

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA030320-4212

30 March 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 3 March 2020. Your request has been dealt with under the Freedom of Information Act (FOI) 2000.

You asked for:

<https://metro.co.uk/2020/03/03/coronavirus-london-tube-sadiq-khan-12339239/>

In relation to the above. Please provide copies of any formal advice provided to the mayor in relation to Coronavirus and the risks of travelling on the Tube.

Our response to your request is as follows:

Please find attached the recorded information we have identified as within scope of your request. Some of the emails may not fall strictly within scope of advice.

Please note that some names of members of staff are exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information could potentially identify specific employees and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely

[REDACTED]
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

[REDACTED]

From: [REDACTED]
Sent: 06 March 2020 09:49
To: Vicky Hobart; ICC.London; [REDACTED]
Cc: Jazz Bhogal; EDCommunitiesAndSkills; Niran Mothada; [REDACTED]
Subject: RE: Advice

Dear Vicky

At this stage we have no further advice on the supply of hand sanitisers on the tube network.

We are keeping to our original guidance that this action is not recommended. Our guidance outlined a range of issues that its supply would pose in terms of wider health and safety risks.

Lets pick up later Vicky.

Regards

[REDACTED]
[REDACTED]
Interim Regional Director, PHE London
Public Health England
[REDACTED]

www.gov.uk/phe Follow us on [Twitter @PHE_uk](https://twitter.com/PHE_uk)

Protecting and improving the nation's health

From: Vicky Hobart [REDACTED]@london.gov.uk>

Sent: 06 March 2020 07:06

To: [REDACTED]@phe.gov.uk>; ICC.London [REDACTED]
[REDACTED]@phe.gov.uk>

Cc: Jazz Bhogal [REDACTED]@london.gov.uk>; EDCommunitiesAndSkills

[REDACTED] Niran Mothada [REDACTED]@london.gov.uk>; [REDACTED]

[REDACTED]@london.gov.uk>; [REDACTED]@london.gov.uk>; [REDACTED]

[REDACTED]@southwark.gov.uk>; [REDACTED]

[REDACTED]@tfl.gov.uk>

Subject: Advice

Dear [REDACTED]

I am writing to clarify whether there is any further advice on the use of hand sanitiser, or other measures, on the transport network at this stage- beyond that published in the guidance to date

Grateful if you would clarify

Regards

Vicky

Vicky Hobart

Head of Health,
Greater London Authority

[REDACTED]

[REDACTED]

#LondonIsOpen

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[REDACTED]

From: TT Correspondence
Sent: 04 March 2020 10:16
To: TT Correspondence
Subject: Fw: TfL/transport and coronavirus lines

From: Mayoral Correspondence [REDACTED]@tfl.gov.uk>
Sent: 19 February 2020 1:06 PM
To: [REDACTED]@london.gov.uk>; Mayoral Correspondence [REDACTED]@tfl.gov.uk>; TT Correspondence [REDACTED]@london.gov.uk>
Cc: [REDACTED]@london.gov.uk>
Subject: RE: TfL/transport and coronavirus lines

Hi [REDACTED]

Small amend to the last sentence below, otherwise this is approved.

*At present, TfL has no plans to install hand sanitiser on the public transport network. As the risk is no greater than in other public environments where large numbers of people mingle such as shopping centres and airports, the public would be encouraged to follow NHS / PHE recommendations on how to minimise the risk of disease transmission such as coughing and sneezing into a handkerchief and **washing/sanitising hands before eating or touching their face.***

Kind regards

[REDACTED]
[REDACTED] | **Specialist Communications Manager | Corporate Communications**

Mail: Zone 11G4, Palestra, 197 Blackfriars Road, London, SE1 8NJ

From: [REDACTED]@london.gov.uk>
Sent: 18 February 2020 12:05
To: Mayoral Correspondence [REDACTED]@tfl.gov.uk>; [REDACTED]
[REDACTED]@london.gov.uk>
Cc: [REDACTED]@london.gov.uk>
Subject: Re: TfL/transport and coronavirus lines

Hi [REDACTED]

In the interest of speed – would you be able to check if the below would suffice re: the hand sanitiser question?

