

Customer Safety and
Security
Crime and Anti-Social
Behaviour Summary
Report
November 2021



Crime and Anti-Social Behaviour Summary

Pan-modal crime and ASB trends

- Overall recorded crime is lower than forecast with 13,098 crimes recorded financial year to date (1 April - 30 September) compared with the pre-pandemic average* (PPA) of 16,606 crimes; 21% fewer recorded crimes.
- The crime rate per million passenger journeys is currently 11.8, compared to the PPA of 8.4.
- Whilst crimes are down 21% across all modes, passenger volume is down by 44% creating a higher rate of being a victim of crime, across all modes.

Mode	Pre-pandemic average		FYTD 21/22	
	Volume	Rate	Volume	Rate
Bus	7,697	6.9	7,375	10.8
London Underground	7,319	10.8	4,505	14.2
London Overground	784	8.3	536	10.9
TfL Rail	343	13.2	312	17.9
Docklands Light Railway	330	5.5	269	7.6
Trams	133	9.4	101	11.3
Overall crime	16,606	8.4	13,098	11.8

* The pre-pandemic average (PPA) is the average of the preceding three financial years FY2017/18, 2018/19 and 2019/20; it is inadvisable to compare directly with FY2020/21 due to the abnormal recorded passenger and crime levels during the pandemic. The PPA is used to generate the current forecast range displayed in all subsequent charts.

Passenger perception

- TfL Customer Pulse survey information reveals (Q2 21/22):
 - ~ 1/3 felt worried on public transport in the past three months and 9% 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 include threatening behaviour of other passengers, fellow passengers not wearing face coverings, drunkenness, overcrowding and youth/school-related anti-social behaviour.

Bus-related Crime and Anti-Social Behaviour Summary

Bus-related offences - Summary

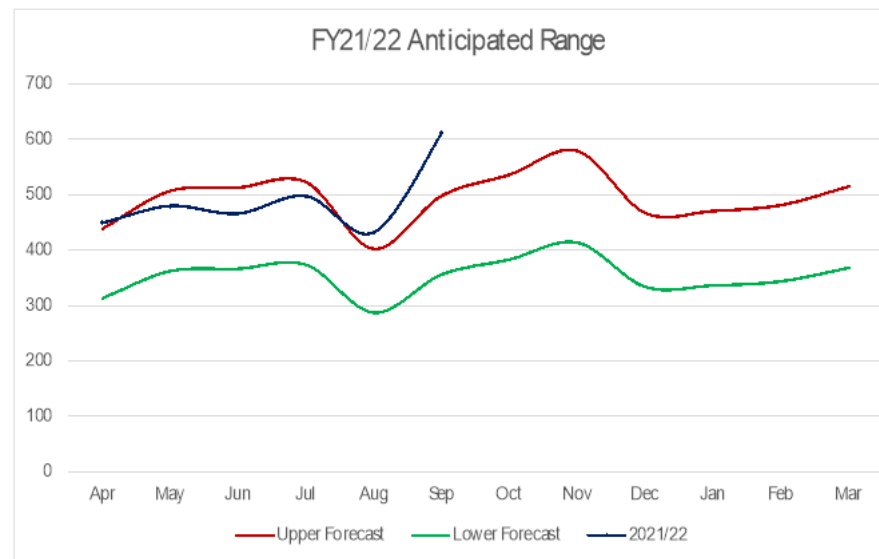
- Overall recorded crime has almost returned to pre-pandemic levels with 7,375 crimes recorded FYTD (Apr-Sept) compared with the PPA of 7,697 crimes; only 4% fewer crimes.
- The crime rate per million passenger journeys is currently 10.8, compared to the PPA of 6.9. Whilst crime volumes are down by 4%, on buses passenger volumes are down by 38%.
- Worryingly, the levels of reported theft, violence, robbery and hate crime are at or exceed the pre-pandemic average.

* Bus-related crime records for FY21/22 are subject to additional quality assurance checks by the Metropolitan Police and reported volumes may decline slightly; updated information will be supplied when available.

Crime category	Pre-pandemic average	FYTD 21/22
Burglary	15	18
Criminal Damage	324	381
Drugs	84	84
Fraud or Forgery	<1	4
Other Notifiable Offences	99	91
Robbery	594	563
Sexual Offences	355	342
Theft and Handling	3,341	2,956
VAP Offences	2,884	2,936
Total Notifiable Offences	7,697	7,375
<i>Hate crime</i>	380	482

Bus-related Violence Against the Person

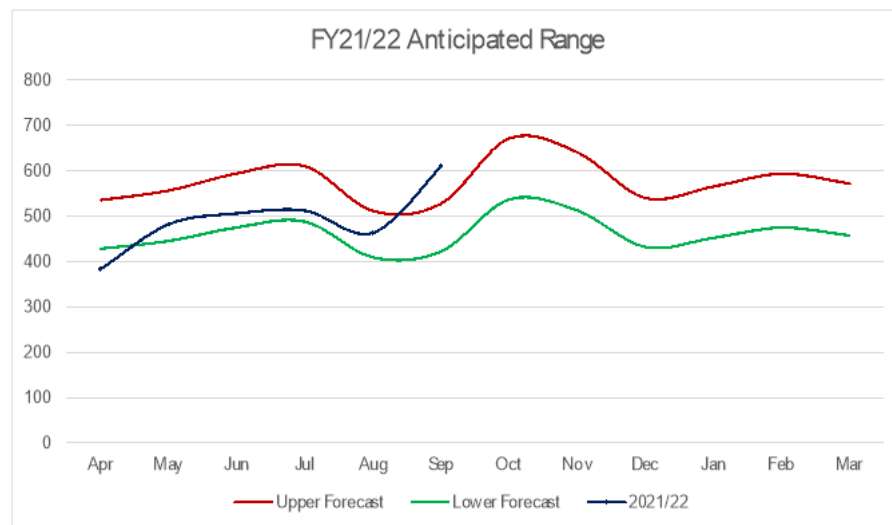
- Violence Against the Person crime has recently risen above the higher range forecast and is now above the PPA (see right).
- Harassment and Common Assault (offences without injury) are the most common types of violence on the bus network, making up just over 70% of recorded violence.
- Peak times include 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 Anti-Social Behaviour Summary

