

Customer Service and
Operational Performance
Panel

12 July 2023

Crime and Anti-Social
Behaviour 6-monthly
Report



Crime and Anti-Social Behaviour (ASB) Summary

Pan-modal crime and ASB trends

- This report focusses on the six months period of available data since the last CSOPP crime and ASB report and covers December 2022 to May 2023.
- Overall recorded crime is higher at 21,728 crimes (Dec-22 to May-23) compared with the pre-pandemic average* (PPA) of 16,905 crimes; 28.5% additional recorded crimes.
- The crime rate per million passenger journeys for the same period is 12.9, compared to the PPA of 8.6.
- Whilst crimes are up 28.5% across all modes, passenger volume is down by 13.9% creating a higher risk of being a victim of crime, across all modes.

Mode	Pre-pandemic average (Dec to May)		Dec-22 to May-23	
	Volume	Rate	Volume	Rate
Bus	7,812	7.1	9,329	10.4
London Underground	7,505	11.1	10,420	18.7
London Overground	778	8.5	776	9.6
Elizabeth Line**	348	14.5	623	6.6
Docklands Light Railway	331	5.6	422	8.8
Trams	131	9.3	158	15.4
Overall crime	16,905	8.6	21,728	12.9

* The pre-pandemic average is the average of the preceding 3 financial years FY16/17, 17/18 and 18/19; it is inadvisable to compare directly with FY21/22 due to the abnormal recorded passenger and crime levels during the pandemic.

Passenger perception

- TfL Customer Pulse survey information reveals (Q4 January - March 22/23):
 - 33% 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 cited worrying incident on the bus network was threatening behaviour of other passengers, and the most cited worrying incidents on the LU network are busy environment / overcrowding; seeing someone begging and being a victim of unwanted sexual behaviour.
 - Drunken passengers and youth anti-social behaviour was reported as a source of worry on both the underground and bus networks.
 - Females experience more worry than males. Biggest concerns are threatening behaviour and being victim of unwanted sexual behaviour.

Bus-related Crime and ASB Summary

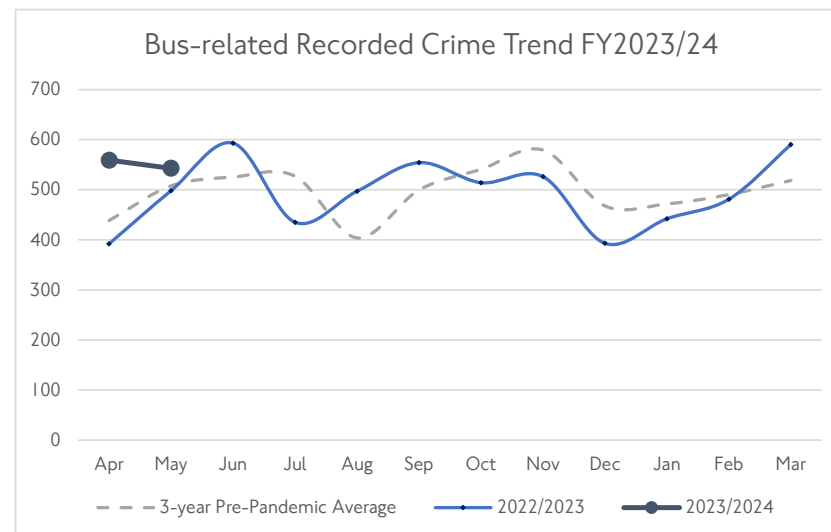
Bus-related offences - Summary

- Overall recorded crime is higher at 9,329 crimes recorded (Dec-22 to May-23) compared with the pre-pandemic average (PPA) of 7,812 crimes; 19.4% additional recorded crimes.
- The crime rate per million passenger journeys for the same period is 10.4, compared to the PPA of 7.1. Whilst crime volumes are up by 19.4% on buses passenger volumes are down by 18.0%.
- The levels of reported sexual offences, theft, violence/public order, and robbery exceed the PPA.
- TfL actively encourages the reporting of all sexual offences and sexual harassment

Crime category	Pre-pandemic average (Dec to May)	Dec-22 to May-23
Arson and Criminal Damage	373	305
Burglary	14	11
Drug Offences	92	29
Misc Crimes Against Society	16	8
Possession of Weapons	46	29
Robbery	655	1,108
Sexual Offences	361	383
Theft	3,284	4,415
Vehicle Offences	49	33
Violence Against the Person / Public Order Offences	2,922	3,008
Total Notifiable Offences	7,812	9,329
<i>Hate crime</i>	<i>531</i>	<i>469</i>
<i>Work-related violence and aggression</i>	<i>436</i>	<i>406</i>

