

Customer Service and Operational Performance Panel
Tuesday 6 December 2022
Post meeting publication

**5 Quarterly Customer Services and Operational Performance Report -
Quarter 2 2022/23 - Crime and Anti-Social Behaviour (Pages 1 - 18)**

Interim Chief Operating Officer and Chief Customer and Strategy Officer

The Panel is asked to note the paper

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The Six Month Crime and Anti-Social Behaviour Report was omitted in error from the Quarterly Customer Services and Operational Performance Report - Quarter 2 2022/23, published for the meeting of the Panel on 6 December 2022. This was reported to the meeting and Members agreed that they would be send copies and the missing Report would also be published on the website alongside the meeting papers.

CSOPP 6 December 2022

Six month Crime and
Anti-Social Behaviour
(ASB) Report

Page 2



Crime and Anti-Social Behaviour (ASB) Summary

Pan-modal crime and ASB trends

- This report focusses on the six months period of available since the last CSOPP crime and ASB report – April 2022 – September 2022.
- Overall recorded crime is higher at 17,923 crimes (Apr-22 to Sept-22) compared with the pre-pandemic average* (PPA) of 16,544 crimes; 8% additional recorded crimes.
- The crime rate per million passenger journeys for the same period is 11.5, compared to the PPA of 8.3.
- Whilst crimes are up 8% across all modes, passenger volume is down by 21% creating a higher rate of being a victim of crime, across all modes.

Mode	Pre-pandemic average (Apr to Sept)		Apr-22 to Sept-22	
	Volume	Rate	Volume	Rate
Bus	7,697	6.9	9,237	10.6
London Underground	7,291	10.7	6,873	13.6
London Overground	782	8.3	761	9.8
Elizabeth Line**	319	12.2	514	9.5
Docklands Light Railway	326	5.4	423	9.6
Trams	129	9.1	115	11.1
Overall crime	16,544	8.3	17,923	11.5

* The pre-pandemic average is the average of the preceding 3 financial years FY17/18, 18/19 and 19/20; it is inadvisable to compare directly with FY20/21 due to the abnormal recorded passenger and crime levels during the pandemic.

Passenger perception

- TfL Customer Pulse survey information reveals (Q2 July - September 22/23):
 - 32% felt worried on public transport in the past three months and 6% of Londoners overall were completely or temporarily deterred from using public transport due to a worrying incident.
 - Most worrying incidents occurred on the bus and London Underground networks.
 - The most commonly cited worrying incidents on the bus network include threatening behaviour of other passengers, youth/school-related ASB, passengers pushing/shoving each other, and drunkenness; and the most commonly cited worrying incidents on the LU network include drunkenness, overcrowding and threatening behaviour of other passengers. Passengers continued to cite concerns related to the pandemic (for example, fellow passengers not wearing a face covering), however these concerns have fallen and remain low level.

Bus-related Crime and ASB Summary

Bus-related offences - Summary

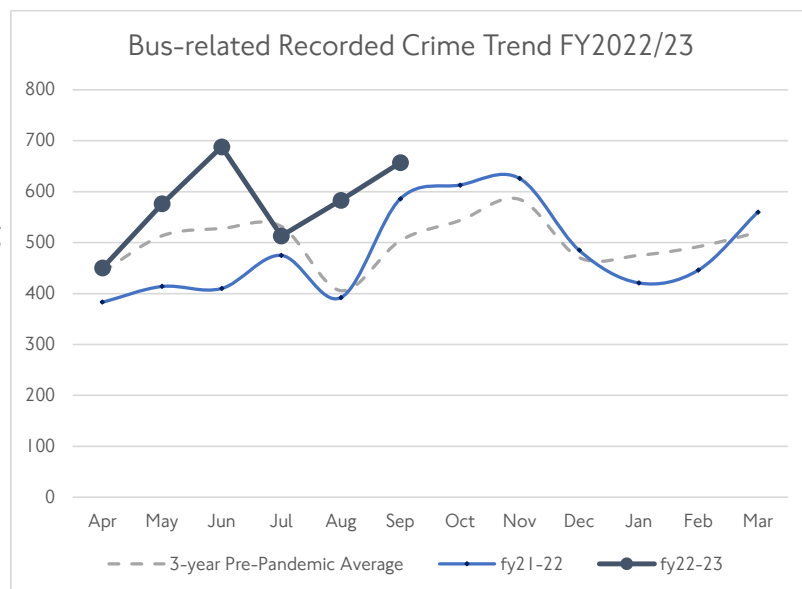
- Overall recorded crime is higher at 9,237 crimes recorded (Apr-22 to Sept-22) compared with the pre-pandemic average (PPA) of 7,697 crimes; 20% additional recorded crimes.
- The crime rate per million passenger journeys for the same period is 10.6, compared to the PPA of 6.9. Whilst crime volumes are up by 20%, on buses passenger volumes are down by 20%.
- The levels of reported sexual offences, theft, violence/public order, robbery and hate crime are at or exceed the PPA.
- TfL actively encourages the reporting of all sexual offences and sexual harassment

Crime category	Pre-pandemic average (Apr to Sept)	Apr-22 to Sept-22
Arson and Criminal Damage	322	375
Burglary	15	10
Drug Offences	84	91
Misc Crimes Against Society	14	9
Possession of Weapons	45	30
Robbery	594	937
Sexual Offences	355	476
Theft	3,287	3,794
Vehicle Offences	54	48
Violence Against the Person / Public Order Offences	2,927	3,467
Total Notifiable Offences	7,697	9,237
<i>Hate crime</i>	583	636
<i>Work-related violence and aggression</i>	507	501

