

# Customer Service and Operational Performance Panel 5 December 2023

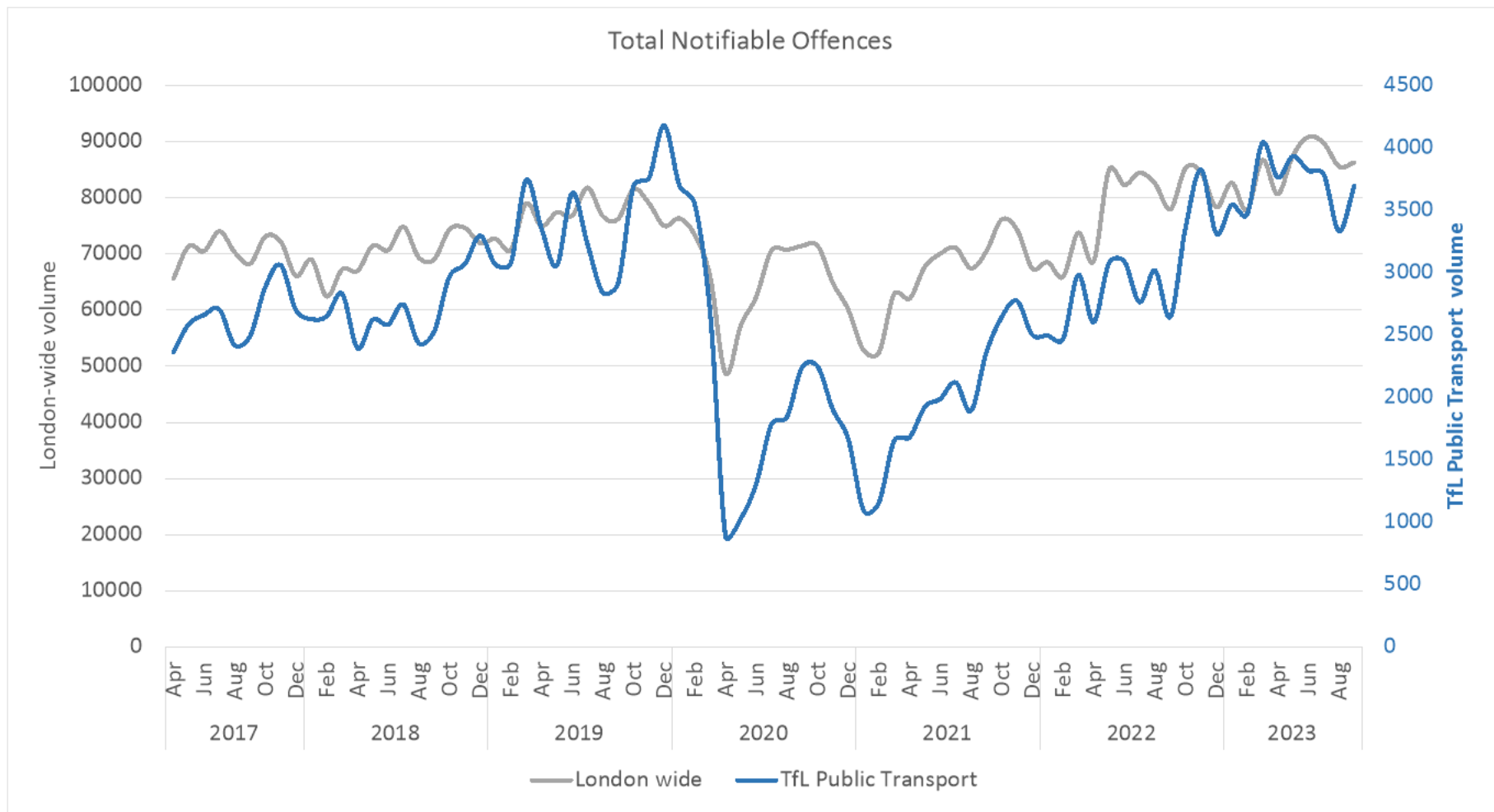
## Six month Crime and Anti-Social Behaviour (ASB) Report Appendix 2



Following the meeting of the Panel on 5 December 2023, the Six month Crime and Anti-Social Behaviour Report has been updated and republished to correct errors in the crime figures, as reported at the Panel meeting and to provide additional/updated information in places. The changes in this updated version are highlighted using a yellow box.

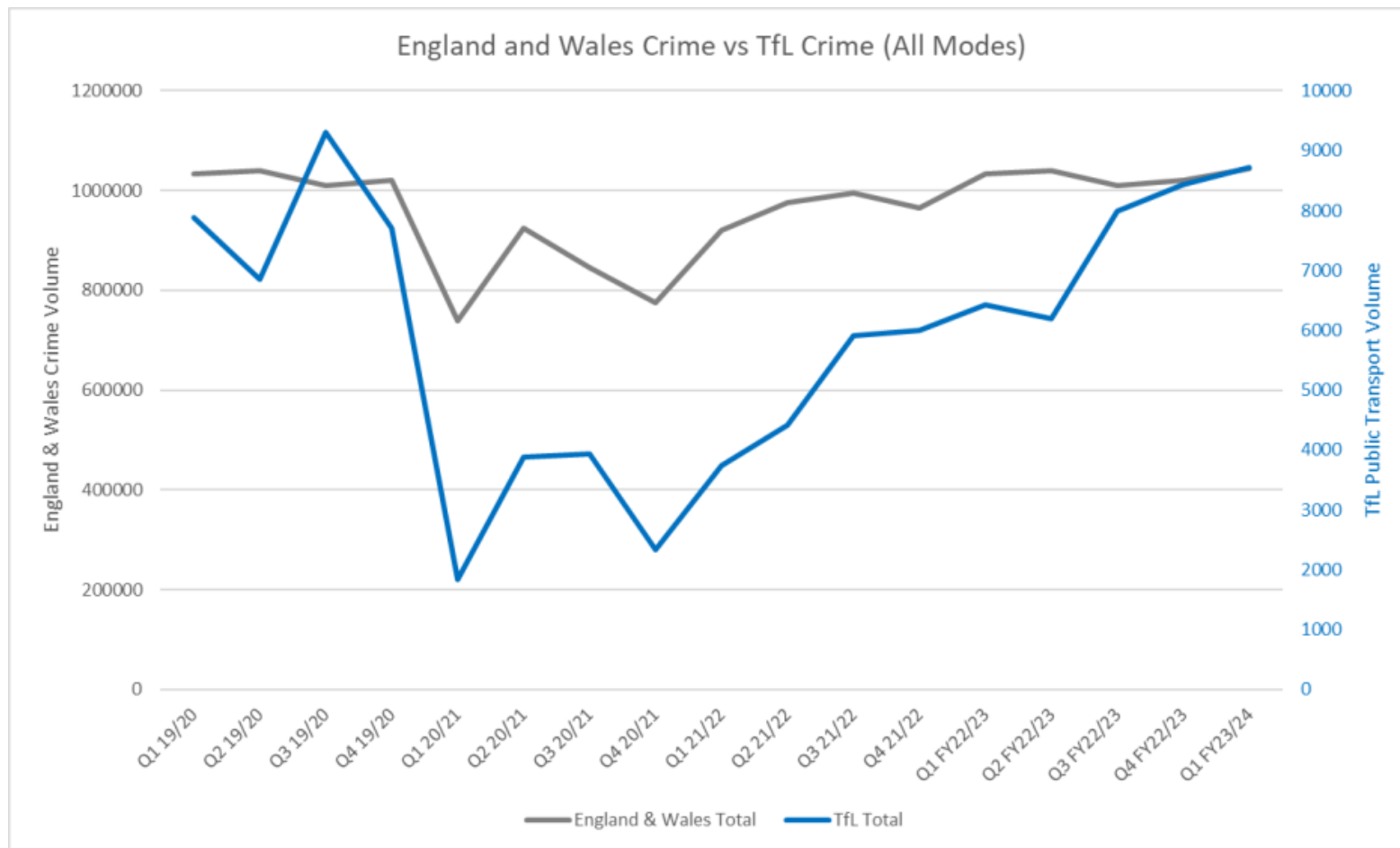
# TfL Public Transport and London-wide Crime Trends