Bus-related VAP and Public Order

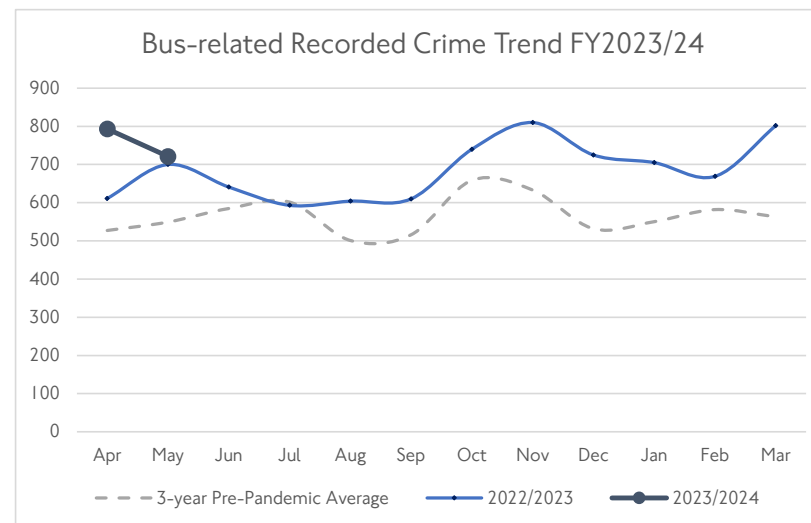
- VAP / public order crime is 3% above the three-year PPA.
- Violence with injury comprises 29% of all offences.
- Violent offences without injury are the most common types of violence on the bus network, comprising just 41% of recorded violence and public order.
- Peak times include 15:00-18:00 Monday to Friday, linked to younger passengers with offences spread throughout London. More serious acts of violence follow a similar weekday 1500-1800 concentration and, also occur very late/ early hours at weekends.
- 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

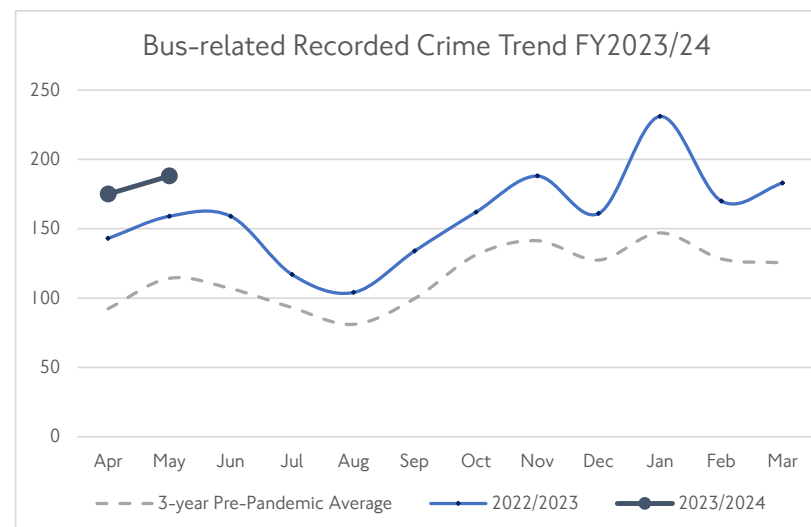
Bus-related Theft

- Theft on the bus network is following a similar trend to London-wide theft and is higher than the three-year PPA.
- Reports of thefts of personal property are evenly spread throughout the day and week, although there are peaks from 12:00-20:00, 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.
- Most victims of theft are aged 18 to 44 years, with women across all ages reporting most thefts.



Bus-related Robbery

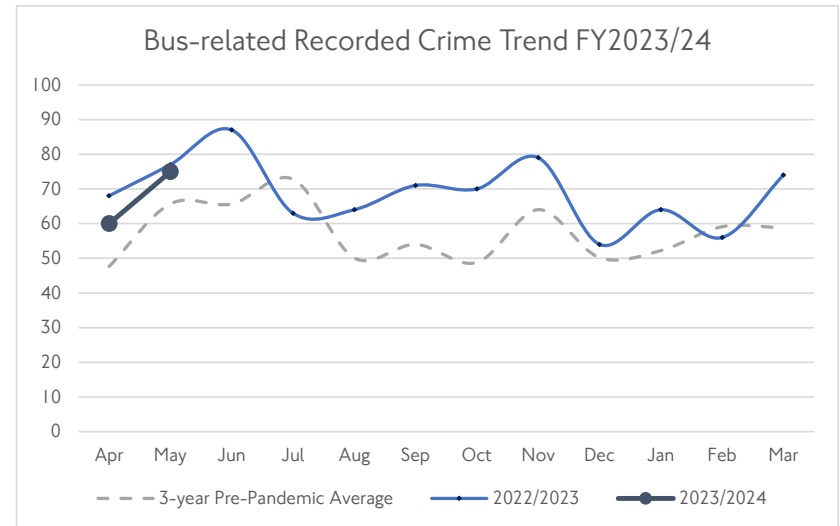
- Robbery continues to rise and is following a similar upward trend to London-wide robbery and is higher than the three-year PPA.
- Young males are the most at risk from robbery, particularly those aged under 18 years who comprise almost 50% of all bus-related robbery victims.
- Offences peak between 14:00 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 Haringey, Westminster and Lambeth (comprising 20% of all robbery on the bus network).