“At the present, TfL has no plans to install hand santiser network onto the public transport network. As the risk is no greater than in other public environments where large numbers of people mingle such as shopping centres and

airports, the public would be encouraged to follow NHS / PHE recommendations on how to minimise the risk of disease transmission such as coughing and sneezing into a handkerchief and washing hands before eating.”

Thanks

[REDACTED]

[REDACTED]

Principal Policy Officer – Transport; Transport, Infrastructure and Connectivity Team

GREATERLONDONAUTHORITY

City Hall, The Queen’s Walk, London SE1 2AA

[REDACTED]

london.gov.uk

[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)

My pronouns are she/her

From: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Date: Tuesday, 18 February 2020 at 11:48

To: Mayoral Correspondence <[REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>, TT Correspondence

[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Cc: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Subject: Re: TfL/transport and coronavirus lines

Thanks [REDACTED] colleagues in the heath team are chasing as the Mayor’s Office is keen to see the draft so a draft would be much appreciated!

[REDACTED]

[REDACTED]

Principal Policy Officer – Transport; Transport, Infrastructure and Connectivity Team

GREATERLONDONAUTHORITY

City Hall, The Queen’s Walk, London SE1 2AA

[REDACTED]

london.gov.uk

[REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)

My pronouns are she/her

From: Mayoral Correspondence [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

Date: Monday, 17 February 2020 at 16:41

To: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>, TT Correspondence [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>,
Mayoral Correspondence [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

Cc: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Subject: RE: TfL/transport and coronavirus lines

Hi [REDACTED]

Not yet I’m still chasing. Let you have them as soon as possible.

Kind regards

[REDACTED]

[REDACTED] | **Specialist Communications Manager | Corporate Communications**

Mail: Zone 11G4, Palestra, 197 Blackfriars Road, London, SE1 8NJ

Phone: [REDACTED]
[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 17 February 2020 15:35

To: [REDACTED] <[REDACTED]@tfl.gov.uk>; TT Correspondence [REDACTED] <[REDACTED]@london.gov.uk>; Mayoral Correspondence [REDACTED] <[REDACTED]@tfl.gov.uk>

Cc: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: RE: TfL/transport and coronavirus lines

Hi [REDACTED] – is there any update on lines on hand sanitiser availability on the tube network?

I see we have just gotten a draft back to correspondence to Heidi about coronavirus, so it would be nice to also finalise our standardised City Hall lines.

Thanks
[REDACTED]
[REDACTED]

Principal Policy Officer – Transport; Transport, Infrastructure and Connectivity Team

GREATERLONDONAUTHORITY

City Hall, The Queen's Walk, London SE1 2AA
[REDACTED]

london.gov.uk

[REDACTED] <[REDACTED]@london.gov.uk>

My pronouns are she/her

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 12 February 2020 17:29

To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>; TT Correspondence [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@tfl.gov.uk>

Subject: RE: TfL/transport and coronavirus lines

[REDACTED], not quite on sanitiser but this might be helpful re TfL's position on infection management on the tube
<https://tfl.gov.uk/corporate/transparency/freedom-of-information/foi-request-detail?referenceId=FOI-2410-1819>

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 12 February 2020 16:56

To: [REDACTED] <[REDACTED]@tfl.gov.uk>; TT Correspondence [REDACTED] <[REDACTED]@london.gov.uk>; Mayoral Correspondence [REDACTED] <[REDACTED]@tfl.gov.uk>

Cc: [REDACTED]@london.gov.uk>

Subject: Re: TfL/transport and coronavirus lines

Interesting – do we have any existing lines on hand sanitiser in the Tube that we can use? It feels like something that must be asked every year around flu season...

[REDACTED]

Principal Policy Officer – Transport; Transport, Infrastructure and Connectivity Team
GREATERLONDONAUTHORITY
City Hall, The Queen's Walk, London SE1 2AA

london.gov.uk
[REDACTED]@london.gov.uk

My pronouns are she/her

From: [REDACTED]@tfl.gov.uk>

Date: Wednesday, 12 February 2020 at 16:54

To: [REDACTED]@london.gov.uk>, TT Correspondence [REDACTED]@london.gov.uk>, Mayoral Correspondence [REDACTED]@tfl.gov.uk>

Cc: [REDACTED]@london.gov.uk>

Subject: RE: TfL/transport and coronavirus lines

Hi [REDACTED],

We haven't received anything from stakeholders. I'm checking with Customer Services but sure we would have heard if we had.

