

May 2015

# The Right Direction

The Mayor's Strategy for improving transport safety, security and reliability in London 2015-2017



**Greater London Authority  
May 2015**

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The Mayor's Strategy for improving transport safety,  
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# Contents

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<b>Foreword from the Mayor</b> .....	<b>06</b>
<b>Introduction</b> .....	<b>07</b>
Challenges to deliver our ambitious vision	
Scope of the strategy	
Policy context	
Data transparency	
Joint communications approach	
Success since the last strategy	
Operation Beck	
LTCSP approach	
<b>Objective 1</b> .....	<b>16</b>
Reduce crime and antisocial behaviour	
Context	
Volume of crime on the transport network	
Indicators of success	
Priorities	
<b>Objective 2</b> .....	<b>23</b>
Reduce fear of crime while travelling in London	
Context	
Confidence in policing	
The measurement of fear of crime	
Project Guardian	
Safety and security at transport hubs	
Priorities	
Summary actions	
<b>Objective 3</b> .....	<b>27</b>
Reduce collisions caused by criminal, illegal, and antisocial road user behaviour	
Context	
Revenue Inspector CSAS powers	
Fear of crime	
Indicators of success	
Summary actions	
Data-driven approaches to crime and traffic safety	
Operation Kansas – limousines and novelty vehicles	

<b>Objective 4</b> .....	<b>36</b>
Improve cyclist safety and security	
Context	
Indicators of success	
Priorities	
Industrial HGV Task Force	
City of London Police road safety initiatives	
Operation Safeway	
Summary actions	
<b>Objective 5</b> .....	<b>43</b>
Reduce disruption and delay to the transport network	
Context	
Indicators of success	
Priorities	
Summary actions	
Policing to reduce delays on the Tube	
Fit for the future – London Underground	
Reducing self-harm	
Pedicabs	
Policing Blackwall Tunnel	
<b>Appendices</b> .....	<b>51</b>
<b>Appendix A: Relevant strategies and plans</b> .....	<b>51</b>
Roads Task Force	
Safe streets for London	
MOPAC Police and crime plan	
British Transport Police Authority strategic plan 2013-2019	
City of London Police Policing Plan 2013-2016	
Cycling vision	
<b>Appendix B: Cross-cutting projects</b> .....	<b>55</b>
Project Spiderweb	
Project Cycle Ops	
<b>Appendix C: LTCSP approach</b> .....	<b>56</b>
<b>Appendix D: Improving the measure of fear and crime</b> .....	<b>58</b>
Category of worry	

# Foreword from the Mayor

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London's transport system is the beating heart of this great city, with around 30 million journeys taking place every day. On the bus and Tube networks, a staggering 3.5 billion trips are made each year. Yet despite ever increasing passenger numbers, it is astonishing to see that the risk of becoming a victim of crime on the transport system is now at an all time low, with just eight crimes for every million passenger journeys. The network has never been safer than it is today.

My initial transport safety and security strategy, *The Right Direction 2010-2013*, has successfully delivered dedicated policing at London's busy transport hubs, driving down crime at these essential interchanges. It has removed more than 30,000 illegal and dangerous vehicles each year as part of the ongoing Operation Cubo, and helped improve road safety by hosting Exchanging Places events, where cyclists can experience the view from a lorry cab. Also, special crime fighting initiatives, such as Project Spiderweb and Project Cycle Operations, have reduced pickpocketing and cycle crime by more than 10 per cent across London.

However, we are not complacent. We continue to strive to reduce crime and antisocial behaviour on

the network by using ever more intelligent deployments of police and enforcement measures to stop offenders in their tracks.

This refreshed strategy sets out our priorities for improving the safety, security and reliability of the transport network in the Capital over the next three years. It includes redesigning traffic and transport policing in the Metropolitan Police Service (MPS) to create a single integrated command for policing all of London's roads, and widening the role of borough-based Safer Transport Teams to enable them to deal more effectively with road safety and reliability issues. It also includes enhancing police presence to tackle high crime periods and locations on the transport network.

I want London's transport system to be deemed the greatest and safest of any big city and I am confident this strategy will help us to achieve this ambition.



**Boris Johnson**  
**Mayor of London**

One of the Mayor's top priorities is to make London safer and improving safety and security is one of the six goals in the Mayor's Transport Strategy. The Right Direction, the Mayor's Strategy for improving transport safety, security and reliability, sets out how we will meet these goals.

The Mayor has also declared his ambition for London to become the safest city in the world, which he has already laid out in the Police and Crime Plan<sup>1</sup>. The Right Direction also supports this ambition; our aim is for our passengers to regard London's transport system as the greatest and safest of all big city transport systems.

The Capital's public transport network has very low levels of crime. Since we first published The Right Direction in 2011, there have been 10,400<sup>2</sup> fewer crimes on the Tube and bus network. The risk of becoming a victim has fallen to under eight crimes for every million journeys on the Tube and bus network.

The London Transport Community Safety Partnership (LTCSP) is an alliance of organisations<sup>3</sup> which share a commitment to working together to make journeys within the Capital increasingly safe and reliable. The LTCSP has been successful for a number of years in preventing and tackling crime and antisocial behaviour through dedicated, high-visibility policing on the transport network, taking a problem-solving approach that addresses the causes of crime and antisocial behaviour. As a result, crime on our transport system has dropped every year since 2005/06.

## Challenges to deliver our ambitious vision

The growth of the Capital's population in the coming years will place increasing demands on the transport network<sup>4</sup>. The success of London as a world city is only possible with a transport infrastructure that is reliable, safe and has sufficient capacity to meet this ever-increasing demand. We will see major expansion to infrastructure in the coming years (such as Crossrail in 2019) and the

<sup>1</sup> Greater London Authority Police and Crime Plan, 2013-2016, published March 2013  
[www.london.gov.uk/priorities/policing-crime/police-and-crime-plan](http://www.london.gov.uk/priorities/policing-crime/police-and-crime-plan)

<sup>2</sup> 39,512 crimes on London Underground and buses in 2009/10, 29,096 in 2013/14

<sup>3</sup> The London Transport Community Safety Partnership (LTCSP) exists to create the safest transport system and road network in the world, accessible to all London's communities, by reducing crime and antisocial behaviour and increasing public confidence. The ultimate aim is that all journeys in London, whether by foot, bicycle, motor vehicle or on public transport, feel safer and are safer. Members include British

way in which services are run (for example, night-time Tube services from 2015). LTCSP members will need to deliver safe and reliable transport in this challenging environment.

The Right Direction places great emphasis on the role of policing and enforcement partners in the reliability of transport. Our growing population means more pressure on London's roads, and enforcement is important in managing congestion. The Mayor has also set an ambitious target to reduce the number of people killed or seriously injured (KSI) on London's roads by 40 per cent by 2020, and this plan gives a greater role to police and enforcement agencies to make this happen.

### Scope of The Right Direction

The Right Direction focuses on policing and enforcement as key drivers of behaviour change. It is driven by a strong partnership between TfL, its policing partners and other key stakeholders, addressing all aspects of community safety and reliability through

problem-solving, long-term planning and data-led solutions. We believe that we will achieve the best results with a joint analysis of data, information and intelligence by police and transport providers, incorporating the best available evidence into plans, accompanied by strong performance management and a commitment to learning from assessment and evaluation.

The Mayor has laid out five objectives for The Right Direction:

1. Reducing crime and antisocial behaviour on public transport
2. Reducing fear of crime and increasing public confidence in the safety of travelling in the Capital
3. Improving the safety of London's roads by tackling collisions caused by criminal, illegal and antisocial road user behaviour
4. Improving cycle safety and security
5. Reducing disruption and delay to journeys in the Capital

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Transport Police, City of London Police, Mayor's Office for Policing and Crime, Greater London Authority, London Councils, London Criminal Justice Partnership, Metropolitan Police, Transport for London, London Travel Watch, Network Rail, ATOC and train operators

<sup>4</sup> London's population is 8.4 million today, will be 9 million by 2018 and is predicted to be more than 10 million by the 2030s. Source: TfL Business Plan 2013, published December 2013  
[www.tfl.gov.uk/corporate/publications-and-reports/business-plan](http://www.tfl.gov.uk/corporate/publications-and-reports/business-plan)



## Policy context

Our strategy has been informed by the Partnership's Strategic Assessment (PSA). The PSA provides an in-depth analysis of the issues that affect policing and community safety across the whole of London's transport system. The strategy is also shaped by the priorities of the Mayor and relevant partnership documents, including:

- The Mayor's Transport Strategy
- Mayor's Vision for Cycling
- Mayor's Office for Policing and Crime (MOPAC)
- The British Transport Police Authority Strategic Plan
- The Mayor's Strategy to End Violence against Women and Children
- The Mayor's Roads Task Force
- Other relevant strategies that are already in place

You can find further details on relevant strategy documents in Appendix A.

LTCSP members will bear in mind the targets and objectives within these strategies when developing their own plans.

## The Mayor's Transport Strategy and performance targets

The Mayor published his Transport Strategy (MTS) in May 2010, setting out his vision for London to be the 'best big city on earth'. The strategy has five remaining goals<sup>5</sup>, all of which are supported through the work of the LTCSP:

1. Support economic development and population growth
2. Enhance the quality of life for all Londoners
3. Improve the safety and security of all Londoners
4. Improve transport opportunities for all Londoners
5. Reduce transport's contribution to climate change and improve its resilience

The MTS set expected outcomes for the safety and security goal by 2031:

- Crime rates on the London Underground/Docklands Light Railway network are expected to drop by 15 per cent to 11.1 crimes per million passenger journeys. For the year 2013/14 crime rates stood at just eight crimes per million passenger journeys

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<sup>5</sup> The strategy had a sixth goal relating to the delivery of the London 2012 Games

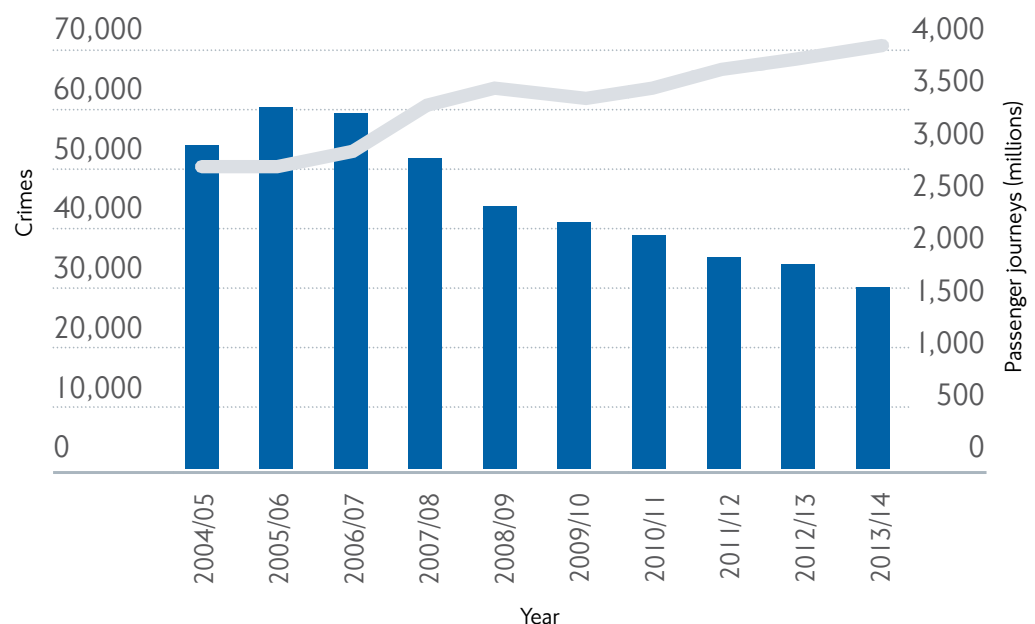
- Crime rates on London buses are expected to drop by 25 per cent to nine crimes per million passenger journeys. For the year 2013/14 crime rates stood at just 7.5

As a result of continued investment in policing, the use of effective problem-solving and innovative tactics during the past three years, these MTS targets have already been achieved 17 years ahead of the initial goal. Crimes have decreased, despite increases in passenger numbers. The graph below highlights the successes of the partnership in significantly reducing the relative risk of passengers becoming a victim of crime.