Bus-related Crime and ASB Summary

Bus-related Sexual Offences

- Sexual offences remain higher than the PPA and is following seasonal trend albeit at a lower rate than last year. The sustained volume of offences higher than the PPA is indicative of the success of our Zero Tolerance on Sexual Harassment media campaign 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 Crime and London-wide Crime Trends

- Bus-related crime trends largely reflect London-wide crime trends, however overall bus-related crime during FY2023/24 is 29% higher than the three-year pre-pandemic average (PPA), whilst overall London-wide crime recorded by the Met Police is currently 4% higher.
- 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

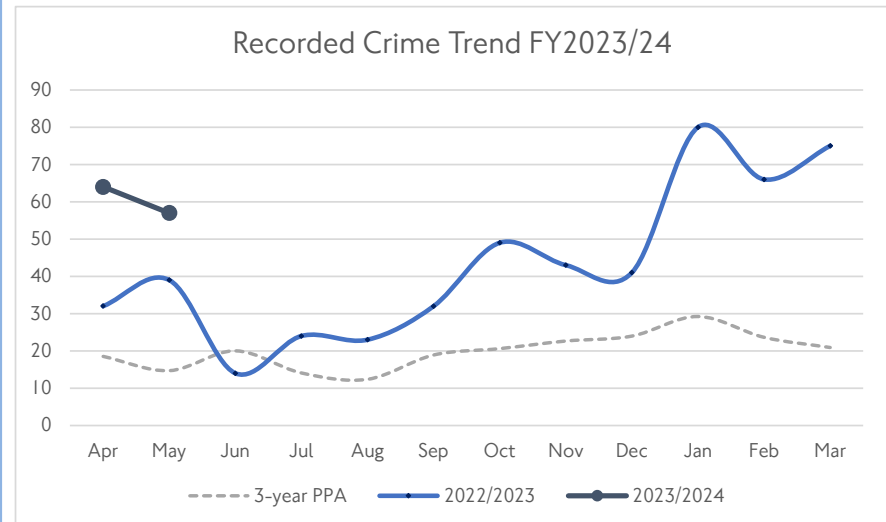
- Overall recorded crime is higher at 10,420 crimes recorded (Dec-22 to May-23) compared with the pre-pandemic average (PPA) of 7,505 crimes; 39% additional recorded crimes.
- The crime rate per million passenger journeys is currently 18.7, compared to the PPA of 11.1. Whilst crimes are up 39%, passenger numbers are down 18% creating the higher crime rate.
- Robbery and theft are current concerns and reported at levels much higher than the PPA.
- Violence with injury comprises 13% of all VAP and Serious Public offences.

Crime category	Pre-pandemic average (Dec to May)	Dec-22 to May-23
Violence Against the Person / Serious Public Order	2,641	2,832
Sexual Offences	515	382
Criminal Damage	529	625
Line of Route	27	11
Theft of Passenger Property	3,190	5,370
Motor Vehicle/Cycle Offences	174	249
Robbery	92	383
Theft of Railway Property / Burglary	101	129
Serious Fraud	45	22
Drugs	139	340
Other Serious Offences	52	77
Total Notifiable	7,505	10,420
<i>Hate crime</i>	508	467
<i>Work-related violence and aggression</i>	645	560

LU crimes of note

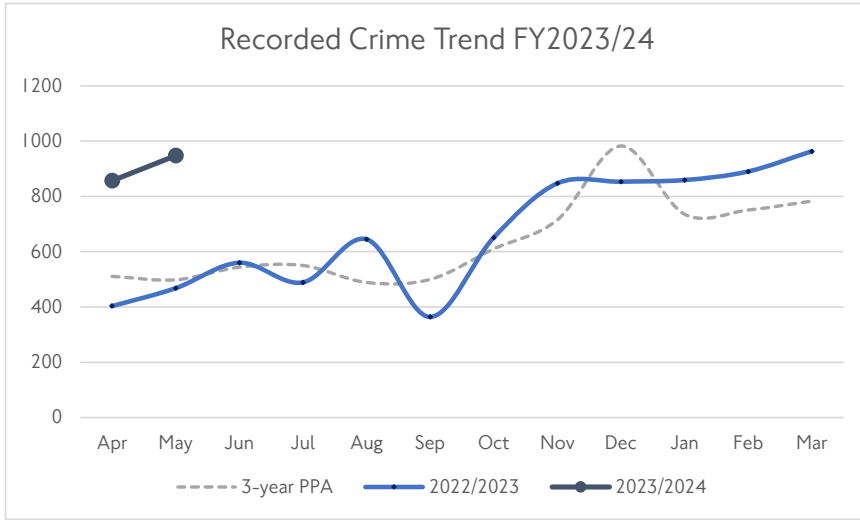
- Robbery is 316% higher than the PPA.
- 43% of robberies were committed on train and 53% at stations. Top stations with robbery committed at them were Oxford Circus, Finsbury Park, Bond Street and Stratford.
- 42% of offences were committed on weekends. Key times were 14:00-21:00.
- Theft of passenger property offences (chart overleaf) are 68% above the PPA. Thefts occur fairly evenly on all days of the week with the exception of the weekend when almost 40% are committed. Key times are 15:00-00:00 across the week.