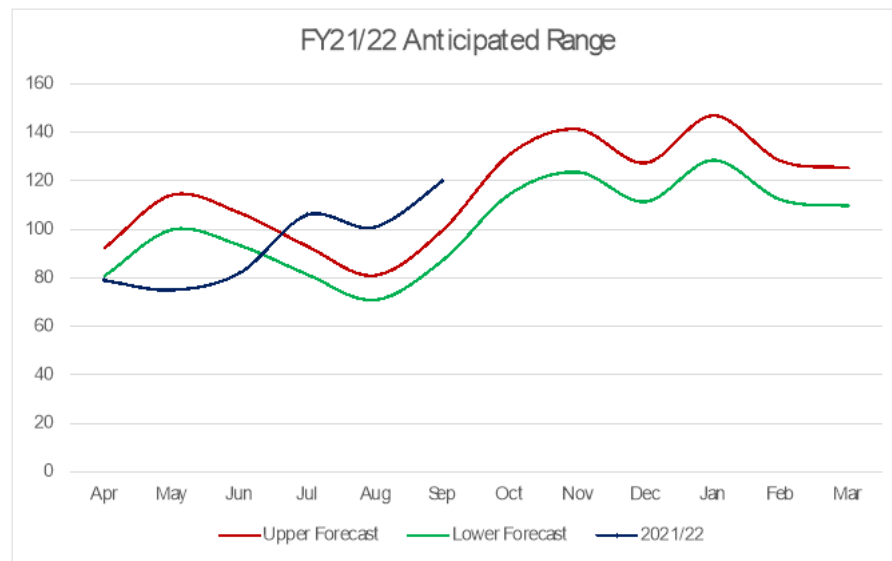
Bus-related Theft of Personal Property

- Theft on the bus network following a similar trend to London-wide theft.
- Reports of thefts of personal property are fairly evenly spread throughout the day and week, although there are peaks from 1400-1900, 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 between 18 and 40, with women in their twenties reporting most thefts.



Bus-related Robbery

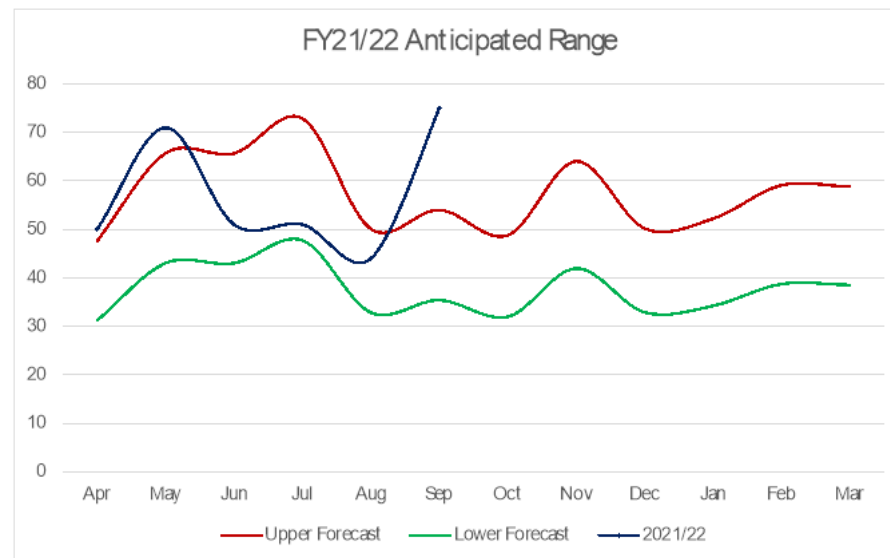
- Robbery has recently begun to rise following a similar upward trend to London-wide robbery.
- Young males are the most at risk from robbery, particularly those aged from 12 to 19 years.
- Offences peak between 1500 and 2000, Monday to Friday, and there are other peaks in the evening and overnight at the weekends, particularly at locations with a large night-time economy.
- The top three London boroughs for robbery offences are Haringey, Hackney and Camden.



Bus-related Crime and Anti-Social Behaviour Summary

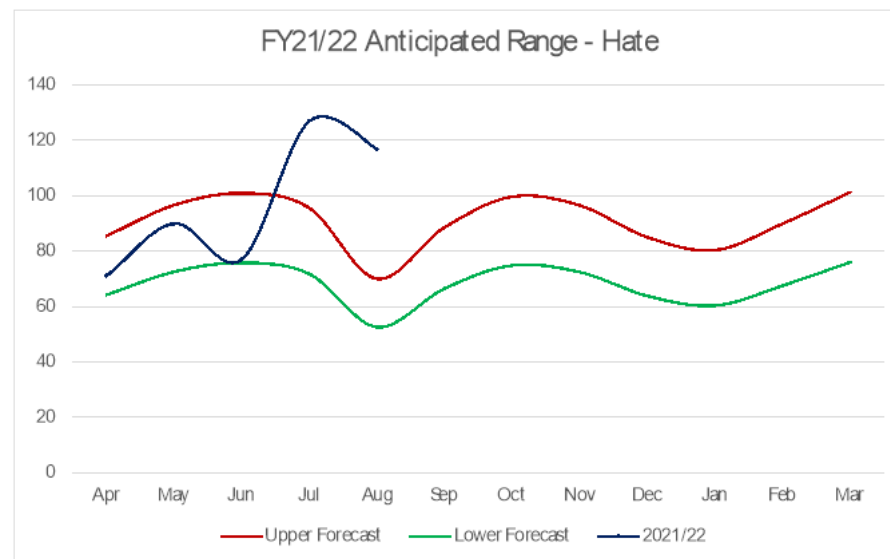
Bus-related Sexual Offences

- Sexual offences have risen sharply in September 2021 and are higher than forecast compared to previous years. This is attributed to the success of reporting campaign and wider awareness of sexual offences.
- 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 0700-0900 and 1500-2000, Monday to Friday, and late afternoons and evenings on Saturdays.



