

**Date:** 26 March 2025

**Item:** Report of the Meeting of the Safety and Security Panel  
held on 12 February 2025

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**This paper will be considered in public**

## **1 Summary**

- 1.1 This paper provides a summary of the items considered by the Safety and Security Panel at its meeting on 12 February 2025.

## **2 Recommendation**

- 2.1 **The Board is asked to note the report.**

## **3 Panel Agenda and Summary**

- 3.1 The papers for the meeting of the Panel held on 12 February 2025 were published on 4 February 2025 and are available on the [TfL website](#) with a link to the video recording of the meeting on [TfL's YouTube channel](#).
- 3.2 The main matters considered by the Panel were:
- (a) Rail Customer Safety Update;
  - (b) 2024 Crime and Antisocial Behaviour Update;
  - (c) Safeguarding Customers at TfL;
  - (d) Enterprise Risk Update - Significant Security Incident including Cyber Security (ER04);
  - (e) Safety, Health and Security Report Quarter 3 2024/25; and
  - (f) Risk and Assurance Report Quarter 3 2024/25.
- 3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the meeting of the Panel on 19 May 2025.

## **4 Issues Discussed**

### **The Tragic Death of Jorge Ortega**

- 4.1 The Panel's and Executive's thoughts were with the family, friends and colleagues of Jorge Ortega, a MTR Elizabeth line employee who was seriously assaulted while working at Ilford station on 4 December, and sadly died in hospital on 6 December 2024. The Panel recognised that safety and wellbeing

of colleagues is paramount to TfL and how TfL was working closely with MTR Elizabeth line, to provide support to Jorge's family and to all colleagues affected, and with the British Transport Police to support the investigations and will continue to strengthen safety measures for staff.

### **Rail Customer Safety Update**

- 4.2 The Panel noted the paper, which set out the status in relation to performance and achieving targets for customer safety on rail modes (London Underground, London Overground, DLR, London Trams and the Elizabeth line).
- 4.3 The Mayor's Transport Strategy established the goal of eliminating death and serious injury from London's transport networks by 2041. TfL's internal Strategy for Safety set out the interim target to halve customer deaths and serious injuries by 2030. The death and serious injury rate decreased during the coronavirus pandemic and had stabilised, however, the recent increase in the number of passengers on the network had seen the absolute number of deaths and serious injuries increase.
- 4.4 The most significant source of risk for customers was slips, trips and falls on stairs and escalators, and for fatal injuries, the Platform Train Interface was the area of most concern. Mitigating actions were taking place using a systems-based approach. Work was also taking place to address deliberate and unauthorised access to the network, with staff receiving training for suicide prevention.
- 4.5 Financial resources were prioritised to keep the TfL network safe and fund trials of mitigation activities.

### **2024 Crime and Antisocial Behaviour Update**

- 4.6 The Panel noted the overview of recent crime and antisocial behaviour trends on the public transport network and, where possible, the comparison with London-wide and national trends. The data showed the risk of being a victim of crime on London's transport network remained low, set against the context of a drive to increase reporting and a changing society.
- 4.7 Most crime was theft/pickpocketing, and this was seen to be due to the network being a target-rich environment. TfL was encouraging customers to be vigilant while the British Transport Police had been proactive to make it a hostile environment to robbery, and this had seen a decrease in offences from 2023 to 2024. There had been an increase in violent offences of approximately 20 per cent against the same period in 2023. Around 70 per cent of offences were violence without injury, such as pushing and shoving. There had also been a 27 per cent increase in hate crime against a backdrop of wider global issues.
- 4.8 The challenge was to balance the direction of capability to ensure customers felt safe on the network while also addressing the highest harm activities. The solution to delivering greater security across the transport network was not

simply a case of greater financial resources to fund more policing but to collaborate, share technology and data, and work seamlessly with all parties.