LU Robbery



London Underground Crime and ASB Summary

LU Theft 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

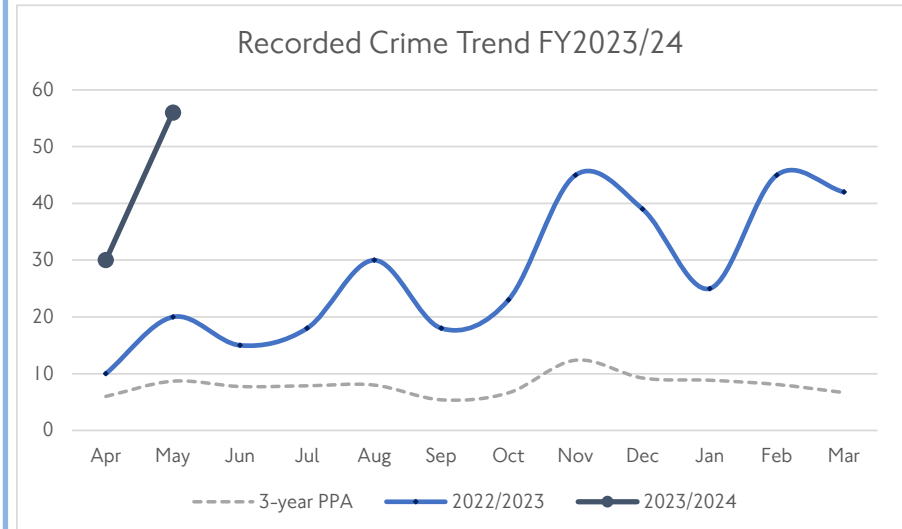
- Overall recorded crime is higher at 729 crimes (Dec-22 to May-23) compared with the pre-pandemic average (PPA) of 269 crimes; 171% additional recorded crimes; this large rise was forecast due to additional passengers with the full opening of the Elizabeth Line.
- The crime rate per million passenger journeys is currently 6.6, compared to the PPA of 14.5. Whilst crimes are up 171%, passengers are up 286% 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 (Dec to May)	Dec-22 to May-23
Violence Against the Person / Serious Public Order	132	317
Sexual Offences	11	21
Criminal Damage	28	28
Line of Route	1	1
Theft of Passenger Property	39	237
Motor Vehicle/Cycle Offences	25	37
Robbery	5	34
Theft of Railway Property / Burglary	12	9
Serious Fraud	2	0
Drugs	8	36
Other Serious Offences	6	9
Total Notifiable	269	729
<i>Hate crime</i>	20	53
<i>Work-related violence and aggression</i>	51	72

Elizabeth Line crimes of note

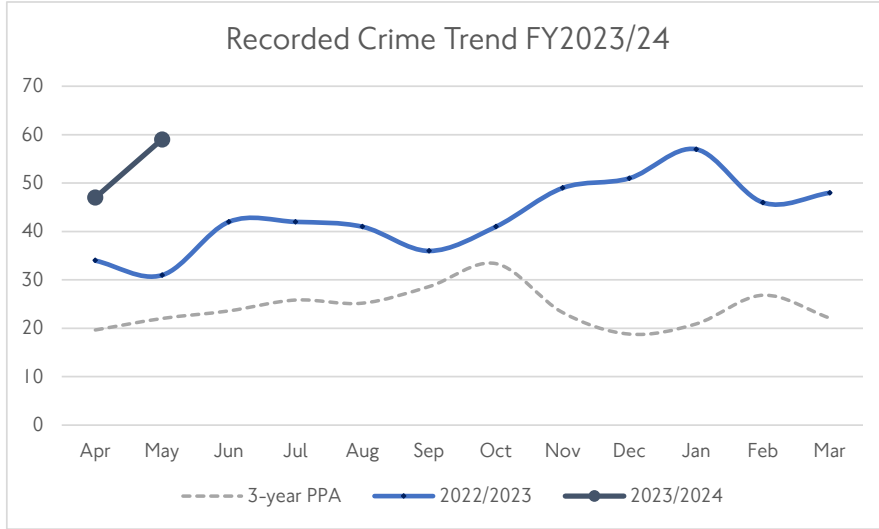
- Theft of passenger property has steadily risen and is higher than the three-year PPA (see right).
- 64% of thefts are committed on train and 35% within stations. Thefts occur fairly evenly on all days of the week with the exception of the Fri-Sat when almost 40% are committed. Key times are 15:00-22:00 across the week.
- 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 12% 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