Page 4

Bus-related VAP and Public Order

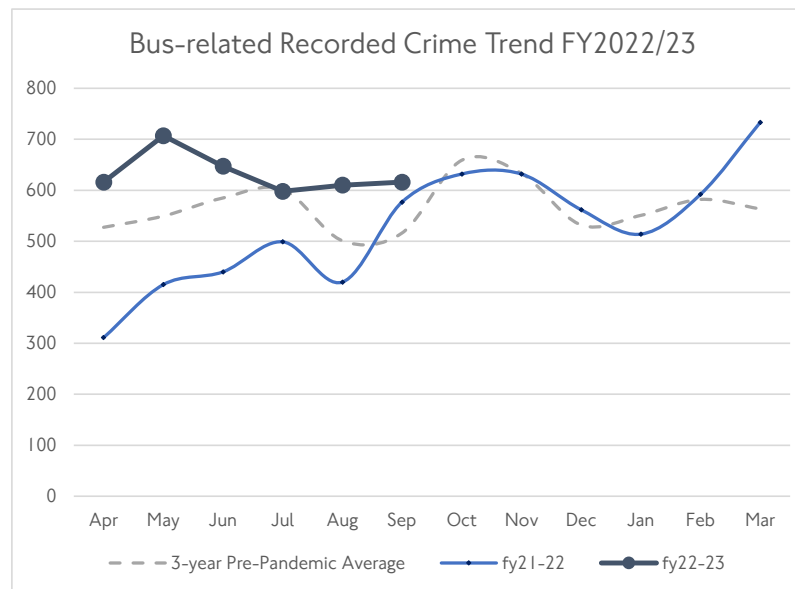
- VAP crime is 18% above the three-year PPA.
- Violence with injury comprises 24% of all Violence Against the Person (VAP) offences.
- Harassment and Common Assault (offences without injury) are the most common types of violence on the bus network, making up just over 63% of recorded violence.
- Peak times include 1500-1800 Monday to Friday, linked to younger passengers, and offences are spread throughout London. Though much lower in number, more serious acts of violence occur very late/ early hours at weekends, particularly around locations with a high density of night-time venues.
- Female victims in their teens and twenties are more commonly reporting harassment offences to the police. Males are more likely to be the victims of more serious violence with injury.



Bus-related Crime and ASB Summary

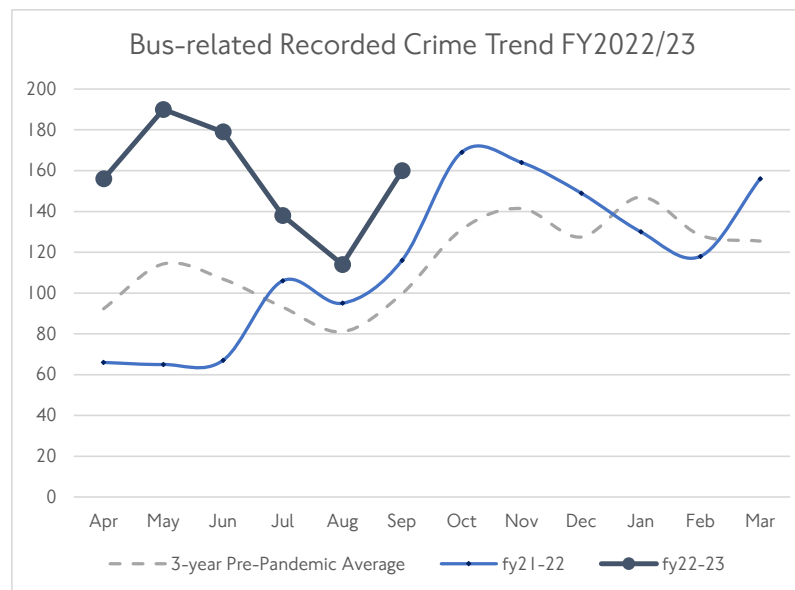
Bus-related Theft

- Theft on the bus network is following a similar trend to London-wide theft and is higher than the three-year PPA (see right).
- Reports of thefts of personal property are evenly spread throughout the day and week, although there are peaks from 14:00-19:00, particularly Monday to Friday. However, there is some variation by location. Bus theft in Westminster experiences peaks in the evenings and early hours at weekends.
- The majority of victims of theft are aged 18 to 40 years, with women in their twenties reporting most thefts.