The LTCSP is now adopting new, more challenging targets for reducing the risk of crime up to the end of the life of this edition of The Right Direction. These new targets are set out in Objective 1.

In addition to the targets to reduce crime, the MTS set a target to reduce the proportion of Londoners who have significant concerns about crime and antisocial behaviour on public transport such that it deters them from using it to 20 per cent. The safety and security survey July 2013 puts this figure at 28 per cent. These new targets are set out in Objective 2.

### Bus and LU/DLR offences and passenger journeys



### **Data transparency**

LTCSP members already publish a variety of data relating to services, performance and levels of crime on their respective websites. The LTCSP recognises and supports efforts to achieve transparent governance through the promotion of open and collaborative use of data and information. The partnership will continue to identify further data that could be shared publicly.

### **Joint communications approach**

All the partner agencies on the LTCSP recognise the importance of communications in meeting the objectives set out in The Right Direction, and they agree to coordinate all communications campaigns. All agencies endorse the principle that every communications campaign, no matter which media channel is used, must seek to reduce the fear of crime, and not exacerbate the anxiety that some people feel about travelling in the Capital. They will do this by ensuring that communications do not make the transport network appear more dangerous than it is or imply that the risk of any crime on any aspect of the transport network is higher than it is.

### **Success since the last strategy**

The Right Direction has helped to bring the LTCSP together to focus on specific types of crime and particular

issues affecting the transport network. For example, theft of passenger property, cycle theft, fear of crime and sexual offences have all been tackled through the partnership. Further details are provided in the next section and throughout this strategy.

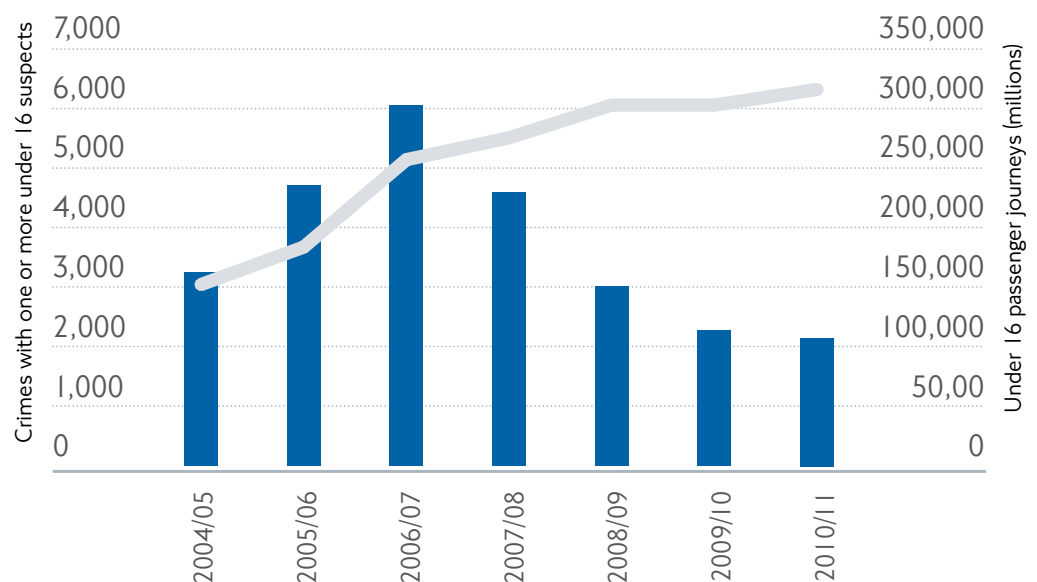
Successes since the last edition of The Right Direction include:

- High-visibility policing at busy hubs and interchanges. An annual assessment of crime at five priority hubs (comparing 2012/13 with 2013/14) showed a decrease in total bus-related crime of 12 per cent at these locations, outperforming the overall reductions in bus-related crime during the same period
- Ongoing covert and high-visibility anti-touting operations against bogus cabs. Since the creation of the MPS Cabs Enforcement Unit in 2003, more than 8,000 arrests have been made
- Engagement events with disabled passengers, young people and the lesbian, gay, bisexual and transgendered community to provide information on how to keep safe while travelling and how to report incidents when they occur

- ‘Cubo’ operations to remove illegal and dangerous vehicles from London’s roads. Operation Cubo and other MPS enforcement activity now removes more than 30,000 illegal and dangerous vehicles each year
- Hosting Exchanging Places events, where cyclists have the opportunity to experience the view from a lorry cab. To date, more than 13,000 cyclists have taken part
- Several strategic and tactical initiatives put in place to tackle the large increase in the theft of live cables in 2012/13. These initiatives have been so successful that TfL’s rail and underground systems were unaffected throughout the year
- Delivering the first ever randomised trial to assess patrol patterns on the London Underground system. Further details on Operation Beck are on page 13
- Reducing youth offending through a range of measures, including intergenerational work to bring older and young people together to address travelling concerns

In addition, since 2011, the LTCSP has driven and coordinated a number of cross-cutting projects to tackle particular crime types or issues affecting the entire transport network which would benefit from focus and attention. You can find further details on these in Appendix B.

### Youth crime on the bus network



## Operation Beck

Crime is neither randomly nor equally distributed across space and time but tends to be concentrated in a small number of places at particular times. For example, one recent study reported that half of all crime in Seattle each year occurs on just five to six per cent of the city's streets. Operation Beck was founded on the hypothesis that the police could reduce crime in the most effective and efficient manner by being deployed to 'hotspots' rather than being spread evenly across an entire area.

Operation Beck was a randomised control trial conducted by British Transport Police (BTP) and Cambridge University during 2011/12. The operation ran for six months and assessed the effect of police presence at 'hot' London Underground platforms. While crime on London Underground is very low overall, certain platforms

record a disproportionate amount of incidents. The 100 'hottest' platforms were randomly allocated to treatment and control groups within three blocks: fewer than three crimes per year; four to six crimes per year; more than seven crimes per year.

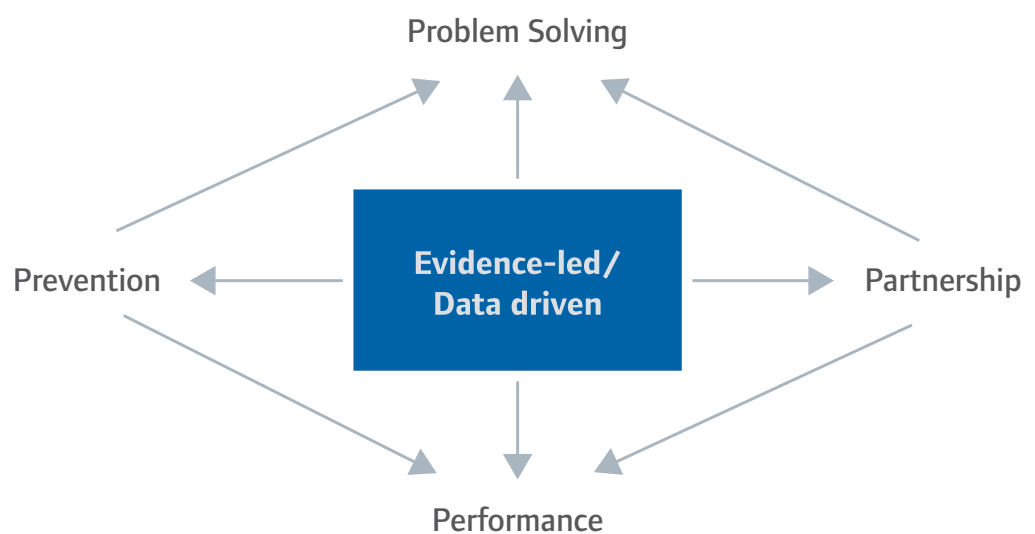
Single and double patrols of British Transport Police officers were deployed to the treatment platforms for fifteen minutes four times during each shift. The 'control' platforms were given a normal level of policing. Fifteen minutes was the dosage used at each treatment platform because research has shown that it is the optimal duration for effective police presence at hotspots.

The operation recorded a 20 per cent reduction in calls for service at the treatment platforms compared with the control platforms. The results also demonstrated that there was no difference in effect between single and dual patrolling.



### What is the LTCSP approach?

The LTCSP has driven improvements in the safety and security network through a focus on prevention, problem solving, strong partnership and rigorous performance management. This approach has helped to reduce crime for eight consecutive years, with historically low crime rates on London's bus and Tube networks. The partnership will build on this over the period covered by this edition of The Right Direction by making data-driven and evidence-led approaches the centre of their activities (as shown below). You can read about this approach in more detail in Appendix C.



### **Building on these successes**

To help meet the ambitions in The Right Direction, the MPS is reorganising its roads and transport policing into a single command, making the Roads and Transport Policing Command (RTPC) responsible for policing the entire surface transport network. This will result in increased efficiencies in this area and deliver more than 2,300 uniformed officers who are focused specifically on policing the road and transport network. This will also ensure that we have a unified approach to improving road safety and road reliability across London.

In addition, the British Transport Police (BTP), responsible for policing the rail and Tube network in London, has created a new structure with a single command responsible for policing the Capital and the South East. This new model will help to meet the goal to deliver maximum rail safety and reliability and fulfils the Mayor's manifesto commitment to establishing a single London command.

TfL has also reorganised in order to better integrate functions across the business and put the customer at the centre of all activity. A new directorate brings together enforcement and policing services. The Enforcement and On-Street Operations (EOS) directorate is

responsible for ensuring the delivery of an integrated and multifunctional policing, enforcement and on-street operations service, that delivers behaviour change and compliance with regulations, rules and laws, and sets the wider TfL policy direction for policing, enforcement and community safety.

Over the next four years the Mayor and the LTCSP will build on their success so far by striving to reduce crimes, collisions and congestion still further. As part of this, they have identified actions that will help to secure the five objectives for The Right Direction. The actions that we explain in the next five sections have been developed in consultation with key stakeholders, based on rigorous analysis of data gathered in London and from cities that have produced evidence-led results that we can learn from.