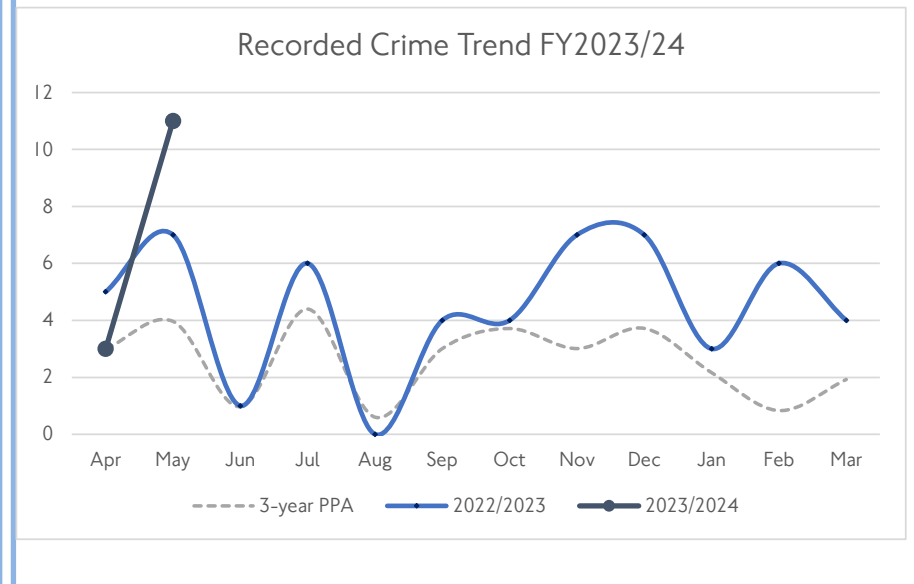
- Overall recorded crime at 826 crimes (Dec-22 to May-23) is slightly higher than the pre-pandemic average (PPA) of 733 crimes; 13% additional recorded crimes.
- The crime rate per million passenger journeys is currently 9.6, compared to the PPA of 8.5. Whilst crimes are up 13%, passengers are down 12% creating the higher crime rate.
- Whilst some categories of crime are slightly higher than the PPA, there are few concerns (see below for crimes of note). Violence with injury comprises 10% of all VAP and Serious Public offences.

Crime category	Pre-pandemic average (Dec to May)	Dec-22 to May-23
Violence Against the Person / Serious Public Order	351	336
Sexual Offences	37	25
Criminal Damage	90	155
Line of Route	2	3
Theft of Passenger Property	145	181
Motor Vehicle/Cycle Offences	47	54
Robbery	15	34
Theft of Railway Property / Burglary	19	22
Serious Fraud	4	0
Drugs	15	12
Other Serious Offences	8	4
Total Notifiable	733	826
<i>Hate crime</i>	78	58
<i>Work-related violence and aggression</i>	119	64

LO crimes of note

- Robbery is more than double the three-year PPA on the LO network, however this is still a relatively low volume offence on the LO network. (see right)
- Robbery is equally occurring on train and at stations with most occurring between 14:00 – 23:00 hrs and are spread evenly across all days.

LO Robbery



DLR Crime and ASB Summary

DLR crime trends overall

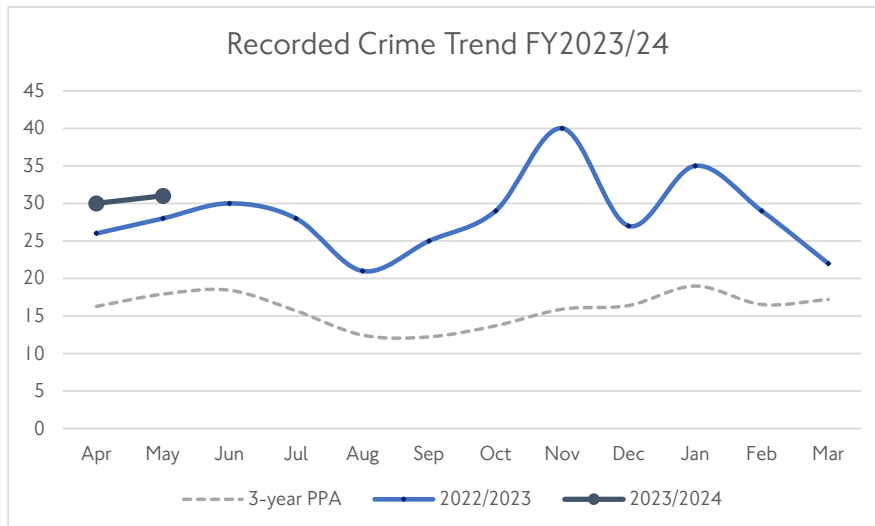
- Overall recorded crime is higher at 452 crimes recorded (Dec-22 to May-23) compared with the pre-pandemic average (PPA) of 292 crimes; 55% additional recorded crimes.
- The crime rate per million passenger journeys is currently 8.8, compared to the PPA of 5.6. Whilst crimes are up 55%, passengers are down 19% creating the higher crime rate.
- Whilst some categories of crime are slightly higher than the PPA, there are few concerns (see below for crimes of note). Violence with injury comprises 14% of all VAP / SPO.