Bus-related Hate Crime

- Hate crime has sharply risen during the summer months and is higher than forecast compared to previous years.
- Hate crime offences increase from around 1400 hours, Monday to Friday, peaking 1500-1800. Again, there is another peak linked to the 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.



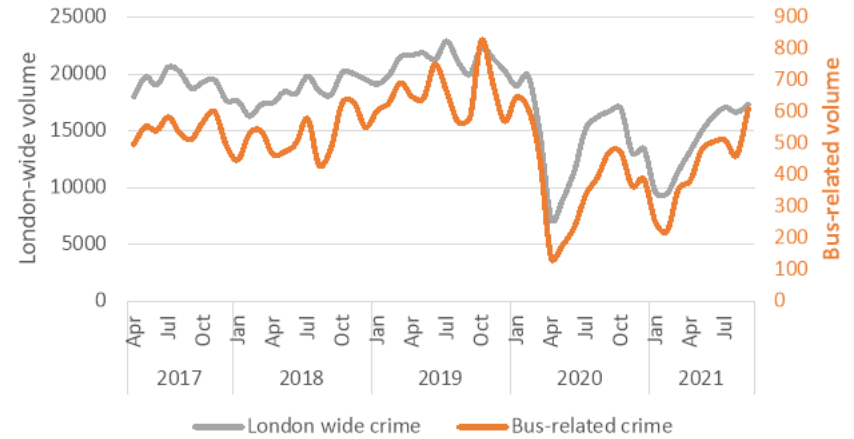
Bus-related Crime and London-wide Crime Trends

- The trends on the bus network closely reflect London-wide crime trends with overall bus-related crime 4% lower than the 3-year pre-pandemic average (PPA), whilst overall London-wide crime recorded by the Met Police is similarly 6% lower than the PPA.
- The charts below depict how closely trends in bus-related robbery, sexual offences, violence against the person and theft are all following London-wide trends for the same offence categories.

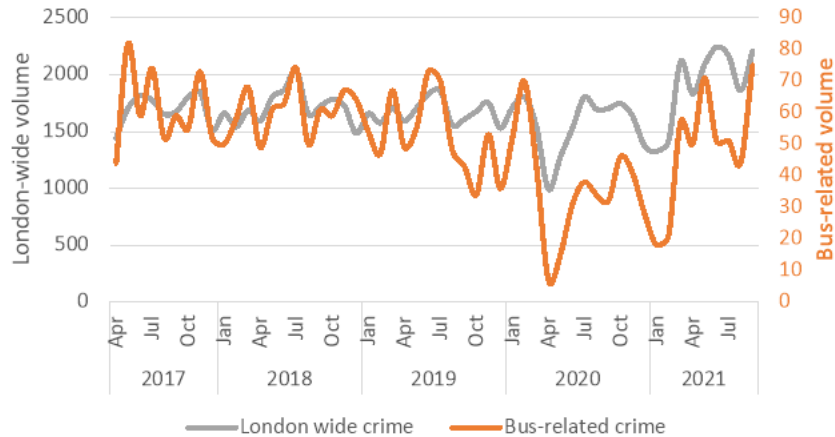
Robbery



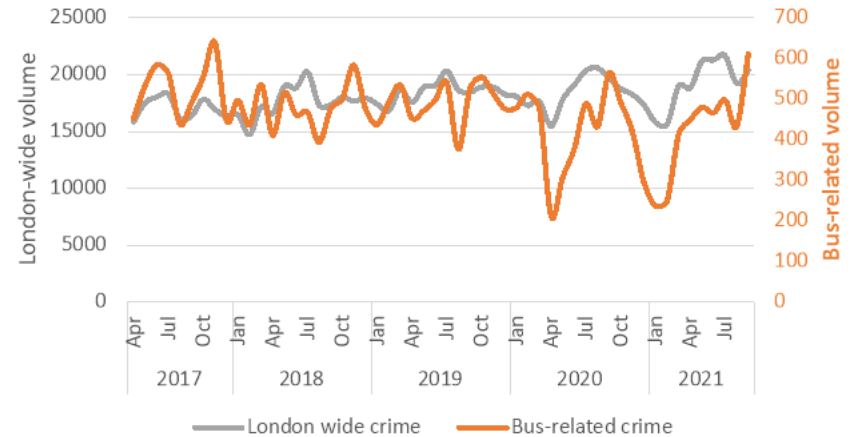
Theft



Sexual Offences



Violence Against the Person



London Underground Crime and Anti-Social Behaviour Summary

LU crime trends overall

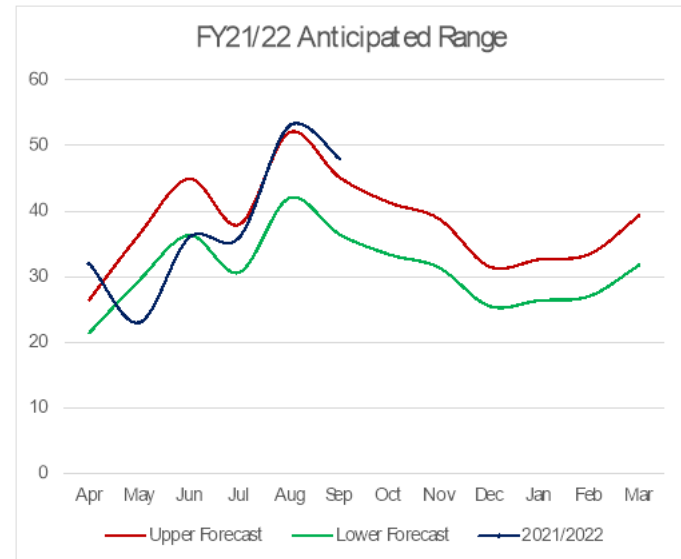
- Overall recorded crime remains much lower than pre-pandemic levels with 4,505 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 7,319 crimes; approximately 38% fewer crimes.
- The crime rate per million passenger journeys is currently 14.2, compared to the PPA of 10.8. Whilst crimes are down 38%, passengers numbers are down 53% creating the higher crime rate.
- Robbery is a concern and reported at levels higher than the pre-pandemic average

