

Date: 6 December 2022

Item: Customer Safety and Security

This paper will be considered in public.

1 Summary

- 1.1 This paper provides an update on our work to improve the safety of women and girls while travelling in London.
- 1.2 Violence against women and girls (VAWG) is a serious, prevalent, and preventable issue. It can take many forms. As customers, women and girls are disproportionately affected by sexual harassment while travelling in London by public transport, in taxi and private hire vehicles, walking and cycling. Intersectionality further increases vulnerability and fear of crime. Our colleagues working on the transport network also experience sexual harassment and unwelcome sexual attention. Our approach looks internally to support and promote the safety of colleagues, and externally to our customers and to the wider role TfL plays in the capital.
- 1.3 The safety of women and girls remains one of our top priorities. The way we plan, design, operate and police our networks ensure London's transport system is a safe, low crime environment. Millions of journeys are made on our public transport network every day and night, most going without incident. But we know that for women and girls who travel on our network it does not always feel that way and sexual harassment is still too common. This is unacceptable and we are actively working to change.
- 1.4 Excellent progress has been made over the last year and every effort is being made to ensure that the pace of delivery continues. We remain committed to working in partnership with our transport policing partners to end violence against women and girls. We are playing our full part in the Mayor's VAWG strategy and the Mayor's Women's Night Safety Charter.

2 Recommendation

- 2.1 **The Panel is asked to note the paper.**

3 Background

- 3.1 In 2021, we undertook a review of our activity and plans to improve the safety of women and girls while travelling in the capital. This led to the development of our women's safety programme and the establishment of the End Violence Against Women and Girls (EVAWG) Task and Finish Group to guide and oversee

delivery. We have reviewed our programme to incorporate additional recommendations from [London Travel Watch's research on personal security on London's public transport network](#) and the Department for Transport's commissioned report of recommendations on improve safety for women and girls on the transport network.

- 3.2 The programme includes short-, medium- and long-term actions covering policy, environment/infrastructure measures, communications, training, legislation, policing, research and data and technology. This work has wider benefits for all our customers and staff. It is aligned with our vision and values and complements other activity we have underway to safeguard children and vulnerable adults, tackle hate crime and work-related violence and aggression and improve customer care.
- 3.3 We are working closely with the Mayor's Office for Policing and Crime, the Night Czar, GLA Regeneration Team and other partners to coordinate activity and deliver on the Mayor's pledge to make London one of the safest cities in the world for women and girls. We have also strengthened our stakeholder engagement to better understand and respond to the issues facing women and girls as they travel in the Capital.

4 Action to tackle violence against women and girls and improve confidence to travel

Policing

- 4.1 Our partnership working with the police continues to be an integral part of our activity to improve the safety of women and girls on public transport and in taxi and private hire vehicles. Tackling VAWG remains a key policing priority for both the British Transport Police (BTP) and the Metropolitan Police Roads and Transport Policing Command (RTPC) which is reflected in the scale and range of policing and engagement activity they are undertaking in partnership with us. This goes beyond targeted policing operations and includes increased night-time reassurance patrols as part of BTP's Operation Cerium; regular 'walk and talk' sessions with customers and local communities; enhanced officer training; relentless follow up of leads and investigation of perpetrators; and outreach and engagement in secondary schools among other activity.
- 4.2 The BTP launched its Railway Guardian safety app in the summer 2022, which aims to be a one-stop shop for important safety information and makes it easier for users to report incidents to the BTP and report infrastructure issues to transport operators.

White Ribbon

- 4.3 In recognition of our work to tackle VAWG, in February 2022 we were accredited with White Ribbon UK, a charity that is working to end male violence against women by engaging with men and boys to make a stand against violence. Male allies across our organisation have signed up to get involved and are leading activity and conversations about ways to improve our workplace culture and beyond. Our accreditation with White Ribbon helps to demonstrate to our customers and our staff how seriously we take this issue and what we are doing

to tackle it.

