Safety and Security Panel

Date: **12 February 2025**

Item: **2024 Crime and Antisocial Behaviour Update**

This paper will be considered in public

1 Summary

1.1   This paper provides a high-level overview of recent crime and antisocial behaviour trends on our public transport network. Where possible, it compares them with London-wide and national trends.

2 Recommendation

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

3 Background

3.1   Due to the cyber security incident we experienced last year and the Metropolitan Police Service's (MPS) upgrade to its new crime recording system, Connect, this report only covers data and information from 1 January 2024 to 30 August 2024.

3.2   The report brings together data from the MPS for the bus network, the British Transport Police (BTP) for London Underground (LU), the Elizabeth line, London Overground, DLR and Trams, as well as our own data.

3.3   The data reported here summarises criminal offences committed against our customers, our colleagues and our infrastructure that have been reported to the police. It builds on the long-term reporting of the crime rate for London's public transport that we have had in place for the past 20 years.

3.4   More detailed information on crime against our colleagues – in the form of work-related violence and aggression – is included in the Safety, Health and Security Quarterly Report, elsewhere on the agenda for this meeting. However, incidents reported to the police will be included within the transport crime statistics.

3.5   This paper illustrates that the risk of being a victim of crime on London's public transport remains low, with just over 13 crimes for every million passenger journeys made. The rate of crime is broadly stable compared with the same period last year. We have set ourselves an ambitious target to reduce the risk of being a victim of crime to fewer than nine crimes for every million journeys by the end of 2030.

3.6   We have a strong foundation of safety and security measures in place to keep all of our staff, customers and infrastructure safe and secure. This includes significant investment in dedicated policing for London's roads and public transport; hundreds of enforcement officers working for us and our operators; an

extensive network of CCTV and body worn video cameras; TfL/police control rooms operating 24/7 to help prevent and manage incidents; communications campaigns; and education and behaviour change initiatives. In 2023, London TravelWatch scored us as one of the top transport organisations for safety and security, along with Network Rail and LNER.

4 Crime and Antisocial Behaviour

4.1 Overall, the volume of crime on our public transport network and the risk of anyone being a victim of, or witness to, crime remains low. Millions of journeys are made every day, with most going without incident.

4.2 Transport crime statistics for 2024 (January-August) showed increases in some crime types and on some modes compared with the same eight-month period in 2023. These increases in crime should be seen in the context of efforts to improve confidence, and make it easier, to report incidents, as well as London-wide and national increases. We are not complacent and are focused on driving down priority crime levels and the risk of being a victim when travelling on our network. Crime statistics are set out in Appendix 1.

4.3 Our focus, alongside our transport policing partners, has been to drive down the highest harm offences such as sexual harassment and other sexual offences, serious violence, hate crime and work-related violence and aggression, while working to prevent crime and take a problem-solving approach to antisocial behaviour, and the types of behaviour that deter people from travelling and travelling more often.

4.4 There were 31,648 offences across our public transport network over the eight-month period. This is a 6.8 per cent increase in the volume of crime (compared with the same period the previous year), an additional 3,524 offences. Almost 90 per cent of crime on our network occurs on the bus and Tube networks, which reflects the size and passenger volumes of these networks. Passenger numbers have grown by 2.8 per cent this year when compared with the previous year. Overall, the increase in the volume of crime is being driven by an increase in reporting of theft of passenger property (predominantly pickpocketing).

4.5 Crime trends on our public transport network largely reflect that of London-wide crime. MPS crime data for London was up 2.6 per cent between January and August 2024 compared with the same period in 2023. Theft was the highest volume crime.

4.6 The rate of crime was 13.3 crimes per million passenger journeys (CPMPJ), up from 12.8 CPMPJ for the same period last year. Across the National Rail network, the crime rate is approximately 27 CPMPJ.

4.7 LU had the highest rate of crime at 20.7 CPMPJ. This was followed by Trams at 11.3 CPMPJ, but on Trams the overall volume of crime reported was very low (131 offences in total for the period).

4.8 The crime categories that saw the greatest percentage increase between January and August 2024 compared with the previous year were theft (6.2 per cent), violence (2.5 per cent) and public order (1.8 per cent). Theft remains the highest

volume crime on our public transport network, with 14,704 theft offences between January 2024 and August 2024. This is up by 885 offences.

4.9 Busy, crowded public spaces attract thieves, and the transport network can be a target-rich environment. Theft of passenger property includes offences such as pickpocketing when trains and stations are busy or theft snatch where people may have their belongings snatched while waiting for a bus.

4.10 Tackling robbery is a key priority for us and our policing partners, and significant effort has been focused on reversing the rising trend in robbery that was emerging in 2023. Robbery levels were down by seven per cent (2,070 to 1,919 offences) in 2024 (January to August) compared to the previous year. The level of operational activity includes thorough investigation of all robbery offences, targeting and management of offenders, problem-solving and joint operations to create a hostile environment for offenders. Crime data from the BTP showed that robbery on LU has fallen by 8.5 per cent (515 offences in 2023 and 471 in the same period in 2024).

4.11 We deploy over 200 Transport Support and Enforcement Operations Officers (TSEs) working across rail, LU and the bus network and a core part of their role is to deal with crime, antisocial behaviour and rule breaking that makes our customers feel unsafe. Our officers are accredited by the police and have the powers and training to physically intervene and remove people from our network or refuse entry, where needed. They are trained and work to diffuse situations, using their powers to physically intervene and remove people from our network only as a last resort. They are uniformed and their presence acts as a deterrent to antisocial behaviour and crime. In 2024, TSEs provided advice and guidance to 10,854 members of the public and dealt with 5,375 breaches of our byelaws across the rail and LU network.

4.12 Customer confidence to use our network is reduced more by unwelcome and antisocial behaviour than the fear of being a victim of crime. The most common concerning behaviour recorded in our Customer Pulse survey is being worried about drunken passengers or passengers drinking alcohol. These concerns are addressed by our own enforcement officers across the network who have a direct impact on customers and colleague confidence. In 2024 our enforcement officers dealt with 4,116 customers who were carrying an open container of alcohol on our network, consuming alcohol or being intoxicated on the network. They dealt with a further 38 incidents as breaches of our byelaws involving alcohol.

4.13 Deployment of our officers and our police partners is intelligence-led. The data and feedback we receive from frontline colleagues and customers about safety and security concerns is a vital source of insight and data that informs decisions on deployment and taskings. Our enforcement officers target hotspots, take a problem-solving approach and regularly work alongside police partners.

4.14 We will continue to work closely with our police partners and operators to reduce crime and antisocial behaviour across our transport network. Our focus for crime prevention and reduction, in collaboration with the BTP and the MPS, will continue to be on the greatest threats, risk and harms, including:

(a) safeguarding children and adults of the risk from harm and exploitation when using or seeking refuge on our network;

(b) ending violence against women and girls, including sexual offences and harassment;

(c) tackling hate crime and reassuring those that feel vulnerable to victimisation;

(d) tackling serious violence, robbery and keeping knives off the network; and

(e) preventing work-related violence and aggression.

4.15 We, and our operators, are expanding our own enforcement capability which will complement policing, provide greater visibility and reassurance to our customers and colleagues and increase our capacity to deal with antisocial behaviour that impacts on customer confidence. We are investing in improvements to our CCTV infrastructure and running several technology trials to support policing and enforcement efforts to prevent crime. We will continue to work with stakeholders to improve our approach and develop sustainable solutions to crime and antisocial behaviour problems.

List of appendices to this report:

Appendix 1: Crime and Antisocial Behaviour statistics

List of Background Papers:

None

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