

# Customer Services and Operational Performance Panel



**Date:** 5 March 2023

**Item:** Update on TfL Programme to end Violence against Women and Girls

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## This paper will be considered in public

### 1 Summary

- 1.1 This paper provides a high-level update on our work to tackle violence against women and girls and improve their confidence to travel on our public transport networks.
- 1.2 We established our End Violence Against Women and Girls (EVAWG) programme in May 2021 following the murders of Nicole Smallman, Bibaa Henry, Sarah Everard, Maria Rawlings and Sabina Nessa by strangers on the streets of London, and the public outrage that followed. There is a comprehensive programme of activity in place spanning communications, education and engagement, training, data and technology, policy and infrastructure improvements.
- 1.3 This paper highlights some of the key achievements and work underway. We are currently in the process of finalising the work programme of 2024/25 and will share that with the Panel in our next EVAWG update.
- 1.4 Excellent progress has been made over this time, 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 and playing our full part in the Mayor's commitment to end violence against women and girls and the Mayor's Women's Night Safety Charter. There is strong stakeholder recognition and support for our work.

### 2 Recommendation

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

### 3 Background

- 3.1 Our EVAWG programme is focussed on tackling the issues that disproportionately impact women and girls - sexual offences and harassment and improving their confidence to travel. The programme includes short, medium and long-term actions covering policy, environment/infrastructure measures, communications, training, legislation, research and data and technology. This work has wider benefits for all our customers and colleagues. 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.

- 3.2 We are working closely with the Mayor's Office for Policing and Crime (MOPAC) the Night Czar, the Greater London Authority's (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 Key activity to tackle violence against women and girls and improve confidence to travel – complete or business as usual**

- 4.1 Our partnership working with our policing partners 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 violence against women and girls remains a key policing priority for both the British Transport Police and the Metropolitan Police Service (MPS) Roads and Transport Policing Command 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, regular 'walk and talk' sessions with customers and local communities, enhanced officer training, relentless follow up of leads and investigation and school sessions among other activity.

##### **White Ribbon**

- 4.2 In early 2022, we were accredited by the charity White Ribbon UK in recognition of our work to tackle VAWG. This charity engages with men and boys to prevent violence against women and girls. Since then, we have established a White Ribbon male ally network with representation across our organisation which is supporting the programme and influencing change.

##### **Communication campaigns**

- 4.3 In October 2021, we launched a new 'zero tolerance to sexual harassment' multi-media communications campaign on public transport. In early 2023, we launched a complementary bystander campaign which provides customer information on how to safely intervene in incidents to support their fellow passengers (distract, report and support). Both campaigns have been well received, continue to generate interest and discussion about the issue and have had a positive impact on reporting of incidents.

##### **Training and education**

- 4.4 Sexual harassment training is being rolled out to all of our frontline customer service colleagues 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 was completed in 2022. Training of London Underground colleagues has been incorporated into annual competency assessments to minimise the operational impact of releasing this number of colleagues and will be complete by the end of 2024/25. Sexual harassment forms part of the enhanced diversity and inclusion training for bus

drivers which launched in November 2023 and will run for two years.

- 4.5 Our Project Guardian school sessions continue to be an essential part of our EVAWG programme. The sessions continue to receive excellent feedback from students and teachers. The programme has been expanded in the 2023/24 academic year to reach 28,000 students (up from 6,000). This will be delivered over 600 sessions.

### **Crime reporting information**

- 4.6 We are nearing completion of the rollout of signage across our public transport networks (on vehicle and at stations) to give customers advice on what to do in an emergency and how to report crime. Signage at bus stops will be delivered in 2024/25.

### **Technology**

- 4.7 We have progressed several technology and data actions which have included standardising and extending the retention period for new CCTV systems to 31 days (Home Office standard). We are updating and future proofing Passenger Help Points and installing on-train CCTV on Central line trains with extended CCTV retention period as part of the Central Line Improvement Programme refurbishment works.

### **Public realm**

- 4.8 We worked with the GLA Regeneration team (and with 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 as well as research into what works. We will also be working with MOPAC to undertake women's safety audits in five locations across five boroughs.
- 4.9 As part of our Bus Action Plan, we undertook a feasibility study at Canning Town bus station to look at more creative and community-led approaches to improving safety and security and confidence to travel. The study identified several issues at the bus station and the surrounding area that we are working through.

### **Supporting our colleagues**

- 4.10 With the support of our staff, Trade Unions and Domestic Abuse organisations, we introduced our first-pan TfL Domestic Abuse policy and guidance for managers. We have done a lot to raise awareness of domestic abuse, the impact on those experiencing it and how we can best support them and keep them safe in the workplace.
- 4.11 We have issued guidance (including practical tips) to our staff about how to be active bystanders and challenge sexual harassment and sexist and misogynistic behaviour in our workplace. Our White Ribbon ambassadors are also helping to promote the guidance.

4.12 We know that our female and gender diverse colleagues are regularly subjected to sexual harassment by customers as a form of work-related violence. The requirement for staff to wear body worn video as part of their essential kit from 31 January 2024 should help to prevent incidents and provide valuable evidence for police investigations.

**List of appendices to this report:**

None

**List of Background Papers:**

None

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