Kind regards

[REDACTED] | **Specialist Communications Manager | Corporate Communications**

Mail: Zone 11G4, Palestra, 197 Blackfriars Road, London, SE1 8NJ

Phone: [REDACTED]

Email: [REDACTED]@tfl.gov.uk

From: [REDACTED]@london.gov.uk>

Sent: 12 February 2020 16:23

To: TT Correspondence [REDACTED]@london.gov.uk>; [REDACTED]@tfl.gov.uk>; Mayoral Correspondence [REDACTED]@tfl.gov.uk>

Cc: [REDACTED]@london.gov.uk>

Subject: Re: TfL/transport and coronavirus lines

Thanks [REDACTED] just to follow on to that, I've shared the approved press lines and pulled an extract to be included in any draft correspondence. We'll use that as a holding response for now but we'll still be keen to get slightly more TfL-related lines that we can include in the evolving draft.

I'm not sure how much correspondence we've received thus far but have asked for info. Out of curiosity, has TfL received much?

Thanks

Principal Policy Officer – Transport; Transport, Infrastructure and Connectivity Team
GREATERLONDONAUTHORITY
City Hall, The Queen's Walk, London SE1 2AA

london.gov.uk
[redacted]@london.gov.uk

My pronouns are she/her

From: TT Correspondence [redacted]@london.gov.uk>
Date: Wednesday, 12 February 2020 at 15:34
To: [redacted]@tfl.gov.uk>, TT Correspondence [redacted]@london.gov.uk>, Mayoral Correspondence [redacted]@tfl.gov.uk>
Cc: [redacted]@london.gov.uk>, [redacted]@london.gov.uk>
Subject: RE: TfL/transport and coronavirus lines

Thanks

I'm not sure of the quantity we've had so far, as the request has come from another team. I believe though that we have had some cases, and are preparing these lines for future ones.

We'll await the full lines to take through clearance.

[redacted] - please see lines below that have already gone to Press, to use as holding lines.

Best wishes

From: [redacted]@tfl.gov.uk>
Sent: 12 February 2020 15:28
To: TT Correspondence [redacted]@london.gov.uk>; Mayoral Correspondence [redacted]@tfl.gov.uk>
Cc: [redacted]@london.gov.uk>
Subject: RE: TfL/transport and coronavirus lines

Hi

We won't get a full response today but I've flagged to the press office who are coordinating key lines and will get some further lines to you as soon as I can. The latest press lines which have been shared with your press office are below so for now can you use those as a holding response.

Out of interest how much correspondence have you had? Or are you just preparing lines?

A TfL spokesperson said: "We continue to monitor advice from Public Health England (PHE) to make sure we remain prepared for developing situations. We encourage our customers to follow the advice from PHE if they have recent travelled to Wuhan."

Notes to editor:

As per guidelines by Public Health England, we would advise that people who have travelled from Wuhan or Hubei province to the UK in the last 14 days to stay indoors and avoid contact with other people and call NHS on 111 to inform them of your recent travel to the area.

Kind regards

[REDACTED]

[REDACTED] | **Specialist Communications Manager | Corporate Communications**

Mail: Zone 11G4, Palestra, 197 Blackfriars Road, London, SE1 8NJ

Phone: [REDACTED]

Email: [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)

From: TT Correspondence [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Sent: 12 February 2020 14:02

To: [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Mayoral Correspondence [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

Cc: TT Correspondence [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Subject: FW: TfL/transport and coronavirus lines

Importance: High

Hi [REDACTED]

The Mayor's team has just asked to see a full draft response by CoP today. Could you check to see if there is any way of getting something, even holding lines, this afternoon?

Thank you kindly

[REDACTED]

From: TT Correspondence [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Sent: 12 February 2020 11:58

To: Mayoral Correspondence <[REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

Cc: TT Correspondence [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Subject: FW: TfL/transport and coronavirus lines

Hi [REDACTED]

Please could you ask Customer Services whether they have some lines that PLU can use, as per the request below?