- 4.4 25 November is the International Day for the Elimination of VAWG and is followed by 16 days of activism. Every year, we, along with our policing partners, support this by stepping up policing, communications and engagement activity with a range of customer-facing and internal events. This year we used the opportunity to promote the White Ribbon message and encourage men to make the promise never to commit, excuse or remain silent about men's violence towards women. Senior TfL leaders joined Network Rail, BTP and other partners at a roundtable meeting to discuss our shared commitment and action to making travelling safer for women and girls. Our enforcement staff joined BTP and RTPC officers, in running events and operations across the public transport network and taxis and private hire vehicles.

'Zero tolerance to sexual harassment' campaign

- 4.5 In October 2021, we launched a new multi-media communications campaign to tackle sexual harassment on public transport. It was developed in partnership with the Rail Delivery Group (RDG), our transport policing partners, academics and experts in the field of women's safety and sexual violence. The campaign, which includes posters across the network and social media, aims to challenge this behaviour, sending a message to offenders that it is wrong, harmful and won't be tolerated on our services. The campaign also encourages those that experience or witness sexual harassment to report it so that we can work to prevent it and to take action against perpetrators. The campaign has been well received and has continued to generate interest and discussion about the issue. Research commissioned by RDG showed that campaign recognition was good, the messaging was well understood, respondents felt better informed and more empowered to report an incident after seeing the campaign and agreed that the transport industry is taking this issue more seriously.
- 4.6 The campaign has had a positive impact on reporting of incidents. Between October 2021 and September 2022, there were 2,361 offences on our network reported to the police. This compares to 1,302 reported in the same period the year before, an 81 per cent increase. The increase in reporting was anticipated and is a positive sign that the campaign is working given that sexual harassment is significantly underreported. Research to track experience of sexual harassment on the network has not shown any increases in behaviour.

Bystander intervention

- 4.7 Encouraging active bystander intervention is an increasingly important part of our response with our policing partners, which is supported by London Travel Watch and other women's safety and hate crime stakeholders. Research shows that bystander intervention can be an effective way of stopping sexual harassment before it happens, as bystanders play a key role in preventing, discouraging, and/or intervening when an act of violence has the potential to occur. Bystanders can also support victims so they do not feel isolated, and they can report incidents to transport staff or the police. We are currently developing bystander intervention campaigns for our core sexual harassment and hate crime campaigns. The sexual harassment campaign will launch early next year. In the meantime, we continue to work with police partners to give better information to

customers about what they can do if they witness sexual harassment or hate crime on the network.

Training and education

- 4.8 Sexual harassment training is being rolled out to all our frontline customer service staff and enforcement officers to help them respond to reports, support customers and each other and challenge behaviour. Training for our enforcement officers and the Bus Operations Team is now complete. Training of 25,000 bus drivers and thousands more station staff will take longer given the larger numbers of staff and challenges in releasing staff for training, but we remain committed to doing so. Sexual harassment will form part of the enhanced diversity and inclusion training for bus drivers launching in early 2023.. In addition to training, we continue to brief and issue regular guidance to staff about sexual harassment so they are better equipped to support our customers who may experience or witness it on our network.
- 4.9 Our Project Guardian school sessions continue to be an essential part of our activity to tackle sexual harassment on public transport and help promote the sexual harassment campaign's messages. These sessions, run by the London Transport Museum's Safety and Citizenship Team aim to reach over 6,000 year 9 students (all genders) every year to raise awareness of the issue, our zero-tolerance approach and encourage reporting. In the 2021/22 academic year, the team delivered 142 sessions reaching 8,885 students. They have delivered 58 sessions to a total of 3,656 students so far, this academic year, with another 38 sessions booked. The feedback from students and teachers has been excellent. We are exploring options for how we can expand the reach of these sessions to more students.