# Objective 1

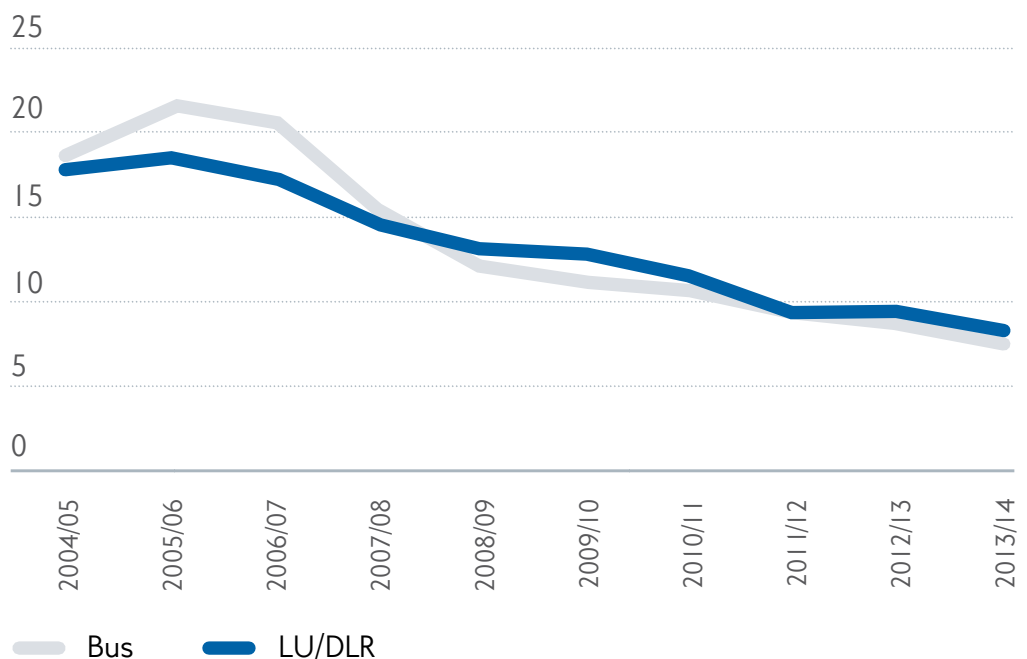
## Reduce crime and antisocial behaviour

### Context

Crime on London's transport system is at record low levels. This is thanks to a focus on prevention which includes continued investment in policing, enforcement, a long-term commitment to improving the transport environment, removing visible signs of crime quickly and ensuring that staff are visible at the busiest locations and transport hubs. On London's bus network there are just 7.5 crimes per million passenger journeys, and on the Tube network, just eight crimes per million passenger journeys.

To keep reducing crime rates, we will need to focus even more on problem locations, people and times. To do this, the LTCSP agreed in 2013 to put greater emphasis on understanding and prioritising 'what works', drawing on evidence-based studies from around the world.

### Crime rates on LU/DLR and buses since 2004/05





Total crime	2005 /06	2006 /07	2007 /08	2008 /09	2009 /10	2010 /11	2011 /12	2012 /13	2013 /14
Bus	39,142	38,482	33,125	27,062	24,976	23,974	21,724	20,120	18,138
LU/DLR	18,884	18,486	16,445	15,109	14,523	13,472	12,115	12,804	10,958
London Overground	490	553	447	492	359	612	711	841	873
Tram	413	418	402	411	397	361	378	361	322
<b>Total</b>	<b>58,929</b>	<b>57,939</b>	<b>50,419</b>	<b>43,074</b>	<b>40,268</b>	<b>38,419</b>	<b>34,928</b>	<b>34,126</b>	<b>30,291</b>

### Volume of crime on the transport network

While the overall risk of being a victim is low, the risk can increase significantly depending on when and where passengers are travelling. The LTCSP will give greater priority to people, times and places which are at a higher risk of crime.

Crime is not evenly distributed in time or across the network, and it does not affect all passengers equally. For example, people in their twenties are at higher risk of becoming victims.

Some locations, such as Newham and Westminster, show higher levels of risk. Relative risk of crime increases across the network in the afternoon/early evening peak, and after dark. These will continue to be the key deployment times for enforcement resources across the network.

Our plan to run the Tube 24 hours a day brings new policing challenges. The 'Fit for the Future' programme is highlighted in Objective 5.

The partnership will also tackle antisocial behaviour and help to create a network which feels safe, with clear rules of behaviour enforced through targeted policing.

### Indicators of success

- Crime rates on London buses to be reduced to 7.2 crimes per million passenger journeys from 7.5
- Crime rates on LU/DLR to be reduced to 6.9 crimes per million passenger journeys from eight

### Priorities

- Increase safety of passengers at weekends and during evening hours
- Increase security of passengers' property – focusing especially on crime committed at bus stops and through bicycle-enabled snatches
- Increase measures against criminal damage, with a focus on preventing objects being thrown at trains and bus services
- Tackle sexual offences, reduce the risk of them taking place, engage the public in collectively preventing them from occurring, encourage a higher level of reporting, and protect and support victims

- Increase safety against antisocial behaviour, with a new focus on alcohol-related crime and disorder
- Increase measures against fare evasion through a unified approach to tackling fare evaders across the network
- Increase safety against touting and sexual offences involving bogus cabs
- Reduce levels of victimisation among people in their twenties
- Increase measures against crime and antisocial behaviour in Newham and central London boroughs, and late at night on Friday and Saturday

## Actions Objective 1

### - Reduce crime and antisocial behaviour

Number	Action	Rationale	Source
1.1	Encourage Londoners to report unwelcome sexual behaviour on the transport network	<p>Currently, sexual harassment incidents on the network are under reported. Surveys with victims of sexual harassment show that one barrier to reporting is their concern that they will not be taken seriously.</p> <p>Training of officers and staff can help to ensure that victims are taken seriously and that their first contact with professionals is of high quality and effective</p>	Project Guardian
1.2	Encourage Londoners to challenge unwelcome sexual behaviour through a sense of collective responsibility	Londoners can support one another while travelling on the transport network by intervening to challenge unwelcome behaviour and always reporting incidents they have witnessed	Project Guardian
1.3	Conduct research with customers to identify the most effective mechanisms to report sexual offences	Promoting various reporting mechanisms means that each victim will be able to report an incident using the means that makes him or her feel most comfortable	Project Guardian
1.4	Develop a consistent method to measure antisocial behaviour on the transport system in order to target resources more effectively	Creating a single measure of antisocial behaviour on the transport network will help the LTSCP to understand patterns of harassment and how passengers are affected	LTSCP
1.5	Explore the use of social intelligence and social media analytics to help tackle crime, antisocial behaviour and fear affecting the transport network	Social media is used by a majority of Londoners. Use of analytics presents great potential to improve the LTSCP's understanding of transport crime and antisocial behaviour incidents affecting the network	LTSCP
1.6	Sharing of Automatic Number Plate Recognition (ANPR) with the MPS	Deliver the Mayoral manifesto commitment	Mayoral Manifesto (crime)
1.7	Review and implement changes to local transport policing teams (MPS Safer Transport Teams) to ensure that resources (numbers of officers) better reflect demand from crime in their borough	The partnership needs to ensure appropriate levels of resources in each area to meet demand: local transport teams will support a wider range of priorities	The MPS Change Programme
1.8	Refresh the Safer Travel at Night (STaN) campaign, based on the latest analysis of cab-related sex offences and other risk data	Continue to raise awareness of the dangers of bogus cabs among Londoners	LTSCP

Number	Action	Rationale	Source
1.9	Continue to target bogus cabs with dedicated policing	Enforcing the law in relation to taxis and private hire vehicles helps to ensure the safety of the public	LTCSP
1.10	Ensure compliance from the licensed taxi trade to deliver the highest standards of public safety and customer satisfaction	Enforcing the law in relation to taxis and private hire vehicles helps to ensure the safety of the public	LTCSP
1.11	Prevent cab-related sex offences and other cab-related crime	Enforcing the law in relation to taxis and private hire vehicles helps to ensure the safety of the public	LTCSP
1.12	Improve joint activity between TfL taxi and private hire compliance officers and the police	Effective enforcement ensures that taxi drivers and companies comply with regulation	LTCSP
1.13	Enhance late night and weekend policing capability when the Night Tube is introduced in September 2015 to help tackle identified high crime periods on the network	Analysis shows that there is a peak for crime (mainly theft) later at night, especially at the weekends. Enhancing late night and weekend policing will help to tackle this secondary peak	LTCSP
1.14	Explore the use of analysis on the bus network to better locate pickpocket offences across the bus network	Due to the nature of pickpocket offences, many victims do not know where the offence occurred. LTCSP-developed crime analysis techniques have improved deployments on the Tube network to tackle theft. They may also be transferrable to the bus network	LTCSP
1.15	Trial hotspot policing on the bus network to establish optimal patrolling to reduce crime	Evidence-based policing will help to secure the most effective use of resources in tackling crime and antisocial behaviour	LTCSP

### **Project Guardian**

Project Guardian, commissioned by the LTCSP, was launched in 2013 to combat unwanted sexual behaviour on the transport network. According to surveys conducted by TfL, 15 per cent of women had experienced unwanted sexual behaviour and 90 per cent did not report it to the police.

The BTP, MPS and TfL developed joint objectives to increase the level of reporting by victims of sexual offences and to create an environment on the transport network in which it is clear that intimidation and sexual harassment will not be tolerated.

The LTCSP has worked closely with the voluntary organisations Everyday Sexism Project, End Violence Against Women Coalition and Hollaback London, using their expertise and advice.

The initial phase of Project Guardian has been to train transport police and staff to recognise unwanted sexual behaviour and to take all reports seriously, to better understand the problem and to develop more effective long-term approaches to reducing sexual offences on London's transport network. The next phase is to raise awareness that unwelcome sexual behaviour will not be tolerated and encourage a higher level of reporting.



### Safety and security at transport hubs

Policing at major transport hubs is often within the jurisdiction of more than one police agency in London. For example, at Victoria the MPS is responsible for policing the bus and coach stations, and the BTP is responsible for the train and Tube stations.

The LTCSP has developed innovative partnership approaches to policing in transport hubs and at rail termini to provide passengers with more continuity in their feelings of safety and security.

In 2010, all agencies agreed to enhance partnership working at a number of shared priority transport hub locations. Policing at Victoria, Stratford, Finsbury Park,

Liverpool Street and King's Cross was integrated so that intelligence, planning, communications, engagement and resource deployment operations were coordinated. Evidence collected as part of the review has shown that a one-team approach has helped officers to better tackle displacement (where offenders may move from one transport mode to another) and create a more joined-up policing experience for passengers.

A review of the hub teams' initiative led to the development of a best practice manual for the police and TfL to use when addressing crime, antisocial behaviour and fear issues.



# Objective 2

## Reduce fear of crime while travelling in London

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### Context

Research carried out by TfL shows that fear of crime on London's public transport is low: one in five passengers experienced a recent episode of worry while travelling. We want to keep it this way, ensuring that everyone can travel around the Capital without being anxious about crime or antisocial behaviour.

Despite the low levels of incidents of worry on the network, those incidents which do occur do not affect all Londoners equally. Women, black, Asian and minority ethnic (BAME) passengers and young Londoners are more likely to experience episodes of worry. LTCSP members are making these Londoners the priority for this objective.

Research has also shown that the factors most likely to cause worry among Londoners on public transport are threatening behaviour and drunkenness. The LTCSP will tackle this, making use of dedicated policing and other enforcement resources to challenge people who are acting in this way. Londoners surveyed also cited large groups of young people as likely to cause worry, although when asked, the intensity of the worry is low.

Fear of crime and safety can also affect people's willingness to walk and cycle in the Capital. The LTCSP aims to reduce these barriers by tackling behaviours which cause collisions and by working to increase feelings of safety when walking in London.

Addressing worry and fear has strong links with other issues on public transport including reliability, crime, antisocial behaviour and unwanted sexual behaviours. All other Right Direction objectives will contribute to Objective 2.

### Confidence in policing

The Mayor has set an ambitious target to improve confidence in the MPS by 20 per cent by 2016. The British Transport Police Association (BTPA) also has a target to increase passenger confidence. The LTCSP supports this target by deploying effective and high visibility policing across the transport network.