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	1,422	944
Sexual Offences	575	342
Criminal Damage	384	335
Line of Route	21	8
Theft of Passenger Property	3,101	1,346
Motor Vehicle/Cycle Offences	240	228
Robbery	98	110
Theft of Railway Property / Burglary	107	83
Serious Public Order	1,107	851
Serious Fraud	44	27
Drugs	159	188
Other Serious Offences	61	43
Total Notifiable	7,319	4,505
<i>Hate crime</i>	481	398

LU crimes of note

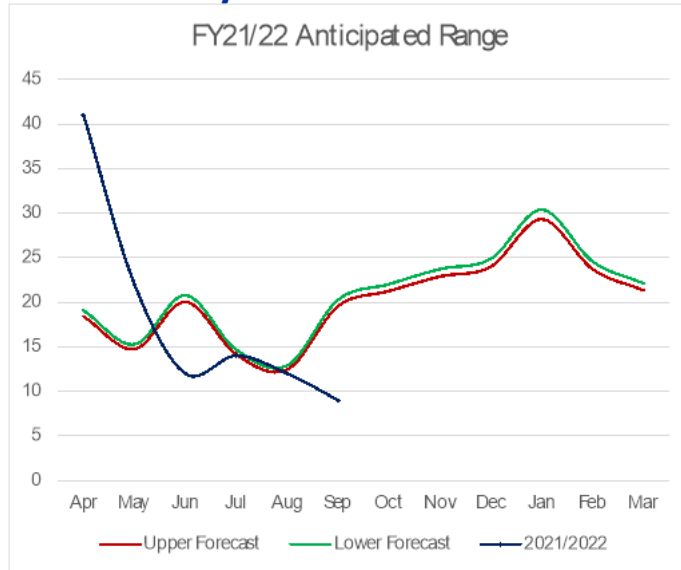
- Robbery was significantly higher than forecast at the start of the 2021/22 FY but has steadily dropped and remains low following successful intervention by the British Transport Police (BTP).
- Hate crime is nearing the PPA levels and the upper limit of our expected forecast Hate crime is occurring on all days of the week mainly from 16:00 onwards to close of service, with ~20% of reported hate crimes being against staff.
- Motor Vehicle and Pedal Cycle thefts are slightly exceeding expected levels – see chart opposite - this appears to be largely driven by theft of catalytic converters which the BTP are addressing with a variety of tactics, such as using unmarked cars and raising awareness with local scrap dealers in case vehicle parts are offered to them. It is mainly occurring weekdays with offences found when owners return to their vehicles early evening, indicating this is commuter-related.

LU Motor Vehicle / Pedal Cycle Theft

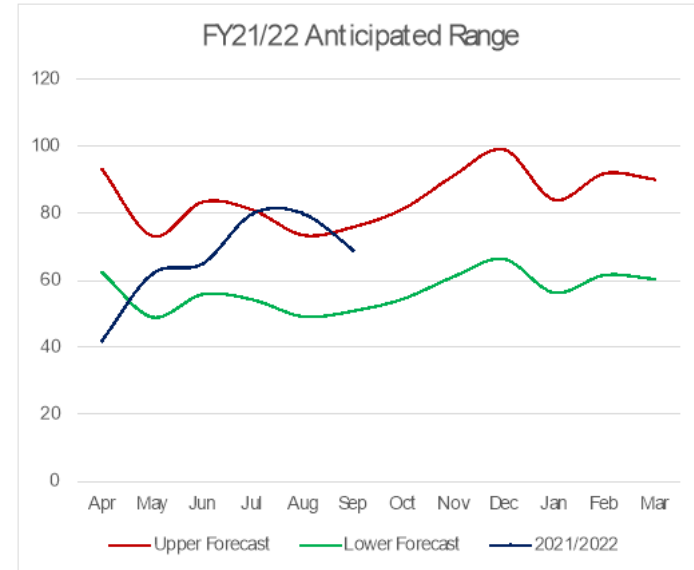


London Underground Crime and Disorder Summary

LU Robbery



LU Hate Crime



TfL Rail Crime and Disorder Summary

TfL Rail crime trends overall

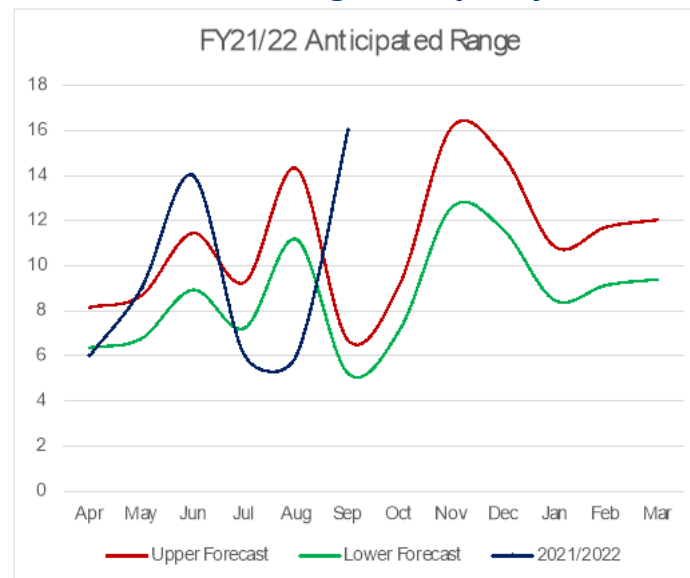
- Overall recorded crime remains much lower than pre-pandemic levels with 312 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 343 crimes; approximately 9% fewer crimes.
- The crime rate per million passenger journeys is currently 17.9, compared to the PPA of 13.2.
 - Whilst crimes are down 9%, passengers are down 33% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	91	79
Sexual Offences	18	17
Criminal Damage	23	19
Line of Route	2	0
Theft of Passenger Property	59	57
Motor Vehicle/Cycle Offences	51	59
Robbery	6	7
Theft of Railway Property / Burglary	10	2
Serious Public Order	70	61
Serious Fraud	1	0
Drugs	8	8
Other Serious Offences	4	3
Total Notifiable	343	312
<i>Hate crime</i>	27	19