Bus-related Robbery

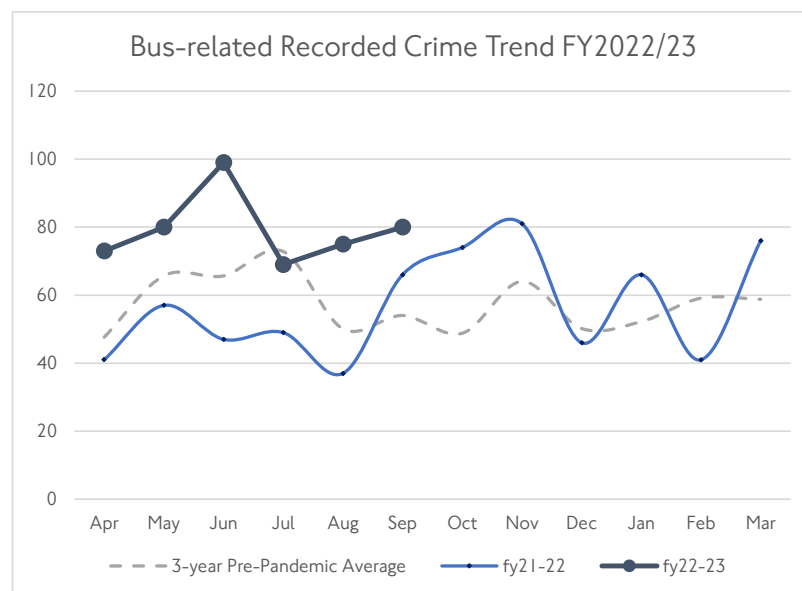
- Robbery has risen and is following a similar upward trend to London-wide robbery and is higher than the three-year PPA (see right).
- Young males are the most at risk from robbery, particularly those aged 12 to 19 years.
- Offences peak between 15:00 and 20:00, Monday to Friday, and there are other peaks in the evening and overnight at the weekends, particularly at locations with a large night-time economy.
- The top three boroughs for robbery offences, in the last six months, were: Croydon, Enfield and Lambeth.



Bus-related Crime and ASB Summary

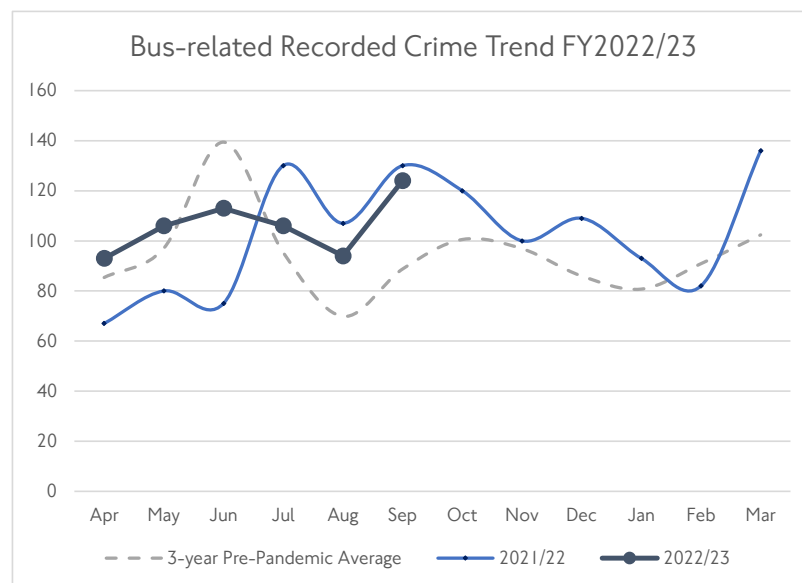
Bus-related Sexual Offences

- Sexual offences remain higher than the PPA since rising sharply following a decrease in July-22. This is potentially indicative success of the reporting campaign and wider awareness of sexual offences and importance of reporting to the police.
- Victims of reported sexual offences are overwhelmingly female, with victims generally aged 12 to 30 years and a substantial peak for school aged girls aged 12 to 18 years.
- Offences are reported throughout London and there are peaks 07:00-09:00 hrs and 15:00-18:00 hrs, Monday to Friday, and late afternoons and evenings on Saturdays.



Bus-related Hate Crime

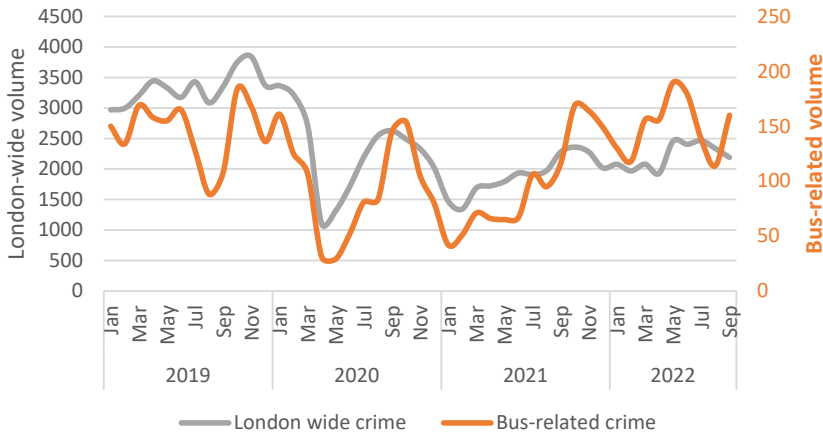
- Hate crime has risen and is higher than the three-year PPA (see right).
- Hate crime offences increase from around 14:00 hours, Monday to Friday, peaking 15:00-18:00. Again, there is another peak linked to the resumption of a night-time economy during the evenings and early hours at weekends.
- In terms of gender and age, victims of hate crimes are more evenly spread than many crime types, age ranging from 12 to 60+ years.



Bus-related Crime and London-wide Crime Trends

- The trends on the bus network closely reflect London-wide crime trends with overall bus-related crime during FY2021/22 5% lower than the three-year pre-pandemic average (PPA), whilst overall London-wide crime recorded by the Met Police is similarly 4% lower.
- The charts below depict how closely trends in bus-related sexual offences, VAP and theft are all following London-wide trends for the same offence categories, with the exception of robbery which is trending slightly higher on the bus network.

