pre-election period.

Tackling work-related violence and aggression (WVA) is an organisation-wide priority and I know Siwan and Emma appreciated the opportunity to engage with the London Assembly Transport Committee and hear from our colleagues on this important topic.

Our colleagues serve millions of customers who use the transport network every day and they have the right to go about their work without fear of being assaulted, abused or threatened. The tragic murder of our colleague Jorge Ortega at Ilford station in December 2024 and, within a year, the serious injuries sustained by a member of rail staff on the LNER service in Huntingdon in November 2025 are stark reminders of the risks transport workers face. I want to also acknowledge our colleagues who bravely shared their experiences and perspectives of assault at the meeting.

We are united with the Mayor, our operators, contractors, police partners and the trade unions in wanting to do more to keep our people safe. In March 2026, I wrote to the Home Office setting out TfL's support for a standalone offence for assaults on transport workers. I welcome the Committee joining us and other industry partners in calling for a standalone offence as set out in your letter of 1 April to the Rt Hon Shabana Mahmood MP, Secretary of State for the Home Department. I will continue to identify opportunities to advocate for a standalone offence and would be grateful for your continued support.

Every incident of WVA is completely unacceptable, and we are determined to tackle the abuse faced by staff. While overall reported WVA incident numbers have remained broadly stable over the past three years - with around 10,500 incidents in 2023/24 and an expected 10,800 in 2025/26 - this level of harm is simply far too high and shows that further action is urgently required. What's more, we all believe more incidents go unreported.

We have made important progress in reducing the most harmful forms of violence, with physical assaults against directly employed colleagues falling by 12.6 per cent from 957 incidents in 2023/24 to 836 in 2024/25.

Overall WVA incidents reported by directly employed staff have fallen by 23 per cent with 3,317 incidents reported in 2025/2026 (up to February 2026) compared to 4,333 in 2023/24 over the same period.

However, there was an unacceptable 28 per cent increase in reported incidents of WVA on bus drivers and rail operating staff in 2025/26 compared to 2023/24. Up to February in 2023/24, there were 4,576 incidents of WVA reported by staff working on the buses and rail modes. At the same stage in 2025/26 there were 5,856. These trends underline the urgent need for continued and strengthened action across the network.

Our WVA strategy covers all our people, including those who work directly for TfL, those who work for our operators under the TfL roundel, those who work for our contractors and those we regulate to provide transport services. Since the launch of our first WVA Strategy we have:

- set up a dedicated team working to prevent WVA and support those that do unfortunately experience it. We implemented a new case management system for tracking and progressing cases more easily and better supporting victims;
- introduced 311 transport support and enforcement (TSE) officers across the network to tackle the triggers of WVA, with 100 more to be recruited this year. This includes four dedicated night teams launched in 2024;
- made body-worn video (BWV) mandatory for frontline customer-facing staff, with more than 8,000 colleagues now equipped and over 6,000 devices available at 300 locations;
- launched our staff assaults campaign 'abuse has consequences' and rolled out mandatory conflict management training to all customer-facing frontline line colleagues which more than 3,500 customer-facing colleagues have now completed;
- launched a trial, in partnership with the British Transport Police (BTP), of powers to temporarily withdraw permission to travel from individuals who have been arrested for causing alarm or distress to our colleagues and are awaiting charging and court proceedings. Depending on the results, this trial may be extended to other areas;
- reviewed contracts with our major contractors and suppliers to ensure that, where relevant, WVA requirements are included; and

- put in place a comprehensive programme to tackle fare evasion. We will continue to work with police partners at the BTP and the Metropolitan Police Service (MPS) to tackle chronic evaders and the harm they pose to frontline staff.

Fare evasion, ticket disputes and antisocial behaviour continue to be the leading triggers for abuse. We are committed to tackling this and continue to penalise and prosecute thousands of fare evaders every year. We have more than 500 officers who undertake revenue activity daily across the network, issuing more than 52,000 penalty fares and reporting more than 15,000 passengers for possible prosecution this financial year. Our data-driven strategy to tackle fare evasion is already making an impact, with the pan-TfL fare evasion rate dropping to 3.5 in 2024/25 per cent from 3.8 per cent in 2023/24.

We recognise that the presence of police and uniformed enforcement staff provides a visible deterrent to crime and antisocial behaviour, and provides reassurance and support to its customers, operational and customer-facing staff. We continue to work closely with the MPS and the BTP to bolster enforcement, while our own 300-strong TSE team is also trained to address antisocial behaviour, manage conflict and enforce byelaws. Additional nighttime TSE teams launched in 2024 have expanded enforcement at key times, and we continue to expand our TSE team, with 100 more officers being recruited this year.

It was good to see you at our WVA Summit on 12 March where we reflected on delivery of our first WVA Strategy, launched in 2020, and looked to refresh it for the coming five years. Feedback has been overwhelmingly positive. Participants acknowledged the progress made but were clear that further action is needed.

The insights gathered will directly shape our next WVA strategy, strengthening cross-modal collaboration, improving and standardising post-incident support, and reinforcing shared accountability for reducing violence and aggression across the network. Development of the next strategy will follow a three phase approach from May to August 2026, covering theme validation, priority setting and final approval. The updated three year strategy is scheduled to launch in September 2026. We will keep the Committee updated as this work progresses.

I have responded to each of the specific questions you raised below.

We request that you provide the Committee with an update on any correspondence and/or discussions you have had with BTP since our meeting concerning work-related violence, and actions arising.

We provide the BTP with over £85m a year to police our networks. We engage regularly in a structured set of governance meetings regarding strategic direction and tactical / operational considerations, and WVA is a constant theme in these discussions. We have already discussed the key themes arising from our WVA Summit with the BTP and will be arranging more meetings to discuss this in detail as part of our engagement strategy with all our partners following the summit.

