

Assaults on transport workers in London

Key information

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Introduction

The London Assembly Transport Committee is holding a meeting on 24 February 2026 to investigate assaults on transport workers in London.

Investigation aims and objectives (Terms of Reference)

- To examine the scale and impact of violent and abusive incidents directed at public facing transport workers in London.
- To scrutinise TfL's policies and actions to protect London's transport workers from violence and aggression at work.

Key issues

- In 2023/24 (latest data available) there were 10,493 reports of work-related violence and aggression towards transport workers in London, equating to an average of 200 incidents a week.
- Assaults on transport workers in London significantly increased between 2020-2024. The number of incidents against rail staff increased by 161 per cent and incidents against bus drivers increased by 18.5 per cent. Between November 2023 and May 2024 there were 142 assaults against taxi and private hire

drivers in London reported.

- The Mayor has stated that TfL is committed to eliminating work-related violence and aggression against its staff. TfL's Work-Related Violence and Aggression Strategy sets out TfL's vision to eradicate work-related violence and aggression through 23 actions. In August 2024 TfL launched a campaign to tackle violence against its staff, emphasising a zero tolerance approach to all forms of work-related violence and aggression on London's public transport network.
- Work undertaken by TfL to end work-related violence and aggression includes: introducing a new conflict management training course for staff; ensuring body-worn video is used by operational customer-facing staff; including that measures to tackle work-related violence and aggression are embedded into new franchise agreements for the DLR and Elizabeth line; and launching an 'Abuse has consequences' campaign.
- The RMT has launched a campaign calling for an amendment to the Crime and Policing Bill to provide additional legal protections for public transport workers who are abused or assaulted at work. The TSSA has also launched a campaign, Stop Violence Against Transport Workers, to end workplace violence against transport workers, which includes calling for zero-tolerance policies, employer accountability and increase security.

Key questions

- Why are incidents of violence against transport workers increasing?
- How effective have TfL's strategies been in tackling work-related violence and aggression?
- What strategies are needed to tackle work-related violence and aggression across different modes of transport such as taxi, private hire, bus and tube?
- What can TfL do to encourage all transport workers to report when they have been victims of violence and aggression at work?

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