### Measuring fear of crime

The LTCSP now understands much more about how fear affects people travelling on the network. A significant revision to the survey questions used to measure fear among Londoners has provided better information about how frequently and intensely passengers experience episodes of worry.

We propose two new enhanced measures to monitor fear of crime:

- Reduce the proportion of Londoners who can recall an episode of worry while travelling on public transport in the last three months. Currently 19 per cent of Londoners can recall an episode of worry, and our objective is to reduce this further
- Reduce the proportion of women, black, Asian and minority ethnic people, and young Londoners who can recall an episode of worry while travelling on public transport in the last three months. This currently stands at 25 per cent for black, Asian and minority ethnic Londoners, 25 per cent for 16-24 year olds and 22 per cent for women, and our objective is to reduce the levels of worry among these groups

You can find more detail in Appendix D about the work that the partnership has been doing to better understand fear and how it is experienced while travelling.

## Encouraging walking

Increasing the proportion of trips made by walking is part of the MTS.

One of the main aims of the Roads Task Force is to transform the environment for cycling, walking and public transport, making it easy and attractive to walk, cycle and take the bus. One of the barriers to walking is lack of confidence and fear of crime, which the LTCSP will work with agencies across London to reduce. In the Roads Task Force response, TfL has committed to improving London's public spaces and streets by re-designing public places as greener, safer and more user-friendly.

### Priorities:

- Increase people's confidence when travelling after dark, especially among women, young people and black, Asian and minority ethnic Londoners
- Reduce worry about threatening behaviour on buses
- Reduce anxiety about large groups of young people on buses and drunkenness on the Tube and train
- Increase confidence in walking



## Actions Objective 2

### - Reduce fear of crime while travelling in London

Number	Action	Rationale	Source
2.1	Visible policing and staffing in places and times with highest levels of worry	Ensure policing is targeted at the locations and times where incidents of worry are most likely to occur	LTCSP
2.2	Carry out a trial to determine which actions work to reduce worry on the bus network. Focus on one bus route to trial interventions	Build an evidence base of what works to reduce incidents of worry and fear on the network	LTCSP
2.3	Tackle drunkenness on trains and the Tube	Surveys show that drunkenness on the Tube is one of the primary behaviours that cause passengers worry	LTCSP
2.4	Improve young people's confidence when travelling	Surveys show that young people have the highest levels of worry among any age group	LTCSP
2.5	Develop TfL byelaws to ensure a consistent approach to enforcement against antisocial and criminal or dangerous behaviour on the transport network	Rule-setting, regulation and enforcement to manage behaviour supports the 'broken windows' approach (the principle that addressing relatively minor incivilities in a particular location can reduce the number of more serious crimes in that area)	LTCSP
2.6	Ensure that when the Night Tube is introduced, it does not lead to an increase of antisocial behaviour and crime	Put plans in place across the LTCSP to minimise the possible risks associated with London's night-time economy, including alcohol related incidents	LTCSP
2.7	Create a single system for managing fare evasion prosecutions across TfL	A single system will help ensure a consistent and efficient approach to revenue protection across the Tube and bus network	LTCSP
2.8	Police and police community support officers will continue to work with the local communities as part of the Safe Travel for All initiative	Regular events to listen and respond to security concerns that may discourage people from travelling will be hosted by MPS Safer Transport Teams	
2.9	Release previously unpublished data on transport-related crime as part of our commitment to data transparency	More information online will keep people better informed about crime levels and show how LTCSP activity is helping to reduce crime on London's transport network	
2.10	Expand activities across London's bus network to integrate enforcement and community engagement to reduce antisocial behaviours associated with the fear of crime	Building on a trial of activity in 2014, TfL, MPS and Local Authority Neighbourhood Officers will engage with passengers travelling on the route 25 from the start of 2015	

### **New powers for Revenue Protection Inspectors**

Since April 2011 a number of Revenue Protection Inspectors (RPIs) have been granted additional powers under the Community Safety Accreditation Scheme (CSAS) to support their role in making London's transport system safer.

These include the power to ask a person to stop drinking in a public place and to request the surrender of alcohol from a person under the age of 18 years.

One example of RPIs using CSAS powers is at Victoria Coach Station, where common antisocial behaviour includes ticket touts and rough sleepers. RPIs patrolled the coach station for an eight week trial, and as a result, coach station staff noticed that a number of regular faces were no longer around, and staff and passengers said that it was a much safer and more pleasant environment.

### **Reducing fear of crime**

The LTCSP wants everyone to be able to use public transport without experiencing fear or being deterred from travel. This project has been investigating the meaning and measurement of fear of crime in order to inform effective measures that will reduce anxiety about crime and disorder on public transport.

One intervention that is being evaluated is high-visibility policing, which incorporates a strong engagement with the community (especially with younger and older travellers) and staff training along busy bus routes where high levels of worry about crime have been recorded. LTCSP is also conducting a similar initiative on a rail route in

London. Both schemes are being evaluated to help the LTCSP develop the most effective way of reducing fear while travelling.



# Objective 3

## Reduce collisions caused by criminal, illegal and antisocial road user behaviour

### Context

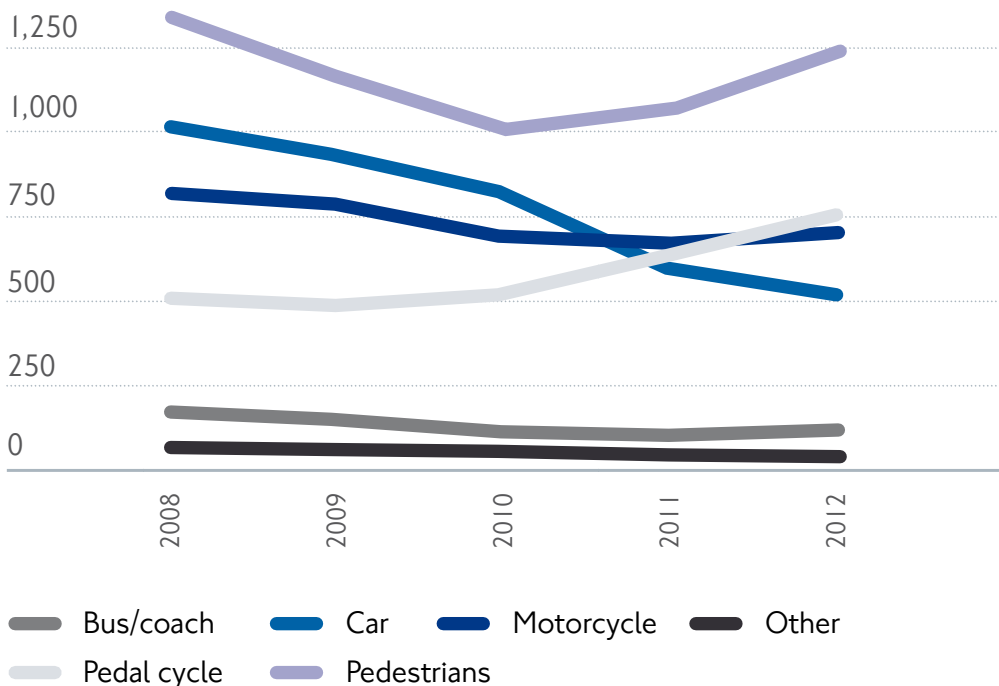
The Mayor has set the challenging target to reduce casualties on London's roads by 40 per cent by 2020. The Safe Streets for London plan<sup>7</sup> sets out how the Mayor, TfL and other partners, such as boroughs and the police, will reduce casualties by more than 10,000 people over the life of the plan. Major improvements to junctions, the implementation of 20mph zones, upgrades to safety cameras, the trialling of new technology in large goods vehicles and an increase in police enforcement

are just a selection of the wide ranging actions and changes planned to improve road safety.

Critical to road safety is the behaviour of road users, their obedience to the law and the care they show to vulnerable groups such as cyclists, pedestrians and motorcyclists.

Cyclists, motorcyclists and pedestrians make up over a third of all KSI casualties in London. Vulnerable road users now account for the majority of casualties. To meet the transport

### Reported KSI casualties in London by road user type, 2008-12



<sup>7</sup> Safe Streets for London, The Road Safety Action Plan for London 2020, published June 2013 [tfl.gov.uk/corporate/safety-and-security/road-safety/safe-streets-for-london](http://tfl.gov.uk/corporate/safety-and-security/road-safety/safe-streets-for-london)

challenges facing London, it is essential that more journeys are made by walking and cycling. As London continues to grow, these transport choices must be safer.

The effectiveness of enforcement to bring about behaviour change on London's roads is already well demonstrated. Parking infringements have fallen by 70 per cent in the last 10 years on the Transport for London Road Network (TLRN) as a result of camera and on-street enforcement.

Studies have shown that it is the certainty of being caught, not the penalty for an offence, that has the greatest deterrent effect and therefore has the greater power to deliver behaviour change. The LTCSP will therefore ensure that enforcement activity is targeted at the times and places - as well as the vehicles and people - with the highest risk of offending.

The policing resources available to tackle antisocial, careless and illegal driving will be increased through the changes that are under way in the MPS. This will ensure that the LTCSP is sufficiently equipped to

support the Mayor's target to reduce road casualties.

A new MPS command has been created that is dedicated to policing London's roads and surface transport network. This consolidates resources and ensures the greatest possible resilience and capability in the policing of the road network. This new command is the centre of excellence and expertise in preventing collisions through innovative policing, enforcement and engagement, targeting risky, antisocial and dangerous driving and road user behaviour. It will build a strong evidence base of what works.

The BTP is also working to improve road safety by ensuring that drivers and pedestrians use level crossings properly. Education is an essential part of the strategy and the BTP is working with partners Network Rail and Track Off to educate children and teenagers about safety on level crossings. 2014 also saw the roll-out of a fleet of mobile enforcement vans, funded by Network Rail and used by officers to catch offenders through video and Automatic Number Plate Recognition technology.

<sup>8</sup> 'Driver and Vehicle Standards Agency named', Government Press Release, published 28 November 2013 [www.gov.uk/government/news/driver-and-vehicle-standards-agency-named](http://www.gov.uk/government/news/driver-and-vehicle-standards-agency-named)

Through a combination of high visibility on-street policing, camera enforcement and partnership working with enforcement partners such as the Driver and Vehicle Standards Agency (DVSA)<sup>8</sup>, the likelihood of being caught for motoring and driving offences will be increased.

These actions and priorities will also contribute towards safer cycling (Objective 4).