Crime reporting information

- 4.10 We are progressing the rollout of signage across the public transport network (on vehicles, stations and bus stops) to give customers advice on what to do in an emergency and how to report crime. This is important for customer safety and crime prevention as well as customer reassurance. We had agreed to rollout signage/notices in a phased approach, coordinated with other changes, to minimise costs. In addition to permanent signage/notices, we will be displaying crime reporting information on the dot matrix signs at bus shelters and on London Underground (LU) station platforms where possible. We also plan to include this information on the new bus shelter screens being trialled on the Route 63.

Technology

- 4.11 We are progressing several technology and data actions, which are not only important for improving the safety of women and girls but for all customers and staff. The most complex and costly of these is the installation of on-train CCTV on the Central and Piccadilly lines. All LU stations are already covered by an extensive CCTV network. On-train CCTV on the Central line is being installed as quickly as possible as part of a major upgrade programme that will improve on-train communications, lighting and accessibility. The first trains with CCTV will begin running from 2023. New Piccadilly line trains planned for 2025 will also have CCTV. In addition to this, work is underway to look at future opportunities for

standardising CCTV systems and retention periods as well as improving passenger help points. This is a longer-term action.

Taxi and Private Hire (TPH) safety

- 4.12 We continue our efforts with the police to tackle journey-related sexual offences in taxi and private hire vehicles. We run Operation Safer Travel at Night (STAN) with the RTPC and City of London Police at key times throughout the year including the festive period. Our STAN communications and engagement campaign to raise awareness of TPH safety has been refreshed and launched at the end of November 2022.
- 4.13 We are currently exploring several measures for improving safety and security in taxi and private hire vehicles including signage about how to make a complaint to TfL, improvements to driver photo identification and information via the TfL licence checker. These proposals will form part of our consultation on the introduction of the Department for Transport's Statutory Standards for taxis and private hire. The consultation is due to launch in early 2023.
- 4.14 A consultation has previously been undertaken to explore the impact of mandating the requirement for in-vehicle CCTV within taxi and private hire vehicles in London. This will be further considered once the Statutory Standards consultation and implementation (where appropriate) has been completed.

Public realm

- 4.15 We have a long-term action to work with partners to improve the safety of women and girls when walking and cycling through more inclusive planning, design and management of public space. We have been working with the GLA Regeneration Team (and with Mayor's Office for Policing and Crime (MOPAC) and the Night Czar) on research they have commissioned to understand and innovate in how design impacts safety in public spaces, both through a range of place-based testing and action research and research into what works. We will also be working with MOPAC to undertake women's safety audits in a small number of transport environments.
- 4.16 As part of our Bus Action Plan, we are also exploring ways that we can improve safety and security and improve confidence to travel on the bus network. Moving beyond our traditional crime prevention measures, we are undertaking a feasibility study at a bus station to look at more creative and community-led approaches to security.

Supporting TfL colleagues

- 4.17 With the support of our staff and Trade Unions, we have introduced our first-pan TfL Domestic Abuse (DA) policy and guidance for managers. The policy and management guidance has been informed by industry best practice, the expertise of domestic abuse organisations such as Women's Aid and Hestia and the lived experience of some of our staff. We have done a lot to raise awareness of DA, the impact on those experiencing it and how we can best support them and keep them safe in the workplace.

- 4.18 We are also committed to challenging sexual harassment and sexist behaviour in our workplace and have been raising awareness of the issue. We have issued guidance (including practical tips) to our staff about how to be active bystanders and challenge inappropriate and harmful behaviour in our workplace. Our White Ribbon ambassadors are also helping to promote the guidance.
- 4.19 We know that our female and gender diverse staff are regularly subjected to sexual harassment by customers as a form of work-related violence. This is unacceptable. We are working with BTP and RTPC to prevent incidents and hold offenders to account. The rollout of body worn video cameras, as part of our Workplace Violence and Aggression strategy, is an important measure which is why we are making cameras available to more staff.

List of appendices to this report:

None

List of Background Papers:

None

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