TfL Rail crimes of note

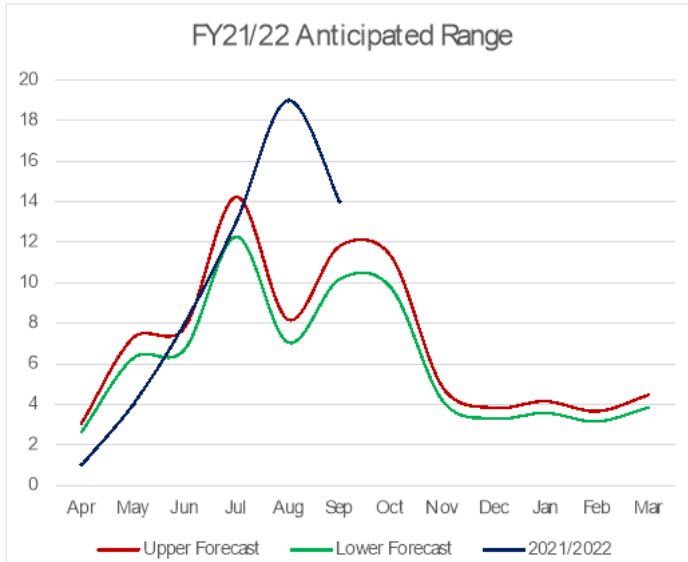
- Theft of passenger property has steadily risen and is now higher than expected (see right); thefts are occurring mainly on-board trains and are spread throughout the network and throughout the week and day.
- Theft of motor vehicles / pedal cycles is currently higher than expected although has begun to decline from the peak in August; this is being driven by cycles stolen across several stations despite being locked securely by owners (see overleaf); this is mainly occurring weekdays with offences found when owners return to their vehicles early evening, indicating this is commuter-related.

TfL Rail Theft of Passenger Property



TfL Rail Crime and Disorder Summary

TfL Rail Motor Vehicle / Pedal Cycle Theft



London Overground Crime and Anti-Social Behaviour Summary

LO crime trends overall

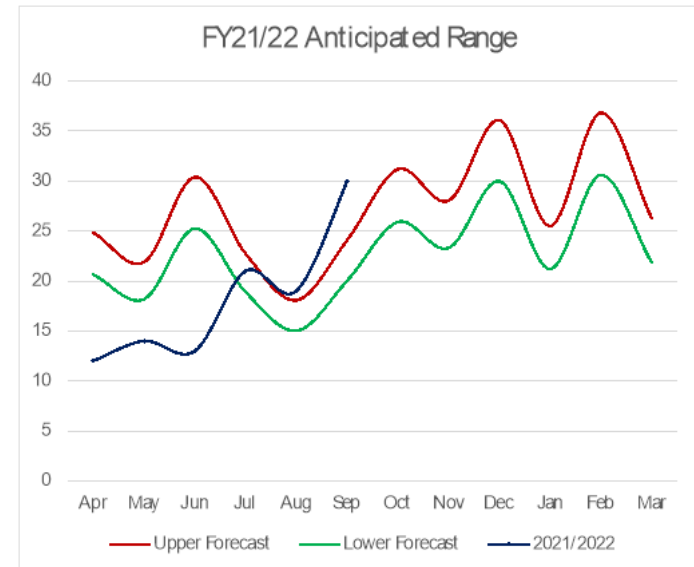
- Overall recorded crime remains much lower than pre-pandemic levels with 536 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 784 crimes; approximately 32% fewer crimes.
- The crime rate per million passenger journeys is currently 10.9, compared to the PPA of 8.3.
 - Whilst crimes are down 32%, passengers are down 48% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	178	121
Sexual Offences	42	21
Criminal Damage	57	32
Line of Route	2	1
Theft of Passenger Property	141	109
Motor Vehicle/Cycle Offences	81	53
Robbery	16	18
Theft of Railway Property / Burglary	19	2
Serious Public Order	219	150
Serious Fraud	2	1
Drugs	20	25
Other Serious Offences	7	3
Total Notifiable	784	536
<i>Hate crime</i>	84	56

LO crimes of note

- Theft of passenger property has steadily risen and is now higher than expected (see right); thefts are occurring mainly on train and are spread throughout the network and throughout the week and day.
- The BTP deliver Op Farrier consisting of plain clothes patrols and high visibility patrols throughout the transport network targeting cluster locations to deter and identify suspects.