Crime category	Pre-pandemic average (Dec to May)	Dec-22 to May-23
Violence Against the Person / Serious Public Order	137	156
Sexual Offences	12	12
Criminal Damage	15	39
Line of Route	4	3
Theft of Passenger Property	84	174
Motor Vehicle/Cycle Offences	9	19
Robbery	11	25
Theft of Railway Property / Burglary	10	6
Serious Fraud	0	1
Drugs	6	11
Other Serious Offences	4	6
Total Notifiable	292	452
<i>Hate crime</i>	29	25
<i>Work-related violence and aggression</i>	45	30

DLR crimes of note

- Theft of passenger property is higher than the three-year PPA (see right).
- Thefts are fairly evenly spread across the week with peak times between 08:00-11:00 and 15:00-20:00.
- 61% of thefts are committed on trains, 38% within stations. Shadwell and Canary Wharf have had the most thefts reported in the last six months.

DLR Theft of Passenger Property



Trams Crime and ASB Summary

Trams crime trends overall

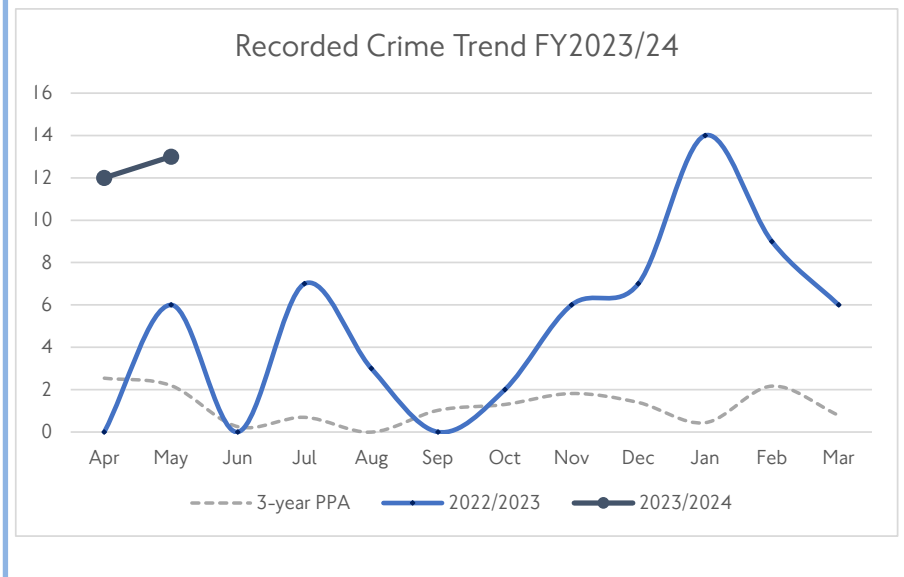
- Overall recorded crime at 188 crimes recorded (Dec-22 to May-23) is higher than the pre-pandemic average (PPA) of 129 crimes; 45% more recorded crimes.
- The crime rate per million passenger journeys is 15.4 currently, compared to the PPA of 9.3. Whilst crimes are up 45%, passenger numbers are down 27% creating the higher crime rate.
- Whilst some categories of crime are slightly higher than the PPA, there are few concerns (see below for crimes of note). Violence with injury comprises 18% of all VAP and Serious Public offences.

Crime category	Pre-pandemic average (Dec to May)	Dec-22 to May-23
Violence Against the Person / Serious Public Order	71	84
Sexual Offences	6	6
Criminal Damage	10	14
Line of Route	6	1
Theft of Passenger Property	13	15
Motor Vehicle/Cycle Offences	3	2
Robbery	9	61
Theft of Railway Property / Burglary	2	0
Serious Fraud	1	1
Drugs	8	3
Other Serious Offences	0	1
Total Notifiable	129	188
<i>Hate crime</i>	10	12
<i>Work-related violence and aggression</i>	14	23

Trams crimes of note

- Robbery is almost 600% higher than the PPA, albeit a relatively low-volume crime (a rise of 9 to 61) on the Trams network.
- 84% of robberies were committed at stops and 13% on trams. Top stops with robbery committed at them were East Croydon, Central and Elmers End.
- Over 80% of offences were committed on during weekdays Tues-Fri. Key times were 16:00-18:00.