- Overall TfL public transport crime trends largely reflect London-wide crime trends rising from the lower volumes recorded during the pandemic; the rising trend in overall public transport crime reflects the rising trend of passengers using TfL services.
- Overall TfL public transport crime during FY23/24 is 30% higher than the same period in FY22/23, and it is 17% higher than the same months within FY19/20.
- Overall London-wide crime during FY23/24 is currently 8% higher than the same period in FY22/23, and it is 12% higher than the same months within FY19/20.



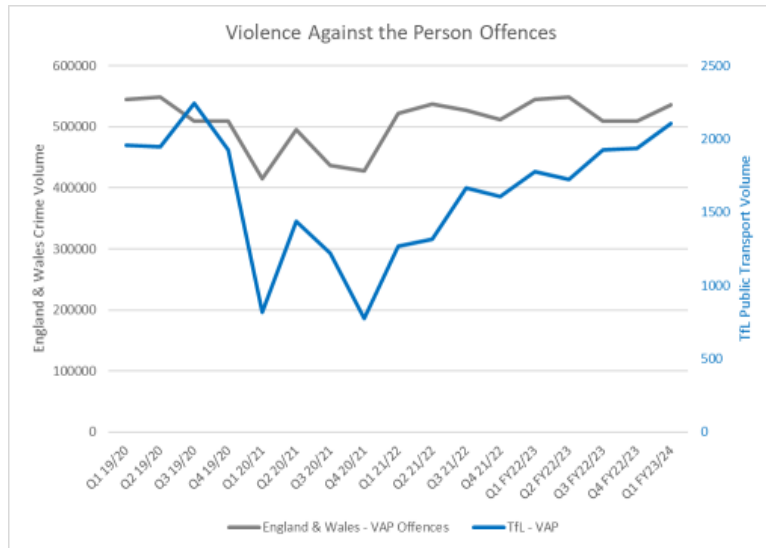
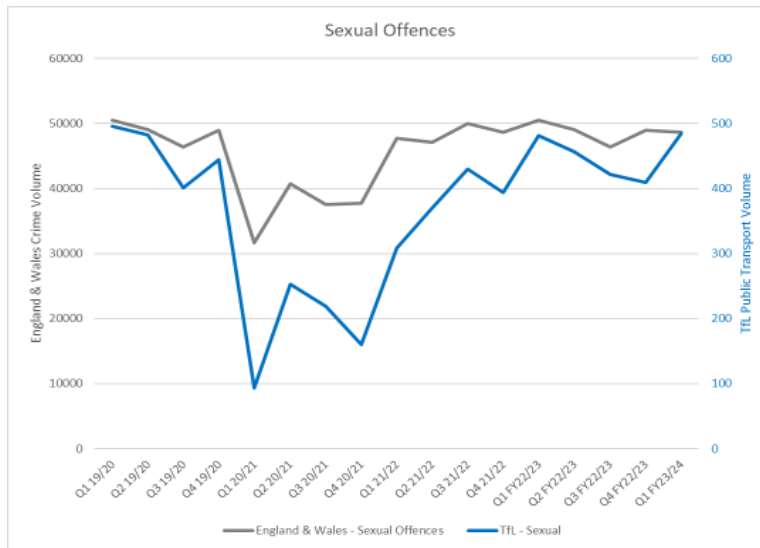
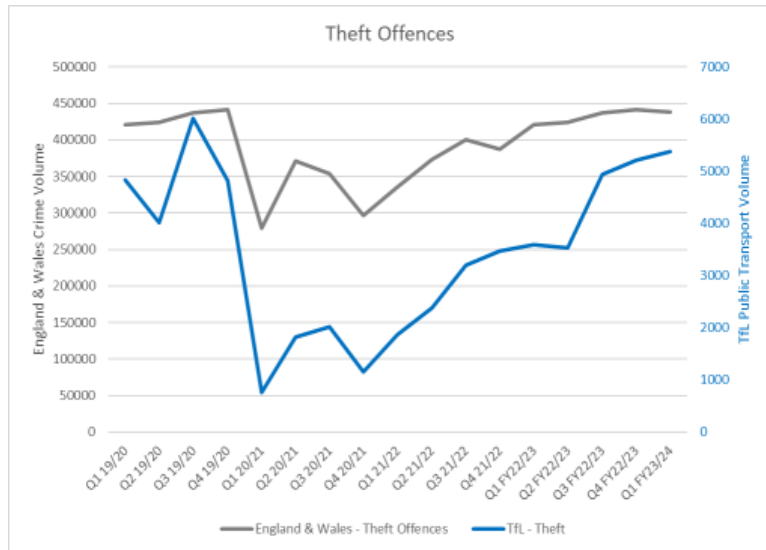
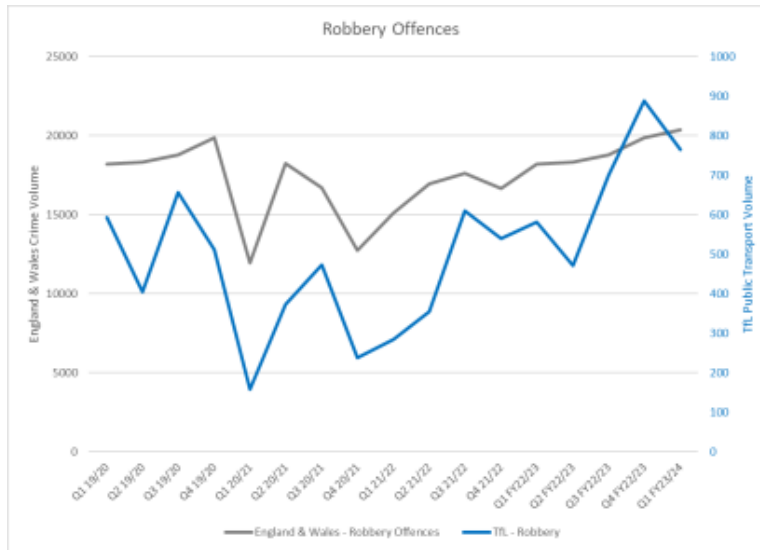
# TfL Service Crime and Nation-wide Crime Trends

- The chart below shows a combination of the crimes committed on TfL services against the same categories within England and Wales crime data. Due to limitations with England and Wales crime data, this can only be displayed quarterly.
- The chart below takes account of sexual offences, theft offences, robbery offences and violence against the person offences combined.
- Services included in the TfL total are: London Overground, London Underground, Trams, DLR, Elizabeth Line, Cable Car and Bus
- Overall crime on TfL services during FY22/23 were 45% higher than they were in FY21/22. The rising trend reflects the rise in passengers to TfL services (28% more passengers in FY22/23 when compared with FY21/22).
- Crime across England and Wales during FY22/23 was 6% higher than it was in FY21/22.