Robbery



Theft



Sexual Offences



Violence Against the Person and Public Order



London Underground Crime and ASB Summary

LU crime trends overall

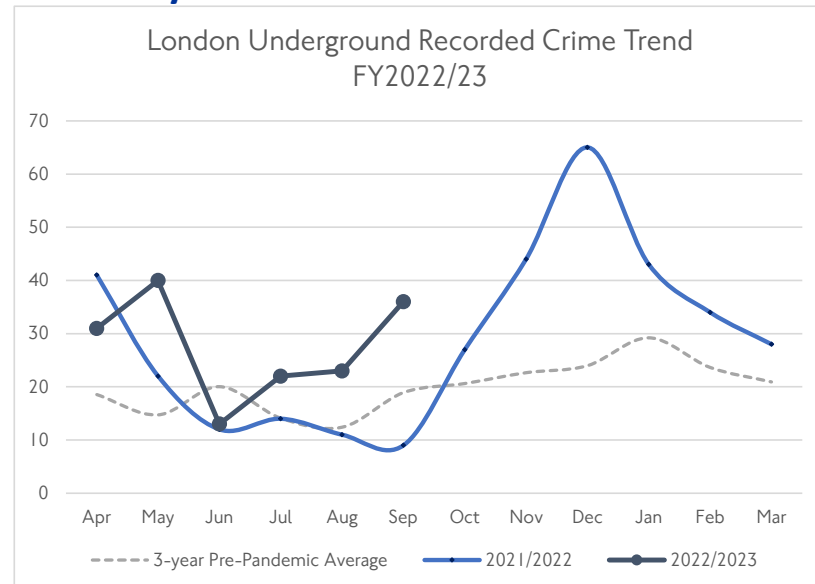
- Overall recorded crime is lower at 6,873 crimes recorded (Apr-22 to Sept-22) compared with the pre-pandemic average (PPA) of 7,291 crimes; 6% fewer recorded crimes.
- The crime rate per million passenger journeys is currently 13.6, compared to the PPA of 10.7 Whilst crimes are down 6%, passenger numbers are down 26% creating the higher crime rate.
- Robbery is a concern and reported at levels higher than the pre-pandemic average.
- Violence with injury comprises 14% of all VAP and Serious Public offences.

Crime category	Pre-pandemic average (Apr to Sept)	Apr-22 to Sept-22
Violence Against the Person / Serious Public Order	2,518	2,303
Sexual Offences	572	433
Criminal Damage	380	378
Line of Route	21	12
Theft of Passenger Property	3,094	2,903
Motor Vehicle/Cycle Offences	239	360
Robbery	97	165
Theft of Railway Property / Burglary	107	97
Serious Fraud	43	10
Drugs	160	168
Other Serious Offences	61	44
Total Notifiable	7,291	6,873
<i>Hate crime</i>	480	413
<i>Work-related violence and aggression</i>	613	416

LU crimes of note

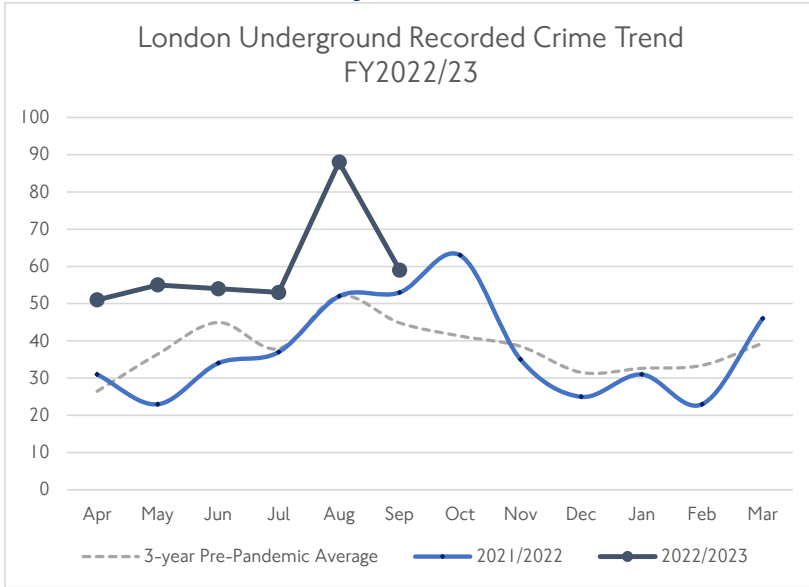
- Robbery is higher than the three-year PPA.
- 50% of robberies are committed on train, 23% on platforms and 7% at station entrance/exit. The top three stations were Seven Sisters, Stratford and Kings Cross/ St Pancras.
- Fridays have 19% of offences, more than any other day. Key times were 14:00-17:00 and 19:00-21:00. Thursdays have the fewest offences with 10%.
- Motor Vehicle / Cycle offences (chart overleaf) are also above pre-pandemic average with most incidents being thefts of cycles from storage/docking areas at stations.