### Indicators of success

Our goals are to reduce those collisions which are:

- Caused by criminal and antisocial driving
- Involving pedestrians
- Involving powered two-wheelers
- Cycling KSIs (further information on cycle safety is included under Objective 4)

### Priorities:

- Taking enforcement action against antisocial and careless driving
- Enforcing the law on speeding
- Taking enforcement action against illegal driving (uninsured/unlicensed driving)
- Tackling drink and drug driving
- Protecting pedestrians and motorcyclists
- Targeting unsafe vehicles
- Making junctions safer through targeted enforcement



### Actions Objective 3

#### - Reduce collisions caused by criminal, illegal and antisocial road user behaviour

Number	Action	Rationale	Source
3.1	Identify key locations across London where congestion, collisions and antisocial driver behaviour are having a significant impact, and introduce integrated problem-solving plans for these locations (Data-Driven Approaches to Crime and Traffic Safety or DDACTS)	To have the biggest impact on all LTCSP objectives, the partnership will aim to develop an integrated approach to improving road safety, reliability and reducing crime	Safe Streets for London and Roads Task Force (TfL Response)
3.2	Enable borough-based transport teams to take a greater role in KSI reduction through improved training and equipment	Borough-based policing teams are ideally placed to tackle collisions taking place in their local area, especially by working with the community and taking a problem-solving approach to develop longer-term solutions	LTCSP
3.3	Reduce the risk of collisions and congestion by using timely and accurate traffic camera and other data to focus the enforcement activity of the MPS, City of London Police and DVSA upon unsafe vehicles and behaviour at problem places and times	Prioritising the most risky locations will ensure the best use of available resources	Safe Streets for London
3.4	TfL will fund an increase in the activities of the MPS's Cycle Task Force and its Motorcycle Task Team.  TfL will continue to provide funding to City of London Police to improve enforcement against antisocial road user behaviour by all road user groups, including speeding, careless driving, red light jumping, cycling on pavements, encroachment into advanced stop lines and mandatory cycle lanes, and general traffic violations	The Cycle Task Force and Motorcycle Task Team will help to improve the safety of vulnerable road users	Safe Streets for London
3.5	Create a new command in MPS which is responsible for policing of London's roads and surface transport network	Unifying the police commands that are responsible for policing the road network and an increase in officer numbers will help ensure greater focus on reducing collisions	Roads Task Force (TfL Response)

Number	Action	Rationale	Source
3.6	Training a further 1,500 powered two-wheeler riders in safer riding through the TfL-funded MPS Motorcycle Safety Team	Powered two-wheelers are at disproportionately high risk of being involved in KSI collisions	Roads Task Force (TfL Response)
3.7	Promote wider use of the existing RiDE scheme (Rider Intervention Developing Experience) as an alternative outcome instead of issuing penalty charge notices	This scheme is aimed at motorcyclists whose standard of riding has offended against Section 3 of the Road Traffic Act 1988 (failing to conform to traffic signs and signals) and also not in proper control. RiDE offers an offending rider the option to attend at a seven-hour educational course at the rider's expense as an alternative to prosecution or a Fixed Penalty Notice	Motorcycle Safety Action Plan
3.8	Exploit the use of new technology to detect and prevent drug-driving offences	New equipment has been approved by the Home Office to detect drug driving offences. The LTCSP will support the use of this technology to improve understanding of the scale of the problem and its impact on road safety	LTCSP
3.9	Make use of mobile enforcement vans to improve road safety at level crossings	Mobile enforcement vans use video and ANPR technology to identify and catch offenders at level crossings. The high visibility presence will help to deter people from misusing level crossings	BTP
3.10	Work to understand the level of casualty reduction that can be achieved through the promotion of specific technologies, such as alcohol interlocks, and targeted interventions such as Bikesafe, and driver, rider and cyclist awareness courses	The LTCSP will explore technological opportunities as well as enforcement initiatives to improve road safety	Safe Streets for London
3.11	Use new powers to issue endorsable Fixed Penalty Notices for careless driving to help change driver behaviour, especially targeting the most risky locations	New regulations allow the police to issue endorsable Fixed Penalty Notices for careless driving instead of taking drivers to court, making the process more efficient for the police and swift sanctions are a proven tool to raise compliance	LTCSP

Number	Action	Rationale	Source
3.12	Launched the Community Roadwatch scheme in November 2014, empowering members of the public to get involved in enforcing speed limits and tackling antisocial driving in their local area	Tackling speed offences is an essential part of improving road safety	Roads Task Force (TfL Response)
3.13	Increase the reach and coverage of motorcycle speed compliance by installing rear facing cameras on the A13 to enforce the speed limit. TfL will ensure that all average speed camera trial locations will enforce the speed limit with rear facing cameras	Powered two-wheelers are disproportionately at risk of being involved in KSI collisions. Tackling speeding offences will help to prevent collisions and the most serious injury from occurring	Motorcycle Safety Action Plan
3.14	Support regular operations (Cubo) targeting uninsured drivers to tackle hit and run in the highest risk boroughs	Offences involving a 'fail to stop' following a collision are not evenly distributed across London, requiring enforcement operations to target the highest risk areas to remove these drivers from the road	Safe Streets for London
3.15	Upgrade safety cameras from wet film to digital	The upgrade of safety cameras will ensure the enforcement of speed offences continues at locations across London which are hotspots for speed-related collisions	Safe Streets for London
3.16	Encourage reporting of dangerous, careless or illegal driving through the RoadSafe London website	RoadSafe London website helps to improve intelligence and information about risky and criminal driving behaviour by encouraging Londoners to file reports online	LTCSP
3.17	Drive improvements in collision data quality to ensure an insightful research programme and inform decisions on priorities, deployment and tactics	STATS19 is the national road collision database providing information on every personal injury collision reported to the police. Improvements to this essential database will encourage evidence-based decision-making to improve road safety across London	Safe Streets for London
3.18	Improve campaign targeting and delivery through market leading analytics including better use of MOSAIC, LTDS and crime reports	Better informed campaign targeting will improve the effectiveness and awareness of materials to raise road safety issues	Safe Streets for London



Number	Action	Rationale	Source
3.19	Develop informed enforcement activity through the sharing of evidence and help focus campaigns on illegal and socially unacceptable behaviour (for example drink and drug driving, speeding, mobile phone use and careless driving)	Better informed campaign targeting will improve the effectiveness and awareness of materials to raise road safety issues	Safe Streets for London
3.20	Help to ensure compliance with 20mph limits	As new 20mph zones are developed in London, the partnership will help to ensure high levels of compliance from road users	LTCSP
3.21	Adopt the CompStat approach to a roads fatality review involving police, TfL and stakeholders	The CompStat style of performance management has helped to deliver reductions in crime by giving better focus to the times, locations and tactics used by the police. A similar approach is being adopted for fatal collisions	Safe Streets for London (and specific Motorcycle Safety Action Plan reference relating to motorcycles)
3.22	Continue twice-yearly TfL and MPS forums examining bus and coach safety	The LTCSP will help to ensure that issues relating to bus and coach safety are addressed by involving the police and key stakeholders	Safe Streets for London
3.23	Review of the Criminal Justice Service approach when someone is killed. The LTCSP will link with national reviews to support improved outcomes for people killed on the road network	Ensure the Criminal Justice Service is helping to support the reductions in collisions through support of victims and bringing offenders to justice	Safe Streets for London
3.24	Support the development and implementation of the Mayor's Pedestrian Safety Action Plan and the Motorcycle Safety Action Plan	The LTCSP will support these plans ensuring police and enforcement resources are focused on supporting vulnerable road users	Safe Streets for London
3.25	Publish an annual 'report card' of traffic law enforcement in London on the MPS or TfL website	This initiative provides greater transparency about the enforcement activity taking place across London to help improve road safety	



### Data-driven approaches to crime and traffic safety<sup>9</sup> (DDACTS)

A key element of the LTCSP strategy is to use a variety of evidence-based, intelligence-led resources to target the locations and times with the highest levels of crime, collisions and congestion.

DDACTS is a law enforcement operational model that was trialled in the US with outstanding results. It was supported by a

partnership with the Department of Transportation's National Highway Traffic Safety Administration and the US Department of Justice. The trial sites recorded a drop in fatalities over five years alongside significant simultaneous reductions in collisions, crime and congestion.

The LTCSP is working with the team that developed DDACTS, and the police districts which piloted the scheme, to adapt the model to London.

<sup>9</sup> Crime and Traffic Safety, Operational Guidelines, published August 2009 [www.nhtsa.gov](http://www.nhtsa.gov)

### **Operation Kansas – limousines and novelty vehicles**

Operation Kansas has been a highly successful collaboration between TfL's Taxi and Private Hire Compliance Team, MPS Roads Policing and DVSA, to combat the danger of unsafe and non-compliant limousines and novelty vehicles.

When roadside enforcement started in March 2012, 70-80 per cent of all limos stopped were prohibited for being unsafe and/or non-compliant. At one of the last limousine operations before Christmas (one of the busiest times for novelty vehicles) all vehicles were compliant.

Operation Kansas has changed the standard of limos operating in the Capital - not just through enforcement, but through inventive and imaginative education. Examples include the London Fire Brigade chopping up a limo in Covent Garden to raise public awareness of the dangers of unsafe and unlicensed novelty vehicles. The partnership has also engaged with willing limousine operators to improve the standards of their industry.



# Objective 4

## Improve cyclist safety and security

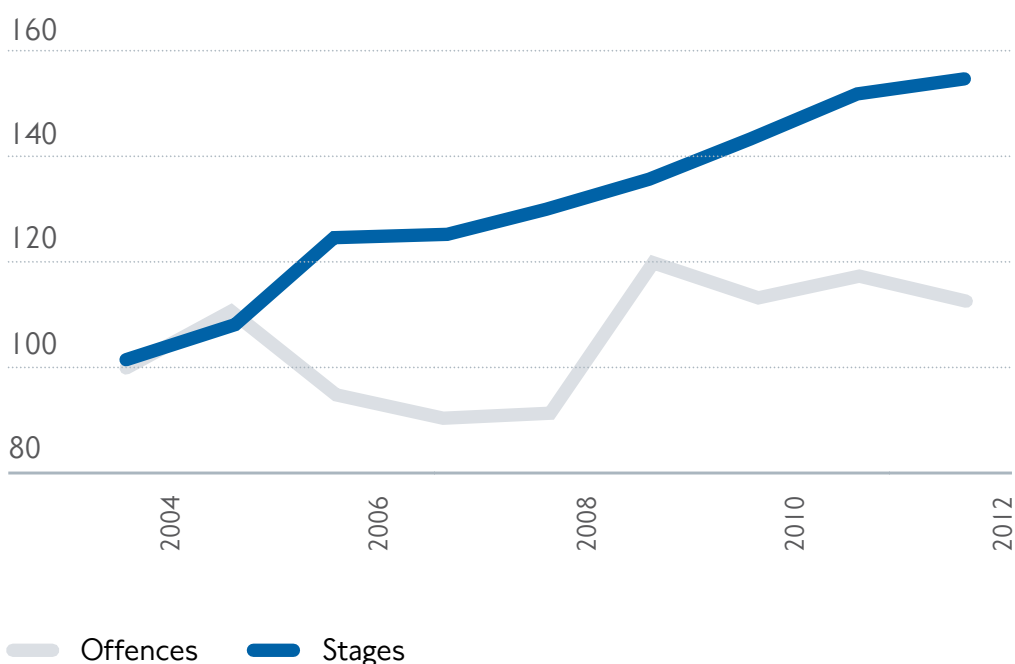
### Context

The Mayor has set an ambitious target to double the number of journeys made by bike in London over the next 10 years. The Mayor's Vision for Cycling, published in 2013, aims to transform cycling in the city with a network of direct, high capacity and joined-up cycle routes. The backbone of this 'Tube network' for the bike will begin with a major east-west segregated route linking west London to Barking, supported by a series of local routes, Dutch-style segregated lanes and junctions and back street 'Quietways'. These routes will help to

create vibrant active places in London and transform the city into a place dominated by people, not motor traffic.

Along with the challenges of delivering these major infrastructure changes, our research shows that two major barriers to cycling must be overcome. Fear of injury is the main reason why Londoners do not cycle; and Londoners who have had their bike stolen are far less likely to cycle in the future.<sup>10</sup>

### Theft/Taking of pedal cycle offences plotted against daily stages



<sup>10</sup> The Mayor's Vision for Cycling in London, An Olympic Legacy for all Londoners, published March 2013  
[www.tfl.gov.uk/corporate/publications-and-reports/cycling](http://www.tfl.gov.uk/corporate/publications-and-reports/cycling)

The Mayor also aims to get more people cycling from different backgrounds. Novice cyclists may be less aware of the risk of cycle theft and require additional guidance on how to keep their bicycle secure, whether at work, home, or away.