Many thanks

[REDACTED]

From: [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Sent: 12 February 2020 11:35

To: TT Correspondence [REDACTED]@london.gov.uk>

Cc: [REDACTED]@london.gov.uk>

Subject: Re: TfL/transport and coronavirus lines

Hi @TT Correspondence –

Can you ask TfL if they have / can draft some standard lines that PLU could include on general correspondence about the coronavirus? I imagine they'll already have something in place.

We're looking for lines addressing 2 issues:

- if they have a concern about public transport/the tube/TfL related
- if they request or suggest hand sanitiser to be available in underground stations

Could you ask them to draft / share something by the end of the week please?

Thanks

[REDACTED]

[REDACTED]

Principal Policy Officer – Transport; Transport, Infrastructure and Connectivity Team

GREATERLONDONAUTHORITY

City Hall, The Queen's Walk, London SE1 2AA

[REDACTED]

london.gov.uk

[REDACTED]@london.gov.uk

My pronouns are she/her

From: [REDACTED]@london.gov.uk>

Date: Tuesday, 11 February 2020 at 16:22

To: [REDACTED]@london.gov.uk>, [REDACTED]@london.gov.uk>

Subject: RE: TfL/transport and coronavirus lines

[REDACTED] has shared a OneDrive for Business file with you. To view it, click the link below.

[Coronavirus Write Ons script.docx](#)

Thanks [REDACTED]

Basically yes-

Some of it is in anticipation of what we might get. And some relates to queries already coming in (for example we've had someone ask if we can provide hand sanitiser on the tube).

Working draft is attached- with two suggested areas to cover. Fine to keep responses quite high level at this stage and I'm sure we will update if any advice changes.

It's a live document so you should be able to add your sections (as you get them from elsewhere) in and also see updated as they happen

Cheers

[REDACTED]

From: [REDACTED]@london.gov.uk>
Sent: 11 February 2020 16:20
To: [REDACTED]@london.gov.uk>; [REDACTED]@london.gov.uk>
Subject: Re: TfL/transport and coronavirus lines

Hi [REDACTED]

It's probably me, although I'll be getting the input from TfL!

Are you just after a line or two talking about crowding, etc. in relation to coronavirus on public transport?

Thanks
[REDACTED]
[REDACTED]

Principal Policy Officer – Transport; Transport, Infrastructure and Connectivity Team
GREATERLONDONAUTHORITY
City Hall, The Queen's Walk, London SE1 2AA
[REDACTED]

london.gov.uk
[REDACTED]@london.gov.uk

My pronouns are she/her

From: [REDACTED]@london.gov.uk>
Date: Tuesday, 11 February 2020 at 14:13
To: [REDACTED]@london.gov.uk>
Cc: [REDACTED]@london.gov.uk>
Subject: TfL/transport and coronavirus lines

Hi [REDACTED]

I'm currently in the process of writing some lines for the PLU (and anyone else) to use in response to public queries about Coronavirus. As you can imagine some of the issues raised (or are likely to be) are transport related – in particular to TfL

Who would be the best person to link up with in your team to help draft these?

Many thanks
[REDACTED]
[REDACTED]

Senior Policy and Programme Officer, Health Team
Communities & Skills Directorate
GREATERLONDONAUTHORITY
City Hall, The Queen's Walk, London SE1 2AA

[REDACTED]

From: TT Correspondence
Sent: 04 March 2020 10:17
To: TT Correspondence
Subject: Fw: Write On script for Coronavirus letters
Attachments: Coronavirus - Write On response lines.doc

From: MO Correspondence Team [REDACTED]@london.gov.uk>
Sent: 25 February 2020 9:18 AM
To: [REDACTED]@london.gov.uk>
Cc: MO Correspondence Team [REDACTED]@london.gov.uk>; TT Correspondence [REDACTED]@london.gov.uk>; [REDACTED]@london.gov.uk>
Subject: RE: Write On script for Coronavirus letters

Hi [REDACTED]

The attached has now been cleared to respond to correspondence.

Thanks,

[REDACTED]

From: [REDACTED]@london.gov.uk>
Sent: 19 February 2020 15:08
To: MO Correspondence Team [REDACTED]@london.gov.uk>
Subject: RE: Write On script for Coronavirus letters

Hi [REDACTED]

Apologies for the delay- TfL have now come back with some signed off lines for the two transport related sections. Copied directly below for ease to replace what is currently in the document

Many thanks

[REDACTED]

[if they have a concern about public transport/the tube/TfL related]

While there have been no concerns raised by PHE about public transport, Transport for London (TfL) is in constant contact with PHE to ensure it remains prepared for any developing situations.