LU Robbery



London Underground Crime and ASB Summary

LU Motor Vehicle / Cycle Offences



Elizabeth Line* Crime and ASB Summary

(* the information in this section refers to crimes recorded on both the TfL Rail and Elizabeth Line services)

Elizabeth Line crime trends overall

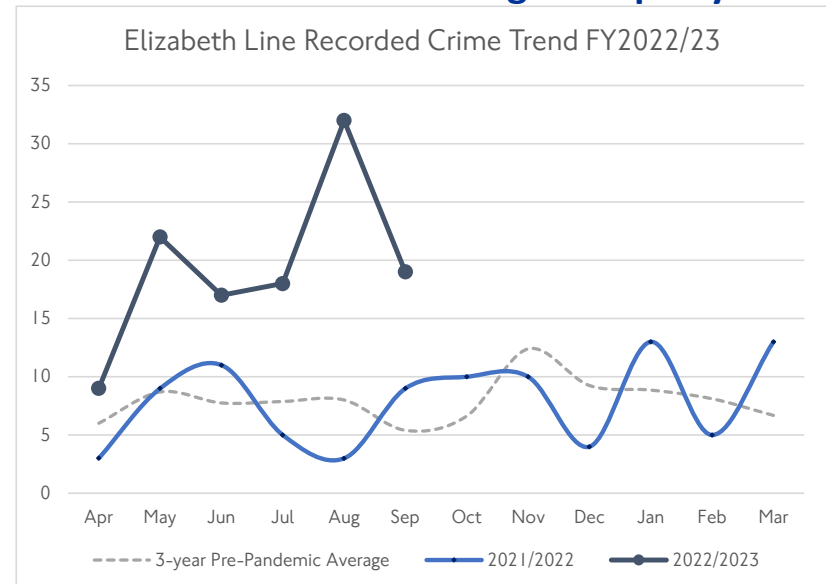
- Overall recorded crime is higher at 514 crimes (Apr-22 to Sept-22) compared with the pre-pandemic average (PPA) of 319 crimes; 61% additional recorded crimes; we forecast the whole year will be higher due to additional passengers with the full opening of the Elizabeth Line.
- The crime rate per million passenger journeys is currently 9.5, compared to the PPA of 11.0. Whilst crimes are up 61%, passengers are up 87% creating the lower crime rate.
- Whilst some categories of crime are slightly higher than the PPA, there are few concerns (see below for crimes of note).

Crime category	Pre-pandemic average (Apr to Sept)	Apr-22 to Sept-22
Violence Against the Person / Serious Public Order	148	242
Sexual Offences	13	16
Criminal Damage	24	23
Line of Route	1	1
Theft of Passenger Property	44	117
Motor Vehicle/Cycle Offences	59	55
Robbery	6	19
Theft of Railway Property / Burglary	12	5
Serious Fraud	1	1
Drugs	7	31
Other Serious Offences	4	4
Total Notifiable	319	514
<i>Hate crime</i>	25	51
<i>Work-related violence and aggression</i>	64	48

Elizabeth Line crimes of note

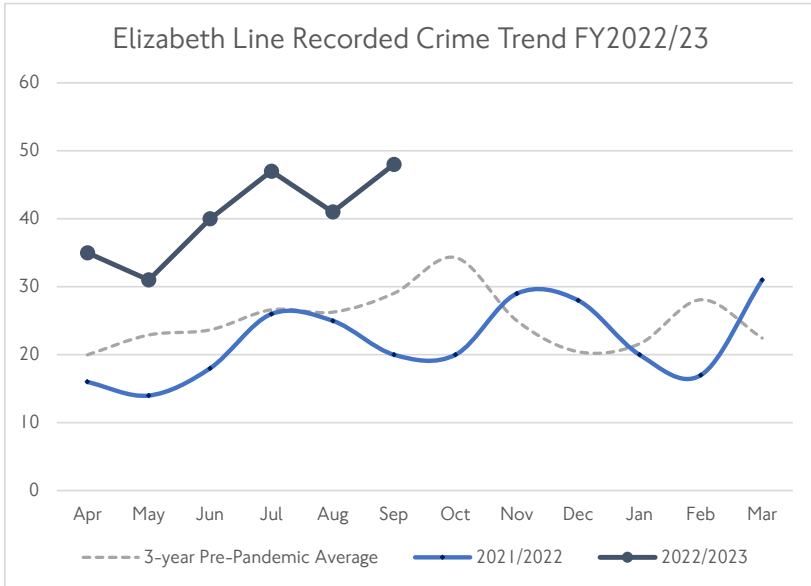
- Theft of passenger property has steadily risen and is higher than the three-year PPA (see right).
- Nearly one half of thefts are committed on train, 18% on platforms. Thefts are now more common on Thursdays and Fridays, in line with the busiest times on the network. Key times are 17:00-21:00. Sundays and Mondays have the fewest offences.
- VAP and Serious Public Order is higher than the three-year PPA (see chart overleaf). VAP / SPO tends to increase during the afternoons and evenings.
- Violence with injury comprises 10% of all VAP / SPO.