Trams Robbery



Improving Customer Confidence

Headline result – safety and security questions Q1 23/24

33% have felt worried about **personal security** on public transport in the last 3 months

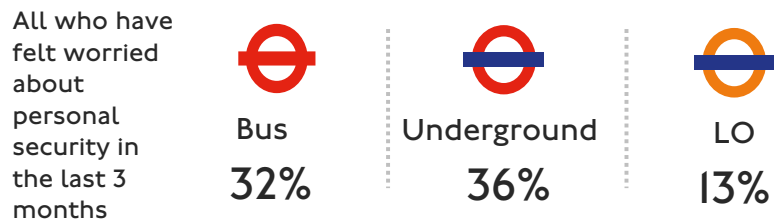
6% of Londoners that use public transport have been completely/temporarily deterred from using public transport following an incident

Impact of worrying incident on usage

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



Transport where incidents occurred



Incidence of events

(Last 3 months)



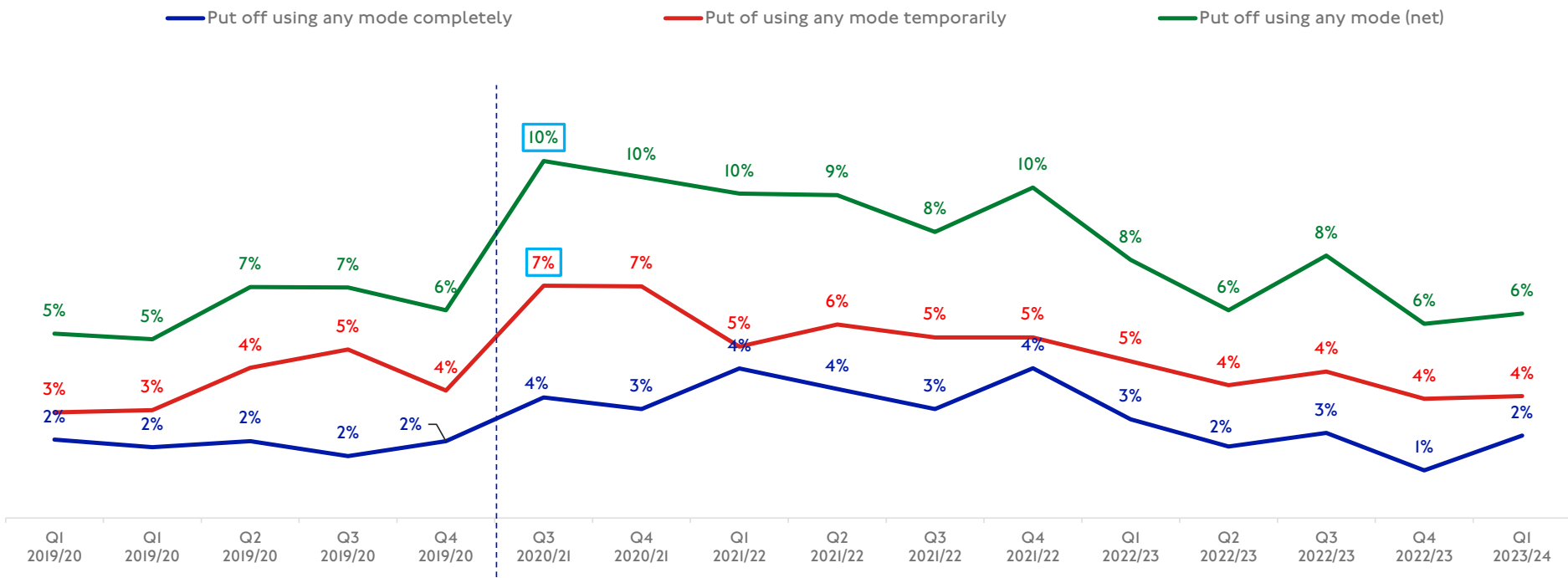
SAFETY_01: In the last three months, have you ever felt worried about your personal security (i.e. being safe from crime or antisocial behaviour) when using public transport in London? All respondents that have used public transport in the last few months : Q1 23/24=950. SAFETY_04: Has this worrying incident put you off using this mode of transport again? : All respondents that have used public transport in the last few months : Q1 23/24=950. 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: Q1 23/24=324. 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: Q1 23/24=324



Improving Customer Confidence

The proportion of Londoners put off from using any public transport mode has declined to 6 per cent following a rise in Q3 22/23.