Many cyclists need reassurance that cycle lanes, advanced stop lines and other road infrastructure designed for cyclists will be respected by other road users. Enforcement is critical to ensure the risk of conflict is minimised as much as possible from London's roads. Cyclists also need to be aware that they can put themselves and others in danger with their own behaviour, and by doing this can build a negative image of cyclists among other road users.

Cycling requires specialist policing and enforcement to keep it safe – and feeling safe – and we are dedicating police resources to deliver the Mayor's vision. The Commercial Vehicle Unit (CVU) is a TfL-funded specialist police team which attends and investigates every collision between a large goods vehicle and a cyclist, taking appropriate action with the driver and goods vehicle operator.

The new Industrial HGV Task Force (created at the end of 2013 with

matched resources from the DVSA, TfL-funded MPS resources and City of London Police resources) carries out enforcement operations against non-compliant operators, drivers and vehicles in the construction and waste industries. Sixteen officers make up the team from the agencies involved.

#### **Indicators of success:**

- Reduction in cycle theft
- Reduction in the risk of cycle theft (measured per 1,000 bicycle owning households<sup>11</sup>)
- Support the Safe Streets for London target to reduce KSI casualties by 40 per cent by 2020 through the reduction of cyclist casualties

#### **Priorities: Cycle security**

- Increase the number of bikes security marked and registered in London
- Reduce the volume of cycle theft
- Identify and target prolific cycle thieves
- Improve locking practices across the Capital

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<sup>11</sup> Due to the way the number of bicycle owning households is measured, there is a lag in measuring the rate of cycle theft

### Cycle safety

- Increase the number of cyclists who have taken part in Exchanging Places events
  - Enforcement against dangerous drivers, vehicles and operators
- to reduce the number of KSIs involving vulnerable road users and commercial vehicles
- Enforcement at key hotspot junctions for cycle collisions

## Actions for Objective 4

### - Improve cyclist safety and security

#### Cycle security

Number	Action	Rationale	Source
4.1	Increase the number of bikes registered (with a police-approved scheme)	Bike registration increases engagement with cyclists about cycle safety and security and helps increase the chance of reuniting a stolen bike with the owner	Cycle security plan
4.2	Refresh the cycle security campaign, advising cyclists how to keep their bikes secure	Providing information to cyclists on how to lock their bike securely can help to reduce the number of targets available to cycle thieves	Cycle security plan
4.3	Support the BTP national cycle theft reduction initiative, Operation Wiggins	Operation Wiggins will help to reduce cycle theft through a range of measures including enforcement against prolific offenders, education and environmental improvements	BTP
4.4	Increase the amount of secure cycle parking across London by 80,000 by 2016	This will help to increase the opportunities for cyclists to lock their bike securely and encourage more people to cycle	Mayor's Vision for Cycling
4.5	Lobby for Highway Agency enforcement of mandatory cycle lanes, so we can protect safe space for cyclists	Police enforcement of cycle lanes will limit the number of encounters between cyclists and other road users reducing the likelihood for collisions	
4.6	Support and improve the Road Safe London website to provide a forum for reporting 'near hits' on the road network, with an emphasis on vulnerable road users	Collecting data on 'near hits' will improve knowledge of potentially dangerous road links by supplementing STATS19 collision reports	



## Cycle safety

Number	Action	Rationale	Source
4.7	Conduct a trial assessing the feasibility of camera enforcement of advanced stop lines (ASLs) on road user behaviour	ASL enforcement with cameras has the potential to be an efficient and cost-effective method of improving road user behaviour. A trial will help to determine the necessary approach to making CCTV enforcement a possibility	LTCSP
4.8	Continue to deliver Exchanging Places initiatives in hotspot locations for collisions and at events with opportunities to engage with cyclists	Improved awareness of the dangers associated with large goods vehicles will help more cyclists to reduce their chances of being involved in a collision	Draft Cycle Safety Action Plan
4.9	Carry out regular operations to improve road user behaviour by enforcing the rules of the road at locations and junctions known to be collision hotspots. Enforce rules for motorists and cyclists to improve cycle safety	Targeted enforcement at known collision hotspots can help change road user behaviour and make roads safer for everyone including the most vulnerable	Motorcycle Safety Action Plan and Cycle Safety Action Plan
4.10	Lobby for changes to traffic legislation so that first line infringement (driving over the first stop line of an ASL) is decriminalised enabling highway authorities to enforce it as a civil offence	Decriminalising ASL offences has the potential to free up police time to concentrate on the most serious traffic offences and increase the levels of enforcement against these behaviours. Increasing the chance of being caught for an offence will deter road users from infringing ASL regulations	LTCSP

### Operation Safeway

Operation Safeway sets out to reduce the risk to road users at junctions by enforcing the rules and giving advice to road users. Motorists and cyclists breaching the rules – such as ignoring ASLs, jumping red lights, careless driving or using a mobile phone while driving are fined or, where appropriate, given advice or a verbal warning.

Safeway also presents opportunities to engage with road users and pedestrians about safety, with officers handing out leaflets to support the safety messages. We are currently evaluating the effect of Safeway, but our initial observations suggest it has had a positive effect on road user

behaviour, with drivers and cyclists more likely to obey rules after receiving information about them.

Poor road user behaviour at junctions increases the risk of collisions, especially to vulnerable users such as cyclists. ASLs give priority and space to cyclists at junctions so they can be seen more easily when the light is red. Drivers crossing the first or second line are liable to a £100 fine and three penalty points.

Cyclist behaviour at junctions can also increase the chance of a collision. Some cyclists who jump red lights, either by crossing the junction on red or positioning themselves at an island beyond the stop line, can be fined £50.





## City of London Police road safety initiatives

City of London Police has adopted a variety of tactics to make the roads in the City safer including:

- ASL education and enforcement campaigns
- Operation Atrium
- Capital City Cycle Safe
- Operation Coachman
- Operation Giant
- BikeSafe Scheme for motorcyclists and other initiatives targeting pedestrians

Operation Atrium is an initiative aimed at cyclists which includes education and enforcement, focusing on offences and antisocial behaviour.

Operation Coachman targets foreign registered coaches and their passengers, where officers interact with drivers to deliver road safety messages and passengers are provided with a multilingual document that reminds them to look right when crossing the road.

Operation Giant is designed to remove illegal and dangerous vehicles from London's roads.

Capital City Cycle Safe is a diversion scheme for cyclists - the first of its type in this country. This was developed in partnership with the MPS and AA Drivetech to give cyclists an opportunity to avoid court by electing to take an online training programme.

The scheme supports the national strategy of diverting offenders away from the criminal justice system and into education and awareness. When someone is seen committing an offence they are offered the opportunity to opt for online training and pay £16 rather than a £30 penalty notice. In 2012/13, 165 notices were issued to cyclists. One of the performance measures for 2014/15 is to increase this number – ensuring that more cyclists receive computer-based training aimed at making them safer while using the roads.



### Industrial HGV Task Force

Transport for London and the Department for Transport (DfT) formed the Industrial HGV Task Force to target those HGVs that pose the greatest risk to vulnerable road users, with the aim of reducing the disproportionate number of cycle fatalities.

Made up of officers from the MPS, the City of London Police and the DVSA – the task force tackles the most dangerous and non-compliant commercial vehicles on London's roads.

The team has undertaken a large number of high-visibility roadside enforcement operations to act as a deterrent to non-compliant operators seeking to enter London, who often undercut the work of those that are operating legitimately.

The structure of the task force, and this joint approach to these activities, means that it has greater capability and has been more successful than any one agency working alone.

In addition to their traditional enforcement channels, the task force has presented a number of cases to the Office of the Traffic Commissioner in order to ensure that the most dangerous operators are penalised and their operations changed.

The task force has also undertaken proactive engagement with sectors of the industry that may pose a risk in order to drive up standards further. This targeted approach to enforcement has also received widespread support from the industry and in particular the Road Haulage Association and the Freight Transport Association.

# Objective 5

## Reduce disruption and delay to the transport network

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### Context

Reliable journeys are often safer journeys. Research shows that passengers feel less vulnerable if they know when a service is going to arrive, and if the journey time is consistent and reliable. 'Active' streets which are used by cyclists and pedestrians help to improve the public realm and can reduce crime through improved guardianship of public places.

The Mayor set up the Roads Task Force to tackle the challenges facing London's streets and roads. It is an independent panel of industry experts, academics and policy makers who are working to devise a long-term strategy for roads in London. The Roads Task Force report was published in July 2013, setting out a vision for how the Capital will deal with the increasing demands on the road network while improving the public realm and providing better and safer places for all the activities happening in London's streets.

Recognising the importance of reliable journeys to road users, TfL has set a target for journey time reliability of 88.8 per cent. The Mayor has also set an ambitious target for improving the reliability of the Tube network, aiming to reduce delays by 30 per cent by the end of 2015. Improving reliability on the Tube

network is essential to the long-term economic success of London and to giving passengers reassurance that the system is safe to use.

Disruption to journeys on the rail and Tube network causes immense frustration to passengers and can lead to additional pressure being placed on the surface transport network to meet passenger demand. Improving reliability of the Tube system can be seen in the context of significant improvements to performance to the Tube in recent years.

Full year passenger numbers in 2012/13 reached new levels, with 1.2 billion passenger journeys made, a five per cent increase on 2011/12. Tube reliability, as measured by Lost Customer Hours (LCH), reached new levels of performance in 2012/13, with the lowest number of LCH recorded since the measure began in 1999. Performance was 20 per cent better than 2011/12. To help meet the target, disruption to the Tube caused by antisocial or criminal behaviour, suicide, cable theft and criminal damage will all be tackled through improved enforcement, visible policing and problem solving.

Adherence to traffic, bus lane and parking restrictions, as well as coordination of works, freight

deliveries and ensuring safe public transport (including taxis and private hire vehicles) is vital to maximise the capacity, reliability and safety of all road-based transport and users. Policing and enforcement play an increasingly vital role in ensuring the reliability of the transport network, both surface and rail-based.

The LTCSP plays an essential role in supporting the Mayor's vision for reliable journeys, whether they are made by public transport, car, cycling or walking. Enforcement can assist the smooth flow of traffic by preventing disruption caused by collisions, breakdowns and congestion.

Parking enforcement also plays an important role: encouraging compliance and preventing infringements of parking and loading restrictions through the issuing of Penalty Charge Notices (PCNs) will support more reliable journeys on the road network.