TfL encourages its customers to follow the advice from PHE if they have recently travelled to any of the areas in Asia for which advice has been issued. People who have travelled from Wuhan or Hubei province to the UK in the last 14 days should stay indoors and avoid contact with other people and call NHS on 111 to inform them of their recent travel to the area. I encourage all Londoners and visitors to the capital to follow the advice of public health authorities.

[if they request or suggest hand sanitiser to be available in underground stations /other public building]

At present, TfL has no plans to install hand sanitiser on the public transport network. As the risk is no greater than in other public environments where large numbers of people mingle such as shopping centres and airports, the public would be encouraged to follow NHS / PHE recommendations on how to minimise the risk of disease transmission such as coughing and sneezing into a handkerchief

From: MO Correspondence Team <[REDACTED]@london.gov.uk>
Sent: 17 February 2020 14:43
To: [REDACTED]@london.gov.uk>
Cc: MO Correspondence Team [REDACTED]@london.gov.uk>
Subject: RE: Write On script for Coronavirus letters

Thank you for this [REDACTED]

Do you know how far TfL have progressed with their contribution, and can you take responsibility for chasing if necessary please?

Regarding all the embedded hyperlinks – the *text to display* should be the full address (if someone prints it and circulates copies to colleagues the info still needs to work). In order to speed the process I'll re-do these links on this occasion.

Kind regards
[REDACTED]

From: [REDACTED]@london.gov.uk>
Sent: 17 February 2020 11:24
To: MO Correspondence Team [REDACTED]@london.gov.uk>
Subject: Write On script for Coronavirus letters

Hi [REDACTED] and team

As discussed last week, here are the draft lines on Coronavirus for the attention of MDs.

I've detailed in the form who has already signed off the copy.

If there are any questions then please do come back to me.

Many thanks

[REDACTED]

[REDACTED]

Senior Policy and Programme Officer, Health Team

Communities & Skills Directorate

GREATERLONDONAUTHORITY

City Hall, The Queen's Walk, London SE1 2AA

[REDACTED]

london.gov.uk

[REDACTED]@london.gov.uk

[Opening remarks to be used at transport plenary 5 March 2020]

“Finally, in response to public concern about the coronavirus, I just want to take this opportunity to reassure Londoners that the risk is low and that we don’t currently have any plans to shut down the tube or transport network.

However, we continue to monitor the situation closely and should the advice from Public Health England change, we’ll be prepared to take any action that’s necessary to protect Londoners’ health.”

[Q&A to be used at transport plenary]

CORONAVIRUS

Q: What measures have you taken to protect Londoners from the potential impacts of coronavirus, and how are you working with Government and other agencies to ensure Londoners stay safe?

- At the time of responding, the risk to individuals from COVID-19 remains low, but we continue to monitor the situation closely. London has a mature and well-developed Pandemic Influenza Framework. Work has been undertaken by Public Health England (PHE), NHS England and NHS Improvement (London), local authorities and the London Resilience Group to adapt the current Pandemic Framework for the novel Coronavirus.
- I am in regular contact with PHE and receive regular briefings on the situation. My Deputy Mayor for Fire and Resilience and Chair of the London Resilience Forum, Fiona Twycross, has established an Ops Cell to monitor the developing situation and ensure the GLA and London Resilience Group are joined up, undertaking appropriate preparatory activities and ready to respond as the situation requires.
- The Ops Cell currently meets twice a week, with meetings scheduled to follow the twice-weekly MHCLG calls with Chairs of all Local Resilience Forums. These systems are well rehearsed and are sensitive to the emerging situation.

[To be updated as situation changes]

Q: Don’t you think you should show some leadership and shut down / restrict travel on the transport network to prevent the spread of Coronavirus?

[Answer to follow]

BACKGROUND

Press release on 27 February: Mayor calls key meeting over preparedness for coronavirus

The Mayor of London, Sadiq Khan, will bring together senior officials and health specialists from across the capital to review and ensure the city is fully prepared to respond to the coronavirus.