# TfL Service Crime and Nation-Wide Crime Trends

- The charts below depict how closely crime trends (sexual offences, VAP and theft) on TfL services are against national (England & Wales) police forces.
- Services included in the TfL total are: London Overground, London Underground, Trams, DLR, Elizabeth Line, Cable Car and Bus



# 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 April 2023 to September 2023.
- Overall recorded crime is higher at 22,294 crimes (Apr to Sept-23) compared with the same period in 2022 of 17,160 crimes; 30% additional crimes.
- The crime rate per million passenger journeys for 2023 is 12.7, compared to the 2022 rate of 11.0.
- Whilst crimes are up 30% across all modes, passenger volume is up by 13% creating a higher risk of being a victim of crime, across all modes.

| Mode                    | Apr-22 to Sept-22 |             | Apr-23 to Sept-23 |             |
|-------------------------|-------------------|-------------|-------------------|-------------|
|                         | Volume            | Rate        | Volume            | Rate        |
| Bus                     | 8,449             | 9.7         | 8,980             | 9.7         |
| London Underground      | 6,924             | 13.7        | 10,836            | 18.6        |
| London Overground       | 764               | 9.9         | 955               | 10.6        |
| Elizabeth Line**        | 492               | 9.0         | 907               | 8.9         |
| Docklands Light Railway | 418               | 9.4         | 465               | 9.3         |
| Trams                   | 113               | 10.9        | 151               | 14.7        |
| <b>Overall crime</b>    | <b>17,160</b>     | <b>11.0</b> | <b>22,294</b>     | <b>12.7</b> |

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

## Passenger perception

- The most recent TfL Customer Pulse survey information reveals (Q2 July - September 23/24):
  - 32% felt worried on public transport in the past three months and 7% 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 incidents on the bus network are busy environment / overcrowding, drunken passengers / passengers drinking alcohol, and youth/school-relate anti-social behaviour. The most cited worrying incidents on the LU network are drunken passengers / passengers drinking alcohol, threatening behaviour / language of others and seeing someone begging.
  - Women were more likely than men to experience drunken passengers, while men were more likely to encounter youth related anti-social behaviour.

# Bus-related Crime and ASB Summary

## Bus-related offences - Summary

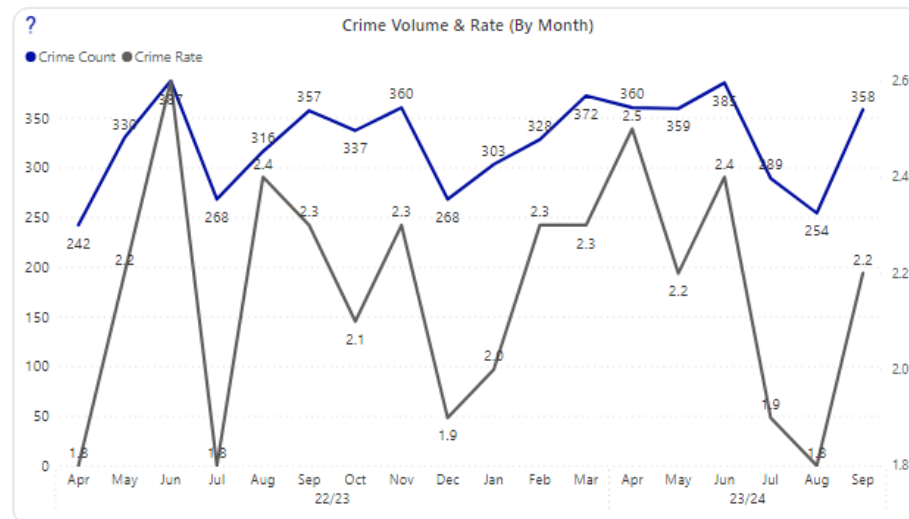
- Overall recorded crime is slightly higher at 8,980 crimes (Apr-23 to Sept-23) compared with the same period in 2022 of 8,449 crimes; 6% additional recorded crimes.
- The crime rate per million passenger journeys for 2023 is 9.7 and the same in 2022.
- The levels of reported theft, violence/public order, and robbery are higher than expected.
- TfL actively encourages the reporting of all sexual offences and sexual harassment

| Crime category                               | Apr-22 to Sept-22 | Apr-23 to Sept-23 |
|--|-------------------|-------------------|
| Violence                                     | 1,900             | 2,005             |
| Offensive Weapons                            | 28                | 18                |
| Public Order                                 | 1,068             | 1,060             |
| Robbery                                      | 816               | 957               |
| Sexual Offences                              | 430               | 383               |
| Theft of Personal Property                   | 3,752             | 4,145             |
| Motor Vehicle Theft                          | 46                | 30                |
| Cycle Theft                                  | 0                 | 0                 |
| Criminal Damage                              | 316               | 326               |
| All Other Offences                           | 93                | 56                |
| <b>Total Notifiable Offences</b>             | <b>8,449</b>      | <b>8,980</b>      |
| <i>Hate crime</i>                            | 499               | 489               |
| <i>Work-related violence and aggression*</i> | 2,337             | 2,250             |

\* Please note due to current bus-related WVA crime data access issues, work-related violence and aggression information displayed for buses represents all known incidents reported rather than just bus-related recorded crime; the figures will include incidents not reported to the police or recorded as crimes. Crime-related figures only will be included in the next CSOPP submission.

## Bus-related Violence

- Violence is 6% higher than in 2022.
- 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 15:00-18:00 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

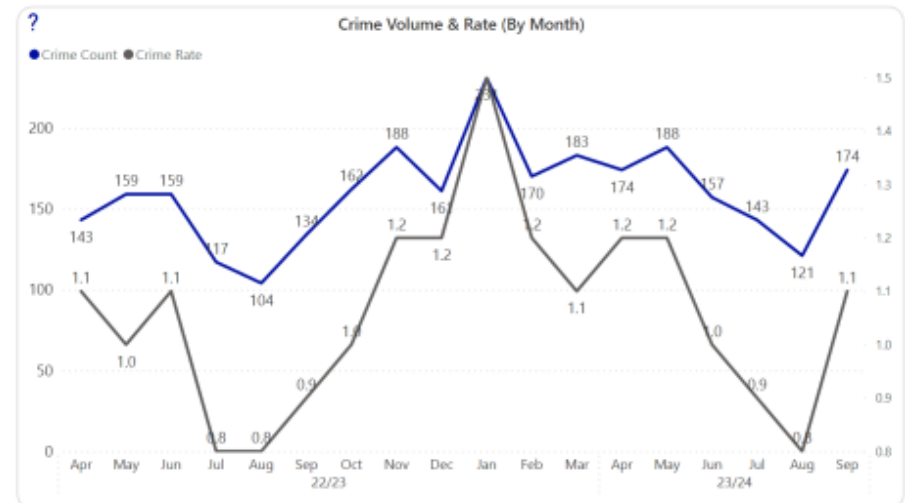
## Bus-related Theft of Personal Property

- Theft of personal property on the bus network has remained high throughout the FYTD. There was a decrease in August following a typical seasonal trend where incidents typically drop in August before rising again towards the end of the year.
- Reports of thefts of personal property are fairly evenly spread throughout the day and week. Throughout the week, 25% of offences occurred between 12:00-16:00 hours and a further 23% between 16:00-20:00 hours.
- 14% of all bus-related offences occurred within Westminster, with the second highest borough occurrence being Southwark at 9%.