### **Indicators of success:**

#### **Roads**

- Improved journey time reliability
- Less serious and severe disruption from collisions
- Shorter average time taken to reopen a road following fatal/life-changing collision

#### **Tube**

- Fewer Lost Customer Hours (LCH) - including a reduction in disruption offences

#### **Priorities**

Roads - improve journey time reliability on London's roads:

- Respond to unplanned incidents including collisions
- Manage planned events and demonstrations
- Open roads quickly following incidents
- Target high-risk locations for traffic disruption
- Target vehicles that are at risk of causing disruption, including pedicabs

Rail - help keep London's rail and Tube system running:

- Reduce cable theft
- Reduce trespass
- Reduce disruption from fatalities
- Reduce disruption caused by antisocial behaviour

## Actions for Objective 5

### – Reduce disruption and delay on the transport network

Number	Action	Rationale	Source
5.1	Work with DVSA and Traffic Commissioners, to enforce against non-compliant, and potentially dangerous, commercial and public service vehicle operators and take action against those operators whose vehicles cause disruption and safety concerns on London's roads	Dangerous and non-compliant vehicles can cause collisions and may break down leading to delays and disruption for other road users. Removing these vehicles from the road and carrying out enforcement activity against the operator will help reduce the chance of these taking place	Roads Task Force (TfL Response)
5.2	Identify key locations across London where congestion, collisions and antisocial driver behaviour are having a significant impact, and introduce integrated problem-solving plans for these locations through 2014	Developing problem-solving plans will help to deliver longer term solutions to locations experiencing crime, congestion and collisions	Roads Task Force (TfL Response)
5.3	Prioritise compliance via a coordinated data-driven approach with the police, DVSA and other enforcement authorities ensuring activity is focused on reducing disruption and road risk	To have the biggest impact on all LTCSP objectives, the partnership will aim to develop an integrated approach to improving road safety, reliability and reducing crime	Roads Task Force (TfL Response)
5.4	Assess the impact of installing enforcement cameras at the 205 yellow box junctions on the TLRN that are currently unenforceable	Compliance with yellow box junctions helps to keep junctions clear and traffic flowing	Roads Task Force (TfL Response)
5.5	Review the road categorisation used to determine the levels of on-street enforcement against illegal parking to ensure appropriate resourcing across London to ensure deterrence	Levels of enforcement will be reviewed to ensure on-street officers prioritise locations with low levels of compliance which cause the greatest disruption to residents, businesses and the flow of traffic	TfL and MPS Smoothing Traffic Flow group
5.6	Continue to resource a partnership Traffic Analysis Centre to ensure enforcement resources are intelligently deployed to prevent congestion	Good intelligence will ensure the best use of resources across the network to reduce disruption	TfL and MPS Smoothing Traffic Flow group
5.7	Ensuring on-street enforcement staff work flexibly and are equipped and trained to deal with any issues they encounter on the network, with impact assessed through a CompStat-style performance management process	Multi-skilled staff will be able to tackle a range of issues on the network	Roads Task Force (TfL Response)

Number	Action	Rationale	Source
5.8	Create a dedicated 24/7 police unit that is capable of responding to all incidents that have the potential to seriously disrupt the road network	A 24/7 dedicated police response to unplanned disruptive incidents on the network will help to prevent congestion as a result of unplanned incidents	Roads Task Force (TfL Response)
5.9	Continue to prioritise the Blackwall Tunnel with dedicated policing presence to reduce disruption caused by overheight vehicles and other incidents	The Blackwall Tunnel is vulnerable to disruption caused by unplanned incidents including breakdowns and overheight vehicles. Dedicated policing ensures a prompt response to clear the road quickly, reducing delays	Roads Task Force (TfL Response)
5.10	Extend the dedicated roads policing cover at the Blackwall Tunnel to 24 hours	Incidents occurring at night and in the morning can have a knock-on impact upon the morning peak. 24/7 coverage will help to ensure incidents are resolved as quickly as possible, reducing the impact on traffic flow	LTCSP
5.11	Expand the role of borough-based transport policing teams to develop problem-solving plans for local parking and congestion	Borough-based transport teams are well placed to address LTCSP network disruption issues, especially through a combination of problem-solving, prevention and response	LTCSP
5.12	Tackle disruptive and dangerous pedicabs through the funding of regular police operations in Westminster	Pedicabs are unregulated and cause disruption in central London through illegal parking	Referenced in the Mayoral Transport Manifesto
5.13	Create a more effective removals response to abandoned, illegally parked vehicles and vehicles causing an obstruction on the transport for London road network	Illegally parked and abandoned vehicles can cause significant disruption to London's roads. An effective removal service will help to reduce the delay and disruption from these vehicles	TfL and MPS Smoothing Traffic Flow group
5.14	Carry out a trial of enforcement against premises which obstruct pavements with advertising A-boards	A-boards used for advertising can cause significant obstruction to pedestrians using the pavement. On-street enforcement will be used to prevent premises causing obstructions to pedestrians	LTCSP

Number	Action	Rationale	Source
5.15	Further reduce the time taken to deal with fatalities while maintaining our high standards of investigation	To minimise delays to customer journeys caused by service disruption	BTP Policing Plan
5.16	Continue to tackle trespass, cable theft and graffiti on the rail and Tube network	These types of crime can cause serious delays to the rail and Tube network and will be targeted throughout the life of the strategy	BTP Policing Plan
5.17	Co-locate police and TfL planning services for abnormal loads to ensure better coordination of disruptive vehicle movements in London	Improved joint planning for abnormal load movements will help to ensure the minimum disruption to London's roads	TfL and MPS Smoothing Traffic Flow group
5.18	Extend the Roads Reopening Protocol to include other types of crime and police activity	The original roads reopening protocol set out an agreement between TfL and the MPS to reduce disruption at fatal collisions. The new protocol will address disruption from other closures, including public order incidents	Roads Task Force (TfL Response)
5.19	Continue to support the lane rental scheme by using on-street parking enforcement officers to report on disruptive roadworks	On-street officers have been very successful in identifying roadworks that are causing disruption, resulting in prosecution and fines to utilities companies	TfL and MPS Smoothing Traffic Flow group
5.20	Support the BTP Fatality Management Project – continuing to work in partnership with the BTP, Network Rail and the Samaritans to train staff to recognise the signs of a person who is struggling to cope and may be suicidal	Preventing fatalities on the rail and Tube network will help to reduce the number of tragic incidents occurring on the network and the impact on families, staff and disruption to passengers	BTP
5.21	Expand the jurisdiction of BTP at London Bridge station to include the approach and exit roads	The dedicated hub team will be responsible for both reducing crime and ensuring the smooth flow of buses and taxis in the immediate area around the station	

### **Policing to reduce delays on the Tube**

The BTP has pioneered policing initiatives to improve reliability on the Tube network.

One recent enterprise is a specialist BTP unit which provides 'blue light' support to TfL's Emergency Response Unit (ERU) during emergencies on the Tube. This enables the ERU to respond rapidly to situations where public safety is at risk, such as obstructions blocking the track, broken-down trains, signal failures, faulty lifts and 'person under a train' incidents. Initiatives such as these are an important part in the Mayor's ambition to reduce delays on the Tube by 30 per cent by 2015.

### **Fit for the Future – London Underground**

Research shows that customers need safe and reliable journeys, reassurance and security, assistance, information and value for money. An ambitious programme of change for London Underground is under way to meet these needs and make the Tube fit for the future and ensure that 'Every Journey Matters'<sup>13</sup>, including:

- A new 24-hour Tube service at weekends from 2015

- A more frequent and reliable service with better, more accessible stations
- All stations staffed and managed while services are operating
- Simpler ticketing
- The best possible value for the fare you pay

The LTCSP will support these objectives by ensuring that policing and enforcement activity provide customers on the network with the assistance and reassurance they need. Critical to delivery of the Every Journey Matters programme is reliability. The LTCSP will reduce crime and behaviour that cause delays and disruption and reassure staff and customers.

An LTCSP project is under way to provide direction to the Night Tube programme regarding the benefits, risks and mitigations relating to crime and antisocial behaviour which may arise. The project will also address adaptations to policing that will be required to support the safe delivery of night-time Tube services.

<sup>13</sup> [www.tfl.gov.uk/microsites/investments](http://www.tfl.gov.uk/microsites/investments)



## Reducing self-harm

It is a sad truth that attempted suicide and suicide fatalities on the rail network have a devastating impact, not only on the individual and his or her family, but also on other passengers and transport staff who may witness the incident. The operation of the network as a whole is also affected, leading to delays for thousands of passengers. Our work at preventing and responding to such incidents is broad, requiring great sensitivity to the devastating situation and also swift action to restore services, and we constantly aim to improve our response.

The BTP continues to work on the Fatality Management Project, developing the already successful training of response officers who are the first to a scene of crime or self-harm. A partnership between the BTP, Network Rail and the Samaritans works to train staff to recognise a person who is showing signs that they are struggling to cope and may be suicidal.

The new BTP Strategic Mental Health and Suicide Prevention Team brings together work undertaken by the police, rail industry and mental health professions and is developing short, medium and long-term interventions to try to reduce the number of suicides.

As well as working with medical professionals and the voluntary sector, the BTP also targets suicide hotspots to try to ensure that any potential environmental changes that would reduce risk have been considered as part of the wider strategy.

## Pedicabs

TfL is working in collaboration with Westminster City Council and the MPS to tackle the problems caused by pedicabs, especially where they obstruct the highway, delaying buses and traffic, blocking pavements, and creating dangers for pedestrians.

The powers available to MPS to tackle pedicabs are limited and the legislation is archaic, but within these limitations, TfL has funded and supported additional police enforcement operations since 2012. These are delivered with immigration services so that offenders and overstayers are deported. To date, officers have seized nearly 400 pedicabs and arrested their drivers, and issued nearly 900 warnings. Enforcement activity increases during summer months when the number of pedicabs on the streets rises.

### **Policing Blackwall Tunnel**

A joint initiative between TfL, the MPS and DVSA has placed officers from the MPS Safer Transport Command Roads Policing Unit at the tunnel from September 2011.

Tunnel policing was originally introduced in February 2011 for a 12-week trial period, providing an immediate response to incidents such as breakdowns and accidents that occur in or around the tunnel. The trial was so successful in reducing the amount of time it took to reopen the tunnel after an incident that TfL agreed to fund this initiative on a permanent basis.

In addition, the team also carries out enforcement operations and stop-checks on potentially sub-standard vehicles to help prevent these incidents from occurring in the first place.

A site office has been built near the tunnel for MPS and DVSA officers to

carry out enforcement activity and support more partnership operations. The new site includes specialist equipment to weigh and inspect suspect vehicles.

An assessment of the impact of policing and other technology and infrastructure changes carried out in 2011 showed that the number of incidents causing tunnel closure had reduced by 19 per cent and the average time taken to deal with each incident had halved from 35.88 minutes to 16.69 minutes.

In addition, unplanned closures had reduced by 32 per cent, overheight vehicles had reduced by 18 per cent, breakdowns had reduced by 28 per cent and collisions resulting in tunnel closure had reduced by 44 per cent.

Focused policing at this critical London location has improved reliability and safety for all users of the Blackwall Tunnel.



## Relevant strategies and plans

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### **Roads Task Force**

The Roads Task Force report, published in July 2013, sets out a vision of how London can cope with major population growth and remain one of the most vibrant, accessible and attractive world cities.

The Right Direction supports the objectives of the Roads Task Force report, primarily by focusing enforcement activity on reducing disruption and road risk, and improving compliance with the rules of the road.

### **Safe Streets for London**

The Safe Streets for London plan has set a target to reduce KSI collisions by 40 per cent by 2020, with the ambition of working together towards roads that are free from death and serious injury. The plan's programme is based on three key factors in collisions – safe roads, safe vehicles and safe people – plus a fourth area of action: delivering in partnership. Enforcement and policing will help to address all the factors identified in the plan.

### **The Mayor's Office for Policing and Crime (MOPAC) plan**

The Police and Crime Plan is the Mayor's strategy for tackling crime and making London safer. The plan is a statutory document which runs for four years from 2013 to 2017.

The plan aims to cut neighbourhood crime by 20 per cent, boost confidence in policing by 20 per cent and cut costs by 20 per cent – this is known as MOPAC 20/20/20 challenge. The plan prioritises local policing, keeping police officer numbers high and improving access to the police.

Plans are also set out for reducing the size of the MPS estate to cut costs. The strategy for delivery is focused on:

- Police resources and performance – 'crime, confidence and costs'
- Crime prevention – 'people, places and problems'
- Justice and settlement – 'reparation, rehabilitation and reform'

The LTCSP supports the Police and Crime Plan objectives to achieve a 20 per cent reduction in seven key neighbourhood crime types by 2016.