While Sadiq and his team have been in continuous contact with Public Health England, and the UK Chief Medical Officers have assessed the risk to individuals as low, the Mayor is taking further steps to ensure the city is prepared and that all organisations in the capital are working together and sharing information.

The Mayor's Advisory Group meeting on Monday will update Sadiq on preparedness and outline London's readiness to cope with any future cases in the city.

Attendees will include senior officials from Public Health England, the NHS and NHS London, the Met Police Commissioner, London Fire Brigade, London Ambulance Service, Transport for London, representatives from London's local authorities and health services and senior officials from the London Resilience Group - the partnership responsible for ensuring London's preparedness in the event of major incidents and emergencies.

A group led by Fiona Twycross, Deputy Mayor for Fire and Resilience and Chair of the London Resilience Forum, continues to meet twice a week to monitor the potential impact on London.

The Mayor of London, Sadiq Khan, said:

"I want to reassure Londoners that although the risk of coronavirus to individuals remains low, we are not complacent. I'm in regular contact with Public Health England to ensure we have the latest advice and to monitor the impact on our city.

"As Mayor, it is my role to ensure the city is fully prepared and that means ensuring that Londoners have access to the best possible advice. It's also really important we are working together so if things were to get worse, we have everything in place to respond."

If anybody suspects they have symptoms or are worried, they should not go to GP's surgeries or to A&E. They should call 111 for advice or log onto the NHS website for the latest information.

[REDACTED]

From: [REDACTED]
Sent: 03 March 2020 15:35
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Transport Plenary Follow Up Question - Deadline 14:00 today

Hi both,

I understand this might focus on the cleaning regime – please see some lines drawn from a previous FOI that covers this

[REDACTED]

What cleaning is taking place to protect passengers?

- London Underground hand rails are regularly cleaned as part of station cleaning rotas outside of operating hours. This will involve the use of cleaning chemicals with a sanitiser component.
- Nightly sweep and dusting of floors and surfaces, including removal of litter and cleaning of train poles. Seats are brushed and wiped on the sub-surface line section of the network. Train poles are spot cleaned nightly during the train's mini clean, which also includes floor, pole and surface cleaning every two to three days.
There is periodic heavy clean carries out on regular, scheduled frequencies of around 21 days . This covers the cleaning of interior train poles, vacuuming of seats and cleaning floors
- Buses are swept clean at the end of each day or driver's shift. At the same time the general cleanliness of the bus, including its handrails, is assessed and any concerns are addressed. Approximately every three months a deep cleanse is carried out, although the exact timescales differ between bus operating companies.
- Handrails are wiped twice daily on the Docklands Light Railway before the morning peak and between 13:00 and the beginning of the evening peak at each operator station.

From: [REDACTED]
Sent: 03 March 2020 11:37
To: [REDACTED]@london.gov.uk>; [REDACTED]@london.gov.uk>; [REDACTED]
[REDACTED]@tfl.gov.uk>; [REDACTED]@tfl.gov.uk>
Cc: [REDACTED]@london.gov.uk>
Subject: RE: Transport Plenary Follow Up Question - Deadline 14:00 today

[REDACTED]

Cleared lines currently being used for inquiries on this are below:

While there have been no concerns raised by PHE about public transport, Transport for London (TfL) is in constant contact with PHE to ensure it remains prepared for any developing situations.

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[if they request or suggest hand sanitiser to be available in underground stations /other public building]

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From: [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Sent: 03 March 2020 11:34

To: [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Cc: [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Subject: Transport Plenary Follow Up Question - Deadline 14:00 today

Hi all,

In advance of the upcoming Transport Plenary, I was hoping between you all someone could provide me with an answer to the question below before 14:00 today:

Q: Don't you think you should show some leadership and shut down / restrict travel on the transport network to prevent the spread of Coronavirus?

Kind regards,

[REDACTED]

[REDACTED]

Assembly Liaison Officer, Mayor's Office

MAYOR OF LONDON

City Hall, The Queen's Walk, London SE1 2AA

[REDACTED]

london.gov.uk

[REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

[REDACTED]

From: [REDACTED]
Sent: 03 March 2020 11:37
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Transport Plenary Follow Up Question - Deadline 14:00 today

[REDACTED]

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