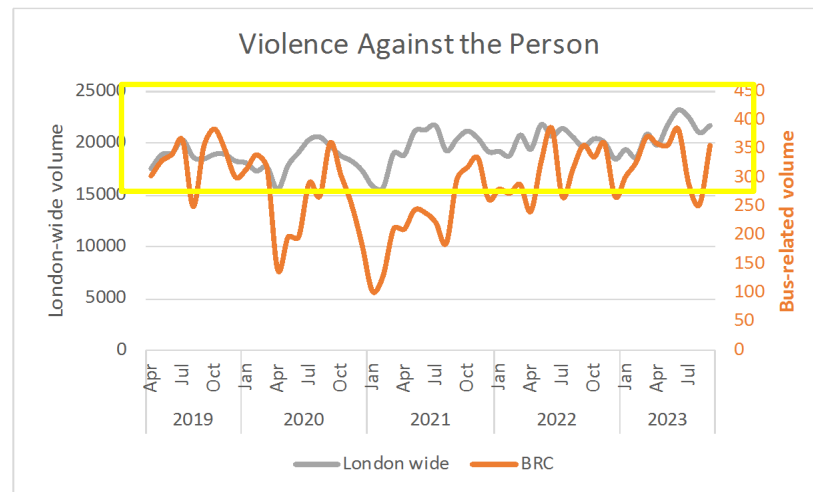
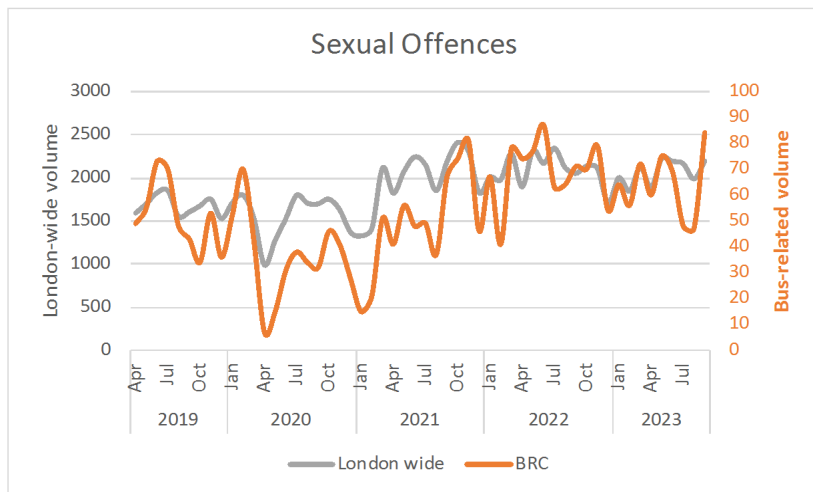
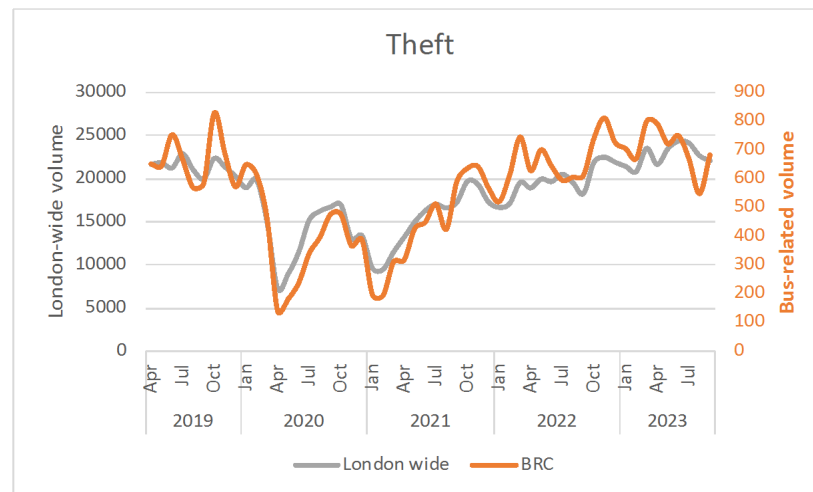
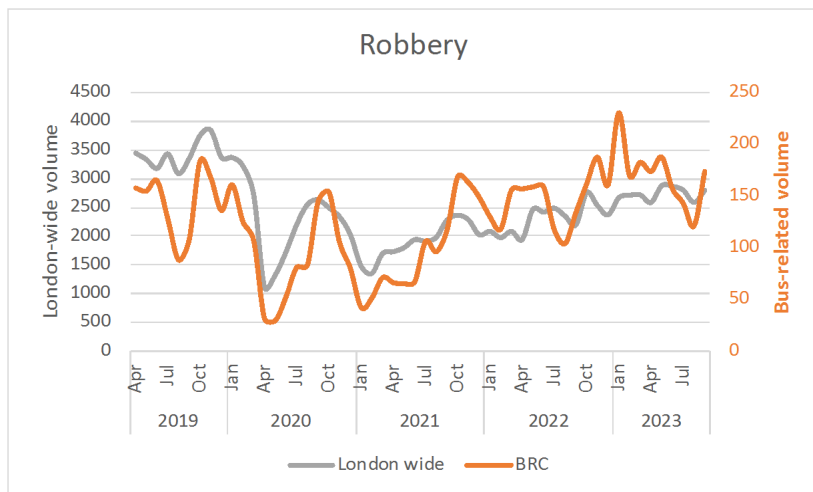
## Bus-related Robbery

- During April-September 2023, 31% of robberies occurred between 16:00-20:00 hours.
- Reports of robbery are fairly evenly spread throughout the days of the week ranging from a low of 13% of offences occurring on Sundays to a high of 17% on Tuesdays.
- In 55% of robbery reports there is indication involvement of a young person as either a victim or suspect.
- The top three boroughs for robbery offences, in the last six months were Croydon, Haringey and Westminster (7%, 7% and 6% of the total respectively).



# Bus-related Crime and London-wide Crime Trends

- Bus-related crime trends largely reflect London-wide crime trends. Overall bus-related crime during FY23/24 is 6% higher than the same period in FY22/23. It is 3% higher than the same months within FY19/20.
- Overall London-wide crime during FY23/24 is currently 8% higher than the same period in FY22/23. It is 12% higher than the same months within FY19/20.
- The charts below depict how closely trends in bus-related crimes are following London-wide trends for the same offence categories.





# London Underground Crime and ASB Summary

## LU crime trends overall

- Overall recorded crime is higher at 10,836 crimes (April-23 to September-23) compared with the same period in 2022 of 6,924 crimes; 56% additional recorded crimes.
- The crime rate per million passenger journeys is currently 18.6, compared to the 13.7 within the same months (April-September) last financial year. Whilst crimes are up 56%, passenger numbers are up 15% creating the higher crime rate.
- Theft and robbery are current concerns with reported levels much higher than last financial year.