The BTP's Staff Assaults Unit sits next to our WVA Support and Investigations Team in Palestra and they liaise daily on tactical issues regarding criminal cases.

Work ongoing or planned to encourage workers to report all incidents of work-related violence and aggression

We have a consistent internal communications strategy with our employees that promotes reporting of WVA and measures to prevent it. Promoting reporting of WVA is also a core element of our conflict management training being rolled out for all frontline colleagues. We produce monthly posts on WVA for colleagues and stories are included in our staff magazine about recent successful prosecutions.

We work closely with policing partners to improve investigative outcomes, offer victims direct support through the process, and raise awareness that every report matters. We have a dedicated Support and Investigation Team that works with victims and the police to provide support and assistance through the investigation process – the nature of their involvement varies depending on who the victim is employed by.

The percentage of colleagues willing to support a police investigation in 2025/26 was 72.2 per cent for violence, sexual and public order recorded offences, 1.6 per cent higher than 2024/25. The solved rate for all WVA in 2025/26 was 14.9 per cent, compared to 2024/25 of 13.3 per cent (increase of 1.6 per cent). This compares to an all crime solved rate (including public crime) of 8.4 per cent, which is a +1.0 per cent rise from FY 2024/25.

We believe that making BWV mandatory for frontline staff (meaning they do not have to repeatedly recount events and are less likely to have to give evidence in court) and our new case management system used by our WVA team (to ensure consistent advice, follow-up and welfare support is offered to staff) are contributing to this increase.

We will continue to look for ways to encourage our colleagues to report violence and aggression and support them through the process. We are progressing several measures to support colleagues reporting, including:

- introducing a new reporting system for London Underground colleagues this year which will make reporting of incidents clearer and simpler;
- further simplifying other reporting routes so colleagues can submit incidents quickly, easily and on the go;
- increasing visibility of positive outcomes, such as investigations progressed, sanctions applied and successful prosecutions, to show that reporting makes a difference
- strengthening communications that highlight the role of reporting in improving safety and supporting colleagues;
- expanding training and guidance for managers on how to support staff immediately after an incident; and

- continuing to work with unions, operators and contractors to build a culture where all staff feel confident, supported and safe to report.

How it plans to address the cultural issues across the organisation that may be normalising assaults on transport workers and blames victims when incidents occur (including support to, resourcing and training for middle managers)

We promote a clear expectation that all incidents should be reported, regardless of severity. We support People Leaders through a structured set of resources and ongoing operational updates to ensure they can provide the right assistance to their teams following any incident. We have issued dedicated guidance for People Leaders on supporting staff after work-related violence and aggression, complemented by a range of materials on our internal SharePoint, including briefings for periods of civil unrest and wider safety advice such as how to respond if a weapon is seen while on duty.

For more serious incidents, particularly those involving weapons, the WVA Support & Investigation Manager proactively engages with Area Managers and Customer Service Managers to provide clear updates on police progress, share relevant guidance, and confirm any reassurance patrols arranged through the BTP or TSE officers. This is supported by regular information packs, staff calls and training sessions across all modes, ensuring managers remain equipped with consistent, practical guidance to support staff and maintain a safe and resilient network.

Our annual WVA internal communications strategy uses all planned and unplanned events (both internal and external) to promote our work on WVA, the importance of reporting and the support available to our people. This includes during hate crime awareness week, when we are made aware of possible civil unrest, and internal updates on training, BWV updates and new guidance becoming available etc.

Options being considered to improve post incident support and communication for victims of workplace violence

We have a dedicated Support and Investigation Team that works with victims and the police to provide support and assistance through the investigation process – the level of support varies depending on the employer. We have also introduced a new case management system for tracking and progressing cases more easily and better supporting victims. This was introduced in 2025 and after embedding it within the WVA team we will be looking at how we can use it to encourage more consistent support from local line managers.

WVA reduction and victim support is now a key part of the bidding process for our contractors, with obligations regarding preventing WVA and supporting those that experience it included in contracts.

We are progressing several measures to further support colleague reporting, including:

- simplifying reporting routes so colleagues can submit incidents quickly, easily and on the go;
- expanding training and guidance for managers on how to support staff immediately after an incident; and
- continuing to work with unions, operators and contractors to build a culture where all staff feel confident, supported and safe to report.

How taxi and private hire drivers licensed by TfL could opt-in to support from TfL's Workplace Violence and Aggression Team

For our WVA Team to provide support to the TPH trade we would need agreed processes, ways of working and support from the MPS. This was a key element of discussion at our WVA Summit in March. The MPS were present in these discussions and have agreed to consider this and to come back to us in June when we will discuss it further with them.

What consideration it has given to how it could implement stronger consequences (e.g. Withdrawal of implied service) for those who verbally or physically assault staff.

We are calling on the Government to create a dedicated offence for assaults on transport workers to help ensure there is a strong deterrence for offenders. I welcome the Committee joining TfL and other industry partners in calling for a standalone offence for assaults on transport workers.

Our WVA team also assists the police in the investigation of physical assault and verbal aggression, including taking statements from the victims to improve investigative outcomes. The WVA team works to raise the quality, consistency and timeliness of staff assault investigations through providing feedback to police and other criminal justice partners.

In 2025, we launched a trial in partnership with the BTP, of exercising powers to temporarily withdraw permission to travel from individuals who had been arrested for causing alarm or distress to our colleagues and were awaiting charging and court proceedings. Depending on the results, this trial may be extended to other areas.

I hope this information covers the queries you raised. If you have any further questions, please do not hesitate to contact me.

Kind regards,



Andy Lord