Elizabeth Line Theft of Passenger Property



Elizabeth Line Crime and ASB Summary

Elizabeth Line VAP / Serious Public Order



London Overground (LO) Crime and ASB Summary

LO crime trends overall

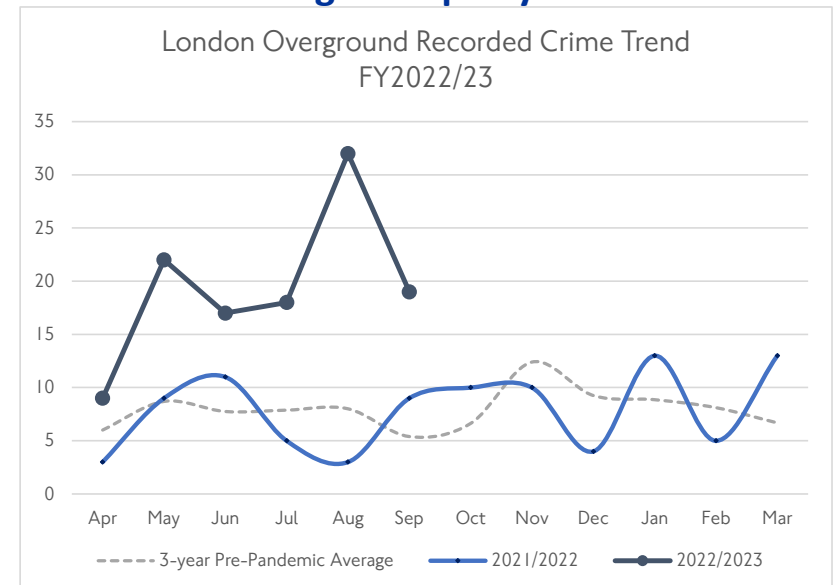
- Overall recorded crime at 761 crimes (Apr-22 to Sept-22) is lower than the pre-pandemic average (PPA) of 782 crimes; 3% fewer recorded crimes.
- The crime rate per million passenger journeys is currently 9.8, compared to the PPA of 8.3. Whilst crimes are down 3%, passengers are down 18% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.
- Violence with injury comprises 12% of all VAP and Serious Public offences.

Crime category	Pre-pandemic average (Apr to Sept)	Apr-22 to Sept-22
Violence Against the Person / Serious Public Order	396	363
Sexual Offences	42	35
Criminal Damage	57	101
Line of Route	1	4
Theft of Passenger Property	141	147
Motor Vehicle/Cycle Offences	81	72
Robbery	16	19
Theft of Railway Property / Burglary	19	5
Serious Fraud	2	2
Drugs	20	11
Other Serious Offences	7	2
Total Notifiable	782	761
<i>Hate crime</i>	<i>84</i>	<i>90</i>
<i>Work-related violence and aggression</i>	<i>136</i>	<i>96</i>

LO crimes of note

- Theft is higher than the three-year PPA, albeit there was a sharp decrease in September on the LO network. (see right)
- Theft tends to increase between 15:00 – 21:00 hrs and are mainly on Wednesdays and Fridays, suggesting a link to younger victims and offenders, a common theme across all modes. 61% of offences are on train and 14% on platforms.

LO Theft of Passenger Property



DLR Crime and ASB Summary

DLR crime trends overall

- Overall recorded crime is slightly higher at 423 crimes recorded (Apr-22 to Sept-22) compared with the pre-pandemic average (PPA) of 326 crimes; 30% additional recorded crimes.
- The crime rate per million passenger journeys is currently 9.6, compared to the PPA of 5.4. Whilst crimes are up 30%, passengers are down 27% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.
- Violence with injury comprises 13% of all VAP / SPO.

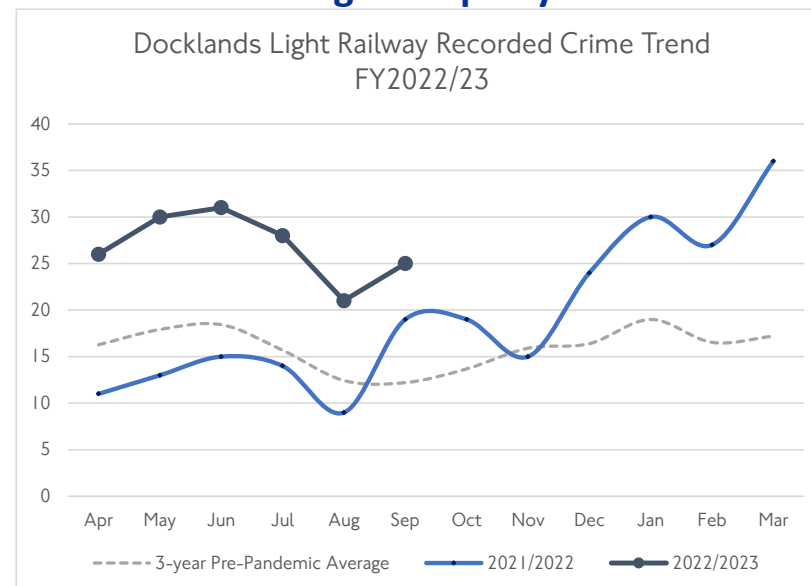
Crime category	Pre-pandemic average (Apr to Sept)	Apr-22 to Sept-22
Violence Against the Person / Serious Public Order	155	151
Sexual Offences	14	17
Criminal Damage	15	39
Line of Route	3	6
Theft of Passenger Property	91	161
Motor Vehicle/Cycle Offences	10	21
Robbery	14	16
Theft of Railway Property / Burglary	11	4
Serious Fraud	0	1
Drugs	10	5
Other Serious Offences	4	2
Total Notifiable	326	423
<i>Hate crime</i>	33	29
<i>Work-related violence and aggression</i>	52	35

Page 13

DLR crimes of note

- Theft of passenger property is higher than the three-year PPA (see right).
- Thefts are fairly evenly spread Tuesdays to Saturdays, with peak times between 15:00-21:00.
- 62% of thefts are committed on trains, 8% on platforms. Elverson Road has had the most thefts reported in the last six months.

DLR Theft of Passenger Property



Trams Crime and ASB Summary

Trams crime trends overall

- Overall recorded crime at 115 crimes recorded (Apr-22 to Sept-22) is lower than the pre-pandemic average (PPA) of 129 crimes; 11% fewer recorded crimes.
- The crime rate per million passenger journeys is currently 11.1, compared to the PPA of 9.5. Whilst crimes are down 11%, passenger numbers are down 27% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.
- Violence with injury comprises 10% of all VAP and Serious Public offences.