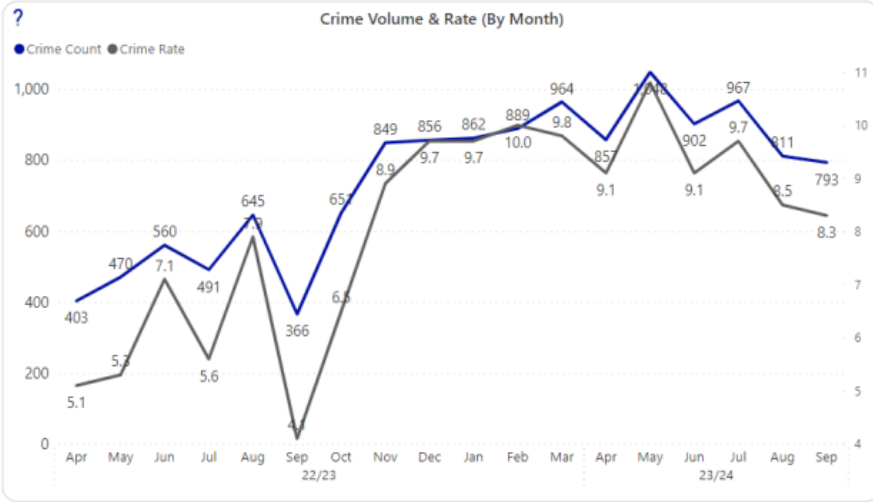
| Crime category                              | Apr-22 to Sept-22 | Apr-23 to Sept-23 |
|---|-------------------|-------------------|
| Violence                                    | 1,203             | 1,578             |
| Offensive Weapons                           | 24                | 62                |
| Public Order                                | 1,087             | 1,392             |
| Robbery                                     | 164               | 340               |
| Sexual Offences                             | 437               | 461               |
| Theft of Personal Property                  | 2,935             | 5,378             |
| Motor Vehicle Theft                         | 195               | 144               |
| Cycle Theft                                 | 130               | 132               |
| Criminal Damage                             | 418               | 708               |
| All Other Offences                          | 331               | 641               |
| <b>Total Notifiable Offences</b>            | <b>6,924</b>      | <b>10,836</b>     |
| <i>Hate crime</i>                           | 422               | 553               |
| <i>Work-related violence and aggression</i> | 431               | 647               |

## LU crimes of note

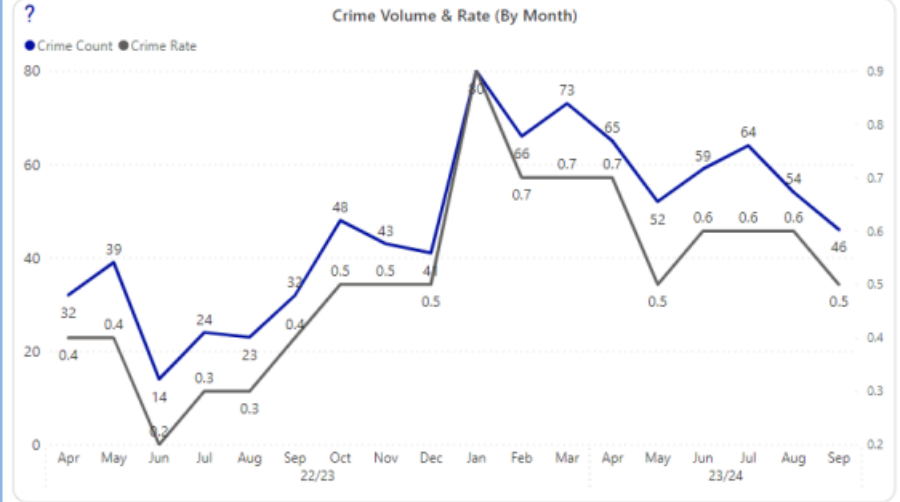
- Theft of personal property offences are currently 83% higher than the same period in 2022, with an increase of 2,443 offences. There is also a 107% increase in robbery offences, from 164 offences last FY compared with 340 offences this FY.
- 61% of thefts were committed on train and 39% at stations. Top stations with theft committed at them were Kings Cross St. Pancras, Leicester Square and Oxford Circus. The Northern Line had most theft offences committed at them (676 offences), followed by the Jubilee Line (544 offences) and the Piccadilly Line (537).
- 55% of theft offences were committed on weekends (Fri-Sun) with 23% of theft offences being committed between the evening peak of 17:00-20:00 hours.
- More robberies were committed at a station (59%) than on-train (39%). The 'actual' number of offences per station is low, with the highest number of offences being committed at Stratford (14 offences April-September).
- 56% of robberies were committed on weekends (like theft), with 19% of robbery offences being committed between the evening peak of 17:00-20:00 hours.

# London Underground Crime and ASB Summary

## LU Theft Personal Property Offences



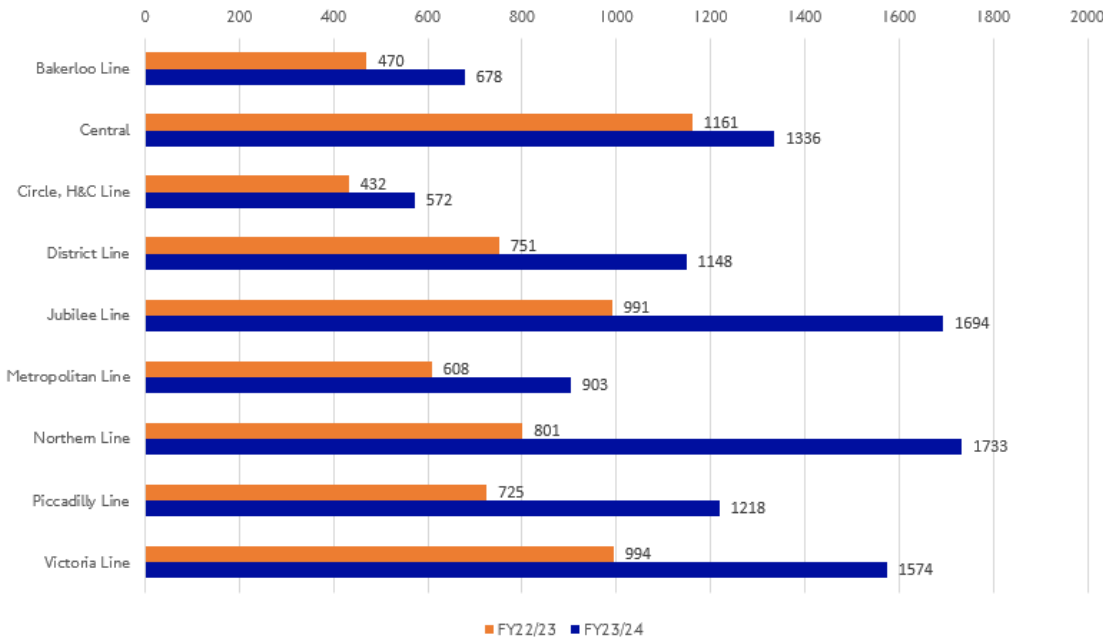
## LU Robbery



# London Underground Crime and ASB Summary – by Line

## LU Offences by Line April-23 to September-23

London Underground Crime Volume, By Line



| LU Line                    | Apr-22 to Sept-22 | Apr-23 to Sept-23 |
|----------------------------|-------------------|-------------------|
| Bakerloo                   | 470               | 678               |
| Central                    | 1,161             | 1,336             |
| Circle, Hammersmith & City | 432               | 572               |
| District                   | 751               | 1,148             |
| Jubilee                    | 991               | 1,694             |
| Metropolitan               | 608               | 903               |
| Northern                   | 801               | 1,733             |
| Piccadilly                 | 725               | 1,218             |
| Victoria                   | 994               | 1,574             |
| Waterloo & City            | 0                 | 6                 |
| Line Not Recorded          | 1                 | 12                |