LO Theft of Passenger Property



DLR Crime and Anti-Social Behaviour Summary

DLR crime trends overall

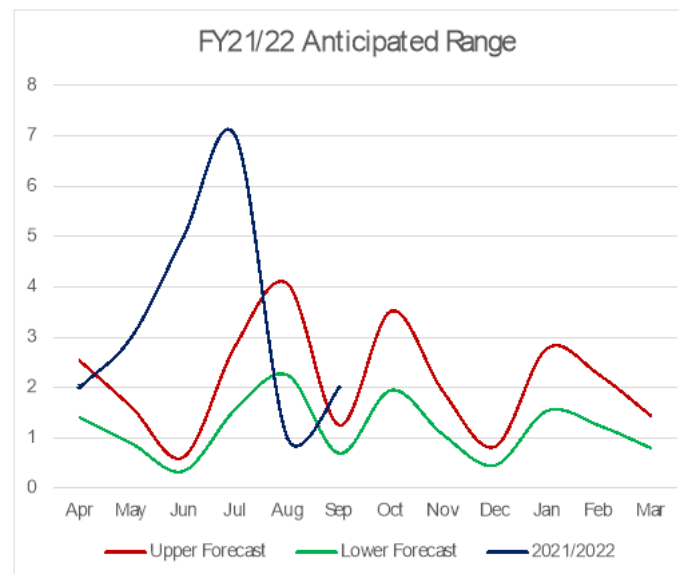
- Overall recorded crime remains much lower than pre-pandemic levels with 269 crimes recorded financial year to date (1 April- 30 September) compared with the PPA of 330 crimes; approximately 18% fewer crimes.
- The crime rate per million passenger journeys is currently 7.6, compared to the PPA of 5.5.
 - Whilst crimes are down 32%, passengers are down 58% creating the higher crime rate.
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	88	57
Sexual Offences	14	20
Criminal Damage	15	28
Line of Route	3	2
Theft of Passenger Property	91	81
Motor Vehicle/Cycle Offences	10	23
Robbery	14	10
Theft of Railway Property / Burglary	11	4
Serious Public Order	68	35
Serious Fraud	3	0
Drugs	9	8
Other Serious Offences	4	1
Total Notifiable	330	269
<i>Hate crime</i>	33	14

DLR crimes of note

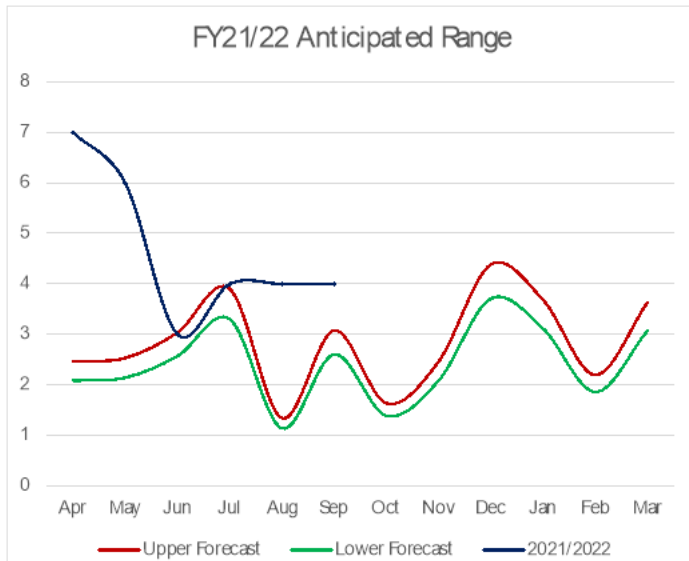
- Sexual offences were higher than expected at the start of FY 2021/22 and have fallen to expected levels (see right).
- Criminal damage offences were much higher than expected at the start of FY2021/22 and whilst still higher than expected have fallen to lower levels since (see overleaf); there are no apparent patterns to location or time of day / day of week.
- Theft of passenger property has recently risen and is now higher than expected, although volumes remain low (see overleaf); thefts are occurring equally on-board trains and at stations and are spread throughout the network and throughout the week and day.

DLR Sexual Offences

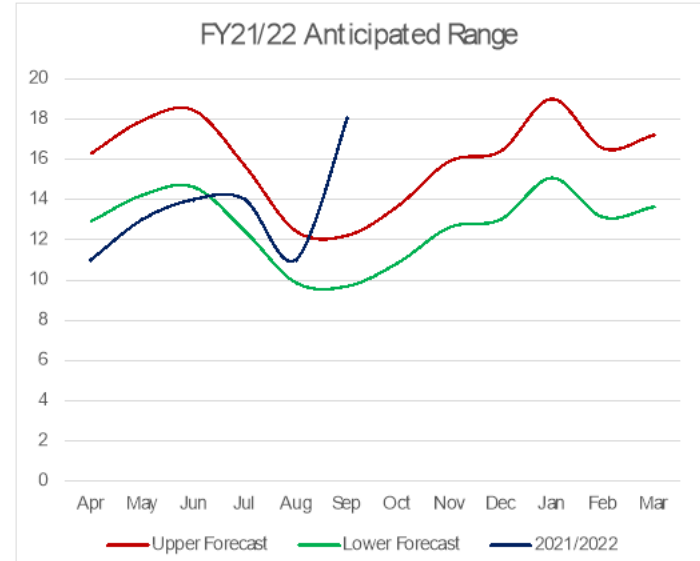


DLR Crime and Anti-Social Behaviour Summary

DLR Criminal Damage



DLR Theft of Passenger Property



Trams Crime and Anti-Social Summary

Trams crime trends overall

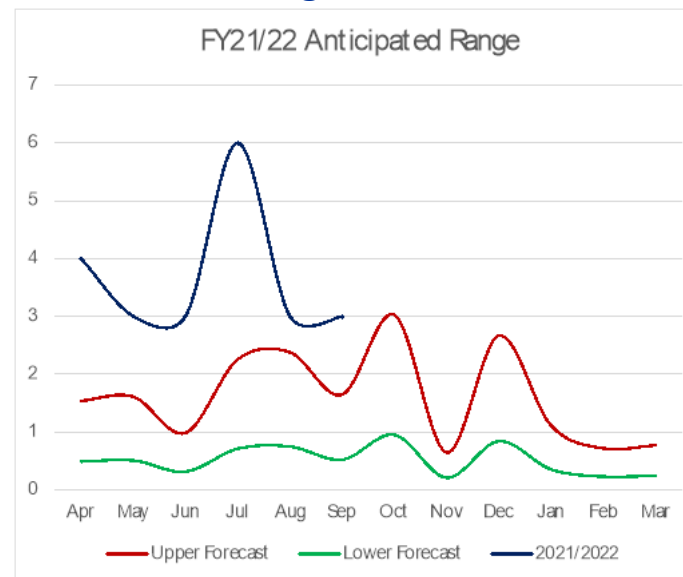
- Overall recorded crime remains much lower than pre-pandemic levels with 101 crimes recorded financial year to date (1 April - 30 September) compared with the PPA of 133 crimes; approximately 24% fewer crimes.
- The crime rate per million passenger journeys is currently 11.3, compared to the PPA of 8.4.
 - Whilst crimes are down 24%, passengers are down 37% creating the higher crime rate
- The majority of categories of crime are lower than the PPA, with few concerns.