Crime category	Pre-pandemic average (Apr to Sept)	Apr-22 to Sept-22
Violence Against the Person / Serious Public Order	74	62
Sexual Offences	7	1
Criminal Damage	10	16
Line of Route	5	1
Theft of Passenger Property	14	13
Motor Vehicle/Cycle Offences	4	2
Robbery	7	16
Theft of Railway Property / Burglary	1	1
Serious Fraud	1	0
Drugs	5	3
Other Serious Offences	0	0
Total Notifiable	129	115
<i>Hate crime</i>	10	6
<i>Work-related violence and aggression</i>	19	13

Trams crimes of note

- There are no crimes of note to report upon during the last six months.

Improving Customer Confidence

Headline result – safety and security questions Q1 21/23

32% have felt worried about **personal security** on public transport in the last 3 months

6% of Londoners that use public transport have been completely/temporarily deterred from using public transport following an incident

Impact of worrying incident on usage

All who have felt worried about personal security in the last 3 months



Yes, stopped me completely



Yes, stopped me temporarily



Yes, put me off but I still travel



No, did not put me off



Don't know

Page 15

Transport where incidents occurred

All who have felt worried about personal security in the last 3 months



Bus 34%



Underground 35%



LO 10%

Incidence of events

(Last 3 months)

4% Experienced **unwanted sexual behaviour** on public transport

4% Experienced **hate crime targeted at self** on public transport

3% Witnessed **someone committing a crime** on public transport



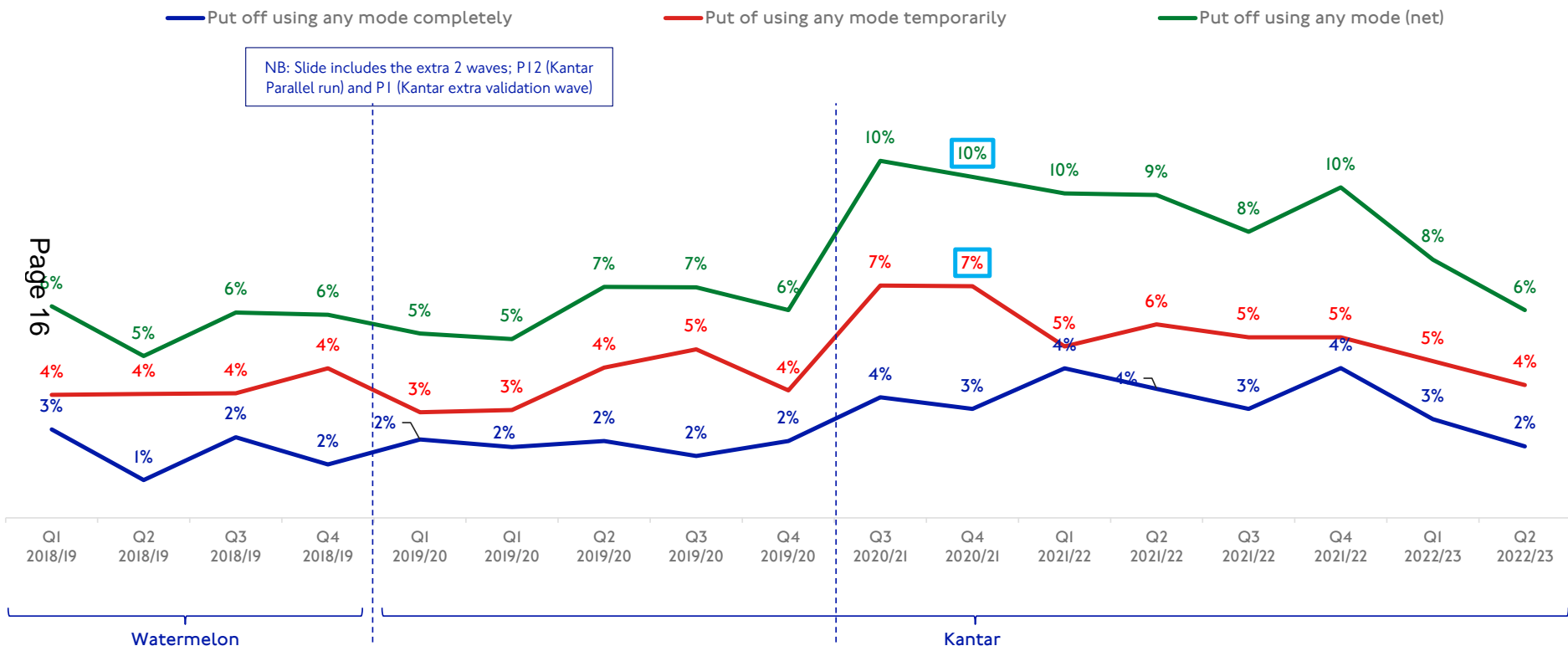
SAFETY_01: In the last three months, have you ever felt worried about your personal security (i.e. being safe from crime or antisocial behaviour) when using public transport in London? All respondents that have used public transport in the last few months : Q2 2023=940. SAFETY_04: Has this worrying incident put you off using this mode of transport again? : All respondents that have used public transport in the last few months : Q2 2023=940. SAFETY_03. What mode of transport were you using (or planning to use) when you (last) experienced this worrying incident? Base: All respondents who have experienced a worrying incident in the last 3 months: Q2 2023=319. SAFETY_02. What was the most recent worrying incident you experienced when using public transport in London? Base: All who have experienced a worrying incident: Q2 2023=319