### **Safeguarding Customers at TfL**

- 4.9 The Panel noted the overview of the activity to safeguard those people sleeping rough on TfL's services and infrastructure, and the work to prevent suicide on the transport network. It was the aspiration for the TfL network to be seen as a beacon of safety, where help and support could be accessed 'under the roundel'.
- 4.10 Frontline and customer operations staff were trained to recognise vulnerable people and be empathetic and aware. TfL recognised that rough sleeping increased the risk of being a victim of crime, resulting in poor health outcomes and was life-limiting and accordingly, worked with outreach agencies to connect people to help and support.
- 4.11 Suicide prevention was an integral part of safeguarding and staff training was essential. The Panel commended the recent recipients of lifesaver awards for their interventions which had successful safeguarding outcomes: Alex at Golders Green station, Joseph and Diana at Westminster station, and Malli, Ladi and Nigel at Manor House station. Panel Members expressed their thanks to staff for their efforts.
- 4.12 A multi-agency approach was essential to successfully deliver safeguarding and TfL worked closely with the Greater London Authority.

### **Enterprise Risk Update - Significant Security Incident including Cyber Security (ER04)**

- 4.13 The Panel noted the update on Enterprise Risk 04 (ER04) – 'Significant security incident including cyber security'.
- 4.14 The nature of the threat was volatile and rapidly changing, with significant actors in the arena being hostile states, terrorist groups and criminal organisations with interplay between them. A holistic approach was used that covered cyber security, physical security, people and personnel to comprehend the threats and vulnerabilities, protect customers and colleagues and TfL as an organisation. Cyber security was an integral part of security within TfL and an ongoing improvement programme was in place and actions had been taken in response to the cyber incident in September 2024.
- 4.15 It was agreed that cyber security and physical security would be split out to create two Enterprise Risks given the size and complexity of both elements. Any lessons learnt, recommendations and improvements identified from the detailed investigation of the cyber incident and the independent review would be picked up as part of this work.

### **Safety, Health and Security Report Quarter 3 2024/25**

- 4.16 The Panel noted the paper, which provided key information and trends reported in Quarter 3 of 2024/25 (15 September to 7 December 2024), including performance against Scorecard targets.

- 4.17 Colleague safety performance was not on track for the year, due to the fatal incident with Jorge Ortega and the serious injury rate being higher than expected. Customer safety performance over the quarter had been challenging, with a tragic fatality at Chalk Farm station on 4 November 2024, and 67 injuries across the network. Rates of people killed or seriously injured on London's roads were also higher than target. Bus safety performance was within target.
- 4.18 Colleague sickness absence performance was broadly on the same trend as last year. The top three causes of long-term absence were mental health, musculoskeletal and work-related accidents/assaults.
- 4.19 The Rail Accident Investigation Branch had issued a report into the tragic death of a customer who died after falling onto the tracks at Stratford station in December 2023. TfL welcomed the recommendations from the investigation into this incident, which aligned with the findings of TfL's own internal investigation.
- 4.20 In June 2024, TfL commissioned an independent review of safety governance within the organisation. The overall finding was that current safety performance was good, when benchmarked against other UK transport providers, and the general trend is one of continuing improvement. The review set out recommendations to further improve performance and, in response, an action plan had been produced.

### **Risk and Assurance Report Quarter 3 2024/25**

- 4.21 The Panel noted an overview of the status of and changes to Enterprise Risk 01 (ER01) – 'Inability to deliver safety objectives and obligations', and ER04. The report also summarised the findings from the associated assurance activity of these risks based on second line of defence audit work by the Quality, Safety and Security Assurance team and third line of assurance work by the Internal Audit team within TfL's Risk and Assurance Directorate during quarter 3.
- 4.22 ER01 was being redeveloped and the Audit Plan for the first half of 2025/26 was being finalised. Fifteen audits against the Payment Card Industry Data Security Standard that related to ER04 had been cancelled in quarter 3 as these audits would now be undertaken by the TfL Technology and Data Payment Operations and Assurance team.

### **List of appendices to this report:**

None

### **List of Background Papers:**

Papers submitted to the meeting of the Safety and Security Panel on 12 February 2025

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