Crime category	Pre-pandemic average	FYTD 21/22
Violence Against the Person	46	26
Sexual Offences	7	3
Criminal Damage	10	22
Line of Route	5	4
Theft of Passenger Property	14	12
Motor Vehicle/Cycle Offences	4	2
Robbery	7	9
Theft of Railway Property / Burglary	2	1
Serious Public Order	28	17
Serious Fraud	3	0
Drugs	6	5
Other Serious Offences	1	0
Total Notifiable	133	101
<i>Hate crime</i>	10	6

Trams crimes of note

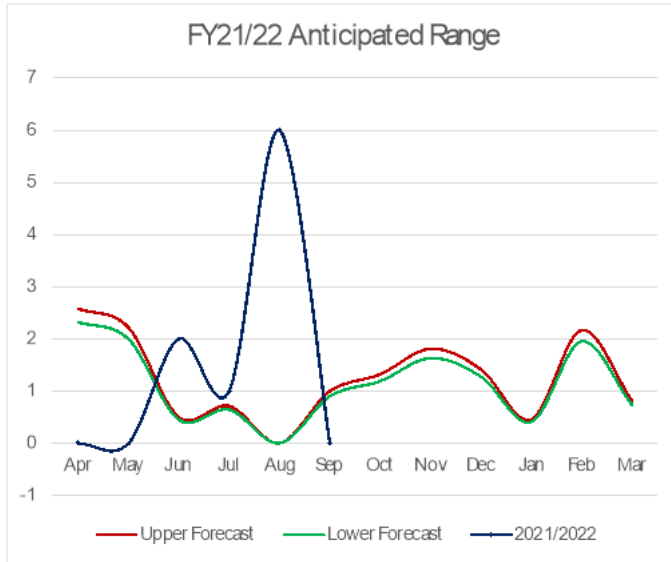
- Criminal damage offences are slightly higher than expected during FY 2021/22 and remain at low volumes (see right); offences are occurring equally on train and at station and are spread throughout the network and throughout the week and day.
- Robbery spiked during August and has since dropped to typically low levels following intervention by the BTP (see overleaf); the large spike in August was the result of multiple victims linked to two separate incidents.

Trams Criminal Damage



Trams Crime and Disorder Summary

Trams Robbery



Improving Customer Confidence

Headline result – safety and security questions Q2 21/22

31% have felt worried about **personal security** on public transport in the last 3 months

9% 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

Transport where incidents occurred

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



Underground
27%



Bus
37%



LO
10%

Incidence of events

(Last 3 months)

3% Experienced **unwanted sexual behaviour** on public transport

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

2% Witnessed **someone committing a crime** on public transport



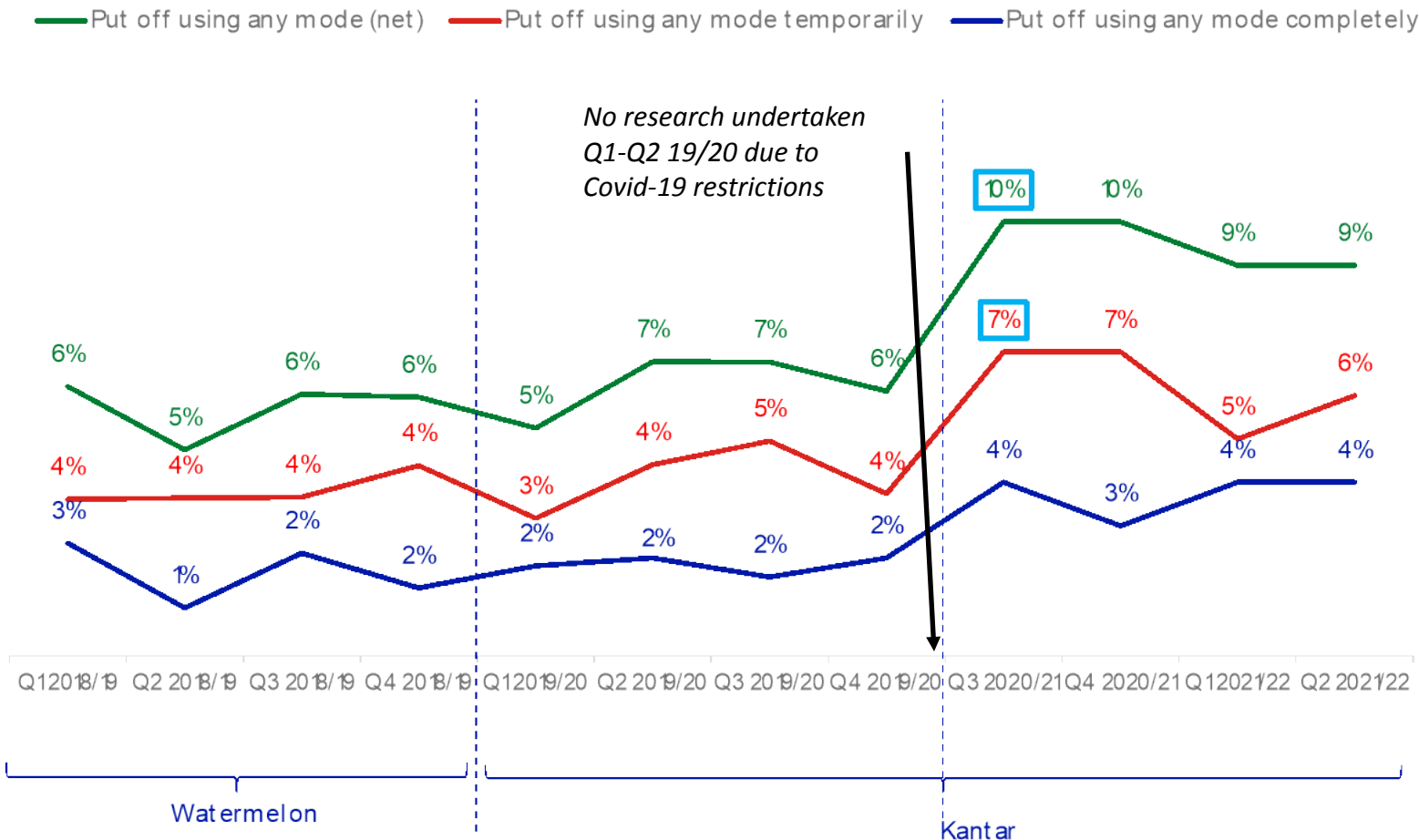
Public transport

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 2022=843. 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 2022=843. Base: All who have experienced a worrying incident: Q2 2022=302. 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 2022=302. 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 2022=302