Improving Customer Confidence

Slightly fewer Londoners have been put off completely from using public transport after a worrying incident

Deterred from any mode due to worrying incident
 - Based on all Londoners that have used public transport in the last year
 (shown as last 12 months prior to Q3 2020/21; as past few months to Q2 2022/23)



SAFETY_04: Has this worrying incident put you off using this mode of transport again?
 Base: All respondents that have used public transport in the last twelve months Q1 2019=2,849, Q2 2019=988, Q3 2019=1,011, Q4 2019=957, Q4 (P12)=898, Q1 (P1) 2020=999, Q1 (P2) 2020=1,009, Q2 (P6) 2020=974, Q3 (P9) 2020=992, Q4 (P12) 2020=1016, Q3 (P9) 2021=761, Q4 (P12) 2021=749, Q1 (P2) 2022=798, Q2 (P6) 2022=843, Q3 (P9) 2022=828, Q4 (P12) 2022=883, Q1 (P2) 2023=880, Q2 (P6) 2023=940 Note: Q4 - Watermelon final S&S wave, Q4 (P12) - Kantar parallel run wave (with Watermelon Q4 wave), Q1 (P1) - Kantar additional wave for validation of trend, Q1 (P2) - Kantar main wave (for KPI) for Q1. Dotted line denotes this module did not run between Q4 2020 and Q3 2021



Improving Customer Confidence

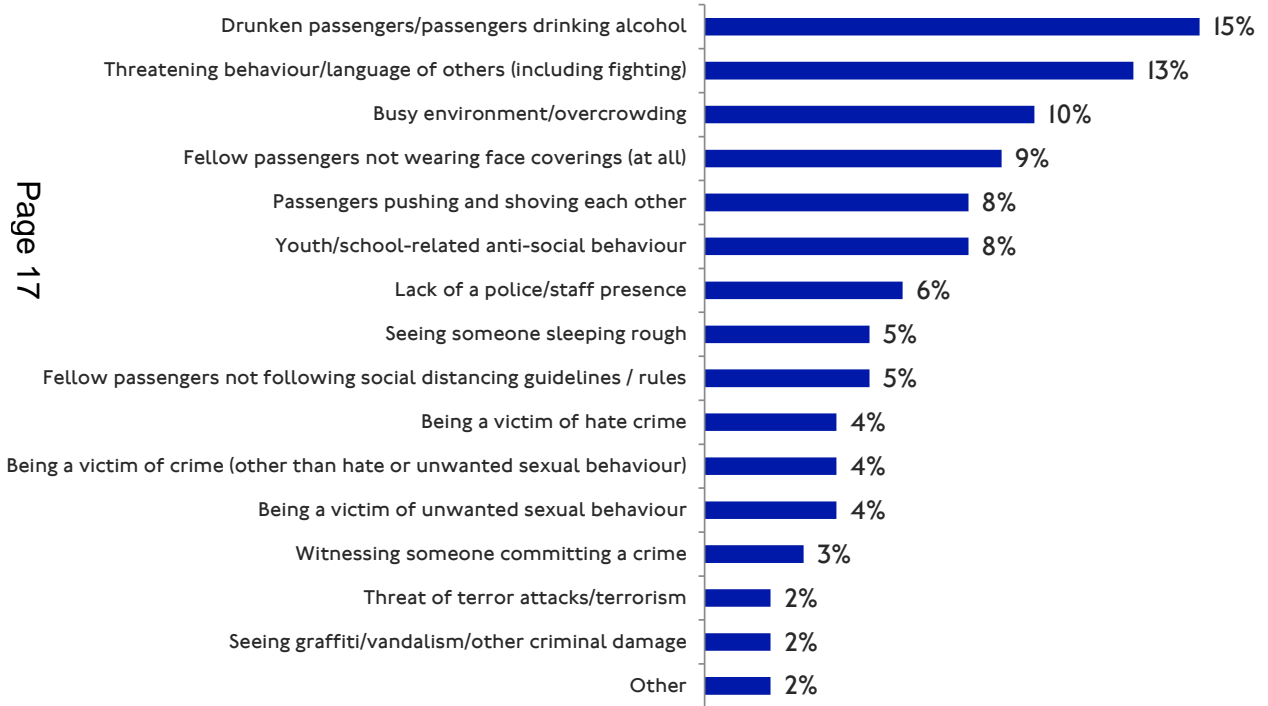
Concern regarding threatening behaviours and youth ASB were more common on buses than on public transport overall. Drunken passengers, a lack of police presence and overcrowding remained more frequently experienced on LU.

Worrying incident experienced when using public transport in London



P6/Q2 2022/23

Page 17

% of those experienced worrying incident on any public transport



% of those experienced worrying incident on

	 UNDERGROUND	 BUSES
	27	12
	10	16
	12	5
	6	11
	9	7
	2	15
	4	5
	4	4
	3	5
	4	5
	2	7
	6	5
	2	4
	2	-
	4	-
	3	1

SAFETY_02. What was the most recent worrying incident you experienced when using public transport in London? Base: All who have experienced more than once worrying incident: Q2 2023=319, London Underground=114, London Bus=108



For further information /
queries

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Page 18