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 Q3 2022/23)

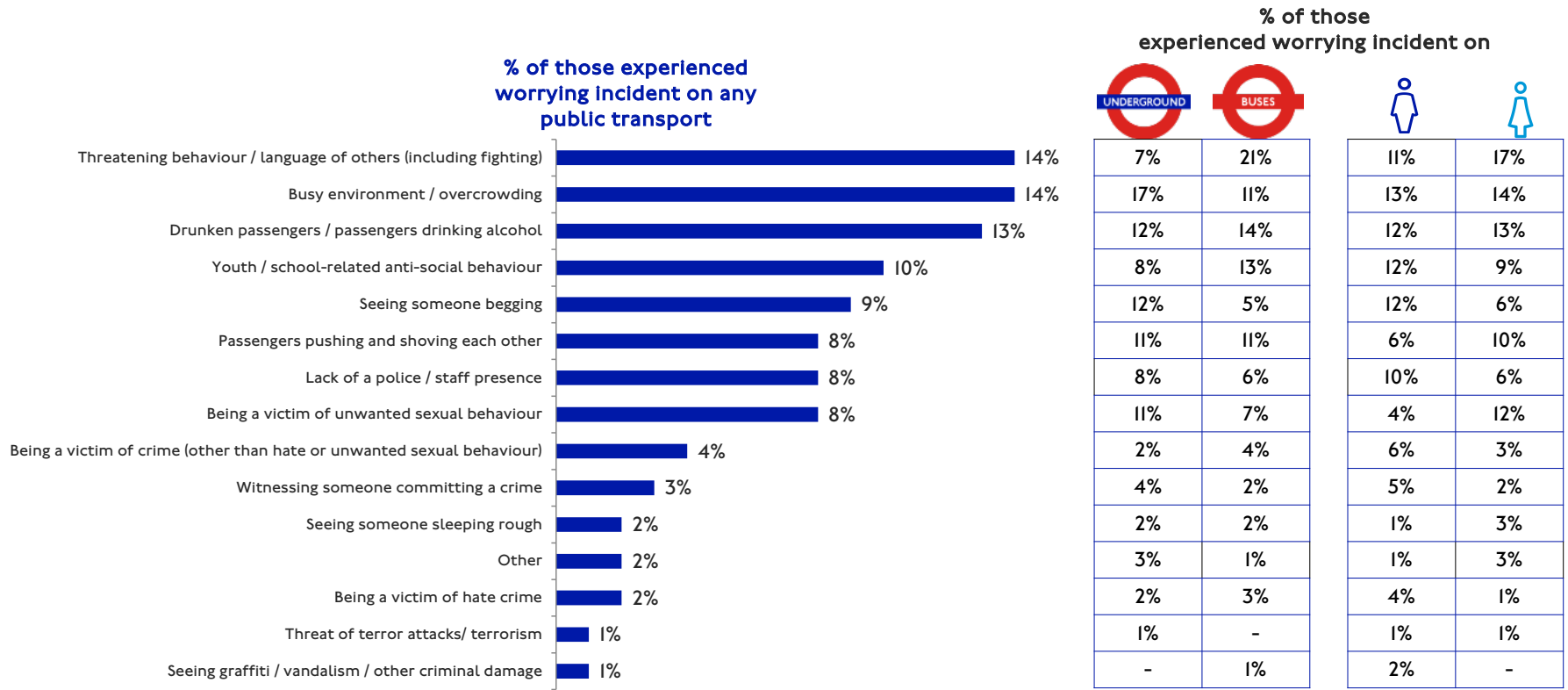


SAFETY_04: Has this worrying incident put you off using this mode of transport again?
 Base: All respondents that have used public transport in the last twelve months Q1 (P1) 19/20=999, Q1 (P2) 19/20=1,009, Q2 (P6) 19/20=974. Q3 (P9) 19/20=992, Q4 (P12) 19/20=1016, Q3 (P9) 20/21=761, Q4 (P12) 20/21=749, Q1 (P2) 21/22=798, Q2 (P6) 21/22=843, Q3 (P9) 21/22=828, Q4 (P12) 21/22=883, Q1 (P2) 22/23=880, Q2 (P6) 22/23=940, Q3 (P9) 22/23=925, Q4 (P12) 22/23=930, Q1 23/24=950
 Dotted line denotes this module did not run between Q4 19/20 and Q3 20/21



Improving Customer Confidence

Concern regarding threatening behaviours were more common on buses than on public transport overall. Being a victim of unwanted sexual behaviour and crime generally were more common on the underground than on public transport overall. Drunken passengers, overcrowding and youth/school-related ASB was similarly experienced on both the underground and bus networks. Females experienced more worry than males concerning threatening behaviour and being victim of unwanted sexual behaviour.



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: Q1 23/24=329, London Underground=121, London Bus=104, Male = 136, Female = 190