The LTCSP supports the Mayor's plan to boost confidence in the police. Confidence is measured by the Crime Survey for England and Wales with the question, 'Taking everything into account, how good a job do you think the police in this area are doing?' In the MPS area, 62 per cent of people think they are doing a good job. The Mayor wants this to be 75 per cent by 2017.

The MPS confidence model identifies four aspects of policing which have the most influence on public confidence in the police. These are:

- Effectiveness in dealing with crime
- Engagement with the community
- Fair treatment
- Alleviating local antisocial behaviour

The LTCSP is committed to providing local, neighbourhood-style policing on the transport network, reassuring and engaging meaningfully with the community. Through this work, the partnership will support the aims of the Police and Crime Plan to improve confidence in policing.

### **British Transport Police Authority Strategic Plan 2013-2019**

The BTP is the UK's national police force responsible for policing the rail network. The BTPA oversees the police force, setting targets and allocating funding for its budget.

BTPA Strategic Plan sets out the BTP's vision, ambition and objectives for the next six years. The plan identifies the significant challenges to the rail network that will emerge with increased demand – projected to be an average of 16 per cent across the UK, and 35 per cent in London between 2006 and 2031. For example, Crossrail and stations built along the central route of the line will provide a 10 per cent increase in rail capacity in the Capital, with around 200 million passengers travelling on the new network each year.

The plan identifies the importance of maintaining and improving service quality as passenger numbers continue to rise, and notes that the impact of any inconvenience caused by disruption will increase. The target of 92 per cent for punctuality is particularly challenging in the context of increased freight and passenger traffic, in addition to the likely disruption from planned infrastructure enhancement works.



### The BTP has set these targets:

- Keep transport systems running (reduce minutes lost to police-related disruption by at least 20 per cent)
- A safe and secure railway (reduce crime on the railway by 20 per cent)
- Promote confidence in using railways (increase passenger confidence by at least 10 per cent)
- Deliver value for money (achieve the targets within the Medium Term Financial Plan with annual cost increases within RPI)

Financial pressures, improving operational performance while building new infrastructure and accommodating forecast growth in passenger numbers and freight will require a fundamentally new approach to the role of the BTP. The BTP will respond to these challenges by enhancing the command resilience, operational grip and ability to respond, building capacity and creating more effective relationships with stakeholders to strengthen frontline policing.

### City of London Police Policing Plan 2014-2017

The Policing Plan sets out the priorities and approach of the City of London Police from 2014-17. The plan has the following priorities:

1. Counter-terrorism
2. Safer roads
3. Public order
4. Reducing crime
5. Antisocial behaviour
6. Fraud

The mission of the City of London Police is to make the City safer by upholding the law fairly and firmly, preventing crime and antisocial behaviour, keeping the peace, protecting and reassuring the community, investigating crime and bringing offenders to justice. The stated outcome is to ensure that London is a city where workers, residents, businesses and visitors are safe and feel secure.

### The Mayor's Vision for Cycling

The Mayor's Vision for Cycling was published in March 2013. It sets the ambition to double the amount of cycling in London over the next

10 years, and aims to achieve four important outcomes:

1. A Tube network for the bike. London will have a network of direct, joined-up cycle tracks, with many running in parallel with key Underground, rail and bus routes
2. Safer streets for bikes. Spending on the junction review will be significantly increased and substantial improvements to the worst junctions will be prioritised. With government help, a range of radical measures will improve the safety of cyclists around large vehicles
3. More people travelling by bike. We will 'normalise' cycling, making it something that anyone can feel comfortable doing
4. Better places for everyone. The new bike routes are a step towards the Mayor's vision of a 'village in the city', with more trees, more space for pedestrians and less traffic

The LTCSP has an important role to play in supporting this vision for growth in cycling. Two major barriers to cycling – fear of injury and theft of cycles – are priorities for LTCSP members. Enforcement and education can help to remove these barriers.

## Cross-cutting projects

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### **Project Spiderweb**

Project Spiderweb was a multi-agency theft reduction initiative involving the MPS, BTP and TfL that ran between July 2011 and June 2012. It was created in response to the risk of increased theft during the Olympic Games when London's transport network was much busier, with organised pickpocketing gangs expected to target passengers at the most crowded locations. Using a variety of innovative tactics, the project achieved its stated objective of a 10 per cent reduction in theft of passenger property.

The project had a unique structure, with a board of senior level representatives from each agency providing direction, several work strands including offender management and CCTV to ensure a holistic approach, and four full-time staff to provide administrative support.

A pan-modal project target of 10 per cent was used to encourage joint working and to reduce modal-displacement.

### **Project Cycle Ops**

Project Cycle Ops was set up by the LTCSP to reduce cycle theft in London. Against a backdrop of increased cycle journeys, with more people cycling than ever before, the partnership tackled cycle theft across London achieving a 10 per cent reduction in a 12 month period compared to each of the previous three years, meaning that more than 2,000 fewer cyclists had their bike stolen.

# Appendix C

## LTCSP approach

The theoretical framework underpinning the work of the LTCSP has helped to support improvements in the safety and security of the transport network over many years. Prevention remains at the heart of the LTCSP's approach to improving the safety and security of the transport network. The partnership has used a range of crime reduction techniques, such as the introduction of bus driver assault screens and graffiti-resistant surfaces, both of which have helped to reduce the risk of violence and criminal damage.

Following the 'problem-oriented policing' model (Goldstein 1979) the LTCSP has proven effective at using a problem-solving approach to address the conditions that give rise to recurring crime problems. For example, the effective problem-oriented policing initiatives of Safer Travel at Night (Burton and McGregor 2006) and Taking the Wheels Off Bicycle Theft (Brown and Halliwell 2011) both won the international Goldstein Award for international excellence in problem-oriented policing.

The LTCSP continues to make effective use of signal crime<sup>15</sup> and broken windows theories<sup>16</sup>. These state that by tackling low level crime and disorder, more serious crime can be driven out of the system and that focusing on certain visible crimes can also reduce fear of crime.

The four Ps (partnership, prevention, problem-solving and performance) and the theories are now being applied to road safety issues and offences which cause disruption and delay to the road and Tube network. For example, enforcing against breaches of parking regulations on the road network, or tackling trespass on the rail network, can help to prevent more serious offending from taking place by showing that the networks are well managed and breaches in rules or regulations are not tolerated.

We believe that by tackling so called 'low-level' antisocial behaviour and crimes such as fare evasion and criminal damage, the partnership is able to have a greater impact on more serious crime. This approach also brings great benefits for staff and passengers alike, as it is these types

<sup>15</sup> Innes, M. (2004) 'Signal crimes and signal disorders: notes on deviance as communicative action', *British Journal of Sociology*.

<sup>16</sup> [www.manhattan-institute.org/html/detroit.htm](http://www.manhattan-institute.org/html/detroit.htm)



of highly visible crimes that can have an impact on how safe people feel.

Building on these established ways of working, the partnership will use evidence in an even more rigorous way to identify what works in tackling crime, reducing congestion and collisions. 'Evidence-based policing'<sup>17</sup> uses scientific standards of evidence to inform decisions on what intervention/tactics to implement in order to deal with specific problems/issues. Operation Beck<sup>18</sup> is an example of an evidence-based approach to the deployment of policing patrols on London Underground.

The LTCSP approach to evidence is two-fold, both developing new evidence locally (for example Beck) and other operations, plus making use of the best available established evidence on what works<sup>19</sup>.

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<sup>17</sup> Ideas in American Policing, Police Foundation, July 1998 [www.policefoundation.org/ideas-american-policing](http://www.policefoundation.org/ideas-american-policing)

<sup>18</sup> Barak Ariel & Lawrence Sherman, Conference on Evidence-Based Policing, Jerry Lee Centre of Experimental Criminology, 10 July 2012 [www.crim.cam.ac.uk/research/experiments/](http://www.crim.cam.ac.uk/research/experiments/)

<sup>19</sup> There is a growing body of research being led by organisations like the Society of Evidence Based Policing ([www.sebp.police.uk](http://www.sebp.police.uk)) and the newly established College of Policing ([www.college.police.uk](http://www.college.police.uk)). In developing the evidence for what works, the use of randomised control trials to prove an impact is now being established in policing the transport network.

# Appendix D

## Improving the measurement of fear of crime

Fear of crime has traditionally been measured in the Crime Survey for England and Wales (formerly British Crime Survey), using questions like this:

Q: 'How worried are you about...  
being mugged and robbed?'  
[very worried, fairly worried,  
not very worried or not at  
all worried]

Source: ONS (2012)

There are several problems with the wording of this question. The 'How' presupposes that everyone experiences some level of worry (Moser & Kalton, 1971). The question also doesn't point to a specific period of time. Is the questioner asking about levels of worry this week or over the last year? The question is also restrictive in the range of emotional responses to crime. It is possible to experience anger or frustration as well as worry about crime (Ditton et al., 1999). The question also doesn't distinguish between particular episodes of worry and a more diffuse anxiety about crime (Farrall & Ditton, 1999).

One of the other principal weaknesses of the question is its failure to differentiate between the intensity and the number of times respondents feel worried (Farrall & Gadd, 2004).

Without a filter question to measure the frequency of worry it is not possible to identify those who worry on a continuous basis.

In the 2003/04 British Crime Survey a new set of measures were trialled to assess the frequency of worry about different types of crime.

Source: Gray et al. (2008)

Q1: 'In the past year, have you ever felt worried about . . . robbery?'

Q2: [if Yes at Q1] 'How frequently have you felt like this in the last year?'  
[n times recorded]

Q3: [if yes at Q1] 'On the last occasion how fearful did you feel?'  
[not very worried, a little bit worried, quite worried, very worried or cannot remember]

Thirty-five per cent of respondents reported being 'very'/'fairly' worried about being robbed but only 16 per cent said that they had worried in the last 12 months, and of these, only a third or so had worried between one and three times (Gray et al. 2008). The authors found that the standard intensity question tended to exaggerate levels of crime fear

because it did not explore the frequency of such worries.

Farrall et al. (2009) have constructed a typology of fear based on these new measures. Those who are 'unworried' report not being worried about crime and cannot recall a recent episode of worry. The 'anxious' report being worried about crime but cannot recall a recent episode of worry. The 'worried' report being worried about crime and can recall a recent episode of worry.

### Category of worry

Using the new method for measuring worry has enabled the partnership to

prioritise its activity towards groups that are most likely to experience worry while travelling, rather than groups that may be concerned but never actually experience it. The new groupings, laid out below, will enable the LTCSP to focus its work around those people who can remember a recent incident which worried them (around six per cent of all Londoners).

Passengers who are worried, but who can't recall anything on public transport that caused them worry, may require more general reassurance from staff and the police.

#### Unworried (74 per cent)

Not worried about personal security and unable to recall a recent episode of worry. These Londoners do not require any further action to reassure them while travelling.

#### Anxious (8 per cent)

Worried about personal security but unable to recall a recent episode of worry. These Londoners may benefit from general reassurance messages about the transport network's safety.

#### Unconcerned (11 per cent)

Not worried about personal security but able to recall a recent episode of worry. These Londoners have experienced an incident which caused them worry and would benefit from activity to reduce these incidents from occurring.

#### Worried (6 per cent)

Worried about personal security and able to recall a recent episode of worry. These Londoners will be the priority for the LTCSP to reduce their experience of worrying incidents while travelling.