### Crime by LU Line crimes of note

- All lines have experienced a rise in recorded crime volumes when comparing the current six month period with the same period in 2022.
- The majority of rises on each line is due to an increase in recorded theft; 62% of the 3,914 additional crimes recorded so far this financial year is theft.
- The increase in crime differs per line, with the Northern Line experiencing the biggest rise (a rise of 116% / additional 932 crimes year on year). The Jubilee also experienced a large rise of 71% / additional 703 crimes year on year.
- *Please note that offences that occur on train between two stations will be categorised as occurring on the LU Line of the victim's destination station, as designated by which line organisationally manages that station. E.g. a crime that occurred between Camden Town (Northern Line) and Victoria (Victoria Line) will be reported as occurring on the Victoria Line.*

# Elizabeth Line Crime and ASB Summary

## Elizabeth Line crime trends overall

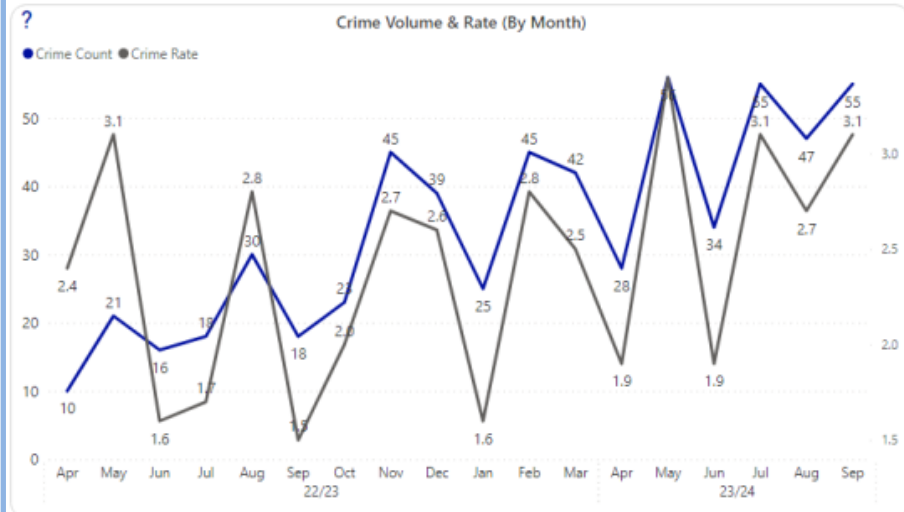
- Overall recorded crime is higher at 907 crimes (Apr-23 to Sept-23) compared with the same period in 2022 of 492 crimes; 84% additional recorded crimes. This large rise was forecast due to additional passengers with the full opening of the Elizabeth Line.
- The crime rate per million passenger journeys is currently 8.9 (9.0 in FY22/23). Whilst crimes are up 84%, passenger number are also up by 87% creating a slightly lower risk of being a victim of crime.
- Whilst some categories of crime are slightly higher than the previous financial year, there are few concerns (see below for crimes of note).

| Crime category                              | Apr-22 to Sept-22 | Apr-23 to Sept-23 |
|---|-------------------|-------------------|
| Violence                                    | 119               | 202               |
| Offensive Weapons                           | 3                 | 5                 |
| Public Order                                | 107               | 170               |
| Robbery                                     | 19                | 22                |
| Sexual Offences                             | 14                | 48                |
| Theft of Personal Property                  | 113               | 275               |
| Motor Vehicle Theft                         | 4                 | 18                |
| Cycle Theft                                 | 48                | 72                |
| Criminal Damage                             | 24                | 43                |
| All Other Offences                          | 41                | 52                |
| <b>Total Notifiable Offences</b>            | <b>492</b>        | <b>907</b>        |
| <i>Hate crime</i>                           | 50                | 64                |
| <i>Work-related violence and aggression</i> | 47                | 84                |

## Elizabeth Line crimes of note

- Theft of personal property has steadily risen and is higher than FY22/23 (see right).
- 65% of thefts are committed on train and 35% within stations. Thefts occur fairly evenly on all days of the week.
- Most offences are reported as occurring between 15:00-23:00 hours across the week.
- Stratford, Paddington and Ilford have had the most thefts reported in the last six months.
- Violence and Public Order Offences have also increased on this line.