Improving Customer Confidence

Slightly more Londoners have been put off temporarily from using public transport after a worrying incident, though the number of customers deterred from using any mode completely remains flat



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, Q1 2020=1,009, Q2 2020=974, Q3 2020=992, Q4 2020=1016; All respondents that have used public transport in the last few months Q3 2021=761, Q4 2021=749, Q1 2022=798, Q2 2022=843. Dotted line denotes this module did not run between Q4 2020 and Q3 2021



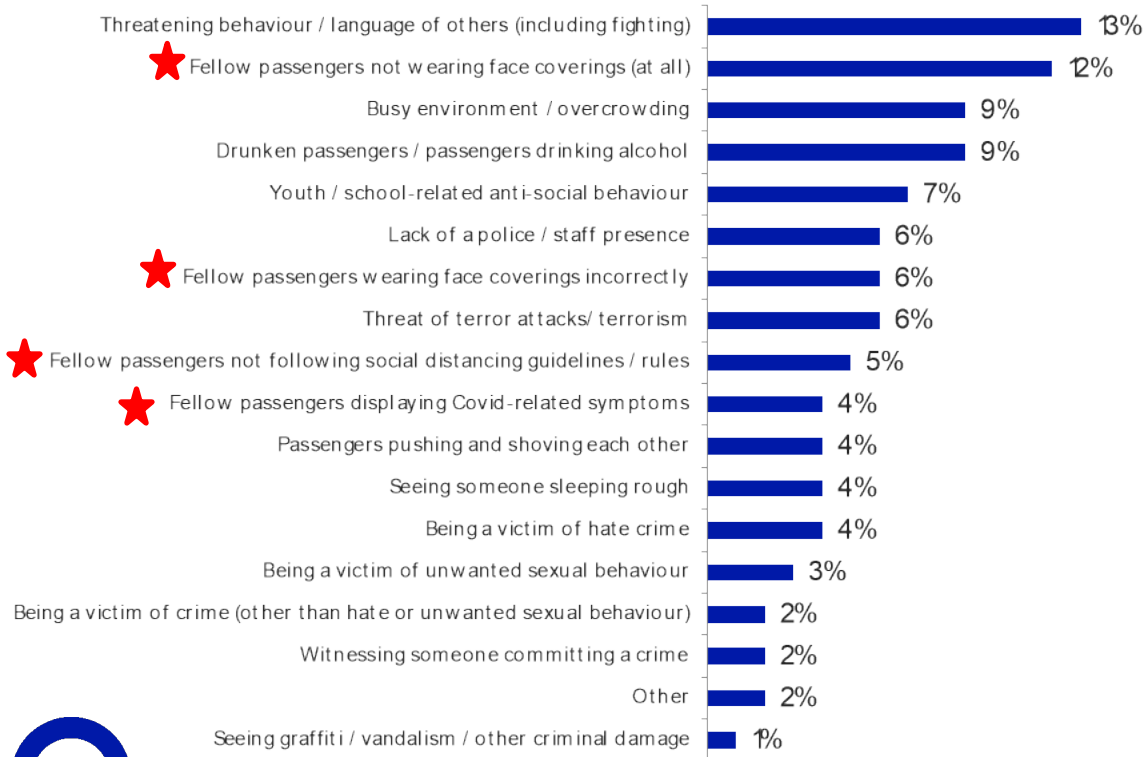
Improving Customer Confidence

ASB and threatening behaviour, passengers not wearing face coverings are similar on both the bus and LU networks, whilst drunkenness is more frequent on the LU network

Worrying incident experienced when using public transport in London

★ Face covering / social distancing concerns

% of those experienced worrying incident on any public transport



% of those experienced worrying incident on



Worrying Incident	UNDERGROUND	BUSES
Threatening behaviour / language of others (including fighting)	11%	13%
★ Fellow passengers not wearing face coverings (at all)	15%	14%
Busy environment / overcrowding	8%	9%
Drunken passengers / passengers drinking alcohol	8%	9%
Youth / school-related anti-social behaviour	6%	11%
Lack of a police / staff presence	8%	1%
★ Fellow passengers wearing face coverings incorrectly	7%	4%
Threat of terror attacks/ terrorism	5%	3%
★ Fellow passengers not following social distancing guidelines / rules	4%	4%
★ Fellow passengers displaying Covid-related symptoms	4%	7%
Passengers pushing and shoving each other	3%	4%
Seeing someone sleeping rough	3%	6%
Being a victim of hate crime	6%	3%
Being a victim of unwanted sexual behaviour	5%	4%
Being a victim of crime (other than hate or unwanted sexual behaviour)	4%	1%
Witnessing someone committing a crime	1%	0%
Other	2%	1%
Seeing graffiti / vandalism / other criminal damage	1%	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: Q3 2021=271, London Underground=81, London Buses=95, Q4 2021=302, London Underground=81, London Buses=125, Q1 2022=323, London Underground=100, London Bus=109, Q2 2022=302, London Underground=83, London Bus=108, *Dotted line denotes this module did not run between Q4 2020 and Q3 2021*

EVERY JOURNEY MATTERS

For further information /
queries

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