## Elizabeth Line Theft of Personal Property

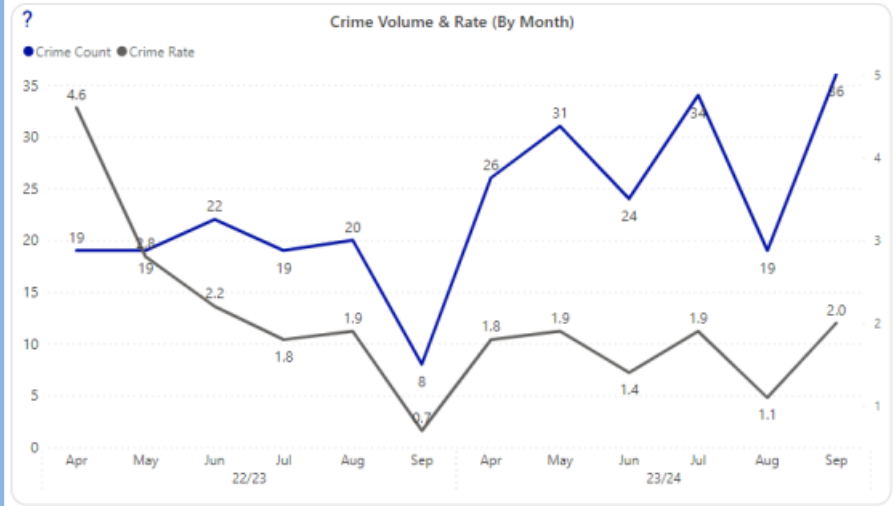


# Elizabeth Line Crime and ASB Summary

## Elizabeth Line Violence



## Elizabeth Line Public Order



# London Overground (LO) Crime and ASB Summary

## LO crime trends overall

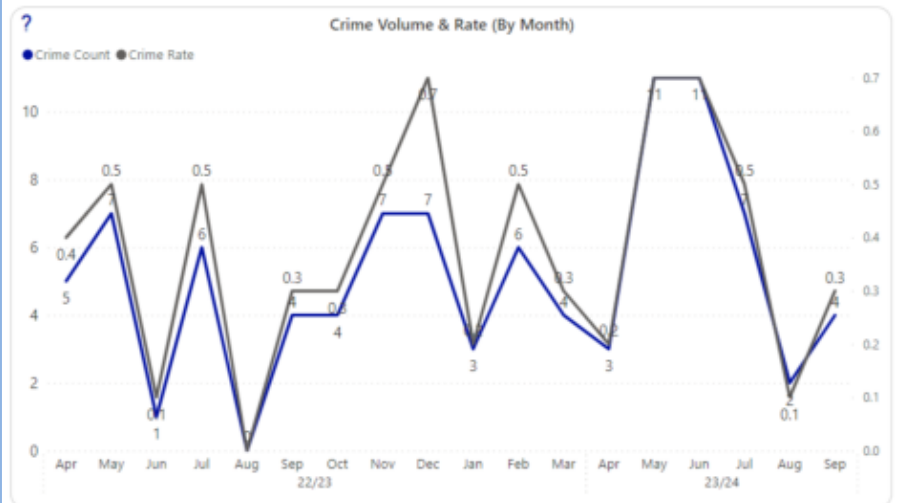
- Overall recorded crime is higher at 955 crimes (Apr-23 to Sept-23) compared with the same period in 2022 of 764 crimes; 25% additional recorded crimes.
- The crime rate per million passenger journeys is currently 10.6, compared to the 9.9 last year. Whilst crimes are up 28%, passenger numbers are also up 17% creating a slightly higher risk of being a victim of crime.
- Robbery is of current concern as they are reported at much higher levels than last financial year.

| Crime category                              | Apr-22 to Sept-22 | Apr-23 to Sept-23 |
|---|-------------------|-------------------|
| Violence                                    | 164               | 197               |
| Offensive Weapons                           | 3                 | 13                |
| Public Order                                | 191               | 213               |
| Robbery                                     | 23                | 38                |
| Sexual Offences                             | 35                | 39                |
| Theft of Personal Property                  | 148               | 200               |
| Motor Vehicle Theft                         | 10                | 3                 |
| Cycle Theft                                 | 61                | 72                |
| Criminal Damage                             | 105               | 137               |
| All Other Offences                          | 24                | 43                |
| <b>Total Notifiable Offences</b>            | <b>764</b>        | <b>955</b>        |
| <i>Hate crime</i>                           | 92                | 87                |
| <i>Work-related violence and aggression</i> | 91                | 82                |

## LO crimes of note

- Robbery has increased by 30% when compared with the same period in 2022, however this is still a relatively low volume offence on the LO network. (see table right)
- Robbery is equally occurring on train and at stations with most occurring between 13:00–23:00 hours and are spread evenly across all weekdays.
- 34% of robberies were committed on trains and 63% within stations.

## LO Robbery



# DLR Crime and ASB Summary

## DLR crime trends overall

- Overall recorded crime is slightly higher at 465 crimes (Apr-23 to Sept-23) compared with the same period in 2022 of 418 crimes; 11% additional recorded crimes.
- The crime rate per million passenger journeys is currently 9.3 (9.4 in FY22/23). Whilst crimes are up 11%, passengers are up by 13% creating a slightly lower risk of being a victim of crime.
- Whilst some categories of crime are slightly higher than FY22/23 there are few concerns (see below for crimes of note).

### Crime category

| Crime category                              | Apr-22 to Sept-22 | Apr-23 to Sept-23 |
|---|-------------------|-------------------|
| Violence                                    | 76                | 89                |
| Offensive Weapons                           | 4                 | 3                 |
| Public Order                                | 73                | 69                |
| Robbery                                     | 15                | 23                |
| Sexual Offences                             | 17                | 24                |
| Theft of Personal Property                  | 158               | 172               |
| Motor Vehicle Theft                         | 2                 | 3                 |
| Cycle Theft                                 | 16                | 11                |
| Criminal Damage                             | 41                | 33                |
| All Other Offences                          | 16                | 38                |
| <b>Total Notifiable Offences</b>            | <b>418</b>        | <b>465</b>        |
| <i>Hate crime</i>                           | 29                | 30                |
| <i>Work-related violence and aggression</i> | 35                | 16                |

## DLR crimes of note

- Theft of personal property is 9% higher in FY23/24 when compared to the same period in FY22/23 (see trend chart right).
- Thefts are fairly evenly spread across the week with peak times between 08:00-11:00 and 15:00-22:00 hours.
- 40% of thefts are committed on trains, 58% within stations.
- Canning Town and Woolwich Arsenal have had the most thefts reported in the last six months followed closely by Canary Wharf.

## DLR Theft of Personal Property



# Trams Crime and ASB Summary

## Trams crime trends overall

- Overall recorded crime is higher at 151 crimes (Apr-23 to Sept-23) compared with the same period in 2022 of 113 crimes; 34% more recorded crimes.
- The crime rate per million passenger journeys is currently 14.7, compared to the 10.9 in FY22/23. Whilst crimes are up by 34%, passenger numbers are down 1% creating the higher crime rate and risk of being a victim of crime.
- Whilst some categories of crime are slightly higher than FY22/23 there are few concerns (see below for crimes of note).

| Crime category                              | Apr-22 to Sept-22 | Apr-23 to Sept-23 |
|---|-------------------|-------------------|
| Violence                                    | 33                | 47                |
| Offensive Weapons                           | 0                 | 0                 |
| Public Order                                | 27                | 24                |
| Robbery                                     | 17                | 41                |
| Sexual Offences                             | 1                 | 6                 |
| Theft of Personal Property                  | 13                | 20                |
| Motor Vehicle Theft                         | 1                 | 0                 |
| Cycle Theft                                 | 1                 | 1                 |
| Criminal Damage                             | 16                | 9                 |
| All Other Offences                          | 4                 | 3                 |
| <b>Total Notifiable Offences</b>            | <b>113</b>        | <b>151</b>        |
| <i>Hate crime</i>                           | <i>6</i>          | <i>11</i>         |
| <i>Work-related violence and aggression</i> | <i>13</i>         | <i>15</i>         |

## Trams crimes of note

- Robbery is 141% higher in FY23/24 when compared to the same period in FY22/23; albeit this is still a relatively low-volume crime on the Trams network with an increase from 17 to 41 offences.
- 78% of robberies were committed at stops and 20% on trams. Top stops with robbery committed at them were East Croydon and Birkbeck.
- Over 80% of offences were committed on during weekdays (mainly Tuesday to Friday). Key times were 16:00-22:00 hours.

## Trams Robbery





# Improving Customer Confidence – all transport modes

The share of Londoners who felt worried about personal security is broadly in line with Q1 23/24, however the proportion of customers put off using public transport has increased slightly to 7% of customers using the network. Concerns about threatening behaviours, drunken passengers or crowding remain the most common worrying incidents and are broadly following the trend of previous quarters.

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

**7%** 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

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



## Incidence of events

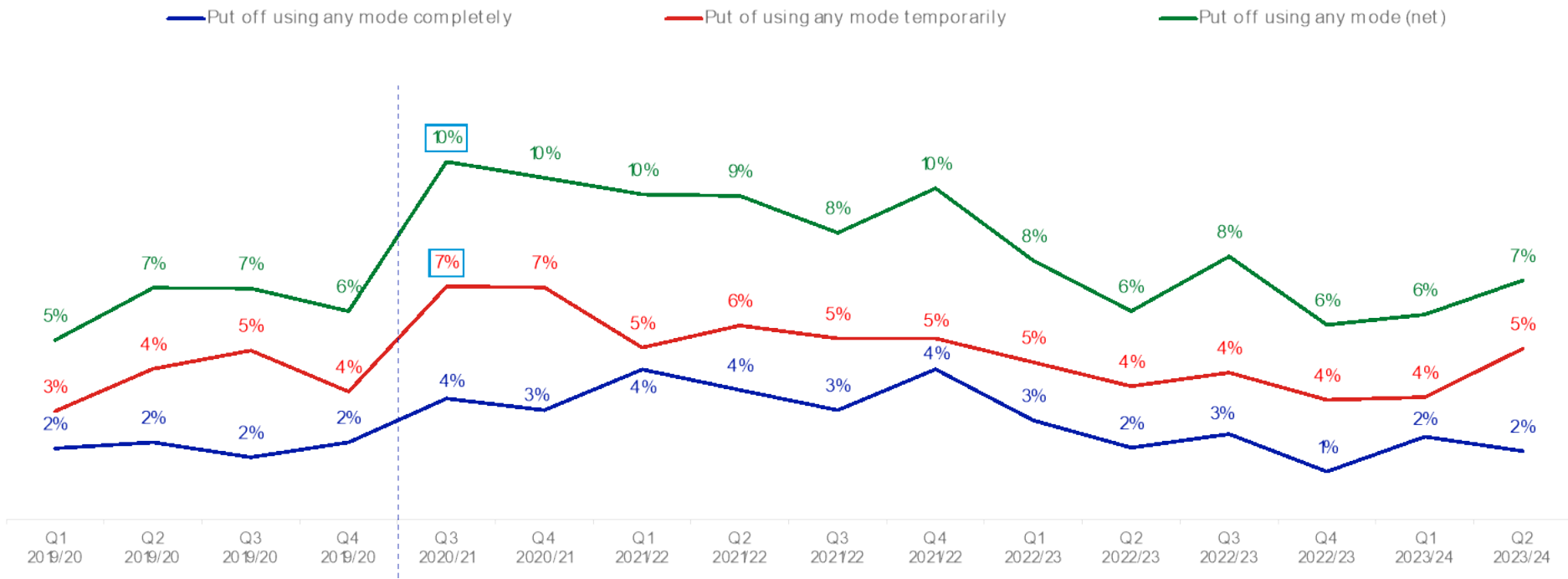
(Last 3 months)



# Improving Customer Confidence

The proportion of Londoners put off from using any public transport mode has risen slightly to 7 per cent.

Deterred from any mode due to worrying incident  
 - Based on all Londoners that have used public transport in last 3 months  
 (shown as last 12 months prior to Q3 2020/21 as past few months to Q3 2022/23)



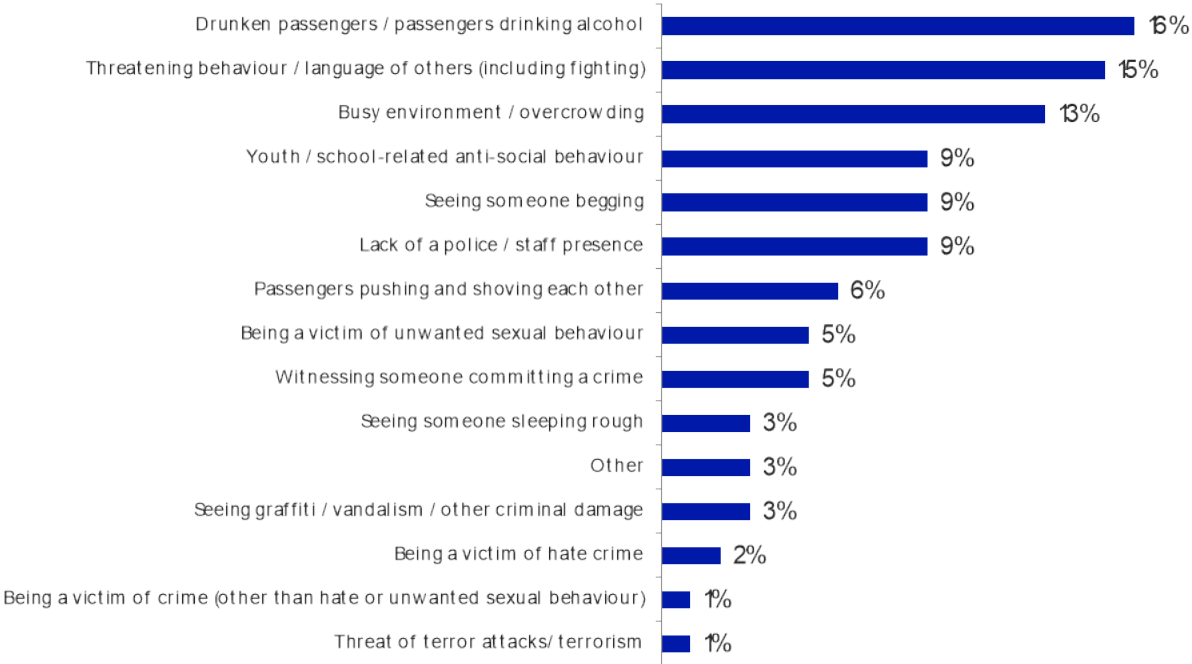
# Improving Customer Confidence

Concern regarding overcrowding and youth anti-social behaviour was more likely to be experienced on the Bus, while begging was experienced more often on LU. Women were more likely than men to experience drunken passengers, while men were more likely to encounter youth related anti-social behaviour.

Worrying incident experienced when using public transport in London

P2/Q 12023/24

**% of those experienced worrying incident on any public transport**



**% of those experienced worrying incident on**

|  | UNDERGROUND | BUSES | Men | Women |
|--|-------------|-------|-----|-------|
| Drunken passengers / passengers drinking alcohol                       | 17%         | 16%   | 11% | 19%   |
| Threatening behaviour / language of others (including fighting)        | 16%         | 13%   | 15% | 15%   |
| Busy environment / overcrowding  | 9%          | 17%   | 12% | 13%   |
| Youth / school-related anti-social behaviour                           | 7%          | 14%   | 12% | 7%    |
| Seeing someone begging   | 13%         | 5%    | 9%  | 8%    |
| Lack of a police / staff presence                                      | 9%          | 10%   | 11% | 9%    |
| Passengers pushing and shoving each other                              | 6%          | 4%    | 6%  | 5%    |
| Being a victim of unwanted sexual behaviour                            | 5%          | 3%    | 4%  | 6%    |
| Witnessing someone committing a crime                                  | 4%          | 3%    | 4%  | 6%    |
| Seeing someone sleeping rough  | 3%          | 4%    | 3%  | 3%    |
| Other  | 2%          | 6%    | 3%  | 3%    |
| Seeing graffiti / vandalism / other criminal damage                    | 3%          | 2%    | 5%  | 1%    |
| Being a victim of hate crime   | 3%          | 1%    | 2%  | 3%    |
| Being a victim of crime (other than hate or unwanted sexual behaviour) | 2%          | 1%    | 2%  | -     |
| Threat of terror attacks/ terrorism                                    | 1%          | -     | 1%  | 2%    |



For further information /  
queries

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